

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

**PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE**

Minutes of the September 6, 2017, Meeting  
Southside Conference Room

**MEMBERS PRESENT**

Amber Waldref, City of Spokane\*  
Josh Kerns, Spokane County  
Tom Trulove, City of Cheney (Ex-Officio)  
Rhonda Bowers, Labor Representative  
E. Susan Meyer, CEO (Ex-Officio)

**MEMBERS ABSENT**

John Higgins, City of Medical Lake  
Odin Langford, City of Liberty Lake

**STAFF PRESENT**

Steve Blaska, Director of Operations  
Karl Otterstrom, Director of Planning and Development  
Lynda Warren, Director of Finance and Information Services  
Beth Bousley, Director of Communications & Customer Service  
Nancy Williams, Director of Human Resources  
Emily Arneson, Ombudsman & Accessibility Officer  
Jan Watson, Clerk of the Board  
Jessica Charlton, Capital Projects Manager  
Dan Wells, Deputy Director of Capital Development  
Mike Kunder, 3939 Representative

**GUESTS**

Laura McAloon, Legal Counsel  
Charles Hansen, Citizen Advisory Committee Member

\* Chair

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

Chair Waldref called the meeting to order at 1:31 p.m. Introductions were made.

2. **PUBLIC EXPRESSIONS**

None.

3. **COMMITTEE CHAIR REPORT**

None.

4. **COMMITTEE APPROVAL**

A. **MINUTES OF JULY 12, 2017 COMMITTEE MEETING**

**Mr. Kerns moved to recommend approval of the July 12, 2017, Committee meeting minutes. The motion was seconded by Chair Waldref and passed unanimously.**

B. **APPROVAL OF SCOPE OF WORK FOR BOONE NORTHWEST GARAGE**

Mr. Blaska introduced Jessica Charlton, acknowledged her work on the Plaza Upgrade project and noted she is the point of contact for the Northwest Garage. He stated that staff are asking for the Committee approval to release the Scope of Work (SOW). He provided slides depicting the shortage of space in the existing garage and pointed out the creative and crowded manner in which the buses must be parked in order to accommodate all of them. Mr. Blaska noted the servicing and cleaning of the vehicles at night is difficult under current conditions and said it is obvious that space is required and essential that it be provided as STA expands service.

Mr. Blaska explained a long-term planning effort was undertaken on a campus master plan that looked out 20-30 years and came up with different scenarios, ultimately landing on a dual campus scenario. He said that in all versions, the requirement for Boone Northwest Garage on this campus was validated. He offered slides that showed the proposed design and layout and explained the logistics of the garage.

He informed that the general Scope of Work includes all things associated with building the facility. Mr. Blaska noted that the facility design includes a bus washer, 20,000 gallons of fuel capability, and the ability to vault vehicles (which means download the farebox revenue), and is pre-positioned/being designed with the charging of electric buses in mind. The infrastructure will be set up so that when STA transitions to

battery electric buses, they will be located in this facility. Additionally, the facility is to be built with 15' ceiling height, which is adequate to accommodate double decker buses in the future should STA make that decision.

Mr. Blaska noted the first thing to move into the new facility are the Paratransit vans, which will eliminate the need for service/cleaners to walk back and forth across Boone Avenue (as is currently required). The balance of the space to be consumed with buses and as STA transitions to battery-electric buses those will share the space with the Paratransit vehicles.

The project is in the Board approved Capital Improvement Program as *CIP ID M&F-2016-502*. The project's general Scope of Work is attached. Following approval by the Committee, staff anticipates advertising the Invitation for Bid (IFB) early in November 2017. The project will be out for procurement for approximately 30 days, with bids to due mid-December 2017. Staff anticipates proposing Award of Contract (AOC) in February 2018 to the PMER Committee and the Board, followed by contractor Notice to Proceed to construction in March 2018. Construction is expected to be complete in 2019 in time to support service enhancements and additions.

Brief discussion ensued regarding neighborhood opinions, zoning, and vacating Sharp. Mr. Blaska noted that the south facing roof of facility is being built for the loads and configured to accommodate solar panels once they become cost effective to install.

