

**METRO RTA
INTERNAL/EXTERNAL ENGAGEMENT
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, APRIL 11, 2023**

Committee

Members Present: Dana LaGarde, Donald Christian, Robert Konstand, Chuck Rector, David Prentice

Trustees Present: Mark Derrig, John Valle, Vince Rubino. Christine Marshall, Robert DeJournett

METRO Team

Members Present: Dawn Distler, Jay Hunter, Jarrod Hampshire, Eric Scott, Shawn Metcalf, Jamie Saylor, DeHavilland McCall, Grace Doyle, Tatia Harris, Jessie Dent, Valerie Shea

CALL TO ORDER

Mr. Chuck Rector called the meeting to order at 9:17am

APPROVAL OF MINUTES FROM THE MARCH 16 MEETING

Mr. Robert DeJournett 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. It was proposed that METRO's new hire success rate be tracked as a future KPI as well as customer care call volume and trips/calls by category. A question was asked about an employee satisfaction KPI, and it was reported that grievances are tracked, and employee resource groups (ERGs) were in the process of being formed. METRO's turnover and retention rates as they compared to other companies and in context with the COVID-19 pandemic. A question was asked about METRO employees who retired during COVID but now want to return to work, and it was reported that OPERS does have regulations that impact retirees returning to the workforce. It was proposed that EEC include an attrition report in subsequent committees. A question was asked about reports on attrition for customer service and salaried employees.

Marketing Report | Stephanie Fairchild

KPIs and agenda items were reviewed. It was proposed that the social media KPI be expanded to detail engagement by platform.

RESOLUTIONS

OTHER BUSINESS

CALL FOR ADJOURNMENT

Adjourned at 9:37am



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

5 / 18 / 2023
Date (MM/DD/YYYY)