

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

Minutes of the April 2, 2014, Meeting

Southside Conference Room

MEMBERS PRESENT

Mike Allen, City of Spokane *
Chuck Hafner, City of Spokane Valley
Richard Schoen, City of Millwood
Rhonda Bowers, Labor Representative
E. Susan Meyer, CEO (Ex-officio)

MEMBERS ABSENT

None

* Chair

STAFF PRESENT

Steve Blaska, Director of Operations
Karl Otterstrom, Director of Planning
Lynda Warren, Director of Finance and Information Services
Steve Doolittle, Director of Human Resources
Beth Bousley, Director of Communications & Customer Svc.
Susan Millbank, Community Ombudsman & Accessibility Officer
Denise Marchioro, Transportation Manager, Paratransit
Patricia Talbott, Paratransit Contract Manager
Delana Newell, Manager, Paratransit Inc.
Brandon Rapez-Betty, Senior Communications Specialist
Karla Gibbons, Eligibility Specialist
Krissy Ellis, Fixed Route Operations Specialist
Jan Watson, Executive Assistant to the CEO & Clerk of the Authority
Merilee Robar, Executive Assistance, Finance and Information Systems

GUESTS

None

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

Chair Allen called the meeting to order at 1:31 p.m. Introductions were made. There was no correspondence requiring the Committee's attention.

2. **PUBLIC EXPRESSIONS**

None.

3. **COMMITTEE CHAIR REPORT**

None.

4. **COMMITTEE APPROVAL**

A. **MINUTES OF THE MARCH 5, 2013, COMMITTEE MEETING**

Mr. Hafner moved to recommend approval of the March 5, 2014, Committee meeting minutes. The motion was seconded by Mr. Schoen and passed unanimously.

5. **COMMITTEE ACTION**

A. **Board Consent Agenda**

1. **AWARD OF CONTRACT FOR SECURITY SERVICES**

Mr. Doolittle explained that the current contract for security services will expire on June 30, 2014. A scope of work was approved by this Committee in December 2013, and a request for proposals (RFP) package was issued to eleven potential contractors in February 2014. Two amendments to the RFP were also issued in February, and in March, nine responsive proposals were received from responsible vendors.

After review of all submissions, the evaluation committee determined that the current service provider, Securitas, offered the best proposal of service and prices combined. Their proposal

represents an approximate 2% cost increase over the current year contract for the first three years, with years 4 and 5 assuming an annual inflation factor of approximately 3%.

Staff is asking the Committee to recommend the Board award a five-year contract to Securitas for security services.

Mr. Schoen moved to recommend the Board award a five-year contract to Securitas for security services. The estimated cost for the first three years of the contract is \$1,684,271.80. Years 4 and 5 of the contract assume an annual inflation factor of approximately three percent (3%). The motion was seconded by Mr. Hafner and passed unanimously.

2. REQUEST FOR “FREE RIDE DAY” IN SUPPORT OF NATIONAL “DUMP THE PUMP” DAY

Ms. Bousley explained that on Thursday, June 19, 2014, the American Public Transportation Association (APTA) and public transportation systems across the country will celebrate the 9th Annual National “Dump the Pump” Day. Staff is requesting a suspension of all fares on June 19th in an effort to support APTA’s efforts and promote the use of public transportation in the Spokane area by hosting a “Free Ride Day” for anyone who wants to use the system.

In order for STA to inform commuters within Spokane about the event (pending Board approval), STA plans to promote the Free Ride Day with agency partners and announce the event using local media outlets, the STA website, and social media. An official “Free Ride Day” to raise awareness of the event will serve to boost bus ridership and enhance marketing efforts associated with the media event. Ms. Meyer added that the goal is to inspire people to take a free ride and try out transit for the day.

Mr. Allen remarked that while he really liked the concept, he felt that a one-day fare suspension might better serve the purpose of encouraging people to make transit a part of their daily lives if it occurred in early October, when schools and universities are in full session. Ms. Meyer commented that STA has special pass programs with local colleges and universities which are in effect at that time of the year. Brief discussion ensued.

