

METRO REGIONAL TRANSIT AUTHORITY

Internal and External Engagement Committee

**APRIL 17, 2025
9:00 AM**

**CHAIR: MR. CHARLES RECTOR
VICE CHAIR: MS. DANA LAGARDE**



**METRO RTA
INTERNAL AND EXTERNAL
COMMITTEE MEETING AGENDA
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, APRIL 17, 2025**

ITEM 1: CALL TO ORDER

ITEM 2: APPROVAL OF MINUTES FROM THE MARCH MEETING

ITEM 3: SUB-COMMITTEE REPORTS:

Employee Engagement Report | Jay Hunter

- EEC Day
- KPIs (Page 5)

Customer Care Report | Jay Hunter & Laura Adkins

- KPIs (Page 6 & 7)
- ADA Application Process

Marketing Report | Grace Doyle

- KPIs (Page 8)
- Bus Shelter Branding (Page 9)
- 2025 Health & Wellness Fair at the RKPTC: Wednesday 4/23, Noon – 2 pm
- City of Akron 200th Anniversary

ITEM 4: RESOLUTIONS FOR CONSIDERATION:

Resolution 2025-08 | Grace Doyle

A resolution in support of Akron-Summit County Public Library’s Issue 18
(Page 12)

ITEM 5: OTHER BUSINESS:

ITEM 6: CALL FOR ADJOURNMENT

**METRO RTA
INTERNAL/EXTERNAL ENGAGEMENT
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, MARCH 20, 2025**

Committee

Members Present: Chuck Rector, Dana LaGarde, Gary Spring and Christine Marshall

Trustees Present: Mark Derrig, John Valle, Robert DeJournett, Nicole Squire, Bob Konstand, and Donald Christian

Trustees Excused: Dave Prentice

Trustees Absent: Renee Greene

METRO Team

Members Present: Dawn Distler, Gert Wilms, Angie Neeley, Tatia Harris, Jarrod Hampshire, Jay Hunter, Shawn Metcalf, DeHavilland McCall, Eric Scott, Molly Becker, Nathan Leppo, Jamie Saylor, Laura Adkins, Grace Doyle, Quentin Wyatt, Kyle Moeglin, Kyle Stewart, Deitra Goggins, Marshall Preston, Holly Sims, Jim Meduri and Brynn Overly-Nguyen

CALL TO ORDER

Mr. Chuck Rector called the meeting to order at 9:25 am.

APPROVAL OF MINUTES FROM THE FEBRUARY MEETING

Mr. John Valle made a motion to approve the minutes from the February meeting. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

2024 Highlights | Jay Hunter

Mr. Jay Hunter provided a detailed wrap up for 2024.

EEC Report | Jay Hunter

KPIs and agenda items were reviewed.

Customer Care Report | Jay Hunter

KPIs were reviewed and new ones were implemented.

2024 Highlights | Kyle Moeglin

Mr. Kyle Moeglin provided a detailed wrap up for 2024.

Marketing Report | Kyle Moeglin

KPIs were reviewed.

