

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

## **PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE**

Minutes of the October 31, 2012, Meeting

Southside Conference Room

### **MEMBERS PRESENT**

Chuck Hafner, City of Spokane Valley\*  
Mark Richard, Spokane County  
Rhonda Bowers, Labor Representative

### **MEMBERS ABSENT**

Art Kulibert, City of Medical Lake  
Mike Allen, City of Spokane  
E. Susan Meyer, CEO (Ex-officio)

\* Chair

### **STAFF PRESENT**

Steve Blaska, Director of Operations  
Karl Otterstrom, Director of Planning  
Lynda Warren, Director of Finance  
Mark Curtis, Manager, Customer Service  
Anne Irmer, Supervisor, Vanpool Program  
Molly Myers, Manager, Communications  
Jacque Tjards, Manager, Purchasing  
Diana Broach, H.R. Specialist  
Patty Talbott, Quality Performance Specialist  
Merilee Robar, Executive Assistant, Finance

### **GUESTS**

None

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

Chair Hafner called the meeting to order at 1:30 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 OCTOBER 3, 2012, COMMITTEE MEETING**

**The Committee could not take action in the absence of a quorum. This item will be re-submitted to the Committee for approval at their next meeting.**

##### **B. OPERATIONS REPORT REVIEW – QUARTERLY SAFETY AND LOSS SUMMARY REPORT – FINAL RECOMMENDATION**

Mr. Blaska explained that the report format was discussed at the last Committee meeting, and input received indicated that members preferred the new format.

**In the absence of a quorum, Committee members present concurred by consensus with staff's recommendation to use the new format.**

#### **5. COMMITTEE ACTION (Board Consent Agenda and Board Discussion Agenda)**

##### **A. AWARD OF CONTRACT FOR DRUG AND ALCOHOL TESTING, MEDICAL REVIEW OFFICER SERVICES, AND OCCUPATIONAL HEALTH SERVICES**

Ms. Broach explained that STA is required to maintain a drug and alcohol testing program for its safety sensitive employees. In addition to laboratory testing, the program requires the utilization of medical review services. At the September 5, 2012, Committee meeting, staff was authorized to release a request for proposals for this service. In response, RFPs were sent to thirteen prospective vendors. Two responsive proposals were received from responsible vendors. Based on input from the evaluation committee, staff is recommending a 5-year award of contract to Occupational Medicine Associates.

Ms. Bowers expressed concern that due to lack of a quorum at several meetings this year, some items coming to the Committee may not be afforded the input and discussion necessary to make a clear determination for approval prior to being sent to the Board. Chair Hafner said he understood Ms.

Bowers' concerns and noted that the items not approved at the Committee level are still forwarded to the Board of Directors for further discussion prior to a decision.

**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 a contract with Occupational Medicine Associates for drug and alcohol testing, medical review officer services, and occupational health service for five years at a cost of approximately \$230,000 for the entire term of the contract.**

B. **PLAZA SECOND FLOOR TENANT IMPROVEMENTS: ACCEPTANCE OF PROJECT AND RELEASE OF RETAINAGE**

Mr. Otterstrom explained that in April 2012, the STA Board awarded a contract to Modern Construction Services, LLC, in the amount of \$199,275 (plus sales tax) to remodel a vacated fast food restaurant tenant space on the second floor of the Plaza to accommodate office space for STA Mobility Training and In-Person Assessment, as well as create an employee/drivers' room. The office space includes a reception area, four (4) individual offices, one conference room and an open office/assessment area. The project was included in the Capital Improvement Program for a total cost of \$289,037 to cover the design, construction and contingency, and funded entirely using local funds. Construction began in May 2012, and was substantially complete by early September.

Mr. Richard arrived at 1:45 p.m.

Overall, the amount invoiced by Modern Construction Services, LLC, for the project was \$229,794.81 (includes approved change orders in the amount of \$12,127.77 plus tax) which is within the contracted amount, 15% change order authority, and the project budget. Staff is requesting the Board accept the project as complete and authorize payment of \$10,570 once the Department of Revenue, Employment Security, and the Department of Labor and Industries release the retainage.

