

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

OPERATIONS AND CUSTOMER SERVICE COMMITTEE

Draft Minutes of the July 1, 2009, Meeting
Northside Conference Room

MEMBERS PRESENT

Richard Munson, City of Spokane Valley*
Rick Jacks, Citizen
Mike Brewer, Citizen
Andrew Rolwes, Citizen
Nan Kelly, Citizen
David Driscoll, Citizen
Barbara Richardson, Citizen
Dan Murphy, Citizen
Dennis Antonellis, ATU 1015
Dennis Tonhofer, ATU 1598

MEMBERS ABSENT

Nancy McLaughlin, City of Spokane
Ann Campeau, Citizen
Phil Ridenour, AFSCME 3939

* Chair

STAFF PRESENT

Steve Blaska, Director of Operations
Jim Plaster, Director of Finance and Administration
Karl Otterstrom, Director of Planning
Molly Myers, Manager, Communications
Mark Curtis, Manager, Customer Service
Jacque Tjards, Manager, Purchasing
Susan Millbank, Community Ombudsman &
Accessibility Coordinator

GUESTS

Ian Von Essen, Spokane County GIS Manager/LIFTS
Diane Hansen, U Centered Solutions/LIFTS

1. **CALL TO ORDER**

Chairman Munson called the meeting to order at 1:30 p.m.

2. **INTRODUCTIONS AND CORRESPONDENCE**

Introductions were made. There was no correspondence requiring the Committee's attention.

3. **MINUTES OF THE JUNE 3, 2009, COMMITTEE MEETING – CORRECTIONS OR APPROVAL**

Mr. Brewer moved to approve the minutes. The motion was seconded and passed unanimously.

4. **PUBLIC EXPRESSIONS**

None.

5. **REQUEST TO ESTABLISH FARE FOR 2009 VALLEYFEST EVENT – DISCUSSION**

Mr. Blaska explained that staff is requesting a special fare for the Valleyfest event to be held on September 26, 2009. In the past, STA was reimbursed \$0.50 per ride by the event sponsor, but under the new FTA Charter regulations, that arrangement is no longer possible. Therefore, staff is requesting a \$0.50 special events pass for travel all day on the STA shuttle to and from the event. The shuttle will run from 8:30 a.m. to 6:15 p.m. and will connect the Valley Mall, Center Place, and Mirabeau Meadows Park.

Mr. Brewer moved to recommend the Board approve a Valleyfest special event fare of \$0.50 for a Day Pass for shuttle service for September 16, 2009. The motion was seconded and passed unanimously.

6. **APPROVAL OF SCOPE OF WORK FOR COMMUNICATIONS AND MARKETING SERVICES – INFORMATION**

[This item was pulled from the packet.]

7. **SPOKANE TRANSIT PLAZA RENOVATIONS: REQUEST FOR QUALIFICATIONS/PROPOSALS FOR PROJECT MANAGER SERVICES – DISCUSSION**

Mr. Otterstrom said staff has initiated a project to renovate the downtown Plaza. Staff would like to release a scope of work to solicit interest from qualified firms or individuals to provide project manager services to oversee and assist in the design, permitting, public outreach, and construction of the interior and exterior of The Plaza. Mr. Otterstrom briefly covered the goals, the scope of work, required qualifications, and the timeline for this project. Goals included: focus all routine transit activity to the first floor; enhance customer information systems; reconfigure the second floor for office/commercial use; foster and enhance a safe and secure environment; and redesign the bus and pedestrian interface. Staff requested a Committee member assist with the RFQ evaluation process.

Mr. Munson asked if the project manager was supposed to look at STA's Transit 2020 plan and implement it. Ms. Meyer responded that Transit 2020 was yet to be finalized but it does include an element related to renovation of

The Plaza for improved functionality. Nelson Nygaard has offered ideas on how to maximize the space, and staff wants to use that information to help finalize a plan and improve the functionality of the building. Mr. Murphy commented that the RFQ selection criteria does not include price. Discussion ensued. Ms. Meyer said this is an important project and asked for latitude to revise the RFQ for clarity so it would not have to wait until the September meeting for further discussion. Mr. Munson suggested a proviso to the recommendation which stated that staff would solicit expertise to ensure the clarity of the proposal for potential bidders.

Mr. Rolwes moved to authorize staff to release the Request for Qualifications/Proposals for Project Manager Services for the Spokane Transit Plaza Renovation project with the provision that STA solicit expertise in ensuring the clarity of the proposal for potential bidders. The motion was seconded and passed unanimously. Mr. Murphy volunteered to assist on the RFQ/proposal evaluation committee.

8. AWARD OF CONTRACT FOR THE REPLACEMENT OF FLOOR TRENCH DRAINS AT THE BOONE AVENUE FIXED ROUTE GARAGE – DISCUSSION

Mr. Blaska explained that the current floor trench drain system is over 20 years old, is becoming unserviceable, poses a safety concern, and is in need of replacement. Replacement of the drain system was budgeted for in 2009 in the amount of \$90,000. Staff is recommending an award of contract to the lowest responsive and responsible bidder, Centerline Construction and Design, Inc. JUB Engineers, Inc., will oversee the project at a cost of approximately \$6,312.

