

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

OPERATIONS AND CUSTOMER SERVICE COMMITTEE MEETING

Wednesday, April 2, 2008, at 1:30 p.m.

Southside Conference Room

AGENDA

1. Call to Order
2. Introductions and Correspondence
3. Minutes of the March 5, 2008, Meeting – Corrections or Approval
4. Public Expressions
5. Approval of Scope of Work for Plaza Janitorial Services – Discussion (*Mark Curtis*)
6. 2007 On-Board Rider Survey Detailed Observations Report – Information (*Molly Myers*)
7. 2007 Paratransit Services Van Rider Satisfaction Study – Information (*Molly Myers*)
8. STA Support to Hoopfest 2008 – Information (*Molly Myers*)
9. CEO Report – Information (*Susan Meyer*)
10. Committee Information*
 - a. February 2008 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 7, 2008, 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.

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