

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

OPERATIONS AND CUSTOMER SERVICE COMMITTEE MEETING

Wednesday, March 4, 2009, at 1:30 p.m.

Southside Conference Room

AGENDA

1. Call to Order
2. Introductions and Correspondence
3. Minutes of the February 4, 2009, Meeting – Corrections or Approval
4. Public Expressions
5. Award of Contract for Office Construction – Discussion (*Steve Blaska*)
6. Award of Contract for Bus Benches – Discussion (*Steve Blaska*)
7. Recommendation of New Operations & Customer Service Committee Members for 2009-2010 Term – Discussion (*Steve Blaska*)
8. 2008 Performance Measures - Results – Information (*Steve Blaska*)
9. CEO Report – Information (*Susan Meyer*)
10. Committee Information*
 - a. Fourth Quarter 2008 Financial Results Summary (*Jim Plaster*)
 - 1) Fourth Quarter 2008 Capital Budget Status Report
 - 2) Fourth Quarter 2008 Statement of Net Assets & Federal Grant Reports
 - b. Fourth Quarter 2008 Operating Indicators (*Steve Blaska*)
 - c. January 2009 Operating Indicators (*Steve Blaska*)
 - d. Community Outreach and Involvement (*Molly Myers*)
11. 2008 Financial Results Highlights – Information (*Jim Plaster*)
12. Old or New Business
13. Committee Members' Expressions
14. Next Meeting – **Wednesday, April 1, 2009**, 1:30 p.m.
Southside Conference Room, 1230 West Boone Avenue
15. 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.