

METRO REGIONAL TRANSIT AUTHORITY

Internal and External Engagement Committee

AUGUST 15, 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, AUGUST 15, 2024**

ITEM 1: CALL TO ORDER

ITEM 2: APPROVAL OF MINUTES FROM THE JULY MEETING

ITEM 3: SUB-COMMITTEE REPORTS:

Employee Engagement Report | Jay Hunter

- KPIs (Page 3)
 - Employee Engagement Center Days

Customer Service Report | Jay Hunter

- KPIs (Page 4)

Marketing Report | Molly Becker

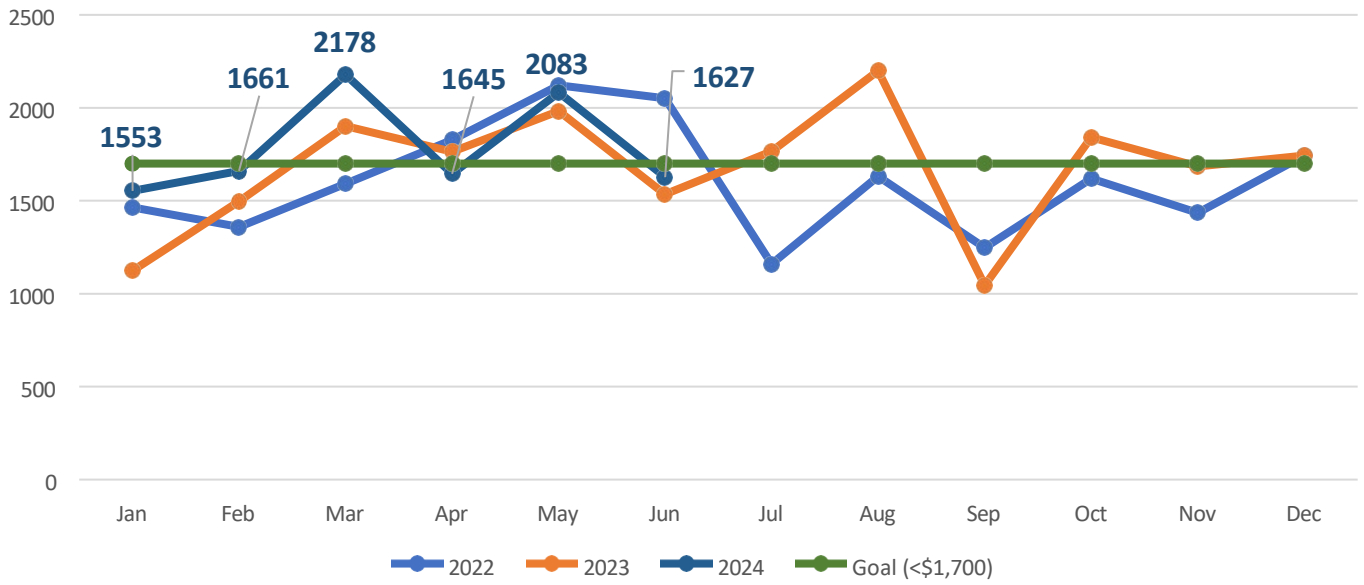
- KPIs (Page 5)
- The Domino Effect
- Pride Equity March & Festival
- Podcast

ITEM 4: RESOLUTIONS FOR CONSIDERATION:

