

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

Minutes of the November 2, 2016, Meeting
Southside Conference Room

MEMBERS PRESENT

Tom Trulove, City of Cheney*
Steve Peterson, City of Liberty Lake
Pamela Haley, City of Spokane Valley
Aspen Monteleone, City of Airway Heights
Rhonda Bowers, Labor Representative
Steve Blaska, Director of Operations
E. Susan Meyer, CEO (Ex-Officio)
John Higgins, City of Medical Lake (Ex-Officio)

MEMBERS ABSENT

Arne Woodard, City of Spokane Valley

* Chair

STAFF PRESENT

Beth Bousley, Director of Communication & Customer Service
Karl Otterstrom, Director of Planning
Steve Doolittle, Director of Human Resources
Susan Millbank, Community Ombudsman & Accessibility Officer
Jan Watson, Executive Assistant to CEO and Clerk of the Authority
Merilee Robar, Executive Assistant to Director of Finance & Information Services
Denise Marchioro, Manager Paratransit and Vanpool
Patty Talbott, Contracts Manager
Don Skillingstad, Capital Projects Manager

GUESTS

Victor Frazier, Citizen Advisory Committee Member
Mike Kunder, 3939 Union Representative

1. CALL TO ORDER AND ROLL CALL

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

2. PUBLIC EXPRESSIONS

None.

3. COMMITTEE CHAIR REPORT

None.

4. COMMITTEE APPROVAL

A. MINUTES OF THE OCTOBER 5, 2016, COMMITTEE MEETING

Mr. Peterson moved to recommend approval of the October 5, 2016, Committee meeting minutes. The motion was seconded by Ms. Haley and passed unanimously.

5. COMMITTEE ACTION

A. Board Consent Agenda

1. ACCEPTANCE OF JEFFERSON LOT IMPROVEMENTS AND APPROVAL TO PAY RETAINAGE

Mr. Otterstrom clarified that this item relates to the final acceptance and release of retainage for work performed as part of the Jefferson Lot Improvement Project. On March 17, 2016, the STA Board approved a revised project budget. On May 25, 2016, and after a competitive bidding process, the CEO awarded a contract to Colvico, Inc. Mr. Otterstrom informed the committee that the approved contract amount for engineering services (Coffman Engineers) was \$51,108 and for construction (Colvico, Inc.), including approved change orders, was \$389,527.

Mr. Otterstrom further detailed that retainage in the amount of five percent (5%) of the total construction amount has been withheld from contractor payments until the project is deemed complete and accepted by STA and all required certificates have been received from the Department of Revenue, Employment Security Department, and the Department of Labor and Industries. This retainage amount totals \$19,476.35. He informed that staff estimates the project will be completed approximately \$85,000 under budget after final payment of all outstanding project costs.

Mr. Peterson moved to recommend the Board accept the construction contract for the Jefferson Lot Improvement project as complete and conditionally authorize the release of \$19,476.35 in retainage to Colvico, Inc. conditioned upon pending certificates approving release by the Department of Revenue, Employment Security Department, and the Department of Labor and Industries.

The motion was seconded by Ms. Haley and passed unanimously.

2. APPROVAL OF SPOKANE REGIONAL TRANSPORTATION MANAGEMENT CENTER (SRTMC) INTERLOCAL AGREEMENT

Mr. Blaska reviewed the background of the SRTMC Agreement and the 2015 Amendment. He advised the provisions of the current agreement provide for an Operating Board consisting of representatives from each member organization to provide management oversight of the operations and planning efforts.

Mr. Blaska provided an overview of the current status and the provisions of the new agreement, which are essentially unchanged from the manner in which the original agreement was amended, with the following significant provisions:

- Establishes the SRTMC Operating Board. STA's representative is our Fixed Route Transportation Manager. Alternate is a representative from Planning Department.
- Establishes the SRTMC Executive Board. STA's representative is the CEO. Alternate is the Director of Operations.
- Codifies the Annual Work Plan with performance measures.
- Member jurisdictions can withdraw at the beginning of any calendar year if they notify by August 1st prior.
- Annual dues of \$15,000 by each voting member of the SRTMC. Dues can be altered by 75% vote of the Executive Board. There will be no dues in 2017.
- The new agreement has been reviewed and coordinated by legal representatives from each jurisdiction.

At the October meeting the SRTMC Operating Board members presented the following status of the approval of the agreement.

- City of Spokane. City Council approved
- City of Spokane Valley. Approved
- Spokane County. Approved
- WSDOT. Approved
- Spokane Regional Transportation Council. Submit for Board approval in November

Chair Trulove asked if there was a motion to approve the item. Mr. Peterson made a motion to approve. Ms. Haley seconded the motion. The motion passed unanimously.

