

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

OPERATIONS AND CUSTOMER SERVICE COMMITTEE

Minutes of the March 4, 2009, Meeting
Northside Conference Room

MEMBERS PRESENT

Richard Munson, City of Spokane Valley*
Nancy McLaughlin, City of Spokane
Ann Campeau, Citizen
Mike Brewer, Citizen
David Driscoll, Citizen
Rick Jacks, Citizen
Andrew Rolwes, Citizen
Nan Kelly, Citizen
Dennis Antonellis, ATU 1-15
Steve Pinkerton, AFSCME 3939
Guy Smith, ATU 1598

MEMBERS ABSENT

None

* Chair

STAFF PRESENT

Steve Blaska, Director of Operations
Jim Plaster, Director of Finance & Administration
Molly Myers, Manager, Communications
Jacque Tjards, Manager, Purchasing
Don Reimer, Manager, Maintenance & Facilities
Bruce Curran, Foreman, Facility and Grounds

GUESTS

None

1. **CALL TO ORDER**

Chairman Munson called the meeting to order at 1:33 p.m.

2. **INTRODUCTIONS AND CORRESPONDENCE**

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

3. **MINUTES OF THE FEBRUARY 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. **AWARD OF CONTRACT FOR OFFICE CONSTRUCTION – DISCUSSION**

Mr. Blaska said that this item was brought back to the Committee prior to going to the Board because even though some of the bids received were under the \$100K budgeted, the total cost of the project including preliminary engineering work is approximately \$103K. He noted that there was a bid appeal by Cleavenger Construction based on the winning bid's itemized cost not having been added correctly. Per STA procedure, the appeal went to the CEO, and it was her decision to accept the lowest bidder, Robert B. Goebel General Construction because they did stand behind the bid price they submitted.

Ms. Kelly arrived at 1:37 p.m.

Mr. Plaster commented that all of the equipment costs will be capitalized, and this action was just a request to award a contract to the lowest bidder. Ms. McLaughlin inquired about the cost of the project considering it only involved a relatively small area. Mr. Blaska responded that the HVAC system in this part of the building needs to be fixed, and that is a large portion of the cost of this project.

Mr. Jacks moved to recommend the Board award a contract to Robert B. Goebel General Construction in the amount of \$90,099.07 for the Sunroom construction project to provide for additional office space. The motion was seconded and passed unanimously

6. **AWARD OF CONTRACT FOR BUS BENCHES – DISCUSSION**

Mr. Blaska explained that specifications for the bus benches were presented to the Committee last month, and an invitation for bids was released which resulted in responses from thirteen responsible bidders. Staff has identified 100 locations where benches would be important amenities to STA's riders. Mr. Smith commented that signs have been placed on some of the current benches which inform the public that the bench will soon be removed and to contact the City of Spokane if they want to know more about this process. Ms. McLaughlin said she thought there was a policy change and she didn't believe the plan to remove the current benches was finalized by the City. Mr. Blaska said that STA is not involved in removal of the benches; that is between the City and the vendor providing the current benches. STA's responsibility is to determine where the benches are useful as a passenger amenity and provide this amenity to STA's riders. He added that the problem

appears to be that the advertising ordinance has not been enforced and this led to another vendor trying to use bus benches for advertising. The City has decided that they will enforce this ordinance uniformly, so the benches need to be removed.

Ms. McLaughlin reiterated that she was not positive that removal of the benches was finalized by the City and she felt that a clearer understanding of the City's plan is needed before STA purchases bus benches. Mr. Munson asked Ms. McLaughlin if she would get clarification regarding this matter prior to the STA Board meeting on March 19th. Ms. McLaughlin said she could discuss it with City Council members.

Mr. Plaster said that the STA Board needs to approve this because it exceeds the \$50K CEO procurement limit and he suggested that if the Committee approves recommending the purchase of the benches so they could be ordered in a timely manner, it might be prudent to add that approval is subject to final City policy change. Mr. Blaska commented that STA is not involved in coordinating the removal of the benches. The City has agreed to remove the benches and there will soon be no benches within the City of Spokane for bus riders to use. If STA does not provide the benches, our riders will be affected.

Mr. Munson moved to recommend the Board award a five-year contract to All Purpose Mfg., Inc., for the manufacture and delivery of bus stop benches as needed and budgeted for each year, pending final resolution by the Spokane City Government as to the timing of the removal of the old benches. Cost for the initial order of 100 benches is \$38,000 (plus sales tax). Orders in years 2 - 5 will be based upon bid pricing received and adjusted to the Consumer Price Index for All Urban Consumers (CPI-U). The motion was seconded and passed unanimously.

