

OPERATIONS AND CUSTOMER SERVICE COMMITTEE MEETING

Wednesday, February 2, 2011, at 1:30 p.m.

Southside Conference Room

AGENDA

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|---|------------------------|-----------------------------|
| 1. Call to Order | | |
| 2. Introductions and Correspondence | | <i>1 min.</i> |
| 3. Minutes of the January 5, 2011, Meeting – Corrections or Approval | | <i>1 min.</i> |
| 4. Public Expressions | | <i>1 min.</i> |
| 5. Approval of Scope of Work for Mobility Training and Option for Paratransit In-Person Assessments – Action Requested | <i>Steve Blaska</i> | <i>5 min.</i> |
| 6. Award of Contract for Nine Replacement Vanpool Vans – Action Requested | <i>Steve Blaska</i> | <i>5 min.</i> |
| 7. Approval of Scope of Work for Boone Avenue Facility Roof Replacement – Action Requested | <i>Karl Otterstrom</i> | <i>10 min.</i> |
| 8. Draft 2011 - 2016 Transit Development Plan – Information | <i>Karl Otterstrom</i> | <i>15 min.</i> |
| 9. September 2011 Service Change: Draft Recommendation – Information | <i>Karl Otterstrom</i> | <i>25 min.</i> |
| 10. System Ridership Assessment - Year End 2010 – Information | <i>Steve Blaska</i> | <i>15 min.</i> |
| 11. CEO Report | <i>E. Susan Meyer</i> | <i>5 min.</i> |
| 12. Committee Information | | <i>1 min.</i> |
| a. December 2010 Operating Indicators | <i>Steve Blaska</i> | |
| b. Community Outreach and Involvement | <i>Molly Myers</i> | |
| 13. Old or New Business | | <i>3 min.</i> |
| 14. Committee Members’ Expressions | | <i>3 min.</i> |
| 15. Next Meeting - Wednesday, March 2, 2011, 1:30 p.m.
Southside Conference Room, 1230 W. Boone Avenue | | <i>Total
Est. Time:</i> |
| 16. Adjourn | | <i>90 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.