

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Minutes of the April 6, 2022, Meeting
Via Virtual WebEx

MEMBERS PRESENT

Pam Haley, City of Spokane Valley*
Josh Kerns, Spokane County
Veronica Messing, City of Cheney (*Ex-Officio*)
Don Kennedy, City of Medical Lake (*Ex-Officio*)
Rhonda Bowers, Labor Representative (*non-voting*)
E. Susan Meyer, CEO (*Ex-Officio*)

MEMBERS ABSENT

Lori Kinnear, City of Spokane
Zack Zappone, City of Spokane

STAFF PRESENT

Brandon Rapez-Betty, Chief Operations Officer/
Interim Chief Communications and Customer
Service Officer
Karl Otterstrom, Chief Planning and Development
Officer
Monique Liard, Chief Financial Officer
Nancy Williams, Chief Human Resources and Labor
Relations Officer
Molly Fricano, Executive Assistant to the COO

PROVIDING LEGAL COUNSEL

Laura McAloon, McAloon Law PLLC

**Committee Chairwoman*

GUESTS

Emily Arneson, Ombudsman & Accessibility Officer
(*Staff liaison to Citizen Advisory Committee*)

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

Chair Haley called the meeting to order at 1:30 p.m. and roll call was conducted.

2. **COMMITTEE CHAIR REPORT**

Chair Haley had no report at this time.

3. **COMMITTEE APPROVAL**

A. **Minutes of the March 2, 2022, Committee Meeting**

Mr. Kerns moved to approve the March 2, 2022, Committee meeting minutes. Ms. Haley seconded, and the motion passed unanimously.

B. **Citizen Advisory Committee: Member Reappointment**

Ms. Arneson provided background of the Citizen Advisory Committee (CAC) and advised they are requesting approval of the reappointment of Ms. Susan Gray to a second three-year term on the committee. She provided information on the CAC's charter and Ms. Gray's qualifications.

Mr. Kerns moved to approve the reappointment of Susan Gray to the Citizen Advisory Committee for a second three-year term, commencing immediately. Ms. Haley seconded, and the motion passed unanimously.

4. COMMITTEE ACTION

A. Board Consent Agenda

1. 2021 Year-End Performance Measures Summary and Proposed 2022 Goals

Mr. Rapez-Betty presented the 2021 Year-End Performance Measures Summary and Proposed 2022 Goals in tandem. Each performance measure relates to a specific Spokane Transit priority. These quantifiable benchmarks demonstrate the agency's commitment to accountability.

Mr. Rapez-Betty advised the full packet of performance measure results for year-end 2021 may be viewed on the STA website through the link provided on the cover page.

He noted the 2022 Action Plan included in the packet provides details of the 2022 Performance Measure goals, noting that many remain the same for the coming year. Any goals that have changed were annotated in green. Mr. Rapez-Betty called out the updated 2022 ridership goals:

- Fixed Route goal: increase 20.3% over 2021 year-end ridership, which represents a 10% increase over 2020, to approximately 5.2M trips
- Paratransit goal: increase 11.2% over year-end 2021 ridership, to approximately 277,000 trips
- Vanpool goal: increase 25.7% above 2021 year-end ridership and stabilize ridership at approximately 88,000 rides in 2022

Mr. Kerns moved to approve as presented and forward to the Board consent agenda. Ms. Haley seconded, and the motion passed unanimously.

2. Plaza Security Office Carpet Final Acceptance

Mr. Rapez-Betty explained this request is for the release of final payment of the Security Office carpet. The worn carpet was removed and replaced with a more durable, long lasting darker carpet. Great Floors, LLC was the contractor, and the work was completed on February 9, 2022. The budget for this project was \$35,330.72.

Mr. Kerns moved to accept the contract with Great Floors, LLC for the carpeting project as complete and authorize release of retainage security subject to receipt of such certificates and releases as required by law. Ms. Haley seconded, and the motion passed unanimously.

3. Award of Contract Bus Schedule Printing

Mr. Rapez-Betty provided background information on this project which included that STA currently maintain 34 individual printed schedules and have an estimated 1.35M schedules printed annually. The schedules are stocked at Boone, the Plaza, on the bus, and at various locations around the region. Mr. Rapez-Betty explained the current contract expires April 30, 2022. During the RFP process the current vendor, National Color Graphics, was the only response received. The five-year contract is estimated to be valued at \$555,000 with a firm price for contract year one (1). Price adjustments, if any, for years two (2) through five (5) will be allowed in accordance with the annual non-seasonally adjusted percentage change in the Consumer Price Index – Urban Consumers (CPI-U) for the month of December.

