

METRO REGIONAL TRANSIT AUTHORITY

Internal and External Engagement Committee

**JULY 16, 2026
9:00 AM**

**CHAIR: MR. CHARLES RECTOR
VICE CHAIR: MS. DANA LAGARDE**



**METRO RTA
INTERNAL AND EXTERNAL ENGAGEMENT
COMMITTEE MEETING AGENDA
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, JULY 16, 2026**

ITEM 1: CALL TO ORDER

ITEM 2: APPROVAL OF MINUTES FROM THE JUNE MEETING

ITEM 3: SUB-COMMITTEE REPORTS:

Employee Engagement Report | Jay Hunter

- Employee Engagement Activities
- KPIs (Pages 5 & 6)

Customer Care Report | Jay Hunter & Laura Adkins

- KPIs (Pages 6-8)
- Revenue Stats (Page 9)

Marketing Report | Molly Becker

- KPI's (Page 10)
- Upcoming Events/Promotions

ITEM 4: RESOLUTIONS FOR CONSIDERATION:

ITEM 5: OTHER BUSINESS:

ITEM 6: CALL FOR ADJOURNMENT

**METRO RTA
INTERNAL/EXTERNAL ENGAGEMENT
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, JUNE 18, 2026**

Trustees Present: Dana LaGarde, Christine Marshall, Robert DeJournett, Bob Konstand, Nicole Squire, Gary Spring, John Valle and Chuck Rector

Trustees Excused: Mark Derrig and Renee Greene

Trustees Absent: Donald Christian and Dave Prentice

METRO Team Members Present: Dawn Distler, Angie Neeley, Tatia Harris, Gert Wilms, Jarrod Hampshire, Shawn Metcalf, Jay Hunter, Eric Scott, Kyle Stewart, Jamie Saylor, Alja Austin, Laura Adkins, Zach Smith, Quentin Wyatt, Grace Doyle, Olivia Balazy, Brynn Overly-Nguyen, Lane Evans and Leslie Rashid

CALL TO ORDER

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

APPROVAL OF MINUTES FROM THE MAY MEETING

Mr. John Valle made a motion to approve the minutes of the May meeting. Ms. Dana LaGarde 2nd the motion. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

Employee Engagement Report | Jay Hunter

METRO hosted CAREP Employee Assistance Program on-site to provide information and resources to help employees manage work and personal challenges. Available services include confidential counseling, self-help tools, work-life benefits, and resource referrals.

KPIs were reviewed.

Customer Care Report | Laura Adkins

KPIs were reviewed.

Ms. Adkins provided detailed information about staffing hours, fare sales and calls taken.

Marketing Report | Grace Doyle

The dashboard was reviewed.

Ms. Doyle announced the return of Free Fare Weekends during the months of June, July and August.

