

**METRO RTA  
INTERNAL/EXTERNAL ENGAGEMENT  
COMMITTEE MEETING MINUTES  
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM  
THURSDAY, MARCH 21, 2024**

**Committee**

**Members Present:** Chuck Rector, Dana LaGarde, Dave Prentice, Christine Marshall

**Trustees Present:** Robert DeJournett, John Valle, Renee Greene, Vince Rubino, Bob Konstand

**Trustees Excused:** Gary Spring

**METRO Team**

**Members Present:** Dawn Distler, Jarrod Hampshire, Jay Hunter, Angela Neeley, Jamie Saylor, Gert Wilms, DeHavilland McCall, Grace Doyle, Bambi Miller, Tatia Harris, Nykia Walker, Shawn Metcalf, Molly Becker, Stephanie Hottle, Laura Adkins, Eric Scott

**CALL TO ORDER**

Mr. Chuck Rector called the meeting to order at 9:13 am.

**APPROVAL OF MINUTES FROM THE FEBRUARY MEETING**

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

**SUB-COMMITTEE REPORTS**

**EEC Report | Jay Hunter**

KPIs were reviewed and agenda items were discussed. A question was asked regarding new hires, and it was reported that hiring was ongoing and classes are continuously being added and trained.

**Customer Care Report | Jay Hunter & Laura Adkins**

KPIs were reviewed and agenda items were discussed. A question was asked regarding whether the availability of on-demand travel planning resources had decreased the number of line info calls, and it was reported that line info calls were indeed trending down, and more online resources may be a factor.

**Marketing Report | Molly Becker**

KPIs and agenda items were reviewed. A question was asked about METRO incorporating Women's History Month into its marketing, and it was reported that social media posts on that topic were made.

**RESOLUTIONS**

**OTHER BUSINESS**

**CALL FOR ADJOURNMENT**

Adjourned at 9:31 am.



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

5 / 14 / 2024  
**Date (MM/DD/YYYY)**