

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

OPERATIONS AND CUSTOMER SERVICE COMMITTEE MEETING

Wednesday, December 7, 2011, at 1:30 p.m.

Southside Conference Room

AGENDA

- | | | |
|---|------------------------|-----------------------------|
| 1. Call to Order | | |
| 2. Introductions and Correspondence | | <i>1 min.</i> |
| 3. Minutes of the November 2, 2011, Meeting – Corrections or Approval | | <i>1 min.</i> |
| 4. Public Expressions | | <i>1 min.</i> |
| 5. Award of Contract for Diesel and Unleaded Fuel – Action Requested | <i>Steve Blaska</i> | <i>5 min.</i> |
| 6. Approval of Specifications for Bus Schedule Printing – Action Requested | <i>Steve Blaska</i> | <i>5 min.</i> |
| 7. Approval of Scope of Work for Plaza Second Floor Renovations– Action Requested | <i>Karl Otterstrom</i> | <i>10 min.</i> |
| 8. Citizen Advisory Committee Sustainability Report/Amendment to Comprehensive Plan – Information | <i>Steve Blaska</i> | <i>10 min.</i> |
| 9. Thermal Management System – Information | <i>Steve Blaska</i> | <i>10 min.</i> |
| 10. Board Adopted High Impact Governing Report – Information | <i>E. Susan Meyer</i> | <i>5 min.</i> |
| 11. CEO Report | <i>E. Susan Meyer</i> | <i>5 min.</i> |
| 12. Committee Information | | <i>1 min.</i> |
| a. October 2011 Operating Indicators | <i>Steve Blaska</i> | |
| b. Citizen Membership to the Operations and Customer Service Committee | <i>Steve Blaska</i> | |
| c. January 2012 Service Change Summary | <i>Karl Otterstrom</i> | |
| d. Community Outreach and Involvement | <i>Molly Myers</i> | |
| e. Holiday Service Hours | <i>Jan Watson</i> | |
| 13. Old or New Business | | <i>3 min.</i> |
| 14. Committee Members’ Expressions | | <i>3 min.</i> |
| 15. Next Meeting - Wednesday, January 4, 2012, 1:30 p.m.
Southside Conference Room, 1230 W. Boone Avenue | | <i>Total
Est. Time:</i> |
| 16. Adjourn | | <i>70 min.</i> |

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