**Mr. Kerns moved to approve the Scope of Work as presented and authorize staff to release an Invitation for Bid for the Boone NW Garage project. The motion was seconded by Chair Waldref and passed unanimously.**

C. CITIZEN ADVISORY COMMITTEE PARTICIPANT COMPENSATION

Ms. Bousley advised the Committee that members of the Citizen Advisory Committee (CAC) receive an annual bus pass, along with \$15 compensation, for every meeting attended. She said staff would like to discuss whether to continue or change compensation for citizen members participating in any committee, and aligning the charter with the resolution and bylaws accordingly. She advised the reimbursement of \$15 is not reflected in the current CAC Charter and that needs to be amended. Ms. Bousley advised that staff is seeking confirmation of the intent to discontinue compensation when the Board / Committee structure was established a few years ago.

Ms. Bousley noted the milestones, bylaws, and amendments made in the past. She informed that under Charters and Bylaws 1992, STA Board Citizen Committee members were paid \$15.00 for attending a meeting. However, in 2004, there was a Charter and Resolution stating members of CAC serve in a voluntary role, without compensation; and in 2009, a Resolution stated that without Salary, travel is reimbursed. In 2016, CAC became a subcommittee to the Performance Monitoring and External Relations (PMER) Committee and the Charter does not reflect travel reimbursement or a bus pass. Staff recommends the CAC Charter be amended to include only a provision for an annual bus pass to current CAC members. Ms. Bousley would like to clarify that while a member of CAC (a 3-year term); they receive an annual bus pass, but to align it with all the amendments shown. Staff believes the intent was not to give them \$15 in addition to that pass.

She directed the Committee to review the item in their packet that shows a blue-lined correction to add, "The members of the CAC will continue to receive a bus pass during their tenure."

Chair Waldref asked about the feedback from the CAC. Ms. Bousley advised staff brought it the PMER for their opinion prior to discussing it with the CAC members at the next meeting. Chair Waldref reflected she would have preferred to have the feedback from the CAC prior to PMER making a recommendation. Ms. Bousley asked if staff could advise the CAC Members that this was a recommendation of PMER pending input from CAC. Chair Waldref also clarified that by paying the \$15.00, STA is not following its own charter, noting it should have been taken out once CAC became a subcommittee of PMER. Discussion ensued.

Chair Waldref clarified that she would like to make it known to the CAC members that it was not something driven by the PMER Committee but that the Committee was comfortable with the recommendation.

**Mr. Kerns moved to recommend the Board approve the item as presented. The motion was seconded by Chair Waldref and passed unanimously.**

5. COMMITTEE ACTION

A. Board Consent Agenda

*(No items presented this month)*

B. Board Discussion Agenda

*(No items presented this month)*

6. REPORTS TO COMMITTEE

A. BUS ADVERTISING EVALUATION

CEO Meyer acknowledged Beth Bousley, Steve Blaska, Lynda Warren, and Laura McAloon for their involvement in the discussion. She provided background on the bus advertising since inception in 1994. She noted that from 2009 to 2012, the policy allowed advertising content that created a difficult environment for STA's coach operators and customer service employees, as well as criticism for STA. At the end of 2012, the eleven prohibited categories in that policy were amended to add five more, and limited the advertisements to two types of ads: Commercial Advertising for Products and Services and Public Service Announcements.

Ms. Meyer advised that in December 2012, the Board approved the new policy. She reported that overall there was little controversy. However, there has been difficulty with the contractor administering and interpreting compliance with STA's Advertisment policy. The contractor sold ads in 2016 that contained prohibited content and installed them on buses. Staff directed the contractor to remove the ads, which they did; however, soon afterwards, a separate organization (ATU 1015) expressed an interest in purchasing ads that covered similar prohibited content. They notified STA they would bring legal action if their ads were not accepted and, ultimately, they did initiate litigation. A trial was held and staff are waiting a judicial decision.

Staff reviewed the pros and cons of the advertising and the significant benefit is that it generates non-taxpayer revenue. In 2016, advertising generated \$179,955. By staff's estimates, all the expenses associated with administering the policy were approximately \$40,000, providing a net of approximately \$140,000. However, the cost in 2017, while working on the lawsuit, has been approximately \$62,000.

Challenges include incorrect and inconsistent application of the advertising policy by the contractor, which has put STA and its employees in a very difficult position by accepting ads that were prohibited. Other challenges included controversial ads have been associated with STA regardless of disclaimers; conflict affects employees working with the public; cost to administer the contract and engage legal resources offsets revenue.

