Internal and External Engagement Committee

JANUARY 18, 2024

CHAIR: MR. CHUCK RECTOR
MEMBERS: MS. DANA LAGARDE, MR. GARY SPRING, MR. DAVE PRENTICE, MS. CHRISTINE MARSHALL
ITEM 1: CALL TO ORDER

ITEM 2: APPROVAL OF MINUTES FROM THE DECEMBER 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)
- Corporate Communications Plan

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

2022 AVG.  | Nov-22 | Nov-23
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TOTAL CALLS | 28875 | 22971 | 18158
LINE INFO | 4675 | 5242 | 3404
MS RESERVATION | 10029 | 10586 | 9066
MS RETURN LINE | 14171 | 14171 | 5688
Committee
Members Present: Chuck Rector, Gary Spring, Dana LaGarde

Committee
Members Excused: Christine Marshall

Committee
Members Absent: Dave Prentice

Trustees Present: Mark Derrig, Don Christian, Robert Konstand, Renee Greene, John Valle, Robert DeJournett

METRO Team
Members Present: Dawn Distler, Eric Scott, Jarrod Hampshire, Jim Meduri, Angela Neeley, Grace Doyle, Nicholas Miller, Tatia Harris, Molly Becker, Melissa Barna, Bambi Miller, Shawn Metcalf

CALL TO ORDER

Mr. Chuck Rector called the meeting to order at 9:27am

APPROVAL OF MINUTES FROM THE NOVEMBER MEETING

Mr. Don Christian made a motion to approve the revised minutes from the November meeting. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

EEC Report | Molly Becker
KPIs were reviewed and agenda items were discussed. A question was asked regarding Teamster fact finding, and it was reported that METRO was awaiting the report.

Customer Care Report | Melissa Barna
KPIs and agenda items were reviewed.

Marketing Report | Grace Doyle
KPIs and agenda items were reviewed. A discussion arose regarding advertising strategy and geographic impressions.
RESOLUTIONS

OTHER BUSINESS

CALL FOR ADJOURNMENT

Adjourned at 9:40am

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

________/_______/_____________
Date (MM/DD/YYYY)