

METRO REGIONAL TRANSIT AUTHORITY

Internal and External Engagement Committee

**SEPTEMBER 17, 2026
9:00 AM**

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



**METRO RTA
INTERNAL AND EXTERNAL ENGAGEMENT
COMMITTEE MEETING AGENDA
MAINTENANCE & OPERATIONS BUILDING
348 KENMORE BLVD. TRAINING ROOMM
THURSDAY, SEPTEMBER 17, 2026**

ITEM 1: CALL TO ORDER

ITEM 2: APPROVAL OF MINUTES FROM THE AUGUST MEETING

ITEM 3: SUB-COMMITTEE REPORTS:

Employee Engagement Report | Jay Hunter

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

Customer Care Report | Jay Hunter & Melissa Barna

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

Marketing Report | Molly Becker

- KPI's (Page 10)
- METRO Summit
- How to Use the Bike Rack Video

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, AUGUST 20, 2026**

Trustees Present: Dana LaGarde, Chuck Rector, Donald Christian, Bob Konstand, Nicole Squire, Gary Spring, John Valle, Renee Greene and Dave Prentice

Trustees Excused: Mark Derrig, Robert DeJournett and Christine Marshall

Trustees Absent:

METRO Team

Members Present: Dawn Distler, Angie Neeley, Tatia Harris, Gert Wilms, Shawn Metcalf, Jarrod Hampshire, Jay Hunter, Kyle Moeglin, Grace Doyle, DeHavilland McCall, Alja Austin, Zach Smith, Jamie Saylor, Laura Adkins, Shannon Moore, Quentin Wyatt, Lane Evans, Brynn Overly-Nguyen and Leslie Rashid

CALL TO ORDER

Mr. Chuck Rector called the meeting to order at 9:34 am.

APPROVAL OF MINUTES FROM THE JULY MEETING

Ms. Dana LaGarde made a motion to approve the minutes of the July meeting.

Mr. John Valle 2nd the motion. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

Employee Engagement Report | Jay Hunter

METRO continued promoting the Employee Assistance Program (EAP), Total Care ESI, including wellness resources focused on stress awareness, stress management, and healthy coping strategies.

The Employment Engagement team visited METRO's DOT medical providers to better understand their processes and the services provided to operators and mechanics.

KPIs were reviewed.

Customer Care Report | Shannon Moore

KPIs were reviewed.

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

Marketing Report | Kyle Moeglin

The dashboard was reviewed.

METRO partnered with PorchRokr to provide a park & ride service using Route 1, resulting in a 17.8% increase in overall Route 1 ridership and 56.1% increase in the festival area. Three electric buses also provided power for the festival stages, along with air conditioning Wi-Fi, and charging for attendees. The partnership was successful and is expected to continue next year.

METRO Transit Police hosted its first National Night Out at RKP, providing food and activities for community organizations to participate. The event provided a successful opportunity for officers to engage with residents and strengthen community relationships.

