

**METRO RTA
INTERNAL/EXTERNAL ENGAGEMENT
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, MAY 16, 2024**

Committee

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

Trustees Present: John Valle, Bob Konstand, Renee Greene

METRO Team

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

CALL TO ORDER

Mr. Chuck Rector called the meeting to order at 9:14 am.

APPROVAL OF MINUTES FROM THE APRIL MEETING

Mr. Chuck Rector made a motion to approve the revised minutes from the April 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 | Molly Becker

KPIs and agenda items were reviewed.

Facebook, Instagram huge spike due to the Eclipse.

Partnerships: METRO will sponsor the Gala for Akron Public Library's 150th anniversary and the City of Akron's 200th anniversary.

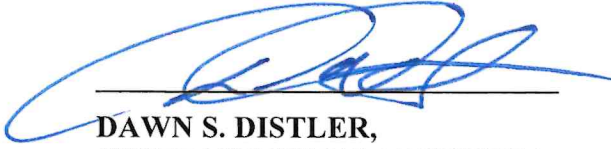
Podcasts: FTA Acting Administrator, Veronica Vanterpool.

RESOLUTIONS

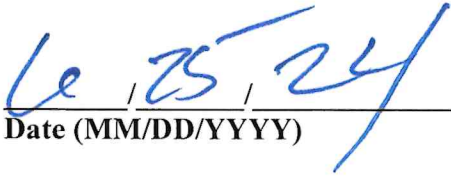
OTHER BUSINESS

CALL FOR ADJOURNMENT

Adjourned at 9:31 am.



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



Date (MM/DD/YYYY)