

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

OPERATIONS AND CUSTOMER SERVICE COMMITTEE

Minutes of the May 7, 2008, Meeting
Southside Conference Room

MEMBERS PRESENT

Richard Munson, City of Spokane Valley*
Allan Gainer, City of Cheney
Ann Campeau, Citizen
Mike Brewer, Citizen
David Driscoll, Citizen
Andrew Rolwes, Citizen
Guy Smith, ATU 1598
Dennis Antonellis, ATU 1015
Steve Pinkerton, AFSCME 3939

MEMBERS ABSENT

Nancy McLaughlin, City of Spokane
Nan Kelly, Citizen
Rick Jacks, Citizen

STAFF PRESENT

Jim Plaster, Director of Finance & Administration
Don Reimer, Manager, Maintenance & Facilities
Jacque Tjards, Manager, Purchasing
Mark Curtis, Manager, Customer Service
Frank Bezemer, Assistant Transportation Manager
Anne Irmer, Supervisor, Rideshare Program
Tom Hawkinson, Supervisor, Paratransit Services
Mike Toole, Safety Officer

GUESTS

None

* Chair

1. **CALL TO ORDER**

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

2. **INTRODUCTIONS AND CORRESPONDENCE**

Introductions were made. Mr. Plaster explained that Ms. Meyer and Mr. Blaska were in Austin, TX, at the APTA 2008 Bus and Paratransit Conference and International Bus Roadeo and that he would be filling in for them at today's meeting. There was no correspondence requiring the Committee's attention.

3. **MINUTES OF THE APRIL 2, 2008, COMMITTEE MEETING – CORRECTIONS OR APPROVAL**

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

4. **PUBLIC EXPRESSIONS**

None.

5. **AWARD OF CONTRACT FOR VANPOOL VINYL GRAPHIC DECAL PROJECT – DISCUSSION**

Mr. Reimer explained that the Vanpool Program is expanding and has been very successful. Re-branding the vans would assist with marketing efforts by more clearly identifying the vans and providing a contact number for the program. He said that the Operations and Customer Service Committee approved the Scope of Work at their March meeting, and an Invitation for Bids was released and responses were received from two responsible vendors. He noted that this project was funded in the 2008 Maintenance operating budget. Mr. Reimer showed examples of what the vans would look like with the new decals.

Mr. Gainer moved to award a contract to Signs for Success, Spokane, WA, for the manufacturing and installation of decals on seventy-one (71) Vanpool vehicles in 2008, the purchase of two spare decal sets for each of the two van types, and the removal of decals on approximately 45 vehicles for \$47,024.65 plus sales tax, plus up to 16 hours of training for 2 maintenance personnel at \$45 per hour for a total amount of \$47,745. The motion was seconded and passed unanimously.

Mr. Munson expressed concern regarding the wording of the second part of the recommendation and asked for that portion to be amended to include verbiage which included returning to the Board for approval should pricing exceed the CEO's signature authority. The recommendation was amended to include reference to STA's procurement resolution which includes language which states that the CEO has the authority to accommodate these types of changes up to a maximum increase of 15%, not to exceed her \$50K maximum contract change authority.

Mr. Munson moved to authorize the CEO to exercise years 2009 – 2012 of this contract if staff recommends continuing the re-branding efforts at the contracted pricing in accordance with STA's procurement resolution. The motion was seconded and passed unanimously.

6. **MOBIUS KIDS/STA SCHOLARSHIP PROGRAM PARTNERSHIP – INFORMATION**

Mr. Plaster explained that Ms. Myers had an emergency and would not be available to present this item to the Committee today. In her stead, Mr. Plaster said that Ms. Myers had been working with Mobius Kids, the children's

museum in downtown Spokane, in an effort to partner with them to provide an opportunity for children to participate in their Scholarship Program. As part of this scholarship program, free admission is provided to the Mobius exhibits, and STA received a request to provide up to 200 day passes to provide transportation for underprivileged children to ride the bus to Mobius. This would also be funded by part of the Washington state DOT special needs grant, so STA will be reimbursed for the cost of those day passes, up to 200 passes per month. The contract would be awarded for twelve months, and continuation of the program would be upon Board approval after that time. Mr. Plaster added that the cost of the program would not exceed \$6,000 during the twelve months.

7. CEO REPORT – INFORMATION

- a. Mr. Plaster said that STA had a tremendously successful Bloomsday, and staff performed admirably to help make the event such a huge success. Ridership for Bloomsday express service indicated a 35.1% increase for inbound service (8,848 vs. 6,549 last year), a 34.8% increase for outbound service (7,933 vs. 5,886 last year), and an overall total increase including Sunday service of 39.8% (29,010 vs. 20,745) in ridership compared to Bloomsday 2007. Mr. Plaster noted that there were 4,194 tickets sold via the Bloomsday website (which was not available for this purpose last year), and 3,063 of those pre-sold tickets were distributed at the trade show. Total ticket sales for 2008 were 9,727 compared to 5,737 in 2007.
- b. Mr. Plaster called everyone's attention to the hand-out which was distributed at the beginning of the meeting referencing an editorial in the *Spokesman-Review* which stated that STA deserves the public's trust and a reliable source of funding. Mr. Munson noted that many people he spoke with in Spokane Valley are very supportive of the ballot measure and continued funding for STA.

8. COMMITTEE INFORMATION

- a. First Quarter Performance Measures – Results – as presented.
- b. First Quarter 2008 Operating Indicators – as presented.
- c. March 2008 Operating Indicators – as presented.
- d. First Quarter 2008 Safety and Loss Summary Report – as presented.
- e. Community Outreach and Involvement – as presented.

9. OLD OR NEW BUSINESS

Mr. Munson commented that Spokane was recently chosen as the site for the 2010 U.S. Figure Skating Championships. He asked if STA would be putting forth a plan to serve our customers and visitors for this event as we did for the 2007 event. Mr. Plaster responded that staff had met with officials of the event and contingent upon a successful ballot staff would develop a plan to support the 2010 event for Board approval. Mr. Munson said that it was important that everyone recognize that there could be a negative vote and that this committee would be key in what happens next. If service needs to be reduced, it would be very important to have public hearings so the community would be well informed about what service cuts would need to be made.

10. COMMITTEE MEMBERS' EXPRESSIONS

Ms. Campeau said she was glad that STA was remaining positive in their informative pieces regarding the ballot measure and added that STA should keep up the good work it is doing. Mr. Gainer said that he has heard many positive comments from residents of Cheney regarding the improvements STA has made over the past few years. Mr. Munson added that he liked the positive approach to letting people know they are getting good service for their tax dollars. Mr. Plaster said that he has received several calls regarding the ballot issue, and he welcomed the opportunity to clear up any misconceptions and provide factual information to those callers.

11) NEXT MEETING – WEDNESDAY, JUNE 4, 2008, 1:30 P.M., SOUTHSIDE CONFERENCE ROOM, 1230 WEST BOONE AVENUE

12) ADJOURN

There being no further business to come before the Committee, Chairman Munson adjourned the meeting at 2:01 p.m.

Respectfully submitted,

Jeanette Van Dort, Executive Assistant