

Regional Transportation District

1600 Blake Street
Denver, CO 80202-1399
303-299-2306



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AGENDA

Operations & Customer Service Committee

Tuesday, March 21, 2017

Rooms R, T, & D

5:30 PM

Conference Dial-in # 303-299-2663

Conference ID: 15120

Operations and Customer Service Committee

Chaired by Lorraine Anderson

A. Call to Order

B. Recommended Actions

- **Proposed May 2017 Service Changes**
- **Approve Contract Amendment for the Supply of 15 - 40' Transit Buses**

C. Updates

- **Contracted Fixed-Route Quarterly Report – 4th Quarter 2016**
- **Access-a-Ride/Cab 4th Quarter Update**
- **Special Services Report 4th Qtr 2016**
- **2016 4th Quarter Drug & Alcohol Compliance Monitoring**
- **2016 4th Quarter Customer Complaint Analysis**
- **Lost Service Hours Review 3 21 17**

D. Other Matters

E. Next Meeting Date - April 11, 2017

F. Adjourn

The following communication assistance is available for public meetings:

- Language Interpreters
- Sign-language Interpreters
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Please notify RTD of the communication assistance you require at least 48 business hours in advance of a RTD meeting you wish to attend by calling 303.299.2307

THE CHAIR REQUESTS THAT ALL PAGERS AND CELL PHONES BE SILENCED DURING THE BOARD OF DIRECTORS MEETING FOR THE REGIONAL TRANSPORTATION DISTRICT.