Mr. Hafner moved to recommend the Board approve a suspension of fare collection from riders on Thursday, June 19, 2014, in support of APTA’s 9th Annual “Dump the Pump” Day. The motion was seconded by Mr. Schoen and passed unanimously.

- B. Board Discussion Agenda
(No items being presented this month.)

6. COMMITTEE REPORTS

A. SMART BUS PROJECT – UPDATE

Mr. Blaska gave a presentation to update the Committee on the status of the Smart Bus project. He said that the project completed Initial Factory Assessment Testing at the end of 2013 and proceeded to Pilot Vehicle installation and testing in January. In accordance with the schedule presented to the Committee last July, STA is on pace for a November 2014 full public release of all capabilities. Mr. Blaska noted that there were two technical issues that could not be resolved by the contractor during pilot vehicle installation: the radios will not properly fall back to a ‘voice only’ mode should the digital on-board system fail, and the fareboxes do not interface with the system as designed. The farebox issue is not expected to be resolved until the end of April.

Mr. Blaska explained that STA’s position is not to accept any phase of the implementation schedule until the contractor delivers capabilities as specified in the contractual request for proposals. Consequently, STA will not accept the pilot test until the farebox issue is resolved and will not commit to moving forward with full fleet installation until the pilot system works as designed. The pilot test acceptance has been rescheduled for May and full fleet installation should commence in mid-June. Staff will continue to work many of the other components of the project in parallel, but the delay of pilot test acceptance causes the entire project to slip and will delay expected completion to the end of January 2015.

Ms. Ellis gave the group a visual demonstration of the TransitMaster/BusOps system.

Ms. Meyer added that there are many departments involved in this project and thanked Mr. Blaska for being the executive sponsor of the project and also Teresa Overhauser for her work as project manager.

B. IN-PERSON ASSESSMENT PROGRAM AND MOBILITY TRAINING UPDATES - 2013

Mr. Blaska gave a presentation on the year end 2013 Performance Measures for the Mobility Training and In-Person Assessment programs. He explained that these programs are not about restricting access to Paratransit service, they are about matching an individual's capabilities with the type of transportation they need. Mr. Blaska explained in detail how the In-Person Assessment program works, covering the various assessment tools that are used to determine whether or not an individual is capable of riding a Fixed Route bus or whether he or she needs to rely on Paratransit service. He noted that in its first year, this program has exceeded all goals for 2013.

Mr. Blaska said that the Mobility Training program is in its seventh year, and its objective is to determine an individual's abilities to see if training will empower him or her to ride the Fixed Route bus system rather than rely on Paratransit service. Training is either basic (10 hours) or intensive (10 to 30 hours) and focuses on repeated patterns of use and skill development. In addition to providing one-on-one training, the trainers also attend community functions, meetings, and seminars to review the program and also offer group training to orient users to the mechanics of the bus system (fare structures, reading schedules, trip planning through Customer Service and the internet). The Mobility Training program has also exceeded its goals for 2013, and the cost avoidance for both programs was over \$1M in 2013.

C. PASSENGER FACILITIES REPORT

Mr. Otterstrom explained that the annual *Performance Report – Passenger Facilities* provides information about Spokane Transit including bus stop level ridership, Park & Ride utilization, and capital projects and grant administration. He explained that STA serves 1,686 bus stops, maintains 118 transit shelters and 12 park and ride lots, and provides bike lockers at select locations. Understanding how these passenger facilities are used enables Spokane Transit to focus its resources more efficiently and provides key data which assists in ensuring the agency invests responsibly in infrastructure that supports STA's Mission Statement and its Comprehensive Plan goals and policies.

Mr. Otterstrom gave a presentation which included an overview of passenger facilities improvements and Park & Ride utilization statistics. Discussion ensued regarding the types of surveys that are done, how data is collected for this report, and the improvements and enhancements that were made to STA's passenger facilities. Mr. Otterstrom noted that 2013 was STA's third highest Fixed Route ridership year with over 11M passengers.

