

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

Minutes of the November 28, 2018, (December) Meeting
Southside Conference Room

MEMBERS PRESENT

Josh Kerns, Spokane County **
Lori Kinnear, City of Spokane
E. Susan Meyer, CEO (Ex-Officio)
Mike Kennedy, City of Liberty Lake
(Ex-Officio)

MEMBERS ABSENT

Shirley Maike, City of Medical Lake
Pamela Haley, City of Spokane Valley *

* Chair

**Acting Chair

STAFF PRESENT

Roger Watkins, Chief Operations Officer
Karl Otterstrom, Director of Planning and Development
Lynda Warren, Director of Finance and Information Services
Brandon Rapez-Betty, Director of Communications & Customer Svc
Nancy Williams, Director of Human Resources
Rhonda Bowers, Labor Representative

GUESTS

Kathleen Weinand, Principal Transit Planner
Krissy Ellis, Technology Projects Manager
Mike Kunder, AFSCME 3939 President

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

Acting Chair Josh Kerns called the meeting to order at 1:33 p.m. and introductions were made.

2. **PUBLIC EXPRESSIONS**

None.

3. **COMMITTEE CHAIR REPORT**

None.

4. **COMMITTEE APPROVAL**

A. **Minutes of October 31, 2018, (November) Committee Meeting**

Ms. Kinnear moved to recommend approval of the October 31, 2018, (November) Committee meeting minutes. Mr. Kerns seconded and the motion passed unanimously.

B. **Moran Station Park & Ride Scope of Work**

Mr. Otterstrom provided background on the Moran Station Park and Ride and the scope of work. He advised this represents the southern terminal of Monroe Regal High Performance Transit Line. Mr. Otterstrom delivered an overview of the scope of work and went into detail on the project, showing draft illustrations of the Park and Ride lot, noting the connectivity to the Ben Burr Trail, the lot ingress and egress, as well as support building infrastructures. He noted there is a building to for future overhead charging infrastructure.

Mr. Otterstrom informed that this is the committee's first input and allows staff to go out to bid early next year. The Award of Contract (AOC) will come back to PMER for approval at a later date. Mr. Otterstrom's presentation was followed by discussion of charging stations, rebates, plans for expansion and staff's analysis of rider patterns as well as the cost for infrastructure for the electric buses and bicycle storage capacity.

Ms. Kinnear moved to recommend approval of the Scope of Work and authorize staff to release an invitation for bid (IFB) for construction of the Moran Station Park & Ride.as presented. Mr. Kerns seconded and the motion passed unanimously.

C. **High Performance Transit Stations: Scope of Work and Request for Proposals**

Mr. Otterstrom advised this item is for the High Performance Transit (HPT) Network as described in *Connect Spokane*, STA's Comprehensive Plan, and was approved by voters in *STA Moving Forward* as a network of corridors providing all-day, two-way, reliable, and frequent service, which offers speeds competitive to the private automobile, and feature improved amenities for transit customers.

He noted that current architectural and structural design of HPT Amenities is complete through 60% design. The remaining design, fabrication, and installation require the assistance of a professional design and fabrication firm.

Mr. Otterstrom provided visual slides to indicate the type of shelters being reviewed for the different stops and the options that may be utilized. He noted the Central City Line kits are bigger, distinctive, and have higher ridership locations. He reviewed the general scope of work. Discussion ensued.

Kathleen Weinand joined the meeting at 1:54.

Mr. Otterstrom stated that the RFP Development is coming to the committee a bit sooner than usual due to this being the last meeting before the end of the year. He advised that for Monroe Regal line to be ready next fall, procurement needs to start this winter and he noted the Award of Contract will be coming before the committee within the first three to four months of 2019.

Ms. Kinnear moved to approve the Scope of Work and authorize staff to release a Request for Proposal (RFP) for HPT Amenities and HPT Technology projects. Mr. Kerns seconded and the motion passed unanimously.

D. **Approval of Scope of Work for Security Services**

Ms. Williams reviewed the historical background of this contract. The current five-year contract expires June 30, 2019. She noted the services included and the current annual cost. Ms. Williams advised that consistent with Spokane Transit's practice of reviewing and re-soliciting contracted services, and to ensure competitiveness and cost efficiency, staff recommend obtaining proposals for these services from interested providers.