Mr. Driscoll moved to recommend the Board approve an Award of Contract to Centerline Construction and Design, Inc., for the replacement of approximately 314 feet of floor trench drains in the Boone Avenue facility for \$60,000. Total cost for this project including specification development, construction work, construction oversight, and any necessary change orders will not exceed the \$90,000 budget. The motion was seconded and passed unanimously.

9. APPROVAL OF SPECIFICATIONS AND AWARD OF CONTRACT FOR ROOF REPLACEMENT FOR FLECK SERVICE CENTER ANNEX BUILDING – DISCUSSION

Mr. Blaska said the Fleck Service Center Annex Building requires repairs/modifications prior to leasing it to a new tenant, or for future use by STA. The building was leased by West Valley School District, but is now vacant. A recent building inspection revealed that roof repair work is necessary and other repairs may be required. A cost/benefit analysis of investment in the facility needs to be conducted, and work needs to proceed prior to the end of the construction season. The project is currently unfunded in the 2009 capital budget because the need for roof replacement was unforeseen. Staff has identified favorable balances in the 2009 capital budget which could fund this project without increasing the 2009 budget. Staff is recommending an available working budget of \$140,000 to cover the development of specifications, project oversight, preparation of acceptance standards by the roof consultant, and allow approximately 15% for unknown problems that may be found with the building. Staff is also asking the Committee to approve the scope of work and, if a cost/benefit analysis concludes that investment in the building is warranted, recommend the Board grant the CEO authority to award a contract to the lowest responsive and responsible bidder for the necessary roof replacement, provided cost plus tax is within the budgeted amount.

Mr. Murphy asked if there were any prospective tenants interested in leasing the building at this time. Mr. Blaska responded that there was some interest, but until necessary repairs are made, the building is not available for lease.

Mr. Jacks moved to approve the Scope of Work for the roof replacement and recommend the STA Board grant the CEO authority to award a contract to the lowest responsive and responsible bidder for this roof replacement project, provided it is within the budgeted amount of \$140,000. The motion was seconded and passed unanimously.

10. PURCHASE OF A FARE INSTRUMENT POINT OF SALE AND INVENTORY CONTROL SYSTEM – DISCUSSION

Mr. Curtis explained that the current pass sales system is over 20 years old and needs to be replaced. The current system uses a manual cash register and time consuming, complex spreadsheets to reconcile transactions. Productive Solutions, a subcontractor to Genfare, Inc. (GFI), offers a point of sale (POS)/inventory control system. Since no other vendor provides an upgrade that is fully compatible with our GFI farebox and tailored to transit requirements, this would be a sole source procurement. The POS system is PC based and offers bar code inventory control and automated sales records and reconciliation. Purchase is recommended prior to implementation of the new fare structure. This project is covered in the 2010 capital budget. If the project is completed in 2009, purchase of the system will be covered by a favorable variance in the 2009 capital budget.

Mr. Brewer moved to recommend the Board award a contract for the Point of Sale and Inventory Control System to Productive Solutions for an amount not to exceed \$80,500, excluding sales tax and shipping charges, to replace the current outdated system and improve accountability. The motion was seconded and passed unanimously.

11. SOLICITATION OF OPERATIONS AND CUSTOMER SERVICE COMMITTEE MEMBERS – DISCUSSION

Mr. Blaska explained that an opportunity exists to add new members to the Operations and Customer Service Committee, and interest has already been demonstrated by a citizen. If the Committee expands by one or two members, the quorum increases by only one individual. Staff is asking the Committee if they are interested in expanding the number of members already serving on the Committee and also if those members whose term will expire at the end of 2009 are interested in continuing on the Committee. Several members indicated that they would be interested in continuing to serve on the Committee.

The Committee reached a consensus to authorize staff to solicit interest from the community for citizen positions on the Operations and Customer Service Committee.

12. VANPOOL FARE POLICY UPDATE – INFORMATION

Mr. Blaska explained that last December staff went out for public comment on the issue of increasing vanpool fares. At that time, cost projections were based on fuel prices. There was a Public Hearing in April and comments were received from some vanpool riders. Given the fact that fuel prices have decreased and additional vans will be added to the program, Vanpool will meet its 2009 recovery objectives. Staff is, therefore, withdrawing the recommendation for a 2009 fare increase and will re-address this issue in 2010 for a possible increase in 2011.

13. STATUS OF PROPOSED NORTHWEST SPOKANE (JOE ALBI) COMMUNITY TRANSIT CENTER/ COOPERATIVE PARK AND RIDE LOT – INFORMATION

Mr. Otterstrom said that no further construction is anticipated at the Joe Albi Sports Center beyond utility extensions as part of the Parks Department construction work. He noted that staff will seek an agreement with the City Parks Department to enable a transit facility to be constructed at an appropriate but unspecified time in the future. Mr. Rolwes asked if there is an estimate of the cost of this project. Ms. Meyer responded that it would be approximately \$400K.

