

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

## OPERATIONS AND CUSTOMER SERVICE COMMITTEE MEETING

Wednesday, September 3, 2008, at 1:30 p.m.

### Southside Conference Room

#### AGENDA

1. Call to Order
2. Introductions and Correspondence
3. Minutes of the July 2, 2008, Meeting – Corrections or Approval
4. Public Expressions
5. Request for Special Fare Policy Structure for the 2010 U.S. Figure Skating Championships – Discussion (*Molly Myers*)
6. Request for Approval of BHW1 Contract Extension – Discussion (*Molly Myers*)
7. Request for Extension of Discounted Youth Pass Program for 2008-2009 School Year – Discussion (*Mark Curtis*)
8. Proposal for Bus Pass Program for City of Spokane Employees – Discussion (*Mark Curtis*)
9. Request to Provide Service for the 2009 National Veterans' Wheelchair Games – Information (*Molly Myers*)
10. System Ridership Analysis - Six Month Assessment – Information (*Steve Blaska*)
11. CEO Report – Information (*Susan Meyer*)
12. Committee Information\*
  - a. Second Quarter Performance Measures – Results (*Steve Blaska*)
  - b. Second Quarter 2008 Operating Indicators (*Steve Blaska*)
  - c. Second Quarter Safety and Loss Summary (*Mike Toole*)
  - d. May 2008 Operating Indicators - REVISED (*Steve Blaska*)
  - e. June 2008 Operating Indicators (*Steve Blaska*)
  - f. July 2008 Operating Indicators (*Steve Blaska*)
  - g. Community Outreach and Involvement (*Molly Myers*)
13. Old or New Business
14. Committee Members' Expressions
15. Next Meeting – Wednesday, October 1, 2008, 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](mailto:smillbank@spokanetransit.com) at least forty-eight (48) hours in advance.