

METRO REGIONAL TRANSIT AUTHORITY

Internal and External Engagement Committee

APRIL 18, 2024

CHAIR: MR. CHUCK RECTOR

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



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

ITEM 1: **CALL TO ORDER**

ITEM 2: **APPROVAL OF MINUTES FROM THE MARCH MEETING**

ITEM 3: **SUB-COMMITTEE REPORTS:**

Employee Engagement Report | Jay Hunter

- KPIs (Page 3)
- Engagement Center Days

Customer Service Report | Jay Hunter

- KPIs (Page 4-6)

Marketing Report | Grace Doyle

- KPIs (Page 6)
- LinkedIn

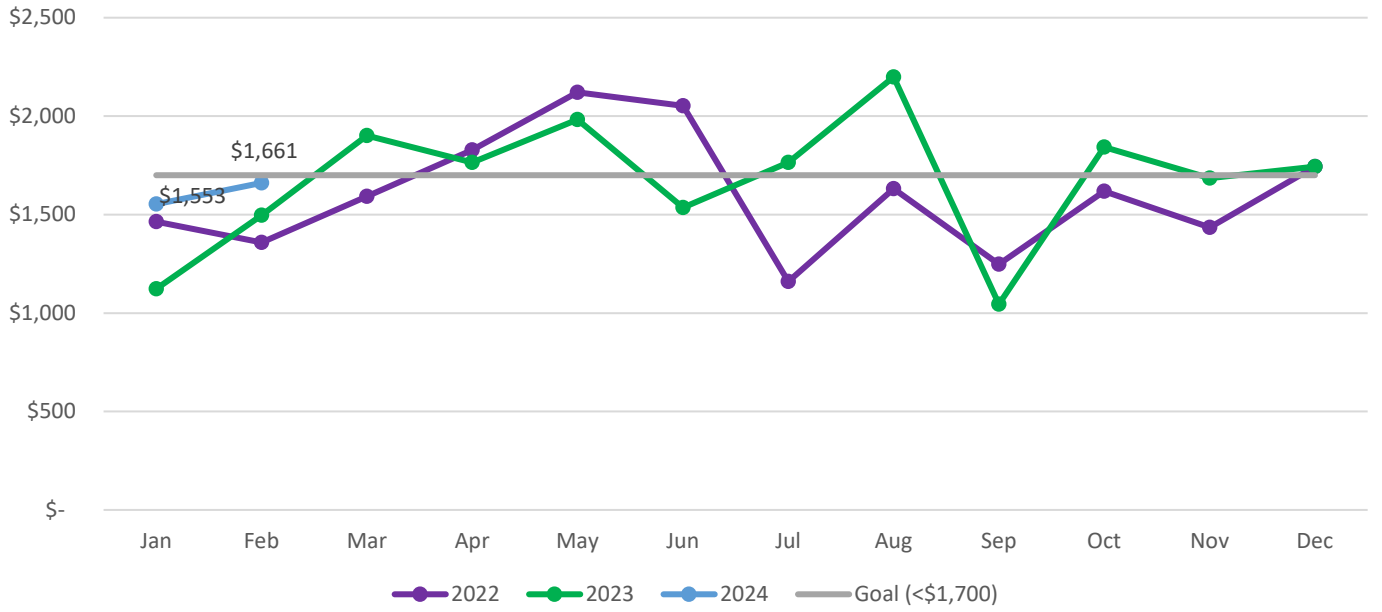
ITEM 4: **RESOLUTIONS FOR CONSIDERATION**

