

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

Minutes of the April 4, 2018, Meeting
Southside Conference Room

MEMBERS PRESENT

Pamela Haley, City of Spokane Valley *
Josh Kerns, Spokane County
Lori Kinnear, City of Spokane
Rhonda Bowers, Labor Representative
E. Susan Meyer, CEO (Ex-Officio)

STAFF PRESENT

Roger Watkins, Chief Operations Officer
Karl Otterstrom, Director of Planning and Development
Lynda Warren, Director of Finance and Information Services
Emily Arneson, Community Ombudsman & Accessibility Officer
Daniel Wells, Deputy Director Planning and Development
Kathleen Weinand, Principal Transit Planner

MEMBERS ABSENT

John Paikuli, City of Medical Lake
Mike Kennedy, City of Liberty Lake
(Ex-Officio)

GUESTS

Charles Hansen, Citizen Advisory Committee Member
Mike Kunder, AFSCME 3939 President

* Chair

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

Chair Haley 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 FEBRUARY 28, 2018 (MARCH) COMMITTEE MEETING**

Mr. Kerns moved to recommend approval of the February 28, 2018, Committee meeting minutes. The motion was seconded by Ms. Kinnear and passed unanimously.

5. **COMMITTEE ACTION**

A. **Board Consent Agenda**

1. **SEPTEMBER 2018 SERVICE REVISIONS – FINAL RECOMMENDATION**

Mr. Otterstrom advised that in accordance with the *STA Moving Forward* plan approved by the Board, a collection of fixed route bus improvements are scheduled to take place in September. He noted that the draft recommendation was presented to Performance Monitoring and External Relations (PMER) committee in February and was made available via the website. Staff communicated via email to over 360 individuals who provided input on the preliminary proposal. Staff also received six (6) written comments on the draft recommendation. On March 15, 2018, STA Board held a public hearing and received no testimony at that time. He reviewed the implementation factors required to make changes effective in September 2018.

Rhonda Bowers arrived at 1:34.

This Final Recommendation for Board action will be presented at the April 19, 2018, STA Board meeting. Mr. Otterstrom reviewed the final recommendations and noted that all the recommended changes are detailed in the *September 2018 Service Revisions - Final Recommendation* report which can be viewed via the STA website link: https://www.spokanetransit.com/files/content/Final_2018_Recommendation.pdf

Mr. Otterstrom reviewed the proposed changes and routes affected with slides for visual aid.

Mr. Otterstrom asked for comments or questions. None were forthcoming.

Mr. Kerns moved to recommend the Board approve the September 2018 Service Revisions as presented in the Final Recommendation effective September 16, 2018. The motion was seconded by Ms. Kinnear and passed unanimously.

B. Board Discussion Agenda

(No items were presented this month.)

6. REPORTS TO COMMITTEE

A. Plaza Operations Study Overview

Mr. Otterstrom informed that the STA Plaza is the region's busiest passenger transportation center with 28 of STA's 36 routes dwelling at or near the Plaza on a daily basis, using a staggered pulse system to facilitate transfers. He noted most routes are scheduled for 5 minutes between arrivals and departures to enable connections and recovery. He advised this service also results in a cumulative impact on curb space in the downtown area, requiring boarding zones at adjacent buildings. Mr. Otterstrom said, as an element of *STA Moving Forward*, commitments have been made to shrink the operational impact on curb space and sidewalks adjacent to the Plaza, discontinuing Fixed Route bus boarding on sidewalks immediately adjacent to the Spokane Regional Business Center (SRBC) and Peyton buildings.

Mr. Otterstrom talked about the *STA Moving Forward* plan and the restructuring that is intended to take place. He noted staff's intention to make all routes "board and go" instead of "dwelling". He also mentioned that the Central City Line (CCL) will provide frequent east-west service through the downtown core and adjacent districts starting in 2021. The CCL will also provide connections to north-south routes which will reduce the need for some routes to connect at the Plaza.

STA has engaged a consulting team led by Nelson/Nygaard to assist in defining the technical details of the Plaza operations over the next five years in order to deliver *STA Moving Forward* improvements and reduce the passenger-loading impacts. The deliverables of the study will include a sequence and timeline for how it will be phased in, as well as include analysis of its operational integrity and traffic patterns. The project began in December 2017 and is scheduled to conclude before the end of 2018. He provided a table to outline the project timeline and said that STA has enlisted staff from a variety of entities to serve on the technical team for this effort, noting that presentations are also planned for the Downtown Spokane Partnership Board (DSP) and Business Improvement District (BID). STA will engage specific property owners as needed.