3. ACCEPTANCE OF VOICE RADIO SYSTEM REPLACEMENT PROJECT AND APPROVAL TO RELEASE RETAINAGE

Mr. Blaska informed the committee that the transition of STA's voice radio system from analogue to digital had been completed under budget. He added that the project was funded with local funds and began on February 23, 2015, with STA achieving substantial use on June 27, 2016. The decommissioning of the analog system was complete August 31, 2016.

Mr. Blaska presented slides to illustrate the expenses, contract amounts and how the new system was operating in a more efficient manner. He advised this new system provides greater redundancy and reliability and is compatible with the Spokane Emergency System.

Ms. Haley moved to accept the Voice Radio System Replacement and approve the release \$242,168.60 in retainage to Motorola Solutions, Inc. The motion was seconded by Ms. Monteleone and passed unanimously.

4. HOPE WORKS SPOKANE VAN GRANT PROGRAM

Mr. Blaska communicated that the City of Spokane, Downtown Spokane Partnership, Goodwill, Volunteers of America, Catholic Charities, and other agencies are collaborating on an initiative to engage homeless and panhandling individuals to more productively participate in the local community. He stated this project is patterned after a successful program in Albuquerque. He advised that the Hope Works project sought out Spokane Transit to support this endeavor through the donation of a 15 seat passenger van.

Mr. Blaska informed that STA is currently transitioning vans out of service in preparation for their retirement and in some cases inclusion in the Board-approved Van Grant program. He stated that staff is proposing to use a retired Vanpool van to support the Hope Works project, explaining that staff would use the title transfer process and release agreement currently utilized for the awardees under the Van Grant program.

Mr. Blaska reported staff is recommending the Board approve the transfer of one retired Vanpool vehicle to Hope Works Spokane.

Mr. Peterson moved to recommend the Board approve the transfer of one retired Vanpool vehicle to Hope Works Spokane. The motion was seconded by Ms. Haley and passed unanimously.

B. Board Discussion Agenda

1. PARATRANSIT CONTRACT SERVICES CONTRACT MODIFICATION AND EXTENSION

Mr. Blaska provided the background of the existing five year purchased transportation contract with MV Transportation, Inc. to provide ADA Paratransit service which is due to expire on December 31, 2017.

Mr. Blaska summarized the following: 1) MV has been unable to fulfill the operational tasks assigned by STA because of staffing shortages. Recruiting and retention due to low wages is being presented as the issue. 2) MV requested to negotiate a contract modification to the current contract in order to rectify the problem. 3) STA agreed to consider a proposal if the request was bundled with favorable terms over a three year extension period.

Mr. Blaska advised that MV requested STA review the pricing for 2017 (the final year of the existing contract). Staff took advantage of this opportunity to request pricing for the optional contract extension years of 2018 and 2019, as well as the addition of a third extension year in 2020.

Staff believes there are two advantages to STA with this proposal: 1) STA has leverage to lock in more favorable terms in the extension years; 2) By extending the contract one additional year, it maximizes the life of the vehicle fleet. This delays the depreciation of capital costs associated with a new purchased transportation contract. For year 2020, STA will realize an approximate capital cost savings of \$702,559.

Chair Trulove asked if staff is recommending the item stand alone or as a consent agenda item and Mr. Blaska advised it could be either, depending on the committee's decision.

Ms. Haley asked for clarification on how much of the 5.8% increase would going to wages and Mr. Blaska responded that all of it would be applied to wages.

Discussion ensued.

Mr. Peterson moved to approve and forward item to the Board on the Discussion Agenda. There was no second and the motion did not carry.

Ms. Haley moved to approve and present to the Board on the Consent Agenda to review and recommend the Board authorize a contract modification to the change in the per revenue hour rate for Year 5 (2017) to \$49.02 and enter into three one-year contract extensions with MV Transportation, Inc. with 2018 at a price of \$50.12 per revenue hour, 2019 at a price of \$51.25 per revenue hour and 2020 at a price of \$52.28 per revenue hour. Ms. Monteleone seconded the motion. Mr. Peterson was opposed. The motion carried.

Mr. Blaska clarified that the motion to forward to the Board was unanimous, but that the disagreement occurred in the decision of whether to send to the Discussion Agenda or Consent Agenda and the motion to present to the Board on the Consent Agenda prevailed.

