

OPERATIONS AND CUSTOMER SERVICE COMMITTEE MEETING

Wednesday, September 1, 2010, at 1:30 p.m.

Southside Conference Room

AGENDA

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| 1. Call to Order | | |
| 2. Introductions and Correspondence | | <i>2 min.</i> |
| 3. Minutes of the July 7, 2010, Meeting – Corrections or Approval | | <i>1 min.</i> |
| 4. Public Expressions | | <i>1 min.</i> |
| 5. Comprehensive Plan Amendment – Action Requested | <i>Karl Otterstrom</i> | <i>10 min.</i> |
| 6. Approval of Scope of Work for Plaza Management Contract - Action Requested | <i>Mark Curtis</i> | <i>10 min.</i> |
| 7. Award of Contract for Uniform Supply Contract – Action Requested | <i>Steve Blaska</i> | <i>10 min.</i> |
| 8. Award of Contract for On-Board Video and Audio Surveillance System – Action Requested | <i>Steve Blaska</i> | <i>10 min.</i> |
| 9. Solicitation of Operations and Customer Service Committee Members – Action Requested | <i>Steve Blaska</i> | <i>8 min.</i> |
| 10. System Ridership Assessment - First Six Months 2010 – Information | <i>Steve Blaska</i> | <i>20 min.</i> |
| 11. CEO Report | <i>E. Susan Meyer</i> | <i>7 min.</i> |
| 12. Committee Information* | | <i>1 min.</i> |
| a. Second Quarter 2010 Operating Indicators | <i>Steve Blaska</i> | |
| b. Second Quarter 2010 Safety & Loss Summary Report | <i>Mike Toole</i> | |
| c. June 2010 Operating Indicators | <i>Steve Blaska</i> | |
| d. July 2010 Operating Indicators | <i>Steve Blaska</i> | |
| e. Community Outreach and Involvement | <i>Molly Myers</i> | |
| f. Second Quarter 2010 Performance Measures | <i>Steve Blaska</i> | |
| g. Mobility Orientation (Travel Training) Program - Fourth Year Review | <i>Denise Marchioro</i> | |
| 13. Old or New Business | | <i>5 min.</i> |
| 14. Committee Members’ Expressions | | <i>5 min.</i> |
| 15. Next Meeting - Wednesday, October 6, 2010, 1:30 p.m.
Southside Conference Room, 1230 W. Boone Avenue | | <i>Total Est. Time:</i>

<i>90 min.</i> |
| 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.

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