



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
 - C. Resolution 2025-51 Authorizing Additional Expenditures for the Contract with ATT for Voice and Data Services
- 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**