

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

Minutes of the October 31, 2018, (November) Meeting
Southside Conference Room

MEMBERS PRESENT

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

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

MEMBERS ABSENT

Shirley Maike, City of Medical Lake
Lori Kinnear, City of Spokane
Rhonda Bowers, Labor Representative

GUESTS

Janet Stowe, Manager Paratransit & Vanpool
Allison Mitchell, Paratransit Contracts Manager
Jessica Charlton, Con
Kathleen Weinand, Principal Transit Planner
Jan Watson, Executive Assistant to CEO, Clerk of the Board
Emily Arneson, Ombudsman
Jacque Tjards, Manager Purchasing Department
Todd Griffith, Manager Maintenance
Ralph Wilder, Senior Manager Maintenance and Facilities &
Grounds

* Chair

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

Chair Haley called the meeting to order at 1:33 p.m. Introductions were made.

2. **PUBLIC EXPRESSIONS**

None.

3. **COMMITTEE CHAIR REPORT**

None.

4. **COMMITTEE APPROVAL**

A. **Minutes of October 3, 2018, Committee Meeting**

Mr. Kerns moved to recommend approval of the October 3, 2018, Committee meeting minutes. Chair Haley seconded the motion and it passed unanimously.

B. **Upriver Transit Center – Scope of Work and Invitation for Bid**

Mr. Otterstrom advised staff are requesting the committee approve the General Scope of Work (SOW) and release the Invitation for Bid (IFB). Once the bids are received, staff will return seeking a recommendation on the Award of Contract.

He reviewed the background of the Upriver Transit Center, noting the project is included in *STA Moving Forward* (STAMF) for a transit center at Spokane Community College (SCC). He brought the committee up-to-date on the grant funding, the progress to date, and reviewed the scope of work. Mr. Otterstrom reminded the committee of the Memorandum of Understanding (MOU) executed for the signal at Ermina and Green (which is complete). He noted that part of the MOU was the ability to plan and develop a Transit Center at SCC and have SCC commit to the intent to provide the ground underneath for the site.

Mr. Otterstrom reminded that a Scope of Work is an outline of the general scope of work as well as the current cost estimates and budget. He reviewed the budget and design specifications, including operational buildings and public restrooms. He noted that this site is different from other STA transit centers because STA will provide public restrooms at the college’s request to alleviate their concern that the public will fan out on campus seeking restrooms. He reviewed the details of the scope of work and provided slides with draft diagrams of the anticipated site plan.

Mr. Otterstrom advised that the overall project budget is \$5M, broken down as follows:

Expense Type	Estimated Costs
A&E (Design, Engineering, and Construction Management)	\$ 526,000
Geotechnical and Special Inspections	\$ 42,000
Advertising and Permits	\$ 75,000
Secure Access	\$ 25,000
Operational Signage, Shelters, Real Time Signs, etc.	\$ 100,000
Construction, Contingency and Estimated Sales Tax	\$4,232,000
TOTAL BUDGET	\$5,000,000

Preliminary cost estimates from the schematic design phase indicate a potential construction cost of \$2.8M. He believes this project will be under the \$5M budget and may proposed adjustments to that based on the low bid.

Mr. Otterstrom offered to answer questions. Brief discussion ensued concerning project completion date, existing buildings, and demolition at the college for the North/South corridor. Mr. Otterstrom advised that the project manager, Jessica Charlton, participates in monthly meetings with SCC and Washington State Department of Transportation (WSDOT), where all things about transportation and infrastructure are discussed. Scheduled completion date is September 2019, with March through September 14, 2018, as the timeline for construction.

He advised staff are looking for committee approval of the Scope of Work for the Upriver Transit Center and authorize staff to release an Invitation for Bids for its construction.

Chair Haley moved to approve the Scope of Work and authorize staff to release an Invitation for Bids for its construction. Mr. Kerns seconded the motion and it passed unanimously.

C. Spokane Falls Transit Station (SFCC) – Scope of Work and Invitation for Bid

Mr. Otterstrom advised this project represents a Transit Station and is a Scope of Work and Invitation for Bids. He noted the differences between this and Spokane Community College Transit Center is that this item was not included in STAMF but was a project developed to address a safety and capacity need of transit facilities at SFCC. Staff were able to procure grant funds and a local match from savings in other projects. He reviewed the background of the project, advising the grant received amounted to \$2.8M and local match establishes an overall budget of \$2.963M.

He noted the Scope of Work includes:

- Linear transit facility with parallel curb
- Transit boarding, alighting, and layover occur along a northern platform
- Stormwater, electrical, and communications utilities in support of the facility
- Security cameras and lighting
- Bus stop signage and wayfinding
- Customer amenities (i.e., bike racks, real time info., shelters)
- Landscaping throughout the project work area as dictated by code requirements and campus standards
- Abandonment of the current bus stops on Ft. George Wright Drive once the new transit station is in operation.

