

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

Minutes of the March 6, 2013, Meeting
Southside Conference Room

MEMBERS PRESENT

Mike Allen, City of Spokane*
Art Kulibert, City of Medical Lake
Nancy McLaughlin, City of Spokane
Rhonda Bowers, Labor Representative
E. Susan Meyer, CEO (Ex-officio)

MEMBERS ABSENT

Gary Schimmels, City of Spokane Valley

* Chair

STAFF PRESENT

Steve Blaska, Director of Operations
Karl Otterstrom, Director of Planning
Lynda Warren, Director of Finance
Steve Doolittle, Director of Human Relations
Lynn Holmes, Assistant Director of Finance
Molly Myers, Manager, Communications
Don Reimer, Manager, Maintenance & Facilities
Jessica Charlton, Project Manager

GUESTS

None

1. **CALL TO ORDER AND ROLL CALL**

Chair Allen called the meeting to order at 10:01 a.m. Introductions were made. There was no correspondence requiring the Committee's attention.

2. **PUBLIC EXPRESSIONS**

None.

3. **COMMITTEE CHAIR REPORT**

Mr. Allen thanked Mr. Otterstrom for providing a riding tour of the Fixed Route bus system recently. He noted that the buses are crowded on the Division route, and asked if this is because people are using buses to access other services, or if they live within a few blocks of the bus service. Mr. Otterstrom said each day is different, but last year's Rider Survey indicated that ridership adjusts continually, with noticeable increases during the year-end holiday season.

4. **COMMITTEE APPROVAL**

A. **MINUTES OF THE JANUARY 2, 2013, COMMITTEE MEETING**

Ms. McLaughlin moved to approve the January 2, 2013, Committee meeting minutes. The motion was seconded by Mr. Kulibert and passed unanimously.

B. **MINUTES OF THE FEBRUARY 6, 2013, COMMITTEE MEETING**

Ms. McLaughlin moved to approve the February 6, 2013, Committee meeting minutes. The motion was seconded by Mr. Kulibert and passed unanimously.

C. **APPROVAL OF SCOPE OF WORK FOR BUS WASHER REPLACEMENT PROJECT**

Mr. Blaska explained that two existing bus washers at the Boone Avenue facility and one bus washer at the Valley Service Center are beyond their normal life, are less efficient compared to new technologies, and are no longer supported by manufacturers. The process to replace the units will be in two phases: first the issuance of a Request for Proposals to select new washers/water recycling systems, prepare specifications for installation, designs supporting facility modification, and training for staff on operation of the new units. Second, an Invitation for Bids will be released for the required construction to include demolition of the existing bus washers and systems, installation of the new systems including water recycling and disposal, and improvements to all associated civil, mechanical, and electrical systems. The total budget for this project is \$983K. (Boone facility: \$566K in federal funds/\$142K in local funds; Valley Service Center: \$275K in local funds.) This project is in the 2013 Budget and the Capital Improvement Plan.

Mr. Kulibert moved to approve the Scope of Work for the replacement of two (2) bus washers at the Boone Avenue facility and one (1) bus washer at the Valley Service Center and authorize staff to release an RFP for design and procurement of the washer systems followed by an IFB for the

replacement of two (2) washers at the Boone Avenue facility and an IFB for the replacement of one (1) washer at the Valley Service Center. The motion was seconded by Ms. McLaughlin and passed unanimously.

5. COMMITTEE ACTION

A. Board Consent Agenda

1. APPROVAL OF INTERLOCAL AGREEMENT WITH SPOKANE REGIONAL TRANSPORTATION COUNCIL (SRTC)

Ms. Meyer explained that this is a new Interlocal Agreement among the Washington State Department of Transportation, STA, Spokane County, City of Spokane, City of Spokane Valley, the Spokane Airport Board, and other cities and towns within Spokane County to form the Spokane Regional Transportation Council, define its organization and powers, and its jurisdictional area. This agreement is similar to the former agreement with several changes: the Spokane Airport Board is now a voting member, three new positions were added for elected officials from the cities of Airway Heights, Cheney, and Liberty Lake, STA's representative shall be the CEO or his/her designee, all meetings shall be open to the public with a simple majority constituting a quorum, and there is weighted voting as described in the final document.

Ms. McLaughlin moved to recommend the Board approve the SRTC Interlocal Agreement. The motion was seconded by Mr. Kulibert and passed unanimously.

