



# AGENDA

**Work Session of the Connect Transit Board of Trustees**

**November 15, 2016**

**4:30 P.M.**

**Board Room**

**Connect Transit Operations Facility  
351 Wylie Drive, Normal, IL 61761**

- A. Call to Order
- B. Roll Call
- C. General Manager Goals
- D. Strategic Planning Process and Dates
- E. Reporting Metrics
  - 1. Efficiency
  - 2. Effectiveness
  - 3. Customer Service
- F. Adjournment