

**Agenda**  
**Transit Passenger Advisory Committee**  
Monday, July 16, 2018, 10:00 AM  
Transit Services Administration Building  
1015 Transit Drive, Large Conference Room

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- 1. Call to Order, Quorum, Introductions**
- 2. Review Agenda**
- 3. Approval of Minutes from Previous Meeting**
- 4. Public Comments** Please understand these two points before we begin the public comments portion of our meeting:
  - a. This committee is made up of individuals and organizations that represent riders. We are not capable of resolving issues here. For productive responses, you must submit any complaints to Customer Service so they can be included in the COM system.
  - b. Our time is limited. Please keep your comments to three minutes or less.
- 5. New Membership Review**
- 6. Updates:**
  - a. Transit Services Division Manager, Craig Blewitt (Public Transit Administrator)
    - i. Brian to give overview on the Call Center presentation
    - ii. Public meetings update
    - iii. Ask Vicki to stay around for discussion re: Media and print ideas for recruitment
  - b. McDonald Transit Associates, Andrew Cottrell (Fixed-Route service provider)
  - c. National Express, Tim Van Zalen (Metro Mobility ADA Paratransit service provider)
- 7. New Topics for Discussion**
- 8. Member Announcements, Information Sharing**
- 9. Public Comments**
- 10. Agenda for Next Meeting**
- 11. Adjourn**