

METRO REGIONAL TRANSIT AUTHORITY

Internal and External Engagement Committee

MAY 16, 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, MAY 16, 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 4-5)
- Average Calls Info Graph (Page 6)

Marketing Report | Molly Becker

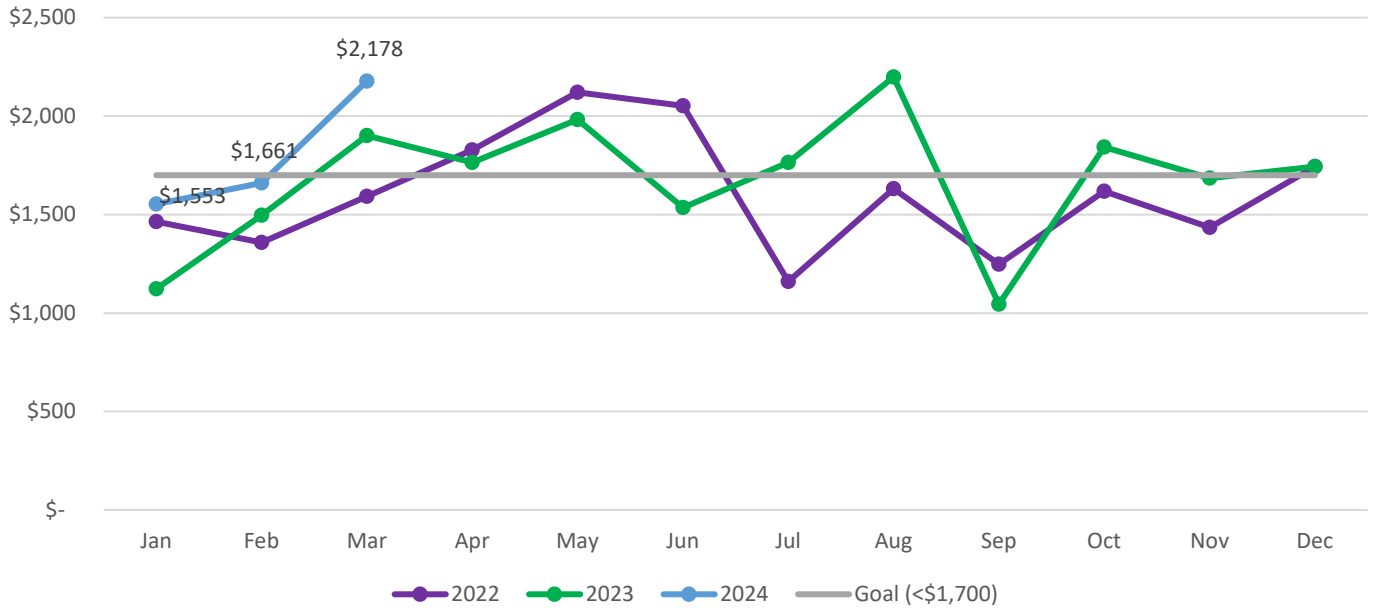
- KPIs (Page 7)
- Social Media Highlight: Facebook
- Partnerships
- Podcasts: Federal Transit Administration,
Acting Administrator Veronica Vanterpool