Mr. Blaska showed a picture of the proposed bus benches and added that the new benches will meet ADA requirements, will not have backs to avoid graffiti problems, and the metal weave will be slightly larger than that shown in the picture to allow snow and rain to fall through. Ms. Myers commented that there may soon be an article in the newspaper regarding the bus bench issue. Mr. Jacks asked if the price covered installation of the benches. Mr. Blaska responded that STA staff would perform installation and maintenance of the benches.

7. RECOMMENDATION OF NEW OPERATIONS & CUSTOMER SERVICE COMMITTEE MEMBERS – DISCUSSION

Mr. Blaska said that there were two applicants for citizen members of the Operations and Customer Service Committee. Following personal interviews with both of the applicants, staff is recommending that Mr. Murphy and Ms. Richardson be selected for inclusion on the Committee. Mr. Antonellis commented that the applications from the candidates were not the same and one of them did not fully fill out the form. Discussion ensued and it was determined that one application was not completed with as much detailed information as the other but all questions were the same on both applications.

Mr. Brewer moved to recommend the Board appoint Dan Murphy as a citizen member of the STA Operations and Customer Service Committee effective April 1, 2009, through December 31, 2010. The motion was seconded and passed unanimously.

Mr. Brewer moved to recommend the Board appoint Barbara Richardson as a citizen member of the STA Operations and Customer Service Committee effective April 1, 2009, through December 31, 2010. The motion was seconded and passed 9:1, with one member abstaining.

8. 2008 PERFORMANCE MEASURES - RESULTS – INFORMATION

Mr. Rolwes arrived at 1:57 p.m.

Mr. Blaska gave a brief overview of the 2008 Performance Measures. Noteworthy highlights included:

- Fixed Route service transported over 11.1M riders in 2008, a 17.7% increase over the prior year.
- Paratransit ridership transported over 511K riders in 2008, a 2.1% increase over the prior year.
- The Rideshare program saw a growth of 34.4% in 2008 with 83 vehicles in service. This program will be expanded by 20 vehicles in 2009.
- Fixed Route cost per revenue hour was 89.5% of the Urbanized Average for Washington state and 26.79 passengers per revenue hour were transported (which exceeded our goal of 22 passengers). Cost per passenger ran 77.3% lower than the Urbanized Average. Maintenance cost per mile was \$1.06. Complaints were down 27% from last year; compliments were up 52%.
- Paratransit cost per revenue hour was 84.2% if the Urbanized Average for Washington state and 2.89 passengers per revenue hour were transported (which is slightly under our goal of 3.0 passengers but still higher than any other transit agency in the state). Cost per passenger ran 66.6% lower than the Urbanized Average. Maintenance cost per mile was \$0.50. Complaints were the same as the previous year and compliments were up 8%.

Ms. Campeau left the meeting at 2:15 p.m.

- Workers compensation time loss was up slightly and involved mostly repetitive motion injuries associated with rough roads, shoulder and arm injuries, and securing wheelchairs. Advanced training and ergonomics classes will be offered.

9. CEO REPORT – INFORMATION

None.

10. COMMITTEE INFORMATION

- a. Fourth Quarter 2008 Financial Results Summary – as presented
 1. Fourth Quarter 2008 Capital Budget Status Report – as presented
 2. Fourth Quarter 2008 Statement of Net Assets & Federal Grant Reports – as presented
- b. Fourth Quarter 2008 Operating Indicators – as presented
- c. January 2009 Operating Indicators - as presented.
- d. Community Outreach and Involvement - as presented.

11. 2008 FINANCIAL RESULTS HIGHLIGHTS – INFORMATION

Mr. Plaster noted that this presentation went to the Board at their last meeting. Significant highlights of 2008 include increased ridership and decreased sales tax.

- Operational revenues enjoyed a favorable variance due to increased ridership; however, sales tax revenues were 6.2% below budget on a cash basis.
- Federal assistance under Section 5307 funds was \$1 million more than budgeted and the anticipated federal stimulus funding will assist the 2009 budget. There was a small amount of federal funding left in the light rail budget (\$4,816) which was used to pay David Evans and Associates.
- Cooperative Street and Road projects are slated to be complete by the end of 2010. The actual cost of the sales tax election in May 2008 was \$117,000 compared to the budgeted amount of \$300,000.

Mr. Antonellis left the meeting at 2:36 p.m.

- January and February 2009 sales tax revenues were both 5.5% below budget. This is particularly severe since the February sales tax receipts are from December sales. Winter weather impacted shopping opportunities during the holiday season.

12. OLD OR NEW BUSINESS

None.

13. COMMITTEE MEMBERS' EXPRESSIONS

None.

15. NEXT MEETING – WEDNESDAY, APRIL 1, 2009, 1:30 P.M., SOUTHSIDE CONFERENCE ROOM, 1230 WEST BOONE AVENUE

16. ADJOURN

There being no further business to come before the Committee, Chairman Munson adjourned the meeting at 2:43 p.m.

Respectfully submitted,

Jeanette Van Dort, Executive Assistant