

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

## OPERATIONS AND CUSTOMER SERVICE COMMITTEE MEETING

Wednesday, February 1, 2012, at 1:30 p.m.  
Southside Conference Room

### AGENDA

- |   |                        |                |
|---|------------------------|----------------|
| 1. Call to Order  |                        |                |
| 2. Introductions and Correspondence   |                        | <i>1 min.</i>  |
| 3. Minutes of the December 7, 2011, Meeting – Corrections or Approval   |                        | <i>1 min.</i>  |
| 4. Public Expressions   |                        | <i>1 min.</i>  |
| 5. Award of Contract for Twelve (12) Paratransit Vans – Action Requested  | <i>Steve Blaska</i>    | <i>10 min.</i> |
| 6. Award of Contract for Eight (8) Replacement 7-Passenger Vanpool Vehicles and Ten (10) Expansion 12-Passenger Vans – Action Requested | <i>Steve Blaska</i>    | <i>10 min.</i> |
| 7. Approval of Scope of Work for Facility Projects – Action Requested   | <i>Steve Blaska</i>    | <i>10 min.</i> |
| 8. Amendment to Capital Improvement Plan – Fleet Replacement Schedule – Action Requested  | <i>Steve Blaska</i>    | <i>10 min.</i> |
| 9. Approval of Scope of Work for Small Starts Application Preparation Services – Action Requested                                       | <i>Karl Otterstrom</i> | <i>10 min.</i> |
| 10. Fixed Route System Ridership Analysis - Year End 2011 Assessment – Information  | <i>Steve Blaska</i>    | <i>10 min.</i> |
| 11. CEO Report  | <i>E. Susan Meyer</i>  | <i>5 min.</i>  |
| 12. Committee Information   |                        | <i>1 min.</i>  |
| a. December 2011 Operating Indicators   | <i>Steve Blaska</i>    |                |
| b. Community Outreach and Involvement   | <i>Molly Myers</i>     |                |
| 13. Old or New Business   |                        | <i>3 min.</i>  |
| 14. Committee Members’ Expressions  |                        | <i>3 min.</i>  |
| 15. Adjourn   |                        |                |

*Total Est.  
Time:  
75 min.*

\* 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](mailto:smillbank@spokanetransit.com) at least forty-eight (48) hours in advance.