RESOLUTIONS FOR CONSIDERATION

OTHER BUSINESS

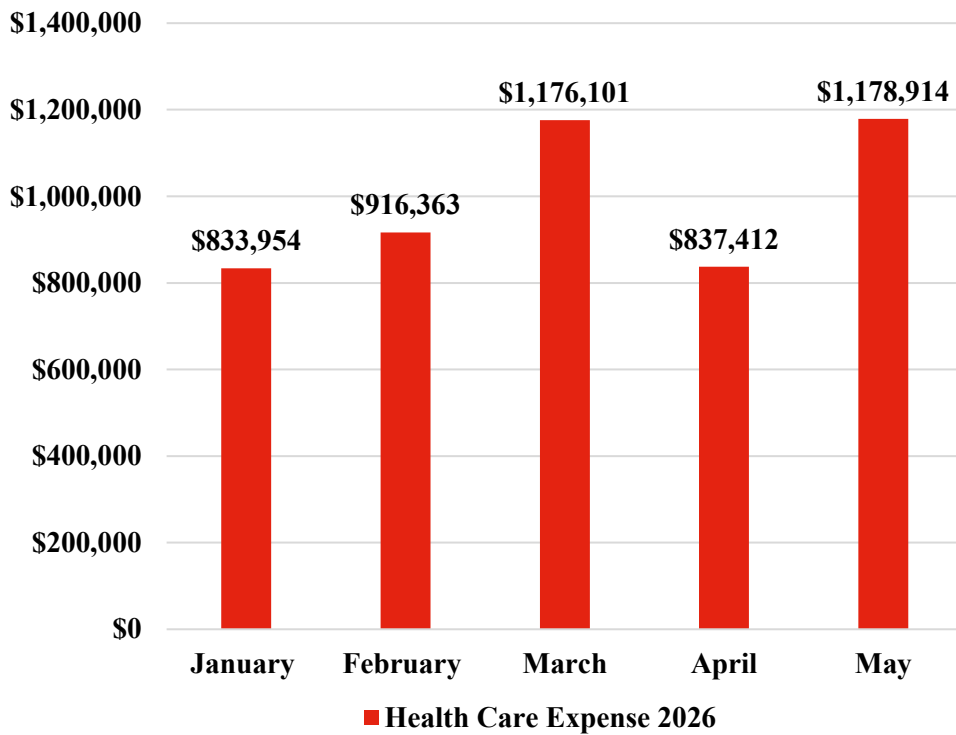
CALL FOR ADJOURNMENT

Adjourned at 9:31 am.

