



Board of Trustees Meeting and Retreat Agenda

Monday, April 14, 2025 at 9:00 AM

Spring Hollow Lodge, 1069 West Main Street, Westerville OH 43081

1. Call to Order

2. Roll Call

3. Comments or Statements from the Audience

4. Other Business

- A. Resolution 2025-49 Authorizing a Contract with Blackline Consulting for the Development of a Customer Experience Strategy
- B. Resolution 2025-50 Authorizing a Contract with Four Nines Technologies Consulting for the Execution of a No Fare Feasibility Study

5. Retreat Workshop

- A. Review Previous Retreat Work and Current Issues in Transit Discussion

6. Lunch

7. Retreat Workshop

- A. Strategic Planning Process Overview and Roles/Responsibilities Discussion

8. Adjournment