

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

**PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE**

Minutes of the April 6, 2016, Meeting

Southside Conference Room

**MEMBERS PRESENT**

Chuck Hafner, City of Spokane Valley\*  
Tom Trulove, City of Cheney  
Rhonda Bowers, Labor Representative  
E. Susan Meyer, CEO (Ex-Officio)

**MEMBERS ABSENT**

Keith Kopelson, City of Liberty Lake  
Aspen Monteleone, City of Airway Heights  
John Higgins, City of Medical Lake (Ex-Officio)

\* Chair

**STAFF PRESENT**

Steve Blaska, Director of Operations  
Lynda Warren, Director of Finance & Information Systems  
Beth Bousley, Director of Communication & Customer Svc.  
Steve Doolittle, Director of Human Resources  
Jessica Charlton, Project Manager  
Susan Millbank, Community Ombudsman &  
Accessibility Officer  
Denise Marchioro, Manager, Paratransit & Vanpool

**GUESTS**

Charlie Howell, CAC Member  
Mike Kunder, President, AFSCME Local 3939

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

Chair Hafner called the meeting to order at 1:30 p.m. (Introductions were made later in the meeting.)

2. **PUBLIC EXPRESSIONS**

None.

3. **COMMITTEE CHAIR REPORT**

Chair Hafner expressed appreciation of and for all staff for their involvement and participation.

4. **COMMITTEE APPROVAL**

A. **MINUTES OF THE APRIL 6, 2016, COMMITTEE MEETING**

**Mr. Hafner moved to recommend approval of the April 6, 2016, Committee meeting minutes. The motion was seconded by Mr. Trulove and passed unanimously.**

B. **FEBRUARY 2016 FINANCIAL RESULTS SUMMARY**

Ms. Warren explained the new financial summary format. She reported that as STA has transitioned to a new financial system, it necessitated re-establishing the reports. The proposed new format places emphasis on the percentage of budget received or expended to date.

Ms. Warren provided explanation and requested feedback on the February 2016 Revenue Chart and said that February represents 16.7% of the revenue budgeted for the year. Ms. Warren advised that the chart is intended to represent the percentage of budget for the year and stated we would continue to complete year-end comparisons to actuals for the prior year. In this new system, 2015 fiscal year end was entered as summary information and not broken down in detail. As such, it is difficult to pull out the month to month comparison.

**Mr. Hafner asked if we would be able to pull the monthly data next year.** Ms. Warren advised that if the Board wanted that information, staff could try to pull it. She also explained the new format for Expenditures.

When asked for feedback on the format, Mr. Trulove stated he was very familiar with this type of reporting and that it was similar to what most cities report. Ms. Warren asked Ms. Bowers if she would like to offer any feedback. Ms. Bowers stated her concern regarding the timing issue and asked if it would skew the data. Ms. Warren commented that timing issues tend to be cyclical.

Ms. Warren added that if after a few months the information wasn't sufficient for the Board's needs, staff could revisit the way it is being reported.

**Chair Hafner remembered that Roll Call had not been taken and asked those present to introduce themselves.**

5. COMMITTEE ACTION

A. Board Consent Agenda

1. RENEWAL OF SPOKANE POLICE DEPARTMENT INTERLOCAL AGREEMENT

Mr. Hafner thanked Ms. Meyer for her efforts in how this item was approached. Ms. Meyer credited Mr. Blaska with the final version of the Agreement. She explained that it is not a renewal, but a brand new agreement and asked Mr. Blaska to provide details to the group.

Mr. Blaska explained that since 2005, STA and the SPD have utilized Interlocal Agreements to provide additional police presence in the vicinity of the STA Plaza. From 2005 through 2013, STA provided the equivalent funding for one SPD officer to be stationed in the Plaza. SPD matched that funding by providing a second officer, as they work in teams. They were co-located with STA's security at the Plaza and were the only SPD officers dedicated to downtown Spokane.

In 2013, SPD began instituting a new policing strategy, a part of which established a precinct in the Peyton Building, adjacent to the STA Plaza. In recognition of this new development, the STA/SPD Interlocal Agreement was modified to provide for STA funding for one (1) officer and seven (7) parking spaces in the STA Plaza garage. However, when the precinct moved to the Intermodal Center, the current Agreement expired (December 2015).