RESOLUTIONS FOR CONSIDERATION

OTHER BUSINESS

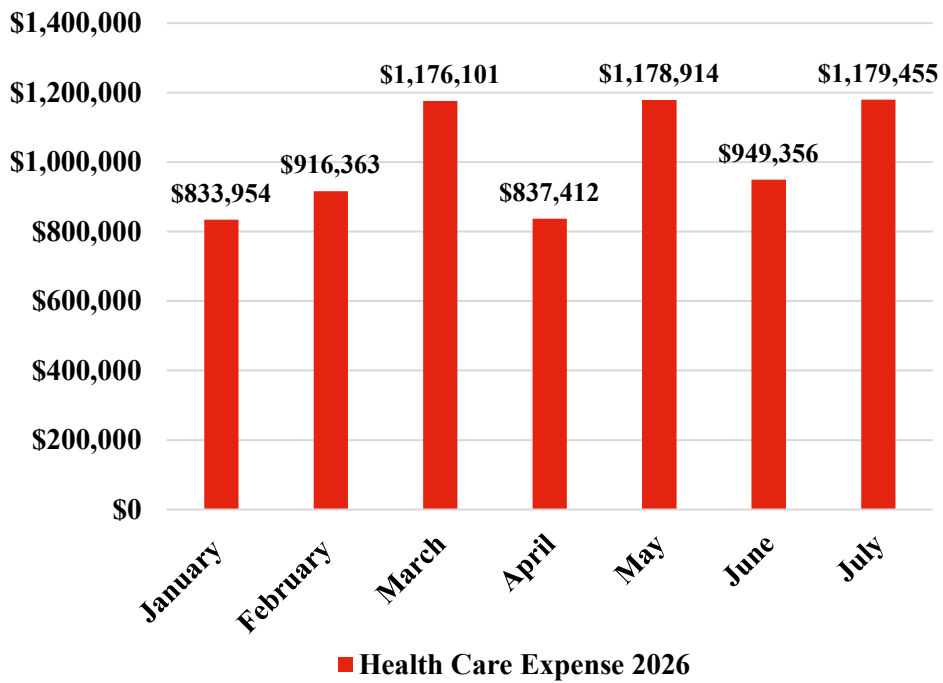
CALL FOR ADJOURNMENT

Adjourned at 9:48 am.

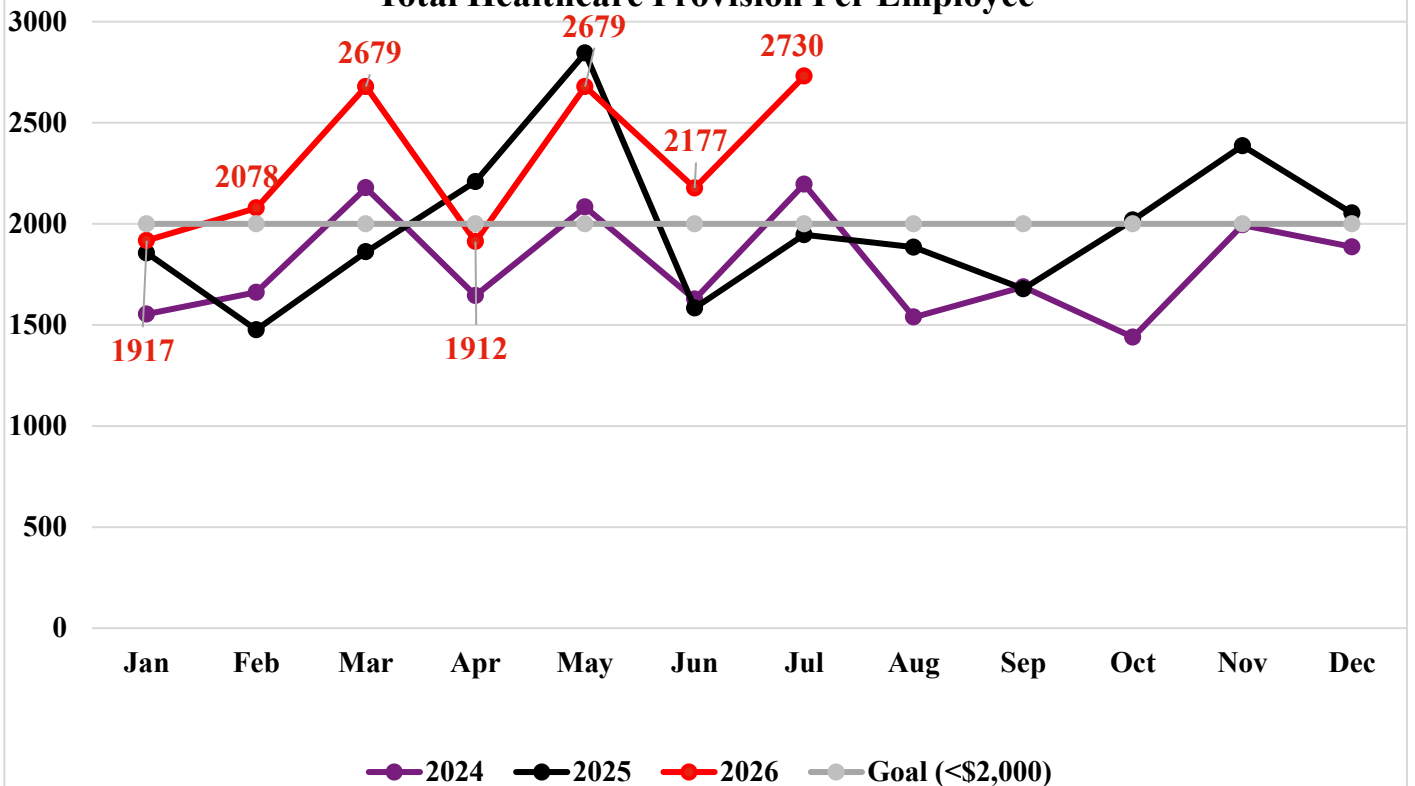
**DAWN S. DISTLER,
CHIEF EXECUTIVE OFFICER/
SECRETARY-TREASURER**

Date (MM/DD/YYYY)

