

METRO REGIONAL TRANSIT AUTHORITY

Internal and External Engagement Committee

JANUARY 18, 2024

CHAIR: MR. CHUCK RECTOR

MEMBERS: MS. DANA LAGARDE, MR. GARY SPRING, MR. DAVE
PRENTICE, MS. CHRISTINE MARSHALL



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

ITEM 1: CALL TO ORDER

ITEM 2: APPROVAL OF MINUTES FROM THE DECEMBER MEETING

ITEM 3: SUB-COMMITTEE REPORTS

Employee Engagement Report | Jay Hunter

- KPIs (Page 3)
- Engagement Center Days

Customer Service Report | Jay Hunter

- KPIs (Page 3)

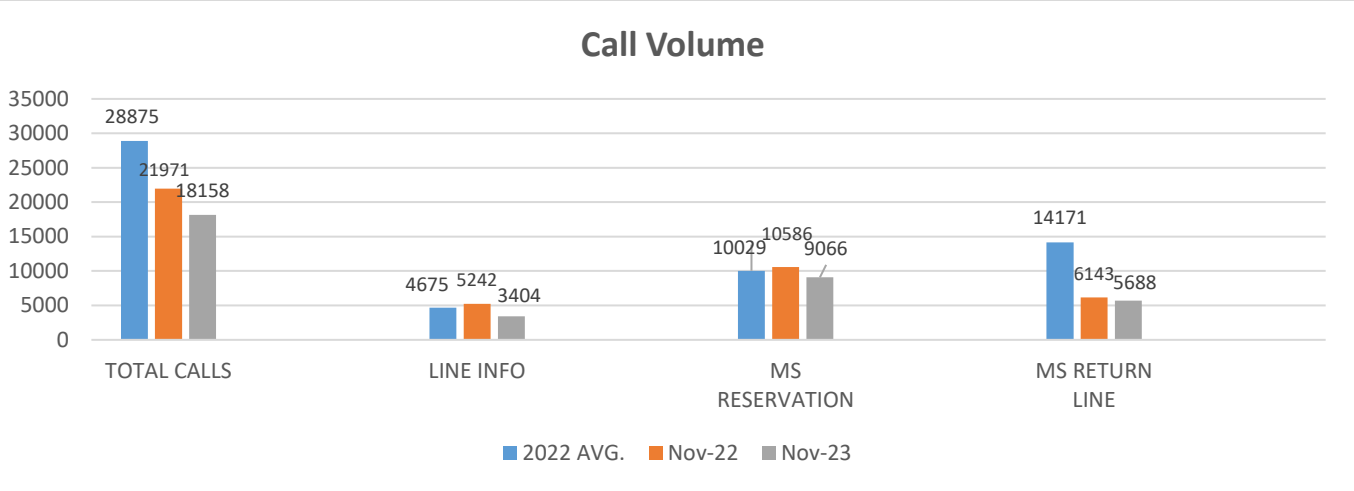
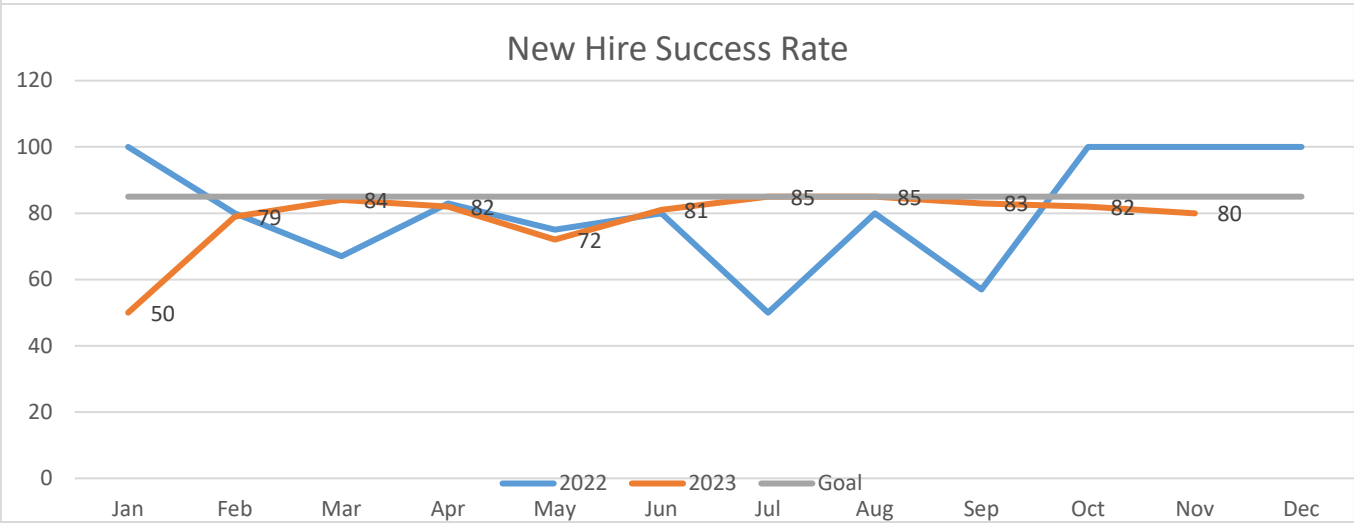
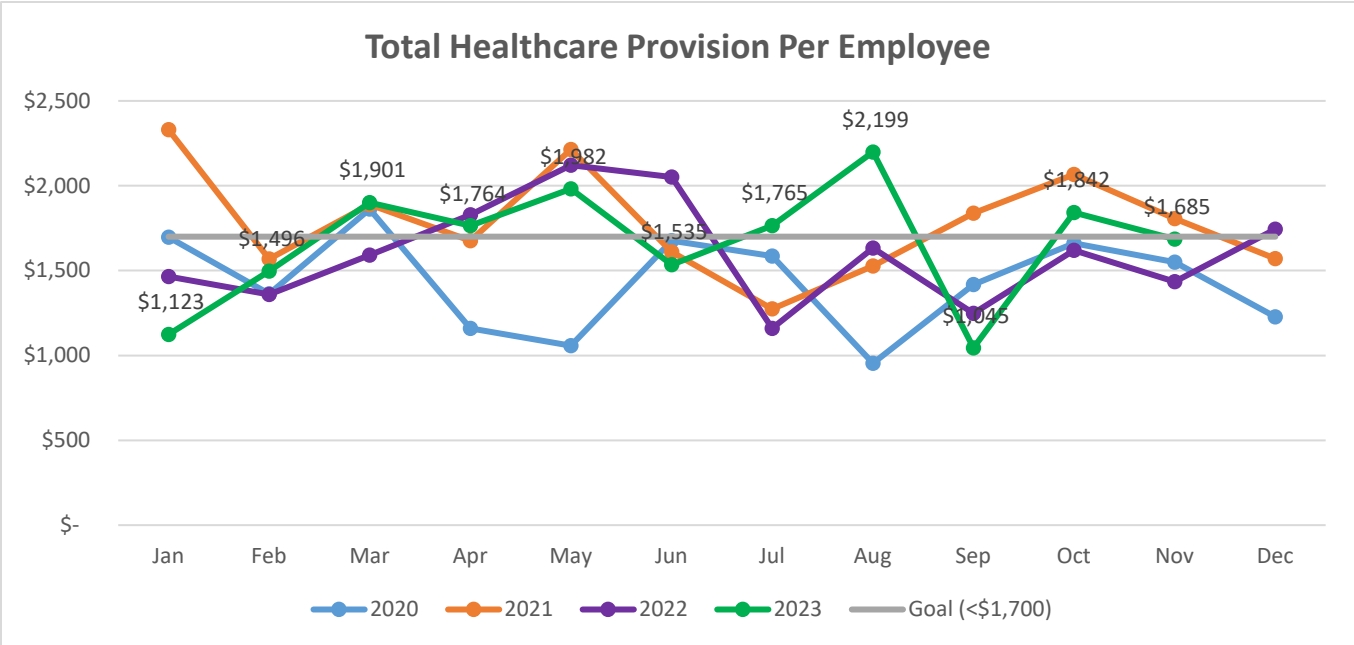
Marketing Report | Molly Becker

