

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

Minutes of the November 5, 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
Beth Bousley, Director of Communications and Customer Svc.
Steve Doolittle, Director of Human Resources
Lynn Holmes, Financial Services Manager
Don Reimer, Manager, Vehicle Maintenance & Facilities
Susan Millbank, Community Ombudsman &
Accessibility Officer
Teresa Overhauser, Project Manager, Information Systems
Jessica Charlton, Project Manager, Planning
Jan Watson, Exec. Assistant & Clerk of the Board
Merilee Robar, Exec. Assistant, Finance & Information Svcs.

GUESTS

Jason Schmidt, McKinstry

1. CALL TO ORDER AND ROLL CALL

Chair Allen 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

Chair Allen reported that progress is being made in discussions with the Downtown Spokane Partnership regarding the STA Plaza.

4. COMMITTEE APPROVAL

A. MINUTES OF THE OCTOBER 1, 2014, COMMITTEE MEETING

**Mr. Hafner moved to recommend approval of the October 1, 2014, Committee meeting minutes.
The motion was seconded by Mr. Schoen and passed unanimously.**

5. COMMITTEE ACTION

A. Board Consent Agenda

1. BUS STOP SIGNAGE REPLACEMENT PROJECT SCOPE AND BUDGET MODIFICATIONS

Mr. Otterstrom explained that STA initially contracted with Safeway Sign Company for the manufacturing and delivery of 1,647 different bus stop signs; however, they were unable to perform the work as bid and that contract was terminated. A second manufacturer, Correctional Industries, was procured and has produced a product that meets all requirements and has successfully fulfilled their portion of the work.

Sharp-Line Industries was procured for installation (post replacement and/or relocation if required) of the 1,647 bus stop signs. They performed pre-audits of approximately 12 bus routes and installed signage for four of the audited routes. Review of the audits indicates that some materials were proposed for use beyond that which was estimated and other materials less than initially anticipated. In an effort to reduce cost and labor in replacing existing posts within the City of Spokane, STA approved a field authorization for placing extensions on existing posts where conditions allowed.

In April 2014, staff met with representatives of Spokane County to request input and aid where possible to reduce the cost of STA's installation contract, but County representatives indicated that there were no construction projects that would benefit STA and stated that while municipal signage could be moved to a new location on a new post, it would be STA's responsibility.

Staff is, therefore, requesting reduction in the expectation of meeting all municipal and desired transit facility specifications to the extent that impacts to safety and accessibility are not decreased, and an increase in the contingency budget from a value of \$27,155 to \$135,775 (effectively increasing the allowable budget for the construction portion of this project from \$298,704 to \$407,324). This project is partially federally funded, and staff will work to obtain additional federal funding; however, local funds will need to be utilized for match and any dollar amount over the federal funding limit. Due to significant to moderate savings on other Capital projects, the overall Capital Budget will not be exceeded as a result of this increase.

Brief discussion ensued regarding staff's recent unsuccessful efforts to seek help in defraying the cost of sign replacement. **Mr. Allen asked for a follow-up on this matter at next month's meeting.**

Mr. Hafner moved to recommend the Board of Directors increase the budget for the Bus Stop Signage Project - Construction Contract to a maximum allowable budget of \$407,324. The motion was seconded by Mr. Schoen and passed unanimously.

2. ENERGY SAVING PERFORMANCE CONTRACTING (ESPC) PROJECT – AUTHORIZATION TO ENTER INTO CONTRACE AND AMEND THE EXISTING INTERAGENCY AGREEMENT

Ms. Blaska explained that in November 2013, the STA Board approved a resolution to execute an interagency agreement with the Washington State Department of Energy Services for energy/utility conservation project services. Under this agreement, STA utilized the services of McKinstry to conduct an Investment Energy Grade audit, which identified a preservation project which encompasses a comprehensive replacement program for the 10 heating and ventilation units, 17 exhaust fan systems, windows, and lighting at STA's Boone Garage facilities. All heating and ventilation units will be controlled by a centralized, digital control system. All equipment slated for replacement is original (29 years old), has reached its useful life cycle. STA is guaranteed to achieve a certain level of cost savings through decreased energy costs (at least \$117K). This project is included in STA's Capital Improvement Program, the Transit Development Plan, and \$2,258,943 is in the proposed 2015 Capital Budget.

The cost of this project is guaranteed not to exceed \$2,300,641, which results in a simple payback of 19.5 years. Staff submitted a \$500K grant application with the Washington State Department of Commerce in September and expects to know in November if we were successful. STA also expects to offset the cost of this project using Avista Rebates/Incentives in the amount of \$285K, which would reduce the payback period to 13 years. The new equipment will have an expected life cycle of approximately 25 years.

