

Spokane Transit Authority
1230 West Boone Ave.
Spokane, WA 99201

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Minutes of the December 6, 2023, Meeting
Via Virtual WebEx

COMMITTEE MEMBERS PRESENT

Pamela Haley, City of Spokane Valley*
Josh Kerns, Spokane County
Zack Zappone, City of Spokane
Betsy Wilkerson, City of Spokane
Don Kennedy, City of Medical Lake (*Ex-Officio*)
Rhonda Bowers, Non-Voting Labor Representative
E. Susan Meyer, CEO (*Ex-Officio*)

COMMITTEE MEMBERS ABSENT

Hank Bynaker, City of Airway Heights (*Ex-Officio*)

**Committee Chairwoman*

STAFF PRESENT

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.

STAFF MEMBERS ABSENT

Brandon Rapez-Betty, Chief Operations Officer

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 November 1, 2023, Committee Meeting

Mr. Zappone moved to approve the November 1, 2023, Committee meeting minutes. Mr. Kerns seconded, and the motion passed unanimously.

B. Appointment of New Members to the Citizen Advisory Committee

Dr. Cortright provided background on the Citizen Advisory Committee (CAC) and advised they are requesting approval of the nomination of Mr. Andrew Tse and Ms. Rhonda Young to the committee. Dr. Cortright provided information on the CAC's charter and the qualifications of both candidates. She stated these two members would bring the CAC to twelve members with room for three more. There is a maximum of fifteen members on the CAC and they are actively recruiting. Mr. Dan Brown, CAC Chairman, was in attendance and stated Mr. Andrew Tse and Ms. Rhonda Young are very qualified candidates, who will continue to be valuable additions to the committee.

Mr. Zappone moved to recommend the appointment of Andrew Tse and Rhonda Young to serve on the Citizen Advisory Committee for a three-year term commencing January 1, 2024. Mr. Kerns seconded, and the motion passed unanimously.

C. Reappointment of Members to the Citizen Advisory Committee

Dr. Cortright provided background on the Citizen Advisory Committee (CAC) and explained four CAC members have first terms expiring. Mr. Dan Brown, Ms. Linda Carroll, and Mr. Chris Fortensky have terms expiring December 2023, while Ms. Kinzie Michael's first term expires in March 2024. Dr. Cortright stated all four committee members have been valuable to the committee.

Mr. Zappone moved to recommend the reappointment of Dan Brown, Linda Carroll, Chris Fortensky to the Citizen Advisory Committee for a second term of three years, commencing January 1, 2024, and the reappointment of Kinzie Michael for a second term of three years to commence April 1, 2024. Mr. Kerns seconded, and the motion passed unanimously.

D. Security Services: Scope of Work Approval

Ms. Williams provided background on the current five-year contract with Securitas, Inc. which expires June 30, 2024, and explained the security service scope of work which includes an increase in the number of officers and the hours of services. Staff recommend obtaining proposals from interested providers. The current contract budget is \$993,000 and the projected average annual cost for the next five-year contract is \$1,352,955.

Discussion ensued about the need for more transit officers to be present on buses and throughout the system for additional security for operators and passengers. Staff will be asking for additional transit offers in the 2024 budget which will be presented at the December Board meeting.

Ms. Wilkerson moved to recommend the approval of the scope of work for security services and authorize staff to release a request for proposals. Mr. Kerns seconded, and the motion passed unanimously.

4. COMMITTEE ACTION

A. Board Consent Agenda

~~1. Plaza Restroom Door Additions and Plumbing Modifications: Award of Contract (Rapez-Betty/Otterstrom)~~

2. Fleck Fuel Facility Replacement: Award of Contract and Budget Adjustment

Mr. Otterstrom provided background on the general scope of work and explained staff is seeking approval for a budget adjustment. The project has a current Board approved budget of \$1.5M. At time of approval, staff estimated the need for a revised project budget of \$3.1M based on projections. Five contractor bids were received and Granite Petroleum, Inc. was determined to be the lowest responsive and responsible bidder with a total bid amount of \$1,738,630.90 plus applicable Washington State sales tax. Staff recommend retention of a construction contingency equal to 20 percent of the construction contract value given the perceived level of risk associated with the work. The revised recommended budget is \$2.9M.

Mr. Zappone moved to recommend the Board approve, by motion, an increase to the overall project budget from \$1.5M to a revised total of \$2.9M. Ms. Wilkerson seconded, and the motion passed unanimously.

