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AGENDA

The RITA Board of Trustees meeting will be held **Thursday, January 19, 2012 at 9:30 a.m. at the Brecksville facility**. If you are unable to attend, please notify Donna Thompson at Ext. 3200 in advance of the meeting.

The following items will be discussed:

- 1.) **Roll Call**
- 2.) Minutes of the December 15, 2011 Board of Trustees Meeting
- 3.) **Budget & Finance Committee**
Financial Report (Memorandum)

Decision Issues:

Avaya Telephone System Maintenance
Appropriation 2012-1 – Municipal Services Annual Budget
Appropriation 2012-2 – Amended Appropriation Measure Annual Budget

Facilities & Equipment (No Report)

Personnel Committee (No Report)

Technology Committee

--eService & RITAX Status Report
--Customer Service Improvement (CSI Siebel) and Fed Tax Status Report

- 4.) **Executive Directors Report**
--Update on Agency Issues-- Executive Director
--FTI Action Report Summary
--The Success Group Report
- 5.) Questions and comments from members participating via teleconference
- 7.) Any other matter that may properly come before the Board