

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

OPERATIONS AND CUSTOMER SERVICE COMMITTEE

Draft Minutes of the October 7, 2009, Meeting
Northside Conference Room

MEMBERS PRESENT

Richard Munson, City of Spokane Valley*
Nancy McLaughlin, City of Spokane
Mike Brewer, Citizen
Ann Campeau, Citizen
Rick Jacks, Citizen
David Driscoll, Citizen
Andrew Rolwes, Citizen
Dan Murphy, Citizen
Dennis Antonellis, ATU 1015
Phil Ridenour, AFSCME 3939
Mitch Bright, ATU 1598

MEMBERS ABSENT

Nancy Kelly, Citizen
Barbara Richardson, Citizen

*Chair

STAFF PRESENT

E. Susan Meyer, Chief Executive Officer
Steve Blaska, Director of Operations
Jim Plaster, Director of Finance and Administration
Karl Otterstrom, Director of Planning
Molly Myers, Manager, Communications
Susan Millbank, Community Ombudsman &
Accessibility Coordinator

PROVIDING LEGAL COUNSEL

Laura McAloon, K & L Gates LLP

GUESTS

None.

1. **CALL TO ORDER**

Chairman Munson called the meeting to order at 1:28 p.m.

2. **INTRODUCTIONS AND CORRESPONDENCE**

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

3. **MINUTES OF THE SEPTEMBER 2, 2009, COMMITTEE MEETING – CORRECTIONS OR APPROVAL**

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

4. **PUBLIC EXPRESSIONS**

None.

5. **RECOMMENDATION FOR REVISIONS TO STA'S RULES OF CONDUCT – DISCUSSION**

Ms. McAloon explained that staff is proposing revisions to the Rules of Conduct, which were last updated in 2007. She said that the Washington State Legislature added some language regarding prohibited behavior to the Unlawful Transit Law, and the proposed revisions contain these changes, plus clarifying language requested by staff and procedural changes regarding exclusions from transit service recommended by legal counsel.

Mr. Rolwes arrived at 1:35 p.m.

Mr. Brewer inquired about two unresolved processes regarding appropriate designees and exclusion protocols which were noted in the packet. Mr. Blaska responded that the first was procedural and involved supervisors immediately excluding an individual for up to thirty days because of a rule violation. On occasion, the supervisor in the field might not have all relevant information about a person (e.g., that the individual already has an exclusion in place), so further discussion was needed to determine the best means of handling this type of situation. The resolution was that this would happen through the Security Department. The second process involved a clearer description of delegation of authority related to exclusions from service. The resolution was that the CEO would designate who has authority in each instance.

Ms. McAloon mentioned that another change to the document involved a section regarding carrying food or beverage containers onto a transit vehicle. She also commented that STA was paid a compliment when the Legislature adopted some of the language from STA's Rules of Conduct into theirs.

Mr. Brewer moved to recommend the Board of Directors approve the revisions to the Rules of Conduct as recommended by staff and legal counsel. The motion was seconded and passed unanimously.

6. SOLICITATION FOR NEW OPERATIONS AND CUSTOMER SERVICE COMMITTEE MEMBERS FOR 2010 – DISCUSSION

Mr. Blaska said that staff was authorized by the Committee to solicit interest from the community for individuals to serve on the Operations and Customer Service Committee. Two responses were received. One of the individuals who responded does not live within the Public Transportation Benefit Area (PTBA).

Mr. Ridenour arrived at 1:43 p.m.

Mr. Munson commented that this was discussed at the last Board meeting and it was determined that the decision to only allow people living within the PTBA to serve on the Operations and Customer Service Committee would stand until a recommendation for a change to STA's bylaws was made and voted on at a later time. Discussion ensued regarding the basis of the original decision and whether it was relevant today. Mr. Munson said that this Committee could recommend a change to the bylaws, but it would need to be placed on a future Board agenda for action at that level.

Mr. Munson asked the Committee if Mr. Gollinger should be invited for a interview regarding his membership on the Committee. The Committee approved by consensus that Mr. Gollinger be interviewed. Mr. Brewer volunteered to serve on the interview panel.