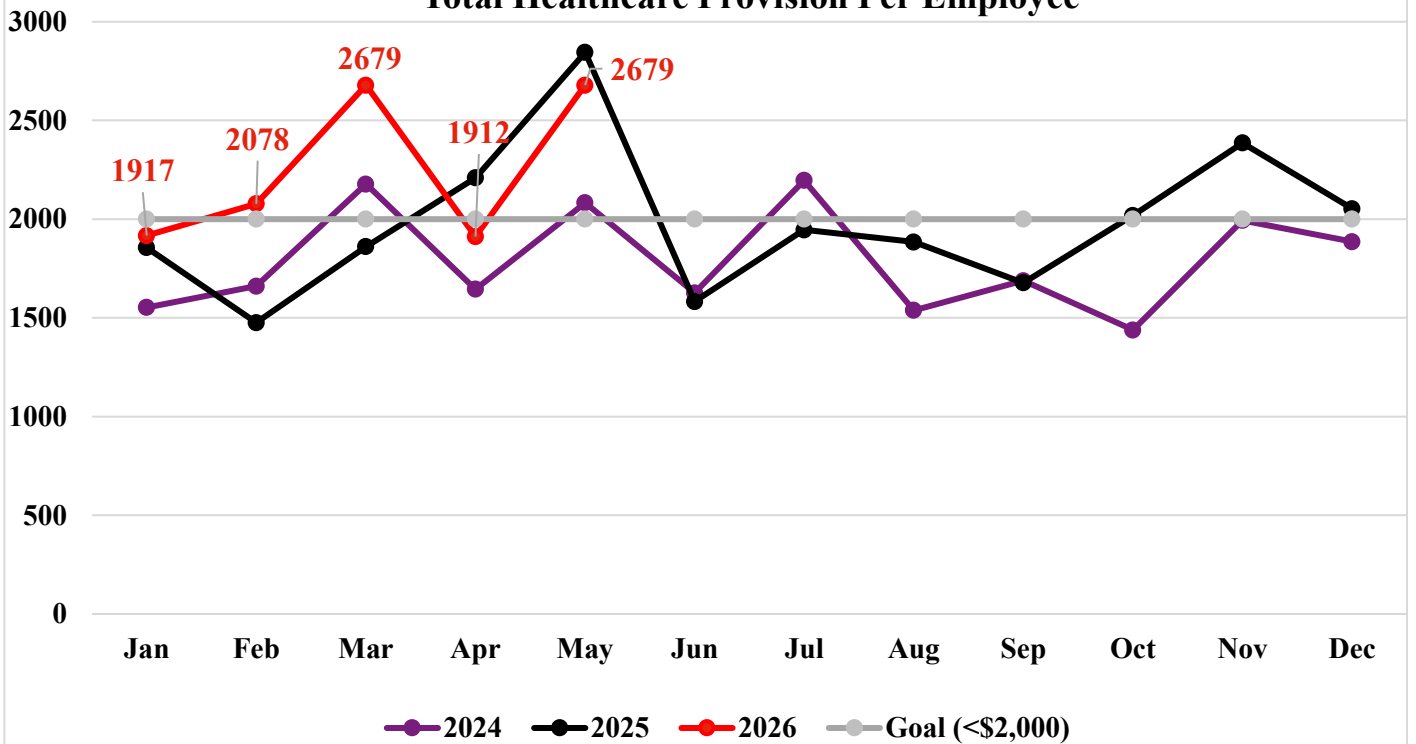
**DAWN S. DISTLER,
CHIEF EXECUTIVE OFFICER/
SECRETARY-TREASURER**

Date (MM/DD/YYYY)