Ms. Meyer advised the conclusion is that if staff are unable to require compliance with a Board approved policy for advertising, which is what would happen if the judge found in favor of ATU 1015, then STA would be unable to enforce compliance with any of the provisions of the advertising policy. Unfortunately, it has become something that staff does not think is worth the revenue received due to the trouble over the last couple of years, as well as what it would allow or not allow STA to do in taking any type of advertising. Ms. Meyer provided an example discussed in court.

Ms. Meyer informed that the Board approves the policy and the Committee delegate's authority to the CEO to release an RFP for a vendor to manage STA's bus advertising program. Ms. Meyer said she is seeking the Committee's input on the recommendation. She has concluded, with support of legal counsel and staff, that STA should continue to suspend this advertising program as has been the case since November 2016.

Ms. McAloon noted that Rhonda Bowers had a question. Ms. Bowers reported she is concerned because STA had ads of a religious nature that were not atheist and 7<sup>th</sup> Day Adventist's had ads on STA's buses for quite a period of time. She stated STA worked with the advertisers to the point where an ad was acceptable and on the buses for a very long time that stated, "We're here". She reported those ads did not cause controversy, did not have any problem, they were not pulled, they ran until the contract continued and it was not a problem.

Ms. Bowers asked what STA's revenue was in advertising in 2013, 2014, and 2015, prior to when STA started having trouble. Ms. Warren advised 2013 was a total of \$256,000, 2014 was \$206,000, and 2015 was \$149,000. Ms. Warren noted it varies up and down and generally follows the trends of the economy.

Ms. McAloon addressed the 7<sup>th</sup> Day Adventist ads. She noted that STA adopted a revised Advertising Policy at the December 2012 Board meeting, which went into effect as soon as it was adopted. She noted the new contract was awarded at that same Board meeting and they had already been serving as the contractor. In anticipation that the policy was changing, the contractor sold ads that were permissible under the prior policy before the contract was amended. Their customers signed the contract and placed the ads prior to the date of the new advertising policy, and the ads were for the following year. The contractor had accepted payment for the advertising. It was a unique situation at the beginning of a transitional issue. STA believes those ads were brought into compliance with the new policy and worked diligently to do that and explain to the 7<sup>th</sup> Day Adventist Church why their advertising in Spokane had to be different than the ads placed everywhere else in their national campaign. STA did have them modify those ads to take out the religious component and ran those ads due to the mistake made by the contractor. Unique situation at the transitional time of the policy. Ms. Bowers noted STA did work with them and did work it out and the ads ran.

Discussion ensued.

In terms of working with ATU 1015 on the content of their ad, Ms. McAloon advised STA offered to work with them on multiple occasions and asked them to submit that ad. She noted that she personally made that request and offer.

Ms. Meyer advised that STA required the contractor to have additional expertise in helping to understand and require compliance with the policy. That did not work out well for them either and STA gave notice of intent to cancel the contract under the prior policy because of the contractor's inability to apply the terms of the contract. In order to keep the program going, the solution was to amend the contract to allow them to cure their problem and demonstrate they had the ability to abide by the policy. However, they continued to struggle.

Mr. Blaska stated that with the new policy that came into effect in late 2012, it was designed to avoid the conflicts that STA had experienced previously. Staff thought it was a rock solid policy and Councilmember Mumm asked what STA could fix in the policy when the lawsuit came up. The fundamental question is can we guarantee any policy could not be subject to challenge. It really does not matter that it is an ATU 1015 ad. It is a case of STA being challenged by whomever would come forward.

Chair Waldref questioned the ability of allowing only public service announcements (PSA) for health, safety, early childhood education, social service information. Discussion ensued. Ms. McAloon stated there is no legislation at the federal level that protects a government. Advertising is not part of a transit agency's governmental function. Having any type of message is not part of the function of providing public transportation. Regardless of how much revenue is generated, it is applying first amendment principals to text and graphics that are posted on government property. It is still government action imposing those policies about what can be expected. It is still a private entity or other governments / non-profits that are arguing that the content of the message they want to place should be allowed. Further discussion resulted.

Ms. Meyer summarized the matter is about STA's ability to have a policy that is enforceable without legal challenge, perception challenge, without making the union or the UFCW, or employee's think STA is anti-union, which is not the case. She stated this has created a corner in which staff are defending STA's policy against something that is content and not organizational. She stated STA never did reject the ATU ad. The communication that asserted a claim would be coming if STA did not take the ad was before there was any ad content provided, then the ad content was provided. Because of the contractor's inability to comply with STA's advertising policy, staff ended the contract.