ITEM 5: **OTHER BUSINESS:**

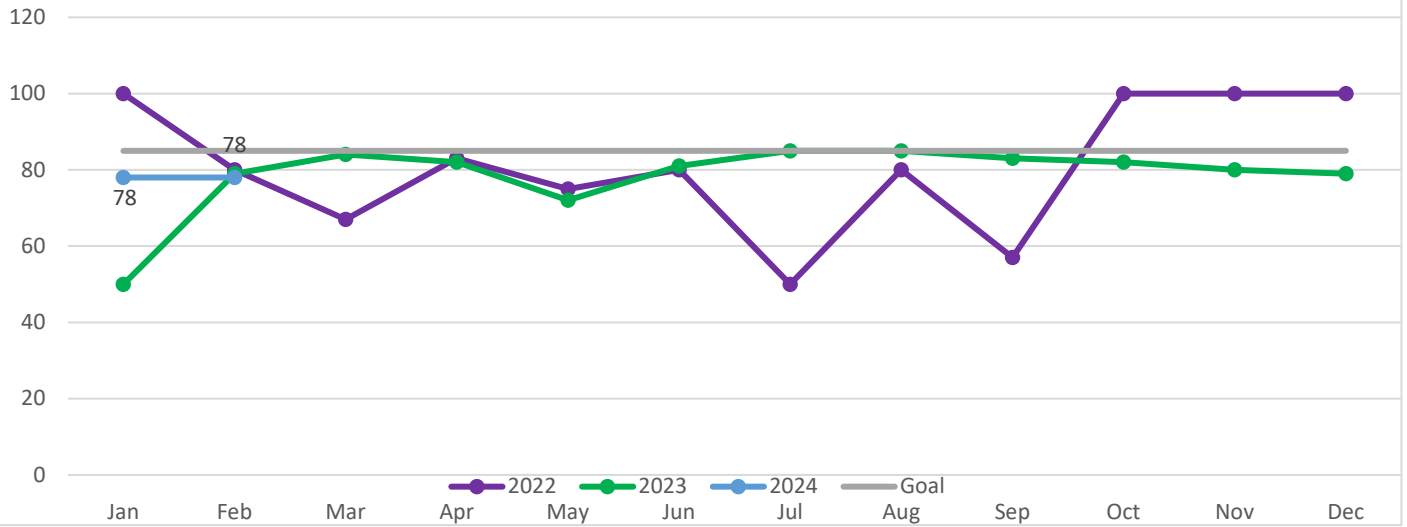
- Eclipse Highlights | Jay Hunter

ITEM 6: **CALL FOR ADJOURNMENT**

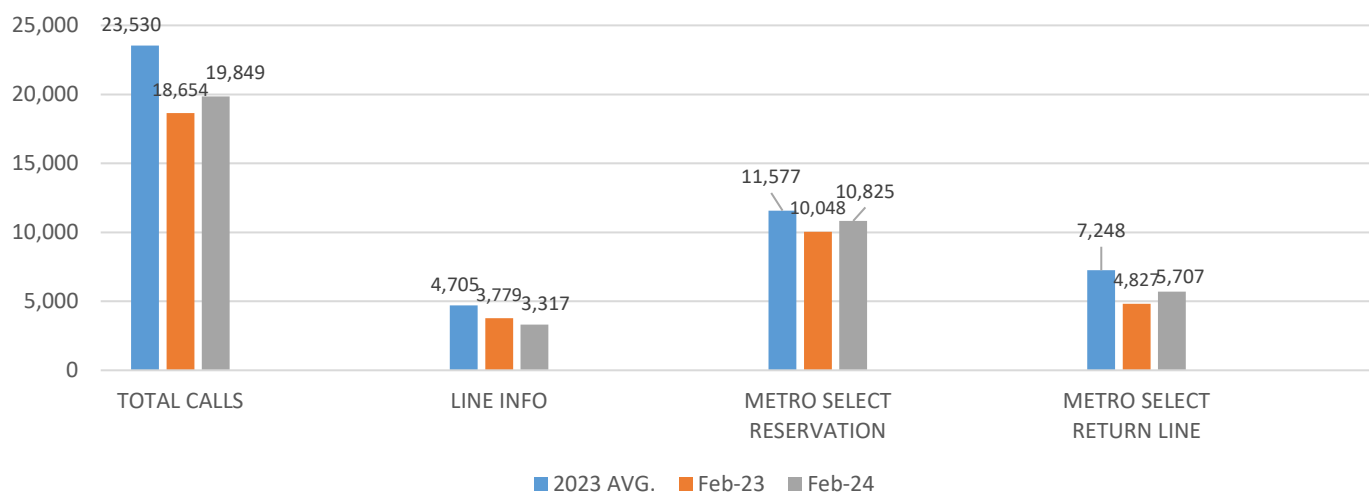
Total Healthcare Provision Per Employee



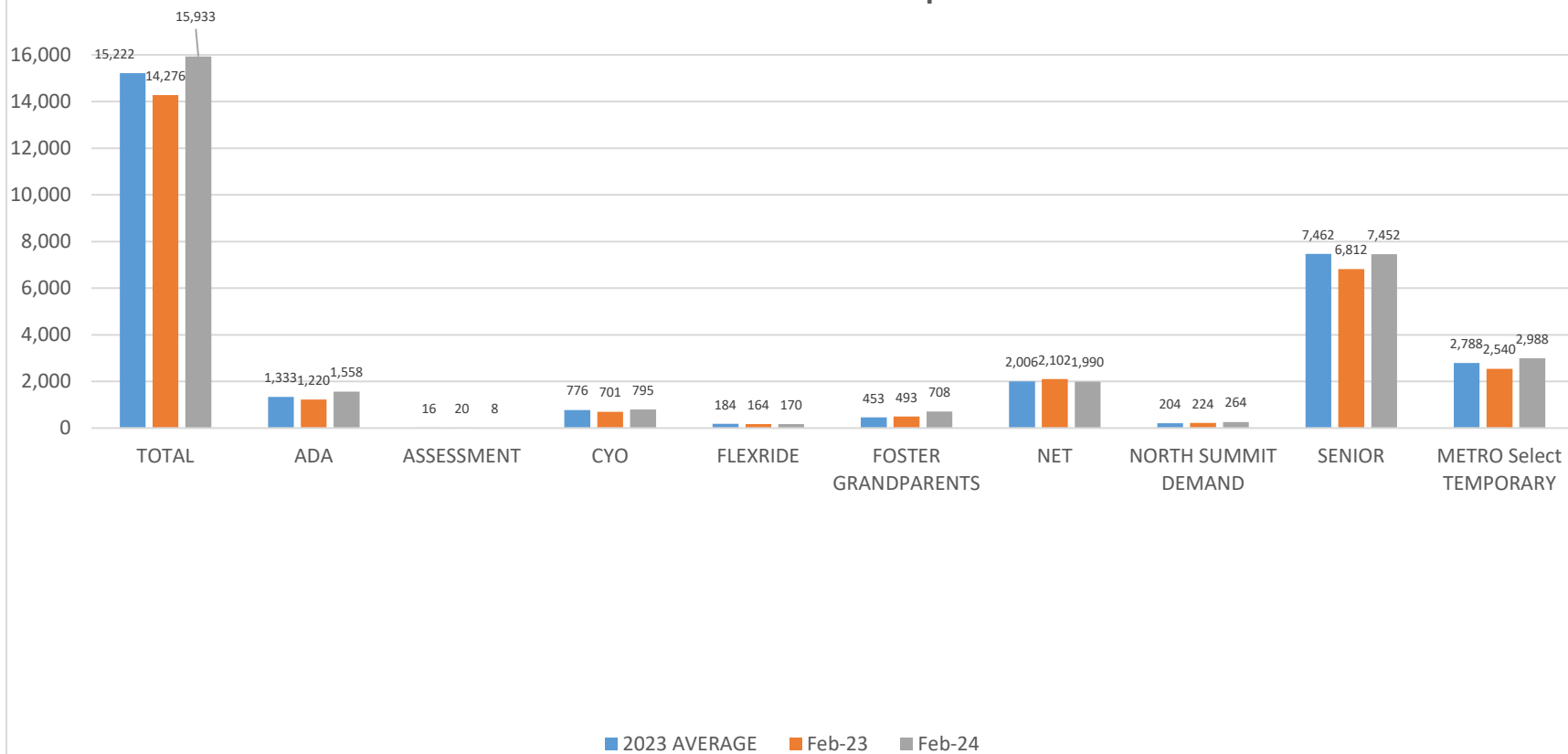
New Hire Success Rate



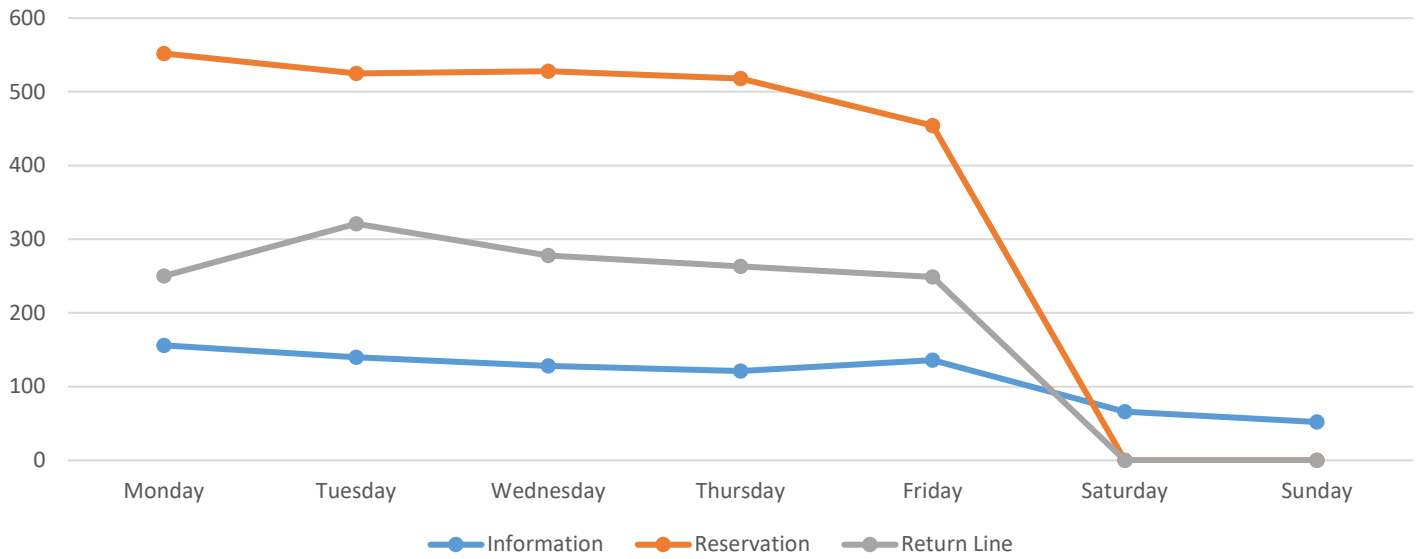
Call Volume



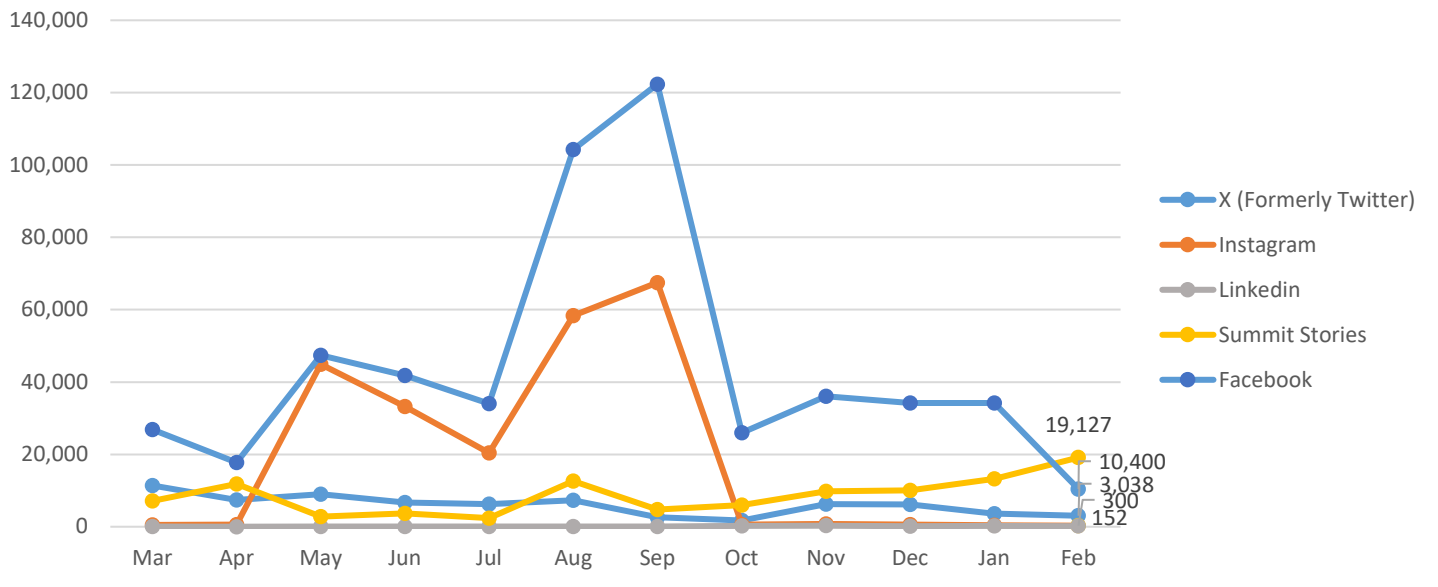
METRO Select Trip Count



Average Calls By Day



Social Media Impressions by Platform



**METRO RTA
INTERNAL/EXTERNAL ENGAGEMENT
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, MARCH 21, 2024**

Committee

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

Trustees Present: Robert DeJournett, John Valle, Renee Greene, Vince Rubino,
Bob Konstand

Trustees Excused: Gary Spring

METRO Team

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

CALL TO ORDER:

Mr. Chuck Rector called the meeting to order at 9:13 am.

APPROVAL OF MINUTES FROM THE FEBRUARY MEETING:

Mr. John Valle made a motion to approve the revised minutes from the February meeting. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS:

EEC Report | Jay Hunter

KPIs were reviewed and agenda items were discussed. A question was asked regarding new hires, and it was reported that hiring was ongoing and classes are continuously being added and trained.

Customer Care Report | Jay Hunter & Laura Adkins

KPIs were reviewed and agenda items were discussed. A question was asked regarding whether the availability of on-demand travel planning resources had decreased the number of line info calls, and it was reported that line info calls were indeed trending down, and more online resources may be a factor.

Marketing Report | Molly Becker

KPIs and agenda items were reviewed. A question was asked about METRO incorporating Women’s History Month into its marketing, and it was reported that social media posts on that topic were made.

RESOLUTIONS

OTHER BUSINESS

CALL FOR ADJOURNMENT:

Adjourned at 9:31 am.

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

Date (MM/DD/YYYY)