

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

**PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE**

Minutes of the April 1, 2015, Meeting

Southside Conference Room

**MEMBERS PRESENT**

Amber Waldref, City of Spokane \*  
Karen Stratton, City of Spokane  
Chuck Hafner, City of Spokane Valley  
Patrick Rushing, City of Airway Heights  
E. Susan Meyer, CEO (Ex-officio)

**MEMBERS ABSENT**

Rhonda Bowers, Labor Representative

\* Chair

**STAFF PRESENT**

Steve Blaska, Director of Operations  
Lynda Warren, Director of Finance & Information Svcs.  
Beth Bousley, Director of Communications & Customer Svc.  
Steve Doolittle, Director of Human Resources  
Don Reimer, Manager, Maintenance & Facilities  
Mark Curtis, Manager, Customer Service  
Denise Marchioro, Manager, Paratransit Services  
Susan Millbank, Community Ombudsman &  
Accessibility Officer  
Jessica Charlton, Project Manager, Planning  
Chris Tohm, Sr. Communications Specialist  
Mark Morris, Communications Specialist  
Jan Watson, Executive Assistant & Clerk of the Authority  
Merilee Robar, Exec. Assistant, Finance & Information Svcs.  
Dana Infalt, Admin. Assistant, Maintenance & Facilities

**GUESTS**

None

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

Chair Waldref called the meeting to order at 1:35 p.m. Introductions were made.

2. **PUBLIC EXPRESSIONS**

None.

3. **COMMITTEE CHAIR REPORT**

Chair Waldref commented on the many excellent presentations STA staff has given to various organizations regarding the upcoming ballot measure. Ms. Meyer said she still has meetings scheduled with community business leaders and groups throughout the Spokane area over the coming weeks. Discussion regarding ballot measure information dissemination ensued. Chair Waldref said it's important that everyone has access to accurate information regarding this important issue.

4. **COMMITTEE APPROVAL**

A. **MINUTES OF THE MARCH 4, 2015, COMMITTEE MEETING**

**Mr. Rushing moved to recommend approval of the March 4, 2015, Committee meeting minutes. The motion was seconded by Ms. Stratton and passed, with Mr. Hafner recusing himself from the vote because he was not present at that meeting.**

5. **COMMITTEE ACTION**

A. **Board Consent Agenda**

1. **APPROVAL OF SPOKANE REGIONAL TRANSPORTATION MANAGEMENT CENTER (SRTMC) AGREEMENT**

Mr. Blaska explained that in 1998, the Spokane Regional Transportation Management Center (SRTMC) was created as a regional entity designed primarily to coordinate traffic control and incident management operations, operate a regional traffic management center, and coordinate regional Intelligent Transportation System (ITS) architecture and planning. Recent changes with SRTMC membership and management require an amendment to the current Interlocal Agreement.

The provisions of the current agreement provide for an Operating Board consisting of representatives from each member organization to provide management oversight of the operations and planning efforts. Members of the Operating Board are: City of Spokane, Spokane

County, Washington State Department of Transportation (WSDOT), and Spokane Transit Authority (STA). The Spokane Regional Transportation Council (SRTC) provided administration and staffing support. The SRTC Board was the approval authority for the annual work program, budget, and grant requests.

After its incorporation in 2003, The City of Spokane Valley became an active participant in the joint venture; however, they have not been formally included in the Interlocal Agreement. The partner agencies agreed that WSDOT should assume most of the support responsibilities previously accomplished by the SRTC. The transition of responsibilities from the SRTC to WSDOT was the catalyst for a fundamental discussion regarding the future of this joint effort. All partner agencies agreed to set a timeline for this reassessment.

Major components of the amendment include inclusion of City of Spokane Valley as a party to the agreement, SRTC to be added as an ex officio party to the agreement, WSDOT would assume administrative support duties previously performed by SRTC, and it sets December 31, 2015, as the termination of the agreement in order to stimulate a decision as to whether to continue the joint effort or begin an effort to transition to an alternate concept of operations.

**Mr. Hafner moved to recommend the Board approve a resolution to adopt Amendment No. 1 of Agreement No. GCA 1450, An Interlocal Agreement Among Spokane Regional Transportation Council, Spokane County, City of Spokane, Washington State Department of Transportation, and Spokane Transit Authority, to Form a Regional Transportation Systems Center Operating Board, Define Its Organization and Authority, and Establish a Regional Transportation Systems Center Jurisdictional Area. The motion was seconded by Ms. Stratton and passed unanimously.**

2. AUTHORIZATION OF BUDGET AND TASK ORDER TO BEGIN DESIGN AND ENGINEERING FOR THE BOONE NORTHWEST GARAGE

Mr. Blaska said that in 2009, STA conducted a comprehensive facilities need study. Six facility deficiencies were required to be resolved at STA's current service levels: Paratransit operational space was inadequate, Human Resources space was inadequate and poorly located, there was no secure reception area on the first floor of the north building, there was no access control in the north building, there was inadequate bus and van servicing and storage capacity, and there was inadequate facilities and maintenance equipment storage.

In 2011, a plan to correct these deficiencies was presented to the Board, and the individual projects to fulfill the plan have been approved through the Capital Improvement process. Four of these six deficiencies have already been mitigated. However, the Boone northwest garage is currently an unfunded project because accurate cost estimates cannot be accomplished until design and engineering work has been conducted. The facility would be approximately 62,000 to 86,420 square feet and would include fueling, washing, cleaning, and storage capability for paratransit and fixed route vehicles.