Insofar as access is concerned, the items highlighted included:

- Relocation of the eastern entry into the on campus parking lot further to the east accommodating both single occupancy vehicles and buses
 - Repair/reconstruction of parking resulting from the relocation
- Construction of a new on campus controlled intersection at Access Road and Elliot Drive
- Reconstruction of the on campus roadway, Elliot Drive, to accommodate bus traffic
 - Reconstruct campus frontage signs at Elliot Drive
- Construction of a signalized intersection at Ft. George Wright Drive and Elliot Drive
- Construction of designated pathways leading to and from campus, and around the transit station
- Construction of a barrier along the south side of the transit station to prevent pedestrian crossing at unmarked and un-programmed locations

Mr. Otterstrom provided draft illustrations to show the anticipated design and sight plan. He reviewed the estimated budget below:

Expense Type	Estimated Costs
A&E (Design, Engineering, and Construction Management)	\$ 300,000
Geotechnical and Special Inspections	\$ 40,000
Advertising and Permits	\$ 44,100
Operational Signage, Shelters, Real Time Signs, etc.	\$ 50,000
Construction, contingency and estimated sales tax	\$2,528,900
TOTAL BUDGET	\$2,963,000

Mr. Otterstrom noted that some of the elements were not included in the original estimate for the grant, and the current cost estimate for construction is \$2.5M. He said staff expects to require additional budget to fund this project. Overall, he anticipates reducing the budget on the SCC Transit Center and utilizing the savings from that reduced budget to apply to this project. In both cases, he said staff have done their best to manage costs in terms of the finishes and infrastructure. There are no restrooms or facilities in this station because it is not a transit center, but a station that will only include buses that are driving through with no layover.

Mr. Otterstrom advised staff’s recommendation is for the committee to approve the Scope of Work for Spokane Falls Transit Station and authorize the release of an Invitation for Bids for its construction.

Mr. Kennedy asked about the funding shortfall coming from another project and wanted to know if he understood the intent correctly. Mr. Otterstrom advised the board could do that and that staff will seek board approval to reduce that other project, take the local funds from that budget and apply it to this project. Mr. Kennedy clarified that staff anticipated a surplus on the other project. Mr. Otterstrom noted it would be determined by the actual bids. Brief discussion ensued.

Mr. Kerns moved to approve the Scope of Work for Spokane Falls Transit Station and authorize staff to release an Invitation for Bids for its construction. Chair Haley seconded the motion and it passed unanimously.

5. COMMITTEE ACTION

A. Board Consent Agenda

(No Items presented this month)

B. Board Discussion Agenda

(No items presented this month)

6. REPORTS TO COMMITTEE

A. Third Quarter 2018 Performance Measures - Results

Mr. Watkins reminded the committee that the Performance Measures are based on STA's organizational priorities. He reviewed the Ridership, Passengers Per Hour, Professional & Courteous, On-time Performance, Operator Ride Checks, Cost Per Passenger, Cost Recovery from User Fees (Farebox recovery), and Preventable Accident Rates.

He pointed out the 2018 trends as they compare to through third quarter 2017. Of note, Vanpool continues to struggle with ridership and staff expects Ridership to close the year approximately 13% below 2017. There was an additional vanpool group over 2017, but ridership is down about 13.5% year to date.

On-Time Performance (OTP) – Fixed Route through 3rd quarter was 93.3%, exceeding the 93% goal, which is an increase from the 90% in 2017. This 93% goal is a high bar, especially with 100% autonomous reporting. Paratransit's goal also is 93%, with 3rd quarter results being at 91%. Again, a very aspirational goal. American Bus Benchmark Group (ABBG) shows an average of about 80% OTP overall.

Accident rates for September were up for Fixed Route, with 11 Preventable Accidents. Mr. Watkins noted that seven of the accidents were category zero (no damage) or category one (minimal damage). All accidents are reviewed with drivers and additional training is offered through the training department.

Discussion ensued.

B. Zero Emission Technology Fleet Transition Evaluation

Mr. Watkins informed the committee about the visit earlier this month from Center for Transportation and Environment (CTE) and WSP to meet for project planning and kickoff. Staff from CTE and WSP met with STA division experts, performed data collection & planning workshops, visited facility sites, and provided a tentative output timeline. Mr. Watkins provided a review of the organizational makeup of the group.