2. AWARD OF CONTRACT FOR EMERGENCY GENERATORS

Mr. Blaska said the existing generators are at the end of their useful life and are undersized for continued support of the emergency power needs for the facilities. Staff released an Invitation for Bids in January 2013 and five responsible and responsive bids were received. Bids also included costs for three overhead doors, one air compressor, and one air dryer for the north Boone Avenue facility, and one air compressor and one air dryer for the south Boone Avenue facility. The total budget for this project is \$320K (\$120K in federal funds and \$200K in local funds). This project is in the 2013 Budget and the Capital Improvement Plan. Some discussion ensued.

Mr. Kulibert moved to recommend the Board of Directors award the construction contract for the Emergency Generator Replacement Project to the responsive and responsible low bidder Colvico, Inc., for the Base Bid Amount of \$258,790 plus Washington State sales tax (WSST) and as allowed by STA's Procurement Policy a 15% construction contingency. The motion was seconded by Ms. McLaughlin and passed unanimously.

B. Board Discussion Agenda

1. PEDESTRIAN ENVIRONMENT SURROUNDING THE STA PLAZA

Ms. Meyer commented that pedestrian traffic on Post Street downtown has become increasingly larger with crowds of people frequently block the sidewalk area. Police can enforce any blocking of the sidewalks and deter smoking within 25 feet of doorways, but when police presence is removed, the crowds return. It has not been determined whether or not these people are waiting to ride a bus, but because many are there for long periods of time, it does not appear that this is the reason they loiter. It appears, rather, to be more of an opportunity to socialize. The only organization empowered to issue citations for smoking within 25 feet of doorways is the Spokane County Health District. Ms. Meyer said the Mark Richard of the Downtown Spokane Partnership is working to find a way to ameliorate the problem by asking the Health District to enforce the law. This may require a new code within the City of Spokane which could be enforced. Until there are citations issued for smoking within 25 feet of doorways, nothing is expected to change. STA has no authority on Post Street because there is no bus stop or bus service at that location.

Mr. Allen said this had been discussed before, and several suggestions have been made including having a designated smoking area in the downtown core to which these crowds could migrate. Another suggestion was to create some sort of legislation to ban smoking in the downtown area. Mr. Allen added that a task force needs to be formed with key players and the Health District involved to examine this problem further to see what can be done to improve the downtown environment. He is willing to take a lead in establishing this task force.

6. COMMITTEE REPORTS

A. YEAR END 2012 FINANCIAL RESULTS SUMMERY

Ms. Warren reviewed the Financial Results Highlights from 2012: Operating Revenue was 2.6% above budget (\$276K, mostly due to EWU pass sales, Vanpool fares, and advertising revenue); Sales Tax Revenue was 2.9% above budget (\$1.23M); Federal and State Grants Revenue was 4.5% above budget (\$362K); Miscellaneous Revenue was 1.7% above budget (\$9.6K). Fixed Route Expenses were 2.4% under budget (\$946K); Paratransit Expenses were 10% under budget (\$1.18M); Vanpool Expenses were 6.6% under budget (\$51K); Plaza expenses were 2.9% over budget (\$37K); Administration Expenses were 3.8% under budget (\$231K). Operating Revenue exceeded Expenses by \$6.4M, and there was a total favorable budget variance.

Ms. Warren also briefly covered the Capital Budget Status report and STA's updated Forecast Model. Mr. Allen complimented Ms. Warren on her excellent presentation.

B. PRELIMINARY PROPOSAL – SEPTEMBER 2013 SERVICE REVISIONS

Mr. Otterstrom said that moderate service revisions require public input and Board approval prior to implementation. The preliminary proposal is a starting point for public input. The objective is to improve schedule reliability and increase the number of timed connections throughout the system. Mr. Otterstrom reviewed highlights of the proposal which included changes which will help with growing ridership demand, as well as changes in Spokane Valley to improve connections at the Valley Transit Center, Mirabeau Park & Ride, and at Spokane Community College. Information is available at the STA website, the STA Plaza, and by request via STA's telephone hotline. There will also be a presentation on the proposed changes at the Valley High Performance Transit open house on March 27th. Staff continues to solicit input from employees and the public.

C. STA MOVING FORWARD CORRIDOR ADVISORY PANELS UPDATE

Mr. Otterstrom explained that STA Moving Forward is an effort to identify investments that could take place in the next five to twenty years to increase the capacity and quality of transit to meet growing ridership demand. Upcoming open houses:

- March 6 (Cheney) Wren Pierson Community Center 4:00 – 6:30 p.m.
- March 13 (Division) Northtown Mall (next to B&N) 2:00 – 6:00 p.m.
- March 20 (N. Monroe / S. Regal) River Park Square (outside Nordstrom) 11:00 a.m. – 2:00 p.m. and 4:30 – 6:00 p.m.
- March 27 (Valley) Spokane Valley Mall (next to food court) 2:00 – 6:00 p.m.
- April 10 Lincoln Center 4:30 – 7:00 p.m.

