

Spokane Transit Authority  
1230 West Boone Avenue  
Spokane, Washington 99201-2686  
(509) 325-6000

## OPERATIONS AND CUSTOMER SERVICE COMMITTEE MEETING

Wednesday, April 1, 2009, at 1:30 p.m.

### Southside Conference Room

#### AGENDA

1. Call to Order
2. Introductions and Correspondence
  - a. Welcome New Members
3. Minutes of the March 4, 2009, Meeting – Corrections or Approval
4. Public Expressions
5. Staff Assessment of Citizen Advisory Committee Fare Structure Recommendation – Information (*Steve Blaska*)
6. Bus Rapid Transit – Planning for High Performance Network – Information (*Karl Otterstrom*)
7. Plaza Enhancement Project – Information (*Karl Otterstrom*)
8. CEO Report – Information (*Susan Meyer*)
9. Committee Information\*
  - a. February 2009 Operating Indicators (*Steve Blaska*)
  - b. Community Outreach and Involvement (*Molly Myers*)
10. Old or New Business
11. Committee Members' Expressions
12. Next Meeting – **Wednesday, May 6, 2009**, 1:30 p.m.  
Southside Conference Room, 1230 West Boone Avenue
13. Adjourn

\* No verbal briefings on information items will be given; however, staff will be prepared to answer any questions from Committee members.

Public expressions will be accepted at the beginning of the meeting, before votes are taken, and at the end of each meeting, and be limited to 3 minutes per person, per topic. Technical questions will be answered at the next meeting after staff has had a chance to properly research the answer. Legal questions will be deferred to counsel. Public expressions will not be allowed to disrupt proceedings and the Chairman maintains meeting management prerogative.

Upon request, alternative formats of this document will be produced for people with disabilities. The facility is accessible for people who use wheelchairs. For these and other accommodations, please call 325-6094 or TTY (509) 232-6555 or email [smillbank@spokanetransit.com](mailto:smillbank@spokanetransit.com) at least forty-eight (48) hours in advance.