

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

**PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE**

Minutes of the February 6, 2013, Meeting  
Southside Conference Room

**MEMBERS PRESENT**

Chuck Hafner, City of Spokane Valley\*\*  
Art Kulibert, City of Medical Lake  
Rhonda Bowers, Labor Representative

**MEMBERS ABSENT**

Mike Allen, City of Spokane\*  
Nancy McLaughlin, City of Spokane  
Gary Schimmels, Spokane County  
E. Susan Meyer, CEO (Ex-officio)

\* Chair \*\* Acting Chair

**STAFF PRESENT**

Steve Blaska, Director of Operations  
Karl Otterstrom, Director of Planning  
Lynda Warren, Director of Finance  
Steve Doolittle, Director of Human Resources  
Mark Curtis, Manager, Customer Service & The Plaza  
Jan Watson, Executive Assistant and Clerk of the Authority  
Merilee Robar, Executive Assistant, Finance

**GUESTS**

None

---

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

Acting Chair Hafner called the meeting to order at 10:00 a.m. Introductions were made. There was no correspondence requiring the Committee's attention.

2. **PUBLIC EXPRESSIONS**

None.

3. **COMMITTEE CHAIR REPORT**

Acting Chair Hafner said that this is a particularly busy time of the year when people have a lot of other meetings to attend, but nevertheless, this group would proceed with the business at hand. Those items which could not be approved due to lack of a quorum would be forwarded to the Board of Directors for a decision.

4. **COMMITTEE APPROVAL**

A. **MINUTES OF THE JANUARY 2, 2013, COMMITTEE MEETING**

**Mr. Kulibert moved to approve the minutes as presented. In the absence of a quorum, Acting Chair Hafner said they were approved by consensus. This item will be re-submitted to the Committee for approval at their next meeting.**

B. **APPROVAL OF SCOPE OF WORK FOR PLAZA JANITORIAL SERVICES**

Mr. Blaska explained that the current contract for janitorial services at The Plaza will expire on July 31, 2013. To maintain competitive pricing for this service, staff is seeking approval of a Scope of Work to release a Request for Proposals (RFP) for these services. The RFP will be for janitorial services to maintain STA's downtown transit terminal under a formal contract with one responsible vendor for a period of three years, effective August 1, 2013, with two optional one-year extensions. The contract will include janitorial services for the new Mobility Training Center at the Plaza. In addition, staff has included a separate pricing option for select custodial work at the Boone Avenue facility.

Ms. Bowers expressed concern that contracted custodial work at the Boone Avenue facility could be in conflict with duties assigned to union maintenance staff already working at that location. Mr. Blaska explained that STA contracted out second floor custodial services until 2004, and because STA expected to lay off people at that time, a decision was made to not renew the contract with an outside firm, but rather to keep people on board with STA to perform this custodial work. Since that time, the workforce has been managed to allow for this work to be done by STA employees, but now that there are additional facilities to be considered in the future, information is needed to determine whether it would be in STA's best interests to go back to contracting those custodial services out, or continue to keep them in house.

Mr. Blaska asked Ms. Bowers if she would prefer that this item go to the Board discussion agenda rather than the Board consent agenda. Ms. Bowers said she would prefer there be further discussion by the Board and that it not be placed on the consent agenda.

**The Committee could not take action in the absence of a quorum. This item will be forwarded to the Board of Directors' discussion agenda for further action. Those members present concurred by consensus with staff's recommendation to approve the Scope of Work as presented and authorize staff to release a Request for Proposals for janitorial services for The Plaza and for additional custodial work at the Boone Avenue facility.**

5. COMMITTEE ACTION

A. Board Consent Agenda

1. AWARD OF CONTRACT FOR CAD/AVL DISPATCH RENOVATION

Mr. Otterstrom said that in July 2012, the Board approved the scope of work for the remodel of the Fixed Route Operations offices and drivers areas to accommodate a new Computer Aided Dispatch/Automatic Vehicle Locating (CAD/AVL) center and other miscellaneous improvements. The project was advertised in December 2012 with four alternatives: painting the existing lockers, removal and replacement of lockers with new, replacing the existing metal office doors with wood doors, and installing the communications cabling.