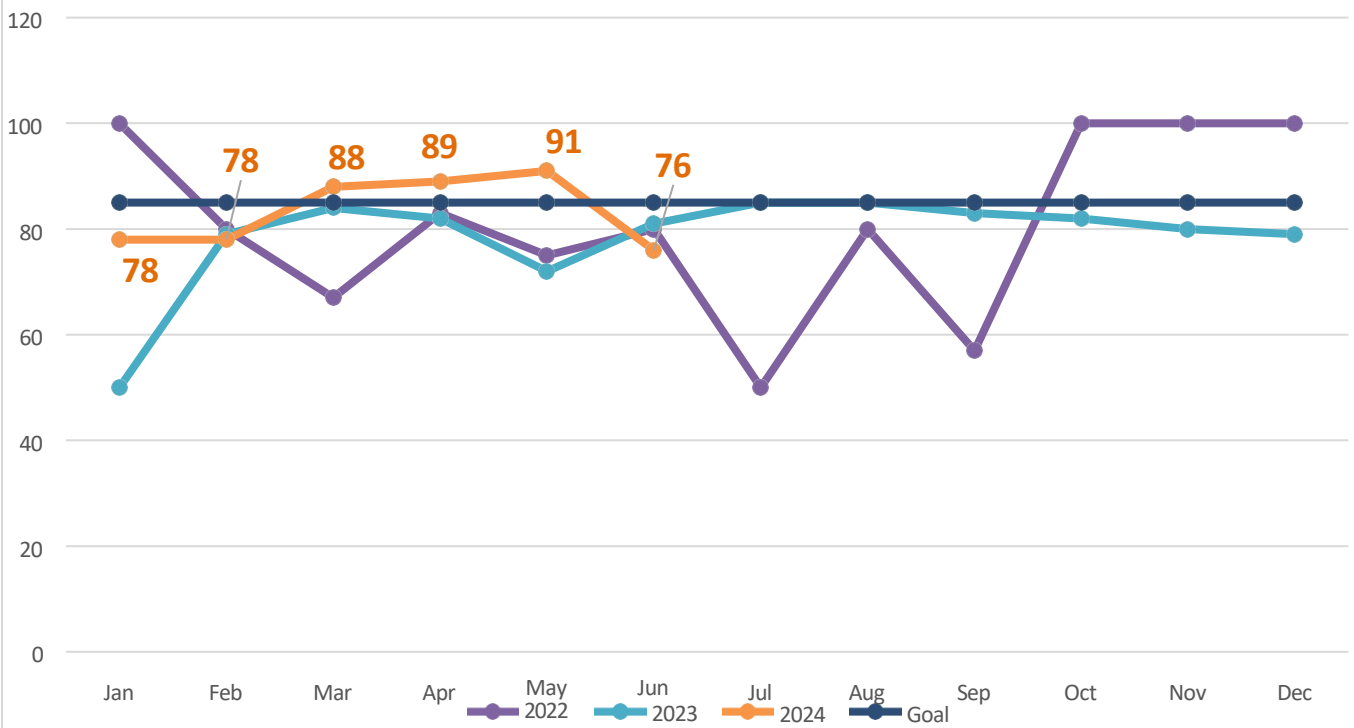
ITEM 5: OTHER BUSINESS:

ITEM 6: CALL FOR ADJOURNMENT

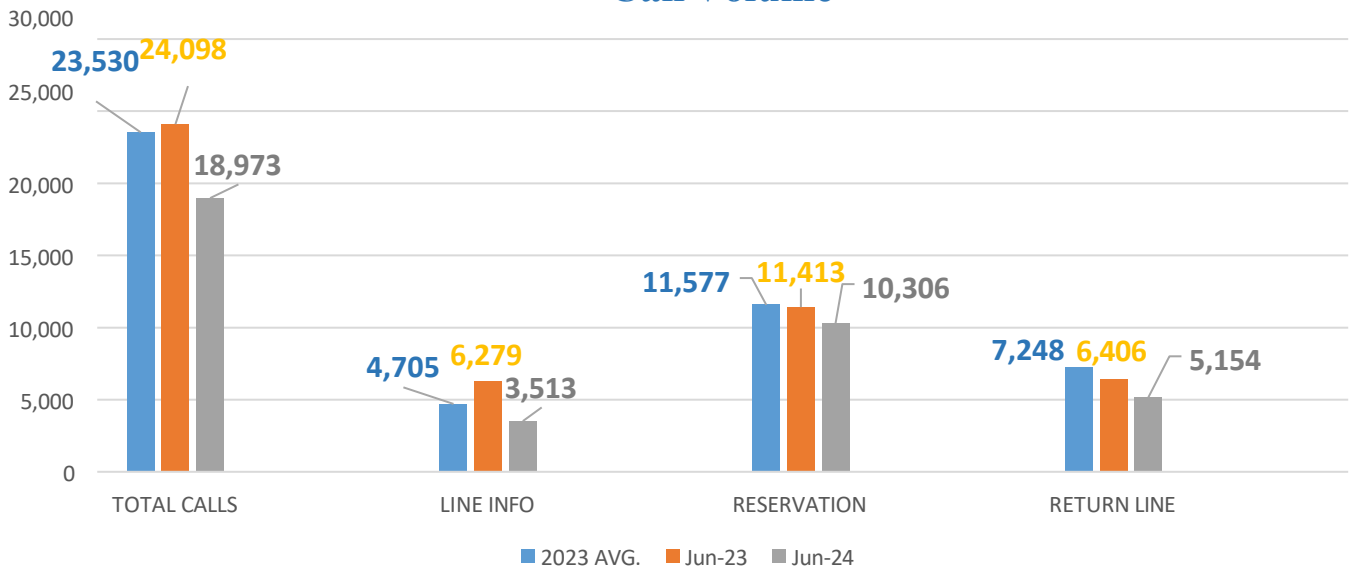
Total Healthcare Provision Per Employee



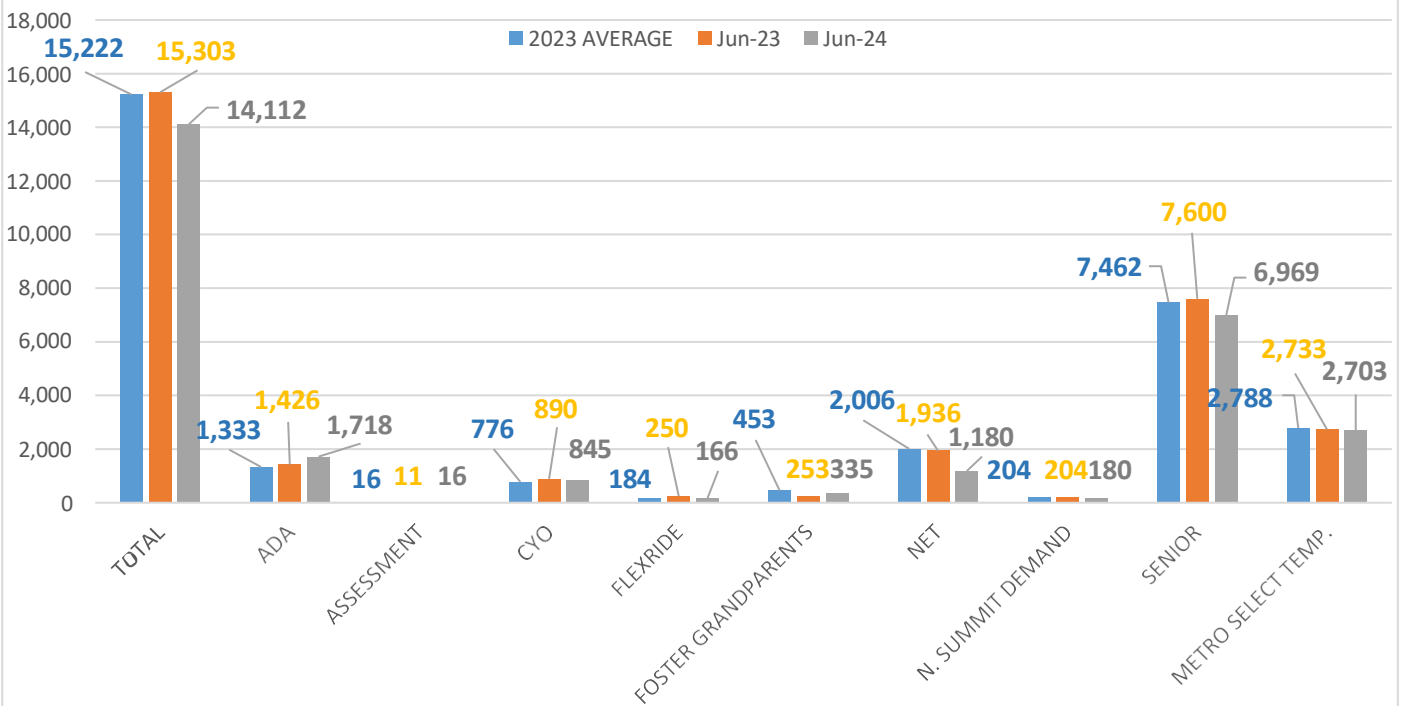
New Hire Success Rate



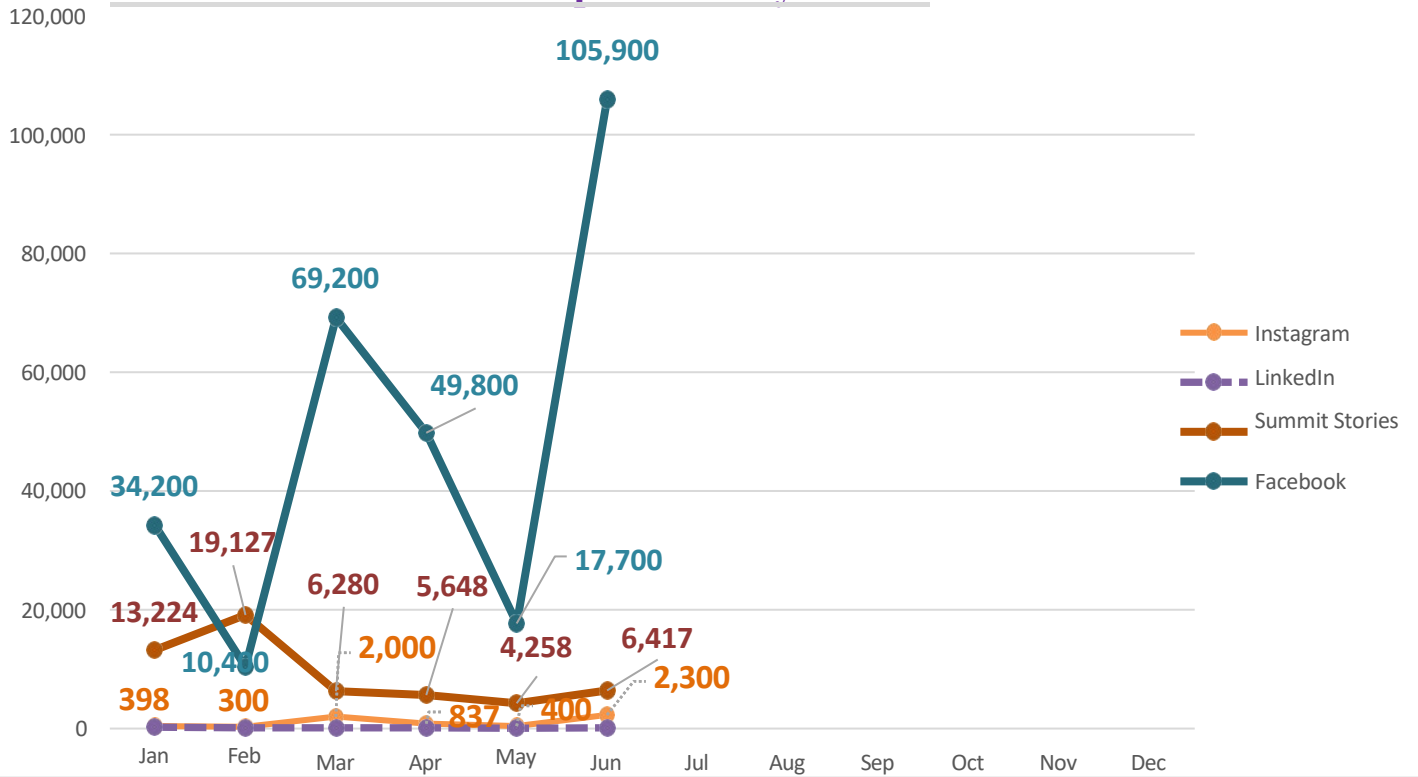
Call Volume



METRO Select Trip Count



Social Media Impressions by Platform



**METRO RTA
INTERNAL/EXTERNAL ENGAGEMENT
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, JULY 18, 2024**

Committee

Members Present: Chuck Rector, Christine Marshall and Gary Spring

Trustees Present: Mark Derrig, John Valle, Bob Konstand, Robert DeJournett, and Nicole Squire

Trustees Excused: Dana LaGarde and Renee Greene

Trustees Absent: David Prentice and Donald Christian

METRO Team

Members Present: Gert Wilms, Jarrod Hampshire, Eric Scott, DeHavilland McCall, Angie Neely, Tatia Harris, Shawn Metcalf, Marshall Preston, Molly Becker, Laura Adkins, Grace Doyle, Nathan Leppo and Regina Mills

CALL TO ORDER

Mr. Chuck Rector called the meeting to order at 9:17 am.

APPROVAL OF MINUTES FROM THE JUNE MEETING

Mr. John Valle made a motion to approve the minutes from the June meeting. Ms. Nicole Squire 2nd the motion. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

EEC Report | Regina Mills

KPIs and agenda items were reviewed.

EEC days included our company picnic. PNC Bank visited RKP & 416 Kenmore Blvd. to conduct a financial wellness session.

Customer Care Report | Laura Adkins

KPIs were reviewed

There's an increase in ADA applications.

NET is managed through Job & Family services, operates as a non-emergency transportation service, with our company serving as the broker for these trips. Ms. Christine Marshall mentioned NET is funded by Medicare.

Marketing Report | Molly Becker

KPIs and agenda items were reviewed.

Highlight Twitter. We can longer view Twitter analytics unless we pay \$70 monthly fee. We can possibly jump in & out to view. Highlight Twitter. We don't have paid advertising on Twitter.

Backpack Adventures event with Akron Public Schools, August 20th & 21st at Akron Zoo. APS kids can come with their families, show their wristbands and ride the bus for free to the event. They will receive school supplies and explore various vendors throughout the zoo.

Pride march is August 24th. Please contact staff for shirt sizes.

Vote bus, NAACP, Freedom Bloc, League of Women Voters, APRI. The bus should be on the road sometime in August.

RESOLUTIONS FOR CONSIDERATION

There were no resolutions for consideration.

OTHER BUSINESS

CALL FOR ADJOURNMENT

Adjourned at 9:32 am.

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

Date (MM/DD/YYYY)