

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

Minutes of the July 12, 2017, Meeting
Southside Conference Room

MEMBERS PRESENT

Amber Waldref, City of Spokane*
Odin Langford, City of Liberty Lake
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

* Chair

STAFF PRESENT

Steve Blaska, Director of Operations
Karl Otterstrom, Director of Planning and Development
Lynda Warren, Director of Finance and Information Services
Nancy Williams, Director of Human Resources
Beth Bousley, Director of Communications & Customer Service
Janet Stowe, Manager Paratransit & Vanpool
Allison Mitchell, Paratransit Contract Manager
Emily Arneson, Ombudsman & Accessibility Officer

GUESTS

Laura McAloon, Legal Counsel
Charles Hansen, Citizen Advisory Committee Member
Mary Borjessan, Program Manager, Innovative Paradigms

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

During Chair Waldref's temporary absence, Councilmember Langford called the meeting to order at 1:37 p.m. Introductions were made.

2. **PUBLIC EXPRESSIONS**

None.

3. **COMMITTEE CHAIR REPORT**

Mr. Langford suggested delaying this report until Chair Waldref returned. Mr. Kerns made a motion to delay; the motion was seconded and passed unanimously.

Upon Chair Waldref joining the meeting, she noted there was nothing to report other than she had met with Mr. Blaska and reviewed the agenda.

4. **COMMITTEE APPROVAL**

A. **MINUTES OF MAY 31, 2017 COMMITTEE MEETING**

Mr. Langford moved to recommend approval of the May 31, 2017, Committee Minutes. The motion was seconded and passed unanimously.

B. **SCOPE OF WORK APPROVAL FOR ON-CALL ARCHITECTURAL & ENGINEERING SERVICES**

Karl Otterstrom reported that Spokane Transit's current five-year contract for architectural and engineering on-call consulting service expires October 31, 2017. He advised that to continue the facilitation of maintenance, growth, and development of STA, staff must begin the process of procuring a consultant that will continue this on-call service. He noted this item will ultimately go to the Board as an Award of Contract, but the Scope of Work is delegated to Performance Monitoring and External Relations committee for approval prior to advertising.

The new contract is expected exceed an aggregate amount of \$1M and staff are seeking approval of the attached Scope of Work (SOW) and authorization to release a Request for Qualifications (RFQ) for a new five-year on-call consulting services contract.

Mr. Otterstrom stated staff are proposing a broad Scope of Work, providing STA latitude in assigning work and negotiating work orders with an engineering firm. He noted the tentative timeline for taking the RFQ and stated that

when staff develop an RFQ and go out for the advertisement, staff included criteria related to their project management skills, overall team expertise & qualifications, as well as their references from similar work. Work is intended to begin in November (as soon as possible). He informed the committee that the current on-call contract has several open task orders, which will overlap this new five-year contract with Kaufman Engineers as a partnership with ALZ Architects. Existing open work will be completed under the current contract but all new work will begin after the new contract is issued.

Brief discussion ensued.

Staff is requesting the committee approve the attached summary Scope of Work as presented and authorize staff to release a Request for Qualifications for Architectural and Engineering On-Call Consulting Services.

Mr. Kerns moved to recommend the Board approve the attached summary Scope of Work as presented and authorize staff to release an RFP for Architectural and Engineering On-Call Consulting Services. The motion was seconded and passed unanimously.

C. RECOMMENDATION TO APPOINT ONE NEW MEMBER TO CITIZEN ADVISORY COMMITTEE

Ms. Bousley recognized Mr. Charles Hansen's attendance as a member of the Citizen Advisory Committee (CAC). She advised the CAC membership and recruitment is an ongoing process. Membership is for a three-year term, with at least one member appointed each year. She provided a summary of the mission of the Committee.

Ms. Bousley noted the CAC is pleased to recommend for consideration the appointment of Madison Leonard to the CAC. Ms. Leonard currently serves on the Board of the West Central Community Center, is the recipient of the Louise Stamper Excellence in Service Award, an Associated Student Body (ASB) member, and a 16-year old high school student at the Community School. Ms. Bousley read an excerpt from Ms. Leonard's application.

The CAC is requesting the Committee approve the appointment of Madison Leonard to the Citizen Advisory Committee.

Mr. Kerns moved to recommend the Board approve the appointment of Madison Leonard to the Citizen Advisory Committee. The motion was seconded and passed unanimously.