RESOLUTIONS FOR CONSIDERATION

OTHER BUSINESS

CALL FOR ADJOURNMENT

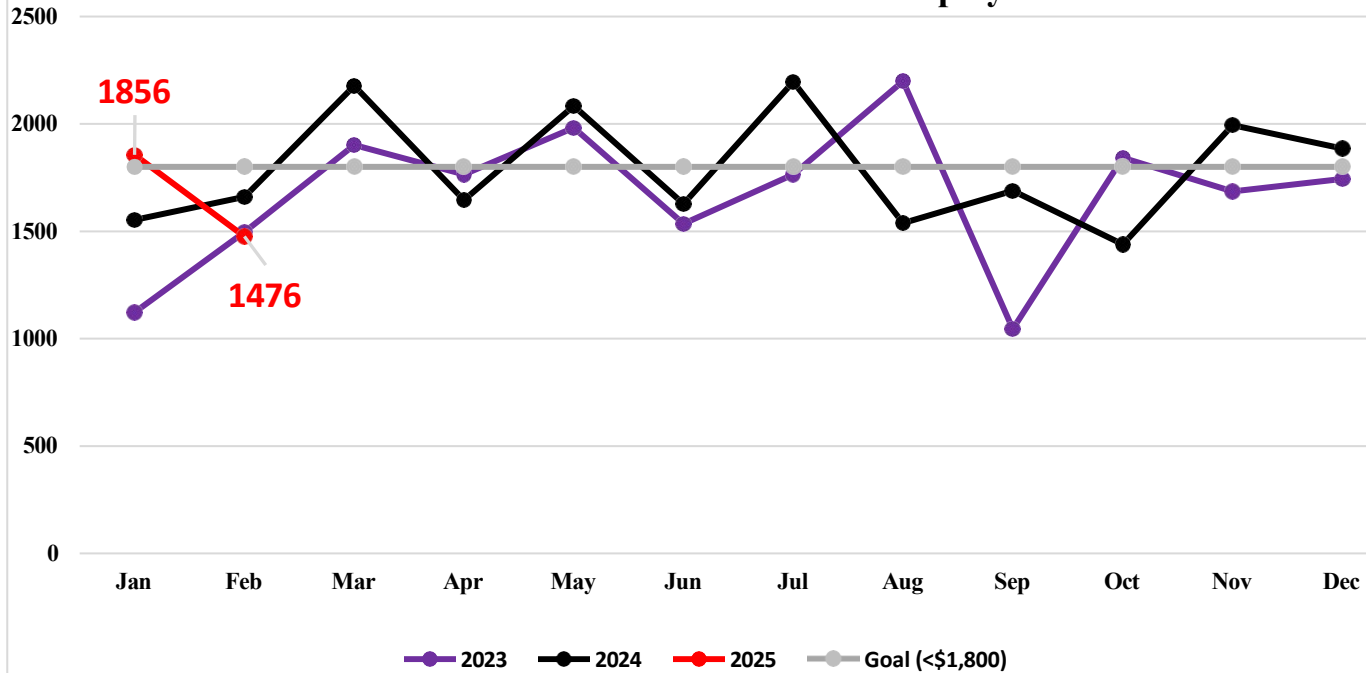
Mr. Gary Spring made a motion to adjourn the meeting.

Adjourned at 9:47 am.

