METRO RTA
INTERNAL/EXTERNAL ENGAGEMENT
COMMITTEE MEETING MINUTES
MAINTENANCE & OPERATOINS BUILDING
348 KENMORE BLVD. MEETING ROOM
THURSDAY, SEPTEMBER 17, 2026

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

Trustees Excused: Christine Marshall and Bob Konstand

Trustees Absent:

METRO Team Members Present: Dawn Distler, Tatia Harris, Gert Wilms, Shawn Metcalf, Jarrod Hampshire, Jay Hunter, Eric Scott, Molly Becker, Kyle Moeglin, Grace Doyle, DeHavilland McCall, Jamie Saylor, Laura Adkins, Jessie Dent, Melissa Barna, Regina Mills, Kayla Kinkead, Mark Schumann, Alja Austin, Luke Gareri, Brynn Overly-Nguyen, Lane Evans and Leslie Rashid

CALL TO ORDER

Mr. Chuck Rector called the meeting to order at 9:05 am.

APPROVAL OF MINUTES FROM THE AUGUST MEETING

Mr. John Valle made a motion to approve the minutes of the August meeting.

Ms. Dana LaGarde 2nd the motion. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

Employee Engagement Report | Jay Hunter
METRO hosted a July 4th potluck in celebration of American's birthday. Employees contributed homemade and store brought dishes.

METRO continues to promote its Employee Assistance Program (EAP), with an emphasis on mental health awareness and employee wellness. Following comprehensive EAP benefits webinar, EEC developed a condensed five-minute presentation for inclusion in the new employee onboarding process.

METRO participated in the Project LEARN recognition and graduation ceremony in Summit County. Project LEARN is a nonprofit adult education organization that supports adult learners in developing skills for continued community participation and lifelong learning. METRO participated in engaging with graduates and highlight employment and transportation career opportunities.

KPIs were reviewed.

Customer Care Report | Melissa Barna
KPIs were reviewed.

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

Marketing Report | Molly Becker
The dashboard was reviewed.

METRO is partnering with LeBron James Family Foundation to host a community outreach event at House 330 on Thursday, November 5. The event will highlight METRO employment opportunities, transportation services, and travel-training resources through a mini trade show and much more.

The day will begin with a State of METRO networking breakfast, followed by family and community programming.

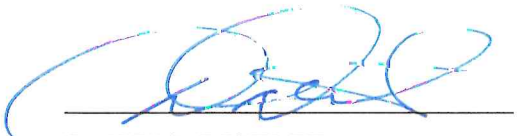
How to use the Bike Rack video was played.

RESOLUTIONS FOR CONSIDERATION

OTHER BUSINESS

CALL FOR ADJOURNMENT

Adjourned at 9:28 am.



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

10 / 27 / 26
Date (MM/DD/YYYY)