Health Care Expense 2026



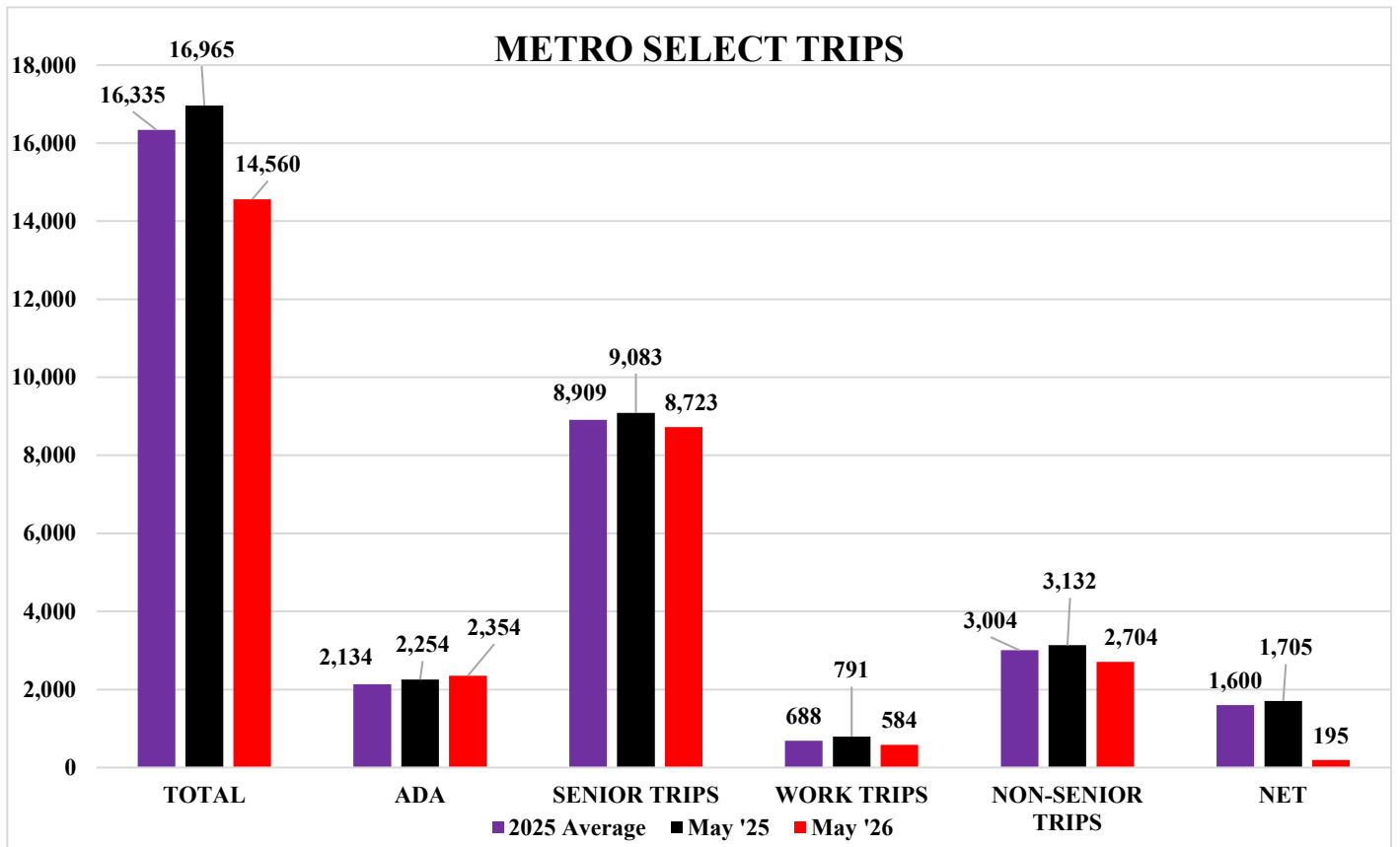
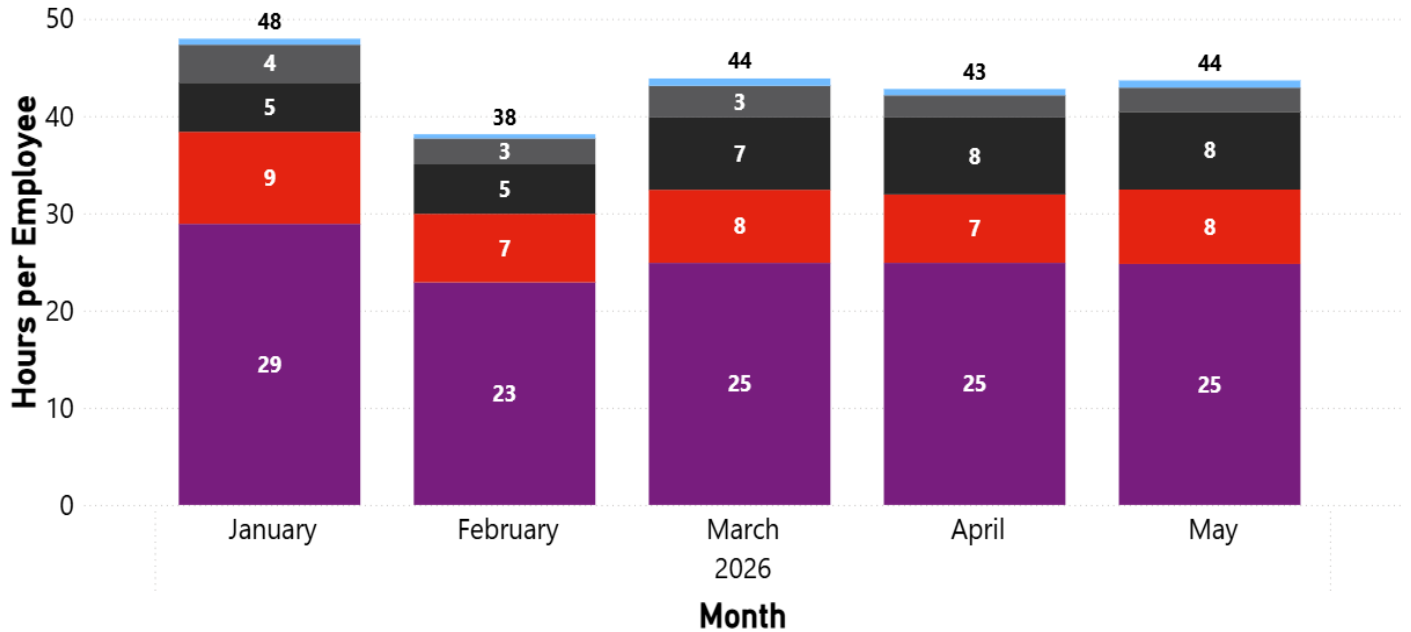
Total Healthcare Provision Per Employee