5. COMMITTEE ACTION

A. Board Consent Agenda

1. MONROE - REGAL / SPRAGUE AWARD OF CONTRACT (AOC) FOR DESIGN AND ENGINEERING SERVICES

Mr. Otterstrom advised the information provided would go on to the Board Consent Agenda if approved by the Performance Monitoring & External Relations Committee. He noted this item is seeking a recommendation for an Award of Contract for the Monroe-Regal and Sprague Avenue corridors design and engineering services to ~~CH2M~~ **IBI Group. (corrected 3/28/18, di)**

He reviewed the background of the Monroe-Regal and Sprague Avenue corridors and reminded the committee they approved the Scope of Work for the Monroe-Regal/Sprague High Performance Transit (HPT) corridor projects on March 1, 2017, and authorized staff to issue a request for qualifications (RFQ). The scope of work included design, engineering construction management and related services specific to the Monroe-Regal and Sprague HPT corridors.

On April 18, 2017, staff issued an RFQ, posted it to the STA website and distributed to a list of potential proposers. Notice of the RFQ was published in the local newspaper and nationally in *Transit Talent* on April 19, 2017. On May 4, 2017, a pre-proposal meeting occurred in which nineteen (19) people attended, representing fifteen (15) firms.

He reported that on May 24, 2017, Statements of Qualifications were received from IBI Group and Parametrix. Mr. Otterstrom explained that on June 6, 2017, an evaluation committee consisting of STA staff and the City of Spokane Director of Integrated Capital Management completed evaluation and ratings for each firm. Taking into consideration the quality and number of firms submitting, it was determined that it would be appropriate to advance both firms to the interview phase of the evaluation process.

After the interviews were conducted on June 19, 2017, based upon independent scoring of the written materials and the presentations made by each firm, the evaluation committee reached the following composite scores: IBI Group scored 93.40 and Parametrix scored 87.20 out of 100 possible points.

Mr. Otterstrom advised that the term of the contract would be five years, with the option for two, one-year extensions. As a qualifications-based procurement process that is required for all engineering and architectural services, STA is required to negotiate final contract terms with IBI Group. If STA and IBI Group cannot successfully agree to a fair and reasonable price for services, negotiations will cease and negotiations would begin with the second-most qualified firm, Parametrix. As the total outlay of funds for services provided under this scope will likely exceed \$1 million, authorization to award a contract is subject to approval by the STA Board of Directors.

Staff recommends authorizing contract negotiations between STA and IBI Group for design and engineering services for the Monroe-Regal / Sprague HPT Corridor Improvements' Scope of Work as issued on April 18, 2017; and, authorize the CEO to execute said contract if the terms are deemed to be fair and reasonable and in the best interest of STA. Furthermore, if said terms cannot be agreed to, recommend the CEO be authorized to proceed with said negotiations and contract execution with Parametrix. Propose forwarding to the Board Consent Agenda.

Mr. Langford stated the committee will refer to this recommendation as "The Motion" for purposes of consolidation.

Mr. Kerns moved to recommend the Board approve The Motion as presented. The motion was seconded by and passed unanimously.

2. ACCEPTANCE OF REVISIONS – RULES OF CONDUCT FOR TRANSIT VEHICLES, FACILITIES, AND PROPERTIES

Mr. Blaska advised this item is for decision and is proposed to be on the Board's Consent Agenda. He noted the purpose of this item is to update Spokane Transit's Rules of Conduct.

He informed that Spokane Transit's Rules of Conduct must be revised to accommodate the changes to the space available for public communications activities at the Plaza. He provided background on the Rules of Conduct and advised the committee that staff is taking this opportunity to make other minor changes to the Rules of Conduct. He noted these changes include specific language that defines and prohibits possession of an open container to include marijuana, as that was not specifically spelled out in the previous version.

Mr. Blaska noted a "red-lined" version of the draft Rules of Conduct was included for review and approval. He stated staff is recommending the Board of Directors approve the revisions to the Rules of Conduct for Transit Vehicles, Facilities, and Properties as recommended by staff and legal counsel. Staff proposes forwarding this item to the Board Consent Agenda.

Brief discussion ensued. Mr. Langford asked if the Rules of Conduct were posted at the Plaza. Mr. Blaska advised the list version of the Rules of Conduct are posted on every transit vehicle, and are available on the website, in the operator handbooks in paratransit and fixed route, and security has copies that they hand out when discussing conduct with individuals. Ms. McAloon advised that the prohibited conduct is all of Article 3 and there are roughly 47 different items of prohibited conduct, noting that, largely, they follow State and Local Law.

Mr. Kern moved to recommend the Board approve as presented. The motion was seconded by Mr. Langford and passed unanimously.

