

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

**OPERATIONS AND CUSTOMER SERVICE COMMITTEE**

Draft Minutes of the March 5, 2008, Meeting  
Southside Conference Room

**MEMBERS PRESENT**

Richard Munson, City of Spokane Valley\*  
Nancy McLaughlin, City of Spokane  
Rick Jacks, Citizen  
Mike Brewer, Citizen\*\*  
Guy Smith, ATU 1598  
Dennis Antonellis, ATU 1015  
Steve Pinkerton, AFSCME 3939

**MEMBERS ABSENT**

Allan Gainer, City of Cheney  
Nan Kelly, Citizen  
Ann Campeau, Citizen  
David Driscoll, Citizen  
Andrew Rolwes, Citizen

**STAFF PRESENT**

E. Susan Meyer, Chief Executive Officer  
Steve Blaska, Director of Operations  
Jim Plaster, Director of Finance & Administration  
Jacque Tjards, Manager, Purchasing  
Molly Myers, Manager, Communications  
Gordon Howell, Manager, Planning & Grants  
George Hanrahan, Manager, Information Systems  
Mike Toole, Safety Officer

**GUESTS**

None

\* Chair \*\*Acting Chair

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1. **CALL TO ORDER**

Acting Chairman Brewer called the meeting to order at 1:37 p.m.

2. **INTRODUCTIONS AND CORRESPONDENCE**

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

**[Because a quorum was not yet present, Acting Chairman Brewer recommended delaying those items requiring a vote until later in the meeting. Agenda items are listed in the order of presentation to the Committee.]**

10. **2007 PERFORMANCE MEASURES – RESULTS**

Mr. Blaska explained that he would cover selected highlights of the 2007 Performance Measures and noted that some reports indicate that Spokane Transit is the most efficient and effective system in Washington state. The measure of efficiency is the Cost per Revenue Hour, and STA Fixed Route is at 80.7% of the urbanized average for all systems. Paratransit Cost per Revenue Hour is 84.9% of the urbanized average. In regard to effectiveness, Mr. Blaska noted that the Cost per Passenger for Fixed Route was \$3.96 which is 79.4% of the urbanized average. For Paratransit, the Cost per Passenger was \$21.52 which is 72.3% of the urbanized average. Some objectives were not met, specifically, the maintenance cost for total miles which had a goal of \$0.70 but is over that at \$0.88 for Fixed Route. The reasons for this include increases in the cost of parts, associated labor costs, and the Department of Ecology retrofit program. Another area where the goal was not met was in On Time Performance for Fixed Route, which had a goal of 95%, but only 88.13% was achieved. The reason for this is that time point checks are more likely performed by the supervisors on those routes where we have a concern, which skews the information because it does not always include those routes which consistently run on time.

Ms. McLaughlin arrived at 1:48 p.m.

11. **DRAFT 2009-2015 TRANSIT DEVELOPMENT PLAN – INFORMATION**

Mr. Howell reviewed the timeline for the Transit Development Plan (TDP), noting that on March 12<sup>th</sup> the document would be available for distribution, on March 26<sup>th</sup> there would be a Citizens Advisory Committee open house, and on April 2<sup>nd</sup> the Operations and Customer Service Committee would be asked to provide comments and feedback on the document. On April 9<sup>th</sup>, the TDP would be reviewed by the Citizens Advisory Committee, and on April 15<sup>th</sup>, STA will hold an all-employee meeting where everyone will have an opportunity to provide feedback. Lastly, there will be a Public Hearing on April 17<sup>th</sup>, and a request for adoption is scheduled to go to the STA Board of Directors on May 15<sup>th</sup>.

Mr. Munson arrived at 1:51 p.m.

Mr. Howell said the TDP focused on three main areas: service levels, capital improvement plans, and public process. Input is requested regarding future park and ride locations, future service enhancements, future bus stop locations and other amenities, and any other ideas and/or recommendations.

**Noting that a quorum was now present, Acting Chairman Brewer turned the meeting over to Chairman Munson.** Mr. Munson apologized for being late and explained that he had been presenting the State of the City address to residents of Spokane Valley.