Mr. Schoen moved to recommend the Board 1) authorize DES Energy Program to enter into contract with McKinstry, on behalf of STA, to perform the scope of work identified in the Energy Services Proposal dated September 17, 2014, and 2) authorize an amendment to the existing Interagency Agreement #K2364, executed December 13, 2013, with DES, to add project management services to be conducted on behalf of Spokane Transit. The motion was seconded by Mr. Hafner and passed unanimously.

3. AWARD OF CONTRACT FOR SEVEN (7) PARATRANSIT VANS

Mr. Blaska said that in accordance with STA's Capital Improvement Program, Vehicle Replacement Plan, and the proposed 2015 Capital Budget, seven Paratransit vehicles are scheduled for replacement in 2015. The vehicles scheduled for replacement exceed the FTA minimum service life guidelines of 4 years or 100,000 miles and will have over nine years of service with an average odometer reading of 203,581 miles. The 2015 Capital Budget has identified \$135,389 in local funds and \$541,557 in federal funds, for a total of \$676,946, for the

replacement of these vehicles. Staff has identified vehicles from the Washington State Cooperative Contract that satisfy STA's requirements as well as ensure competitive pricing.

Staff recommends the purchase of a 22' Aerotech body built upon a Chevrolet chassis by Eldorado Manufacturing. The anticipated unit cost to purchase 2015 diesel powered vehicles under the WSCC is currently \$95,548, which is up less than 2% over the 2014 purchases.

While staff continues to recommend the purchase of diesel versus gasoline powered engines, staff is also recommending the configuration of one of the seven units to be Liquid Propane Gas (LPG) powered. The purpose is to conduct a feasibility trial to determine the technical, financial, and environmental impacts of this fuel and vehicle type. The information gained will contribute to future Paratransit vehicle replacements decisions. The LPG vehicle will cost an additional \$1,530, but staff anticipates recovering this cost through fuel price savings in approximately two years. The total cost of this purchase and travel for manufacturing inspections will not exceed the budgeted amount of \$676,946.

Ms. Bowers asked if STA does find the LPG vehicles to be cost effective and orders more at some point in the future, would fueling those vehicles be work performed by STA's maintenance personnel. Mr. Blaska responded that that would be the cost-effective thing to do.

Mr. Hafner moved to recommend the Board 1) approve the purchase of seven (7) Eldorado cutaway vans from Schetky Northwest Sales Inc., Portland, Oregon, through the Washington State Purchasing Cooperative contract, and 2) authorize the disposal or transfer of the seven surplus Paratransit vehicles. Total project cost will not exceed the budgeted amount of \$676,946. The motion was seconded by Mr. Schoen and passed unanimously.

4. **EQUAL EMPLOYMENT OPPORTUNITY POLICY AND AFFIRMATIVE ACTION PLANS**

Mr. Doolittle explained that the FTA requires that STA reaffirm its commitment to Equal Employment Opportunity and update its Affirmative Action Plans annually. Associated Industries performed an independent review of STA's Affirmative Action Plans (Minorities and Women, Veterans of the United States Military, and Persons with Disabilities) and conducted the required utilization analysis which is used to help establish goals and timeframes that are set forth in the Plans. Three main areas of focus include:

- recruiting and hiring practices must meet EEOC guidelines;
- applicants and hires must achieve diversity objectives; and
- STA's current employee diversity must be equal to or exceed the available employees in the Spokane area.

Mr. Doolittle briefly explained how STA achieves EEO objectives, noting that information regarding veterans and individuals with disabilities was not reported this year, but next year STA will be required to do so.

Ms. Bowers asked how STA achieves the goals of meeting EEO guidelines for hiring individuals with disabilities in light of the physical requirements of the job, e.g., drivers cannot be blind or deaf. Mr. Doolittle responded that STA would never be required to hire someone who did not meet the essential functions of a particular position.

He added that there are two areas of underutilization wherein STA is not staying up with the weighted market averages for hiring females: operators and maintenance personnel. Staff has contacted the Community Colleges to recruit female applicants in their diesel mechanics programs, but has been unsuccessful in those efforts.

Mr. Allen asked what percentage of students at the colleges in the diesel mechanics program were female. Mr. Doolittle said the figure was very low; there just isn't a qualified applicant pool out there at this time. However, staff continues to make a good faith recruiting effort to find female applicants to fill maintenance positions at STA.

