

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

## OPERATIONS AND CUSTOMER SERVICE COMMITTEE MEETING

Wednesday, February 3, 2010, at 1:30 p.m.

### Southside Conference Room

#### AGENDA

1. Call to Order
2. Introductions and Correspondence
  - a. Welcome New Committee Members/Welcome Returning Members
3. Minutes of the January 6, 2010, Meeting – Corrections or Approval
4. Public Expressions
5. Review of STA Staff Process – Information (*Steve Blaska*)
6. Award of Contract for Radio System Maintenance Service – Discussion (*Steve Blaska*)
7. Award of Contract for Paratransit Contract Services - Two Year Extension – Discussion (*Steve Blaska*)
8. Approval of Scope of Work for Communications and Marketing Services – Discussion (*Molly Myers*)
9. Award of Contract for Conducting a Downtown Transit Alternatives Analysis – Discussion (*Karl Otterstrom*)
10. Draft 2010-2016 Transit Development Plan – Discussion (*Karl Otterstrom*)
11. Draft Comprehensive Plan for Public Transportation: Paratransit and Vanpool Elements – Information (*Karl Otterstrom*)
12. Preliminary Proposal for September Service Changes – Information (*Karl Otterstrom*)
13. Browne’s Addition Update – Information (*Karl Otterstrom*)
14. Tariff Policy Update – Information (*Steve Blaska*)
15. CEO Report – Information (*Susan Meyer*)
16. Committee Information\*
  - a. December 2009 Operating Indicators (*Steve Blaska*)
  - b. Fourth Quarter 2009 Safety and Loss Summary Report (*Mike Toole*)
  - c. Community Outreach and Involvement (*Molly Myers*)
17. Old or New Business
18. Committee Members’ Expressions
19. Next Meeting – **Wednesday, March 3, 2010**, 1:30 p.m.  
Southside Conference Room, 1230 West Boone Avenue
20. 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.