

METRO REGIONAL TRANSIT AUTHORITY

# Internal and External Engagement Committee

**FEBRUARY 15, 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, FEBRUARY 15, 2024**

**ITEM 1: CALL TO ORDER**

**ITEM 2: APPROVAL OF MINUTES FROM THE JANUARY 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**

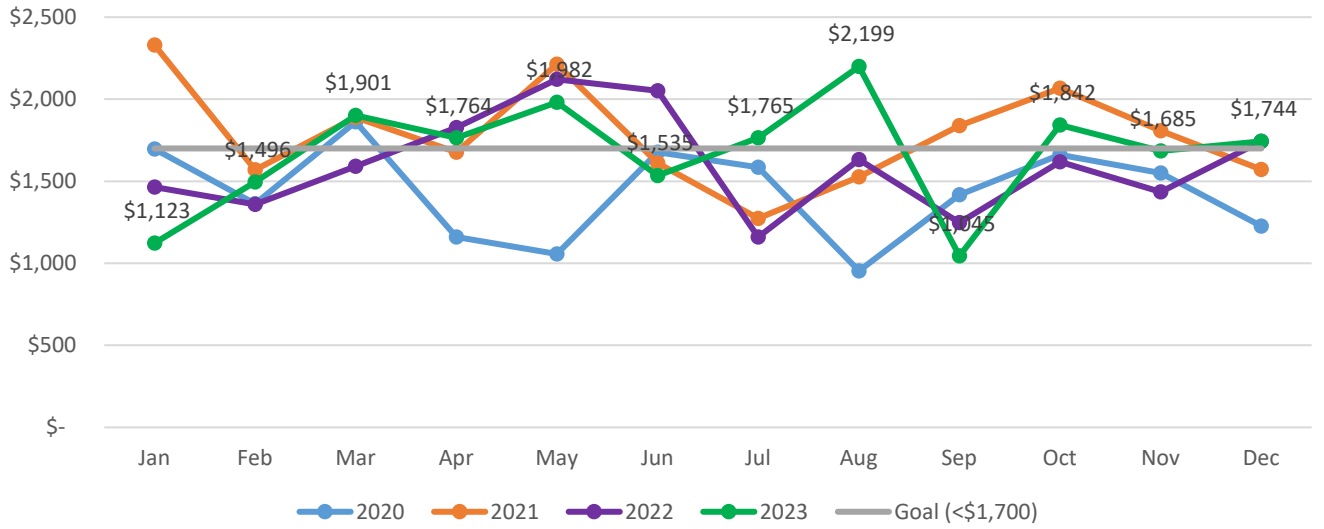
- KPIs (Page 4)
- Annual Report
- Partnerships
- Ohio Loves Transit Week

