

OPERATIONS AND CUSTOMER SERVICE COMMITTEE MEETING

Wednesday, January 5, 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 December 1, 2010, Meeting – Corrections or Approval | | <i>1 min.</i> |
| 4. Public Expressions | | <i>1 min.</i> |
| 5. 2011 Service Reduction Preliminary Proposal - Public Input Summary Report No. 3 – Information | <i>Karl Otterstrom</i> | <i>20 min.</i> |
| 6. Draft 2011 Performance Measures – Information | <i>Steve Blaska</i> | <i>15 min.</i> |
| 7. 2011 Annual Strategic Plan - Information | <i>Steve Blaska</i> | <i>10 min.</i> |
| 8. CEO Report | <i>E. Susan Meyer</i> | <i>5 min.</i> |
| 9. Committee Information | | <i>1 min.</i> |
| a. November 2010 Operating Indicators | <i>Steve Blaska</i> | |
| b. Community Outreach and Involvement | <i>Molly Myers</i> | |
| 10. Old or New Business | | <i>3 min.</i> |
| 11. Committee Members' Expressions | | <i>3 min.</i> |
| 12. Next Meeting - Wednesday, February 2, 2011, 1:30 p.m.
Southside Conference Room, 1230 W. Boone Avenue | | <i>Total
Est. Time:</i> |
| 13. Adjourn | | <i>60 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.