

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

## **BOARD OF DIRECTORS**

Minutes of the February 16, 2017, Meeting  
Spokane Transit Boardroom  
1229 West Boone Avenue, Spokane, Washington

### **MEMBERS PRESENT**

Al French, Spokane County, *Acting Chair*  
Josh Kerns, Spokane County  
Ed Pace, City of Spokane Valley  
Candace Mumm, City of Spokane  
Odin Langford, Small Cities Representative  
(Liberty Lake)  
Rhonda Bowers, Labor Representative  
Kevin Freeman, Small Cities Representative  
(Millwood) *Ex Officio*

### **STAFF PRESENT**

E. Susan Meyer, Chief Executive Officer  
Steve Blaska, Director of Operations  
Lynda Warren, Director of Finance & Information Services  
Karl Otterstrom, Director of Planning  
Steve Doolittle, Director of Human Resources  
Beth Bousley, Director of Communications & Customer  
Service  
Susan Millbank, Ombudsman & Accessibility Officer

### **MEMBERS ABSENT**

Pamela Haley, City of Spokane Valley, *Chair*  
Amber Waldref, City of Spokane  
Aspen Monteleone, Small Cities Representative  
(Airway Heights)  
John Higgins, Small Cities Representative  
(Medical Lake)  
Tom Trulove, Small Cities Representative  
(Cheney) *Ex Officio*

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

At 1:30 p.m. there was no quorum.

Acting Chair French called the meeting to order at 1:41 p.m. and conducted roll call.

#### 2. **APPROVE BOARD AGENDA**

**Mr. Pace moved to approve the Board agenda, Mr. Mumm seconded and the motion passed unanimously.**

#### 3. **PUBLIC EXPRESSIONS**

None.

#### 4. **RECOGNITIONS AND PRESENTATIONS**

##### A. **Fourth Quarter 2016 Years of Service Awards**

Mr. Doolittle read the names of the employees with 5, 10, 15, 25, and 35 years of service. Gene Truppe, Coach Operator, has served 30 years. Jeffrey Smith, Journeyman Vehicle Technician, and Kevin Milnes, Associate Building Maintenance Specialist, have both served 25 years.

##### B. **Fourth Quarter 2016 Employee Recognition Awards**

Mr. Doolittle read the names of those who won the employee recognition awards for the fourth quarter of 2016. This program was approved by the Board to acknowledge employees who go the extra mile in the course of their work.

C. Pam Tonhofer, Fixed Route Supervisor - Retirement

Mr. Blaska said Ms. Tonhofer is retiring after 31 years of dedicated service to Spokane Transit and the community. Ms. Tonhofer started her career as a paratransit van operator and transitioned to coach operator the same year. In 1990 she was promoted to fixed route supervisor. Over the years she has received many letters of appreciation for her exceptional service and her leadership and expertise will be greatly missed.

5. PUBLIC HEARING

A. 2017 Title VI of the Civil Rights Act Program

Mr. Otterstrom said the Title VI federal statute states: “no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” The program is to be updated every three years and STA’s current Title VI program expires March 23, 2017.

The proposed Title VI draft program includes a review of the past three years (2014-2016) and includes fare and service changes; investigations and complaints; STA’s policies and standards; demographics of the service area, ridership and appointed committees; and, a Limited English Proficiency Plan.

The entire 2017 draft Title VI Program is included in the Board packet and can be found on STA’s website. There has been extensive outreach to those agencies that work with the populations affected by the statute and the Planning & Development Committee has been involved in the process. Following the public hearing, this item will be brought back to the Board for adoption in March.

Mr. French opened the public hearing at 1:53 p.m.  
 Mr. French asked three times for comments from the public.  
 Hearing none, he closed the public hearing at 1:54 p.m.

6. BOARD ACTION – CONSENT AGENDA

Ms. Mumm requested that item 6.C be removed from the consent agenda for discussion purposes.