ITEM 4: **RESOLUTIONS FOR CONSIDERATION**

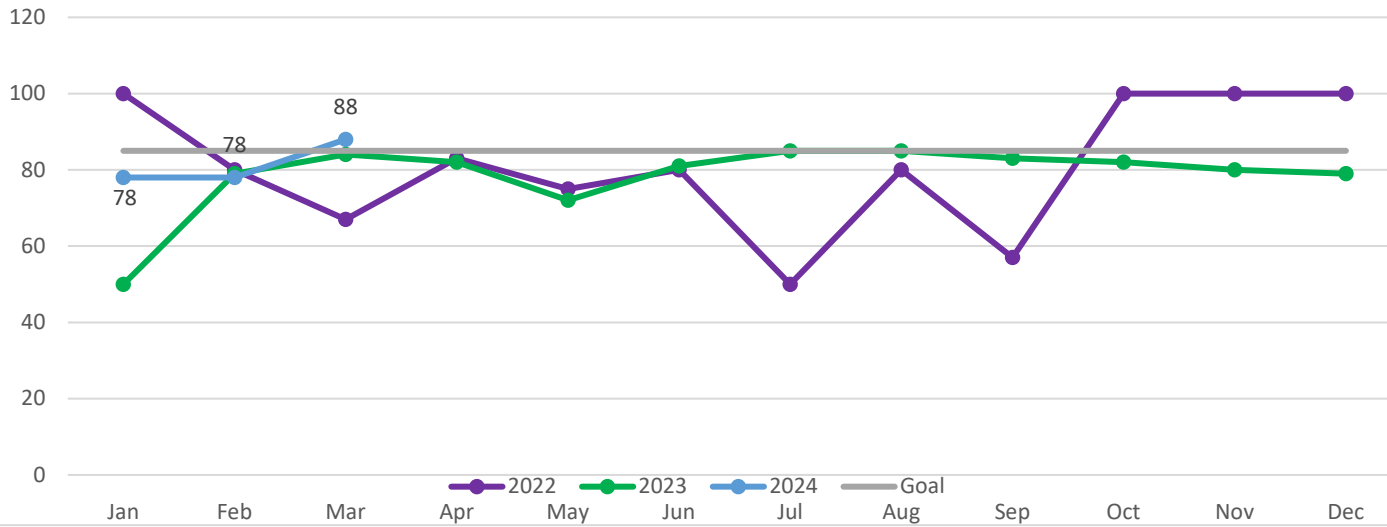
ITEM 5: **OTHER BUSINESS**

ITEM 6: **CALL FOR ADJOURNMENT**

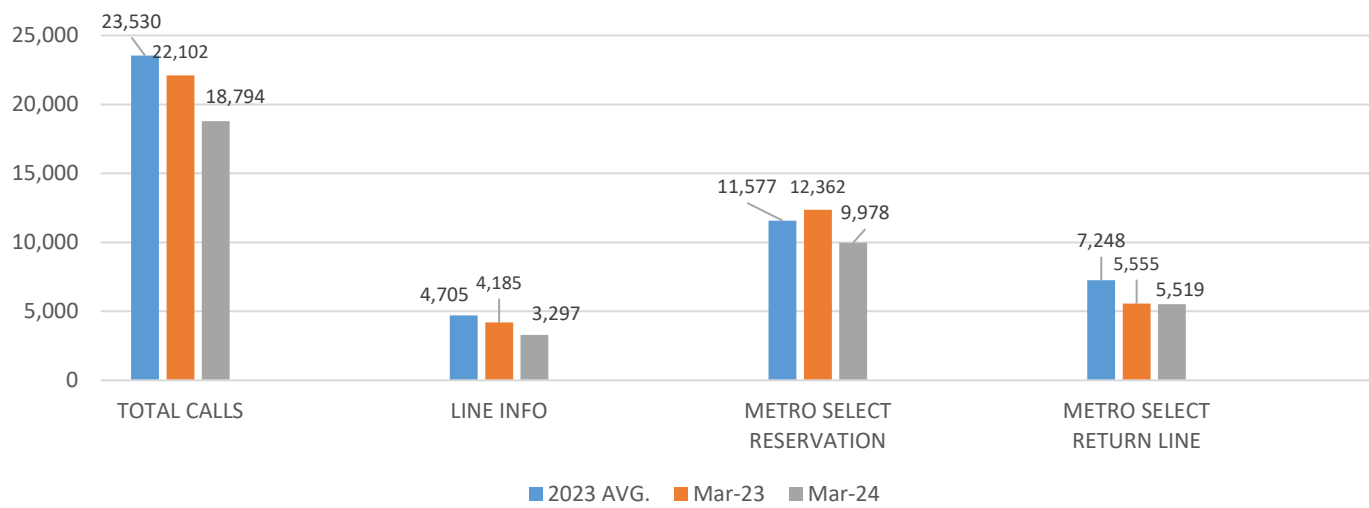
Total Healthcare Provision Per Employee



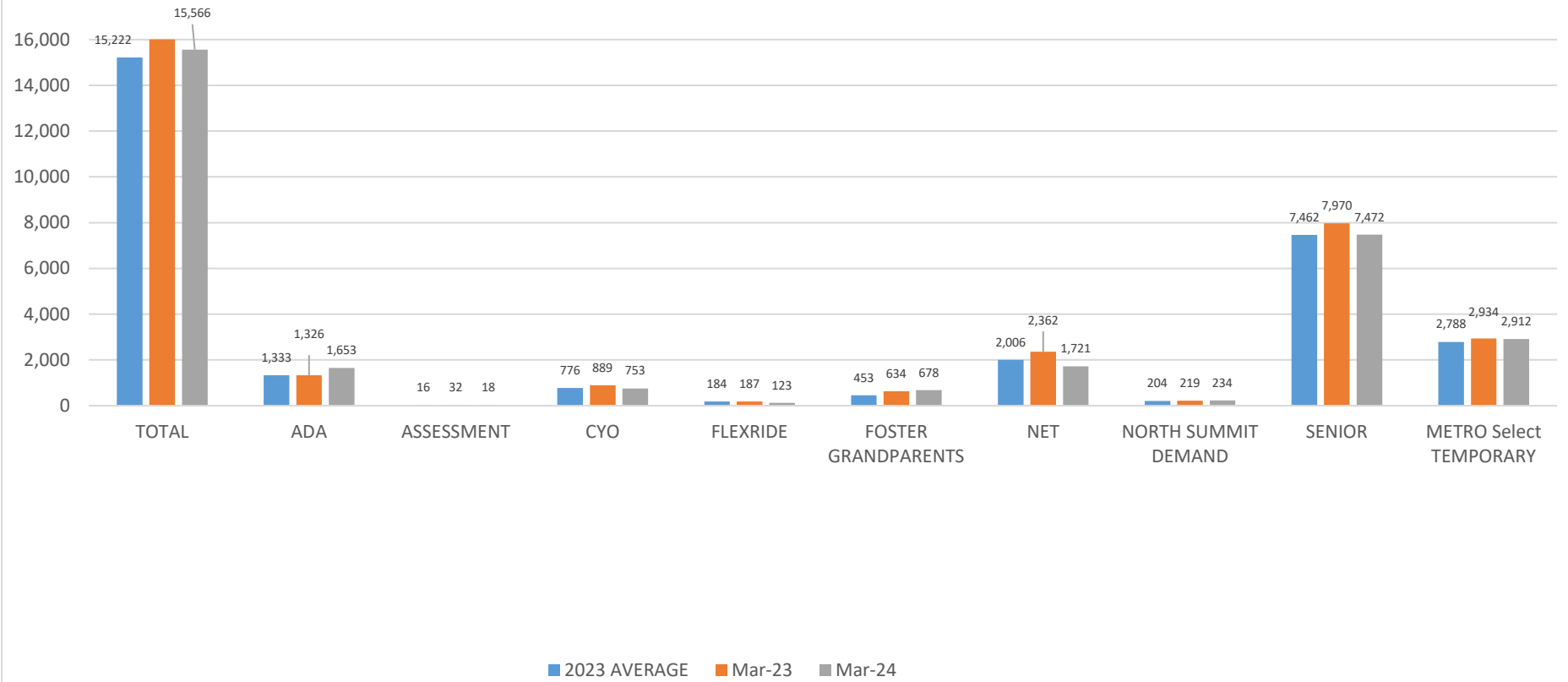
New Hire Success Rate



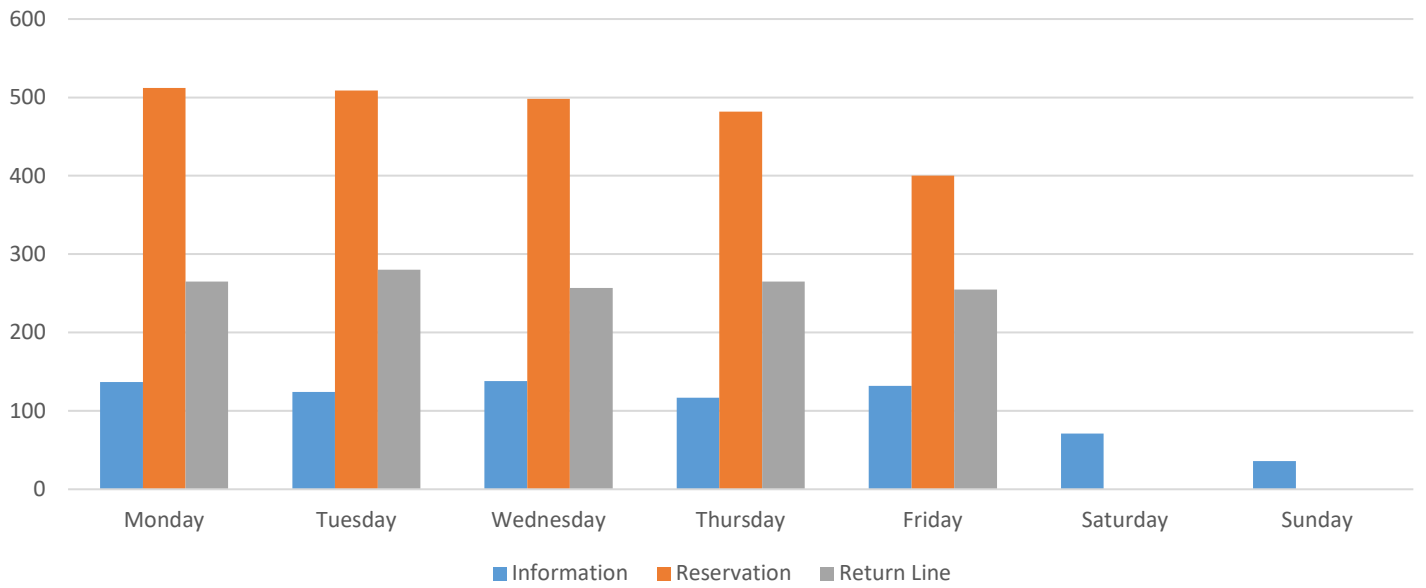
Call Volume



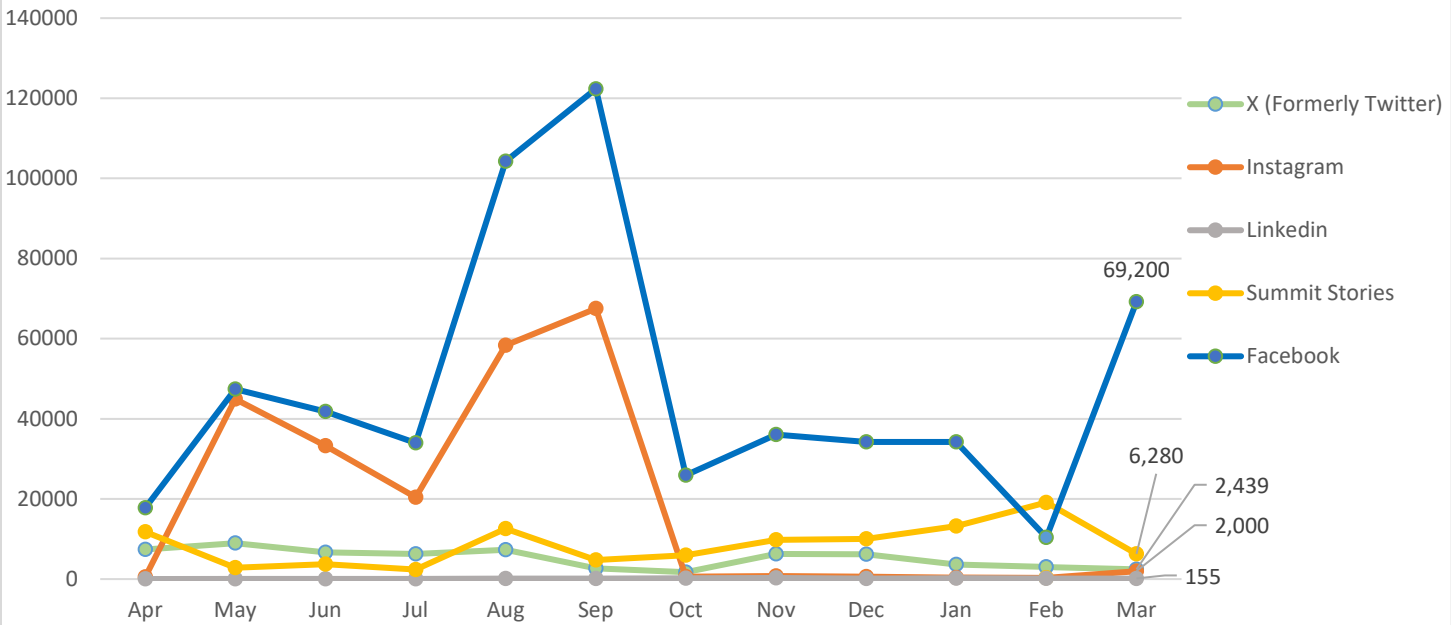
METRO Select Trip Count



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, APRIL 18, 2024**

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

Trustees Present: Robert DeJournett, John Valle, Vincent Rubino, Bob Konstand

Trustees Excused: Gary Spring

Trustees Absent: Dave Prentice