7. CEO REPORT

- A. Ms. Meyer briefly reviewed the sales tax history and revenue trend, noting that the average increase from 1992 - 2013 was 3.0%.
- B. Ms. Meyer reviewed the May 2014 scheduled revisions to Routes #24-Monroe, #25-Division, #26-Lidgerwood, #28-Nevada, #42-South Adams, #44-29th Avenue, #45-Regal, #62-Medical Lake, #66-EWU/Cheney, #68-Cheney Local, #124-North Express, #173-VTC Express, and #174-Liberty Lake Express. These revisions are intended to improve service delivery/reliability, improve connectivity, and/or resolve safety concerns.
- C. Ms. Meyer said that last December, the Board approved the STA 2014 State Legislative Focus and Priorities. The focus was to monitor proposed legislation, particularly that which may affect STA and/or the Spokane Region. Priorities include: maintain decision making for public transportation by local elected public officials, preserve current state investments in public transportation in the Spokane region, plan for long-term transportation funding, and partner with other Spokane area organizations where shared interest exists.

Ms. Meyer reviewed legislation which passed that could impact STA:

- SSB 5173 - employees of the state and its political subdivisions are entitled to two unpaid holidays per calendar year for reasons of faith or conscience or for an organized activity conducted under the auspices of a religious denomination, church, or religious organization;

- ESSB 6517 - amends RCW 42.56.250 and adds driver's license numbers and identicard numbers to the list of information that is exempt from public inspection and copying;
- SHB 2105 – public agencies...must make the agenda of each regular meeting of the governing body available online no later than twenty-four hours in advance of the published start time of the meeting;
- ESP 5964 – every member of the governing body of a public agency must complete training in Open Public Meeting Act requirements within 90 days of assuming their duties.

Ms. Meyer added that the 2013-2015 Supplemental Transportation Budget was sent to the Governor on March 13th; it has not been signed, but there are no changes to STA funding in the supplemental budget. The 2014 State Legislative Session ended on March 13th, but the House and Senate were unable to agree on a multi-year transportation revenue package. She noted that some legislators are interested in continuing negotiations, but no formal discussions have begun.

- D. Ms. Meyer said that she and Mr. Otterstrom went to the City of Liberty Lake Council meeting to provide a transit update. The Council would like STA to provide more service and extend a route so it would access a senior housing facility. Following the meeting, Ms. Meyer and Mr. Otterstrom spoke with a City Administrator and it was determined that the City of Liberty Lake might be able to provide a vehicle so residents of the senior housing facility could get to the nearest STA Park & Ride lot.
- E. Mr. Schoen inquired about the current status of the [proposed West Plains] casino. Ms. Meyer said that STA submitted its questions and request for clarifications [to the Bureau of Indian Affairs, Northwest Region] almost a year ago, and there has been no response to date. There is still no firm date for when the Record of Decision (final document for the Governor's approval) will be issued.

8. COMMITTEE INFORMATION

- A. February 2014 Financial Results Summary (*Lynda Warren*) – as presented.
- B. March 2014 Sales Tax Revenue Information (*Lynda Warren*) – as presented.
- C. February 2014 Operating Indicators (*Steve Blaska*) – as presented.
- D. Community Outreach and Involvement (*Beth Bousley*) – as presented.
- E. May 2014 Minor Service Adjustment (*Karl Otterstrom*) – as presented.

9. APRIL 2014 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

None.

11. COMMITTEE MEMBERS' EXPRESSIONS

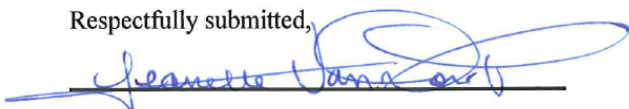
None.

12. ADJOURN

Chair Allen adjourned the meeting at 3:09 p.m.

13. NEXT MEETING – WEDNESDAY, MAY 7, 2014, 1:30 P.M., STA SOUTHSIDE CONFERENCE ROOM, 1230 WEST BOONE AVENUE

Respectfully submitted,



Jeanette Van Dort, Executive Assistant