- KPIs (Page 4)
- Corporate Communications Plan

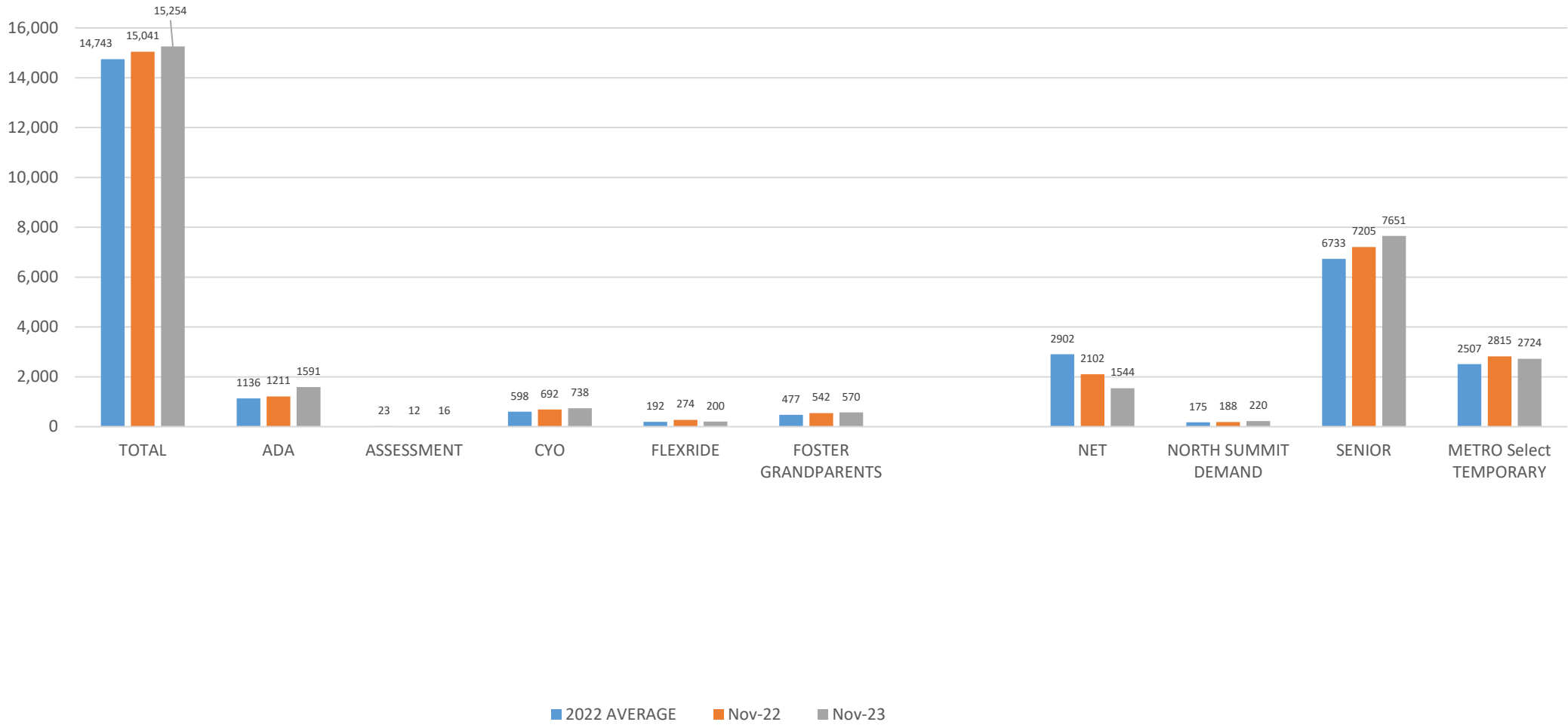
ITEM 4: RESOLUTIONS FOR CONSIDERATION

ITEM 5: OTHER BUSINESS

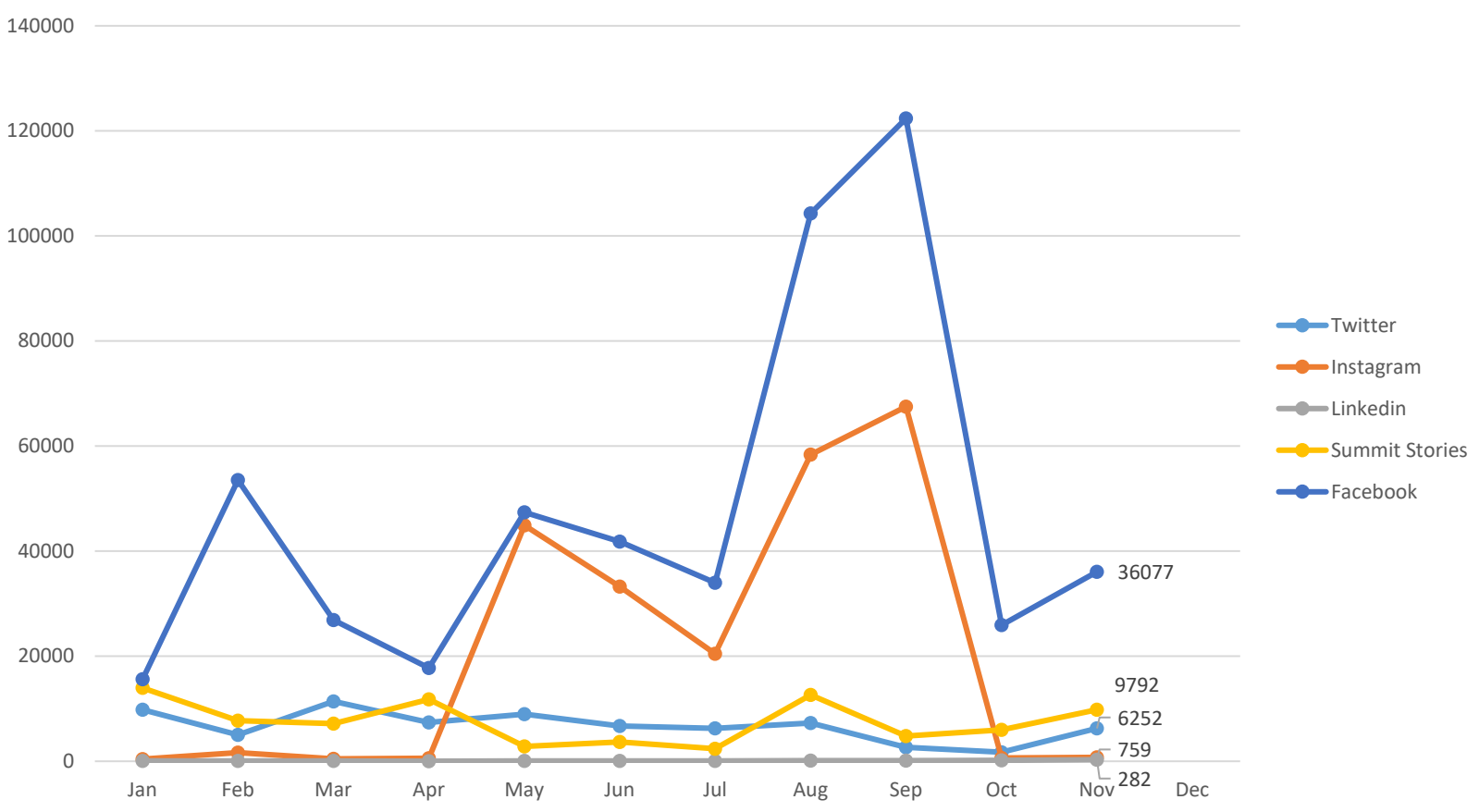
ITEM 6: CALL FOR ADJOURNMENT



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, DECEMBER 14, 2023**

Committee

Members Present: Chuck Rector, Gary Spring, Dana LaGarde

Committee

Members Excused: Christine Marshall

Committee

Members Absent: Dave Prentice

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

METRO Team

Members Present: Dawn Distler, Eric Scott, Jarrod Hampshire, Jim Meduri, Angela Neeley, Grace Doyle, Nicholas Miller, Tatia Harris, Molly Becker, Melissa Barna, Bambi Miller, Shawn Metcalf

CALL TO ORDER

Mr. Chuck Rector called the meeting to order at 9:27am

APPROVAL OF MINUTES FROM THE NOVEMBER MEETING

Mr. Don Christian made a motion to approve the revised minutes from the November meeting. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

EEC Report | Molly Becker

KPIs were reviewed and agenda items were discussed. A question was asked regarding Teamster fact finding, and it was reported that METRO was awaiting the report.

Customer Care Report | Melissa Barna

KPIs and agenda items were reviewed.

Marketing Report | Grace Doyle

KPIs and agenda items were reviewed. A discussion arose regarding advertising strategy and geographic impressions.

RESOLUTIONS

OTHER BUSINESS

CALL FOR ADJOURNMENT

Adjourned at 9:40am

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

Date (MM/DD/YYYY)

DRAFT