

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Minutes of the February 1, 2023, Meeting
Via Virtual WebEx

MEMBERS PRESENT

Pamela Haley, City of Spokane Valley*
Josh Kerns, Spokane County
Betsy Wilkerson, City of Spokane
Zack Zappone, City of Spokane
Hank Bynaker, City of Airway Heights (*Ex-Officio*)
Rhonda Bowers, Non-Voting Labor Representative
E. Susan Meyer, CEO (*Ex-Officio*)

MEMBERS ABSENT

Don Kennedy, City of Medical Lake (*Ex-Officio*)

STAFF PRESENT

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

PROVIDING LEGAL COUNSEL

Megan Clark, Etter, McMahon, Lamberson, Van Wert
& Oreskovich, P.C.

**Committee Chairwoman*

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1. **CALL TO ORDER AND ROLL CALL**
Chair Haley called the meeting to order at 1:30 p.m. and roll call was conducted. Mr. Zappone joined the meeting after the meeting was called to order and Ms. Wilkerson left before the meeting was adjourned.
 2. **COMMITTEE CHAIR REPORT**
Chair Haley had no report at this time.
 3. **COMMITTEE APPROVAL**
 - A. **Minutes of the November 30, 2022, Committee Meeting**
Ms. Wilkerson moved to approve the November 30, 2022, Committee meeting minutes. Mr. Kerns seconded, and the motion passed unanimously.
 - B. **Sprague Line - Phase I: Scope of Work Approval**
Mr. Otterstrom provided background information on the Sprague Line's importance to STA's HPT network and the expansion of regional transit services as part of the *STA Moving Forward* plan (2016). He described the general scope of work, the scope of work summary, and updates to the Valley Transit Center. Mr. Otterstrom discussed the project budget and future expenses. The consolidated budget total is \$ 7,763,607 and after expenditures to date, the remaining budget is \$6,582,773. The engineering estimate for Phase 1 is \$1,070,000 which leaves a remaining budget for future expense(s) of \$5,512,773. Mr. Otterstrom went through the anticipated construction timeline showing the start of construction to begin July 2023 with a substantial completion in Fall 2023.
Mr. Zappone moved to approve general scope of work and authorize staff to release the Invitation for Bid (IFB) for Sprague Line – Phase I Construction. Ms. Wilkerson seconded, and the motion passed unanimously.

4. COMMITTEE ACTION

A. Board Consent Agenda

1. Extension of Laundered Uniforms and Supplies Contract 2017-10048

Mr. Rapez-Betty explained STA's contract with AlSCO, Inc. for laundered uniforms and supplies expires February 28, 2023. The contract is not eligible for an extension under STA's Procurement Resolution 702-13, which limits contracts to no more than five (5) years in length, unless otherwise approved by the Board. Although the Purchasing Department staff had created a Scope of Work to issue a Request for Proposal for a new five (5) year contract, they were made aware of obstacles which will require additional time for AlSCO, Inc. to provide the goods and services.

In order to have a smooth transition, the Procurement staff recommends a one (1) year contract extension with AlSCO, Inc. for the period of March 1, 2023, through February 29, 2024. The contract extension will incur an estimated cost of \$130,000 and be paid with operating funds from the respective departments.

Mr. Zappone moved to recommend the Board authorize the CEO to extend Contract 2017-10048, Laundered Uniforms and Supplies, with AlSCO, Inc. for one (1) year, at an estimated cost of \$130,000 as presented. Mr. Kerns seconded, and the motion passed unanimously.

B. Board Discussion Agenda (none)

5. REPORTS TO COMMITTEE

A. July 2023 Service Revisions: Public Outreach Update

Mr. Otterstrom provided background on the July 2023 Service Revisions draft recommendation introduced last month which is due to staffing shortfalls that limit STA's ability to fully deliver planned service improvements in July 2023. This restructured service package of improvements is focused on preserving and delivering City Line at 95% of the net new service to be deployed in July. Temporarily, the City Line is proposed to have less frequency than was originally planned which has to do with staffing shortages. It has been a challenge to grow the system and hire additional bus operators during a difficult time in the industry.

Mr. Otterstrom explained public outreach is essential to ensure awareness of changes and to receive input. He described the various ways STA will do public outreach which includes a survey in paper form and on the STA website, social media, and through neighborhood councils in areas mostly impacted. There is also signage at each bus stop. Mr. Otterstrom outlined the timeline which will result in the service revision launch on July 16, 2023.