Ms. Williams advised of the officers, shifts and services provided for by this contract. She noted that the current Securitas contract provides 24 hours / 7 days per week and compliments in-house security services. The annual cost of this contract is approximately \$634,400 per year.

The scope of services reflects the needs of Spokane Transit's security program. The complete Request for Proposals (RFP) will be on file in the Purchasing Department for review. Staff anticipates that requirements will change as service levels come on-line. Ms. Williams advised that staff recommends the committee review and approve the scope of work for security services and authorize staff to release a Request for Proposals for a new five-year contract.

Ms. Kinnear moved to approve the Scope of Work for Security Services and authorize staff to release a Request for Proposals for a five-year contract. Mr. Kerns seconded and the motion passed unanimously.

5. **COMMITTEE ACTION**

A. **Board Consent Agenda**

1. **Approval of Spokane Police Department (SPD) Agreement Renewal**

Ms. Williams advised staff are seeking the committee recommendation to the Board to approve the renewal of the Interlocal Agreement between STA and Spokane Police Department. She provided background and noted that this agreement has been in effect for many years. A new agreement was negotiated in 2015.

She explained that STA's interest is to have an increased SPD presence in/around the STA Plaza and the new agreement stipulates special-emphasis patrolling of the area in/around the STA Plaza. Key times of the day have been identified as to when this additional SPD presence would be most effective (generally 2pm to 5pm, Monday through Friday). In addition, the agreement establishes a special communications protocol between STA Transit Officers and the downtown precinct that allows SPD to be alerted and respond accordingly to events that may not otherwise require a police response. These measures help deter uncivil behavior that does not necessarily rise to the level of criminal conduct, but impacts the overall environment at the Plaza.

The cost to STA of the Interlocal Agreement is \$86,900.00 for the period from January 1, 2019, to December 31, 2019, which is the same annualized rate charged under the previous agreements. A copy of the Agreement is attached for information. Discussion ensued regarding level of detail of the contract and the deterrence of uncivil behavior.

Ms. Williams noted that staff were able to include in this contract additional training by SPD to STA Transit Officers and specific hours STA would have someone on site at the Plaza.

Ms. Meyer provided additional clarification that STA's past intention was to make sure at least one officer was dedicated to the downtown area and the City agreed they would match that officer with an additional officer. The coverage encompassed the entire area of downtown (Division to Maple and the Freeway to the Park). The intent was to reap benefits beyond the Plaza itself.

During those early years, the officers were located with STA's security officers in an office in the Plaza. The City added a Precinct and they moved to the building attached to the Plaza. STA agreed that if the City committed to keeping seven officers dedicated to downtown, our funding would be used to add one more officer. The City moved out of the Precinct Building the following year and a new circumstance was created because they were no longer next to the Plaza, but at the Intermodal Center. STA has adapted, based on SPD's location, to meet the original and ongoing objective of coverage downtown which benefits transit and patrons, but also everyone else in the downtown core.

Ms. Kinnear moved to recommend the Board approve the Spokane Police Department Interlocal Agreement as presented. Mr. Kerns seconded and the motion passed unanimously.

2. Fluid Management System Project - Acceptance of and Release of Retainage

Mr. Watkins stated that the Board awarded this contract to S&A Systems in February 2018 to install Fleetwatch, a fluid management system designed to track diesel and gasoline dispensing in STA's buses, vans, and service vehicles at three locations. The contract also included equipment for the Boone NW Garage (currently under construction). He reviewed the specifics of the system and the benefits to staff.

Mr. Watkins noted that the Operations and Maintenance manuals were received and the Fleetwatch system went "live" October 1, 2018. The project was included in the Capital Improvement Program with a Board approved budget of \$648,429.75. The project budget will be underspent by approximately \$40,000. All affidavits of wages paid are in process and the Notice of Completion will be sent to the Department of Revenue, the Department of Labor and Industries, and the Employment Security Department as required for any project over \$35,000.

Staff are seeking committee review and recommendation to the Board to accept the Fluid Management System contract as complete and conditionally authorize release of \$27,963.22 in retainage to S & A Systems. Release is conditioned on receipt of affidavits and certificates approving release from the Department of Revenue, the Department of Labor and Industries, and the Employment Security Department.

