

**METRO RTA
INTERNAL/EXTERNAL ENGAGEMENT
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, OCTOBER 17, 2024**

Committee

Members Present: Dana LaGarde, David Prentice, Gary Spring and Christine Marshall

Trustees Present: Mark Derrig, John Valle, Robert DeJournett, Nicole Squire, Donald Christian, and Renee Greene

Trustees Excused: Chuck Rector and Bob Konstand

Trustees Absent:

METRO Team

Members Present: Dawn Distler, Gert Wilms, Jarrod Hampshire, Eric Scott, DeHavilland McCall, Angie Neely, Tatia Harris, Shawn Metcalf, Molly Becker, Grace Doyle, Nathan Leppo, Jamie Saylor and Kyle Moeglin

CALL TO ORDER

Mr. Gary Spring called the meeting to order at 9:36 am.

APPROVAL OF MINUTES FROM THE SEPTEMBER MEETING

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

SUB-COMMITTEE REPORTS

EEC Report | Jay Hunter

KPIs and agenda items were reviewed.

EEC days – A counselor from Employee Assistance Program (EAP) offered one-on-one sessions for employees and/or their family members.

Customer Care Report | Jay Hunter

KPIs were reviewed

Mr. Gary Spring inquired about the North Summit Demand, similar to Demand Response services. Mr. Jay Hunter explained that it serves people traveling to the northern area, particularly the Twinsburg region, and the same individuals typically use these services. The program has been in place for about 8 years.

Marketing Report | Molly Becker

KPIs and agenda items were reviewed.

METRO will be participating in the Akron Children’s Hospital Tree Festival for the 13th year, with the theme “Cute as a Button”.

For Trunk or Treat events, our theme will be “Ghost BUSTers.”

On Giving Tuesday, December 3rd, from 10-1 we’ll be distributing hats, gloves & scarves, along with donating coats.

We’ll also be participating in Toy’s 4 Tots, December 6th.

RESOLUTIONS FOR CONSIDERATION

There were no resolutions for consideration.

OTHER BUSINESS

CALL FOR ADJOURNMENT

Adjourned at 9:49 am.



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

11 / 21 / 24
Date (MM/DD/YYYY)