



Notice and Agenda of Intergovernmental Relations and Public Affairs Committee / Special Meeting

4:00 p.m.

Tuesday, January 8, 2019

Admin Board Room

800 W. Myrtle

VIA Metropolitan Transit

San Antonio, Texas

1. **Call to Order**

2. **Announcements**

AGENDA ITEMS FOR REVIEW, DISCUSSION, CONSIDERATION AND POSSIBLE ACTION:

3. **Legislative Update** – *For information and discussion regarding activities and initiatives related to VIA’s legislative initiatives*

A. Texas 86th Legislative Session Update

B. Federal Agenda for the United States 116th Congress

4. **ConnectSA Update** – *For information and discussion regarding the ConnectSA*

5. **Marketing Update** – *For information and discussion regarding activities and initiatives related to VIA’s marketing strategy*

A. Primo 103 route marketing and promotions

B. Marketing dashboard

6. **Customer Care Complaint Process** - *For information, discussion regarding VIA’s Customer Care Complaint Process*

7. ***Legal Briefing**

8. **Adjourn**

NOTE: Whenever open meeting policies provide for a closed session in matters concerning legal advice, real estate, contracts, personnel, or security, the Board may find a closed session to be necessary. For the convenience of the citizens interested in an item preceded by an asterisk (*), notice is given that a closed session is contemplated.

ACCESSIBILITY STATEMENT

The Admin Building is wheelchair accessible at the main entrance on Myrtle and is equipped with automatic doors. A sign language interpreter may be requested by calling 210-362-2310 (TDD 362-2019) at least 48 hours prior to the meeting.