

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

OPERATIONS AND CUSTOMER SERVICE COMMITTEE

Draft Minutes of the December 2, 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
Barbara Richardson, Citizen
Dan Murphy, Citizen
Nancy Kelly, Citizen
Mitch Bright, ATU 1598
Phil Ridenour, AFSCME 3939

STAFF PRESENT

Steve Blaska, Director of Operations
Jim Plaster, Director of Finance and Administration
Karl Otterstrom, Director of Planning
Molly Myers, Manager, Communications
Jan Watson, Executive Assistant /Clerk of the Authority

GUESTS

None

MEMBERS ABSENT

Andrew Rolwes, Citizen
Dennis Antonellis, ATU 1015

*Chair

1. **CALL TO ORDER**

Chairman Munson called the meeting to order at 1:34 p.m.

2. **INTRODUCTIONS AND CORRESPONDENCE**

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

3. **MINUTES OF THE NOVEMBER 4, 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. **RECOMMENDATION FOR REAPPOINTMENT OF FOUR CURRENT CITIZEN MEMBERS TO THE OPERATIONS AND CUSTOMER SERVICE COMMITTEE – DISCUSSION**

Mr. Blaska explained that all four of the current Citizen Members whose terms will expire have expressed an interest in remaining on the Operations and Customer Service Committee. He noted that staff had solicited interest from the community for service on the Committee, but in consideration of the active participation and current number of members, staff is not recommending the addition any new members to the Committee at this time. Citizen Members recommended for renewal include Mike Brewer, Rick Jacks, David Driscoll, and Andrew Rolwes.

Mr. Ridenour moved to recommend reappointment of those Citizen Members whose terms will expire on December 31, 2009, for an additional two-year term effective January 1, 2010, through December 31, 2011. The motion was seconded and passed unanimously.

Mr. Munson commented that citizen input is very important and he thanked all the members for their participation on the Committee.

6. **DRAFT 2010-2015 TRANSIT DEVELOPMENT PLAN – INFORMATION**

Mr. Munson asked Mr. Otterstrom if Transit 2020 is a thing of the past. Mr. Otterstrom responded that it is a foundation for the Comprehensive Plan. He said that state law requires transit agencies to prepare a six-year transit development plan which includes the current calendar year plus the five years following. The Transit Development Plan (TDP) is due on the first day of April each year. The TDP has been revised to provide a concise overview of STA by outlining the following: Organization, Physical Plant, Service Characteristics, and Service Connections. Details include WSDOT goals and accomplishments, the Capital Improvement Program,

operating data, and annual revenue and expenditures. Mr. Otterstrom concluded with a review of the proposed timeline for the TDP.

7. DRAFT COMPREHENSIVE PLAN FOR PUBLIC TRANSPORTATION – MAJOR ELEMENT AND WORK PROGRAM SUMMARY – INFORMATION

Mr. Otterstrom explained that the Comprehensive Plan for Public Transportation is a master plan to guide long-term development which identifies the goals, objectives, principles, guidelines, policies, standards and strategies for public transportation. He noted that this is not a static document, is not a capital improvement program, and not a strict blueprint that shows what Spokane Transit will be in 30 years. He said that the Comprehensive Plan will respect history but provide for the present, set a path for the future, connect the people and places of the Spokane region, build upon Transit 2020 work, plan for 20+ years, support local comprehensive plans, inform and support the Spokane Regional Transportation Council's (SRTC) visioning process, and be the first truly comprehensive integrated plan for transit. Major elements of the Comprehensive Plan include service design guidelines for fixed route, paratransit, and vanpool, a High Performance Transit Network (HPTN), and other agency activities and programs. Mr. Otterstrom reviewed the planned milestones for the Plan.

8. DRAFT FIXED ROUTE SERVICE DESIGN GUIDELINES: PRINCIPLES, POLICIES AND PERFORMANCE STANDARDS – DISCUSSION

Mr. Otterstrom said that the objectives of the presentation were to identify changes to the latest draft of the Service Design Guidelines and to consider implications of proposed Performance Standards Nos. 1, 2, and 3. He reviewed the timeline and discussed several edits which had been made to the draft document to refine it prior to Board consideration for adoption. Staff is proposing three Performance Standards for fixed route bus service: ridership productivity, energy consumption, and farebox recovery.. The Standards look at the performance of individual routes, depend on service type and relation of the route to the network, and are used to identify areas for improvement and change. Energy consumption will vary depending on weight of vehicles/passengers, friction and resistance, traffic conditions, speed, topography, the power source, and heat loss. Farebox recovery measures the amount of fare revenue collected as a ratio. Under current policy, farebox performance is not measured by route; system-wide the recovery target is 20%. In the proposed policy, routes shall have a farebox recovery no less than one-half of the system average and routes will be evaluated individually.

Mr. Otterstrom noted that by April of each year, the Planning Department will report on the performance of each route for the previous two years, along with the standards that are applied for those years. Any route that falls below the minimum standard for any one of the three performance standards for two consecutive years will be considered out of compliance. Remediation includes consideration of the failing route's relationship to the network, as well as other possible network changes that will ultimately improve the entire network. Remedial action will be taken in no less than eighteen months following non-compliance.