Chair Waldref stated she would provide a report at the Board meeting on this subject. She said if the Committee members that are not present here have questions, they could ask them then. She reported she would inform the Board there is no action to be taken, but just feedback of a difference of opinion or further questions that Ms. McAloon can answer. Chair Waldref commented that she felt people were probably calling and asking about advertising. Ms. Bousley informed her they have been receiving approximately two calls per week and have kept a list. She also noted that staff could use the space for STA information – *Have your fare ready*, etc. Mr. Kerns mentioned there would be a long discussion at the full Board, too.

He believes there will be many questions. Mr. Kerns said what Ms. McAloon shared provided a great amount of legal background that made sense.

**B. FTA COMPREHENSIVE REVIEW: REPORT**

Ms. Meyer introduced this item and provided background, stating the Federal Transit Administration (FTA) is required to review and evaluate the performance of STA in compliance with statutory and administrative procedures. This review, known as “The Triennial Review”, includes a review of STA’s compliance in 17 areas. The review is conducted every three years. Ms. Meyer noted a lengthy written response to the questions was provided by staff prior to FTA’s arrival. Once onsite, they had additional questions and met with our individual Managers. The result was that of the 17 areas STA which was evaluated, STA was compliant in all but three. She noted that in those three areas, there were four specific items of deficiency:

1. Maintenance – Facility / equipment maintenance program lacking or inadequate
2. Drug and Alcohol – Random testing rate below required level
3. Satisfactory Control – Lacking Excess Real Property Utilization Plan (out of date)
4. Satisfactory Control - Lack of FTA approval of incidental use

A response was prepared and provided in the Committee packet.

Ms. Meyer then handed off to Mr. Otterstrom to provide the details of the findings. He reviewed the process and noted there were 237 pages of inspection sheets that they review and 287 individual items. Mr. Otterstrom reviewed the areas of deficiency:

1. The Maintenance/Facilities and Grounds checklist had “check boxes” and, therefore, staff are required to have each individual check box checked. This was not required in STA’s written policy or by the FTA, but their interpretation of STA’s form that was created in response to their requirement was that the check boxes needed to be checked. The procedure has been updated to reflect this requirement.

Additionally, it was determined that the security card access system should have been considered “Mission Essential” equipment and addressed more carefully in the procedures. This procedure has also been updated.

2. Random drug and alcohol testing on safety sensitive employees – 10% of required minimum random tests was not met – STA was at 9.8% for alcohol only. That related to how staff addressed absent employees. The procedure is being updated to ensure that if an employee is called in for a random drug and/or alcohol test and are not available, staff follow up with another employee and then follow up with the first person when they are available later.
3. Directly related and emerged because of property we own next to Spokane County Fairgrounds (11 acres purchased in 2002) for the purpose of a Park and Ride lot. We do not have a Park & Ride next to the Fairgrounds, so that property is no longer useful as its original purpose. In 2014, staff worked with FTA to identify a path forward for disposing of the property. At the time, STA was in discussions with Spokane County. However, there was a transit use for that property that was determined that until such time as Spokane County had a need to purchase the property, it was prudent for us to retain it and utilize it as a vehicle operator training area. Staff failed to return to FTA for approval for Change of Use from Park and Ride to new training use.
4. Continuing as part of #3 above - staff also had a temporary use plan or expectation that STA would have approval for incidental uses. The end of this week it will be used as parking for the Fair. STA has an agreement with the County to do that. That use, as well as overall incidental uses that may emerge from any property owned by STA that was acquired with FTA funds, must have an Incidental Use Plan that is approved by FTA. We are addressing and drafting a plan to submit before the October deadline.

Mr. Otterstrom reiterated the great job done by staff who worked together with FTA and STA individual departments. He recognized Gordon Howell for his individual work. Chair Waldref asked if there were any reviews known that received no deficiencies. Mr. Blaska reported two of STA’s last four reviews. Brief discussion ensued.

**C. OPERATOR SAFETY AND SECURITY ENVIRONMENT REVIEW-UPDATE**

Ms. Meyer provided an introduction to this item and advised that in March, 2017, an operator was significantly assaulted. Staff used this difficult circumstance as an opportunity to review the way STA operators are kept safe on vans and buses. Steve Blaska and Nancy Williams headed this investigation and created two teams from STA's Safety Committee to conduct the review. One team reviewed all Paratransit incidents and another all Fixed Route incidents over the last five years to understand what STA did well and what staff could do better. Ms. Meyer noted how pleased she was with the findings and recommendations of two teams which included Rhonda Bowers and Judy Cassell as Coach / Paratransit Operator representatives.