Chair Waldref joined the meeting at 1:59 and provided the Chair Report, as noted in Item 3 above.

B. Board Discussion Agenda

(No items presented this month)

6. REPORTS TO COMMITTEE

A. 2016 ANNUAL ROUTE REPORT

Mr. Otterstrom reviewed that Annex 1.4 of the adopted *Connect Spokane: A Comprehensive Plan for Public Transportation*, states that by April of each year, the Planning Department will report on the performance of each route based on established performance standards. Due to the comprehensive work associated with beginning to implement *STA Moving Forward* projects (May/September 2017 Service Changes), this year's publication of the report was delayed until July.

He noted that this is the 8th Annual Route Report and reflects STA's ongoing commitment to monitor performance to ensure the effectiveness and efficiency of STA's transit routes and to promote overall system improvement through careful measurement of established performance benchmarks and standards listed in the report. He advised that routes are rated against three performance standards: Ridership, Equivalent Energy Consumption, and Fares.

Mr. Otterstrom reviewed the route performances and advised that no routes did not meet any of the three performance standards; seven routes were unable to meet two standards, and 13 routes were unable to meet one of the three performance standards. He advised that if any route falls below the minimum standard for any one of the three performance standards for two consecutive years, it would be considered out of compliance. These routes would be placed on an Out Of Compliance list, followed by a remediation plan that states possible solutions in order to improve performance. He noted the comparison to cars has become a more challenging standard with the improvement in car performance. He believes electric buses will help with that standard.

Mr. Otterstrom showed the results of the Performance Standards as provided in Section 1 of the Report, drilling down to show Boardings Per Revenue Hour, Average Load Factor, and Farebox Recovery Ratio results.

He informed that Section II of the Annual Report covers Route Indicators and shows performance by route.

In addition to the Annual Route Report provided at the meeting, the following link to access the 2016 Annual Route Report on the Spokane Transit website was in the Agenda item:

https://www.spokanetransit.com/files/projects-plans/2016_Route_Report_FINAL.pdf

Mr. Langford asked Mr. Otterstrom what metrics are used to determine energy, whether it is good or bad. Mr. Otterstrom advised it was complicated formula and went on to explain: Passenger miles traveled on the route (total miles traveled), how much energy was consumed by the bus for the miles traveled. Staff determines the energy consumed and converts it to British Thermal Units (BTUs), because it is being compared to private automobiles that use gasoline and STA utilizes diesel. He said this brings us to a common denominator. Looking at total fuel consumed by route, based on miles and fuel economy of different fleets, take the BTU consumed per passenger mile, staff establish a benchmark where the benchmark is relative to the personal automobile and one mile of travel in that personal automobile consumed for an equivalent BTU. He continued to explain that STA wants to perform better than that personal automobile. In the past, most of STA routes met that standard. Today, about half of them meet that standard. What staff use for the information on the personal automobile is from the Department of Energy. Every year they produce an Energy Fact book from which staff derive the energy consumption of a personal automobile. Once that is established, staff determines where to be insofar as passenger miles to BTUs and then compare that to the buses. Mr. Otterstrom advised the short answer is "How much energy consumed per passenger mile."

Discussion ensued.

B. IN-PERSON ASSESSMENT PROGRAM / MOBILITY TRAINING / MOBILITY MENTOR UPDATES – 2017

Mr. Blaska reviewed the three programs:

In Person Assessment (IPA) - a part of STA's eligibility process wherein staff assess people face-to-face for a subset of those that apply for Paratransit.

Mobility Training - encompasses two categories of people – those who may not have qualified for Paratransit Service (STA affords them an opportunity to learn how they can meet their mobility requirements by learning how

to ride the bus) or people who have some significant challenges in riding the bus and then STA affords them training to get past those barriers.

Mobility Mentor Program - a lower threshold of training and is the new program mentioned.

Mr. Blaska introduced Mary Borjessan, the Manager of the three programs, which is contracted under Paratransit, Inc., Allison Mitchel, STA's Contract Manager who oversees the program and ensures we are all part of one team, and Janet Stowe, the Paratransit Manager who is the overall responsible person for this program.

He provided an overview of the performance of the programs and walked everyone through the process.

Mr. Langford asked if these are mandated programs. Mr. Blaska replied they are not, but noted they are universally recognized as best practices by the industry for a transit agency.

