

OPERATIONS AND CUSTOMER SERVICE COMMITTEE MEETING

Wednesday, October 1, 2008, at 1:30 p.m.

Southside Conference Room

AGENDA

1. Call to Order
2. Introductions and Correspondence
3. Minutes of the September 3, 2008, Meeting – Corrections or Approval
4. Public Expressions
5. Award of Contract for Leasing of Transit Vehicle Tire Mileage and Service – Discussion (*Steve Blaska*)
6. Approval of Scope of Work for Mystery Shopper Program – Discussion (*Steve Blaska*)
7. Mobility Orientation (Travel Training) Program – Second Year Review – Information (*Steve Blaska*)
8. June and July 2008 Financial Highlights and Financial Forecast Update – Information (*Jim Plaster*)
- 9. Downtown Transit Center Options – Staff Report – Information (*Steve Blaska*)**
10. CEO Report – Information (*Susan Meyer*)
11. Committee Information*
 - a. June 2008 Financial Results Summary (*Jim Plaster*)
 - 1.) Second Quarter 2008 Capital Budget Status Report
 - 2.) Second Quarter 2008 Statement of Net Assets & Federal Grants Reports
 - b. August 2008 Operating Indicators (*Steve Blaska*)
 - c. Community Outreach and Involvement (*Molly Myers*)
12. Old or New Business
13. Committee Members' Expressions
14. Next Meeting – Wednesday, November 5, 2008, 1:30 p.m.
Southside Conference Room, 1230 West Boone Avenue
15. 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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