With the help of STA and the technical team, the consultant team has developed draft alternatives and evaluation criteria as provided in the packet. The draft alternatives represent different technical approaches to meeting the project objectives. The level of service (routes, frequency, and hours of service) is assumed to be the same for each alternative. The alternatives will be compared based on the evaluation criteria. The preferred plan is likely to be a hybrid of alternatives.

During the committee meeting, staff reviewed the project timelines and the alternatives being reviewed to date. Mr. Otterstrom advised the results were not final, that he expects staff will meld all together. He asked if members wanted any other options to be included. None were forthcoming. Ms. Haley questioned the impact on other businesses if STA moved layovers out further. Mr. Otterstrom noted the other areas are being reviewed for strengths and weaknesses and staff are still in the "thinking" stage. Discussion ensued.

Mr. Otterstrom asked for questions. Brief discussion ensued.

B. Annual Passenger Facilities Report

Mr. Otterstrom provided an overview of the *Performance Report – Passenger Facilities* which contains information about Spokane Transit's bus stop level of ridership; park and ride utilization; capital projects and grant administration. He pointed out the highlights.

He also noted that Spokane Transit serves 1,693 bus stops, serves and maintains 130 transit shelters-placed at 107 locations, serves and maintains twelve (12) park and ride lots, and provides bike lockers at select locations. Mr. Otterstrom said that understanding how these passenger facilities are used enables STA to focus its resources more

efficiently. He noted the report provides key data points which assist in ensuring the agency invests responsibly in infrastructure that supports the organization's mission statement and the related goals and policies of *Connect Spokane*, STA's Comprehensive Plan.

He advised that a copy of the Annual Passenger Facilities Report was included in the packet if anyone wanted to review additional details. He asked for questions and advised that staff posts the report on the website every year and they point people to it on a regular basis to help answer questions. No questions were forthcoming.

7. CEO REPORT

- Ms. Meyer reported that consultants from Cardinal Infrastructure would visit April 18 through April 20, 2018. She advised Cardinal Infrastructure has been assisting and advising STA on the application for federal funding for the Central City Line (CCL). She noted the principals are former FTA officials and are planning to meet with the STA Board, City of Spokane, Councilmembers, the Mayor, and others to review competitiveness, landscape in Washington DC, and the recent budget funding for Small Starts. She informed that staff would organize the Board meeting to finish early to facilitate a conversational board workshop after the April 19th Board meeting.

Ms. Meyer asked members to inform staff of anyone they believed would be interested and/or benefit from attending and STA would extend an invitation.

- Staff received unofficial word that STA has been awarded a federal grant which was applied for last summer. She advised it will be formally announced today or tomorrow and asked members to embargo the news until that time. She also mentioned the amount was less than requested.

Mr. Kerns asked if Ms. Meyer could state where we are in the Small Starts grant process. Ms. Meyer provided an update on the status of the Small Starts grant.

- Ms. Meyer spoke briefly about the recent travel by Mr. Otterstrom, Ms. Haley, Mr. French, and Mr. Freeman to Washington, D.C. to attend the American Public Transportation Association (APTA) conference. Ms. Haley added that it was a very positive trip and Mr. Otterstrom agreed. Discussion ensued.

8. COMMITTEE INFORMATION

- A. March 2018 Sales Tax Revenue Information – *as presented*
- B. February 2018 Financial Results Summary – *as presented*
- C. February 2018 Operating Indicators - *as presented*
- D. May 2018 Service Change Summary – *as presented*
- E. STA Outreach Update – *as presented*

9. MAY 2, 2018 - COMMITTEE PACKET AGENDA REVIEW

No changes at this time.

10. NEW BUSINESS

None.

11. COMMITTEE MEMBERS' EXPRESSIONS

Ms. Meyer recognized Mr. Charles Hansen, Citizen Advisory Committee member and thanked him for his service on the committee.


Mr. Kerns extended his gratitude to STA for hosting the Job Fair at the Plaza Second Floor Rotunda. He noted that STA was a great partner. Ms. Meyer said it was all organized through the Communications and Customer Service Department and STA recruiters attended, too.

12. ADJOURN

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

13. NEXT MEETING – WEDNESDAY, MAY 2, 2018, 1:30 P.M. STA SOUTHSIDE CONFERENCE ROOM, 1230 WEST BOONE AVENUE

Respectfully submitted,



Dana Infalt, Executive Assistant