

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

OPERATIONS AND CUSTOMER SERVICE COMMITTEE MEETING

Wednesday, June 1, 2011, at 1:30 p.m.

Southside Conference Room

AGENDA

1. Call to Order
2. Introductions and Correspondence *1 min.*
3. Minutes of the May 4, 2011, Meeting – Corrections or Approval *1 min.*
4. Public Expressions *1 min.*
5. Tariff Policy Amendment: Pass Outlet Sales – Action Requested *Steve Blaska 15 min.*
6. Approval of Scope of Work for Demolition of Fleck Service Center Annex and West Sinto Avenue Properties – Action Requested *Karl Otterstrom 15 min*
7. Revised Draft 2011-2013 Service Implementation Plan Report – Information *Karl Otterstrom 15 min.*
8. CEO Report *E. Susan Meyer 5 min.*
9. Committee Information *1 min.*
 - a. April 2011 Operating Indicators *Steve Blaska*
 - b. Community Outreach and Involvement *Molly Myers*
 - c. Paratransit Fare Subsidy Update *Steve Blaska*
10. Old or New Business *3 min.*
11. Committee Members’ Expressions *3 min.*
12. Next Meeting - **Wednesday, July 6, 2011, 1:30 p.m.**
Southside Conference Room, 1230 W. Boone Avenue *Total Est. Time: 60 min.*
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 at least forty-eight (48) hours in advance.