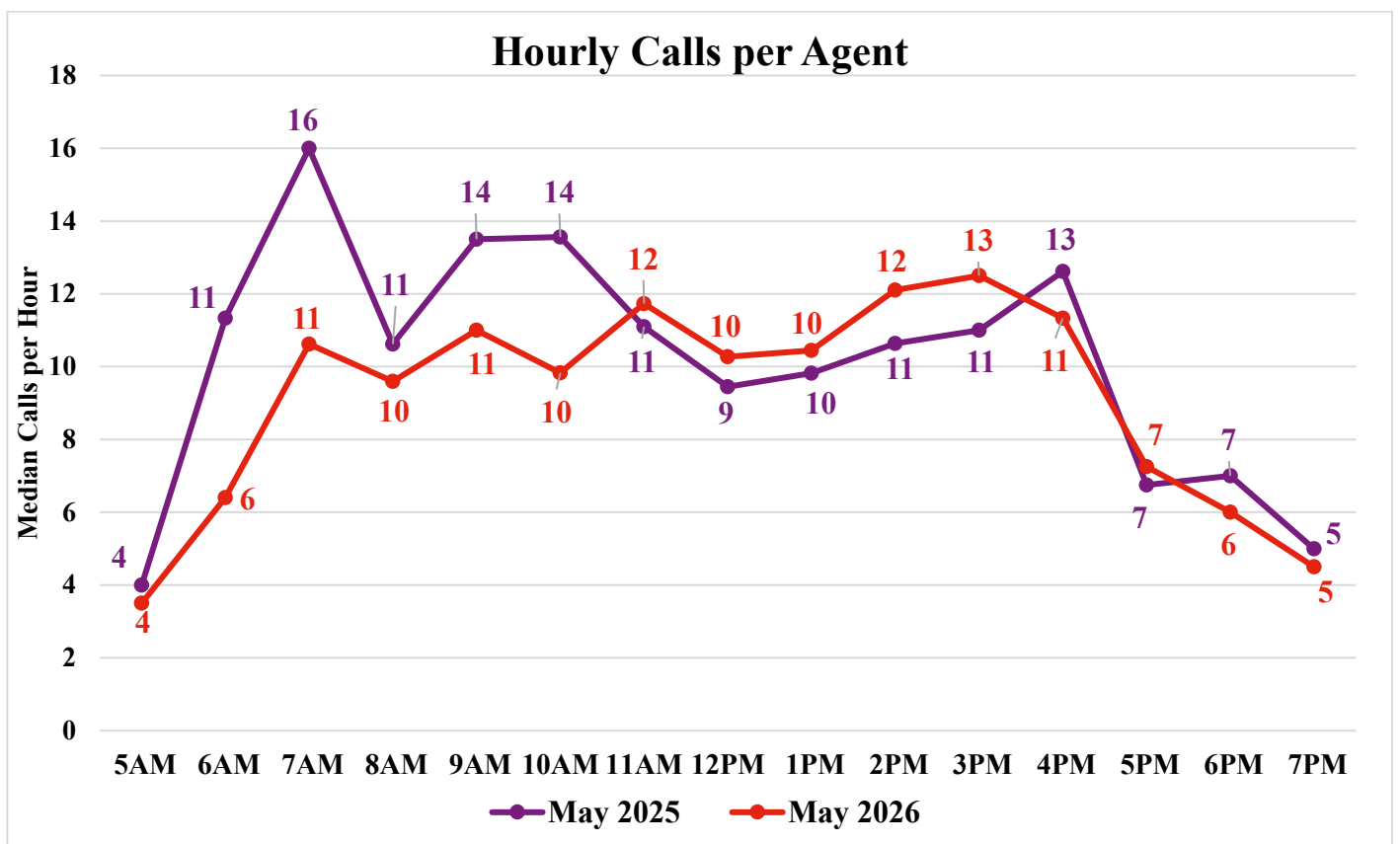
