

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

OPERATIONS AND CUSTOMER SERVICE COMMITTEE MEETING

Wednesday, December 2, 2009, at 1:30 p.m.

Southside Conference Room

AGENDA

1. Call to Order
2. Introductions and Correspondence
3. Minutes of the November 4, 2009, Meeting – Corrections or Approval
4. Public Expressions
5. Recommendation for Reappointment of Four Current Citizen Members to the Operations and Customer Service Committee – Discussion (*Steve Blaska*)
6. Draft 2010-2015 Transit Development Plan – Information (*Karl Otterstrom*)
7. Draft Comprehensive Plan for Public Transportation - Major Element and Work Program Summary – Information (*Karl Otterstrom*)
8. Draft Fixed Route Service Design Guidelines: Principles, Policies and Performance Standards – Discussion (*Karl Otterstrom*)
9. 2009-2011 Paratransit/Special Needs Transit Formula Grant – Information (*Karl Otterstrom*)
10. STA Support to 2010 US Figure Skating Championships – Information (*Steve Blaska*)
11. Draft 2010 Operating and Capital Budgets – Information (*Jim Plaster*)
12. CEO Report – Information (*Susan Meyer*)
13. Committee Information*
 - a. 2009 Performance Measures Update (*Steve Blaska*)
 - b. Third Quarter 2009 Financial Results Summary (*Jim Plaster*)
 - 1) Third Quarter 2009 Capital Budget Status Report
 - 2) Third Quarter 2009 Statement of Net Assets & Federal Grants Report
 - c. October 2009 Operating Indicators (*Steve Blaska*)
 - d. Community Outreach and Involvement (*Molly Myers*)
 - e. STA Holiday Service Hours (*Jan Watson*)
14. Old or New Business
15. Committee Members' Expressions
16. Next Meeting – **Wednesday, January 6, 2010**, 1:30 p.m.
Southside Conference Room, 1230 West Boone Avenue
17. 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 at least forty-eight (48) hours in advance.