**Mr. Langford moved to approve the following consent agenda items 6.A and B, Mr. Pace seconded and the motion passed unanimously:**

- A. Approve the minutes of the January 19, 2017 Board meeting.
- B. Approve the following vouchers and payroll for January, 2017:

<u>DESCRIPTION</u>	<u>VOUCHER/ACH NUMBERS</u>	<u>AMOUNT</u>
Accounts Payable Vouchers (January)	Nos. 592510 - 592833	\$ 4,128,028.61
Workers Comp Vouchers (January)	Nos. 218631 - 218749	\$ 94,048.05
Payroll 01/06/2017	ACH – 01/06/2017	\$ 1,561,438.02
Payroll 01/20/2017	ACH – 01/20/2017	\$ 1,140,848.59
WA State – DOR (Use Tax)	ACH – W0640	\$ 6,807.46
<b>JANUARY TOTAL</b>		<b>\$ 6,931,170.73</b>

C. 2017 Communications Plan Overview

Ms. Mumm referred to page 25 that addressed “low income” community centers and commented that the wording “all community centers” would be more appropriate.

Mr. Otterstrom said Ms. Mumm was referring to a page in the Title VI program.

**Mr. Langford moved to approve the 2017 Communications Plan, which supports the STA Priorities and ultimate goals of increasing ridership, and maintaining/enhancing community perception. Mr. Pace seconded and the motion passed unanimously.**

7. BOARD ACTION – COMMITTEE RECOMMENDATIONS: None.

8. BOARD ACTION – OTHER:

A. 2017 Performance Measures

Mr. Blaska said this item is for Board approval of measures for 2017 and the significant changes are outlined below. He will provide a report next month on the 2016 performance measures results.

**Ridership Goals**

Fixed Route

Sustain 2016 ridership.

Paratransit

0.5% growth from 2016 ridership

Vanpool

Sustain 2016 ridership

**Fixed Route Service Effectiveness Goal**

25 passengers per revenue hour (28 in 2016)

**Fixed Route On-Time Performance Goal**

90% on time performance (85% in 2016)

**Paratransit Maintenance Reliability Goal**

Less than 1 road call per 75,000 miles (57,000 miles in 2016)

Mr. Blaska noted that STA is second only to King County Metro in highest passengers per hour of service in the state.

**Mr. Pace moved to approve the 2017 Performance Measures, Mr. Langford seconded and the motion carried unanimously.**

9. BOARD OPERATIONS COMMITTEE:

A. Chair's Report

None. Ms. Haley is absent.

10. PLANNING & DEVELOPMENT COMMITTEE:

A. Chair's Report

None. No meeting in February.

11. PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE:

A. Chair's Report

No meeting in February, however Mr. Otterstrom presented the following item which would have been presented to the committee.

i. 2017 Phase II September Service Change Preliminary Proposal

Due to the successful ballot measure, new service improvements are to be implemented in 2017.

**Phase I** improvements were approved by the Board in December, 2016 and are due to be implemented in May, 2017.

**Phase II** improvements are to be implemented in September, 2017 following extensive public outreach in February, a public hearing in April, and, Board approval in May.

The proposal for Phase II service improvements include:

**More service** on existing routes including #28, #174, and **add** non-stop service between Liberty Lake and Spokane with limited peak weekday service.

### **Modify/Add Service (Northside)**

#### North Proposal Option A

- Modify #26; build restroom for #28 coach operators

#### North Proposal Option B

- Modify #25 end-of-line location
- Discontinue #26 and replace with #37
- Modify #28 end-of-line location to provide restroom
- Bus service to new areas

### **Modify Existing Routes to Improve Service Effectiveness**

- Improve weekday outbound departure reliability on #25
- Introduce a layover location in Downtown other than the Plaza
- Significantly reduce bus layovers at Spokane Regional Business Center
- Improve return trip to Arena on #1
- Revise routing of #173 (Spokane Valley)

Mr. Langford said he appreciated the inclusion of Liberty Lake in the service improvements.

## 12. CEO REPORT

### Ridership

Ms. Meyer reported that fixed route bus ridership in January 2017 decreased by 5.4% over January 2016. The large amounts of snow have made accessing bus stops difficult.

Paratransit ridership decreased by 4.1% over January 2016. A large number of trips were cancelled due to bad weather.

Vanpool ridership decreased by 7.7% over January 2016 with ten fewer vans in service (87 vs 97). Marketing efforts continue as STA staff met with officials from Kootenai County, Fairchild Air Force Base, Spokane County and Inland Imaging to promote the program.

