

**Rimrock Conference Call/Workshop**  
**9:00 - 10:00 a.m. December 16, 2010**

**Call in Number: (712) 451-6000** *(this is not an 800 number)*

**Passcode: 49016#**

Rimrock Trailways is working with a contractor to develop a business plan that will improve customer service and ensure long term viability of the business. This call will supplement bus rider surveys and six public workshops being held in Montana to gather information.

Purpose of the call:

- 1) To obtain input into how Rimrock Trailways could better serve vision-impaired riders in Montana, and
- 2) To obtain any input on Rimrock's services specific to the Gt. Falls area.

**Agenda**

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| 9-9:05     | Welcome and introductions (Beck)   |
| 9:05-9:10  | Overview of Rimrock Trailways' current services (Ballard)  |
| 9:10-9:15  | Discussion about how participants use Rimrock's services (All)   |
| 9:15-9:30  | Discussion about how call participants get information on Rimrock's services, difficulties they have encountered trying to get information and suggestions regarding information                   |
| 9:30-9:50  | Discussion (All)<br>What does Rimrock do well?<br>What needs improvement?<br>What additional services would you like to see and use?<br>What does Rimrock need to do to get you to ride with them? |
| 9:50-10:00 | What else would you like to tell us? (All)<br>How to get information about the project (Beck)<br>Adjourn   |