Ms. Wilkerson expressed some concerns about making sure we are targeting the neighborhoods which have high ridership and to ensure STA receives the most accurate results. She specifically mentioned the East Central and Lincoln Heights neighborhoods. Mr. Otterstrom confirmed STA shares information with those neighborhoods and requests information to be passed on. Ms. Wilkerson stated although technology is very important and beneficial, there might be older riders who are not able to use those technology formats to participate in the survey. Mr. Otterstrom agreed older riders are a more challenging demographic and suggested there be an outreach day at the Plaza to capture other riders who are not able to use the other means.

Mr. Zappone inquired about outreach to schools and to community centers. There was discussion about the importance of sharing information directly with the various Spokane school's administration rather than only the District 81 office. Mr. Zappone stated a concern about the accessibility of the survey, its difficulty to understand, and his impression it limits public engagement regarding City Line changes. There was conversation about the staffing issue and how STA has tried to maximize the rider benefit and the operational sustainability of the changes. According to Mr. Otterstrom, the most common feedback from the surveys has to do with requesting more night and weekend frequency. The best way for STA to mitigate the staffing shortfall is to offer more consistency across the day. This type of schedule offers consistent work for the operators and allows STA to have more buses out. There has not been enough evidence from all the customer feedback to cut into night and weekend service to fund peak frequency service. Agencies nationally and statewide are pivoting to an all-day frequent service. STA's goal is to provide the public with the best option possibility. Mr. Zappone asked how STA uses the survey results. Mr. Otterstrom stated STA uses those results to make large and small adjustments when possible.

B. Connect Fare System Customer Experience Update

Ms. Cortright provided an update on the Connect Fare System which launched on October 1, 2022. There are 58,356 Active Connect Fare Media which breaks down to 31,407 Connect cards, 7,581 eConnect cards and 19,368 Limited Use cards which are paper passes distributed by institutions. She gave a breakdown of monthly adoption rates and fare categories for the first three months.

Ms. Cortright explained starting in March there will be a \$5.00 charge for a physical card, but once the card is registered the fee will be credited and applied to the card-holder account. Connect cards are currently sold at Safeway and Albertsons. Additional retailers will be coming online and contactless credit cards, as well as Apple and Google Pay, will be available second quarter. Ms. Cortright discussed the UTAP transition and the efforts in reaching out to area schools as well as a few issues still being addressed having to do with phone QR codes and general app issues.

6. CEO REPORT

Ms. Meyer reported the January 2023 voter-approved sales tax revenue, collected on November sales, had a budget of \$9,047,047. The actual receipts were \$8,976,504, which is 0.8% below budget and totaling approximately \$70,543. Year-to-date numbers are the same for January.

7. COMMITTEE INFORMATION

- A. December 2022 Operating Indicators
- B. 4th Quarter 2022 Service Planning Public Input Report
- C. January 2023 Sales Tax Revenue

8. MARCH 1, 2023 – COMMITTEE MEETING DRAFT AGENDA REVIEW

The March 1, 2023, Performance Monitoring & External Relations Committee Meeting draft agenda was reviewed and there were no changes.

9. NEW BUSINESS

Mr. Zappone requested a review of the Community Access Pass (CAP) program to discuss potential modifications. He would also like to further discuss working with the school districts to enable bus

passes on their student ID before the next school year. Mr. Zappone stated he also wants to explore the possibility of STA performing Means Testing.

Chair Haley asked for input from other committee members about Mr. Zappone's proposals for new business at the next committee meeting. Mr. Kerns asked Mr. Zappone what his objective is with regard to the CAP program. Mr. Zappone stated he would like a review of the program. His goal is to find out if the CAP program is working as effectively as possible. Mr. Zappone suggested outreach efforts to our community partners and non-profits to ask for feedback on how the program is working. Mr. Kerns agreed there would be value in reviewing the CAP program and he is open to having a presentation on it.

10. COMMITTEE MEMBERS' EXPRESSIONS

11. ADJOURN

With no further business to come before the Committee, Chair Haley adjourned the meeting at 2:52 p.m.

The next committee meeting will be held on Wednesday, March 1, 2023, at 1:30 p.m. via WebEx with an in-person option.

Respectfully submitted,

Molly Fricano

Molly Fricano

Executive Assistant to the Chief Operations Officer