Health Care Expense 2026



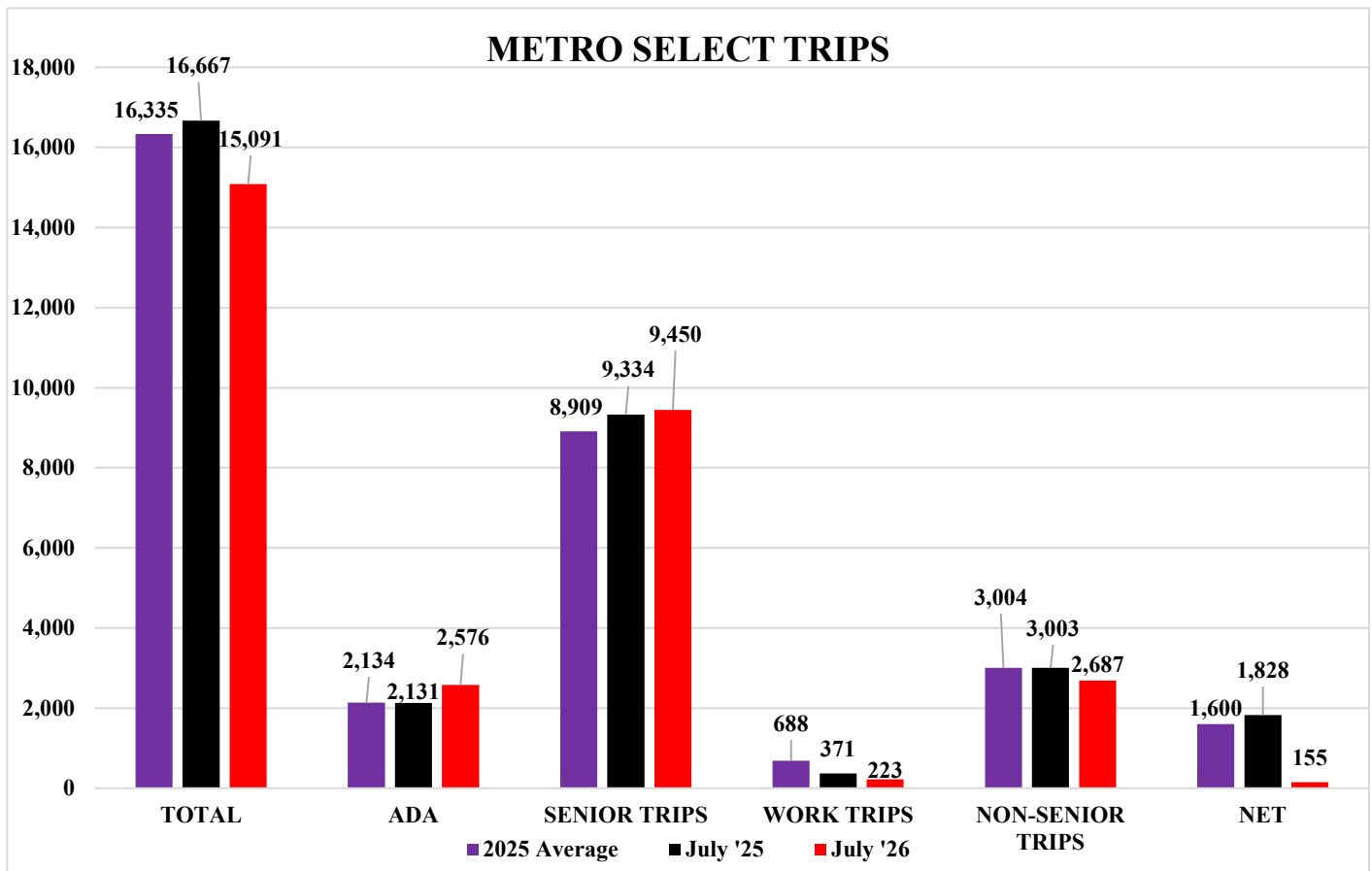
