

**METRO RTA
INTERNAL/EXTERNAL ENGAGEMENT
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, FEBRUARY 20, 2025**

Committee

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

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

Trustees Excused:

Trustees Absent:

METRO Team

Members Present: Dawn Distler, Gert Wilms, DeHavilland Mc Call, Angie Neeley, Shawn Metcalf, Molly Becker, Grace Doyle, Jamie Saylor, Laura Adkins, Nathan Leppo, Kyle Moeglin, and Brynn Overly-Nguyen

CALL TO ORDER

Mr. Chuck Rector called the meeting to order at 9:16 am.

APPROVAL OF MINUTES FROM THE JANUARY MEETING

Mr. Robert DeJournett made a motion to approve the minutes from the January meeting. Mr. John Valle 2nd the motion. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

Employee Engagement Day featured our annual holiday party, including food, music, gifts, and special activities such as signing the beam and judging the holiday decorations. Congratulations to the Finance team for their three-peat victory in the holiday decorating contest!

EEC Report | Jay Hunt

KPIs and agenda items were reviewed.

Mr. Gary Spring inquired about the number of employees in the Maintenance department during the employee turnover. Mr. Jay Hunter responded that two employees from Maintenance had retired.

Customer Care Report | Jay Hunter

KPIs were reviewed

Mr. Chuck Rector inquired the return line volume is not as high because they typically book their return trips when they call in on the scheduling line. Mr. Jay Hunter confirmed and added that up to five non-emergency transportation, up to five trips can be scheduled in advance. Ms. Laura Adkins mentioned that a lot of people use it in the winter.

Ms. Dawn Distler asked Mr. Robert DeJournett if he has seen a change since the last discussion about there being better times to call for a shorter wait time. Mr. Robert DeJournett stated that his wait times are a little better now that he knows a little better when to call. Ms. Renee Green also stated that she judges on when she should call in for her trips as well. Mr. Robert DeJournett asked about how we get feedback from other customers that also utilize the service. Mr. Jay Hunter explained that Service desk reports are made & Ms. Melissa Barna tracks all that which she uses to type up synopsis. Mr. Robert DeJournett asked what the most common complaint about the demand response routes is. Ms. Laura Adkins answered that there is not really a most common complaint. Ms. Dana LaGarde asked what the driver's responsibility is—whether they park and call, or if it's the customer's responsibility to watch for the driver. Ms. Dawn Distler explained that it's somewhat of a shared responsibility. The driver is not to leave their stop until they have contacted dispatch, and dispatch will decide what the driver should do.

Marketing Report | Molly Becker

KPIs and agenda items were reviewed.

Ms. Molly Becker shared a PowerPoint presentation featuring statistics from the Think Outside the Bus podcast, along with updates on METRO Next.

RESOLUTIONS FOR CONSIDERATION

OTHER BUSINESS

CALL FOR ADJOURNMENT

Mr. Gary Spring made a motion to adjourn the meeting.

Adjourned at 9:49 am.



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

3 / 25 / 25
Date (MM/DD/YYYY)

