

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

**PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE**

Minutes of the April 3, 2019, Meeting  
Southside Conference Room

**MEMBERS PRESENT**

Lori Kinnear, City of Spokane \*  
Josh Kerns, Spokane County  
Kate Burke, City of Spokane  
Sam Wood, City of Spokane Valley  
Mike Kennedy, City of Liberty Lake (Ex-Officio)  
Rhonda Bowers, Labor Representative  
E. Susan Meyer, CEO (Ex-Officio)

**MEMBERS ABSENT**

Veronica Messing, City of Airway Heights  
(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  
Sam Guzman, Executive Assistant to the Chief Operations Officer

**PROVIDING LEGAL COUNSEL**

Laura McAloon, McAloon Law PLLC

**GUESTS**

None

\* Chair

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

Chair Kinnear called the meeting to order at 1:46 p.m. Introductions were made.

2. **PUBLIC EXPRESSIONS**

None.

3. **COMMITTEE CHAIR REPORT**

Chair Kinnear had no report at this time.

4. **COMMITTEE APPROVAL**

A. **Minutes of the March 6, 2019, Committee Meeting**

**Mr. Wood moved to recommend approval of the March 6, 2019, Committee meeting minutes. Mr. Kerns seconded the motion and it passed unanimously.**

B. **Approval of Paratransit Purchased Transportation Scope of Work**

Mr. Watkins was seeking approval of the Scope of Work (SOW) to release a request for proposals to gain a new Paratransit Purchased Transportation contract.

**Background**

STA has approximately 6,500 ADA customers and provided approximately 475,000 trips in 2018. The current contract is due to expire on December 31, 2019, and the new contract would commence on January 1, 2020. The total contract value (2013-2019) is \$24M.

**Key Characteristics**

- Ensure safety
- Earning and Retaining the Communities Trust
- Provide Outstanding Customer Service
- Enable Organization Success
- Exemplify Financial Stewardship

The successful bidder must possess the capacity to meet all of the service demand required for the duration of the contract period. This includes:

- Insurance
- Maintenance, vehicle cleaning and roadside assistance
- Provide service as a supplement to STA provided service during weekdays
- Exclusively provide service on weekday evenings, weekends and holidays
- Provide an adequate Operating Base

Discussion ensued about newly hired STA Paratransit drivers, how this contract could effect On Time Performance, and the general hours of service.

**Mr. Kerns moved to approve item 4B, Mr. Wood seconded the motion, and it passed unanimously.**

C. Recommendation to Appoint New Member to the Citizen Advisory Committee

Mr. Rapez-Berry explained that he was looking for a decision from the Committee to add an additional member to the Citizen Advisory Committee (CAC).

Background:

The mission of the CAC is to increase public participation, promote accountability for the organizations actions, assist in educating the public, gathering and sharing public input with STA, and being representative of a wide range of stakeholders and transit service. In 2015 the change was made to have the Performance Monitoring and External Relations (PMER) committee approve membership for the CAC.

The Candidate:

Ms. Susan Gray is a city of Spokane resident, a retired paralegal, director of the League of Women Voters, and an active transit rider. She enjoys taking shorter trips (20 minutes or less) on the bus, but prefers driving for longer commutes.

Discussion ensued about CAC recruitment.

**Mr. Kerns moved to approve item 4C, Mr. Wood seconded the motion, and it passed unanimously.**

5. COMMITTEE ACTION

A. Board Consent Agenda

1. Award of Contract: Spokane Falls Station

Spokane Falls Station is a project that STA is undertaking based on a 2015-2016 planning process and partnership with the City of Spokane, Spokane Falls Community College, and the West Hills neighborhood. That process has resulted in a plan for bringing the buses in off the main street, providing the ability to get back onto the main drive via a traffic signal, and providing a transit lane/station area in the campus. The overall project budget is \$2.963M; primarily made possible by the State Regional Mobility Grant that was awarded in 2017.

STA has gone through an extensive design process and partnership with the Community College and the community, and went out to bid based on the PMER Committee's authorization on February 3, 2019. There was a pre-bid meeting on February 14<sup>th</sup>, and the bid opening was on March 7<sup>th</sup>. The bids have been reviewed and the responsible low-bidder is NNAC, Inc. This included a base bid "A" and "B"; elements that are subject to sales tax (non-rule 171) and those that are transportation focused and not subject to tax (rule 171). The "alternate and options selected" deals with curb rails and removing decorative pilasters. The engineers estimate was \$2.375M, and NNAC came in at \$1.995M.

When the bid is added in with the other project costs (contingency, tax, permits, design services, etc.) the total estimated project cost is \$2,828,884, which is \$134,116 under the \$2.963 approved budget.

Project Timeline:

- April 18, 2019 – Board Award of Contract
- April 26, 2019 – Notice to proceed
- May 13, 2019 – Construction starts
- September 11, 2019 – Substantial completion of the Transit Center
- September 15, 2019 – STA begins operations

NNAC, Inc. is a minority, women-owned business.

Discussion ensued about removal of the decorative pilasters.

