

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

Minutes of the November 6, 2019, Meeting
Southside Conference Room

MEMBERS PRESENT

Lori Kinnear, City of Spokane *
Josh Kerns, Spokane County
Kate Burke, City of Spokane
Veronica Messing, City of Airway
Heights (Ex-Officio)
Rhonda Bowers, Labor Representative
E. Susan Meyer, CEO (Ex-Officio)

MEMBERS ABSENT

Sam Wood, City of Spokane Valley
Mike Kennedy, City of Liberty Lake (Ex-
Officio)

* Chair

STAFF PRESENT

Roger Watkins, Chief Operations Officer
Karl Otterstrom, Director of Planning and Development
Monique Liard, Chief Financial Officer
Brandon Rapez-Betty, Director of Communications and
Customer Service
Nancy Williams, Director of Human Resources
Sam Guzman, Executive Assistant to the Chief Operations
Officer

PROVIDING LEGAL COUNSEL

Laura McAloon, McAloon Law PLLC

GUESTS

(none)

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

Chair Kinnear called the meeting to order at 1:31 p.m. Introductions were made

2. **PUBLIC EXPRESSIONS**

Cameryn Flynn from SNAP began by saying how grateful she was for the 5310 funds and surplus vans SNAP has received from STA. She went on to explain that she felt a budgeted line item to subsidize pass purchases 50% would be extremely helpful. The savings would allow SNAP to divert funds to other wraparound services.

Sara Mack from the VOA agreed with Ms. Flynn. She shared that the VOA spends a lot on bus passes and transportation to education and employment is necessary to build people's lives back up.

Ami Manning from Transitions said that transportation is a huge issue and that there is a gap in getting monthly passes to those who need them. She stated that not being able to connect has a big impact on families and their day to day lives. Ami explained that they are consistently having to ask funders for more to fill the need.

3. **COMMITTEE CHAIR REPORT**

Chair Kinnear had no report at this time.

4. **COMMITTEE APPROVAL**

A. Minutes of the October 2, 2019, Committee Meeting

Mr. Kerns moved to recommend approval of the October 2, 2019, Committee meeting minutes. Ms. Burke seconded the motion, and it passed unanimously.

B. Citizen Advisory Committee Charter Update and Resolution

Mr. Rapez-Betty shared the Citizen's Advisory Committee (CAC) proposal to revise their charter to reflect a bi-monthly model. The CAC recommended, through a formal committee vote, to have their meetings occur five times a year in February, April, June, September, and November. Mr. Rapez-Betty requested that the Committee approve the revised CAC Charter reflecting the change to the CAC's meeting frequency.

Mr. Kerns moved to approve item, 4A2, Ms. Burke seconded the motion, and it passed unanimously

5. COMMITTEE ACTION

A. Board Consent Agenda

1. Award of Contract: Sump Pumping Services

Mr. Watkins explained that STA operates seventeen (17) in-ground sumps at the Boone Avenue, Fleck Service Center, and Northwest Garage facilities. Regular pumping and analyzing of the waste material is required for proper disposal. The current 5-year sump pumping contract with Safety Kleen expires on December 31, 2019.

Mr. Watkins reviewed the proposal timeline and explained that each responsive proposal was evaluated on price, ability to perform, experience and stability, references, and Request for Proposals (RFP) compliance. Two proposals were received before the deadline. Safety Kleen was rated highest and also had the lower 5-year price estimate. Mr. Watkins requested that the committee recommend the Board award a 5-year sump pumping contract to Safety Kleen for an estimated cost of \$130,557 for the first year.

Mr. Kerns moved to approve item 5A1, Ms. Burke seconded the motion, and it passed unanimously.

2. Acceptance of Division Street Phase I Improvements and Approval to Pay Retainage to Cameron-Reilly, LLC

Mr. Otterstrom reviewed the phase I STA Moving Forward (STAMF) bus stop improvements along the Division Street corridor. The Phase I improvements included fourteen (14) bus stops and a section of sidewalk on the East side of Division from Weile to Magnesium.

The overall project budget is \$2M and has been broken down into phased segments to maximize the scope of the project. No construction contingency was used for Phase I, and in addition the contractor and staff coordinated with the City of Spokane to eliminate anticipated street patching which resulted in a deductive change order. The complete project expenses for Phase I are \$906,475, which leaves \$1,093,525 for the remaining Phases.

