

## Rimrockin' Down the Highway Community Workshops Agenda

### Purpose of Effort

To engage key stakeholders and other interested parties across the state in communities served by Rimrock to get input specific to the development of the business plan and future operations.

### Outcomes

- 1) Ensure that key stakeholders are aware of Rimrock's capabilities and services.
- 2) Obtain specific input on how Rimrock could better serve its current and potential customers.
- 3) Document current unmet needs, critical uncertainties, and projected unmet needs.
- 4) Identify the highest priority changes or additions to existing services.

Time	Topic	Lead
10 minutes	<b>Welcome</b> <ul style="list-style-type: none"> <li>• Introductions, review outcomes and agenda</li> <li>• Participants' expectations</li> </ul>	<b>Beck</b>
10 minutes	<b>Presentation on Rimrock's Current Services</b>	<b>Forseth</b>
30 minutes	<b>Whole group discussion</b> <ul style="list-style-type: none"> <li>• How I get information about Rimrock.</li> <li>• Difficulties I have experienced in getting information.</li> <li>• How I use Rimrock's services.</li> </ul>	<b>Beck/All</b>
45 minutes	<b>Small group discussions</b> <ol style="list-style-type: none"> <li>1) What could affect future demand for Rimrock's services? (10 mins)</li> <li>2) What Rimrock does well. What needs improvement? (20 mins)</li> <li>3) What additional services would I like to see Rimrock offer? (10 mins)</li> <li>4) What could Rimrock do to get you to ride the bus? (5 mins)</li> </ol>	<b>All</b>
20 minutes	<b>Small Group Reports</b>	<b>All</b>
5 minutes	<b>Wrap-up</b> <ul style="list-style-type: none"> <li>• What we heard you say</li> <li>• Next steps in the process</li> <li>• How to stay informed</li> </ul>	<b>Beck/Ballard</b>

Billings: Tuesday, January 11, 2011, 3-5 p.m. MSU-Billings SUB, Lewis and Clark Room

Bozeman: Tuesday, November 30, 2010, 3-5 p.m. Bozeman Public Library

Helena: Thursday, December 2, 2010, 3:30-5:30 p.m. Carroll College, Avila-DeSmet Room

Kalispell: Wednesday, December 1, 2010, 3-5 pm. FVCC, Room AT 206

Miles City: Monday, January 10, 2011, 3-5 p.m. Miles Community College, Lucas Hall 106

Missoula: Friday, December 3, 2010, 12-2 p.m., Missoula Council Chambers Reidy Room