Mr. Driscoll moved to recommend the Board approve the Service Design Guidelines: Principles, Policies and Performance Standards for incorporation in the draft Comprehensive Plan for Public Transportation. The motion was seconded and passed unanimously.

Mr. Murphy left the meeting at 2:47 p.m.

9. 2009-2011 PARATRANSIT/SPECIAL NEEDS TRANSIT FORMULA GRANT – DISCUSSION

Mr. Otterstrom explained that the Paratransit Special Needs Transit Grant exists to sustain and expand access to transportation for persons who, because of age, disability, or income status, are unable to provide their own transportation. Funding is subject to state legislature budget approval every biennium. This is STA's only state-funded program and \$1.4M has been allotted for the 2009-2010 biennium. The availability of this grant funding allows STA to fund local programs that would likely not otherwise be provided. Grant projects include the following: Mobility Training, the Special Use Van program, Job Access and Reverse Commute (JARC), Feed Spokane, Mobius Kids Scholarship Program, the Student Bus Pass discount, and the Youth Pass discount. Mr. Otterstrom also reviewed funding for these projects for 2009/2010 and 2010/2011, including total project costs. Mr. Munson cautioned that with recent state budget cuts, grant funding may not be continued in 2010.

14a. PARATRANSIT SUPPLEMENTAL PASS PROGRAM

[At the request of Mr. Blaska, the Committee allowed this item to be covered at this point in the meeting.]

Mr. Blaska said that concern was expressed by the STA Board of Directors regarding upcoming fare increases for low income Paratransit customers. In response to this concern, staff would like to propose partnering with other agencies in the community to assist in finding a solution to this challenge. As a proposed solution, grant-funded

subsidized passes would be distributed by a responsible agency to those individuals who meet the criteria for qualifying for the program. Agencies receiving passes would be held accountable for ensuring they were responsibly distributed and used as intended. This pilot program would be funded through the Special Needs Grant.

Mr. Brewer moved to recommend the Committee concur with the concept for this program prior to Staff collaboration with other community agencies. The motion was seconded and passed unanimously.

10. STA SUPPORT TO 2010 US FIGURE SKATING CHAMPIONSHIPS – INFORMATION

Mr. Blaska said that Spokane Transit will provide support similar to the much acclaimed transportation plan for the 2007 Skating Championships. The objective is to again contribute to our visitors' positive impression of our community, as well as to serve our citizens. Shuttle service will provide connectivity from downtown and the Arena. Forty-foot hybrid electric coaches will be used during most of the day and there will be a transition to the use of 60-foot coaches to support surge times before and after key events. The plan includes provisions to move people from the Arena to the downtown Fanfest site at RiverPark Square. Shuttles will operate at ten-minute frequency on two designated routes. A minimum of five buses will be in service at all times, with up to ten in service to support surge requirements. Twelve buses will be decorated with special skating signage and will display "Welcome Skaters" on deck signs. Special Event Passes will be available for \$12, and the pass will be good for all STA services for the duration of the Event.

11. DRAFT 2010 OPERATING AND CAPITAL BUDGETS – INFORMATION

Mr. Plaster invited anyone interested in the 2010 Operating and Capital Budget presentation to stay following the regular Committee meeting.

12. CEO REPORT – INFORMATION

Ms. Meyer presented a plaque to Mr. Munson and thanked him for his service to Spokane Transit as Chairman of the Operations and Customer Service Committee and member of the Board of Directors. Mr. Munson thanked Ms. Meyer and the Committee members and said that it was an honor to have served in both capacities. Applause followed.

13. COMMITTEE INFORMATION

- a. 2009 Performance Measures Update – as presented.
- b. Third Quarter 2009 Financial Results Summary – as presented.
 - 1) Third Quarter 2009 Capital Budget Status Report – as presented.
 - 2) Third Quarter 2009 Statement of Net Assets & Federal Grants Report – as presented.
- c. October 2009 Operating Indicators – as presented.
- d. Community Outreach and Involvement – as presented.
- e. STA Holiday Service Hours – as presented.

14. OLD OR NEW BUSINESS

- a. Paratransit Supplemental Pass Program – Discussion (*Steve Blaska*) [*Covered after Item 9, above.*]

15. COMMITTEE MEMBERS' EXPRESSIONS

Mr. Jacks thanked Mr. Munson for his service to STA and said working with him has been a very good experience. Other members agreed. Wishes for a happy holiday season were shared.

16. NEXT MEETING – WEDNESDAY, JANUARY 6, 2010, 1:30 P.M., SOUTHSIDE CONFERENCE ROOM, 1230 WEST BOONE AVENUE

17. ADJOURN

There being no further business to come before the Committee, Chairman Munson adjourned the meeting at 3:20 p.m.

Respectfully submitted,

Jeanette Van Dort, Executive Assistant