

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

SPECIAL OPERATIONS AND CUSTOMER SERVICE COMMITTEE MEETING

Wednesday, April 7, 2010, at 10:00 a.m.

Southside Conference Room

AGENDA

1. Call to Order
2. Introductions and Correspondence
3. Minutes of the March 3, 2010, Meeting – Corrections or Approval
4. Public Expressions
5. Connect Spokane: A Comprehensive Plan for Public Transportation – Information (*Karl Otterstrom*)
6. 2009 Annual Route Performance Report – Information (*Karl Otterstrom*)
7. Summer Detour Plan – Information (*Steve Blaska*)
8. Quality Counts! - Survey Program Update – Information (*Steve Blaska*)
9. CEO Report – Information (*Susan Meyer*)
10. Committee Information*
 - a. February 2010 Operating Indicators (*Steve Blaska*)
 - b. Community Outreach and Involvement (*Molly Myers*)
11. Old or New Business
12. Committee Members' Expressions
13. Next Meeting – **Wednesday, May 5, 2010**, 1:30 p.m.
Southside Conference Room, 1230 West Boone Avenue
14. 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.