A scope of work for the project will come to the Committee at a future date. At this time, staff is requesting the Committee recommend to the Board authorization of a task order and budget of \$946,079 to perform design and engineering for the new garage.

**Mr. Hafner moved to recommend the Board authorize a task order and budget of \$946,079 to perform design and engineering for a new Boone northwest garage. The motion was seconded by Ms. Stratton and passed unanimously.**

3. APPROVAL TO AWARD ADDITIONAL VAN GRANT VEHICLE

Mr. Blaska explained that in 2012, the Board approved a policy to award up to ten retired vans from the Vanpool and Paratransit programs to community service organizations. This year, staff is recommending the Board approve an exception to policy and allow the award of eleven vans to avoid choosing between two equally-worthy grant applicants that tied for the award of the tenth van. There are an adequate number of vans available to be retired this year to support this exception to policy.

**Mr. Rushing moved to recommend the Board approve an exception to policy to award one additional van grant vehicle in 2015. The motion was seconded by Mr. Hafner and passed unanimously.**

B. Board Discussion Agenda

*(No items were presented this month.)*

6. COMMITTEE REPORTS

A. FARE CHANGE – UPDATE

Ms. Warren said that staff is evaluating STA's fares and fare structure for a proposed fare change. Prior to bringing a final recommendation to the Board late this year, staff will conduct a public outreach process. The public outreach plan will be presented to the Board in May 2015. Based on input received during public outreach, a public hearing will be held and staff will present a draft recommendation in September 2015 which encompasses feedback from the public. A final recommendation is anticipated to be submitted to the Board for approval in November 2015. If approved, the change may be implemented as early as July 1, 2016. Chair Waldref expressed concern at the timing of the proposed fare change. Brief discussion ensued. Mr. Blaska noted that this is just a presentation of the proposed timeline and strategy for public outreach to ensure opportunities for participation and input from agencies, community centers, key stakeholders, individuals with disabilities, community leaders, and educational institutions, as well as from riders and non-riders.

B. DEMONSTRATION OF REAL TIME TOOLS FOR CUSTOMER INFORMATION

Mr. Blaska said that in 2004, STA made a commitment to invest in customer service technology. He reviewed progress to date and, with the assistance of Mr. Tohm, gave a brief demonstration of real time tools for customer information soon to be available for STA's bus riders. Chair Waldref and the other Committee members congratulated staff on their excellent work to date on this project.

7. CEO REPORT

A. Ms. Meyer explained that STA's five-year contract with Loomis to provide armored car services for the Plaza and the Boone facility will expire on June 30, 2015. Staff will be releasing a request for proposals (RFP) in March and will ask the Committee to recommend approval of an award of contract at the May Performance Monitoring and External Relations Committee meeting. The estimated cost for this service is \$70K.

B. Ms. Meyer also mentioned that the current contract to provide communications and marketing services to STA will expire July 31, 2015. An RFP will be released in April. The estimated cost for these services is \$100K. Ms. Meyer noted that approval of release of these two RFPs is within her procurement authority.

C. Ms. Meyer said that the March sales tax revenue is up 5.1% compared to March of 2014, is up 6.2% year to date, and is 0.6% higher year-to-date than the budget for sales tax revenue. February Fixed Route weekday ridership is down 1% for the month, and down 1% year to date. Total ridership is down 0.8% for the month, and down 2.2% year to date.

D. Ms. Meyer provided a brief legislative update, noting that funding for transit programs is at the same level as the last biennium with two exceptions:

- The Regional Mobility Grant Program (RMGP) funding was increased by \$5M for a total of \$45M for the two years for new projects.
- The \$13M per year in operating grants from the 2012 fee bill was not included; this was due to sunset in June 2015.

E. Ms. Meyer reviewed the proposed September 2015 service revisions noting that they would depend on a successful outcome of the upcoming ballot measure. The service revisions would include later Saturday night service system-wide, improved Saturday frequency on Wellesley in north Spokane, and new Saturday night/Sunday service on north Nevada. A draft recommendation would come to this Committee in May, with public hearings scheduled for later that month. Final recommendation to the Committee and Board is anticipated for June 2015. If approved, these changes would take effect September 20, 2015. No changes will happen if the April ballot measure does not pass.

8. COMMITTEE INFORMATION

A. February 2015 Financial Results Summary – *as presented.*

B. March 2015 Sales Tax Revenue Information – *as presented.*

C. February 2014 Operating Indicators – *as presented.*

D. Community Outreach and Involvement – *as presented.*

9. MAY 2015 COMMITTEE PACKET AGENDA REVIEW

Chair Waldref asked if there were any comments about the draft agenda for the next Committee meeting. None were forthcoming. Mr. Blaska noted that some items on the agenda would be removed if the April ballot measure is not approved by voters.

10. NEW BUSINESS

Mr. Blaska thanked Mr. Curtis for the work he and his Customer Service team have done in testing the customer information application.

11. COMMITTEE MEMBERS' EXPRESSIONS

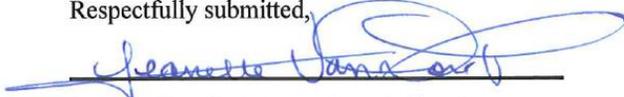
None.

12. ADJOURN

Chair Waldref adjourned the meeting at 3:03 p.m.

13. NEXT MEETING – WEDNESDAY, MAY 6, 2015, 1:30 P.M., STA SOUTHSIDE CONFERENCE ROOM, 1230 WEST BOONE AVENUE

Respectfully submitted,



Jeanette Van Dort, Executive Assistant