

**OPERATIONS AND CUSTOMER SERVICE COMMITTEE MEETING**

**Wednesday, March 2, 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 February 2, 2011, Meeting – Corrections or Approval                                             |                        | <i>1 min.</i>               |
| 4. Public Expressions                                                                                             |                        | <i>1 min.</i>               |
| 5. September 2011 Service Change: Final Recommendation – Action Requested                                         | <i>Karl Otterstrom</i> | <i>30 min.</i>              |
| 6. Draft 2011 - 2016 Transit Development Plan – Action Requested                                                  | <i>Karl Otterstrom</i> | <i>15 min.</i>              |
| 7. Quality Counts! - Year End Program Review – Information                                                        | <i>Steve Blaska</i>    | <i>15 min.</i>              |
| 8. Fourth Quarter/Year End 2010 Performance Measures – Information                                                | <i>Steve Blaska</i>    | <i>15 min.</i>              |
| 9. CEO Report                                                                                                     | <i>E. Susan Meyer</i>  | <i>5 min.</i>               |
| 10. Committee Information                                                                                         |                        | <i>1 min.</i>               |
| a. December and Year End 2010 Financial Results Summary                                                           | <i>Jim Plaster</i>     |                             |
| 1) Fourth Quarter 2010 Capital Budget Status Report                                                               |                        |                             |
| 2) Fourth Quarter 2010 Statement of Net Assets & Federal Grant Reports                                            |                        |                             |
| b. 2010 Fourth Quarter / Year End Operating Indicators                                                            | <i>Steve Blaska</i>    |                             |
| c. January 2011 Operating Indicators                                                                              | <i>Steve Blaska</i>    |                             |
| d. Fourth Quarter/Year End 2010 Safety and Loss Summary Report                                                    | <i>Mike Toole</i>      |                             |
| e. Community Outreach and Involvement                                                                             | <i>Molly Myers</i>     |                             |
| 11. Old or New Business                                                                                           |                        | <i>3 min.</i>               |
| 12. Committee Members' Expressions                                                                                |                        | <i>3 min.</i>               |
| 13. Next Meeting - <b>Wednesday, April 6, 2011, 1:30 p.m.<br/>Southside Conference Room, 1230 W. Boone Avenue</b> |                        | <i>Total<br/>Est. Time:</i> |
| 14. 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.