

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

Minutes of the November 4, 2020, Meeting
Virtual WebEx

MEMBERS PRESENT

Lori Kinnear, City of Spokane *
Josh Kerns, Spokane County
Tim Hattenburg, City of Spokane Valley
Rhonda Bowers, Labor Representative
E. Susan Meyer, CEO (Ex-Officio)

MEMBERS ABSENT

Kate Burke, City of Spokane
Veronica Messing, City of Airway
Heights (Ex-Officio)
Mike Kennedy, City of Liberty Lake (Ex-
Officio)

GUESTS

none

STAFF PRESENT

Fred Nelson, 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 & Labor
Relations
Sam Guzman, Executive Assistant to the Chief Operations
Officer

PROVIDING LEGAL COUNSEL

Laura McAloon, McAloon Law PLLC

*Chair

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

Chair Kinnear called the meeting to order at 1:30 p.m. Introductions were made.

2. **COMMITTEE CHAIR REPORT**

Chair Kinnear had no report at this time.

3. **COMMITTEE APPROVAL**

A. **Minutes of the September 30, 2020, Committee Meeting**

Mr. Hattenburg moved to recommend approval of the September 30, 2020, Committee meeting minutes. Mr. Kerns seconded the motion, and it passed unanimously.

4. **COMMITTEE ACTION**

A. **Board Consent Agenda**

1. **Plaza Garage Doors Construction Final Acceptance**

The Plaza garage doors were original to the building and in the last several years became increasingly expensive to maintain. Several months before this project beginning, one became inoperable.

This project successfully removed two existing roll-up garage doors, motors, and wiring and replaced them with new. Additional safety features were also incorporated (audible and visual exiting, notification, reversing edge detection, and a second photo-eye at 36”).

The allocated budget for this project was \$85,000, however the contract with Modern Construction and Consulting Services, Inc. came in at \$120,954. Additional costs associated with the project include, but are not limited to, Architectural and Engineering Services, Advertising of the Invitation for Bid, the MCCA Contract, contingency funds, and sales tax. Upon completion, the project will be \$54,473 (45%) over budget. Savings from other capital projects throughout the year offset this variance to stay within the overall approved 2020 capital budget.

Mr. Hattenburg moved to recommend the Board approve a motion to accept the contract with Modern Construction and Consulting Service, Inc. for the Plaza Garage Doors Construction Project as complete and authorize release of retainage security subject to the receipt of such certificates and releases as are required by law. Mr. Kerns seconded the motion, and it passed unanimously.

2. Plaza 2nd Floor Restroom Remodel Construction Final Acceptance

The second-floor bathrooms at the Plaza were in significant disrepair and in need of full renovation. This project successfully renovated both the men's and women's bathrooms on the Plaza's second floor. It reduced the number of bathroom stalls and urinals, which in turn reduces the number of users, as well as effort and costs associated with maintenance and cleaning. Stall doors are made of HDPE were installed and they have a lower profile to assist in preventing inappropriate activity. The frame for the partitions was structurally mounted above the ceiling to increase strength and durability.

The allocated budget for this project was \$212,500, however the contract with Modern Construction and Consulting Services, Inc. came in just shy of that total at \$212,480. Changes were made due to varying unknown field conditions, resulting in a \$16,563 increase to the MCCA Contract. Costs associated with the project include but are not limited to Architectural and Engineering Services, Advertising of the Invitation for Bid, the MCCA Contract, contingency funds, and sales tax. Upon completion, the project will be \$63,889 (30%) over budget.

Mr. Hattenburg moved to recommend the Board approve a motion to accept the contract with Modern Construction and Consulting Services, Inc. for the Plaza Second Floor Restroom Remodel Project as complete and authorize release of retainage security subject to the receipt of such certificates and releases as are required by law. Mr. Kerns seconded the motion, and it passed unanimously.

3. 2019 Transit Enhancement Final Acceptance

The allocated budget for this project was \$100,000, and the contract with Toner's came in at \$88,470. Costs associated with the project include but are not limited to Architectural and Engineering Services and the Toners Excavating, Inc. contract. Upon completion, the project will be \$11,766.57 under budget.

This project successfully improved accessibility to eight (8) different bus stops within the City of Cheney. Five (5) of the bus stops also received improvements to provide for additional customer amenities that include the installation of a shelter with a bench and garbage can.

Mr. Hattenburg moved to recommend the Board approve a motion to accept the contract with Toners Excavating, Inc. for the 2019 Transit Enhancements Project as complete and authorize release of retainage security subject to the receipt of such certificates and releases as are required by law. Mr. Kerns seconded the motion, and it passed unanimously.

B. Board Discussion Agenda

1. *(no items presented this month)*

5. REPORTS TO COMMITTEE

A. 3rd Quarter Performance Measures

Mr. Nelson presented a condensed version of the 3rd quarter 2020 performance measures noting that the COVID pandemic has had significant impacts on STA's usual performance metrics.

Ridership:

- Fixed Route is down 37.8% year to date (YTD). With Eastern Washington University (EWU) and the Community Colleges of Spokane (CCS) canceling in-person classes, ridership recovery will continue to be a challenge.
- Paratransit YTD ridership is down 59.6%. Since Paratransit mainly serves a vulnerable population, many regular customers have not been inclined to book rides.
- Vanpool ridership is down 37.8% YTD. Many Vanpool groups have been closed or suspended due to work from home mandates.

Other performance measures reported included preventable accident rates, passengers per revenue hour (PPRH), professional and courteous, on-time performance, operator ride checks, cost per passenger, and cost recovery from user fees.

6. CEO REPORT

- October sales tax revenue was flat (\$1,600 different than budget). YTD it is 0.5% above budget.
- The City Line Steering Committee met last week for the first time in about a year. A new Chair and Vice-Chair were elected.
- City line construction has wrapped up for 2020.
- On November 12th, after the Spokane Regional Transportation Council (SRTC) Board meeting, there will be a special meeting of the signatories for the interlocal agreement that created SRTC. The process and schedule for extending an invitation to the tribes will be discussed.
- The draft 2022 service revisions will be presented to the city of Spokane Valley Council next week.
- The Downtown Spokane Partnership (DSP) has formed a transportation committee, the first meeting was Monday, November 2nd.

7. COMMITTEE INFORMATION

- September 2020 Operating Indicators – *as presented*
- September 2020 Financial Results Summary – *as presented*
- October 2020 Sales Tax Revenue Information – *as presented*
- 3rd Quarter Service Planning Input Report – *as presented*
- STA Moving Forward Quarterly Project Delivery Report – *as presented*
- STA's Holiday Services and Office Hours – *as presented*

8. DECEMBER 2, 2020 - COMMITTEE PACKET DRAFT AGENDA REVIEW

(No changes requested)

9. NEW BUSINESS

(none)

10. COMMITTEE MEMBERS' EXPRESSIONS

- Mr. Hattenburg extended thanks to the staff at STA for positively handling the difficulties the pandemic has created.
- Mr. Kerns echoed Mr. Hattenburg's sentiments and said that STA continues to make the entire Board proud.

Performance Monitoring and External Relations Committee Meeting Minutes

November 4, 2020

Page | 4

11. ADJOURN

Chair Kinnear adjourned the meeting at 2:02 p.m.

12. NEXT MEETING – WEDNESDAY, DECEMBER 2, 2020, 1:30 P.M, VIA WEBEX

Respectfully submitted,

Sam Guzman

Sam Guzman, Executive Assistant to the Chief Operations Officer