

# Board meeting

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Agency: METRO Regional Transit Authority

Date: May 28, 2024

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## Summary

- Average weekday ridership is up this month, though weekend ridership is down slightly. Passenger trips increased in the first quarter of 2024. On-time performance has improved over the same period last year.
- The new hire success rate is 88%, and call volume is down as riders make arrangements via the internet more frequently.
- The contract with the Teamsters was approved with one dissenting vote.

## Follow-Up Questions

- METRO appears to use a variety of operational key performance indicators (KPIs). What are all the KPIs used by the organization? What does each KPI measure? And what does the data show with respect to the organization's performance?
- [CEO Dawn Distler](#) spoke of a "redesign" and referred to a "smooth transition." What "redesign" and "transition" is she referring to?
- The contract with the Teamsters was passed with one dissenting vote. Were there any changes in that contract?

## Notes

- [METRO Regional Transit](#) provides public transportation throughout Summit County. METRO is governed by a 12-member board of trustees. The board meets monthly, on the last Tuesday of every month, at 9 a.m. at the [Robert K. Pfaff Transit Center](#) at 631 South Broadway.
- [Agenda](#)
- Agenda Item 1 - Call to Order: The meeting was called to order at 9 a.m. on, May 28, 2024.
  - Roll call wasn't taken but, looking at name plates, in attendance were:
    - Christine Marshall - Summit County

- Robert Konstand - Summit County
  - Charles Rector - City of Barberton
  - Robert DeJournette - City of Akron
  - John Valle - City of Akron
  - Gary Spring - City of Stow
  - Renee Greene - City of Akron
  - Dana LaGarde - City of Akron
  - Dawn Distler - METRO chief executive officer
  - Donald Christian, David Prentice and Mark Derrig were absent
  - There were other METRO employees in attendance but, again, roll call wasn't taken.
- Agenda Item 2 - Audience participation: Apostlett Prophetess spoke for several minutes about her own experiences with the METRO system. She expressed particular displeasure with buses on Routes 2 and 15.
- Agenda Item 3 - Recognition: There were no recognitions presented.
- Agenda Item 4 - Board minutes: The minutes from April's meeting were passed by a unanimous voice vote.
- Item 5 - Committee reports and resolutions
  - Customer Experience & Service Performance Committee: Committee Chair John Valle reported that on-time performance is at 83%.
    - Valle asked for approval of Resolution 2024-08 (a resolution authorizing the award of a contract for procurement and installation of two compressed natural gas compressors.) The resolution passed with a unanimous voice vote.
    - Valle asked for approval of Resolution 2024-09 (a resolution authorizing the second of three guaranteed maximum price contracts for the construction of the Maintenance and Operations Facility). The resolution was passed by a unanimous voice vote.
  - Internal & External Engagement Committee: Committee Chair Charles Rector reported that the new hire success rate is 88%. He said that call volume is down as riders make arrangements via the internet more frequently. He indicated that METRO's Facebook page is getting increased use.
  - Safety, Equity & Planning Committee: Committee Chair Dana LaGarde reported that average weekday ridership is up this month, though weekend ridership is down slightly. Passenger trips increased in the first quarter of 2024. On-time performance has improved over the same period last year. Miles between preventable accidents have increased this year. Accidents

- and preventable accidents were down in the first quarter of the year.
- Finance & Technology Committee: Chair Robert Konstand reported that METRO was operating within budget so far this year.
    - Konstand asked for approval of Resolution 2024-10 (a resolution authorizing a credit card for the Legal and Government Affairs Officer.) The resolution was passed by a unanimous voice vote.
  - Item 6: Other Business - The Teamster collective bargaining agreement was passed with one dissenting vote.
    - Gary Spring said that he would vote no on the agreement as he felt it did not achieve all the goals that the board had established for the contract.
  - Item 7: Officers' reports - Distler spoke for several minutes in praise of the work done by all team members that has led to the increase in riders. She said that the new maintenance facility would be opening soon. She also said that the board will get a new member representing Cuyahoga Falls next month.
    - DeJournette reported briefly on a conference he attended. He said he learned that METRO is equal to any municipal transportation system in the country.
    - Greene spoke to the importance of engaging Akron's young people as a means to increase ridership.
  - Item 8: Call for adjournment - The meeting was adjourned at 9:33 a.m..

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**Notes to reader:** Unless quotation marks are used, all text is paraphrased. If you believe anything in these notes is inaccurate, please email us at [documenters@signalakron.org](mailto:documenters@signalakron.org) with "Correction Request" in the subject line.