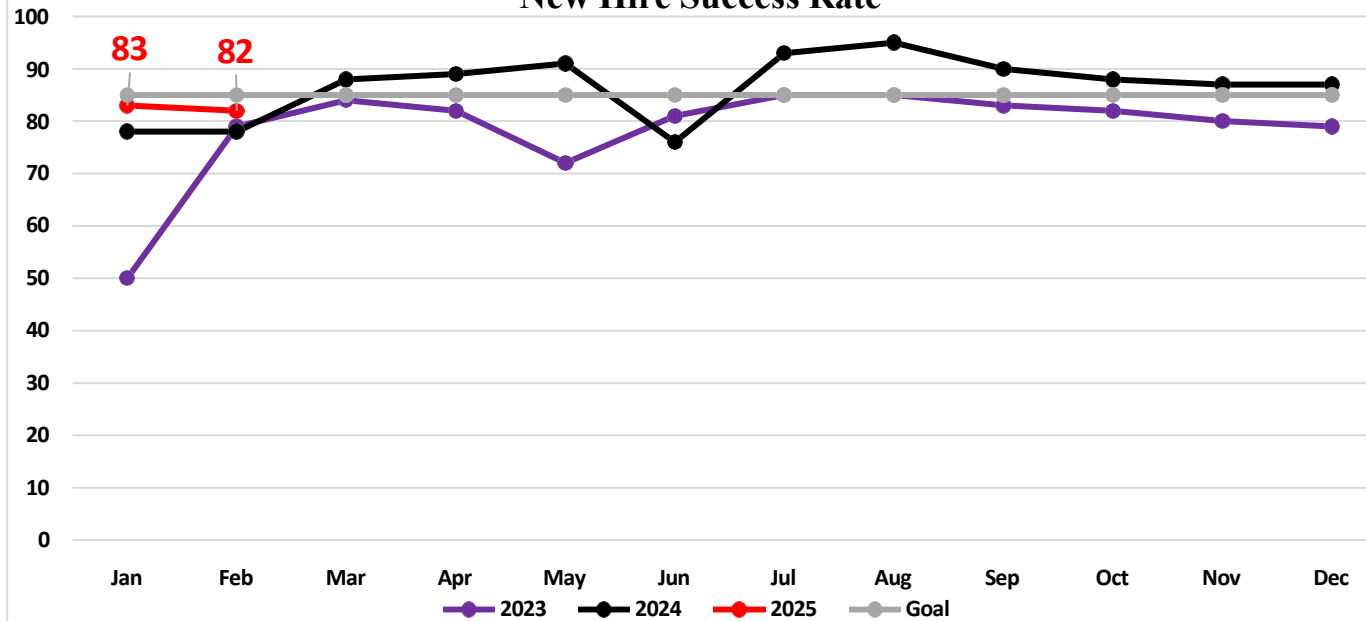
**DAWN S. DISTLER,
CHIEF EXECUTIVE OFFICER/
SECRETARY-TREASURER**

Date (MM/DD/YYYY)

