

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

**OPERATIONS AND CUSTOMER SERVICE COMMITTEE MEETING**

**Wednesday, September 7, 2011, 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 July 6, 2011, Meeting – Corrections or Approval  |                        | <i>1 min.</i>                           |
| 4. Public Expressions  |                        | <i>1 min.</i>                           |
| 5. Approval of Scope of Work for Computer-Aided Dispatch/Automated Vehicle Location (CAD/AVL) and Communications System (‘Smart Bus’) – Action Requested | <i>Steve Blaska</i>    | <i>20 min.</i>                          |
| 6. Solicitation of 2012 Operations and Customer Service Committee Members – Action Requested   | <i>Steve Blaska</i>    | <i>5 min.</i>                           |
| 7. Draft Capital Improvement Plan – Information  | <i>Karl Otterstrom</i> | <i>15 min.</i>                          |
| 8. Service Change Implementation Review – Information  | <i>Karl Otterstrom</i> | <i>15 min.</i>                          |
| 9. Fixed Route System Ridership Analysis - Six Month Assessment – Information  | <i>Steve Blaska</i>    | <i>20 min.</i>                          |
| 10. CEO Report   | <i>E. Susan Meyer</i>  | <i>5 min.</i>                           |
| 11. Committee Information  |                        | <i>1 min.</i>                           |
| a. Second Quarter 2011 Operating Indicators  | <i>Steve Blaska</i>    |   |
| b. Second Quarter 2011 Safety & Loss Summary Report  | <i>Mike Toole</i>      |   |
| c. June 2011 Operating Indicators  | <i>Steve Blaska</i>    |   |
| d. July 2011 Operating Indicators  | <i>Steve Blaska</i>    |   |
| e. Community Outreach and Involvement  | <i>Molly Myers</i>     |   |
| f. Second Quarter 2011 Performance Measures - Results  | <i>Steve Blaska</i>    |   |
| 12. Old or New Business  |                        | <i>3 min.</i>                           |
| 13. Committee Members’ Expressions   |                        | <i>3 min.</i>                           |
| 14. Next Meeting - <b>Wednesday, October 5, 2011, 1:30 p.m.</b><br><b>Southside Conference Room, 1230 W. Boone Avenue</b>                                |                        | <i>Total<br/>Est. Time:<br/>90 min.</i> |
| 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](mailto:smillbank@spokanetransit.com) at least forty-eight (48) hours in advance.