Mr. Blaska noted that sometimes an unfortunate accident is the catalyst to do something productive. He said staff wanted to ensure people had a sense of what the environment was like. STA has had 25 assaults (verbal threats are included under assaults) and every one of them were reviewed by the team. The video was viewed (if available), all reports associated with the incident were reviewed. One discovery was that STA has a higher number of arrests or number of people actually apprehended and then excluded from service than he thought STA would have seen given the anonymity of fixed route service. He noted that 100% of Paratransit customers have consequences because we know who they are based on the type of service Paratransit provides.

He advised that the definition of assault was determined by using the American Public Transportation Association (APTA) definition which includes a verbal threat. APTA didn't categorize assaults into different levels. Mike Toole, STA's Safety and Security Manager, spent a tremendous amount of time putting this data together. Mr. Toole found that the Canadian Urban Transit Association came up with definitions of three levels of assault. Staff used that as framework as each incident was reviewed. Mr. Blaska noted the bottom line is they are horrendous events when they occur but they don't occur all that often. Verbal assaults are the most frequent across the industry and being spit upon is the #2 assault.

Paratransit results were similar – 8 in the course of the last five years. All eight had a consequence associated with it due to the nature of being able to identify the assailant.

One of the reasons assault is not yet a crisis in Spokane and is not likely to become a crisis is because most of the best practices articulated in literature across the industry are already being observed and employed by STA. STA allows operators flexibility with fare enforcement which is one of the major items leading to an assault in the industry if you do not allow an operator to let a fare go when a dispute is escalating. Similarly, a "soft challenge" and a "3-step process" when Rules of Conduct are enforced to have someone leave the bus. How STA does that is also articulated as one of the best practices. Things adopted over the last 5 years or so include video on the bus, audio recordings, computer aided dispatch, automatic vehicle location, having security ride the bus occasionally, emergency communication system — having Rules of Conduct posted on the vehicles, having an exclusion policy, as well as one of the things the industry says is a great benefit, is to hire the right people. STA has very nice people who are van and coach operators and they handle these things very well on a routine basis. Operators deflect many things that could escalate into a conflict or assault just by nature of who they are and how they are trained.

Advanced training is now ongoing with Fixed Route Operators, covering de-escalation techniques, self-defense from the seat, and Ms. McAloon reviewed that training. STA's trainer, Jeff Demers, put together a very good program that includes communications between operators and customers, operators and dispatch, and dispatch to operators, which were all key things to come out of the guidance for training.

From a policy perspective, for any physical assault the operator will be relieved. Occasionally, it is adjudicated that perhaps an operator says it wasn't that bad and they say they are okay and STA allows them to continue to operate the vehicle. Now, we are saying any physical assault is a traumatic event and it happens so infrequently, we've decided to err on the side of caution and relieve the operator. Staff initially said the same regarding verbal threats, but it was determined to communicate on a case by case basis. When in doubt, staff will err on the side of relieving the operator.

It was determined the follow up with individual operators was a weak point for STA. Staff now has a structured and routine manner in which to follow up with the operator, post for others to know what is going on, and review the entire incident with the operator – with all the material available – to allow them to come to closure with the event. Also, the Critical Incident Support Team which STA has in place (peer counselors) are available, Employee Assistance Program, and a Nurse Triage Hotline the operator can call and speak with a professional to determine if any additional follow up might be necessary.

Mr. Blaska reviewed the items that will be incumbent upon the managers to follow up with employees. Equipment issues came up and the following initiatives will be implemented and/or tested on buses in the next few weeks:

- Audio reminder of surveillance (FR)
- Video screen of customers (FR)
- Repositioning camera(s) (FR & Para)
- Emergency radio capability (Para)
- Driver's shield experiment (FR)

Reports of the findings will be available in the Drivers Rooms this afternoon, followed by an Operating Notice from Mr. Blaska, and a letter from CEO Meyer to the broader audience that the project was completed and these were staff's findings.

Chair Waldref noted is was a comprehensive review and asked Ms. Bowers if she would like to add anything as a member of the team. Ms. Bowers noted that drivers seem more willing to come forward with issues since this review began. She believes this gives the ability to see what is going on out on the road and thinks perhaps it was being under reported in the past. Ms. Bowers advised it was an important study for the drivers and dispatch. Ms. Meyer said that one of the main objectives was to ensure consistency in the application of the practices so the supervisors and dispatch deal with incidents the same every time. Mr. Blaska noted additional research is being completed to determine how to deal with Paratransit issues due to the dynamic of the type customers involved.