Mr. Kerns moved to recommend the Board approve an award of contract, effective May 1, 2022, to National Color Graphics with prices held firm for the first year and price adjustments for years two through five tied to the Consumer Price Index for All Urban Consumers/All Cities Average (CPI-U). **Ms. Haley seconded, and the motion passed unanimously.**

4. Sole Source Contract Award: Web Development & Maintenance Services

Mr. Rapez-Betty explained STA has a current Professional Services Agreement with Zipline Communications Inc. (DBA Zipline Interactive) which expires in June 2022. In 2019 STA received no responses to the RFP, which is why STA entered into a Professional Services Agreement with Zipline Communications Inc. on February 1, 2020. Interviews with local providers were held before commencing this agreement. Zipline Communications, Inc. is a local service provider who has proven the ability to stay within budget and use resources wisely.

Mr. Rapez-Betty described the work being performed which includes integration of data for customer use. Current efforts include the website redesign and the expansion of real time data, trip planning and notifications; expanding capacity for content management; and continued API development and data quality refinements. The funding for this contract would be utilizing the existing Communications Web Services budget of \$172,500. The annual NTE amount for Web Development and Maintenance is \$100,000.

Staff recommended the Committee review and recommend the Board approve a motion to give CEO authority to negotiate and award a five (5) year, sole source contract to Zipline Communications, Inc. for Web Development & Maintenance Services, not to exceed \$100,000 annually.

Mr. Kerns moved to approve as presented. Ms. Haley seconded, and the motion passed unanimously.

B. Board Discussion Agenda *(no items were presented this month)*

5. REPORTS TO COMMITTEE *(no items were presented this month)*

6. CEO REPORT

- Ms. Meyer reported the March 2022 voter-approved sales tax revenue, collected on January sales, showed an increase of 4.2% above March 2021 actual (\$0.3M), 12.1% year-to-date above 2021 actual (\$2.8M), and 8.8% year-to-date above budget (\$2.1M).
- Ms. Meyer discussed the new Washington State Transit Support Grant which is part of the *Move Ahead Washington Program* that the legislature approved, and the Governor signed. This program covers sixteen (16) years and has been allocated \$16.0B in revenue for transportation investments. In order to be eligible for the Transit Support Grant the following requirements must be met: maintain voter-approved sales tax rate for transit, or seek voter approval to increase rate; and provide zero-fare service to youth 18 and under effective 10/1/2022. If STA agrees to the policy changes, the estimated STA funding for 2022 would be \$2.2M. The Biennium amount for 2023-2025 would be \$6.4M. Funding can be used to pay for zero-fares and any operating or capital cost.

Ms. Meyer pointed out some items the Board will need to take into consideration including the October 1, 2022, state deadline, and the October new fare system implementation. Also, the K-

12 school year starts between late August and early September. Other items to consider are the foregone revenue due to the Zero Fare implementation, and how those funds will be replaced by the grant. In addition, a decision would need to be made on other expenditures STA would use for improvements in transit service.

The STA Board decision process is as follows:

- April 13: Board Ops (process)
 - April 21: Board of Directors
 - May 4: Committee (PMER)
 - May 19: Board of Directors
 - June 16: Board of Directors - Decision
- Ms. Meyer shared the good news about our Retention and Recruitment Plan and how it has already benefited STA with the hiring of eighteen (18) Coach Operators. There will be a report at the April 21st Board Meeting about all the new hires since the incentive plan was put into place.
 - A Board Workshop is scheduled for May 19th from 11:30am – 1:15pm prior to the Board Meeting to discuss Strategic Planning. There is a possibility of an in-person meeting, but a virtual option will also be offered.

7. COMMITTEE INFORMATION

- A. February 2022 Operating Indicators
- B. May 2022 Minor Service Change
- C. February 2022 Financial Results Summary
- D. March 2022 Sales Tax Revenue

8. May 4, 2022 - COMMITTEE MEETING DRAFT AGENDA REVIEW

The May 4, 2022, Performance Monitoring and External Relations Committee Meeting draft agenda was reviewed. There were no changes at this time.

9. NEW BUSINESS

None

10. COMMITTEE MEMBERS' EXPRESSIONS

None

11. ADJOURN

With no further business to come before the Committee, Chair Haley adjourned the meeting at 2:13 p.m.

The next committee meeting will be held on Wednesday, May 4, 2022, at 1:30 p.m. via WebEx.

Respectfully submitted,

Molly Fricano

Molly Fricano

Executive Assistant to the Chief Operations Officer