

**OPERATIONS AND CUSTOMER SERVICE COMMITTEE MEETING**

**Wednesday, October 6, 2010, 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 September 1, 2010, Meeting – Corrections or Approval   |                        | <i>1 min.</i>                           |
| 4. Public Expressions  |                        | <i>1 min.</i>                           |
| 5. 2011 Special Community Events Fare Structure – Action Requested   | <i>Molly Myers</i>     | <i>8 min.</i>                           |
| 6. Disposal of Two Heavy-Duty Maintenance Vehicles – Action Requested  | <i>Steve Blaska</i>    | <i>8 min.</i>                           |
| 7. Pilot Study to Aid in Determination of ADA Paratransit Eligibility - Results – Information                              | <i>Steve Blaska</i>    | <i>10 min.</i>                          |
| 8. Supplemental Paratransit Fare Subsidy Pass Application Program Update – Information                                     | <i>Steve Blaska</i>    | <i>10 min.</i>                          |
| 9. Paratransit Services Van Rider Satisfaction Survey – Information  | <i>Molly Myers</i>     | <i>10 min.</i>                          |
| 10. Preliminary Proposal - September 2011 Service Reduction – Information  | <i>Karl Otterstrom</i> | <i>20 min.</i>                          |
| 11. Central City Transit Alternatives Analysis: Short List of Alternatives -- Information                                  | <i>Karl Otterstrom</i> | <i>15 min.</i>                          |
| 12. CEO Report – None  | <i>E. Susan Meyer</i>  |   |
| 13. Committee Information  |                        | <i>1 min.</i>                           |
| a. August 2010 Operating Indicators  | <i>Steve Blaska</i>    |   |
| b. Community Outreach and Involvement  | <i>Molly Myers</i>     |   |
| c. Plaza Operations Improvements   | <i>Karl Otterstrom</i> |   |
| d. Transit Enhancements Program Detail   | <i>Karl Otterstrom</i> |   |
| e. Regional Mobility Grant   | <i>Karl Otterstrom</i> |   |
| 14. Old or New Business  |                        | <i>2 min.</i>                           |
| 15. Committee Members' Expressions   |                        | <i>3 min.</i>                           |
| 16. Next Meeting - <b>Wednesday, November 3, 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> |
| 17. 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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