

**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, 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**

7 / 16 / 24
Date (MM/DD/YYYY)