3. MINUTES OF THE FEBRUARY 6, 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. APPROVAL OF SCOPE OF WORK FOR VANPOOL VINYL GRAPHIC DECAL PROJECT – DISCUSSION

Mr. Blaska explained that this Scope of Work would be released as an Invitation for Bids (IFB) and STA would select the lowest bidder. The decals would be for the Vanpool program and would standardize the look of the vanpool vans as well as assist with marketing of the program. The IFB is intended to solicit a vendor who specializes in this type of work and would include materials and installation. Mr. Blaska acknowledged that staff would work with the union to determine how the installation part of the project could be done. Mr. Antonellis, referencing Mr. Blaska's comment that staff would work with the union regarding the division of labor on decal installation, acknowledged that he was now able to support the release of the IFB. Ms. Myers interjected that she wished she had a picture of the final product to show everyone because the design was in the works for a year and it's really nice. She added that currently people do not even realize that many of the vanpool vans on the road are a part of Spokane Transit, and this new branding of the vans would change that.

**Mr. Jacks moved to approve the Scope of Work to provide for the manufacturing and installation of graphic decals to STA vanpool vehicles over a five-year period and authorize staff to release an IFB for this re-branding project. The motion was seconded and passed unanimously.**

6. AWARD OF CONTRACT FOR THE PURCHASE OF TWO 4x4 MAINTENANCE TRUCKS – DISCUSSION

7. AWARD OF CONTRACT FOR THE PURCHASE OF FOUR GENERAL SERVICE VEHICLES – DISCUSSION

8. AWARD OF CONTRACT TO PURCHASE AND EQUIP ONE (1) 2008 FORD 2WD CAB AND CHASSIS MAINTENANCE TRUCK – DISCUSSION

Mr. Blaska said he would like to cover items #6, #7, and #8 as a group because all include replacement service vehicles. Seven vehicles are scheduled for replacement: two maintenance trucks, four general service vehicles, and one shelter cleaning truck. He explained that STA maintains an inventory of support vehicles which includes seventeen Maintenance support vehicles such as snow plows, shelter cleaning and grounds maintenance vehicles, tow trucks, and maintenance road call vehicles. Inventory also includes twenty administrative vehicles such as road cars for Security and Fixed Route or Paratransit supervisors which are used for driver relief, schedule delivery, CDL testing, and administrative transportation. Mr. Blaska added that the 2008 budget includes funds to further equip these vehicles so they will be multi-season vehicles.

[Item 6] **Mr. Brewer moved to recommend 1) the STA board authorize STA to execute a contract with Columbia Ford for the Purchase of two 2008 Ford Heavy Duty 4x4 trucks, under the Washington State Contract at a total cost of \$53,042, excluding sales tax.**

**Mr. Jacks moved to recommend the STA Board authorize the CEO to enter into a contract with the selected responsible vendor to further equip these vehicles as necessary, not to exceed the budgeted amount of \$90,000 for the vehicle and equipment upgrades. The motion was seconded and passed unanimously.**

[Item 7] **Ms. McLaughlin moved to recommend the Board authorize STA to execute contract to purchase two 2008 Ford Focus SE vehicles from Ford of Kirkland and two Chevrolet Uplanders from Bud Clary Auto Dealerships under the Washington State Contract for a total cost of approximately \$60,792, excluding sales tax. The motion was seconded and passed unanimously.**

[Item 8] **Mr. Jacks moved to recommend 1) the STA Board authorize STA to execute a contract with Columbia Ford to purchase one (1) 2008 Ford truck, 16,000 lb. cab and chassis, 2WD, with dual rear tires under the Washington State Department of General Administration Office of State Procurement Contract for a cost of \$23,796, excluding sales tax; 2) authorize the CEO to enter into a contract with a selected responsible vendor to further equip this vehicle as necessary, not to exceed the budgeted amount of \$70,000 for the vehicle and equipment upgrades; and 3) authorize staff to dispose of one 1996 Ford truck. The motion was seconded and passed unanimously.**

9. APPROVAL OF SCOPE OF WORK FOR THE BOONE AVENUE REFUELING AREA IMPROVEMENT PROJECT – DISCUSSION

Mr. Blaska explained that there was a loss of pressure on a small line between two fuel dispensing tanks. Upon investigation, staff discovered a small leak (approximately five gallons), and staff wants to take prudent measures to ensure the integrity of the refueling system. The action recommended would upgrade the distribution system and conduct assurance testing. He said that there is a containment blanket surrounding the tanks, and the blanket, which was installed when the facility was built in 1986 and designed to last forty years, would also be tested to ensure there was no contamination into the ground soil below. Staff will be seeking bids to see how much it will cost to replace the faulty piping, test to ensure the containment blanket is functional, and test to ensure there was no contamination of the ground soil outside the blanket. Mr. Blaska added that one fuel line station will still be functional while this work is being done.