**ITEM 4: RESOLUTIONS FOR CONSIDERATION**

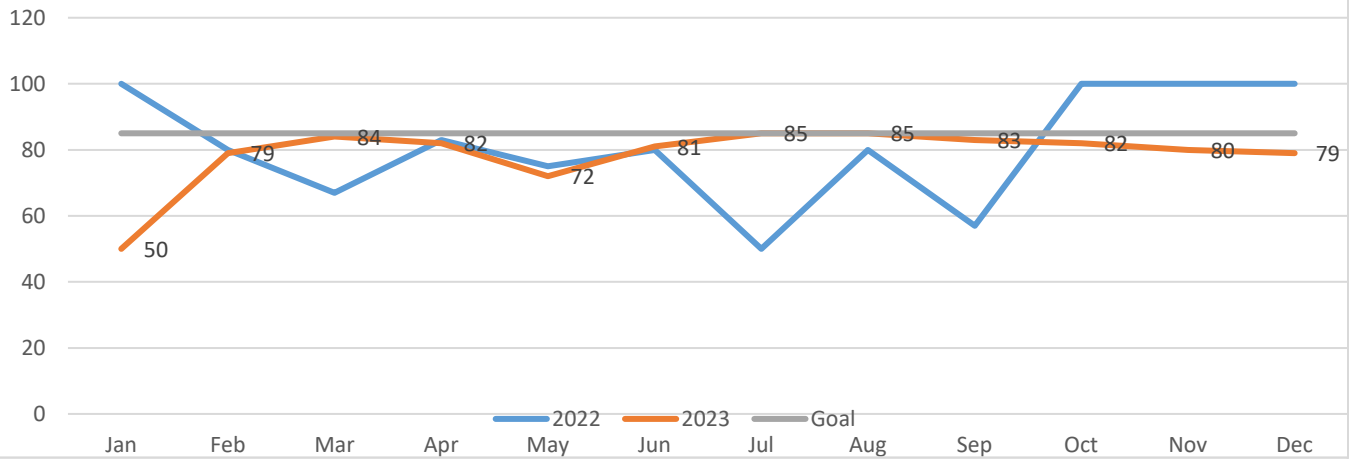
**ITEM 5: OTHER BUSINESS**

**ITEM 6: CALL FOR ADJOURNMENT**

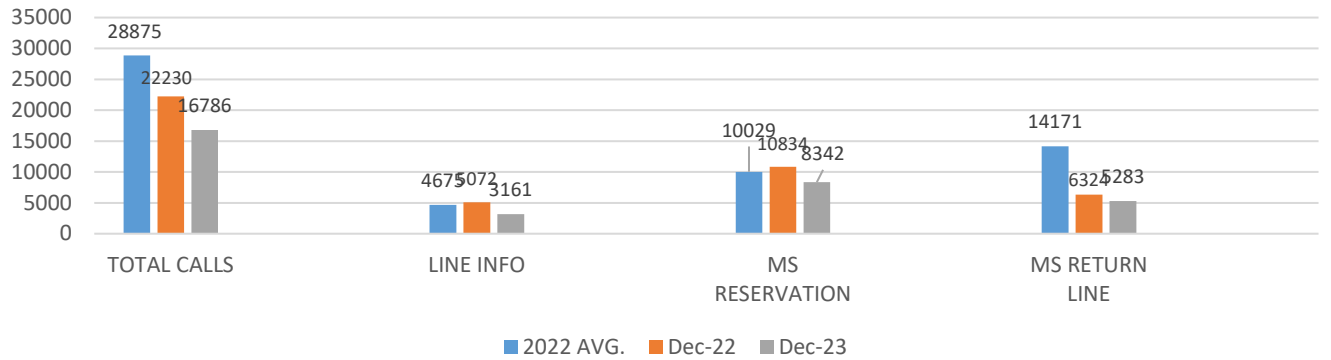
### Total Healthcare Provision Per Employee



