

**METRO RTA
INTERNAL/EXTERNAL ENGAGEMENT
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, APRIL 16, 2026**

Trustees Present: Mark Derrig, Dana LaGarde, Christine Marshall, Renee Greene, Robert DeJournett, Donald Christian, Bob Konstand, Nicole Squire, Gary Spring, Dave Prentice and Chuck Rector

Trustees Excused: John Valle

Trustees Absent:

METRO Team

Members Present: Dawn Distler, Tatia Harris, Gert Wilms, Jarrod Hampshire, Shawn Metcalf, Jay Hunter, Eric Scott, Shawn Metcalf, DeHavilland McCall, Molly Becker, Kyle Stewart, Jessie Dent, Jamie Saylor, Alja Austin, Laura Adkins, Zach Smith, Quentin Wyatt, Kyle Moeglin, Grace Doyle, Nathan Leppo, Lane Evans and Leslie Rashid

CALL TO ORDER

Mr. Chuck Rector called the meeting to order at 9:38 am.

APPROVAL OF MINUTES FROM THE MARCH MEETING

Mr. Robert DeJournett made a motion to approve the minutes of the March meeting. Mr. Donald Christian 2nd the motion. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

Employee Engagement Report | Jay Hunter

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 | Molly Becker & Kyle Moeglin

Ms. Becker reviewed the dashboard.

Mr. Kyle Moeglin provided a detailed overview of METRO NEXT.

RESOLUTIONS FOR CONSIDERATION

OTHER BUSINESS

CALL FOR ADJOURNMENT

Adjourned at 10:07 am.



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

5 / 21 / 26
Date (MM/DD/YYYY)