Mr. Watkins reviewed the details of the tasks outlined during the visit:

1. **Central City Line & Monroe-Regal Line High Performance Transit (HPT)**

- Bus, Route, and Charge Modeling
- Bus and Charging Requirements
- Infrastructure Requirements for NW Boone Garage
- Infrastructure Requirements for On-Route Charging (if necessary)
- Infrastructure and Facility Modification Capital Costs and Timeline
- Training Plan
- Implementation & Deployment Plan

2. **Fleetwide Zero Emission Transition Bus (ZEB) and Facility Requirements and Cost Assessment**

- Fleetwide Bus, Route, and Charge Modeling
- Bus and Charging Requirements
- Zero Emission Bus (ZEB) Transition Timeline
- Infrastructure and Facility Requirements
- Infrastructure and Facility Modification Capital Costs and Timeline
- Infrastructure and Facilities Life-Cycle Maintenance Costs
- Infrastructure and Facilities Risks or Limitations
- Industry Standards Development Activities
- Fueling Infrastructure Redundancy Requirements
- Infrastructure and Facilities Training and Technical Support Requirements

3. **Lifecycle Economic Analysis for Transit Bus Technology Scenarios** – the objective of this task being to prepare detailed economic analysis to determine lifecycle costs associated with transition to a full zero-emission fleet.

- Benefits and Limitations for Current Battery Electric Bus Configurations
- Utility Rate Structure Evaluation
- Lifecycle Cost Analysis
- Reliability and Performance Analysis
- Outreach to Key Stakeholders

4. **Recommendation to CEO and Board of Directors** –objective to communicate study methodology, results, and recommendations to key stakeholders
 - *Central City Line and Monroe-Regal Line Report*
 - i. Includes modeling results, charge profile, operational considerations, infrastructure and facility upgrade requirements, capital costs, and implementation plan to support deployment
 - *Fleetwide Transition Report*
 - ii. Includes fleetwide bus and route modeling, infrastructure, and facility assessment, ZEB Transition Roadmap, and lifecycle economic and emissions analysis

CTE / WSP noted the Key Milestones anticipated as follows

Task	End Date
Monroe-Regal Line: Modeling	12/18/18
Monroe-Regal Line: Infrastructure Evaluation	02/18/19
Monroe-Regal Line: Implementation Plan	03/18/19
Central City Line: Modeling	01/21/19
Central City Line: Infrastructure Evaluation	03/18/19
Central City Line: Implementation Plan	04/15/19
Monroe-Regal and Central City Line Final Report	05/15/19
Fleetwide: Modeling	04/01/19
Fleetwide: ZEB Transition Timeline	04/24/19
Fleetwide: Infrastructure Evaluation	07/22/19
Fleetwide Final Report	09/16/19

Mr. Watkins advised that staff would provide updates as the project progresses.

C. Purchase of 40 Paratransit Replacement Vans - Update

Mr. Watkins advised that following the September 5, 2018, Performance Monitoring and External Relations (PMER) committee meeting it came to the attention of staff that another vendor was able to offer the same vehicle through the Washington State Contract. In order to procure the most cost effective vehicle, staff endeavored to do a thorough and complete comparison of options and pricing for both vendors.

The result of the comparison is that Northwest Bus Sales is able to offer the vehicle under the Washington State Department of Enterprise Services Contract at a lower cost than Creative Bus Sales, Inc. He reviewed the quotes, base pricing and the prices quoted with options selected by STA.

Mr. Watkins reminded that STA’s Capital Budget identified \$1,509,777 in local funds and \$1,090,223 in federal funds for a total budget of \$2,600,000. At \$64,976.97 per vehicle, the total amount will be \$2,599,078.80, which is below the \$2,600,000 budget. He reviewed the passenger capacity and the style of vehicle.

He advised that this item is presented for information only because STA’s Procurement Policy authorizes the CEO to award a contract for replacement of equipment in the Board-approved Capital Improvement Program and Budget.

D. Plaza Operations Study

Mr. Otterstrom provided an update on the Plaza study. He reminded the committee that STA has engaged a consulting team led by Nelson\Nygaard to assist in defining the technical details of STA’s transit operations at the Plaza over the next five years in order to deliver *STA Moving Forward* (STAMF) improvements and reduce the passenger-loading impacts on adjoining buildings and businesses. He reviewed the overall timeline for the project, stakeholder consultation and operational strategies.

He noted that at the April Performance Monitoring and External Relations (PMER) meeting, the committee reviewed potential operational strategies for achieving these objectives and the evaluation criteria. In September, the committee reviewed the results of the initial evaluation of the strategies. A hybrid of the previously reviewed strategies is being developed into a draft plan. Staff will present the draft plan for discussion today and approval of the plan may come to the committee as early as December.