Nine contractors provided bids for the project. Staff is recommending that an award of contract go to Meridian Construction who, with their base bid and alternate number 4, provided the lowest bid.

**The Committee could not take action in the absence of a quorum. This item will be forwarded to the Board of Directors for further action. Those members present concurred by consensus with staff's recommendation to approve an award of contract to Meridian Construction for the Base Bid, Alternate No. 4 and sales tax, for a contract amount of \$253,488.**

2. PERFORMANCE MEASURES REPORTING

Mr. Blaska said that since the Board approved the 2013 Performance Measures, a decision was needed regarding the reporting format the Board would prefer. Based on the Committee's guidance at their January meeting, staff is recommending the following Priorities be reported on a quarterly basis to the Board:

- Ensure Safety (preventable accident rate);
- Earn and Retain the Community's Trust (ridership);
- Provide Excellent Customer Service (professionalism and courtesy survey results; Fixed Route and Paratransit on-time performance);
- Enable Organizational Success (performance evaluations); and
- Exemplify Financial Stewardship (cost efficiency/cost per passenger).

Staff is seeking final approval of the new reporting format and a recommendation for Board approval. Mr. Blaska added while this is a condensed format, complete information regarding STA's performance will continue to be posted on the STA website.

**The Committee could not take action in the absence of a quorum. This item will be forwarded to the Board consent agenda for further action. Those members present concurred by consensus with staff's recommendation to approve the revised reporting format for STA's Performance Measures.**

B. Board Discussion Agenda – *No items submitted this month.*

6. COMMITTEE REPORTS

A. FIXED ROUTE SYSTEM RIDERSHIP ANALYSIS – END OF YEAR INITIAL ASSESSMENT

Mr. Blaska said that the service reductions in 2010 and 2011 were required in order to bring our level of service into alignment with the severe revenue shortfall caused by the economic recession. Ridership was expected to decline by 5-7% after the September 2011 Service Change. However, STA did not experience this anticipated drop in ridership. In fact, ridership in 2012 increased 1.9% compared to 2011. At 11,031,072 trips, 2012 represents the third highest ridership year in STA history.

Mr. Blaska briefly reviewed significant positive developments including:

- Cheney/EWU boardings increased 17.1%;
- Route 33-Wellesley ridership increased 11.4%; Route 90-East Sprague ridership increased 6.73%; Route 45-Regal ridership increased 10.8%;
- Valley commuter routes 173-VTC Express increased 9.8%; 174-Liberty Lake Express increased 11.87%;
- Combined boardings for Routes 29-SCC and 39-Mission are up 9.6%.

Further analysis is needed to determine why ridership is either relatively flat or has decreased on Route 60-Airport, Route 61-Highway 2, Route 1-Plaza/Arena Shuttle, Route 124-North Express, and Route 42-South Adams. Brief discussion ensued.

7. CEO REPORT

None.

8. COMMITTEE INFORMATION

- A. January 2013 Sales Tax Summary – *as presented*. Ms. Warren noted that these are sales tax figures from November 2012.
- B. December 2012 Operating Indicators – *as presented*.
- C. Wall Street/Plaza Exterior Project Status Report – *as presented*.
- D. Community Outreach and Involvement – *as presented*.
- E. Connections Analysis Project Update/May 2013 Service Change Summary (*Karl Otterstrom*) – *as presented*.

9. FEBRUARY 2013 COMMITTEE PACKET AGENDA REVIEW

**Acting Chair Hafner 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

Mr. Kulibert said he had concerns with what is happening at the federal level in regard to transportation. Brief discussion ensued.

12. ADJOURN

Acting Chair Hafner adjourned the meeting at 10:42 a.m.

13. NEXT MEETING – WEDNESDAY, MARCH 6, 2013, 1:30 P.M., STA SOUTHSIDE CONFERENCE ROOM, 1230 WEST BOONE AVENUE

Respectfully submitted,

---

Jeanette Van Dort, Executive Assistant