METRO Team Members Present: Dawn Distler, Gert Wilms, Jarrod Hampshire, Angela Neeley, Tatia Harris, Jay Hunter, DeHavilland McCall, Shawn Metcalf, Molly Becker, Laura Adkins, Grace Doyle, Stephanie Hottle, Bambi Miller, Eric Scott, Jamie Saylor, Meagan Greathouse, and Nathan Leppo.

CALL TO ORDER

Mr. Chuck Rector called the meeting to order at 9:28 am.

APPROVAL OF MINUTES FROM THE MARCH MEETING

Mr. John Valle made a motion to approve the revised minutes from the March 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 & Laura Adkins

KPIs were reviewed and agenda items were discussed.

Marketing Report | Grace Doyle

KPIs and agenda items were reviewed.

Ms. Grace Doyle provided an overview for LinkedIn which is a professional networking platform. You can interact with present and future partners, stakeholders, and potential Metro team members. We can also show our collaborations such as those with the Rubber Ducks and the Akron Art Museum. We do share all our official on boards which most recently include Representative Veronica Sims and Summit County Councilwoman Bethany

McKenney. We do share all of our full press releases, which most recently was about the Solar Eclipse along with other pertinent information.

RESOLUTIONS

OTHER BUSINESS

Mr. Jay Hunter offered Eclipse Highlights mentioning how we were over prepared. Ms. Laura Adkins added that additional personnel were available for calls and the calls were slower than anticipated. As the eclipse ended incoming calls completely stopped.

CALL FOR ADJOURNMENT

Adjourned at 9:37 am.

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

Date (MM/DD/YYYY)