



Operations Committee Meeting
December 4, 2017
GMT Office
6088 VT Rt12, Berlin, VT
9:30 AM

Agenda

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| 9:30 a.m. | 1. | Adjustment of the Agenda |
| 9:32 a.m. | 2. | Public Comment |
| 9:33 a.m. | 3. | Approval of October and amended September meeting minutes |
| 9:35 a.m. | 4. | Discussion of Performance Improvement Plan (PIP) |
| 9:50 a.m. | 5. | FY18 Strategic plan review and discussion |
| 10:10 a.m. | 6. | Staff Review of Ongoing Projects (CSR-DTC Customer Service Manual, Discounted Card Program, policy committee) |
| 10:25 a.m. | 8. | Next meeting date and location |
| 10:30 a.m. | 9. | Adjourn |
| 10:30 a.m.,` | 10. | Tour of Berlin facility |