

OPERATIONS AND CUSTOMER SERVICE COMMITTEE MEETING

Wednesday, April 6, 2011, at 1:30 p.m.

Southside Conference Room

AGENDA

- | | | |
|---|------------------------|-----------------------------|
| 1. Call to Order | | |
| 2. Introductions and Correspondence | | <i>1 min.</i> |
| 3. Minutes of the March 2, 2011, Meeting – Corrections or Approval | | <i>1 min.</i> |
| 4. Public Expressions | | <i>1 min.</i> |
| 5. Approval for Purchase of Fifteen (15) Paratransit Vans – Action Requested | <i>Steve Blaska</i> | <i>15 min.</i> |
| 6. Summer Detour Plan – Information | <i>Steve Blaska</i> | <i>12 min.</i> |
| 7. Plaza Operational Improvements – Information | <i>Karl Otterstrom</i> | <i>13 min.</i> |
| 8. Draft 2010 Route Performance Report – Information | <i>Karl Otterstrom</i> | <i>15 min.</i> |
| 9. Phase II Bus Stop Consolidation Plan Overview – Information | <i>Karl Otterstrom</i> | <i>10 min.</i> |
| 10. Transit Service to Airports - A Comparative Evaluation – Information | <i>Karl Otterstrom</i> | <i>10 min.</i> |
| 11. CEO Report | <i>E. Susan Meyer</i> | <i>5 min.</i> |
| 12. Committee Information | | <i>1 min.</i> |
| a. February 2011 Operating Indicators | <i>Steve Blaska</i> | |
| b. Community Outreach and Involvement | <i>Molly Myers</i> | |
| 13. Old or New Business | | <i>3 min.</i> |
| 14. Committee Members’ Expressions | | <i>3 min.</i> |
| 15. Next Meeting - Wednesday, May 4, 2011, 1:30 p.m.
Southside Conference Room, 1230 W. Boone Avenue | | <i>Total
Est. Time:</i> |
| 16. Adjourn | | <i>90 min.</i> |

* No verbal briefings on information items will be given; however, staff will be prepared to answer any questions from Committee members.

Public expressions will be accepted at the beginning of the meeting, before votes are taken, and at the end of each meeting, and be limited to 3 minutes per person, per topic. Technical questions will be answered at the next meeting after staff has had a chance to properly research the answer. Legal questions will be deferred to counsel. Public expressions will not be allowed to disrupt proceedings and the Chairman maintains meeting management prerogative.