Brief discussion followed.

D. 2<sup>nd</sup> QUARTER 2017 PERFORMANCE MEASURES - RESULTS

Due to shortage of time, this item was moved to Board Committee Information. Questions concerning the Performance Measure results for 2<sup>nd</sup> Quarter 2017 may be directed to Mr. Blaska.

*At 3:03, Chair Waldref asked if everyone could stay for a few minutes for the CEO Report. Attendees agreed.*

7. CEO REPORT

- Ms. Meyer reported that she and Mr. Otterstrom are traveling to Seattle the next day to meet with Region 10 about Central City Line (CCL) and to be celebrated at an event where STA is a transit hero in the State of Washington.
- Small Starts application – August 18, 2017, FTA advised they did not need any further documentation by the September 8, 2017, deadline. They reported STA had provided everything they needed (in addition to what we were working on) to finalize the ridership estimates. On August 30, 2017, FTA told us the ridership estimates resulted in a medium cost effectiveness rating. Medium is a requirement in two main categories that have subcategories. STA has to have a medium rating or better to be “in the money” for a Small Starts Grant.
- Staff are going to submit the environmental documentation and have started design work and will talk to Region 10. We are taking 30 support letters with us to Linda Gehrke, Regional Administrator. Senator Murray is working with a delegation to see if they can get a joint letter. Otherwise, we will get individual letters.
- Pinecroft Business Park – a number of Board members received communications from people working on Mirabeau Parkway in the Pinecroft Business Park. Those requests for service are not new. STA has received them over time and the service change proposal for Route 95 – one of the options for that route was to serve Mirabeau Parkway as well as Indiana, East of Sullivan. That option was eliminated and the Board approved the Route 95 – East Broadway alignment. The location is challenged by a lack of access from the areas to the north. Vanpool may be a better solution for them. There are two railroad tracks to cross – one going and one coming back – so, it is not in STA's 10-Year Plan. Staff wanted Committee members to know the reason(s)

STA is not going to add service here. Discussion ensued. Mr. Otterstrom indicated a representative from Pinecroft might attend the Board meeting to identify their request.

- Ms. Meyer shared a product of the Communications department that shows all the ways we are letting the community know that on September 17, 2017, there will be a service change. On the bottom left, you can identify the changing routes. She shared a video with the group highlighting the upcoming service changes.
- Ms. Meyer introduced Dan Wells. She reported he was hired into a new position of Deputy Director of Capital Development in the department of Planning and Development. He reports to Karl Otterstrom and will work closely with CEO. She advised that he comes to STA from King County Metro where he worked for 16 years, overseeing Rapid Ride BRT Passenger Facilities, Capital Programming, and the Link Light Rail Bus integration. She reported staff are thrilled Mr. Wells has decided to come home to Spokane, noting he is from Spokane Valley.
- Mr. Otterstrom is presenting to the Council of Governments on Friday night. Chair Waldref indicated she would be attending as well. Mr. Kerns said he would be there, also, reading off some interesting, fun facts about the Fair.

8. COMMITTEE INFORMATION

- A. June 2017 Semi-Annual Financial Reports - *as presented*
- B. July Financial Results Summary - *as presented*
- C. August Sales Tax Revenue Information - *as presented*
- D. July 2017 Operating Indicators - *as presented*
- E. 2nd Quarter 2017 Safety & Loss Summary - *as presented*
- F. 2nd Quarter 2017 Service Planning Input Report - *as presented*
- G. Communications Update - *as presented*

9. OCTOBER 4, 2017 COMMITTEE PACKAGE AGENDA REVIEW

10. NEW BUSINESS

None.

11. COMMITTEE MEMBERS' EXPRESSIONS

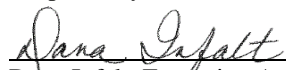
None.

12. ADJOURN

Chair Waldref adjourned the meeting at 3:17 p.m.

13. NEXT MEETING – WEDNESDAY, OCTOBER 4, 2017, 1:30 P.M., STA SOUTHSIDE CONFERENCE ROOM, 1230 WEST BOONE AVENUE

Respectfully submitted,



Dana Infalt, Executive Assistant