

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

OPERATIONS AND CUSTOMER SERVICE COMMITTEE MEETING

Wednesday, October 7, 2009, at 1:30 p.m.

Southside Conference Room

AGENDA

1. Call to Order
2. Introductions and Correspondence
3. Minutes of the September 2, 2009, Meeting – Corrections or Approval
4. Public Expressions
5. Recommendation for Revisions to STA Rules of Conduct – Discussion (*Laura McAloon/Susan Millbank*)
6. Solicitation for New Operations and Customer Service Committee Members for 2010 – Discussion (*Steve Blaska*)
7. Draft Fixed Route Service Design Guidance: Principles, Policies and Performance Standards – Discussion (*Karl Otterstrom*)
8. Proposed January 2010 Service Changes – Information (*Karl Otterstrom*)
9. Initial Results of the September 2009 Service Changes – Information (*Karl Otterstrom*)
10. CEO Report – Information (*Susan Meyer*)
11. Committee Information*
 - a. June 2009 Financial Results Summary (*Jim Plaster*)
 - 1.) Second Quarter 2009 Capital Budget Status Report
 - 2.) Second Quarter 2009 Statement of Net Assets & Federal Grants Reports
 - b. August 2009 Operating Indicators (*Steve Blaska*)
 - c. Community Outreach and Involvement (*Molly Myers*)
12. Old or New Business
13. Committee Members' Expressions
14. Next Meeting – **Wednesday, November 4, 2009**, 1:30 p.m.
Southside Conference Room, 1230 West Boone Avenue
15. 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.

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 at least forty-eight (48) hours in advance.

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Legal questions will be deferred to counsel. Public expressions will not be allowed to disrupt proceedings and the Chairman maintains meeting management prerogative.

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