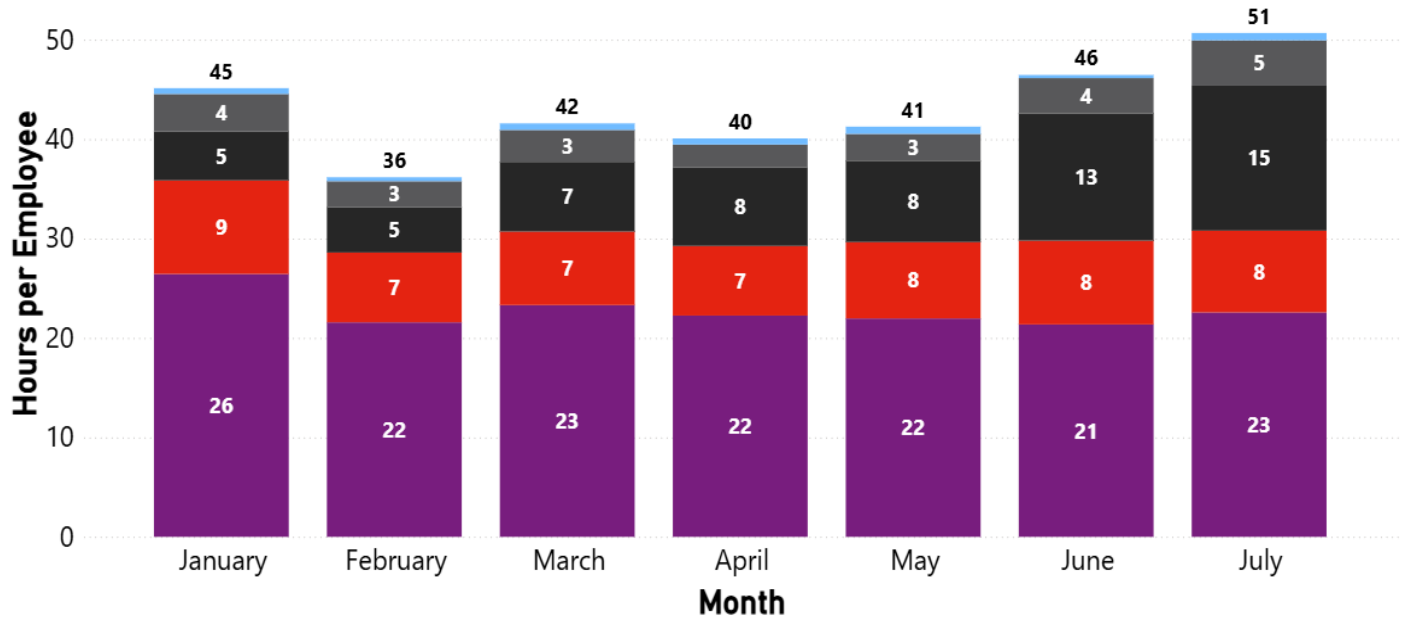
Total Healthcare Provision Per Employee