Ms. Kinnear moved to recommend the Board accept the Fluid Management System contract as presented. Mr. Kerns seconded and the motion passed unanimously.

B. Board Discussion Agenda

1. Draft 2019 Legislative Focus and Priorities

Mr. Rapez-Betty advised that the Legislative Session begins January 14, 2019. He noted this is an odd year and therefore is a long session, which will run towards the end of April. STA established a list of legislative priorities to help guide the CEO of our interests in Olympia. Staff have modified the previous year's priorities list and updated as many of the items are still relevant in the legislature. Staff have updated project-specific information on the sheet provided in the folder at the committee meeting. He provided an overview of the General Focus Session items and noted the six Specific Priorities at the bottom of the page.

He reviewed each of the following individually:

- Maintain Decision-making for Public Transportation by local, elected public officials
- Preserve Connecting Washington Commitment for the Central City Line
- Preserve 7.7M in Committed Regional Mobility Grant Funds

- Preserve Special Needs Formula Grant at or above current funding levels – discussion ensued. Stream of formula funding that transit agencies receive from the State toward Paratransit service or related types of service. This is the single way that the state supports operations of transit agencies.
- Current request. Not Awarded. We are seeking support to fund Cheney High Performance Line and the Double Decker Bus Purchase along with it.
- Support additional State funding for public transportation, capital and operating grants.

Mr. Rapez-Betty advised that all jurisdictions within the PTBA were contacted and asked if priority list had been established. Most are in the process of making that list now. It is a good beginning to an open channel of communication as the legislative session opens.

Brief discussion ensued.

Ms. Kinnear moved to recommend the Board approve the Legislative Priorities as presented and grant authority to the CEO to determine STA’s interest on specific pieces of legislation, convey those interests to legislators and others, and report to the Performance Monitoring and External Relations Committee and the Board during the legislative session. Mr. Kerns seconded and the motion passed unanimously.

2. Plaza Operations Study – Acceptance

Mr. Otterstrom advised this study was completed over the past year and that the committee and city council were briefed several times on the findings. He noted the study purpose is to define the technical details of STA’s transit operations at the Plaza over the next five years in order to deliver *STA Moving Forward* improvements and reduce passenger loading impacts on adjoining buildings and businesses.

Mr. Otterstrom reviewed the stakeholder consultation, operational strategies analysis, and the project purpose and timeline. He noted the overall plan and phasing strategies and said staff began in February in earnest to develop the evaluation criteria and draft strategies. Staff then analyzed those strategies against the evaluation criteria to developing a draft preferred plan and staff are seeking to finalize that plan which represents a road map for changes over the next five years. He reminded that staff would be seeking Board action in December.

He noted that STA staff consulted with Board, City Council technical team (traffic engineering team and planning staff with City of Spokane, Citizen Advisory Committee, Downtown Spokane Partnership Board and BID Board and invited members of these groups to help evaluate. Of those groups, four came and two participated and provided input. Staff had an operator round table about 8-9 operators for feedback and a rider roundtable for their feedback.

He reviewed the three strategies that reduced the footprint at the Plaza, eliminating bus boarding in front of the SRBC and the Peyton Buildings on Sprague and Riverside.

- Option 1. Reduce pulse from every 7-8 minutes to 5 minutes at Plaza;
- Option 2. Fewer boarding zones by taking more buses away from the Plaza (would require more stops around downtown in other locations);
- Option 3. All routes at Plaza boarding passengers and going as opposed to a regular bus stop – buses could be anywhere along the building.

He reviewed the pros and cons of each option and advised that staff has recommended a plan that includes all routes that are every 30 minutes will continue to operate with a pulse; routes that operate every 15 minutes or better will operate on a “board and go” basis. This plan would include extensive use of inter-lining (routes coming in as one route and continuing as another route). Maximize technology and investment in all door boarding, and real time information

Mr. Otterstrom showed slide examples of how the routes will operate and explained the two anticipated phases to implement the plan. He asked if there were any questions before he moved on to explain the next steps. Brief discussion ensued and then Mr. Otterstrom advised of the next steps.

