Public Meeting: Customer Listening Session  
100 W. McBee Avenue, Greenville, SC 29601  
(Board Conference Room)  
Saturday, January 25, 2020 – Drop In 10:30 to 11:30 a.m.

Contact Liaison: James Keel  
Staff Liaison: Kayleigh Sullivan

1. Welcome

2. Provide feedback to staff on the following topics:
   a. Connections – Are connections outside of the downtown terminal effective for you?  
   b. Fare – Would it be helpful for you if “transfers” were eliminated and replaced with a flat rate for boarding?  
   c. New Policies – How has the on-time departure policy (effective January 2) affected you?  
   d. Route Changes – How have the July 1, 2019 route changes impacted you?  
   e. Other Comments – What other thoughts or route changes would you like to recommend?

3. Adjournment

Future Meeting Dates:

Additional Customer Listening Sessions:

- Thursday, January 30 – Drop in between 5:30 p.m. and 6:30 p.m. at the Transit Center (100 W. McBee Avenue, Greenville, SC 29601)  
- Tuesday, February 4 – Drop in between 11:30 a.m. and 12:30 p.m. at the Transit Center (100 W. McBee Avenue, Greenville, SC 29601)  
- Thursday, February 6 – Drop in between 6:30 a.m. and 7:30 a.m. at the Transit Center (100 W. McBee Avenue, Greenville, SC 29601)