

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

## OPERATIONS AND CUSTOMER SERVICE COMMITTEE MEETING

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

### Southside Conference Room

#### AGENDA

1. Call to Order
2. Introductions and Correspondence
3. Minutes of the February 3, 2010, Meeting – Corrections or Approval
4. Public Expressions
5. Award of Contract for the Replacement of Two Vehicle Hoists - Action Requested (*Steve Blaska*)
6. Proposed Amendment to STA's Rules of Conduct - Action Requested (*Laura McAloon/Susan Millbank/ Steve Blaska*)
7. Preliminary Proposal for September Service Changes – Information (*Karl Otterstrom*)
8. Proposed May 2010 Service Changes - Information (*Karl Otterstrom*)
9. Fourth Quarter/Year End 2009 Performance Measures – Information (*Steve Blaska*)
10. 2009 Financial Results Highlights - Information (*Jim Plaster*)
11. CEO Report – Information (*Susan Meyer*)
12. Committee Information\*
  - a. Fourth Quarter and Year End 2009 Financial Results Summary (*Jim Plaster*)
    - 1) Fourth Quarter and End of Year 2009 Capital Budget Status Report
    - 2) Fourth Quarter and End of Year 2009 Statement of Net Assets & Federal Grant Reports
  - b. 2009 Fourth Quarter / Year End Operating Indicators (*Steve Blaska*)
  - c. End of Year 2009 Safety and Loss Summary Report (*Mike Toole*)
  - d. January 2010 Operating Indicators (*Steve Blaska*)
  - e. Community Outreach and Involvement (*Molly Myers*)
13. Old or New Business
14. Committee Members' Expressions
15. Next Meeting – **Wednesday, April 7, 2010**, 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.