

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

OPERATIONS AND CUSTOMER SERVICE COMMITTEE

Minutes of the October 5, 2011, Meeting
Southside Conference Room

MEMBERS PRESENT

Rick Jacks, Citizen **
Mike Brewer, Citizen
Nan Kelly, Citizen
David Driscoll, Citizen
Ann Campeau, Citizen
Dennis Tonhofer, ATU 1598
Jim Fitzgerald, ATU 1015
Judy Cassell, AFSCME 3939

MEMBERS ABSENT

Nancy McLaughlin, City of Spokane*
Amber Waldref, City of Spokane
Gary Schimmels, City of Spokane Valley
Andrew Rolwes, Citizen

* Chair ** Acting Chair

STAFF PRESENT

Karl Otterstrom, Director of Planning
Lynn Holmes, Assistant Director of Finance
Molly Myers, Manager, Communications
Don Reimer, Manager, Facilities & Maintenance
Jacque Tjards, Manager, Purchasing
Denise Marchioro, Manager, Paratransit Services
Charlie Phillips, Maintenance Analyst
Jan Watson, Executive Assistant & Clerk of the Authority
Merilee Robar, Executive Assistant, Finance & Admin.

GUESTS

Mike Kunder, AFSCME 3939

1. CALL TO ORDER

Acting Chair Jacks 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 SEPTEMBER 7, 2011, COMMITTEE MEETING - CORRECTIONS OR APPROVAL

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

4. PUBLIC EXPRESSIONS

None.

5. APPROVAL OF SPECIFICATIONS FOR ULTRA-LOW SULFUR DIESEL AND UNLEADED FUEL – ACTION REQUESTED

Mr. Reimer explained that this is a request for approval of specifications for diesel and unleaded fuel prior to release of an invitation for bids. The current contract will expire in January 31, 2012. Pricing will be requested for unleaded and ultra-low sulfur diesel fuels, including bio-diesel, based on a fixed margin per gallon. Annual use for 2012 is estimated at 1.4M gallons of ultra-low sulfur diesel fuel, and 116K gallons of unleaded fuel. Funding for this contract is included each year in the operating budgets. The invitation for bids will be released with multi-agency partners including Spokane County and the City of Spokane in an effort to obtain a better pricing opportunity.

Mr. Fitzgerald moved to approve the specifications for diesel and unleaded fuels and service as presented and authorize staff to release an Invitation for Bids. The motion was seconded and passed unanimously.

6. APPROVAL OF SCOPE OF WORK FOR ADA PARATRNSIT SUPPLEMENTAL TRANSPORTATION SERVICE – ACTION REQUESTED

Ms. Marchioro said staff is requesting approval of a scope of work for Paratransit supplemental transportation service prior to the release of an invitation for bids. STA's current contractor, First Transit, provided approximately 42% of STA's Paratransit service in 2010. The scope of work requests the contractor provide vehicles, personnel (including management and supervisory staff), dispatching, and maintenance. The contractor will manage all weekend, holiday, and evening weekday service, as well as supplemental daytime weekday service. The total cost of the current five-year contract is over \$17M plus approximately \$6.3M for the two one-year contract extensions.

Elements of the scope of work include: a consistent branding of all vehicles, more refined standards associated with maintenance of vehicles, a dedicated safety and training function with expanded operator training

requirements, and an emphasis on contract compliance as addressed by an expanded liquidated damage schedule and a new incentives-based component. Ms. Marchioro reviewed the timeline, noting that the contract for supplemental transportation service would begin in January 2013 in order to give the selected vendor ample time to meet contract requirements. Discussion ensued regarding contract service versus in-house service, vehicle branding, and operator training.

Mr. Fitzgerald commented that he appreciated the work that was done on the scope of work, but the Union [ATU 1015] would oppose the motion to move forward because he felt the work should be performed in house to ensure better control. He said he wanted the Board to know that the Union did not approve contracting out this service. Ms. Cassell said AFSCME Local 3939 was also opposed to contracting out this service.

Mr. Brewer moved to approve the Scope of Work for ADA Paratransit Supplemental Transportation Service and authorize staff to release a Request for Proposals. The motion was seconded and passed 6:2.

Mr. Driscoll moved to recommend the Board of Directors waive the provision of a five-year procurement limit to allow this Scope of Work to be released requesting a five-year contract with two 1-year options for renewal. The motion was seconded and passed 5:2, with one member abstaining.

Mr. Brewer volunteered to assist with evaluation of the proposals submitted.

