

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

Minutes of the October 7, 2015, Meeting

Southside Conference Room

MEMBERS PRESENT

Amber Waldref, City of Spokane *
Chuck Hafner, City of Spokane Valley
Steve Peterson, City of Liberty Lake
Rhonda Bowers, Labor Representative

MEMBERS ABSENT

E. Susan Meyer, CEO Ex-Officio)
Steve Lawrence, City of Airway Heights
John Higgins, City of Medical Lake (Ex-Officio)

* Chair

STAFF PRESENT

Steve Blaska, Director of Operations
Karl Otterstrom, Director of Planning
Lynda Warren, Director of Finance & Information Systems
Beth Bousley, Director of Communications & Customer Svc.
Steve Doolittle, Director of Human Resources
Susan Millbank, Community Ombudsman &
Accessibility Officer
Don Reimer, Manager, Maintenance & Facilities
Don Skillingstad, Project Manager -HPT
Charlie Phillips, Maintenance Analyst
Brandon Rapez-Betty, Sr. Communications Specialist
Merilee Robar, Exec. Asst., Finance & Information Systems
Stacia Bowers, Exec. Asst., Communications & H.R.

GUESTS

None

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

Chair Waldref called the meeting to order at 1:32 p.m. Introductions were made. Ms. Bousley introduced her new Executive Assistant, Stacia Bowers.

2. **PUBLIC EXPRESSIONS**

None.

3. **COMMITTEE CHAIR REPORT**

Chair Waldref briefly referenced those items of note on the meeting agenda.

4. **COMMITTEE APPROVAL**

A. **MINUTES OF THE SEPTEMBER 2, 2015, COMMITTEE MEETING**

Mr. Hafner moved to recommend approval of the September 2, 2015, Committee meeting minutes. The motion was seconded by Ms. Waldref and passed unanimously.

5. **COMMITTEE ACTION**

A. **Board Consent Agenda**

1. **REQUEST FOR EXTENSION OF PLAZA PROPERTY MANAGEMENT CONTRACT**

Ms. Bousley explained that the current contract for the Property Management Agreement with NAI Black at the STA Plaza will expire on December 31, 2015. Staff is proposing another two-year extension of the current contract due to the Board approved remodel of the Plaza.

NAI Black provides commercial and retail leasing expertise, tenant management, contracted maintenance and janitorial services, administrative supervision, and the on-site engineering maintenance to ensure optimum operation and profitability of the Plaza. They have also been involved in the remodel process and inquiring with vendors to lease space within the Plaza. NAI Black currently charges \$2,800 per month for their professional services or \$33,600 per year, and they have agreed to hold the cost for the two-year extension period.

Ms. Bowers asked if the remodel would cause a change in the next contract. Mr. Blaska responded that the overall responsibilities for management of the Plaza would remain unchanged.

Mr. Hafner moved to recommend the Board authorize a two-year extension to the STA Property Management contract with NAI Black due to the remodel of the Plaza. The total cost for the contract extension is \$67,200. The motion was seconded by Ms. Waldref and passed unanimously.

B. Board Discussion Agenda

(No items being presented this month.)

6. COMMITTEE REPORTS

A. PREPARATION FOR FIXED ROUTE FLEET REPLACEMENT PROGRAM – PART 2 - ALTERNATIVE FUEL ANALYSIS

Mr. Blaska reminded Committee members that this is part 2 of a 3-part series being presented as preparation for the Fixed Route fleet replacement program. He reviewed STA's rationale for analyzing alternate fuels, including emerging government mandates on emission reduction objectives and low carbon fuel standards. Six fuel types were evaluated: ultra-low sulfur diesel, B20 biodiesel, diesel/electric hybrid, compressed natural gas, all electric (battery), and hydrogen fuel cell. Criteria for the evaluation included fuel cost, main fuel source, vehicle cost, facility requirements, environmental impacts, fuel availability/handling, and maintenance cost.

Mr. Peterson arrived at 1:56 p.m.

Mr. Blaska said that the study's conclusion supports a fleet replacement strategy that procures diesel engine buses initially, but prepares to shift to battery electric buses at some point during the replacement cycle. Discussion ensued.

Mr. Hafner commented on the excellent job done on the alternative fuels Staff Study, saying that he appreciated the clarity of the report. Mr. Blaska thanked Mr. Phillips for his detailed analysis which resulted in the final report.

B. RENEWAL OF SPOKANE REGIONAL TRANSPORTATION MANAGEMENT CENTER (STRMC) LETTER OF AGREEMENT

Mr. Blaska explained that the jurisdictions/organizations who participate in the Spokane Regional Transportation Management Center set a deadline of December 2015 to reassess the value of continuing the current interlocal agreement. The assessment of the SRTMC Operating Board (of which STA is a member) is that the combined operation should continue.

At its September meeting, the SRTMC Operating Board [City of Spokane, City of Spokane Valley, Spokane County, Washington State Department of Transportation (WSDOT), and STA] agreed to recommend to each of their respective jurisdictions/boards that the SRTMC continue to exist as a joint operation. This will be accomplished in the form of an amendment which extends the current agreement to December 2017, at which time a new agreement will have been drafted and approved.

Mr. Blaska added that the continued joint operation provides an important regional asset that is consistent with the regional nature of public transportation. Cooperation and coordination of traffic management operations and technology investments is enhanced by a regional SRTMC. SRTMC Operating Board members will be eliciting approval from their respective jurisdictions in late October and/or early November, and a recommendation will be submitted to this Committee at their November meeting.