*It should be noted that January 2017 had one more weekday than January 2016.*

### Sales Tax Revenue

January 2017 sales tax revenue (collected on November 2016 retail sales) increased 9.7% over January 2016 for a year-to-date increase of 12.3% over budget.

### Plaza Update

The escalators are now installed, installation of the cougars is underway, and the project continues to be on time and on budget.

### Commuter Trip Reduction Award

The STA Way to Go Award was won this year by Alorica. The company joined the employer sponsored bus pass program in April, 2016.

### State Legislative Update

The session is scheduled to end on April 23, 2017.

Transportation bills do not need to be out of committee until Friday, February 24.

Of particular interest to STA:

HB 371 – revises distracted driving provisions with regard to portable electronic devices. This bill provides exemption for a transit system employee for time-sensitive relay of communication to dispatch services.

HB 1869 – concerns population-based representation on the governing body of public transportation benefit areas (includes Spokane, Vancouver, Tacoma).

Central City Line Update

Consultants from Cardinal Infrastructure will present at a Board Workshop on March 1, 2017 between 11:30 a.m. and 1:30 p.m. The topic will be STA's application for a Federal Transit Administration (FTA) Small Starts grant.

Ms. Meyer added that Monday, February 20, 2017 is Presidents' Day; bus and van service will be operating on the holiday schedule, and the Boone Avenue office will be closed.

13. BOARD INFORMATION

- A. Committee Minutes
- B. January 2017 Sales Tax Summary
- C. December 2016 Operating Indicators
- D. Central City Line Small Starts Grant Update
- E. 4<sup>th</sup> Quarter 2016 Service Planning Public Input Report

14. NEW BUSINESS

None.

15. BOARD MEMBERS' EXPRESSIONS

Mr. Pace reiterated his goals for STA:

- Service to the Chas clinic on Indiana Avenue in the Spokane Valley (Mr. Otterstrom confirmed the new service will begin the third Sunday in May).
- Understanding why perceived ridership in the Spokane Valley is lower than actual.
- Long-term goal to see STA grow into a for-profit organization.

Mr. French said the Commissioners this afternoon declared a state of emergency in Spokane County due to severe flooding and subsequent closures of roads. He added that I-90 is closed due to a landslide near Issaquah.

16. EXECUTIVE SESSION

At 2:30 p.m., Mr. French announced that the Board would adjourn for an Executive Session for the following purpose:

1. Discussion with legal counsel representing STA in litigation or potential litigation to which STA, the STA Board of Directors, or STA employees are, or are likely to become, a party, when public knowledge regarding the discussion is likely to result in an adverse legal or financial consequence to STA.

The STA Board of Directors will reconvene in open session at approximately 2:40 p.m. If it becomes necessary to extend the Executive Session, Legal Counsel or a member of staff will return to announce the time at which the STA Board will reconvene. No action is anticipated.

At 2:40 p.m., Ms. McAloon announced the Board of Directors will reconvene at 2:50 p.m.

At 2:50 p.m., the Board of Directors reconvened and Chair French declared the meeting back in public session.

17. ADJOURNED

With no further business to come before the Board, Acting Chair French adjourned the meeting at 2:51 p.m.

Respectfully submitted,

Jan Watson  
Executive Assistant to the CEO  
& Clerk of the Authority

A video of the Board meeting may be viewed on STA's website [www.spokanetransit.com](http://www.spokanetransit.com) the week after the meeting.

Cable 5 Broadcast Dates and Times of February 16, 2017 Board Meeting:

Saturday, February 18, 2017	4:00 p.m.
Monday, February 20, 2017	10:00 a.m.
Tuesday, February 21, 2017	8:00 p.m.

Next Committee Meetings (STA Conference Rooms, West Boone Avenue, Spokane, Washington):

Planning & Development	March 1, 2017, 10:00 a.m. (Southside) 1230 West Boone
Performance Monitoring & External Relations	March 1, 2017, 1:30 p.m. (Southside) 1230 West Boone
Board Operations	March 8, 2017, 1:30 p.m. (Northside) 1230 West Boone

Next Board Meeting: Thursday, March 16, 2017, 1:30 p.m., STA Boardroom, 1230 West Boone Avenue, Spokane, Washington.