

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

OPERATIONS AND CUSTOMER SERVICE COMMITTEE MEETING

Wednesday, May 6, 2009, at 1:30 p.m.

Southside Conference Room

AGENDA

1. Call to Order
2. Introductions and Correspondence
3. Minutes of the April 1, 2009, Meeting – Corrections or Approval
4. Public Expressions
5. Approval of Scope of Work for On-Board Camera System – Discussion (*Teresa Overhauser*)
6. Contract Modification for Hybridization of Ten Additional Coaches – Discussion (*Steve Blaska*)
7. Approval of Spokane Transit Authority Tariff Policy and Procedures for Fixed Route and Paratransit Services – Discussion (*Steve Blaska*)
8. Award of Contract for Security Services – Discussion (*Mike Toole*)
9. Award of Contract for Service Truck – Discussion (*Steve Blaska*)
10. Award of Contract for a Mystery Shopper – Discussion (*Steve Blaska*)
11. CEO Report – Information (*Susan Meyer*)
12. Committee Information*
 - a. First Quarter 2009 Operating Indicators (*Steve Blaska*)
 - b. First Quarter 2009 Safety & Loss Summary Report (*Mike Toole*)
 - c. March 2009 Operating Indicators (*Steve Blaska*)
 - d. Community Outreach and Involvement (*Molly Myers*)
 - e. Proposed Service Changes – Information (*Karl Otterstrom*)
 - f. Update on the Albi Sports Complex Community Transit Center Project (*Karl Otterstrom*)
 - g. 2009-2011 Paratransit/Special Needs Formula Grant (*Karl Otterstrom*)
 - h. Bus Bench Update (*Steve Blaska*)
13. Old or New Business
14. Committee Members' Expressions
15. Next Meeting – **Wednesday, June 3, 2009**, 1:30 p.m.
Southside Conference Room, 1230 West Boone Avenue
16. 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.