

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

Committee

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

Committee

Members Excused: Gary Spring

Trustees Present: Donald Christian, John Valle, Robert DeJournett, Mark Derrig, Renee Greene

METRO Team

Members Present: Dawn Distler, Gert Wilms, DeHavilland McCall, Jay Hunter, Molly Becker, Angela Neeley, Quentin Wyatt, Stephanie Hottle, Bambi Miller, Nicholas Miller, Laura Adkins

CALL TO ORDER

Mr. Chuck Rector called the meeting to order at 9:11am

APPROVAL OF MINUTES FROM THE JANUARY MEETING

Mr. John Valle made a motion to approve the revised minutes from the January 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

KPIs were reviewed and agenda items were discussed.

Marketing Report | Molly Becker

KPIs and agenda items were reviewed.

RESOLUTIONS

OTHER BUSINESS

A discussion arose regarding IEE KPIs going forward.

CALL FOR ADJOURNMENT

Adjourned at 9:30am



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

02 / 15 / 2024

Date (MM/DD/YYYY)