

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

**PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE**

Minutes of the September 5, 2018, Meeting  
Southside Conference Room

**MEMBERS PRESENT**

Pamela Haley, City of Spokane Valley \*  
Josh Kerns, Spokane County  
Lori Kinnear, City of Spokane  
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  
Nancy Williams, Director of Human Resources  
Brandon Rapez-Betty, Interim Director of Communications and  
Customer Service

**MEMBERS ABSENT**

Shirley Maike, City of Medical Lake  
Rhonda Bowers, Labor Representative

**GUESTS**

Kathleen Weinand, Principal Transit Planner  
Janet Stowe, Manager Paratransit and Vanpool  
Allison Mitchell, Contract Manager  
Todd Griffith, Vehicle Maintenance Manager  
Jacque Tjards, Purchasing Manager

\* Chair

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

Chair Haley called the meeting to order at 1:32 p.m. Introductions were made.

2. **PUBLIC EXPRESSIONS**

None.

3. **COMMITTEE CHAIR REPORT**

None.

4. **COMMITTEE APPROVAL**

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

**Mr. Kerns moved to recommend approval of the September 5, 2018, Committee meeting minutes. Ms. Kinnear seconded the motion and it passed unanimously.**

5. **COMMITTEE ACTION**

A. **Board Consent Agenda**

1. **Award of Contract for Tire Mileage Leasing and Services**

Mr. Watkins advised that STA currently contracts tire mileage leasing and service through Bridgestone Americas Tire Operations, LLC. The contract will expire on November 30, 2018. He informed that STA prefers a leasing arrangement and paying for actual usage over owning the tires.

In June 2018, the CEO approved the Scope of Work (SOW) and authorized Staff to release a Request for Proposals (RFP). Staff advertised the RFP July 9, 2018, and it was subsequently issued to three potential contractors. Responsive proposals were received from Michelin and Bridgestone Americas.

An evaluation committee reviewed the proposals and determined Michelin to be the highest ranking based on the criteria evaluated of billing rates, tire mileage contractual experience, qualifications and references, technical approach and capacity to perform, and RFP compliance.

Mr. Watkins stated that staff is recommending the committee review and recommend the Board of Directors approve the Award of Contract for lease of tire vehicle mileage and services to Michelin North America, Inc. for five years beginning December 1, 2018, for an estimated five-year amount of \$2,096,406.55, based on current levels of service.

Mr. Watkins asked for questions or comments. There were no questions or comments.

**Ms. Kinnear moved to recommend the Board of Directors approve the Award of Contract for lease of tire vehicle mileage and services to Michelin North America, Inc. for five years beginning December 1, 2018, for an estimated five-year amount of \$2,096,406.55, based on current levels of service. Mr. Kerns seconded the motion and it passed unanimously.**

B. Board Discussion Agenda

*(No items presented this month)*

6. REPORTS TO COMMITTEE

A. 2<sup>nd</sup> Quarter 2018 Performance Measures

Mr. Watkins briefed members on the 2<sup>nd</sup> Quarter 2018 Performance Measures, noting that fixed route ridership is slightly below the goal of 1.5% increase over 2017. He noted that STA results are mirroring the national trends and with the uptick in fuel prices, there may be an increase in ridership in the future.

Paratransit ridership was 0.5% higher than this time in 2017. Paratransit ridership is exceeding the goal of managing growth to no more than 1.5% increase over 2017 ridership. He noted the 0.5% increase includes a 9.3% increase in Special Use Van ridership, which is a program designed to reduce demand on the more expensive ADA Paratransit trips.

Mr. Watkins advised that Vanpool ridership decreased by 14.1% over 2017. Staff's goal for Vanpool was to realize a 2.5% increase in ridership over 2017. He noted that the number of current riders that are retiring continues to reduce overall Vanpool ridership numbers. Staff are increasing marketing outreach and have noted additional opportunities for growth with the new West Plains Transit Center opening and the introduction of first/last mile (Vanshare) solution.

Other Performance measures reported on included Passengers Per Revenue Hour, Professional & Courteous & On Time Performance, Operator Ride Checks, Cost per passenger, and Cost Recovery from User Fees. The final statistic reported on was Preventable Accident rates.