Mr. Otterstrom reviewed the operational strategies that include three different approaches to providing more bus service in fewer boarding zones at the Plaza (1. Fewer Boarding Zones Used More Intensely, 2. Fewer Boarding Zones, Fewer Routes Serve the Plaza, and 3. Super Zones; All Routes Board and Go). He then noted how the three approaches compare to a host of criteria of Regional Community, Downtown Community, Environment, and Transit Efficiency.

After brief explanation, Mr. Otterstrom noted that staff are working towards a hybrid of the strategies, “primarily 1 and 3, with a bit of 2”. He presented a diagram of the Plaza today and explained the area would be impacted with the proposed hybrid of strategies.

He advised of the next steps to refine the draft plan, develop implementation and phasing strategy, and the intent for Board action in December.

Brief discussion ensued.

7. CEO REPORT

- Ms. Meyer advised that she received an invitation to participate in the Transit Development Roundtable in Washington, DC from Ms. Jane Williams, acting Administrator of the Federal Transit Administration, and Mr. Jim Rey, Senior Advisor to US Department of Transportation, Secretary Elaine Chow. They wanted a cross education session between transit CEOs, COOs, and Developers about the benefit of development around bus rapid transit lines, not just around light rail lines. The developers came from the Cordish Companies, a family owned company in its 4th generation of operation, and Forest City, a large, publicly traded company. The general managers in attendance were from Las Vegas and Reno, Nevada, Miami-Dade County and Jacksonville, Florida, Dallas, Texas, and Spokane, Washington.

The Developers talked about what was appealing to them about light rail. Light rail was the only mode they had experience with and said it represents part of the quality lifestyle they are trying to create in their developments. They felt it was a quality investment and the infrastructure is permanent, lasting, and quality all the way around. They also mentioned it would be great if there were incentives for development around bus rapid transit and noted that if there were accelerated permitting, that would make their life easier, as well.

The administrator emphasized there is more money to go around for projects when they fund BRT projects and not just light rail projects. She noted it was an educational experience for all and could be just the first of multiple round tables that will occur because there are so many things to consider.

Ms. Meyer reported that STA has a certain level of control over the service provided with the Central City Line (CCL), a BRT project. She said STA is able to put investments into infrastructure in good quality, significant stations but that STA has no control over the way the vehicle looks. She informed the group that STA still needs a bus that looks like a train and the Administrator said, “Yes, we need a bus that looks like a train.” She reported it was a good two-hour meeting, well worth the twelve hours of flying to get there and back.

- The 2019 Draft Budget was presented to the Planning and Development Committee and reviewed at the Board with the automated presentation. She noted staff are available to meet with members if anyone wants to review the Operating and Capital Budget before the Board Meeting this month for action. There is the annual agreement with the Spokane Police Department or the City of Spokane for STA to contribute towards a police officer who would otherwise not be downtown if not for our contract with the City in the amount of \$86,900 per year.
- Interviews will begin for Chief of Security soon, with the assistance of Chief Meidl and Mark Richard, from DSP. She said this position was created about a year ago for which we are recruiting now. STA believes the Security and Safety each deserve a full-time attention. The incumbent will remain in the Safety position and STA will hire a Manager or Security Chief who will be housed at the Plaza.
- Kendall Yards had over 1,000 rides in its first month for the one-year pilot Pass Program.

8. COMMITTEE INFORMATION

- September 2018 Financial Results Summary – *as presented*
- October 2018 Sales Tax Summary – *as presented*
- September 2018 Operating Indicators– *as presented*
- Third Quarter Service Planning Input Report – *as presented*
- Third Quarter Safety and Loss Summary – *as presented*
- STA Holiday Services and Office Hours – *as presented*

9. NOVEMBER 28, 2018 (DECEMBER MEETING) - COMMITTEE PACKET DRAFT AGENDA REVIEW

- Award of Contract – Fare Collection System - removed

10. NEW BUSINESS

None.

11. COMMITTEE MEMBERS' EXPRESSIONS

Mr. Kennedy asked Mr. Ropez-Betty for feedback on the “We’ve Got This” campaign. Mr. Ropez-Betty said staff were still compiling data and will have more information later. He noted the printed ads for Vanpool have been extended into November and December. There will also be some general winter messaging, as well. Mr. Kennedy advised of his informal query of general public and the feedback has been very positive.

Chair Haley advised she would not be able to attend the next meeting. Mr. Kerns agreed to chair the December meeting.

12. ADJOURN

Chair Haley adjourned the meeting at 2:39 p.m.

13. NEXT MEETING – WEDNESDAY, NOVEMBER 28, 2018, (DECEMBER MEETING) 1:30 P.M., STA SOUTHSIDE CONFERENCE ROOM, 1230 WEST BOONE AVENUE

Respectfully submitted,



Dana Infalt, Executive Assistant