Public Meeting: Customer Listening Session
100 W. McBee Avenue, Greenville, SC 29601
(Board Conference Room)
Thursday, February 6, 2020 – Drop in 6:30 a.m. to 7:30 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