He mentioned these abbreviated items include performance measures the committee has specifically asked to see but that a complete set of all Performance Measure slides was included at the end of the committee packet.

Brief discussion ensued.

B. Purchase of 40 Paratransit Replacement Vans

Mr. Watkins advised that the upcoming purchase of Paratransit vans is in accordance with STA's Capital Improvement Program, Vehicle Replacement Plan, and the 2019 Capital Budget. He noted staff identified a vehicle from the Washington State Department of Enterprise Services Contract that satisfies STA's requirements. Staff are moving forward with the purchase of the Starcraft Starlite E250 built on a Ford chassis.

Mr. Watkins stated that these vehicles have the capacity to transport 10 ambulatory customers, 3 customers traveling in wheelchairs or a combination of the two, while the current cutaway fleet has the capacity to transport 14 ambulatory customers, 4 customers traveling in wheelchairs or a combination of the two. He also noted that staff completed a thorough analysis of ridership and found the five busiest days in paratransit and, with the reallocation of seats they would not have lost any customers. Mr. Kennedy asked if it would have required additional vans of this size to meet the need and Mr. Watkins said it would not have required additional vans.

Staff anticipates the Ford Transit Starlite will provide \$1,722 per year in fuel savings per vehicle, per year, for a total of \$68,881 in fuel savings for a fleet of 40 vehicles. This item comes to this Committee as 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.

A brief discussion ensued concerning availability or use of compressed natural gas (CNG) fuel and Battery Electric Vans, neither being viable options at this time.

**C. Draft Master Design and Construction Agreement between City of Spokane and Spokane Transit Authority**

Mr. Otterstrom advised this information item is being provided to bring awareness and that there will be something coming for decision next month. He provided review of the intention of the Master Design and Construction Agreement between the City of Spokane (City) and Spokane Transit Authority (STA). He advised it is an interlocal agreement that provides for cooperation between the City and STA to make improvements that directly benefit transit.

He noted the Master Design and Construction Agreement sets the foundation for future, specifically written, Project Orders that will include project specific details including scopes of work, budget, compensation, schedule, project contacts and incorporation of the master agreement. Project orders may require additional Board authority depending on total value. Mr. Otterstrom noted that STA and the City have a history of partnering on improvement projects, specifying the signals installed at Ermina & Green and at 37th and Grand Avenue. He provided a few examples of projects that STA has cooperated on in the past and future projects that could be included in this agreement.

Mr. Otterstrom informed members that he expects the draft agreement to be completed during the next several weeks and brought before the committee and board for action in October. No questions or additional discussion ensued.

**D. Plaza Operations Study Update: Preliminary Evaluation Results**

Mr. Otterstrom reported 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* improvements and reduce the passenger-loading impacts on adjoining buildings and businesses, specifically the Peyton and SRBC buildings.

As discussed at the April Performance Monitoring and External Relations (PMER) Committee meeting, the committee reviewed potential operational strategies for achieving these objectives and evaluation criteria.

The consultant team completed the initial evaluation and STA has been reviewing the results with various stakeholders and gathering feedback. The project team is preparing a Draft Plan throughout September that will incorporate major findings from the evaluation to propose a preferred alternative to implement in phases over the coming three to five years.

Mr. Otterstrom advised the ultimate result might well be a hybrid of the three strategies provided which each received both positive and negative feedback. He highlighted the overall results of each strategy and informed that the evaluation criteria used a "Multiple Account Evaluation" method that included the Regional Community, Downtown Community, Environment, and Transit Efficiency. Beyond the evaluation, staff will participate in a Rider Roundtable, an Operator Roundtable, the Downtown Spokane Partnership, and the Citizen Advisory Committee for feedback.

He noted staff are not recommending anything today but will be coming forward with a recommendation in the future. He said the next steps are to come back with outreach on the evaluation and development of a preferred option and to review a preferred concept with the Board.

Discussion ensued. Ms. Kinnear asked about the timeline and Mr. Otterstrom advised the end of the year – November for approval. Ms. Kinnear also "strongly encouraged staff to include DSP and some businesses already affected at the Plaza and seek them out so this doesn't get blown up". Mr. Kennedy asked about the time it takes for loading and unloading passengers. Mr. Otterstrom stated staff has a good understanding on how long it takes to load a wheelchair passenger. He said staff is looking at a "board and go" option and a complimentary strategy is to allow for all door boarding, which routes go to the board and go, the ideal scenario, worst case scenario, and said that even today, under current circumstances, buses run into issues.