Mr. Otterstrom also thanked STA Project Manager Jessica Charlton for all her hard work and dedication in bringing this project to completion. Mr. Blaska added that a formal open house of the new space is planned for early December, and Board members will be invited.

**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 that the Board accept the Plaza Second Floor Tenant Improvements project as complete and authorize release of \$10,570.14 in retainage.**

6. **COMMITTEE REPORTS**

A. **STATUS OF TARIFF POLICY AMENDMENT: SHUTTLE SERVICE CASH FARE CHANGE AND VANPOOL FARE POLICY CHANGE**

Mr. Blaska explained that staff is recommending that the cash fare for our shuttle services be the same as our system-wide base fare, and the reasons for that request. He also explained that the current Vanpool Fare Policy should be updated by rounding the amount participants pay to whole dollar figures.

Following approval by the Committee to release the recommended changes for public comment, a Public Notice was posted in the Spokesman-Review on Sunday, October 21, 2012, and Wednesday, October 24, 2012. A Public Hearing will take place at the November 15, 2012, STA Board of Directors meeting. Staff anticipates making a recommendation in December for Board approval for implementation in January 2013.

B. **QUALITY COUNTS! PROGRAM DEMONSTRATION**

Mr. Blaska gave a detailed overview of how STA's Quality Counts! program functions using an on-screen demonstration of some of the various internal reports STA management uses each month to determine operator and staff performance. Since program implementation two years ago, overall agency compliance with ADA guidelines has gone from approximately 70% to between 90-100%. Mr. Blaska noted that in 2011, over 200 employees received a result of "excellent," and with the bar for excellence being set high, this is a visual testament of the hard work and dedication of STA's drivers and staff members.

**Chair Hafner said he appreciated the overview and recommended that other Board members have an opportunity to see this presentation.**

C. DECEMBER 2012 COMMITTEE PACKET AGENDA REVIEW

Chair Hafner asked if there were any comments about the agenda for the next Committee meeting. No comments were forthcoming.

7. CEO REPORT

In Ms. Meyer's stead, Mr. Blaska summarized Ms. Meyer's report to the Planning and Development Committee regarding her work as a member of the Transit Cooperative Research Program Board, and her opportunity to visit with Senator Murray's staff regarding the Central City project.

8. DEPARTMENT MANAGER'S REPORT

Ms. Irmer gave a presentation regarding the activities of the Vanpool program, noting that vanpool groups consist of at least five people, with two drivers, one bookkeeper, a contact person, and riders. STA provides the van, 24-hour roadside service and loaner vans, plus insurance, fuel, training, and customer service. Full program capacity is 100 van groups, and there are currently 98 groups on the road with approximately 900 participants. Since 2005, the vanpool fleet has grown from 44 vehicles to 108. Average monthly ridership is approximately 21,000 in 2012. Ms. Irmer reviewed a list of employers represented and discussed grant money funding of the program. Mr. Blaska noted that Ms. Irmer was responsible for bringing over \$2M in grant money to STA to help grow the Vanpool program.

Chair Hafner thanked Ms. Irmer for her report.

9. COMMITTEE INFORMATION

- A. September 2012 Financial Results Summary - *as presented*.
- B. October 2012 Sales Tax Summary – *as presented*.
- C. Third Quarter 2012 Safety and Loss Summary – *as presented*.
- D. Third Quarter 2012 Operating Indicators – *as presented*.
- E. Third Quarter 2012 Performance Measures – *as presented*.
- F. September 2012 Operating Indicators – *as presented*.
- G. Community Outreach and Involvement – *as presented*.
- H. STA Holiday Service and Office Hours – *as presented*.

10. NEW BUSINESS

None.

11. COMMITTEE MEMBERS' EXPRESSIONS

None.

12. ADJOURN

Chair Hafner adjourned the meeting at 2:34 p.m.

13. NEXT MEETING – WEDNESDAY, DECEMBER 5, 2012, 1:30 P.M., STA SOUTHSIDE CONFERENCE ROOM, 1230 WEST BOONE AVENUE

Respectfully submitted,

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Jeanette Van Dort, Executive Assistant