C. 2015 BUS PASSENGER SURVEY - RESULTS

Ms. Bousley said that Robinson Research of Spokane, WA, was commissioned to administer the 2015 on-board "Spokane Transit Bus Passenger Survey." Moore Information of Portland, OR, was commissioned to tabulate data and analyze results. Objectives of the survey included exploring ridership behaviors of passengers, determining leading reasons for using the bus, evaluating STA's service and performance, and updating the demographic profile of riders, comparing this data to 2010, 2012, and 2013 findings.

Target quotas were developed based on actual ridership for the first six months of 2015 to ensure a representative cross-section of riders completed the survey. Thirty-two different bus routes were sampled over four time periods during weekdays (7 a.m. to 9 p.m.) and weekends (10 a.m. to 6 p.m.).

Study findings indicate that bus passengers continue to be satisfied with STA's bus service; more than four-in-five rate their satisfaction as "excellent" or "good." When bus passengers rate their likelihood of recommending STA bus service to a friend, colleague, or family member, four-in-ten are "very likely" to recommend STA. Highest ratings were given for "driver driving safely," followed by "personal safety on bus," "schedule and maps easy to understand," and "driver courtesy."

When asked to evaluate the Customer Service Call Center and Customer Service Department on three factors, those with an opinion gave positive ratings.

Ms. Bousley added that suggestions for improvement in STA's service elicited responses such as "more frequent routes in general," and "more frequent routes on weekends."

D. CENTRAL CITY LINES PRELIMINARY ENGINEERING AND DESIGN UPDATE

Mr. Otterstrom explained that in October 2014, a request was submitted to the Federal Transit Administration (FTA) to request entry into the Project Development phase of the Small Starts Major Capital Investment program. In November 2014, the STA Board authorized preliminary engineering to begin for the Central City Line (CCL), contingent upon approval by FTA for entry into Project Development. In June 2015, the FTA approved STA's request and authorized the project to move forward. The project team includes CH2M Hill, IBI Group, Inc., Desautel Hege, HDR Engineering, Inc., Coffman Engineers, Inc., LTK Consulting Services, Inc., and Leon Skiles & Associates, Inc.

Mr. Otterstrom said that since the FTA's approval, staff has been working with CH2M Hill to prepare a final scope of work and fee for the engineering, environmental, and Small Starts application submittal phase. The Strategic Overlay planning project, a separate but related effort, has also started. The purpose of the Overlay Planning project is to identify and define land use and economic development policies that support transit oriented development and ridership along the alignment. This project is being completed in cooperation with the City of Spokane.

On September 29th, a project kick off meeting and alignment tour was held with stakeholders from STA, the City of Spokane, universities, business organizations, and others to provide a general overview of both the overlay planning effort and the project development process, discuss the project scope and schedule, and identify issues and opportunities. On September 30th, STA staff and the consultant team met with the FTA to discuss the environmental process moving forward.

Staff also met with several neighborhood groups (Browne's Addition, Riverside, Logan, and Chief Garry) affected by the project to provide updates on the project and steps moving forward. Staff will continue to work with these neighborhoods throughout the project.

Mr. Otterstrom added that there are a number of key critical path items that must be addressed in the very near future, especially the identification and approval of the preferred alignment through the downtown core and vehicle type and mode. Other critical path items include: completion of the NEPA/SEPA environmental process, station and stop location planning, ridership forecasting and cost estimating. These last two efforts depend on the refining of the alignment definition through the downtown core.

E. VALLEYFEST FARE DISCUSSION

Mr. Blaska explained that a decision regarding the special event fare structure for Valleyfest in 2016 was held in abeyance at the last committee meeting. The Board's philosophy has been that STA provided support to select special events (Bloomsday, Hoopfest, First Night, and Valleyfest) as a show of support to the community, and was not based on an expense/revenue basis. Mr. Blaska reviewed the ridership numbers, cost to STA for service, revenue received, and farebox return for each of the select special events. He said that staff is seeking guidance on a recommendation for the special event fare structure in the future. Brief discussion ensued and more discussion is expected to take place when a recommendation is made at a future meeting.

7. CEO REPORT

- A. In Ms. Meyer's absence, Mr. Blaska informed the group that Ms. Meyer is doing well following a surgical procedure, and she expects to be back at STA very soon.

8. COMMITTEE INFORMATION

- A. August 2015 Financial Results Summary – *as presented.*
- B. September 2015 Sales Tax Revenue Information – *as presented.*
- C. August 2015 Operating Indicators – *as presented.*
- D. Community Outreach and Involvement – *as presented.*

9. SEPTEMBER 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.

10. NEW BUSINESS

None.

11. COMMITTEE MEMBERS' EXPRESSIONS

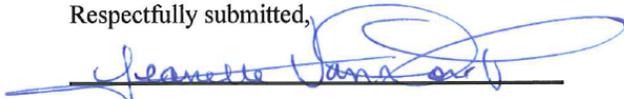
Chair Waldref commented that she would be out of town in early November and would need to recruit someone to fill in as Acting Chair in her stead.

12. ADJOURN

Chair Waldref adjourned the meeting at 2:57 p.m.

13. NEXT MEETING – WEDNESDAY, NOVEMBER 4, 2015, 1:30 P.M., STA SOUTHSIDE CONFERENCE ROOM, 1230 WEST BOONE AVENUE

Respectfully submitted,



Jeanette Van Dort, Executive Assistant