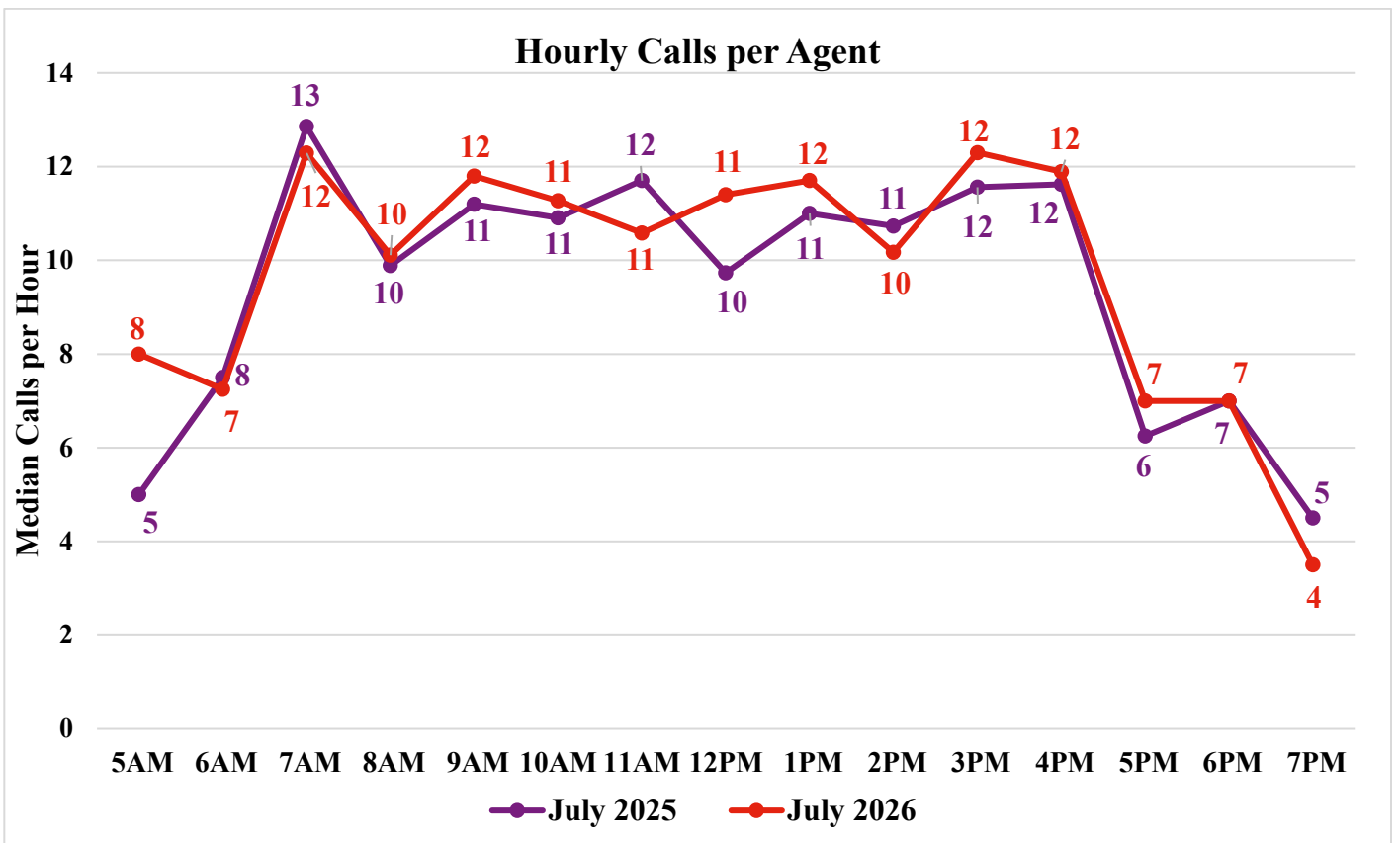
