

METRO REGIONAL TRANSIT AUTHORITY

Internal and External Engagement Committee

JUNE 20, 2024

CHAIR: MR. CHARLES RECTOR
MEMBERS: MS. DANA LAGARDE, MR. GARY SPRING,
MR. DAVID PRENTICE,
AND MS. CHRISTINE MARSHALL



**METRO RTA
INTERNAL AND EXTERNAL
COMMITTEE MEETING AGENDA
ROBERT K. PFAFF TRANSIT CENTER BOARD
ROOM THURSDAY, JUNE 20, 2024**

ITEM 1: CALL TO ORDER

ITEM 2: APPROVAL OF MINUTES FROM THE MAY MEETING

ITEM 3: SUB-COMMITTEE REPORTS:

Employee Engagement Report | Jay Hunter

- KPIs (Page 3)
- Employee Engagement Center Days

Customer Service Report | Jay Hunter

- KPIs (Pages 4-5)

Marketing Report | Molly Becker

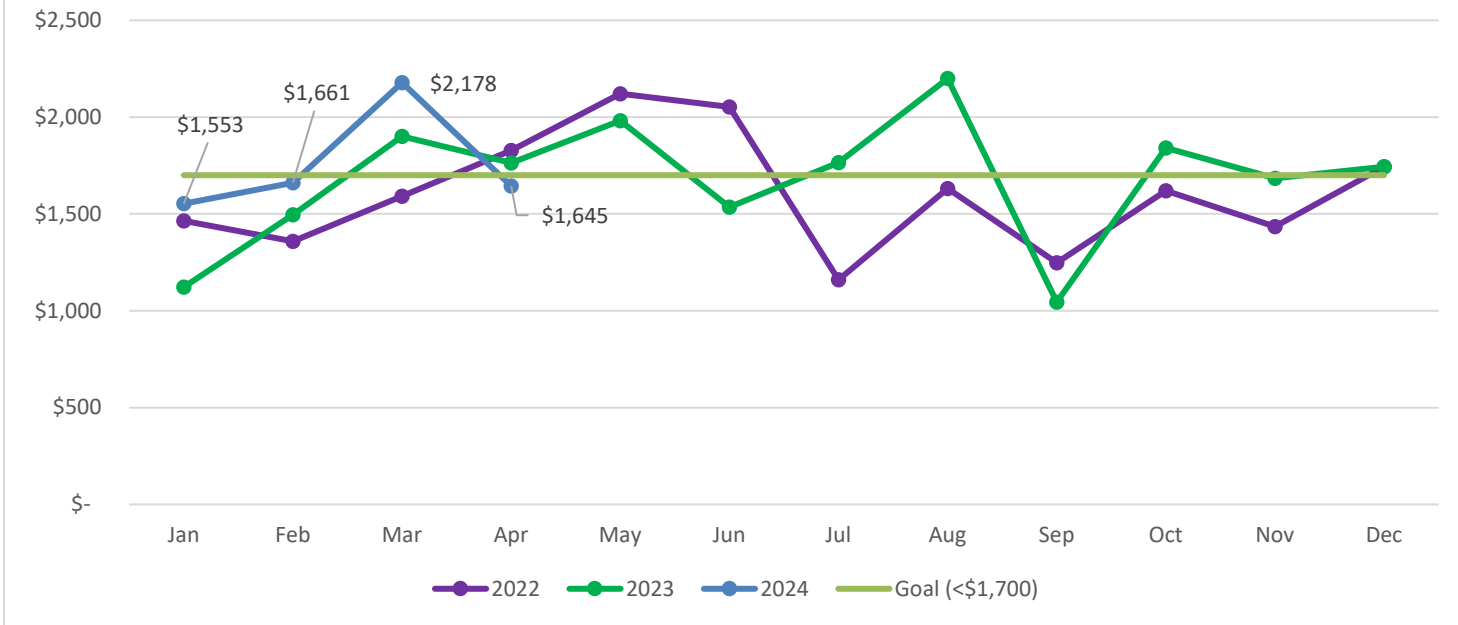
- KPIs (Page 6)
- Social Media Highlight: Instagram
- Free Fare Weekends Promotions
- Hiring Event

ITEM 4: RESOLUTIONS FOR CONSIDERATION:

