

# Akron Documenters

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## Board meeting

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Agency: METRO Regional Transit Authority

Date: Sept. 24, 2024

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## Summary

- On-time performance on METRO's fixed routes for the previous month was 86%.
- METRO will purchase 33 new compressed natural gas (CNG) buses for delivery in 2025. These buses are replacements for others that have reached the end of their "useful lives."
- METRO's outreach activities include multilingual bus and transit center signage and ongoing presence at community events.

## Follow-Up Questions

- This is the last year of METRO's contract with [GILLIG LLC](#) for the purchase of new buses. In the future, will electric-powered buses become the norm when new buses are purchased?
- METRO's committees evaluate system performance on the basis of key performance indicators (KPIs), only some of which are reported to the board. Can METRO make a complete statement of KPIs available to the public, for instance on its website?

## Notes

A regular monthly meeting of the [METRO Regional Transit Authority](#) (RTA) Board of Trustees was held on Sept. 24 in the board room of the [Robert K. Pfaff Transit Center](#).

The meeting agenda and materials are available [here](#).

President Mark Derrig called the meeting to order at 9 a.m. Eleven of the 12 [board members](#) were present.

### **Audience participation**

Apostlett Prophetess, a regular commenter at board meetings, spoke about her concerns that some groups, notably women of color, are poorly represented in METRO signage and promotional materials.

### **Recognition**

No recognitions were noted.

### **Board minutes**

It was moved and seconded that the minutes of the board meeting of Aug. 27 be approved. The motion passed unanimously.

### **Committee reports and resolutions**

#### Customer Experience and Service Performance Committee

Committee Chair John Valle reported that METRO had 289 full-time employees. On-time performance for the previous month was 86% for fixed routes and 91% for on-demand routes, and miles between interruptions was 9,624 (against a goal of 10,000).

The committee approved one resolution (2024-15) to bring to the full board, relating to purchase of 33 new compressed natural gas (CNG) buses from [GILLIG LLC](#) for delivery in 2025, pursuant to an existing five-year contract. Eighty percent of the cost of nearly \$24 million is covered by grants from the Federal Transit Agency. It was moved and seconded that the resolution be approved. The motion passed unanimously.

#### Internal and External Engagement Committee

Committee Chair Chuck Rector reported that the new-hire success rate had improved to 93%. A new METRO logo is being phased in. A new “Community Driven Bus” would have multilingual signage incorporating the languages spoken by METRO employees. Transit Center banners would also be multilingual.

### Safety, Equity and Planning Committee

Committee Chair Robert DeJournett reported that free weekend fares had increased ridership on Saturdays. In July, METRO staff had completed 3,746 hours of training. Of eight accidents reported in July, five were deemed preventable. The system completed more than 125,000 miles of operation between preventable accidents.

DeJournett specifically commended the work of METRO's transit police chief, [Shawn Metcalf](#).

### Finance and Technology Committee

Committee Chair Robert Konstand reported that sales tax revenues for 2024 were less than budgeted, partly due to lower sales of new cars in Summit County. This was more than offset by lower operating expenses than budgeted.

At Konstand's invitation, METRO Chief Financial Officer [Angela Neeley](#) gave board members an overview of the budgeting process used by METRO.

### **Other business**

Derrig introduced a resolution (2024-16) in support of [Issue 27](#), the Akron Public Schools levy proposal on the November ballot. It was moved and seconded that the resolution be approved. The motion passed unanimously.

### **Officer reports**

Derrig had no report.

METRO CEO [Dawn Distler](#) reported that METRO had been present with its "Vote Bus" the previous weekend at the North Hill CDC [International Day of Peace](#) at People's Park and at the [Women Supporting Women](#) event at Hardesty Park. The Vote Bus was well received at these events and would be available for other events if requested, although METRO staff do not themselves register voters.

In conjunction with this report, Board Vice President Dana LaGarde said Distler would be receiving the American Public Transit Association (APTA) Outstanding CEO award for 2024 at the upcoming [TRANSform conference](#) held in Anaheim, California.

The next meeting of the board is scheduled for Oct. 29.

The meeting was adjourned at 9:25 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.