

**METRO RTA  
INTERNAL/EXTERNAL ENGAGEMENT  
COMMITTEE MEETING MINUTES  
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM  
THURSDAY, MARCH 20, 2025**

**Committee**

**Members Present:** Chuck Rector, Dana LaGarde, Gary Spring and Christine Marshall

**Trustees Present:** Mark Derrig, John Valle, Robert DeJournett, Nicole Squire, Bob Konstand, and Donald Christian

**Trustees Excused:** Dave Prentice

**Trustees Absent:** Renee Greene

**METRO Team**

**Members Present:** Dawn Distler, Gert Wilms, Angie Neeley, Tatia Harris, Jarrod Hampshire, Jay Hunter, Shawn Metcalf, DeHavilland McCall, Eric Scott, Molly Becker, Nathan Leppo, Jamie Saylor, Laura Adkins, Grace Doyle, Quentin Wyatt, Kyle Moeglin, Kyle Stewart, Deitra Goggins, Marshall Preston, Holly Sims, Jim Meduri and Brynn Overly-Nguyen

**CALL TO ORDER**

Mr. Chuck Rector called the meeting to order at 9:25 am.

**APPROVAL OF MINUTES FROM THE FEBRUARY MEETING**

Mr. John Valle made a motion to approve the minutes from the February meeting. The minutes were unanimously approved.

**SUB-COMMITTEE REPORTS**

**2024 Highlights | Jay Hunter**

Mr. Jay Hunter provided a detailed wrap up for 2024.

**EEC Report | Jay Hunter**

KPIs and agenda items were reviewed.

**Customer Care Report | Jay Hunter**

KPIs were reviewed and new ones were implemented.

**2024 Highlights | Kyle Moeglin**

Mr. Kyle Moeglin provided a detailed wrap up for 2024.

**Marketing Report | Kyle Moeglin**

KPIs were reviewed.

**RESOLUTIONS FOR CONSIDERATION**

**OTHER BUSINESS**

**CALL FOR ADJOURNMENT**

Mr. Gary Spring made a motion to adjourn the meeting.

Adjourned at 9:47 am.



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

4 / 24 / 25  
Date (MM/DD/YYYY)