There are four current Citizen Members whose term will expire on December 31, 2009. Staff will contact those individuals to see if they express interest in serving another two year term.

7. DRAFT FIXED ROUTE SERVICE DESIGN GUIDANCE: PRINCIPLES, POLICIES AND PERFORMANCE STANDARDS – DISCUSSION

Mr. Otterstrom explained that the current Service Planning Guidelines were last updated in 2000 and many of them were derived from 1982 standards. The Guidelines established STA's fixed route and paratransit service standards. The proposed guidelines would be used to improve existing service, evaluate options to increase service, and guide service reductions when required. Major policy categories reviewed included fixed route service types, geographic allocation, service partnerships, service span (hours of service), headway (frequency), stop spacing and placement, route numbering, and decision making for service changes process. Performance Standards have a triple bottom-line approach: ridership productivity (social), energy consumption (environmental), and farebox recovery (economic). Mr. Otterstrom noted that a route-by-route analysis report will be prepared annually, all routes in non-compliance for two consecutive years will be reviewed for remediation, and route remediation may require changes to other routes in order to be effective.

The Board will be asked to approve the guidelines at their November 18, 2009, meeting. The document will be incorporated into the Comprehensive Plan for Public Transportation for Board action in January.

Mr. Munson said that this was a complicated issue and further review of the Service Design Principles, Policies and Performance Standards is needed and he asked staff provide additional information at the November 4, 2009, Committee meeting. The Committee concurred.

8. PROPOSED JANUARY 2010 SERVICE CHANGES – INFORMATION

Mr. Munson said that in the interest of time, the Committee is welcome to ask any questions on this informational item, and if there were no questions, the Committee would move on to item number 9. No questions were forthcoming.

9. INITIAL RESULTS OF THE SEPTEMBER 2009 SERVICE CHANGES – INFORMATION

Mr. Otterstrom reviewed proposed January improvements to the City Loop including: extending routing on evening trips, a change to the route number that serves Spokane Community College, and ending Route 44 at the South Hill Park & Ride on certain Saturday trips only. He said that preliminary observations of the September changes indicate that the response by riders has been favorable, and public outreach efforts prior to service changes facilitated increased public awareness. Issues under review include bus stops along Sprague near the casino in Airway Heights, construction along Sunset, the number of buses traveling through Browne's Addition, and airport routing.

10. CEO REPORT – INFORMATION

- a. Ms. Meyer said that ridership for the Spokane River clean-up event and for ValleyFest showed a decrease. She noted that this was the first year that people have had to pay to ride the shuttle to those events.
- b. Ms. Meyer said Fixed Route coach operator Michael Stanton passed away at his home on September 21, 2009. Mr. Stanton drove a bus for STA for over twenty years. He was 46 years old.

11. COMMITTEE INFORMATION

- a. June 2009 Financial Results Summary – as presented.
 - 1.) Second Quarter 2009 Capital Budget Status Report – as presented.
 - 2.) Second Quarter 2009 Statement of Net Assets & Federal Grants Reports – as presented.
- b. August 2009 Operating Indicators – as presented.
- c. Community Outreach and Involvement – as presented.

12. OLD OR NEW BUSINESS

- a. Mr. Murphy noted he had volunteered to serve on the Request for Qualifications/Proposals for Project Managers Services for the Spokane Transit Plaza Renovation project, but had not heard from staff regarding a meeting time for that committee. Ms. Meyer responded that the committee has not yet met and Mr. Otterstrom added that the draft proposal was on hold pending discussion with the Board of Directors about that position.

13. COMMITTEE MEMBERS' EXPRESSIONS

None.

14. NEXT MEETING – WEDNESDAY, NOVEMBER 4, 2009, 1:30 P.M., SOUTHSIDE CONFERENCE ROOM, 1230 WEST BOONE AVENUE

15. ADJOURN

There being no further business to come before the Committee, Chairman Munson adjourned the meeting at 2:47 p.m.

Respectfully submitted,

Jeanette Van Dort, Executive Assistant