

**METRO RTA
INTERNAL/EXTERNAL ENGAGEMENT
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, JULY 16, 2026**

Trustees Present: Mark Derrig, Dana LaGarde, Robert DeJournett, Chuck Rector, Donald Christian, Bob Konstand, Nicole Squire, Gary Spring, John Valle, and Dave Prentice

Trustees Excused: Christine Marshall and Renee Greene

Trustees Absent:

METRO Team

Members Present: Dawn Distler, Angie Neeley, Tatia Harris, Gert Wilms, Jarrod Hampshire, Shawn Metcalf, Jay Hunter, Eric Scott, DeHavilland McCall, Molly Becker, Laura Adkins, Shannon Moore, Quentin Wyatt, Grace Doyle, Shannon Moore, Lane Evans and Leslie Rashid

CALL TO ORDER

Mr. Chuck Rector called the meeting to order at 9:16 am.

APPROVAL OF MINUTES FROM THE JUNE MEETING

Mr. John Valle made a motion to approve the minutes of the June meeting.
Mr. Robert DeJournett 2nd the motion. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

Employee Engagement Report | Jay Hunter

METRO participated in jobs fairs hosted by Akron Public Schools and Summit County Ohio Means Jobs to promote career opportunities at METRO, strengthen community partnerships, and increase public awareness. Applicant data is being tracked to measure recruitment outcomes.

KPIs were reviewed.

Customer Care Report | Laura Adkins

KPIs were reviewed.

Ms. Adkins provided detailed information about staffing hours, fare sales and calls taken.

Marketing Report | Molly Becker

The dashboard was reviewed.

Ms. Becker provided an overview of upcoming community activities, including participating in University of Akron new student orientations, the Blue Heron Welcome Home Festival, National Night Out at the Robert K. Pfaff Transit Center, Akron Zoo Backpack Adventures, PorchRokr, Akron Pride Festival, AMHA Touch-a-Truck events, and Barberton Mum Festival.

RESOLUTIONS FOR CONSIDERATION

OTHER BUSINESS

CALL FOR ADJOURNMENT

Adjourned at 9:35 am.



**DAWN S. DISTLER,
CHIEF EXECUTIVE OFFICER/
SECRETARY-TREASURER**

8 / 20 / 26
Date (MM/DD/YYYY)