7. 2012 SPECIAL COMMUNITY EVENTS FARE STRUCTURE – ACTION REQUESTED

Ms. Myers explained that this request for a 2012 special community events fare structure follows the same structure as was requested for events in 2011. Staff is proposing:

First Night	\$0.75	Same price as a standard one-way shuttle fare
Bloomsday	\$1.50	Same price as a standard one-way fare
Hooffest	\$1.50	A standard Day Pass discounted from \$3.50 to \$1.50
Valleyfest	\$0.75	Same price as a standard one-way shuttle fare
61 st National Square Dance Convention	\$12.00	A standard Day Pass for three days and Hooffest day pass for final day

Mr. Fitzgerald moved to recommend the STA Board of Directors approve the 2012 Special Event fare structure for First Night, Bloomsday, Hooffest, Valleyfest, and the 61st National Square Dance Convention as presented. The motion was seconded and passed unanimously.

8. CAPITAL IMPROVEMENT PLAN – ACTION REQUESTED

Mr. Otterstrom explained that staff is requesting Committee recommendation for approval of the 2012-2017 Capital Improvement Plan (CIP). The CIP is part mid-range planning required by STA's Comprehensive Plan for Public Transportation. Mr. Otterstrom reviewed the hierarchy of STA plans and explained that there are five groups of projects and programs: revenue vehicles, non-revenue vehicles, maintenance and facilities, technology and customer service projects, and planning. Related projects are combined into one of these programs.

All programs combined amount to approximately \$44.4M over a six-year period, including \$7.5M in state and federal grants. Mr. Otterstrom reviewed a summary of major projects:

Fixed Route coaches (6)	\$3.9M (approx.) - grant awarded for \$1.26M
Paratransit vans (12)	\$1.17M (approx.)
Smart Bus	\$2.1M - grant awarded for \$1.5M
Business Systems replacement	\$191K - grant awarded for \$1.397K
Central City Line Small Starts Application	\$200K - contingent on Board affirmation of resource allocation
Plaza Renovation	\$2.192M - grant awarded or \$1.302M
South Valley Corridor	\$1M
Facility Master Plan	\$2.79M
Other Capital Projects	\$2.94M

All other projects are vetted by the Board of Directors or are integral to maintaining existing facilities and services in a state of good repair.

Mr. Otterstrom also reviewed changes to the CIP since the public hearing as well as the timeline, noting that action by the Board of Directors would be requested at their October 19th meeting.

Mr. Fitzgerald expressed concerns regarding the Central City Lines. He said the Union has not taken a position pro or against the project, but he noted that this project appears to have gained priority status before any other high-performance transit corridor is considered. The Central City routing is already served by buses, in some instances with 15-minute service. He said the Union is concerned about why Central City is receiving primary focus when there are other routes that have been proven winners, such as Sprague and Division. Mr. Otterstrom responded that the alternative analysis portion of the project was grant funded, and more discussions are needed regarding other possible corridors for a high-performance transit project. Ms. Myers noted that this project was done first because the money was there, as provided by grants. Other options will be reviewed and discussed in depth before any final recommendation is made as to project implementation. Mr. Otterstrom added that it will be up to the Board to make the final decision regarding high-performance transit corridors to be implemented.

Mr. Brewer moved to recommend the Board approve the 2012 - 2017 Capital Improvement Plan as presented. The motion was seconded and passed 7:0, with one member abstaining.

9. CEO REPORT – INFORMATION

- a. In Ms. Meyer's absence, Mr. Otterstrom said STA has reduced service 7%, per Board adoption. At a recent planning workshop in Seattle, Mr. Otterstrom learned that several other transit agencies across the country have reduced service by up as much as 35% - 40%, cut late night service, and/or cut bus service to run every 20 minutes. Planning service cuts is no small feat, and staff has noted that ridership has shifted, but continues to hold. Staff continues to work through issues that have been identified on several routes in an effort toward continued system improvement.

10. COMMITTEE INFORMATION

- a. Second Quarter 2011 Financial Results Summary - as presented.
 1. Second Quarter 2011 Capital Budget Status Report - as presented.
 2. Second Quarter 2011 Statement of Net Assets and Federal Grant Report - as presented.
- b. August 2011 Operating Indicators - as presented.
- c. Community Outreach and Involvement - as presented.

OLD OR NEW BUSINESS

None.

11. COMMITTEE MEMBERS' EXPRESSIONS

Mr. Brewer noted that service on Route #27 at Monroe and Francis has riders waiting until Route #24 arrives to transport passengers to the Five-Mile Park and Ride. Then travelers to the Veteran's Hospital have to catch Route #22. He felt those connections needed attention. Mr. Otterstrom said staff will look into this further.

12. NEXT MEETING – WEDNESDAY, NOVEMBER 2, 2011, 1:30 P.M., SOUTHSIDE CONFERENCE ROOM,
1230 WEST BOONE AVENUE

13. ADJOURN

There being no further business to come before the Committee, Acting Chair Jacks adjourned the meeting at 2:42 p.m.

Respectfully submitted,

Jeanette Van Dort, Executive Assistant