This new Agreement accomplishes the same objectives as the original Agreement and stipulates that there will be special-emphasis patrolling of the area in and around the STA Plaza. Key times of the day have been identified as to when this additional SPD presence would be most effective. In addition, the agreement establishes a special communications protocol between STA Transit Officers and the Downtown Precinct which will allow for SPD to be alerted and respond accordingly to events that may not otherwise require a police response. The cost to STA for the Interlocal Agreement is \$57,933.00 for the remainder of 2016. This is the same annualized rate charged under the previous agreements.

Mr. Blaska added that a uniformed SPD Officer will be patrolling the area with the greatest concentration of pedestrian activity in downtown Spokane, the STA Plaza.

Chair Hafner agreed that the important element of this agreement is SPD's presence.

Mr. Trulove concurred and inquired about the seven parking spaces. Mr. Blaska responded that SPD may be permitted to use one space in the future, but currently that area will be used to stage the construction materials during the Plaza Renovation.

**Mr. Trulove moved to recommend the Board approve the Spokane Police Department Interlocal Agreement as presented. The motion was seconded by Mr. Hafner and passed unanimously.**

2. APPROVAL TO AWARD ADDITIONAL VAN GRANT VEHICLE

Mr. Blaska advised that in 2012 the Board approved a policy to award up to ten (10) retired vans from the Vanpool and Paratransit programs to community service organizations. This year staff is asking the Board approve an exception to policy to allow the award of eleven (11) vans due to the very close scoring between the 10<sup>th</sup> and 11<sup>th</sup> place. An adequate number of vans are available to be retired this year to support this exception to policy.

**Mr. Trulove moved to recommend the Board approve an exception to policy to award one additional van grant vehicle in 2016. The motion was seconded by Mr. Hafner and passed unanimously.**

3. ACCEPTANCE OF BOONE TENANT IMPROVEMENTS CONTRACT AND APPROVAL TO PAY RETAINAGE

In Mr. Otterstrom's absence, Mr. Blaska reported that the Boone Tenant Improvement project is a continuation of improvements implemented in support of STA's Master Planning. The CEO awarded a contract to Kaski Construction, Inc. in the amount of \$233,315 (plus Washington State sales tax). A new reception area created a main entry into the Administrative building with a secure access across the corridor to control access to STA's facilities. Mr. Blaska noted that this change resulted in the elimination of Bus Shop Too, and that area now provides work space for STA's Fixed Route Supervisors.

At completion, the construction contract (including 1.7% in changes and Washington State sales tax) totals \$257,985, including advertising, permits, contingency, and the architectural and engineering contract. Approximately \$672,911 will remain in the project budget for other improvements to be made later this year such as fire alarm changes to separate both sides of the street and the Planning department personnel movement. All progress payments have been received from Kaski Construction. Retainage in the amount of \$11,867 remains to be paid.

This has been a long range project and all phases are now complete. The Boone Tenant Improvements portion was the final phase of this project.

Mr. Blaska acknowledged the work of Jessica Charlton on this project, and said the design represents "valued engineering."

**Mr. Trulove moved to recommend the Board accept the on-site construction contract for the Boone Tenant Improvement Project as complete and conditionally authorize release of \$11,867 in retainage to Kaski Construction, Inc. Release of retainage is conditioned on pending certificates approving release from the Department of Revenue, Employment Security Department, and Department of Labor and Industries. The motion was seconded by Mr. Hafner and passed unanimously.**

B. Board Discussion Agenda

*(No items were presented this month.)*

6. REPORTS TO COMMITTEE

A. PLAZA RENOVATION COMMUNICATIONS PLAN

Ms. Bousley explained that the goal of the Plaza renovation is to support downtown Spokane with a vibrant, functional, and convenient transit facility for customers and the community. She clarified that objectives include communicating fundamental logistics and timing of the Plaza renovation, building excitement and anticipation, fostering trust in the investment and decision making process, minimizing misperceptions, and being considerate and mindful of impact to STA's customers, neighbors, and the community.

