

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

## OPERATIONS AND CUSTOMER SERVICE COMMITTEE MEETING

Wednesday, November 2, 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 October 5, 2011, Meeting – Corrections or Approval   |                        | <i>1 min.</i>               |
| 4. Public Expressions  |                        | <i>1 min.</i>               |
| 5. Tariff Policy Change: Reduced Fare for Shuttle Routes - Action Requested  | <i>Steve Blaska</i>    | <i>10 min.</i>              |
| 6. Service Change Adjustments Summary – Information  | <i>Karl Otterstrom</i> | <i>10 min.</i>              |
| 7. Linen Supply Services - Update – Information  | <i>Steve Blaska</i>    | <i>9 min.</i>               |
| 8. Mobility Training Program - Fifth Year Review – Information   | <i>Steve Blaska</i>    | <i>15 min.</i>              |
| 9. STA Board Budget Workshop – Information   | <i>Lynda Warren</i>    | <i>1 min.</i>               |
| 10. CEO Report   | <i>E. Susan Meyer</i>  | <i>5 min.</i>               |
| 11. Committee Information  |                        | <i>1 min.</i>               |
| a. Third Quarter 2011 Operating Indicators   | <i>Steve Blaska</i>    |                             |
| b. Third Quarter 2011 Safety & Loss Summary Report   | <i>Mike Toole</i>      |                             |
| c. September 2011 Operating Indicators   | <i>Steve Blaska</i>    |                             |
| d. Community Perception Survey   | <i>Molly Myers</i>     |                             |
| e. Community Outreach and Involvement  | <i>Molly Myers</i>     |                             |
| f. Third Quarter 2011 Performance Measures - Results   | <i>Steve Blaska</i>    |                             |
| g. Holiday Service Hours   | <i>Jan Watson</i>      |                             |
| 12. Old or New Business  |                        | <i>3 min.</i>               |
| 13. Committee Members' Expressions   |                        | <i>3 min.</i>               |
| 14. Next Meeting - <b>Wednesday, December 7, 2011, 1:30 p.m.</b><br><b>Southside Conference Room, 1230 W. Boone Avenue</b> |                        | <i>Total<br/>Est. Time:</i> |
| 15. Adjourn  |                        | <i>60 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](mailto:smillbank@spokanetransit.com) at least forty-eight (48) hours in advance.