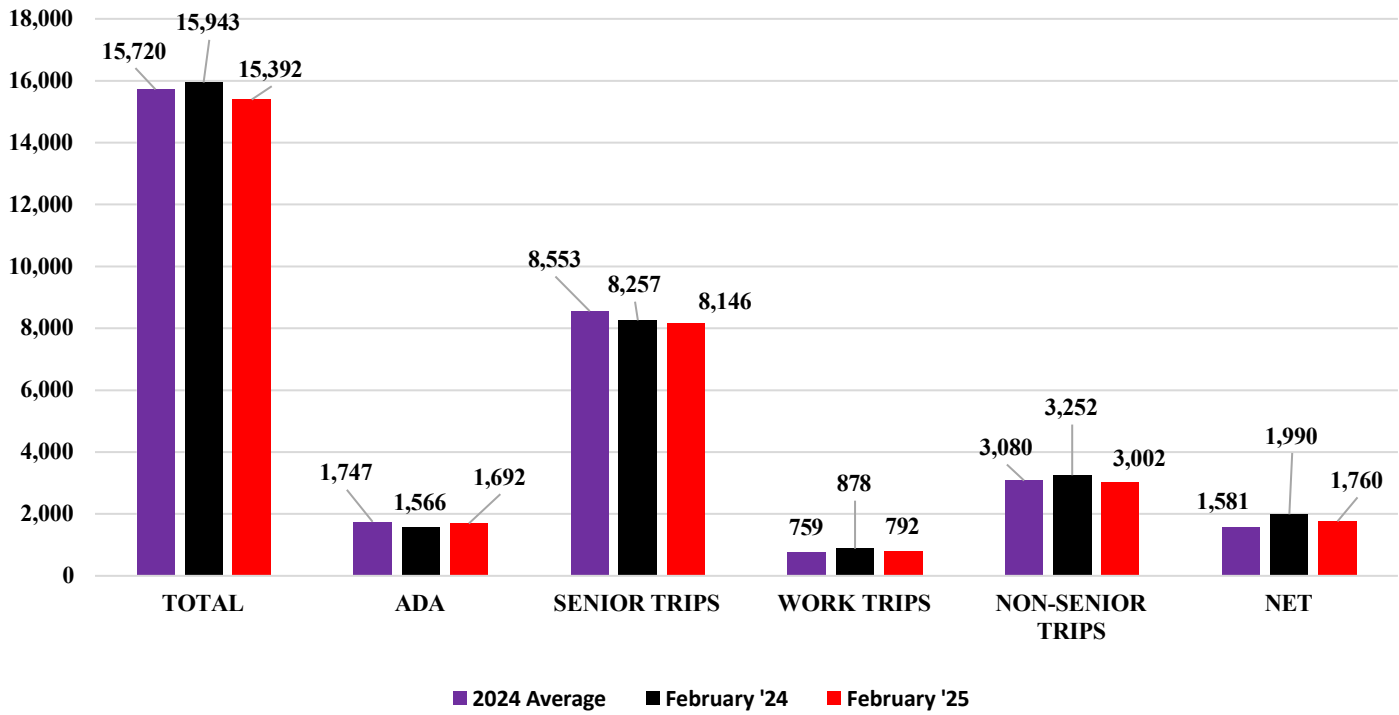
Total Healthcare Provision Per Employee



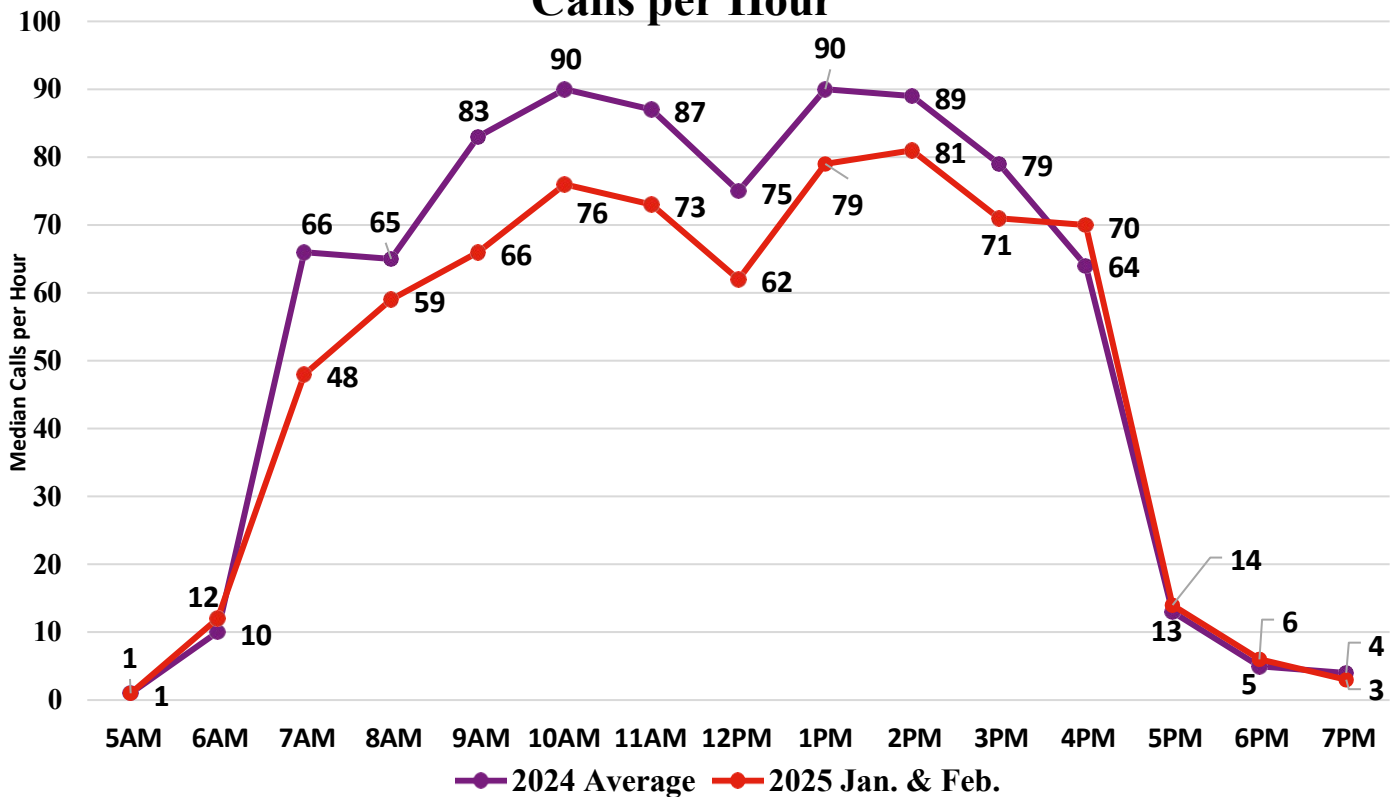
New Hire Success Rate



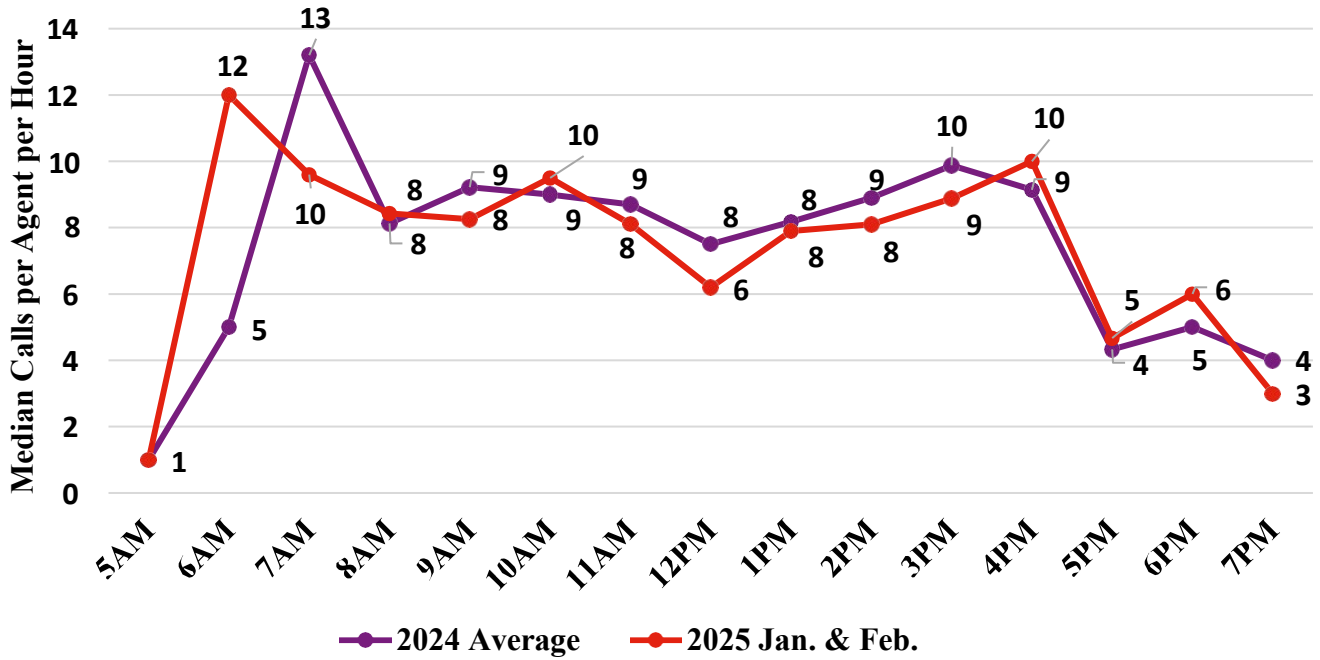
FEBRUARY METRO SELECT TRIPS



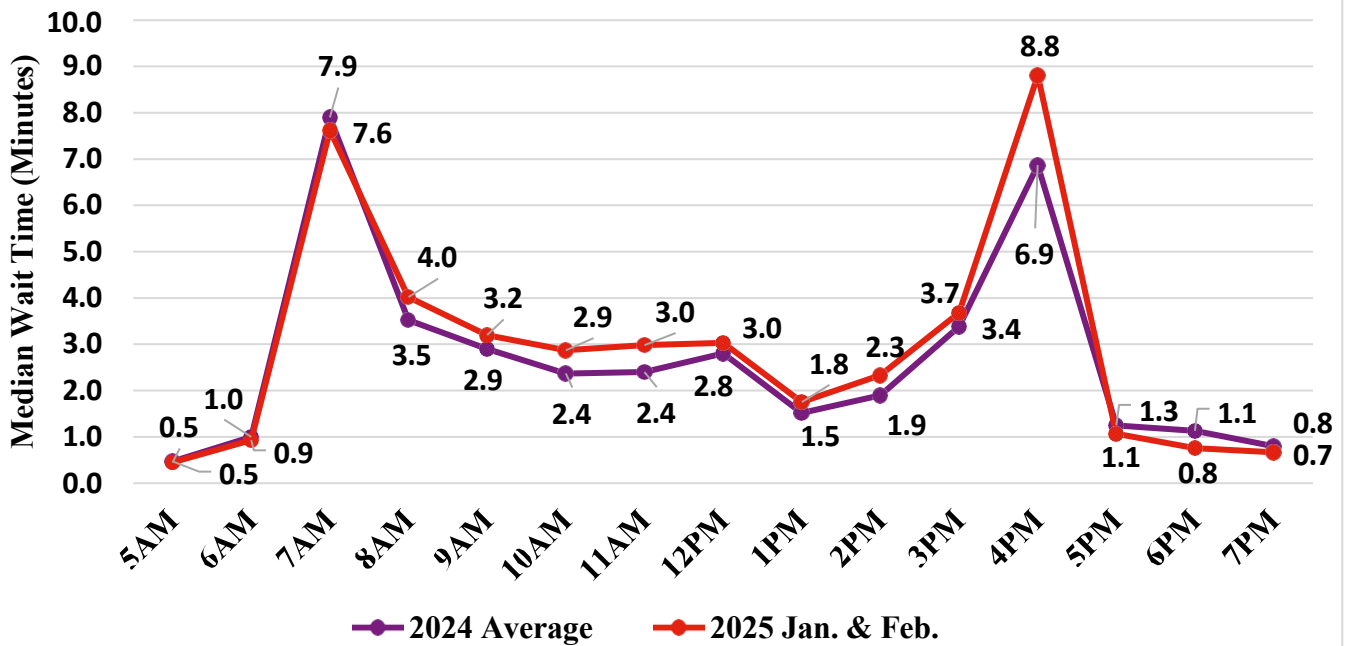
Calls per Hour



Hourly Calls per Agent



Caller Wait Time





Type of Service

ADA

ADA is an application process. There are 10 pages for the passenger to complete and 2 pages for the doctor to complete. ADA is a program that provides a safety net for persons who do not have the functional capability to ride Metro's regular fixed route buses. This is a Shared ride program that takes multiple passengers to multiple destinations. Once the application is complete the passengers must complete a functional assessment at Western Reserve Hospital. This outside agency has a process to allow or deny ADA.

Trips must begin within $\frac{3}{4}$ of a mile of a Metro fixed route bus and the times for the trip must coincide with the times of the fixed route being used, pick up as well as destination. There are no stipulations to the number of trips taken in a day or type of location drop off. This service offers more independence but does have limits outside the service area.

ADA eligibility is valid throughout the United States in areas that provide fixed route bus service. Passenger's eligibility can be forwarded to other transportation systems per passengers request. This is a federally mandated program for agencies that provide line services.

Once registered trips can be scheduled one to three days in advance. Pickup and return must both be scheduled. This is not a program that offers will calls. Trips are scheduled with our customer care specialists.

Trips are \$2.50 each way. One Personal Care attendant is able to ride with the passenger at no charge. These trips are also eligible to have one companion. This companion would also pay the \$2.50 fare. If a service animal is needed it will be noted in the trip.

These trips have a 30 minute pickup window. Passengers should wait at the front door or lobby of the pick up area. For example, if a passenger wants to be at an appointment by 10am we may tell them a pickup from home will be 915-945am. The bus will arrive sometime within that window. We ask the passengers to call and check on the ride if they do not see anyone by the end of the window.

Questions?

