

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
