

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

Minutes of the January 2, 2013, Meeting
Southside Conference Room

MEMBERS PRESENT

Chuck Hafner, City of Spokane Valley*
Art Kulibert, City of Medical Lake
Mike Allen, City of Spokane
Rhonda Bowers, Labor Representative
E. Susan Meyer, CEO (Ex-officio)

STAFF PRESENT

Steve Blaska, Director of Operations
Karl Otterstrom, Director of Planning
Lynda Warren, Director of Finance
Mark Curtis, Manager, Customer Service & The Plaza
Molly Myers, Manager, Communications
Merilee Robar, Executive Assistant, Finance

MEMBERS ABSENT

None

GUESTS

None

* Chair

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

Chair Hafner 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**

Chair Hafner said that over the past months, this Committee has played an extremely important role under the new organization plan. Now that he has become more involved in the agency's policies and procedures, Chair Hafner commented that this organization is run very efficiently. He acknowledged the hard work of E. Susan Meyer, Steve Blaska, Karl Otterstrom, Lynda Warren, and the entire team who is dedicated to the success of the agency and committed to providing the best possible service to our community.

4. **COMMITTEE APPROVAL**

A. **MINUTES OF THE DECEMBER 5, 2012, COMMITTEE MEETING**

Mr. Kulibert moved to recommend approval of the December 5, 2012, Committee meeting minutes. The motion was seconded by Mr. Allen and passed unanimously.

B. **APPROVAL OF SCOPE OF WORK FOR PHASE II WALL STREET/PLAZA BLOCK EXTERIOR**

Mr. Otterstrom explained that improvements to the functionality and appeal of the STA Plaza are desired to create a better experience for our customers, the general public, and stakeholders in order to continue STA's goal of "supporting a vibrant downtown Spokane." Toward this end, JUB Engineers, Inc., was tasked to perform pre-design service for Plaza exterior improvements. In addition, Coffman Engineers, along with their sub-consultant ALSC Architects, were tasked to perform a conceptual level evaluation of the Plaza's exterior, along with a review of all available reports and memos in order to create conceptual renderings illustrating the potential of the Plaza. The Scope of Work involves, but is not limited to, the following:

- Sprague Avenue Sidewalk
 - Removal of existing open grates over Avista vault at the south-west corner of the Plaza and replace with smooth surface lids. This will require creation of an alternative venting system on the west exterior wall of the Plaza.
 - Construction of passenger improvements for pedestrian queuing, seating, and general beautification from Post Street to Wall Street, while keeping in mind future needs (CAD/AVL).
 - Eliminate trees and tree wells and plant new trees elsewhere in the downtown area (conditioned upon approval by the City of Spokane Urban Forester).
- Riverside Avenue Sidewalk
 - Construction of "human-scale" improvements for pedestrian queuing, seating, and general beautification from Post Street to Wall Street, while keeping in mind future needs (CAD/AVL).

- Wall Street Sidewalk
 - Construction of “human-scale” improvements for pedestrian queuing, seating, and general beautification at the intersection of Wall and Riverside, while keeping in mind future needs (CAD/AVL).

The estimated total for this portion of the project is \$397K. The project will be incorporated into the Wall Street/Plaza Exterior Improvement Project and be funded at an 80% match rate through the Washington State Regional Mobility Grant program.

Mr. Allen expressed concern about the value of the proposed changes to bus riders. Mr. Otterstrom responded that these changes would improve pedestrian flow as well as provide improved lighting and additional seating facilities. It would also position the facility for future real-time information displays. Discussion ensued. Mr. Kulibert also noted that the design of the new construction could be a problem to maintain because there would be moving parts which could break. Mr. Otterstrom said that the design has not been finalized and this would be taken into consideration while formulating a final design.

Mr. Kulibert moved to approve the Scope of Work for Phase II Wall Street/Plaza Block Exterior and authorize staff to release an Invitation for Bids (IFB) upon final design. The motion was seconded by Mr. Allen and passed unanimously.

C. 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. Staff is recommending the following Priorities be reported on a quarterly basis to the Board: Safety (preventable accident rate); Community Trust (ridership); Outstanding Customer Service (professionalism and courtesy survey results); Organizational Success (performance evaluations); and Financial Stewardship (cost efficiency/cost per passenger).

Mr. Allen said he would like to have Fixed Route On-time Performance included with the quarterly reports, as that might be of interest to the Board as well as to bus riders. Mr. Kulibert and Ms. Bowers agreed. Mr. Blaska said that could be included under the Priority of Providing Outstanding Customer Service.

Based on the Committee’s discussion and guidance, staff will recommend a final report format for STA’s Performance Measures at the February meeting for Board approval. When approved, this information will also be posted on the STA website.

The Committee agreed, by consensus, to approve the new format with the proposed addition of On-time Performance as a measure under Providing Outstanding Customer Service.

5. COMMITTEE ACTION

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

6. COMMITTEE REPORTS

No items submitted this month.

7. CEO REPORT

- A. Ms. Meyer said that on January 1, 2013, MV Public Transportation, Inc., became the new provider of Paratransit supplemental service. MV provides weeknight and weekend service to Paratransit customers. So far their on-time performance is 93%, and staff is very pleased with their early performance. Ms. Meyer congratulated Mr. Blaska, Ms. Marchioro, and Ms. Talbott for all their hard work in developing a request for proposals, interviewing prospective candidates, and final award of the contract.
- B. First Night service was a success, but ridership numbers are expected to be down due to the extremely cold weather.
- C. STA has a contract with Trapeze to provide software for the Smart Bus project. STA’s requirements were specific and lengthy, and negotiations were extensive. Mr. Blaska acted as executive sponsor, providing technical expertise to ensure the software that was developed would best serve STA’s needs. Completion of installation is anticipated for mid-2014.

8. COMMITTEE INFORMATION

- A. November 2012 Financial Results Summary - *as presented*.
- B. December 2012 Sales Tax Summary – *as presented*. Ms. Warren said there was a minor correction to the year-to-date sales tax revenue as reported. It should read 2.0% rather than 2.2% over 2011.
- C. November 2012 Operating Indicators – *as presented*. Mr. Blaska added that final numbers are not yet in, but 2012 is anticipated to be one of the highest ridership years in STA's history.
- D. Community Outreach and Involvement – *as presented*.

9. FEBRUARY 2013 COMMITTEE PACKET AGENDA REVIEW

Chair Hafner asked if there were any comments about the agenda for the next Committee meeting. Ms. Warren mentioned that the December 2012 Financial Results Report will not be included in the February Committee packet. Instead, they will be included as part of a year-end 2012 final report which will be in the March Committee packet.

10. NEW BUSINESS

None.

11. COMMITTEE MEMBERS' EXPRESSIONS

None.

12. ADJOURN

Chair Hafner adjourned the meeting at 2:20 p.m.

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

Respectfully submitted,

Jeanette Van Dort, Executive Assistant