Mr. Schoen asked if there were current figures on the number of veterans working for STA at this time. Mr. Doolittle replied that those numbers still need to be determined and staff is working on gathering that information. **Mr. Allen commented that having Fairchild AFB in Spokane could skew the numbers for weighted market averages regarding veteran hiring. He asked staff to provide those numbers at some point in the future.** Mr. Doolittle said that STA does have

a significant number of veterans on board, mainly because the training they received in the military transfers over easily to the hiring needs of the agency.

A public hearing on the Affirmative Action Plans will be held on November 20, 2014, at 1:30 p.m.

Mr. Schoen moved to recommend the Board approve a resolution adopting STA's Affirmative Action Plans (Minorities and Women, Veterans of the United States Military, and Persons with Disabilities). The motion was seconded by Mr. Hafner and passed unanimously.

B. Board Discussion Agenda

(No items presented this month.)

6. COMMITTEE REPORTS

A. FARE ANALYSIS - UPDATE

Ms. Warren explained that STA is undertaking an evaluation of its fares and fare structure. She reviewed STA's current fare policy, philosophy, fare structure, projected revenue by fare type, farebox recovery, and the timeline for public outreach, public hearing, and final recommendation to the Board (March 2015). If approved by the Board, implementation would begin in January 2016. Brief discussion ensued.

B. DRAFT BOARD WORKSHOP OBJECTIVES – DISCUSSION

Ms. Meyer explained that the purpose of this item was to confirm the Board's expectations of the objectives of the upcoming workshop scheduled for December 3, 2014. Objectives include Board discussion on a Moving Forward vision and package of projects, discussion of funding scenarios and polling results, and, time permitting, discussion of Plaza renovation feedback from downtown business groups and how the Board would like staff to process the information received. The full workshop agenda is expected to be drafted at the November 12th Board Operations Committee meeting.

C. SMART BUS UPDATE

Mr. Blaska acknowledged the work of Teresa Overhauser on this project. He explained that last April, staff reported that completion of the Smart Bus project was expected by January 2015 and that the pilot fleet phase of the program would not be accepted until technical issues had been resolved with radio and farebox interfaces with the new system. The farebox interface is still unresolved, and another issue regarding the dependencies between dispatch and customer information software arose. While the project is expected to be fully installed and operational by the end of January, staff will insist on a full 90 days of testing prior to final project acceptance.

Mr. Blaska also gave a brief demonstration of how Trip Planner will work for our customers.

D. EMERGENCY SNOW PLAN REVIEW

Mr. Blaska explained that in coordination with local jurisdictions, STA has a standing emergency operations plan that outlines measures to be implemented in the event of extreme weather conditions. Internal mechanisms are in place (i.e., pre-planned detours, additional staffing), but the main effort is to inform customers of changing conditions by publishing reports on any commute changes. Customers who are sign up through STA LINKED to receive messages about route modifications (time changes, detours, service suspensions, etc.) will have more detailed information available than before.

Mr. Allen asked how many of our riders use Twitter. Ms. Bousley responded that the amount has doubled, but it's still only around 1,000 riders. **Mr. Allen recommended that funds be extended to market Twitter use and also to put signs about Twitter on buses to encourage usage.** Ms. Bousley said there are funds available for the purpose.

7. CEO REPORT

A. Ms. Meyer said that there was a recent meeting of representatives from downtown business groups and STA representatives (Amber Waldref, Mike Allen, Al French, Steve Blaska) to preview input regarding the Plaza renovation. Due to the business groups' request for confidentiality, Ms. Meyer asked those representatives present to offer any additional information they wanted to share.

Mr. Blaska said that STA is hoping to respond quickly to any suggestions forthcoming from the business groups. He noted that there were more items on which everyone agreed than disagreed.

Mr. Allen added that the conversation was geared toward items the business group was interested in seeing.

8. **COMMITTEE INFORMATION**

- A. September 2014 Financial Results Summary (*Lynda Warren*) – as presented.
- B. October 2014 Sales Tax Revenue Information (*Lynda Warren*) – as presented.
- C. Third Quarter 2014 Performance Measures (*Steve Blaska*) – as presented.
- D. Third Quarter 2014 Safety and Loss Summary Report (*Steve Doolittle/Mike Toole*) – as presented.
- E. September 2014 Operating Indicators (*Steve Blaska*) – as presented.
- F. Community Outreach and Involvement (*Beth Bousley*) – as presented.
- G. STA's Holiday Services and Office Hours (*Jan Watson*) – as presented.

9. **DECEMBER 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 2:41 p.m.

13. **NEXT MEETING – WEDNESDAY, DECEMBER 3, 2014, 1:30 P.M., STA SOUTHSIDE CONFERENCE ROOM, 1230 WEST BOONE AVENUE**

Respectfully submitted,



Jeanette Van Dort

Jeanette Van Dort, Executive Assistant