Mr. Otterstrom shared some before and after pictures of the project, and then asked that the Committee recommend the Board accept the construction contract as complete for Division Street Stops Phase I and authorize the release of \$33,562.10 in retainage to Cameron-Reilly, LLC.

Mr. Kerns moved to approve item 5A2, Ms. Burke seconded the motion, and it passed unanimously.

3. Shuttle Park Agreement Amendment

Mr. Rapez-Betty presented an amendment to the existing Shuttle Park Agreement between STA, the Public Facilities District (PFD), and the Downtown Spokane Partnership (DSP). Currently each Shuttle Park pass sells for \$40, with \$24 going to STA and \$16 going to PFD. The DSP has recently requested a portion for ongoing promotion of the program. PFD has agreed to fund those promotions from its portion of the pass revenue, reducing their share to \$14 and directing \$2 to the DSP.

Mr. Rapez-Betty review some background information about the current contract and requested that the Committee recommend the Board approve the first amendment to the Shuttle Park Agreement 2017-10062.

Mr. Kerns moved to approve item 5A3, Ms. Burke seconded the motion, and it passed unanimously.

B. Board Discussion Agenda

(no items presented this month)

6. REPORTS TO COMMITTEE

A. 3rd Quarter 2019 Performance Measures

Mr. Watkins presented a condensed version of the 3rd quarter 2019 performance measures noting that a complete set was included in the committee packet.

Ridership:

- Fixed Route is down 0.7% year to date (YTD); however, the decline is entirely in non-revenue rides. Revenue ridership is up 0.5% YTD and Non-revenue ridership is down 6.3% YTD.
- Paratransit YTD ridership is down 7.0%. Staff has determined three primary reasons for the decrease. These include lower than normal on time performance during the fall and winter months, loss of ridership from several large providers due to loss of employment for their clients, and a large decline in SUV ridership YTD.
- Vanpool ridership is down 1.4% YTD. Vanpool has been tracking even and slightly above for much of 2019, but several Vanpool groups has decreased ridership due to summer vacations.

Other Performance measures reported on included Passengers Per Revenue Hour (PPRH), Professional & Courteous, On Time Performance, Operator Ride Checks, Cost per passenger, and Cost Recovery from User Fees. The final statistic reported on was Preventable Accident rates.

Discussion ensued about the steady PPRH decline across all agencies.

B. Fall Construction Update

Mr. Otterstrom presented an update of current construction projects. He stated that Fall 2019 has been the busiest construction season he has seen at STA. Projects worked on or completed in Fall include:

- Spokane Falls Station
- Spokane Community College Transit Center
- Moran Station Park & Ride
- Monroe-Regal High Performance Transit (HPT) improvements
- Plaza Skywalks
- 1212 Sharp Ave building ductless split
- General bus stop improvements
- Sprague Phase I ticket vending machine improvements
- Francis/Alberta intersection improvements
- Plaza HPT Phase I improvements

7. COMMITTEE INFORMATION

- September 2019 Operating Indicators – *as presented*
- September 2019 Financial Results Summary – *as presented*
- October 2019 Sales Tax Revenue Information – *as presented*
- 3rd Quarter 2019 Service Planning Input Report – *as presented*
- STA’s Holiday Services and Office Hours – *as presented*

8. NOVEMBER 6, 2019 - COMMITTEE PACKET DRAFT AGENDA REVIEW

(No changes requested)

9. NEW BUSINESS

(No new business at this time)

10. COMMITTEE MEMBERS’ EXPRESSIONS

- Ms. Burke presented her views relating to income-based transit access. Ms. Burke indicated that this cause fits into STA’s Mission Statement, and that by implementing a low income pass solution ridership could increase. Chair Kinnear advised Ms. Burke make a presentation to the Board so that they have the opportunity to offer their comments and questions for further consideration. Ms. Burke agreed, and suggested STA create a \$120K budget line item in the 2020 budget to allocate funds to subsidize 50% of the cost of passes for non-profit/social service agencies.

11. ADJOURN

Chair Kinnear adjourned the meeting at 2:44 p.m.

11. NEXT MEETING – WEDNESDAY, DECEMBER 4, 2019, 1:30 P.M, STA SOUTHSIDE CONFERENCE ROOM, 1230 WEST BOONE AVENUE

Respectfully submitted,



Sam Guzman, Executive Assistant