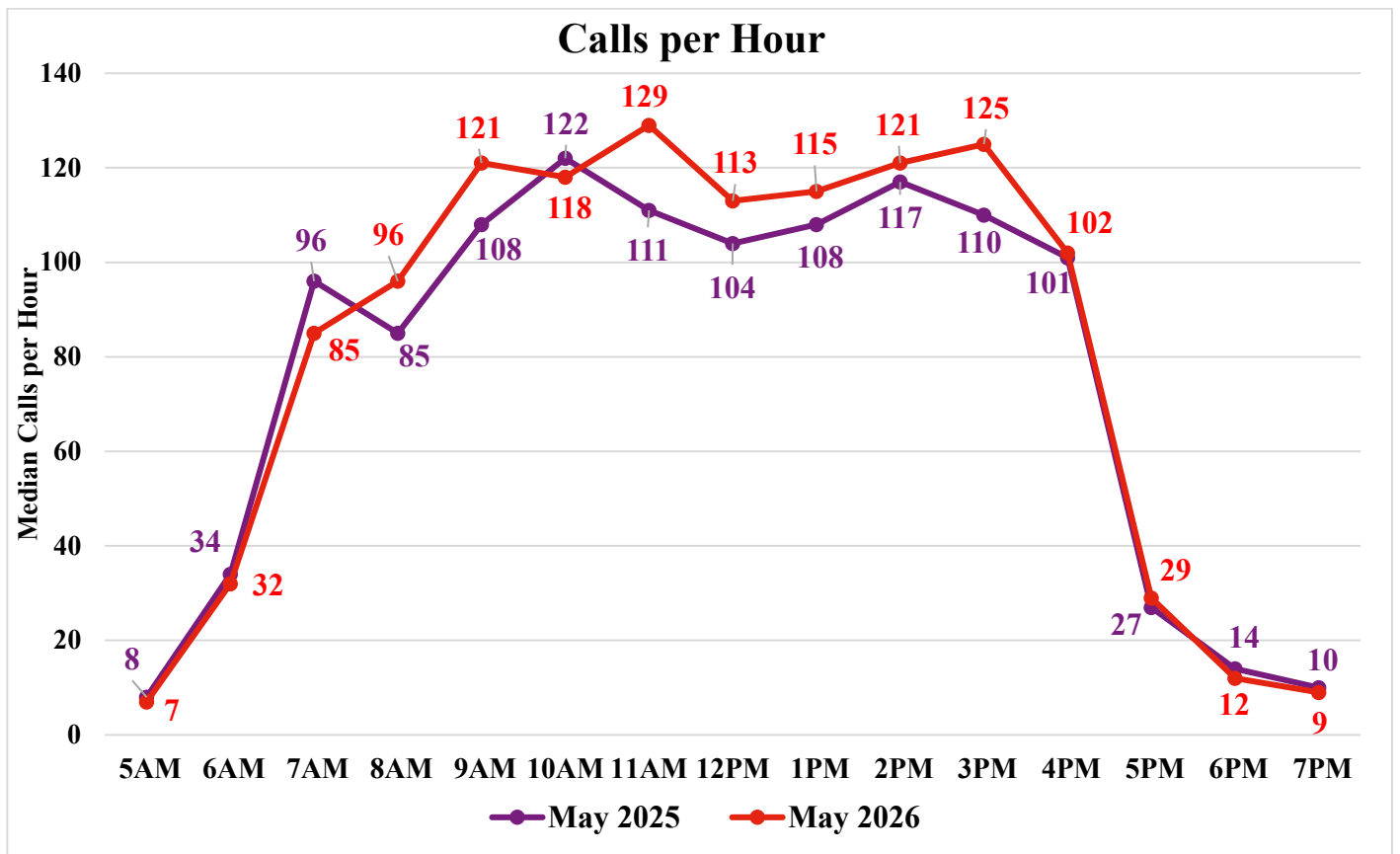