D. YEAR END 2012 PERFORMANCE MEASURES

Mr. Blaska gave a brief presentation on the year end 2012 Performance Measures. Highlights included: Fixed Route ridership increased 1.8% over 2011 (11,031,072 vs. 10,831,987); Paratransit ridership increased 0.9% over 2011 (490,110 vs. 485,551), and Vanpool ridership increased 7.6% over 2011 (250,436 vs. 232,825). Preventable accidents for both Fixed Route and Paratransit were within the STA standard of less than 0.5 per 100K miles for Fixed Route and 1.0 per 100K miles for Paratransit. Goals for professionalism and courtesy were exceeded; on-time performance was above the goal of 95% for Fixed Route for all quarters of 2012 and only slightly under that goal for Paratransit. Cost per passenger was 67.4% of the statewide average for urban system for Fixed Route service, and 57.3% of the statewide average for urban systems for Paratransit service. Brief discussion ensued, and Mr. Blaska noted that complete Performance Measures are available on the STA website.

7. CEO REPORT

- A. Ms. Meyer said that of the ten highest ridership days (>44,000 riders) in the system's history, four of the ten have been in the last six months. Ridership is booming, mainly because recent changes have improved the system dramatically. Ms. Meyer added that it is exciting to think how this will extrapolate to the future with population growth, and what kind of service will be needed. Staff is projecting that STA will provide between 11.2 and 11.4 million rides in 2013.
- B. Employees have been asking if the effects of sequestration will trickle down to Spokane Transit. Ms. Meyer said that the majority of funding that STA receives is from the Highway Trust Fund/Mass

Transit Accounts. The Trust Fund is protected from these automatic cuts. While no impact is anticipated at STA, there will be some impacts to the Washington State Department of Transportation.

- C. An All-Employee Meeting was held on Tuesday, March 5th, at four separate times during the day to allow those working different shifts to participate. The main topic was STA's Moving Forward program as well as upcoming improvements to the system. Participants provided excellent feedback regarding their views on how the system is doing and where improvements could be made. Approximately 200 employees participated.
- D. Ms. Meyer said that she and Chair Allen expect to attend the annual APTA Legislative Conference in Washington, D.C., in March. They anticipate hearing from members of Congress about the federal situation in regard to transit funding and hope to have an opportunity to discuss transit issues with representatives from Washington State individually.
- E. Ms. McLaughlin inquired about advertising on STA buses. Ms. Meyer said that the Board approved a new advertising policy in December that prohibited advertising related to issue advertising including religious or political issues. Advertisement on an STA bus must meet certain criteria, and the vendor who handles our bus advertising screens carefully all proposed advertisements prior to final approval for adherence to their policies.

8. COMMITTEE INFORMATION

- A. January 2013 Financial Results Summary - *as presented.*
- B. February 2013 Sales Tax Summary - *as presented.*
- C. Fourth Quarter/Year End 2012 Operating Indicators - *as presented.*
- D. Fourth Quarter 2012 Safety and Loss Summary - *as presented.*
- E. Year End 2012 Safety and Loss Summary - *as presented.*
- F. Quality Counts! - Year End 2012 Program Review - *as presented.*
- G. 2012 State Audit - *as presented.*
- H. January 2013 Operating Indicators - *as presented.*
- I. Annual Reporting - Passenger Facilities - *as presented.*
- J. Phase II Wall Street/Plaza Block Exterior - *as presented.*
- K. Community Outreach and Involvement - *as presented.*

9. APRIL 2013 COMMITTEE PACKET AGENDA REVIEW

Chair Allen asked if there were any comments about the agenda for the next Committee meeting. None were forthcoming.

10. NEW BUSINESS

Chair Allen reiterated that he will pursue the issue of pedestrian traffic in the downtown area.

11. COMMITTEE MEMBERS' EXPRESSIONS

None.

12. ADJOURN

Chair Allen adjourned the meeting at 11:18 a.m.

13. NEXT MEETING - WEDNESDAY, APRIL 3, 2013, 10:00 A.M., STA SOUTHSIDE CONFERENCE ROOM, 1230 WEST BOONE AVENUE

Respectfully submitted,

Jeanette Van Dort, Executive Assistant