

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

OPERATIONS AND CUSTOMER SERVICE COMMITTEE MEETING

Wednesday, July 1, 2009, at 1:30 p.m.

Southside Conference Room

AGENDA

1. Call to Order
2. Introductions and Correspondence
3. Minutes of the June 3, 2009, Meeting – Corrections or Approval
4. Public Expressions
5. Request to Establish Fare for 2009 Valleyfest Event – Discussion (*Molly Myers*)
6. Approval of Scope of Work for Communications and Marketing Services – Discussion – (*Molly Myers*)
7. Spokane Transit Plaza Renovation: Request for Qualifications/Proposals for Project Manager Services – Discussion (*Karl Otterstrom*)
8. Award of Contract for the Replacement of Floor Trench Drains at the Boone Avenue Fixed Route Garage – Discussion (*Steve Blaska*)
9. Approval of Specifications and Award of Contract for Roof Replacement for Fleck Service Center Annex Building – Discussion (*Steve Blaska*)
10. Purchase of a Fare Instrument Point of Sale and Inventory Control System – Discussion (*Steve Blaska*)
11. Solicitation of Operations and Customer Service Committee Members – Discussion (*Steve Blaska*)
12. Vanpool Fare Policy Update – Information (*Steve Blaska*)
13. Status of Proposed Northwest Spokane (Joe Albi) Community Transit Center/Cooperative Park and Ride – Information (*Karl Otterstrom*)
14. Summary of September 2009 Service Changes – Information (*Karl Otterstrom*)
15. Job Access and Reverse Commute (JARC) - Update on Current Program – Information (*Susan Millbank*)
16. CEO Report – Information (*Susan Meyer*)
17. Committee Information*
 - a. May 2009 Operating Indicators (*Steve Blaska*)
 - b. Community Outreach and Involvement (*Molly Myers*)
 - c. Eastern Washington University Eagle Pass Program – Contract Renewal Update (*Mark Curtis*)
18. Old or New Business
19. Committee Members' Expressions
20. Next Meeting – **Wednesday, September 2, 2009**, 1:30 p.m.
Southside Conference Room, 1230 West Boone Avenue
21. 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.