

Facebook, Instagram & LinkedIn engagement is up due to summer advertising & hiring event. We've achieved strong reach with posts about the Shower Bus & the Book Mobile. The Robert Ford Shower Bus story has received a lot of shares on Summit Stories.

Free fare weekend video had over 35k views.

There's been a great response to the Domino effect, boosting company morale. We recognize this on social media, digital boards around the building, our website & in the weekly newsletter.

Reminder: The Pride Festival is scheduled for Saturday, August 24th. Buses will be present for cooling purposes & to block of streets.

Welcome, Kyle Moeglin! Kyle will be working on the podcast.


RESOLUTIONS FOR CONSIDERATION

There were no resolutions for consideration.

OTHER BUSINESS

CALL FOR ADJOURNMENT

Adjourned at 9:12 am.



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



Date (MM/DD/YYYY)

**METRO RTA
INTERNAL/EXTERNAL ENGAGEMENT
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, AUGUST 15, 2024**

Committee

Members Present: Chuck Rector, Dana LaGarde, David Prentice and Christine Marshall

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

Trustees Excused: Gary Spring

Trustees Absent:

METRO Team

Members Present: Gert Wilms, Jarrod Hampshire, Eric Scott, DeHavilland McCall, Angie Neely, Tatia Harris, Shawn Metcalf, Molly Becker, Bambi Miller, Laura Adkins, Grace Doyle, Nathan Leppo and Kyle Moeglin

CALL TO ORDER

Mr. Chuck Rector called the meeting to order at 9:00 am.

APPROVAL OF MINUTES FROM THE JULY MEETING

Mr. John Valle made a motion to approve the minutes from the July meeting.
Ms. Dana LaGarde 2nd the motion. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

EEC Report | Jay Hunter

KPIs and agenda items were reviewed.
New training class of 25 started Monday, August 12th
EEC days included a counselor and cookout at RKP

Customer Care Report | Jay Hunter

KPIs were reviewed

Marketing Report | Molly Becker

KPIs and agenda items were reviewed.