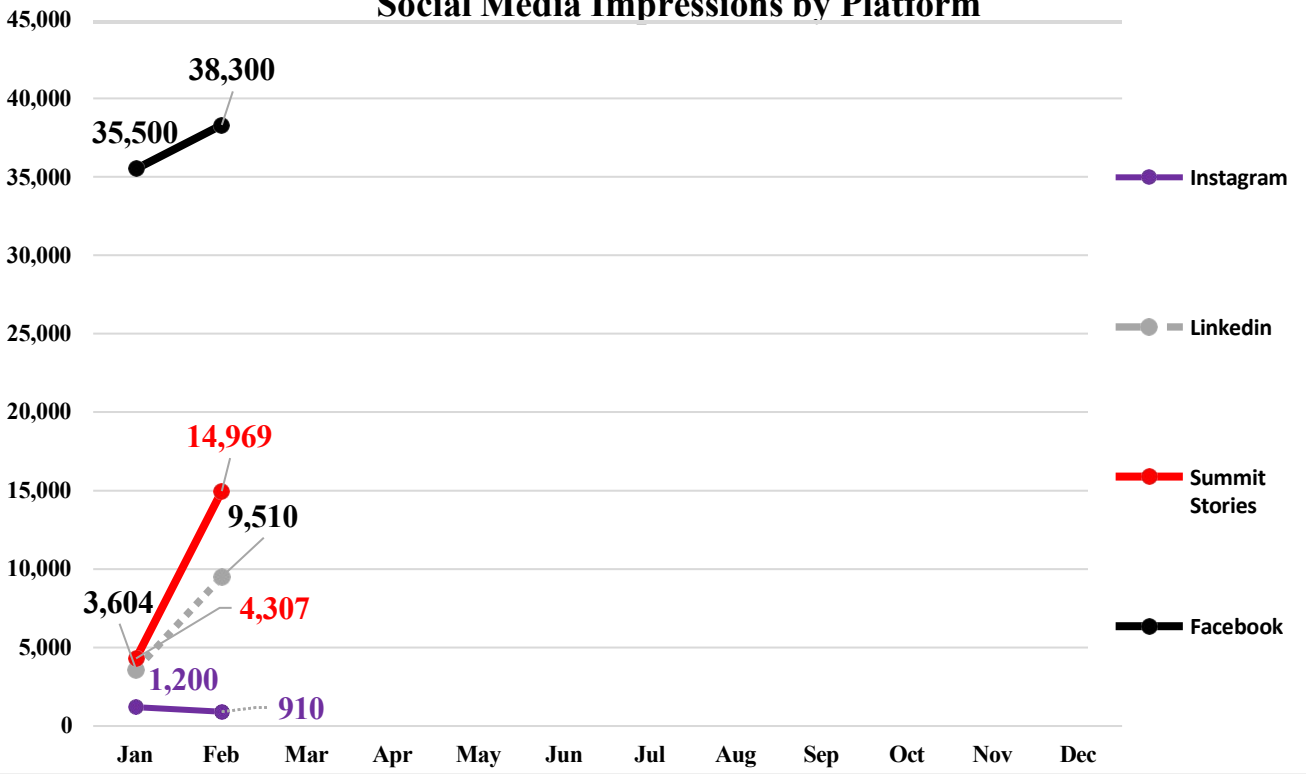
METRO  **SELECT**

METRO  **DIRECT**

METRO  **ADA**

416 KENMORE BOULEVARD AKRON, OHIO 44301
YOURMETROBUS.ORG

Social Media Impressions by Platform







COMMITTEE ASSIGNMENT: Internal & External Engagement

RESOLUTION 2025-08

A resolution in support of the Akron-Summit County Public Library’s levy on Issue 18.

WHEREAS, METRO Regional Transit Authority supports the efforts of the Akron-Summit County Public Library; to provide a wide range of community resources and a safe space for learning, and

WHEREAS, METRO acknowledges the need for funding to support the necessary repairs and improvements of Akron-Summit County Public Library buildings; and

WHEREAS, METRO endorses Issue 18, to ensure continued investment in Akron-Summit County Public Library facilities and resources for the community;

NOW, THEREFORE, BE IT RESOLVED, by the Board of Trustees of METRO Regional Transit Authority that:

1. The Chief Executive Officer/Secretary-Treasurer is hereby authorized to forward this resolution to the Akron-Summit County Public Library in support of their Levy on Issue 18.

DATE ADOPTED: April 24th, 2025

**MARK DERRIG,
PRESIDENT**

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