Mr. Blaska continued to explain that the eligibility process is designed to determine that those who avail themselves to the service truly need the service. Every person that applies for Paratransit has a fairly significant written application to complete and submit. There must be verification of the disability and a level of impairment in that basic application. He advised that those applications come in to STA's Paratransit Eligibility Specialist (one of STA's employees) who then goes through all applications to make an initial determination based on the content. He informed that there are some who qualify simply based on their application. Some agencies have 100% of the applicants complete an in-person assessment but STA does not believe that is realistic. Approximately half (46%) of STA's eligibility determinations can be made from the paper application.

He noted the In-Person Assessment (IPA) program is four years old now. If there is a question of whether or not the person meets the eligibility requirements or cannot use fixed route service, staff brings them in for an IPA. It is not an assessment of the disability, but an assessment of their ability to use the bus and includes an In-Person interview, the Tinetti Gait and Balance Assessment as a subset of that, a Mini-Mental Status Exam, Transit Skills Assessment, and/or a Functional Assessment of Cognitive Transit Skills (FACTS). These are all based on an Easter Seals Project Action standard. STA didn't just invent our own standards, it is modeled after a national program. This activity occurs on the second floor of the Plaza. Of the approximately 2,000 applications reviewed each year, approximately half of them are considered re-certifications, which occurs every three years.

Mr. Blaska continued to review the three possible eligibility determinations: Full Unconditional Eligibility; Conditional Eligibility; and Ineligible and then the distribution of those that went through the process versus those who did not complete an In-Person Assessment. He noted the application enforcement is one area STA has been successful in controlling Paratransit growth and the enforcement of the Conditional Eligibility. Any applicant who does not agree with an eligibility determination may appeal the determination through an appeals process with STA's Accessibility Officer. Of the 7 appeals received in 2016, 1 added a condition, 2 were changed, and 4 were upheld. Mr. Blaska introduced Emily Arneson, the Ombudsman/Accessibility Officer who handles the appeals.

Mobility Training includes a training assessment, basic training, intensive training (10-30 hours, one-on-one) and/or group training and is designed for those individuals who have challenges and helps them overcome the barriers that prevent them from being able to ride the fixed route bus. He reviewed the successful trainings completed and noted that the program exceeded the certified goal by 17%. Another component of Mobility Training is Outreach - Community Outreach and Group Training.

Mr. Blaska noted that staff not only saw a benefit to the community but also from a dollars and cents perspective. Now that In-Person Assessment Program is in its 4th full year, we've gone through one full cycle of applicant renewals. He reviewed the net cost avoidance in Mobility Training and In-Person Assessment programs.

As a sub-recipient of 5310 grant funds (80% paid by grant to initiate the program), the Mobility Center introduced a new component of mobility management to the community: Mobility Mentor. Currently, staff are targeting the senior market, which is a growing demographic but not a large percentage of STA's riders at this time. Mobility Mentor program helps people get through the barriers of using a bus. He informed that many people do not use the bus because they are afraid. They do not know how to get on, how to pay, what is the cost, how to get off, and/or they do not want to get lost. This program unites volunteers (Mentors) with folks that want to learn how

to ride. Mr. Blaska advised that service began in the 2nd quarter of 2016. Initial results have been very good: 114 participants, 18 volunteer Mentors, 16 Travel Clubs, and nearly 700 hours volunteered. STA does not anticipate the program will generate enough ridership to offset the cost of the program, but it is a relatively low cost program because of the volunteer nature of it. Mr. Blaska presented a short video of one of the Mobility Mentor groups, noting that Mark Morris is becoming quite a celebrity around town.

Mr. Blaska advised that the IPA and Mobility Training provide a cost avoidance for STA that more than covers the cost of these programs. The Mobility Mentor Program was initiated with the support of a Federal Grant. Initial results from the program are positive. Staff will continue the program in 2018.

Discussion ensued.

7. CEO REPORT

- Ms. Meyer extended an invitation to the West Plains Transit Center Groundbreaking on July 19, 2017, at 9:00 am. She advised there would be a bus leaving from STA at 8:30 from the Visitor Parking Lot if anyone wished to join STA staff.
- The House Appropriations Committee marked up fiscal year 2018 Housing and Urban Developments (HUD) bill. It was approved by voice vote in less than 20 minutes, with no offer of amendments. She noted there would likely be changes in full committee next week.
- Ms. Meyer informed that the Chairman made note of members' "willingness to allocate more than the administration's proposed amount." He said, "We didn't agree with the administration's proposal to shut down the Capital Investment Grant Program" (this is where the small starts funding would come from for the Central City Line), "and instead included funding to keep projects moving through the pipeline." Congressman Diaz-Balart said the full committee would mark up the bill next week. Ranking Member Price stated "the bill that funded more than the administration requested was a low bar to clear and that the bill's overall top line numbers were unacceptable." Price did not offer an amendment, but hinted he would later in the process. Ms. Meyer advised that now the Bill goes to the Senate.

