

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

OPERATIONS AND CUSTOMER SERVICE COMMITTEE MEETING

Wednesday, September 2, 2009, at 1:30 p.m.

Southside Conference Room

AGENDA

1. Call to Order
2. Introductions and Correspondence
3. Minutes of the July 1, 2009, Meeting – Corrections or Approval
4. Public Expressions
5. Recommendation for Revisions to STA’s Rules of Conduct – Discussion (*Laura McAloon*)
6. Approval of Scope of Services for Hose and Fittings Service Contract – Discussion (*Steve Blaska*)
7. Approval of Scope of Services for Fasteners and Fittings Contract – Discussion (*Steve Blaska*)
8. Proposed Awards Policy Revision for Quality Counts Survey Program – Discussion (*Steve Blaska*)
9. System Ridership Analysis – Six Month Assessment – Information (*Steve Blaska*)
10. Mobility Orientation (Travel Training) Program – Third Year Review – Information (*Steve Blaska*)
11. Draft Service Design Principles, Policies, and Performance Standards – Discussion (*Karl Otterstrom*)
12. CEO Report – Information (*Susan Meyer*)
13. Committee Information*
 - a. Second Quarter 2009 Performance Measures - Results (*Steve Blaska*)
 - b. 2009 Operating Indicators Through Second Quarter (*Steve Blaska*)
 - c. Second Quarter 2009 Safety & Loss Summary Report (*Mike Toole*)
 - d. June 2009 Operating Indicators (*Steve Blaska*)
 - e. July 2009 Operating Indicators (*Steve Blaska*)
 - f. Community Outreach and Involvement (*Molly Myers*)
 - g. Downtown Spokane Transit Alternatives Analysis – Information (*Karl Otterstrom*)
14. Old or New Business
15. Committee Members’ Expressions
16. Next Meeting – **Wednesday, October 7, 2009**, 1:30 p.m.
Southside Conference Room, 1230 West Boone Avenue
17. 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.