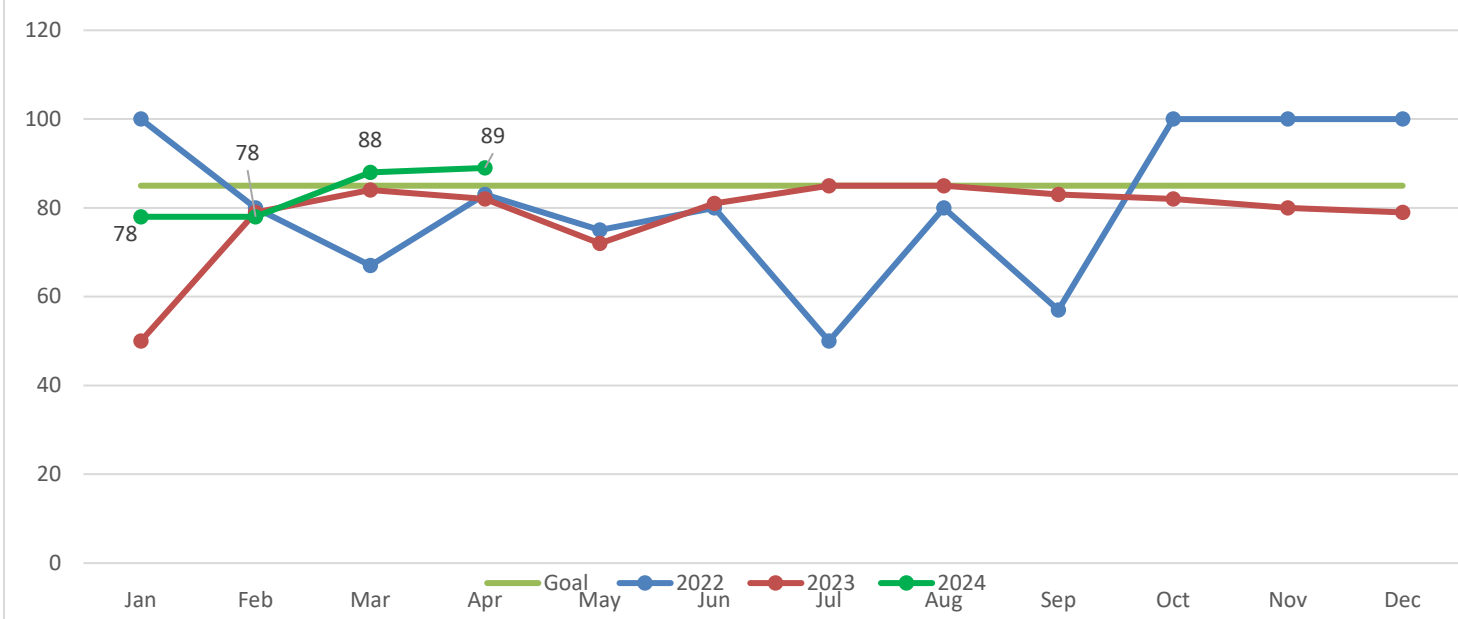
ITEM 5: OTHER BUSINESS:

ITEM 6: CALL FOR ADJOURNMENT

Total Healthcare Provision Per Employee



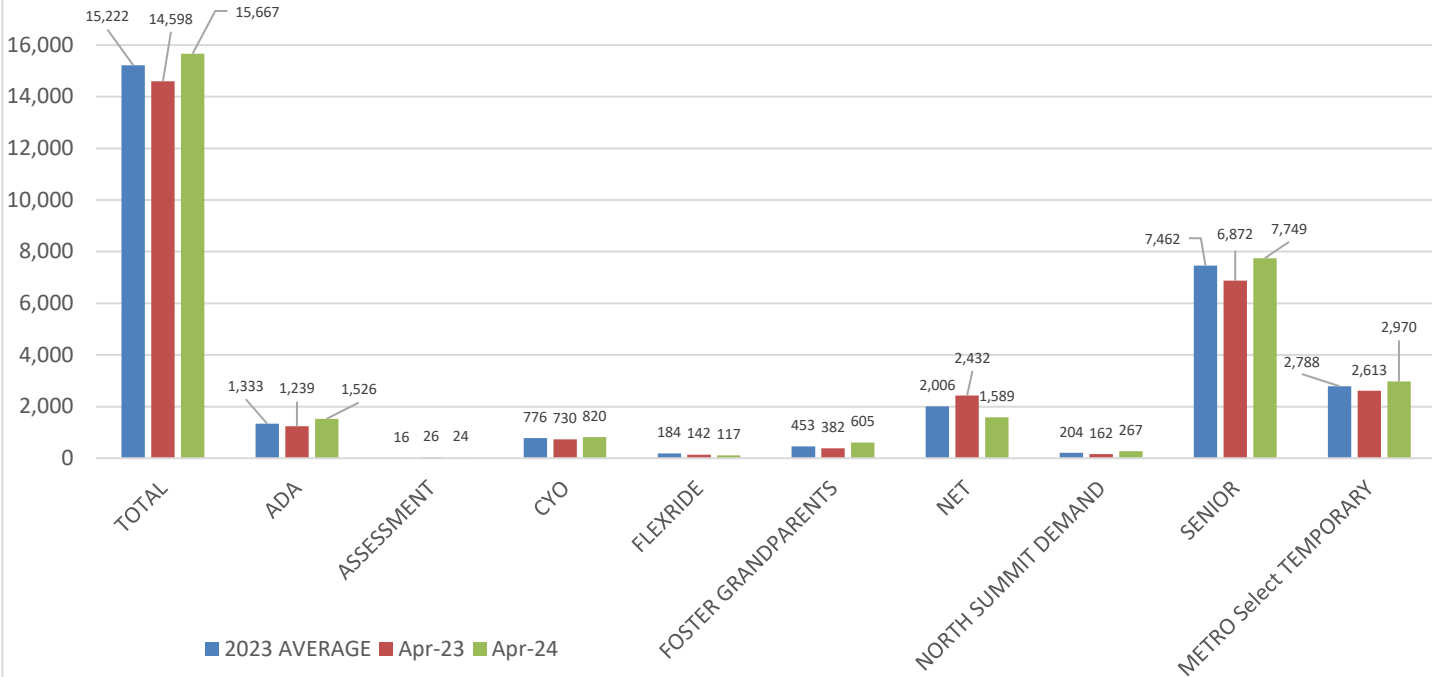
New Hire Success Rate



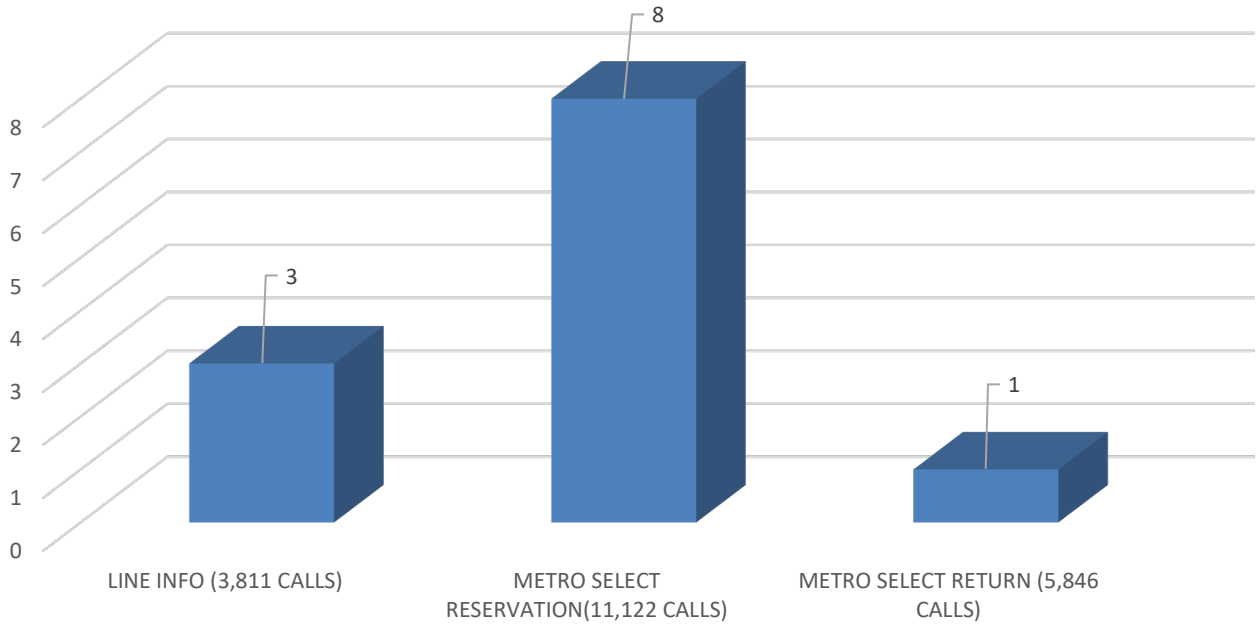
Call Volume



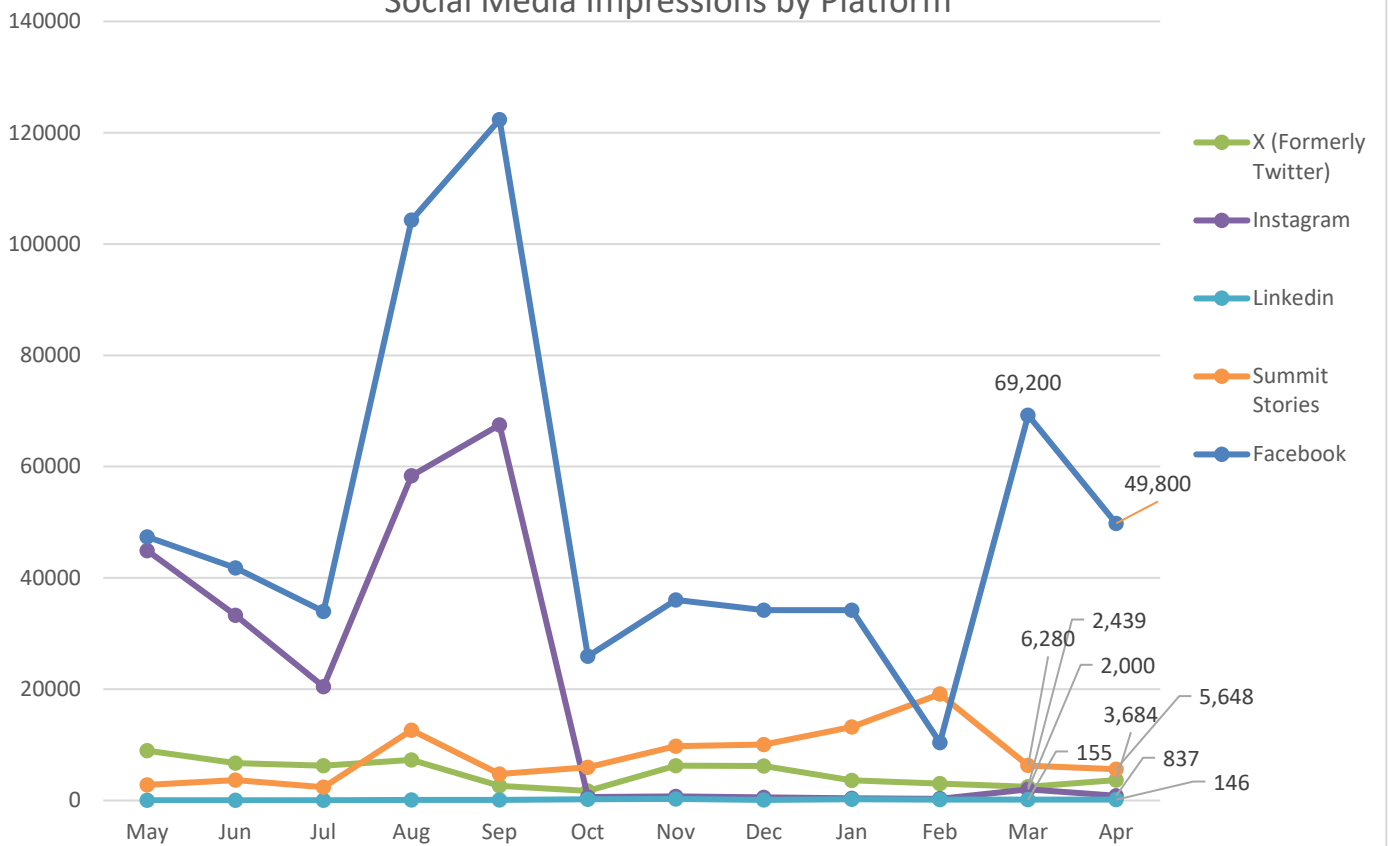
METRO Select Trip Count



APRIL '24 AVERAGE WAIT TIME IN MINUTES



Social Media Impressions by Platform



**METRO RTA
INTERNAL/EXTERNAL ENGAGEMENT
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, MAY 16, 2024**

Committee

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

Trustees Present: John Valle, Bob Konstand, Renee Greene

METRO Team

Members Present: Dawn Distler, Gert Wilms, Jarrod Hampshire, Angela Neeley,
Tatia Harris, Jay Hunter, Shawn Metcalf, Molly Becker, Laura
Adkins, Grace Doyle, Stephanie Hottle, Eric Scott, Jamie Saylor,
Nathan Leppo, Christian, and Nykia Walker

CALL TO ORDER

Mr. Chuck Rector called the meeting to order at 9:14 am.

APPROVAL OF MINUTES FROM THE APRIL MEETING

Mr. Chuck Rector made a motion to approve the revised minutes from the April meeting. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

EEC Report | Jay Hunter

KPIs were reviewed and agenda items were discussed.

Customer Care Report | Jay Hunter & Laura Adkins

KPIs were reviewed and agenda items were discussed.

Marketing Report | Molly Becker

KPIs and agenda items were reviewed.

Facebook, Instagram huge spike due to the Eclipse.

Partnerships: METRO will sponsor the Gala for Akron Public Library's 150th anniversary and the City of Akron's 200th anniversary.

Podcasts: FTA Acting Administrator, Veronica Vanterpool.

RESOLUTIONS

OTHER BUSINESS

CALL FOR ADJOURNMENT

Adjourned at 9:31 am.

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

**_____/_____/_____
Date (MM/DD/YYYY)**