14. SUMMARY OF SEPTEMBER 2009 SERVICE CHANGES – INFORMATION

Mr. Otterstrom reviewed the service changes that were approved by the Board at their last meeting. They included:

- a. Route 60 will replace the existing Routes 40 and 64 with service from downtown, through Browne's Addition, and then extend via Sunset Hill via Airport Drive to Spokane International Airport.
- b. Route 61 no longer serves Spokane International Airport on nights and weekends. Current route pattern would change to serve Browne's Addition via Sunset Hill on the inbound and outbound trips. Northern Quest Casino and Airway Heights Correctional Facility will be served on every trip with select trips also serving south of Highway 2 along McFarlane/Lawson.
- c. Route 62 will serve the Jefferson Park & Ride and the medical facilities in Medical Lake as an express service with select trips on Weekdays and Saturdays; includes local circulation in Medical Lake. There will be no stop on Grant Street in Medical Lake.
- d. Route 67 will be an all-day two-way route between Medical Lake and downtown Spokane via Geiger/Sunset Boulevards and the Spokane Airport Business Park; includes local circulation in Medical Lake. There will be no stop on Grant Street in Medical Lake.

15. JOB ACCESS AND REVERSE COMMUTE (JARC) - UPDATE ON CURRENT PROGRAM – INFORMATION

Ms. Millbank introduced Mr. Von Essen and Ms. Hansen of the LIFTS Program. Ms. Millbank explained that LIFTS stands for Lifeplan Improvement through Feasible Transportation Services and said this program is a coordinated regional approach to job access challenges. Components of the program include a Pedestrian Network and Accessibility Mapping project, and a web-based GIS job seeker's tool which includes information on bus routes, job training sites, affordable housing options, child care providers, and employment sites. Project objectives included the development of a digital pedestrian path network map based on STA's Public Transportation Benefit Area (PTBA), the identification and mapping of barriers to people using the network to access the bus system, and accessibility gap analysis.

Ms. Millbank added that the objective of the website is to help users commute more efficiently by linking affordable housing locations, employer locations, and childcare facility locations with route locations and bus stops on an interactive geo-website. Mr. Von Essen gave a presentation on how the website works.

Mr. Antonellis left the meeting at 2:45 p.m.

16. CEO REPORT – INFORMATION

- a. Ms. Meyer said Hoopfest ridership was up approximately 35% over last year. She added that there was a 5% increase in the number of teams that participated.

- b. Ms. Meyer said that the City of Spokane has agreed to assign a federal earmark of \$294K to STA to conduct alternatives analysis on the Downtown Streetcar project. The purpose of the alternatives analysis is to identify and study route/mode options, recommend a locally preferred alternative to the STA Board, and recommend a go/no go decision on the project. A stakeholder group will be formed to guide the project. Next steps include establishing a charter for the stakeholder group, identify 20% match to federal funding (\$75K), write a scope of work, and release of an RFP/Q for a project consultant. This is anticipated to take approximately 12 to 18 months.
- c. Ms. Meyer said that STA has been granted Federal Transit Administration Grantee Status. By state law, only STA can own and operate public transportation in the Public Transportation Benefit Area (PTBA). The City of Spokane will seek Grantee Status to be positioned to apply for future federal transit funding. The City has agreed not to apply for projects that would compete with STA projects.

17. COMMITTEE INFORMATION

- a. May 2009 Operating Indicators - as presented.
- b. Community Outreach and Involvement - as presented.
- c. Eastern Washington University Eagle Pass Program – Contract Renewal Update - as presented.

18. OLD OR NEW BUSINESS

None.

19. COMMITTEE MEMBERS' EXPRESSIONS

- a. Ms. Richardson asked if STA has experienced any firewall problems with people trying to access information from STA's website. Ms. Myers said that if anyone is experiencing any problems, they should call her and she will have staff investigate the problem.
- b. Ms. Kelly asked if plans to renovate The Plaza include having someplace for people to go while they are waiting for their bus to arrive (such as a video arcade) which would keep people away from traffic. Ms. Meyer responded that people waiting for buses are not usually the problem; it's more often the pedestrians who linger at The Plaza and use it as a gathering place.
- c. Ms. Kelly asked if service would ever be available for emergency transportation for wheelchair users, instead of needing to rely on transport via an ambulance. Ms. Meyer said staff would look into this, but she thought a social service agency would be a better option for providing this sort of transportation.

12. NEXT MEETING – WEDNESDAY, SEPTEMBER 2, 2009, 1:30 P.M., SOUTHSIDE CONFERENCE ROOM, 1230 WEST BOONE AVENUE

13. ADJOURN

There being no further business to come before the Committee, Chairman Munson adjourned the meeting at 3:15 p.m.

Respectfully submitted,

Jeanette Van Dort, Executive Assistant