

**OPERATIONS AND CUSTOMER SERVICE COMMITTEE MEETING**

**Wednesday, July 7, 2010, at 1:30 p.m.**

**Southside Conference Room**

**AGENDA**

- |   |  |   |
|---|--|---|
| 1. Call to Order  |  |   |
| 2. Introductions and Correspondence   |  | <i>3 min.</i>                           |
| 3. Minutes of the June 2, 2010, Meeting - Corrections or Approval   |  | <i>2 min.</i>                           |
| 4. Public Expressions   |  | <i>1 min.</i>                           |
| 5. Award of Contract for Marketing & Communications Services – Action Requested   | <i>Molly Myers</i>                           | <i>12 min.</i>                          |
| 6. Comprehensive Plan: Adoption Request – Action Requested  | <i>Karl Otterstrom</i>                       | <i>23 min.</i>                          |
| 7. Public Outreach and Communications Plan: September 2011 Service Reduction – Action Requested                             | <i>Karl Otterstrom</i><br><i>Molly Myers</i> | <i>15 min.</i>                          |
| 8. Plaza Downtown Renovation Design Update – Information  | <i>Karl Otterstrom</i>                       | <i>16 min.</i>                          |
| 9. CEO Report   | <i>E. Susan Meyer</i>                        | <i>6 min.</i>                           |
| 10. Committee Information   |  | <i>2 min.</i>                           |
| a. May 2010 Operating Indicators  | <i>Steve Blaska</i>                          |   |
| b. Community Outreach and Involvement   | <i>Molly Myers</i>                           |   |
| c. Fiscal Year 2010 Federal Transit Administration (FTA)<br>Section 5307 Program of Projects and Budget - Information       | <i>Karl Otterstrom</i>                       |   |
| 11. Old or New Business   |  | <i>5 min.</i>                           |
| 12. Committee Members’ Expressions  |  | <i>5 min.</i>                           |
| 13. Next Meeting - <b>Wednesday, September 1, 2010, 1:30 p.m.</b><br><b>Southside Conference Room, 1230 W. Boone Avenue</b> |  | <i>Total<br/>Est. Time:<br/>90 min.</i> |
| 14. Adjourn   |  |   |

\* 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.

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