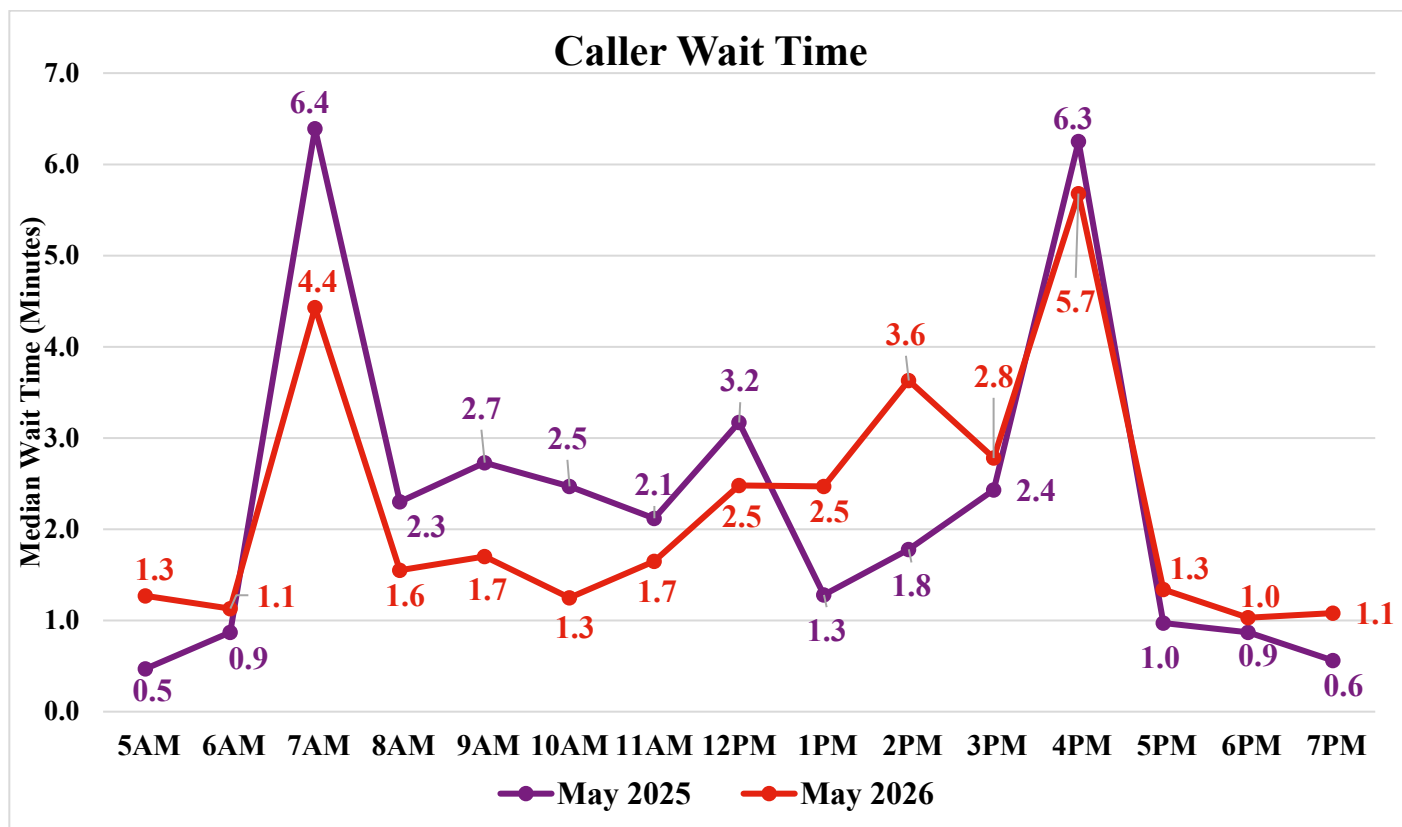
Hours Absent per Employee

Absence Type 1 - Sick 2 - FMLA 3 - Vacation 4 - Personal 5 - Miss

Department
Operators







Revenue Stats for May 2026

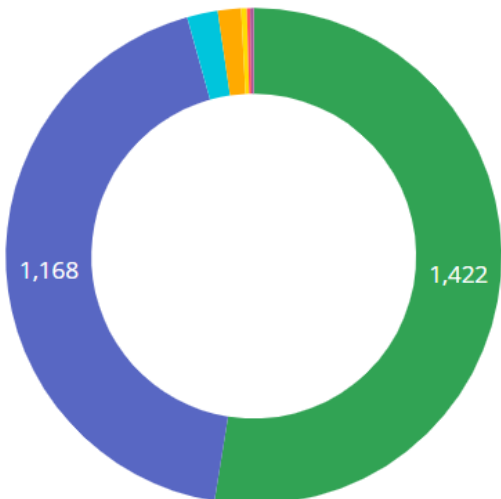
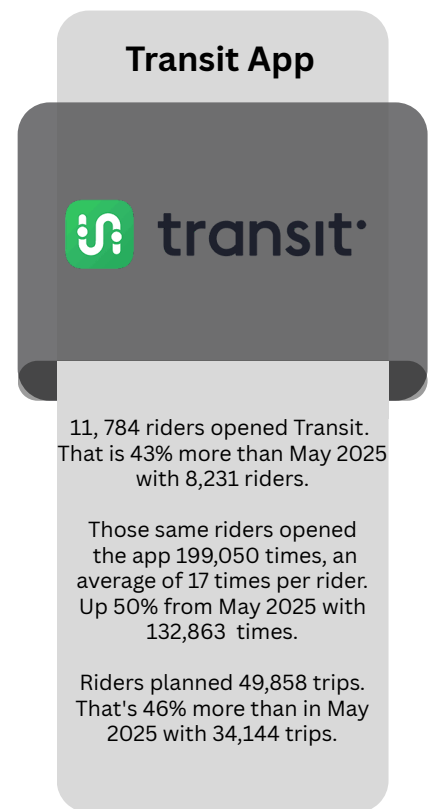
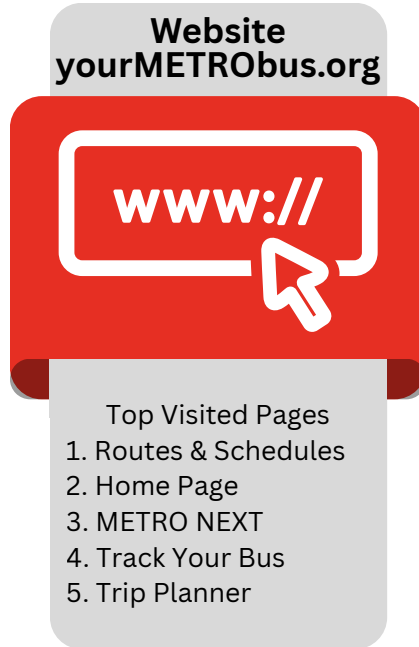
Coverage:

- 3 part-time specialists
 - 11 full-time specialists
 - Demand Response 7:00 am – 5:00 pm
 - Info 5:30 am – 8:00 pm (Monday-Friday)