6. COMMITTEE ACTION

A. 2017 SERVICE REVISION PHASE I – DRAFT RECOMMENDATION

Mr. Otterstrom advised that the items presented are subject or conditioned upon the approval of Proposition 1 but in order to implement them on time, staff needs to take Board Action by the end of 2016. He further stated that because the overall changes are considered "moderate" in impact, this has a public hearing attached and board process.

He reminded the committee that the STA Moving Forward (STAMF) plan calls for projects to be implemented in 2017. As part of accelerating projects and in response to the Board's desire to see things happen sooner, staff split next year's projects into two phases. The first Phase will be implemented in May 2017 (should the ballot measure be approved by voters).

Mr. Otterstrom reminded the committee that in September staff shared a Preliminary Proposal as information. He reiterated that it focuses on the service changes; the different projects in STAMF, as well as ongoing schedule improvements. He presented highlight slides of the preliminary proposal and said that as part of the preliminary proposal, staff conducted an open house at Providence Medical Park on East Indiana, an outreach at Valley Transit Center, an on-line survey, and publicized on the website. Staff received better than average response to surveys.

The largest routing change is a recommendation to create a route (93) to service Indiana from the Mirabeau Park and Ride to Flora and then continue to Broadway. Staff reports this line will reach approximately 7,200 jobs in that alignment and that 10,000 people live within ¼ mile of the route as well. In order to integrate this route with the Valley Routes, staff is recommending implementing the entire route all at once – weekends and weekdays.

Mr. Otterstrom also mentioned that the existing Route 96 is being proposed to not go to Mirabeau Park and Ride, which will eliminating about 1 mile “out of direction” travel. Staff believes this reduces confusion and in order to make it all work, requires the time savings realized by this change to distribute to other routes in the Valley. Mr. Otterstrom reviewed a slide of the map showing the changes, new and existing routes.

As a draft recommendation in STA’s process, the milestone is not a recommendation to go to the Board for approval, but a recommendation to the community to garner additional feedback so STA has scheduled and advertised a public hearing for November 17, 2016. Based on public feedback, staff will refine plans to come up with a final recommendation to come through this committee for review and action. If the ballot measure is successful, these changes will take effect in May 2017. Mr. Otterstrom pointed out there is a draft schedule in the packet for review which is also posted to the website.

Chair Trulove asked if there were any questions. None were forthcoming.

B. COMMUNICATIONS UPDATE

Ms. Bousley provided details regarding the multitude of activities being taken by staff at STA to increase ridership:

- Promotion of Universal Transit Access Pass Program (UTAP) among universities and colleges, and the City and County of Spokane – Issued press release - all students can use their Student ID’s as a bus pass (with the exception of Whitworth).
- Monthly “destination” campaign in the *Spokesman*, highlighting places to go and the routes to use – use a theme and make suggestions based on theme; i.e. Small Business Month = 7 places to shop locally for the Holidays.
- Radio advertising to promote City Ticket, Employer Sponsored Bus Pass (ESBP), and Adult Passes
- Bus demonstrations
- Tips, tricks, instructional videos, and route information communicated via social media
- Free Fare day on Black Friday
- Promotion of real time information
- Promotion of Vanpool and Mobility Training

She reviewed the detail of activities included in the packet.

Ms. Bousley mentioned the *CEO Communication* –being sent via email to Board members and STA staff.

Ms. Bousley also revealed that E. Susan Meyer will be featured on the cover of the November edition of *Mass Transit* magazine.

Public education is an ongoing process and Communications Department works closely with CEO, Planning, and Operations. Staff has distributed close to 10,000 brochures at open houses, walk-up booths, and meetings. Staff has participated in approximately 40 events and have mailed the brochure to over 188,000 addresses throughout the entire PTBA.

Mr. Peterson reacted favorably to the efforts being put forth towards increasing ridership.

Discussion ensued.

Chair Trulove asked for input and ideas to increase ridership.

Ms. Haley asked why Employee Sponsored (ESBP) is only done for 100 or more and Mr. Blaska explained that the ESBP is a partnership with companies that are willing to match the discount. The 100 or more comes into effect if an employer purchases more than 100 bus passes and provides them to their employees at no charge, they then get a 25% discount on those passes. The match of the savings of \$3.00 is for any size organization.

Mr. Peterson questioned the ridership in the Valley. He advised there is great growth in Liberty Lake without bus service and that Indiana will go through in 2017. He believes STA should be able to circle around on Mission and be able to run and pick up some of the river properties.