**Mr. Brewer moved to approve the Scope of Work for STA's refueling area improvement project and authorize staff to release a Request for Proposals for the subsequent work and services. The motion was seconded and passed unanimously. Mr. Jacks volunteered to assist with the evaluation of proposals submitted.**

10. 2007 PERFORMANCE MEASURE - RESULTS – INFORMATION

(This item was covered at the beginning of the meeting.)

11. DRAFT 2009-2015 TRANSIT DEVELOPMENT PLAN – INFORMATION

(This item was covered at the beginning of the meeting.)

12. CEO REPORT – INFORMATION

- a. Ms. Meyer referred the Committee to Agenda Item #13f regarding the Sales Tax Reauthorization. She said the STA Board has voted by resolution to place the reauthorization of the three-tenths of one percent sales tax on the May 20<sup>th</sup> ballot. Ms. Meyer and Ms. Myers are talking to various groups to explain about the sales tax, and while they are prohibited from asking for support, the Citizens' Advisory Committee did recommend the reauthorization with no sunset clause on May 20<sup>th</sup> and also encouraged each of the Board members to establish the support of their respective jurisdictions over the next few months. A pro-vote campaign committee has been established with similar leadership as four years ago. She noted that Greater Spokane Incorporated did vote to support the sales tax reauthorization without a sunset clause, and she will be giving a presentation to the Downtown Spokane Partnership in March.

Mr. Smith announced that he would need to leave the meeting by 3:00 p.m. and asked the Chairman if he would skip to Agenda Item # 15a which requires a vote. Mr. Munson said that would be no problem.

15. OLD OR NEW BUSINESS

a. AWARD OF CONTRACT FOR HIGH CAPACITY TRANSPORTATION ENGINEERING SERVICES – DISCUSSION

Mr. Plaster explained that last month the Committee voted to allow staff to release a Request for Qualifications (RFQ) for these services and also to return to the Board to seek clarification that the funding source for these services could come from the \$5M set aside in the 2008 budget for high capacity transportation corridor preservation. The RFQ was released to sixty-seven interested parties and seven responses were received, but only one statement of qualifications was submitted. Based on the review, it was determined that David Evans & Associates, who worked with STA staff previously on the light rail project, fit the requirements for high capacity transportation engineering services and is recommended for the award of contract. Costs for these professional services will be negotiated as future projects are identified and scoped and will become addenda to the contract, and Board approval will be request for any tasks that exceed the CEO's authority.

**Mr. Brewer moved to recommend the Board authorize staff to negotiate and execute a three-year contract with two one-year options (fixing hourly rates) with David Evans and Associates for engineering services related to high capacity transportation. The motion was seconded and passed unanimously.**

13. COMMITTEE INFORMATION

- a. Fourth Quarter 2007 Financial Results Summary – as presented.
  - 1) Fourth Quarter 2007 Capital Budget Status Report – as presented.
  - 2) Fourth Quarter 2007 Statement of Net Assets & Federal Grant Reports – as presented.
- b. Fourth Quarter 2007 Operating Indicators – as presented.

- c. January 2008 Operating Indicators – as presented.
- d. 2007 Safety and Loss Summary Report – as presented.
- e. Community Outreach and Involvement – as presented.
- f. Sales Tax Reauthorization - covered under Agenda Item #12.

14. 2007 FINANCIAL RESULTS HIGHLIGHTS

Mr. Plaster said that he would review the 2007 Financial Results Highlights following the Committee meeting for those who wished to stay for this update.

16. COMMITTEE MEMBERS' EXPRESSIONS

None.

17. NEXT MEETING – WEDNESDAY, APRIL 2, 2008, 1:30 P.M., SOUTHSIDE CONFERENCE ROOM, 1230 WEST BOONE AVENUE

18. ADJOURN

There being no further business to come before the Committee, Chairman Munson adjourned the meeting at 2:27 p.m.

Respectfully submitted,

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Jeanette Van Dort, Executive Assistant