

**METRO RTA  
ANNUAL & MONTHLY BOARD MEETING MINUTES  
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM  
TUESDAY, JUNE 25, 2024 9:00 AM**

**Trustees Present:** Mark Derrig, Dana LaGarde, Renee Greene, Robert DeJournett, Christine Marshall, Chuck Rector, Bob Konstand, Donald Christian, David Prentice and Nicole Squire

**Trustees Excused:** John Valle and Gary Spring

**Trustees Absent:**

**METRO Team**

**Members Present:** Dawn Distler, Lauren Zidones, Gert Wilms, Jarrod Hampshire, Angela Neeley, Tatia Harris, Molly Becker, Laura Adkins, Nathan Leppo, Bambi Miller, DeHavilland, Jamie Saylor, Jay Hunter, Laura Adkins, Jessie Dent and Lisa Ritter

**Guests Present:**

**CALL TO ORDER**

Mr. Mark Derrig called the meeting to order at 9:00 am.

**SWEARING IN OF NEW BOARD TRUSTEE**

CEO: Dawn Distler

Nicole Squire Representative of Cuyahoga Falls. Welcome Nicole!

**AUDIENCE PARTICIPATION**

**RECOGNITION**

CAO: Jay Hunter

Lisa Ritter 20 years of service, Customer Care Specialist started as a Clerk, daughter of retiree Kathy Ritter. Lisa was also a mascot and she handles the lost and found for METRO. Congratulations Lisa!

**BOARD MINUTES**

Ms. Renee Greene made a motion to approve the minutes from the May meeting. Mr. Chuck Rector 2<sup>nd</sup> the motion. The minutes were unanimously approved.

## **COMMITTEE REPORTS & RESOLUTIONS**

### **CUSTOMER EXPERIENCE & SERVICE PERFORMANCE COMMITTEE REPORT**

Chair: John Valle

Reporting: Chuck Rector

The Committee met on June 20<sup>th</sup> and KPIs were reviewed. There is one resolution recommended by the committee.

**RESOLUTION 2024-11** a resolution authorizing a one year extension of the maintenance and support agreement for the demand response scheduling software through Ecolane USA.

The resolution was discussed.

Mr. Chuck Rector made a motion to approve the resolution. Ms. Renee Greene 2<sup>nd</sup> the motion. All present voted “aye”. The resolution was approved.

### **INTERNAL & EXTERNAL ENGAGEMENT COMMITTEE REPORT**

Chair: Chuck Rector

The Committee met on June 20<sup>th</sup> and KPIs were reviewed. There were no resolutions recommended by the committee.

### **SAFETY, EQUITY & PLANNING COMMITTEE REPORT**

Chair: Robert DeJournett

The Committee met on June 20<sup>th</sup> and KPIs were reviewed. There is one resolution recommended by the committee.

**RESOLUTION 2024-12** a resolution authorizing a one year renewal of Downtown Akron Partnership (DAP)

The resolution was discussed.

Mr. Robert DeJournett made a motion to approve the resolution. Ms. Renee Greene 2<sup>nd</sup> the motion. All present voted “aye”. The resolution was approved.

### **FINANCE & TECHNOLOGY COMMITTEE REPORT**

Chair: Bob Konstand

The Committee met on June 20<sup>th</sup> and KPIs were reviewed. There were no resolutions recommended by the committee.

## **OTHER BUSINESS**

Ms. Dawn Distler expressed gratitude and remembrance for Samuel Risby.

“Today, I thank Sam for always being Sam, representing METRO well and for always greeting me with that million dollar smile. I hope that we honor him by being kind, mentoring and caring always. Rest easy Sam, may you have only green lights and perfect buses as you drive into your eternal comfort.”

Moment of silence for Samuel Risby.

The Risby Family expressed deep appreciation for METRO’s support during a difficult time. They were grateful for everything METRO did, from providing buses for home going services to assist in leading the procession to their loved one’s final resting place. The family was touched by the overwhelming support and assistance they received from METRO during this challenging time.

## **OFFICERS’ REPORTS**

### **Board President:**

Mr. Mark Derrig mentioned Emilia Sykes is the only member of the transportation committee from the state of Ohio. She’s busy doing a lot of things that effect what goes on at METRO. Mr. Mark Derrig expressed gratitude for her contributions. Reminder of the hiring event, this Thursday, June 27<sup>th</sup> 1pm-6pm at Stark State Akron Campus. Save the date Board Retreat August 8<sup>th</sup>.

### **Chief Executive Officer:**

Ms. Dawn Distler mentioned the Board Informational Retreat will be held at Greystone, August 8<sup>th</sup> 8:30 – 1:00 pm. We’ll be focusing on the future of METRO looks like as a whole. Moving forward Leslie will be sending out calendar invites to the Board of Trustees’ for events. Ms. Dawn Distler expressed appreciation of the Board of Trustees support at METRO events. There’s excitement about the increase in ridership numbers. When public transportation is provided, people use it. We continue to look at our types of services. Now we focus how we look at the types of services that work in the outer areas. METRO provided free rides on Juneteenth, resulting in 13,065 rides. There’s ongoing discussion about on time performance, and the construction challenges in areas like Barberton, Kenmore and Copley Rd. Our team really has been looking at how we are communicating to the public on that. Ms. Dawn Distler acknowledges and appreciates the approving of resolution for Downtown Akron Partnership. They provide amazing service for us as well as it keeps us in the loop of what’s happening downtown. Customer Care is utilizing reports from the new phone system. They are looking at different ways we can improve for our customers. Ms. Dawn Distler expressed her enthusiasm in meeting the Secretary of Transportation, Pete Buttigieg.

Mr. Robert DeJournett suggested METRO to recognize Juneteenth as a holiday and inquired how to go about considering it. Ms. Dawn Distler mentioned the biggest process would be what’s negotiated in the union contracts.

The next scheduled Board Meeting is July 30<sup>th</sup>.

## **EXECUTIVE SESSION**

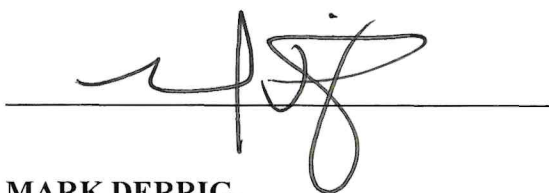
## **ADJOURNMENT**

Meeting adjourned at 9:34 am.

**CERTIFICATE OF COMPLIANCE**

Pursuant to Section III, Article 3.2 of the Rules & Regulations of the METRO Regional Transit Authority, METRO has complied with the Notice and Notification to the public and news media.

**DATE APPROVED:** August 27<sup>th</sup>



**MARK DERRIG,  
PRESIDENT**



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