 - 8:00 am – 4:00 pm (Saturday)
 - 9:00 am – 5:00 pm (Sunday)
- Revenue from Transit Center sales - \$23,095.50
- Ticket sales - \$44,179.00 (OOD, Goodwill, Courts, Hope & Healing)

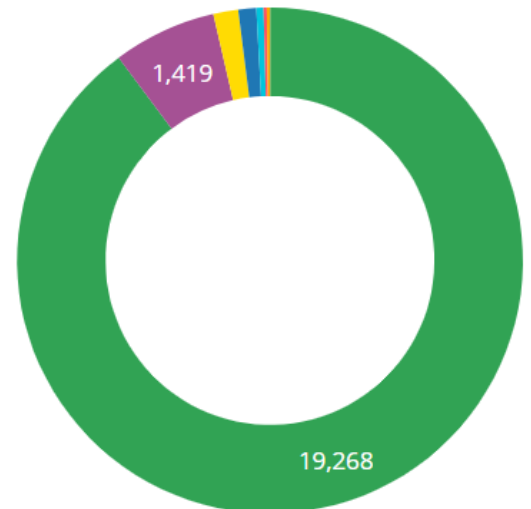
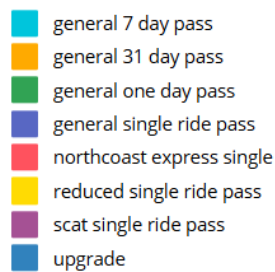
Calls:

- Demand Response 10,856
- Information 3,042
- Returns 5,737
- Total 19,635

PR & Marketing Dashboard



**Account Based Ticketing
Fare Capping**



Ticket & Passes by Type

May 2026