



## **Operations Committee Agenda**

**Thursday, July 6, 2006**

Morning Session 11:30 a.m.

San Jose One Stop  
1775 Story Rd, #120  
San Jose, CA 95122

[www.svwin.org](http://www.svwin.org)

**Rick Deraiche, Committee Chair**  
**Rose Amador, Committee Vice Chair**  
**BJ Sims, Committee Secretary**  
**Angela Cipperly Committee Staff**  
**Mahealani, Committee Staff**

## NOTICE TO THE PUBLIC

Good morning, my name is **Rick Deraiche** and in my capacity as Chair of the Silicon Valley Workforce Investment Network Operations Committee I would like to welcome you to the Operations Committee meeting of **July 6, 2006**.

Members of the public who wish to address the Committee should identify themselves and state their addresses for the record. You should complete a blue Comment Card located near the door, prior to making comments, and hand to it any WIN staff member.

Members of the public who wish to address the Committee should identify themselves and state their addresses for our records. You should complete a blue Comment Card located near the door, prior to making comments, and hand to it any WIN staff member.

The procedure for this meeting is as follows:

- The Committee Secretary will take roll; the Chair will read the opening remarks.
- Members of the public wishing to make a comment will then be given three (3) minutes each to comment.
- WIN staff and/or Committee Members may present recommendations for an item on the agenda.
- Board members may ask questions of WIN Staff and other Committee Members.
- The Committee may take action on an agenda item.
- Copies of the agenda have been placed on the table near the door for your convenience.
- WIN Committee members may only discuss items listed on the Agenda pursuant to the "Brown Act."

**OPERATIONS COMMITTEE AGENDA  
JULY 6, 2006  
11:30 A.M. MORNING SESSION**

**ORDER OF BUSINESS**

**I. ROLL CALL**

**II. OPENING REMARKS**

**III. PUBLIC COMMENT**

**IV. AGENDA ITEMS**

**A. Old Business**

- 1. Minutes Approval {Action}**  
*Rick Deraiche, Chair Operations Committee*  
Approve the Operations Committee May 4, 2006 meeting minutes.

**B. New Business**

- 1 Second Quarter Comment Card Results {Informational}**  
*Monique Melchor, SVWIN Analyst*  
Results of the Second Quarter online Customer comment cards will be presented.
- 2. BioScience Study {Informational}**  
*Josh William, Godbe RweSearch*  
Josh Williams will present results of the BioScience Study.
- 3. Geomapping Project Update {Informational}**  
*Ray McDonald, SVWIN Manager*  
A progress update on the Geomapping project will be presented.
- 4. Small Business Study Phase II {Informational}**  
*Dave Keen, BBC Research and Consulting*  
Dave Keen will provide a PowerPoint Presentation on Small Business Study.
- 5. On-the-Job Training (OJT) Contracts Update {Informational}**  
*B.J. Sims, SVWIN Business Services Manager*  
B.J. Sims will provide an update on current OJT contracts and projects.
- 6. San Jose One Stop Relocation Update {Informational}**  
*Jeff Ruster, SVWIN Executive Director*  
An update will be provided on the relocation of various One Stop operations.

7. **Rapid Response** {Informational}  
*Karen LeDoux, SVWIN Analyst*  
Update on Rapid Response activities and research will be presented.
8. **Customer Service Standards** {In formation}  
*Ray McDonald, SVWIN One-Stop Integration Manager*  
Information update of Customer Service Standards accepted by the Leadership Team.
9. **Set Agenda Items for Next Meeting** {Action}  
*Committee Members*  
The Operations Committee will set agenda items for the next meeting.
10. **Announcements** {Informational}  
*Committee Members*  
Members will have an opportunity to make announcements of interest to the Operations Committee.
- C. **Next Meeting**  
The next Operations Committee meeting will take place at **11:30 a.m.** on Thursday, September 7, 2006 a location to be determined.
- D. **Adjournment**