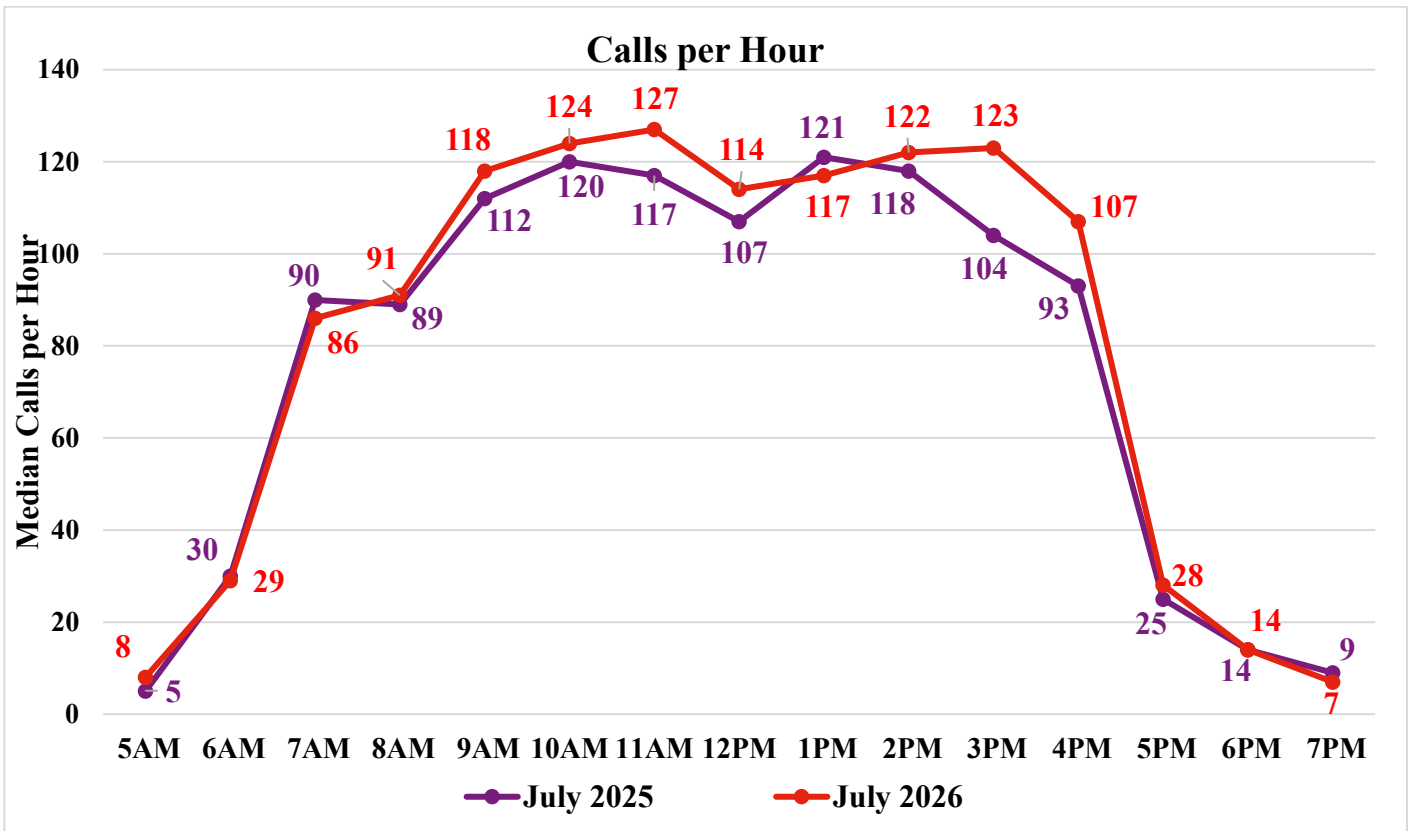