STA has collaborated closely with community stakeholders and facilitated multiple rounds of public feedback on the renovation design. Six specific recommendations from the Downtown Spokane Partnership, Greater Spokane Incorporated, and Visit Spokane have been incorporated into the final design. Transit and retail functions will move to the first floor of the Plaza, real-time signage will be installed, there will be more indoor waiting areas, and the facility will have more locations for food-related businesses on the first floor. The project is scheduled to begin in mid-2016, with completion anticipated in summer 2017.

B. BLOOMSDAY SUPPORT

Mr. Blaska reminded members that this is Bloomsday's 40<sup>th</sup> anniversary and the 30<sup>th</sup> year that Spokane Transit has provided special shuttle service for the event. He gave a summary of STA's support of the event, noting that approximately 70 additional Fixed Route drivers and 28 Paratransit van drivers will provide additional service for attendees and runners. Communications staff will publish race information for STA and Bloomsday websites, and Customer Service staff will be working the Tradeshow selling passes along with Finance staff members. Extra janitorial services are also provided, as well as Maintenance personnel to prep for the event, support buses during the event, and recover the buses after the event.

Security will provide five additional staff members to assist. Other staff members will load buses and/or sell tickets. Mr. Blaska added that nearly 40% of STA's employees volunteer to support Bloomsday. Mr. Trulove commended STA employees for their participation in this community event.

Approximately 70 additional buses will provide express service from the Valley Mall, Ferris High School, and the Northtown Mall. Cheney and the West Plains will also have additional service, and a special vehicle runs on Saturday to provide familiarity with the course to elite runners and those individuals with disabilities. Also, a "sweep" vehicle picks up participants who were unable to finish the full course.

Mr. Blaska added that approximately 20% of all Bloomsday participants use public transportation to go to and/or from the event and Ms. Myer interjected that the cost to STA for providing service to Bloomsday runs \$40K to \$60K over and above normal operating costs.

7. CEO REPORT

- A. Ms. Meyer said that she, Council Member Candace Mumm, Commissioner Al French, and Mayor Kevin Freeman recently returned from the American Public Transportation Association (APTA) Legislative Conference in Washington, DC. The group called on our elected officials and staff to discuss issues concerning STA. Ms. Meyer also met with senior staff at the Federal Transit Administration, bringing news that the State had approved \$15M for the Central City Line (CCL) capital costs – which fulfills the local match requirements of a small starts grant
- B. Ms. Meyer met with New Flyer and BYD bus manufacturers. STA has been working with New Flyer since 2010 on developing a more "European look" bus for the Central City Line (CCL). New Flyer agrees there is a market in the US for a coach that is Buy American compliant, 60' long and looks like a train, and hopes to have such a bus available in late 2017 or early 2018. BYD also stated they want to build this style bus, but their design does not yet meet the style requirements.
- C. Ms. Meyer advised that the group also had an opportunity to meet with Senator Cantwell, Senator Murray, and Kathy McMorris Rogers. Discussions regarding STA's upcoming ballot measure on the CCL and the West Plains Transit Center were very encouraging.

8. COMMITTEE INFORMATION

- A. February 2017 Financial Results Summary – *as presented*
- B. March 2016 Sales Tax Revenue Information – *as presented*
- C. February 2016 Operating Indicators – *as presented*.
- D. Communications Update – *as presented*.
- E. May 2016 Service Change Update – *as presented*

9. MAY 2016 COMMITTEE PACKET AGENDA REVIEW

**Chair Hafner 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

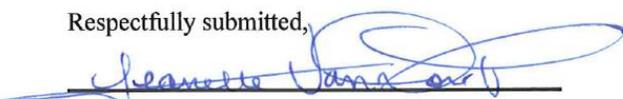
None.

12. ADJOURN

Mr. Trulove moved to adjourn the meeting. Chair Hafner seconded the motion and adjourned the meeting at 2:16 p.m.

13. NEXT MEETING – WEDNESDAY, MAY 4, 2016, 1:30 P.M., STA SOUTHSIDE CONFERENCE ROOM, 1230 WEST BOONE AVENUE

Respectfully submitted,



Jeanette Van Dort, Executive Assistant