What it meant for STA is that the Small Starts Program, which was \$407 million in the last Transportation bill, FASTACT \$407 million in the House's version, was \$182 million – which is less than half what it was originally. Staff will watch with great interest and see what the House marks it up and what is seen in the Senate.

- Hoopfest Ridership was up approximately 30%. Staff believes that increased ridership is due in large measure because STA went to 10-minute frequency.
- Skyfest will be July 29-30 at Fairchild Air Force Base. STA will provide express service on routes 60 and 61 and from the Plaza to Yokes to Fairchild.
- Steve Blaska is working with the Low-Income Working group that is trying to identify which people in the community do not have access to free or reduced passes. This is an attempt to have the social services community who advocate for these folks tell STA who the population is that cannot get a free or reduced pass. It has been hard to determine and staff are not yet able to come down to what that population is but the next point will be a draft of a potential grant program. STA will invite an organization or coalition of organizations to propose how they would identify people, if we made passes available to them, who by their low income have no other access.

Ms. Meyer noted that in 2011, STA proposed a similar program but no one came forward to administer the passes. She said STA is steadfast in that staff are not going to administer the program because it is not STA's core mission to identify people's means and eligibility. She noted that Steve has provided a great lift to the organizations when he was able to compile a list of all organizations and who serves whom and who provides passes. Staff are building infrastructure into these organizations whose customers seriously overlap. These organizations' services overlap, so we are hoping we will find a group to do that and will come to the Board for approval.

- In the first 12 days since the fare increase went into effect, there has been negligible negative impact to the fare increase. Mr. Blaska asked Rhonda Bowers if she was seeing that on the bus, too. She responded that people were ready to pay the increase in June.
- Detour Season – Ms. Meyer advised STA has 63 active or pending detours this month. She stated this could make it difficult for our customers as it may take them more time to get to their destinations but that is how it is when you drive

on the county and city roads. She reported a great relationship between the City of Spokane and STA's supervisor who coordinates all the detours.

- Touch a Bus Story Time is something Beth Bousley has been working on wherein STA collaborates with the Spokane County Library District for a coach or van operator to read a story to the children and then let them board the bus. They requested people in uniform. Cheney, North Spokane, Medical Lake, and Spokane Valley are having readings. The schedule is available.

Beth Bousley addressed a question about other libraries, advising staff are going to be working with the City Libraries in the future. She reported this program is a precursor to the Fall Kickoff called "Read and Ride" that the Library came to staff and asked about downloading a digital book and getting on the bus. There are displays at the Plaza the Library created.

- First Friday is August 4th at the Plaza – 4PM to 6PM – There will be art created by the artists at The Arc and there will be live music.
- In addition to Commissioner Josh Kerns, who was named one of the *Journal of Business* Top 10 Rising Stars, STA's Brandon Rapez-Betty was in the group. She noted Brandon was also recognized by *Mass Transit Magazine* in the 40 Under 40 Group. Kathleen Weinand, who works in Planning, has been invited to attend the APTA Emerging Leaders Program. One of 26 people from the 100 applications received who will go through a program for a year with the APTA Emerging leaders program. Emily Arneson, whom STA has not employed long enough to take credit for, was named the Outstanding Young Lawyer by the *Washington State Bar Association*.

8. COMMITTEE INFORMATION

- A. May 2017 Financial Results Summary – *as presented*
- B. June 2017 Sales Tax Revenue Information – *as presented*
- C. May 2017 Operating Indicators – *as presented*
- D. Division and Sprague Reliability Improvements – *as presented*
- E. 2017 Communications Update – *as presented*

9. SEPTEMBER 6, 2017 COMMITTEE PACKAGE AGENDA REVIEW

10. NEW BUSINESS

None.

11. COMMITTEE MEMBERS' EXPRESSIONS

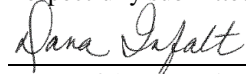
None.

12. ADJOURN

Chair Waldref adjourned the meeting at 3:11 p.m.

13. NEXT MEETING – WEDNESDAY, SEPTEMBER 6, 2017, 1:30 P.M., STA SOUTHSIDE CONFERENCE ROOM, 1230 WEST BOONE AVENUE

Respectfully submitted,



Dana Infalt, Executive Assistant