**Ms. Burke moved to approve item 5A1, Mr. Kerns seconded the motion, and it passed unanimously.**

**2. Award of Contract: Spokane Community College Transit Center**

The Spokane Community College Transit Center project will integrate several upgrades (when compared to STA's existing facility). It's more visible, has a better relationship to the campus, improves the ability to serve areas to the East (i.e. Millwood and Spokane Valley), and will become the eastern terminal for the Central City Line (CCL) in 2021. The overall budget is \$5M; \$3M was secured from State Regional Mobility Grant funds in 2017 to match the \$2M in STA Moving Forward (STAMF) funds.

The scope of work was authorized by the Committee back in November of 2018, and was advertised on February 10, 2019. The pre-bid meeting was on February 21<sup>st</sup>, and the bid opening was a week after. The bids were reviewed on March 13<sup>th</sup>, 2019. All three bidders were slightly higher than the engineer's estimate of \$2.95M. The "alternate and options selected by staff" related to how the power is brought in. LaRiviere had the low bid at \$3.063M.

LaRiviere has done various projects around the region and is based in Idaho. They have very high references, and have done work for Public Works as well as military facilities. They are also the current contractor for the Riverstone Transit Center in Coeur d'Alene.

The overall project budget comes in at \$4,356,834, which is \$643,166 under the \$5M project budget.

Project Timeline:

- April 18, 2019 – Board Award of Contract
- May 6, 2019 – Notice to proceed
- September 11, 2019 – Substantial completion of the Transit Center
- September 15, 2019 – STA begins operations

Part of the project includes deconstructing STA's current facility on the west side of campus.

Discussion ensued about the project budget and what happens to any remaining balance.

**Mr. Wood moved to approve item 5A2, Mr. Kerns seconded the motion, and it passed unanimously.**

**B. Board Discussion Agenda**

*(No items presented this month)*

6. REPORTS TO COMMITTEE

A. Fixed Route 2018 Passenger Survey Results

Mr. Rapez-Betty shared highlights from the 2018 Fixed Route passenger survey. In the last couple of months results for the Paratransit survey and community perception survey have also been presented.

The Fixed Route passenger survey is conducted every year, and in 2018 it was done by Robinson Research. Data is gathered from Fixed Route passengers on-board, including reasons for riding public transit, evaluations of the service, and an update on the demographic profile of STA riders. The surveys were completed October 13-17, 2018.

Key Findings:

- Nearly seven out of ten surveyed rated their overall satisfaction with STA bus service excellent or good.
- Customers rated most bus service categories as a 4 or higher.

Mr. Rapez-Betty went over the survey respondent demographics (gender, age, household income, etc.), travel characteristics (how many days per week they ride, what kind of pass they use, etc.), and perceptions (customer service ratings and what would make STA's service better).

Discussion ensued about many topics; including the observation of how many riders would potentially be considered low income should a reduced fare program be implemented.

B. Legislative Report

Ms. Meyer reported that the state legislature is working on a number of things, including the transportation budgets. The house passed their transportation budget last week, and the senate will make their decision very soon. The items in the budget that benefit STA are:

- Regional Mobility Grant – funding for the Cheney High Performance Transit (HPT) - \$6.3M for buses, infrastructure and amenities.
- Appropriated funding for Monroe-Regal, Spokane Community College Transit Center, Spokane Falls Station, and the West Plains Transit Center.
- The CCL has received \$15M for the capital costs from Connecting Washington. There is \$1M beyond the next biennium, and FTA asked if STA could make all of the \$15M local match available right now. The \$1M is the only thing that stands outside of STA's availability. STA has asked their legislatures if they would advance the \$1M into the current biennium, in doing this STA may be asked to move equal funds from the Cheney project.

6. CEO REPORT

- Regarding the CCL, the readiness and risk review will be held on May 2<sup>nd</sup> and 3<sup>rd</sup>. The FTA has engaged Urban Engineers to visit on their behalf and evaluate STA's readiness to undertake the CCL project, and the riskiness of STA receiving the \$53M grant. They will look at scope, schedule and cost. Urban Engineers will then write a report to FTA. STA is hoping to have a Small Starts grant signed by the end of the year.
- Sherry Little from Cardinal Infrastructure is going to be at STA for the CCL readiness and risk review. She has been asked to arrive a day early and possibly come talk to the committee about the status of the application and what she is hearing from FTA.

7. COMMITTEE INFORMATION

- February 2019 Operating Indicators – *as presented*
- February 2019 Financial Results Summary – *as presented*
- March 2019 Sales Tax Revenue Information – *as presented*
- May 2019 Service Change Summary – *as presented*
- 4<sup>th</sup> Quarter Safety and Loss Summary Report – *as presented*

8. May 1, 2019 - COMMITTEE PACKET DRAFT AGENDA REVIEW

- Small Starts Grant status presentation by Sherry Little to be added to the agenda.

9. NEW BUSINESS

- None

10. COMMITTEE MEMBERS' EXPRESSIONS

- Mr. Kennedy and Mr. Kerns expressed their appreciation for the Awards Banquet.

11. ADJOURN

Chair Kinnear adjourned the meeting at 2:38 p.m.

12. NEXT MEETING – WEDNESDAY, MAY 1, 2019, 1:30 P.M, STA SOUTHSIDE CONFERENCE ROOM, 1230 WEST BOONE AVENUE

Respectfully submitted,



Sam Guzman, Executive Assistant