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.

[Signature]
DAWN S. DISTLER,
CHIEF EXECUTIVE OFFICER/
SECRETARY-TREASURER

5/14/2021
Date (MM/DD/YYYY)