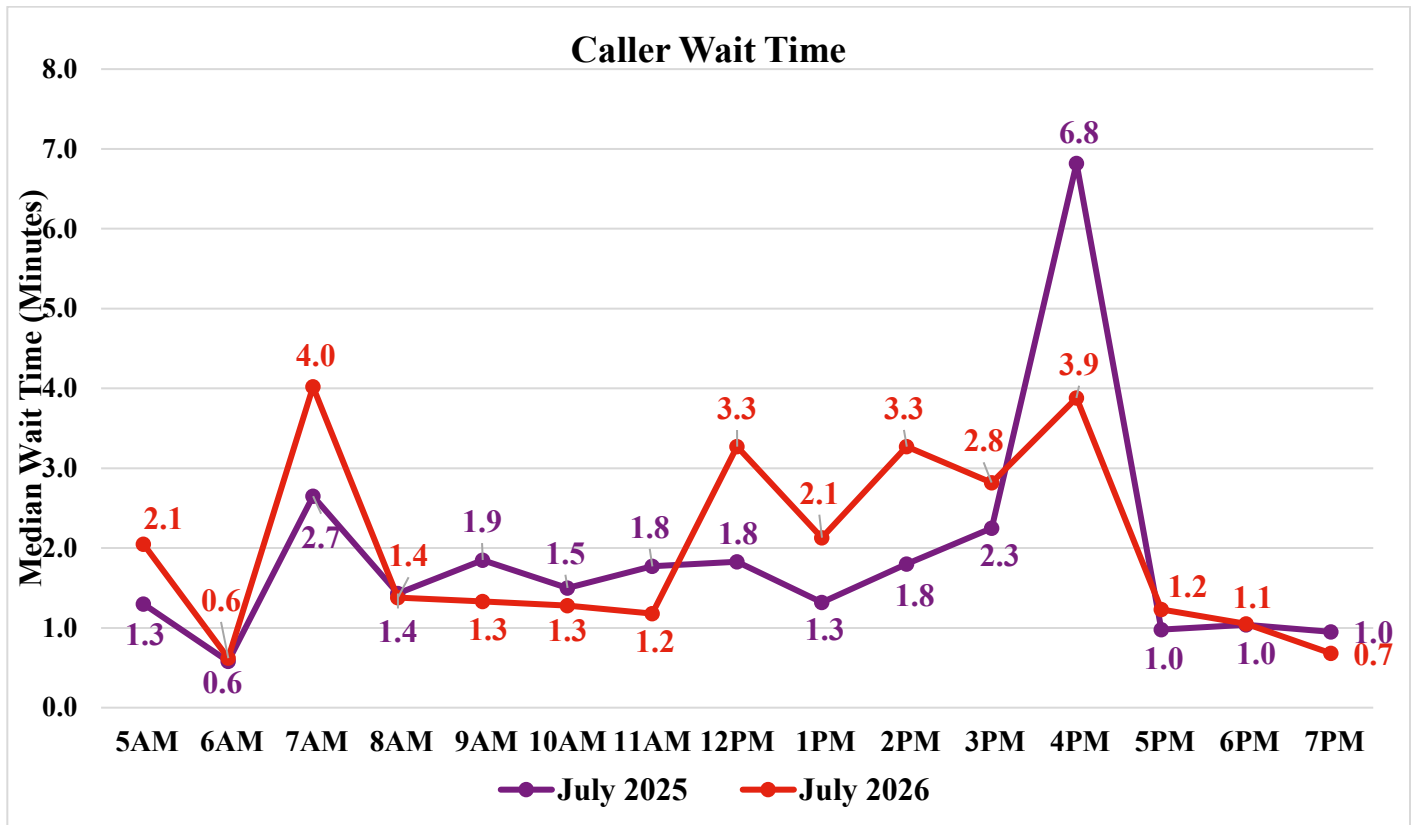
Hours Absent per Employee

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

Department
Operators







Revenue Stats for July 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 - \$22,480.50
- Ticket sales - \$26,232.00 (OOD, Goodwill, Courts, Hope & Healing & Giant Eagle)

Calls:

- Demand Response 11,596
- Information 3,468
- Returns 6,276
- Total 21,340

PR & Marketing Dashboard

Social Media @yourMETRObus



Total Social Media Impressions
2026 Goal: 1.9 Million

1,395,001
Year-to-Date

Website yourMETRObus.org



Top Visited Pages

1. Routes & Schedules
2. Home Page
3. Track Your Bus
4. Trip Planner
5. METRO Careers

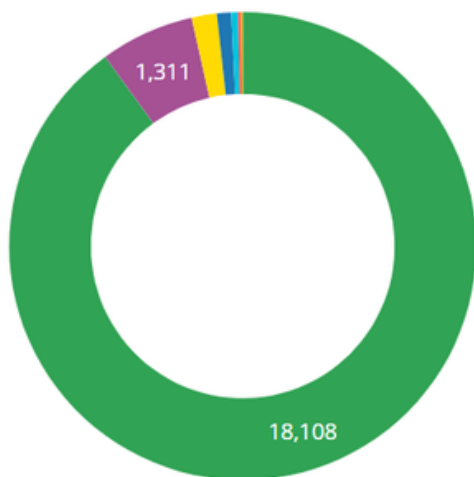
Transit App



In July, 11,841 riders used Transit.
That is 34% more than July 2025 with 8,864 riders.

Those same riders opened the app 195,687 times, an average of 17 times per rider. Up 32% from July 2025 with 148,076 times.

Riders planned 53,050 trips. That's 23% more than in July 2025 with 43,195.



Ticket & Passes by Type

- general 7 day pass
- general 31 day pass
- general one day pass
- general single ride pass
- northcoast express single
- reduced single ride pass
- scat single ride pass
- upgrade

July 2026