Mr. Otterstrom asked for clarification of Mr. Peterson’s question and whether he was suggesting routing around Liberty Lake. Mr. Peterson responded that not all riders are tied to Spokane and that there is a lot of growth around Indiana. He stated that he believes there will be more discussion concerning internal circulation of routes. He also mentioned he had made a couple of notations regarding the “spoke and out” mentality of the airlines – STA has the Park & Rides but needs to have some spokes around this so travelers are not going downtown. Mr. Peterson thinks this will get a little bit better connections to community senior citizens.

Mr. Otterstrom responded that the September service changes add mid-day service on Route 174 which goes to downtown Spokane but noted it is also an important link between Spokane Valley and Liberty Lake because it is an express route between Mirabeau and Liberty Lake. Mr. Peterson interrupted that he has an express route from Liberty Lake to Spokane Valley. He stated he is questioning how passengers get around Spokane Valley to the area quickly.

Mr. Otterstrom indicated the proposed Route 93 on Indiana and Broadway will help provide that service and reiterated that Spokane Valley has a transit center and Routes 96, 97, and 98 all originate from that location and do not go to downtown Spokane. This new Route 93 will add an additional route to that group.

Mr. Otterstrom indicated that staff will be bringing forward other ideas of proposed changes in the early 2017. Mr. Peterson responded with narrative concerning internal circulation to help Liberty Lake and Spokane Valley businesses. He indicated that once a person arrives at a hub, they need to be able to get out of the area in a short period of time.

Mr. Higgins inquired if staff knew how many veterans utilized Paratransit or regular buses to and from the Veteran's Hospital. Mr. Blaska replied that STA does not have a demographic on veterans; stating that Route 22 travels to the Veteran's Hospital and is highly utilized. Mr. Higgins asked if there was a rate reduction for veterans. Mr. Blaska responded that STA does not have a rate reduction for veterans, explaining that one of the issues with specifying discounts for certain populations is the question of how to confirm and validate eligibility and the fact that the discount is going to the right person. He continued to explain that there are a number of VA programs that provide free bus passes to Veterans, particularly those that have income, housing, or mobility issues.

Chair Trulove stated if anyone had ideas to help increase ridership, to get in touch with Ms. Bousley.

7. CEO REPORT

- A. Ms. Meyer mentioned sales tax revenue was up 13.1% over previous August and indicated that Lynda Warren found that figure unlikely since the previous month was 1.9%. Ms. Warren researched the issue and found the increase was a result of an audit of a local taxpayer that had underpaid their sale tax. This higher percentage indicated a lump sum payment by that taxpayer. The high for STA in terms of growth was 9.3% in June; (6.5% July; 3.7% August, and 1.9% September). Ms. Meyer wanted there to be an expectation of STA ending the year approximately 5.5% or 6%.
- B. Ms. Meyer indicated STA has two important job openings coming up in early January; one of which is Manager of Paratransit and Vanpool Department. She noted that current manager, Denise Marchioro, has been at STA for 27 years and is retiring. Ms. Meyer indicated that Denise has served in multiple capacities and has provided STA a tremendous benefit when it comes to costs and relationships with MV, Mobility Training, and In-Person Assessments at the Plaza.
She reported that the Maintenance Manager position is also coming available after the first of the year.
- C. Ms. Meyer conveyed that she and Karl Otterstrom would be headed to Seattle to meet with Linda Gehrke, the Federal Transit Administration's Regional Administrator. She mentioned that staff would like to have Ms. Gehrke meet with the Board after the first of the year.

8. COMMITTEE INFORMATION

- D. September 2016 Financial Results Summary (*Warren*)
- E. October 2016 Sales Tax Revenue Information (*Warren*)
- F. September 2016 Operating Indicators (*Blaska*)
- G. Communications Update (*Bousley*)

9. NOVEMBER 30, 2016 COMMITTEE PACKAGE AGENDA REVIEW

Chair Trulove asked for comments on the November 30, 2016, Committee Agenda. None were presented.

10. NEW BUSINESS

None.

11. COMMITTEE MEMBERS' EXPRESSIONS

Mr. Peterson asked to make a point prior to adjourning the meeting. He indicated he will be retiring and Odin Langford, Liberty Lake councilmember, will be assuming the Liberty Lake position on the STA Board. He indicated he will be Odin's alternate and he will be joining us for the November Board Meeting.

Chair Trulove asked if there were any members' expressions.

12. ADJOURN

Chair Trulove adjourned the meeting adjourned at 2:32 p.m.

13. NEXT MEETING: NOVEMBER 30, 2016, 1:30 P.M. (STA SOUTHSIDE CONFERENCE ROOM, 1230 WEST BOONE AVENUE)

Respectfully submitted,



Dana Infalt, Executive Assistant