Mr. Kennedy asked if STA has ever tried having an STA employee to assist loading and unloading passengers. Ms. Meyer responded that he had hit on a favorite subject of how to get people to get on the bus quickly and efficiently. She noted the sign says, "Have your fare ready" and there is a video on the website, too. She noted STA does have Supervisors at the Plaza that help, but she thought staff should revisit having some folks from Planning to help people get ready to get on the bus. She thought that it was an excellent idea and thanked Mr. Kennedy for asking.

Chair Haley noted that there have been negative responses from people close to the Plaza, but that she and her staff and customers enjoy the safety and security it offers. Ms. Meyer agreed it is a safe place with security, cameras, and people.

Ms. Kinnear added one last thing regarding cameras – considering the ordinance with Downtown Spokane Partnership (DSP) for additional cameras downtown, she would like STA to try to coordinate when the time comes.

## 7. CEO REPORT

- Staff are submitting an update to the FTA to an application packet submitted in April 2017. That submission resulted in STA being rated for funding. Once in the pipeline, STA has to submit an update every year. Creating updated application package will be submitted tomorrow. She noted staff are not expecting to be re-rated. It is simply providing further support of and expanding detail of the original submission. Staff checked with FTA to make sure it was not an opportunity to re-rate STA.
- Ms. Meyer will meet with K.J. Williams at the APTA conference next month. She is traveling with committee members and Mr. Watkins to Nashville.
- Spokane is planning a redevelopment project to Riverside to include one lane each direction and a turn lane. Transit has two options – pull out or stop in the lane. Staff are proposing consolidating the three eastbound stops being affected going from the Plaza to Division proposing to one or two. She noted options have been shared with the City and DSP and both have STA pulling out of traffic. Some misperception that Riverside bus stop shows full in front of or split block on Bernard that it will create a Plaza-like environment. These are two very different things. Someone who owns property on Riverside heard it would be an imposition on business. Staff are trying to indicate STA is open to suggestions. Staff can talk to them if any committee members know of anyone with concerns.
- The City is working with STA on the Spokane Falls Blvd route which included STA's departure from the Plaza, traveling north on Lincoln, to a well-used stop between the Library and Nordstrom, before turning right on Monroe. The new CSO tank is changing that configuration. It appears buses will continue what they are doing now, turning left on Main and right on Monroe. Ms. Meyer said it is a reasonable solution for STA.
- New Pass program – will tell you about it later. She then handed off to Mr. Watkins to update concerning construction projects.
  - Mr. Watkins discussed the progress at Boone NW Garage. He said if members have not seen the site recently to stop by today when they leave. He provided pictured slides to show the progress, noting the roof panels are almost complete and construction will continue inside throughout the winter.
  - West Plains Transit Center Ribbon Cutting ceremony will be September 18 at 9:00 am. He extended an invitation to everyone to attend. He noted everything is substantially complete, with just a few minor things to be completed. The new service revision starts on 9/16 and ribbon cutting will be 9/18.

## 8. COMMITTEE INFORMATION

- A. June 2018 Financial Results Summary – *as presented*
- B. July 2018 Financial Results Summary – *as presented*
- C. August 2018 Sales Tax Revenue Information – *as presented*
- D. July 2018 Operating Indicators – *as presented*
- E. Second Quarter 2018 Service Planning Input Report – *as presented*
- F. Second Quarter 2018 Safety and Loss Summary – *as presented*

## 9. OCTOBER 5, 2018 - COMMITTEE PACKET DRAFT AGENDA REVIEW

No changes at this time.

## 10. NEW BUSINESS

None.

11. COMMITTEE MEMBERS' EXPRESSIONS

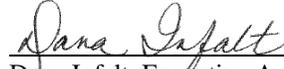
None.

12. ADJOURN

Chair Haley adjourned the meeting at 2:36 p.m.

13. NEXT MEETING – WEDNESDAY, OCTOBER 5, 2018, 1:30 P.M., STA SOUTHSIDE CONFERENCE ROOM, 1230 WEST BOONE AVENUE

Respectfully submitted,



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Dana Infalt, Executive Assistant