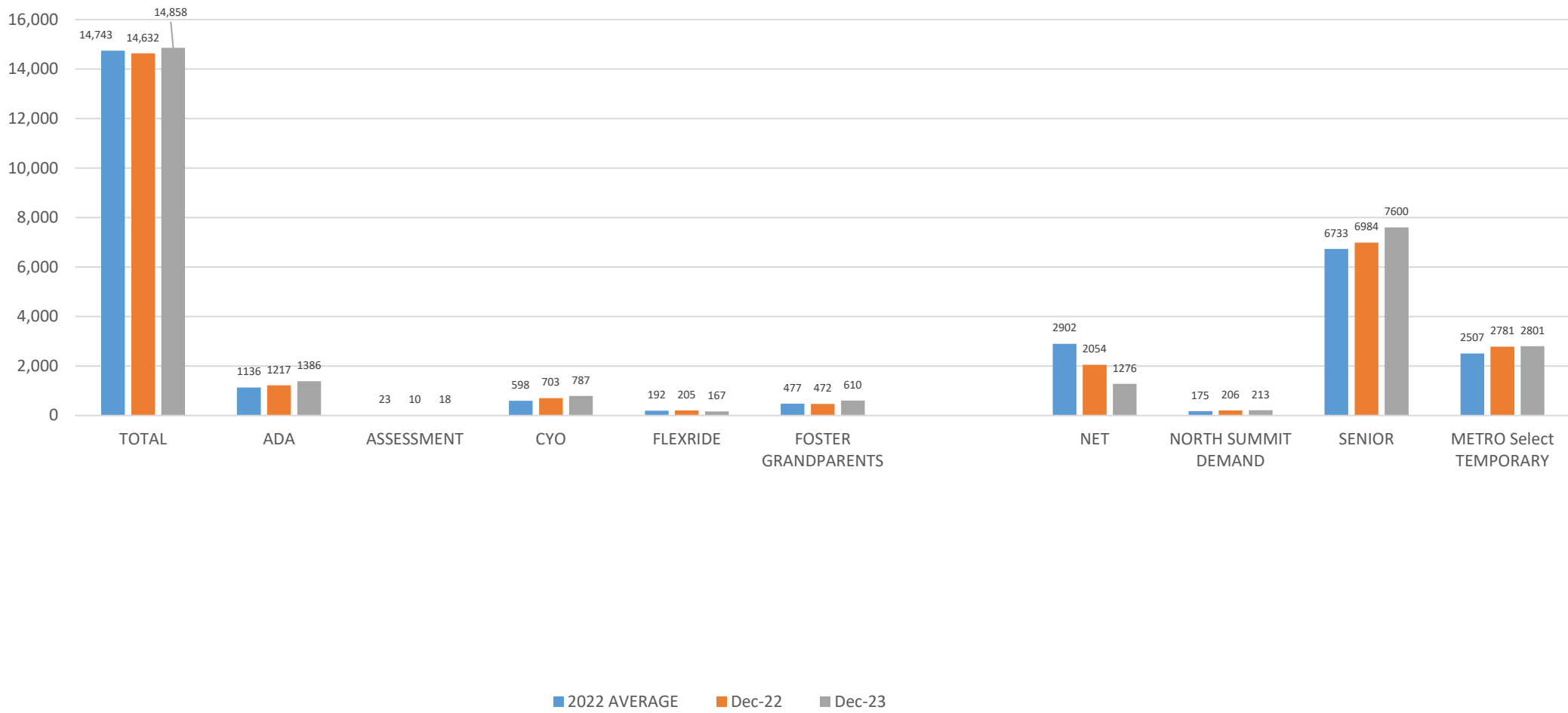
### New Hire Success Rate



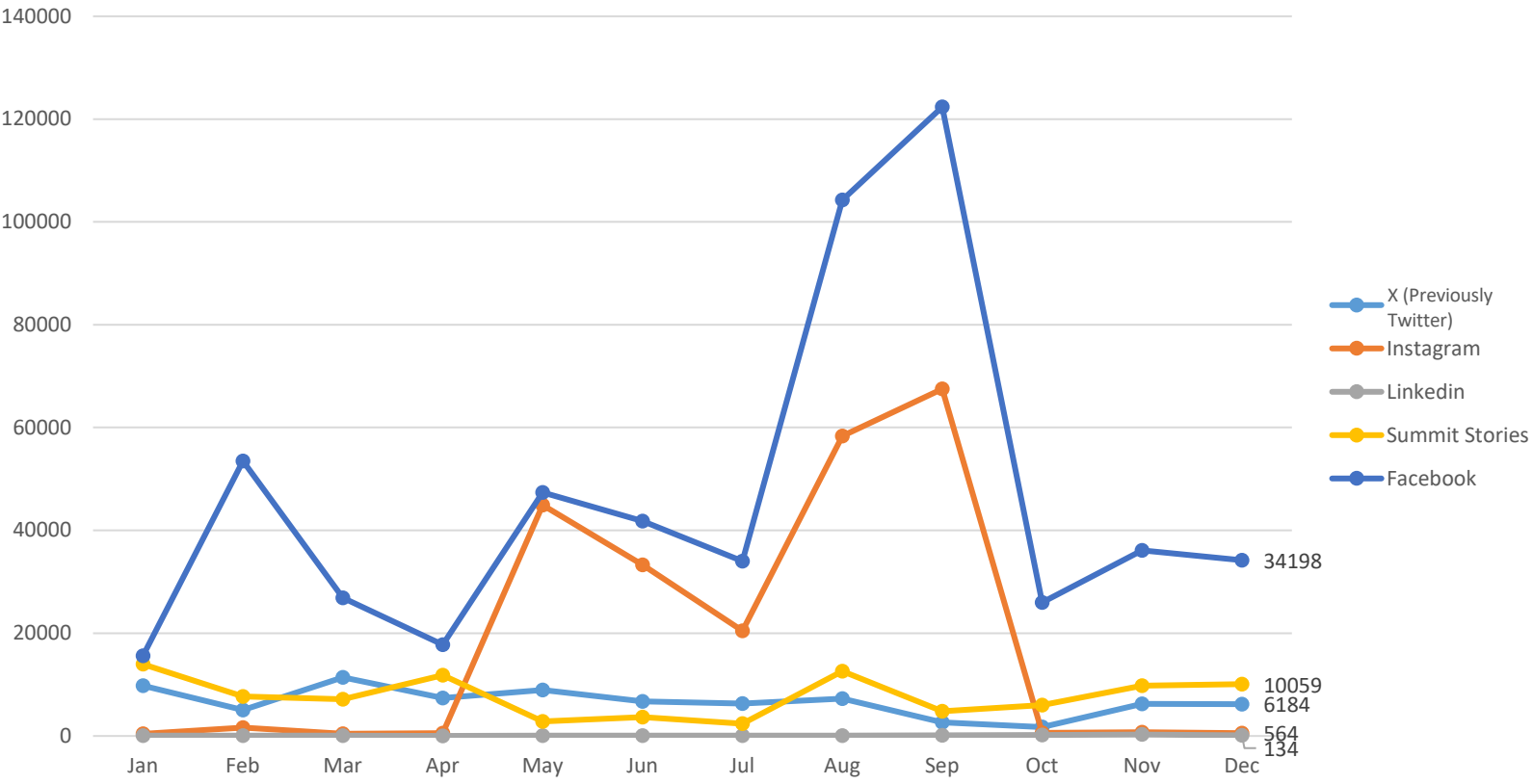
### Call Volume



## METRO Select Trip Count



### Social Media Impressions by Platform



**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

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

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**Date (MM/DD/YYYY)**

DRAFT