He noted that staff are seeking the Committee recommend the Board accept the 2023 Plaza Operations Plan that discontinues, in a phased implementation, Fixed Route passenger boarding in specified locations near the Plaza consistent with the *STA Moving Forward* plan.

Ms. Kinnear recommended that the Board accept the 2023 Plaza Operations Plan that discontinues, in a phased implementation, fixed route passenger boarding in specified locations near the Plaza consistent with the STA Moving Forward plan. Mr. Kerns seconded and the motion passed unanimously.

6. REPORTS TO COMMITTEE

A. Fare Collection Update

Ms. Warren advised that staff's original intent was to have the committee approve an award of contract but noted that she was providing an update on the project. She acknowledged Krissy Ellis, Project Manager of this project.

Ms. Warren reviewed the current conditions which exist for fare types and fare instrument distribution, fare equipment and software. She noted that the fare collection system was to provide customer self-service features, a mix of payment options and fare types to meet the needs of all customers (starting with mobile ticketing), and flexibility for fare computation and fare products. She advised of the support features that staff were seeking in the scope of work. Her final note was that staff wanted the system to be agile, reliability, expandable, and maintainable.

Ms. Warren then reviewed the overall concept and technology mix and the timeline that staff has followed. She advised the current status is that in order to implement an agile, expandable fare collection system, staff determined a shift in approach was necessary. Staff noted that Mobile Ticketing providers offer software as a service (SaaS) solutions, meaning they host, maintain and update their software as technology evolves, which allows STA to stay current without a large capital investment. The second element included the ability to utilize equipment that is compatible with other providers and is adaptable to new technology.

Staff are re-scoping project. The re-scoping involves dividing the project into 1) Ticket Vending Machines; and 2) Mobile Ticketing with validators that can read a variety of fare instruments (smart phone, paper tickets, smart cards); and Account Based Smart Cards with Point of Sale System.

She noted the "next steps" are that staff intend to pursue and asked if there were any questions. Brief discussion ensued.

7. CEO REPORT

- Staff have begun the process of hiring eight new Paratransit Operators. Ms. Meyer noted this was an acceleration of the recruitment already in the plan to help alleviate the recent on-time performance challenges. These employees will start their multi-week training in January to be driving in five weeks. She expressed her appreciation to Human Resources Director Nancy Williams and her team for making this happen so quickly.
- Karl Otterstrom will make presentation to Downtown Spokane Partnership (DSP) Board at 4:45 on the Plaza Operations Plan. He presented to BID Board this morning and asked for acknowledgement but they offered a formal action, which is good.
- Brandon Rapez-Betty and Ms. Meyer met with Jim Frank yesterday to hear his ideas following his first month and a half of Universal Transit Access Pass program for Kendall Yards. Everyone who lives or works in Kendall Yards can receive a smartcard. STA bills Mr. Frank at the end of the month for the rides actually taken. October had approximately 1100 rides; November to-date was just under 2100. In March, he would like to provide a status on the program – he would like to tell others about how well this is working. Ms. Meyer asked on Mr. Frank's behalf if he could make a presentation at the Downtown Spokane Partnership Board.
- Nancy Williams, Chief Meidl, Mark Richards, and Ms. Meyer will be reviewing the finalists for the Security Manager position this week. She advised they are informally calling it the Security Chief position.

8. COMMITTEE INFORMATION

- October 2018 Financial Results Summary – *as presented*
- November 2018 Sales Tax Revenue Information – *as presented*
- October 2018 Operating Indicators – *as presented*
- January 2019 Service Change Summary – *as presented*
- STA Holiday Services and Office Hours – *as presented*

9. FEBRUARY 2019 COMMITTEE PACKET DRAFT AGENDA REVIEW

No changes.

10. NEW BUSINESS

None.

11. COMMITTEE MEMBERS' EXPRESSIONS

None.

12. ADJOURN

Acting Chair Kerns adjourned the meeting at 3:03 p.m.

13. NEXT MEETING – WEDNESDAY, FEBRUARY 6, 2019, 1:30 P.M, STA SOUTHSIDE CONFERENCE ROOM, 1230 WEST BOONE AVENUE

Respectfully submitted,



Dana Infalt, Executive Assistant