Mr. Kerns moved to recommend the Board approve, by motion, the award of contract for the Fleck Fuel Facility replacement project to Granite Petroleum, Inc. for \$1,738,630.90 plus applicable Washington State sales tax and authorize the CEO to apply contingency funds, as necessary. Ms. Wilkerson seconded, and the motion passed unanimously.

3. 2024 Performance Measures

Ms. Liard presented the 2024 Performance Measures Summary and advised the full 2024 Performance Measures List is included in the Committee packet. Each Performance Measure relates to a specific Spokane Transit priority. These quantifiable benchmarks demonstrate the agency's commitment to accountability.

Discussion ensued about an amendment to the Farebox Return goal from 20% to 6.5%. There were two tie votes on the 2024 Performance Measures, therefore, this agenda item will move on to the Board Operations Committee at the December meeting.

PMER COMMITTEE ACTION 1: Mr. Zappone made a motion to recommend the Board of Directors approve the 2024 Performance Measures, with an amendment to the Farebox Return goal from 20% to 6.5%. Mr. Zappone and Ms. Wilkerson voted yes. Mr. Kerns and Ms. Haley voted no. The vote was tied.

PMER COMMITTEE ACTION 2: Mr. Kerns made a motion to recommend the Board of Directors approve the 2024 Performance Measures as presented. Mr. Kerns and Ms. Haley voted yes. Mr. Zappone and Ms. Wilkerson voted no. The vote was tied.

B. Board Discussion Agenda

1. Draft 2024 State Legislative Focus and Priorities

Dr. Cortright provided background on the general focus of Legislative Priorities which includes monitoring and providing information to the Washington State Legislature on proposed legislation which may impact STA and/or the Spokane region. Dr. Cortright explained priorities to preserve funding for the 2023-2025 biennium.

Discussion ensued on the language of the Recommendation to Committee. There were two tie votes on the Draft 2024 State Legislative Focus and Priorities, therefore, the agenda item will move on to the Board Operations Committee at the December meeting.

PMER COMMITTEE ACTION 1: Mr. Zappone made a motion to recommend the Board of Directors approve the 2024 Legislative Focus and Priorities as presented, with an amendment to grant the authority to the CEO to convey STA's interest in specific pieces to legislators and others in consultation with the Performance Monitoring & External Relations Committee during the legislative session; Mr. Zappone also moved to add support for the House and Senate Bills that would convert the non-voting labor representative on the board to a voting member. Mr. Zappone and Ms. Wilkerson voted yes. Mr. Kerns and Ms. Haley voted no. The vote was tied.

PMER COMMITTEE ACTION 2: Mr. Kerns made a motion to recommend the Board approve the 2024 Legislative Focus and Priorities as presented and grant authority to the CEO to determine STA's interest on specific pieces of legislation, convey those interests to legislators and others, and report to the Performance Monitoring and

External Relations Committee and the Board during the legislative session. Mr. Kerns and Ms. Haley voted yes. Mr. Zappone and Ms. Wilkerson voted no. The vote was tied.

5. REPORTS TO COMMITTEE

A. Citizen Advisory Committee Update

Dr. Cortright introduced Mr. Dan Brown, Citizen Advisory Committee (CAC) Chair, who provided background on the CAC members. Mr. Brown stated the committee members are a dynamic group of individuals from diverse backgrounds. They are all involved in the community in various ways, which has helped provide good communication between STA staff and the committee about current and upcoming issues. Hybrid meetings have been successful with more community members attending in-person meetings, which has increased communication with the public.

B. September 2024 Service Revisions: Draft Recommendation

Mr. Otterstrom provided background on the key elements of the 2024 Service Revisions and explained public input on the preliminary proposal took place in October and November. Mr. Otterstrom also discussed various outreach efforts, key feedback, online survey highlights and the service revisions areas of focus which include Northeast Spokane/Hillyard, West Plains and North bank/Downtown. Mr. Otterstrom stated STA is having ongoing discussions with PFD, who owns and operates the major event facilities, and exploring adding a bus ticket to the entrance fee.

C. ~~Fixed-Route Ridership Methodology Update (Otterstrom)~~

6. CEO REPORT

Ms. Meyer reported the November 2023 voter-approved sales tax revenue, collected on September 2023 sales, against a budget of \$8,743,306. The actual receipts were \$10,185,375 which is 16.5% above budget with a variance totaling \$1,442,069. Year-to-date is 6.3% above budget and totaling approximately \$6.2M.

Ms. Meyer reported the City Line Steering Committee met for a final meeting on November 30, 2023, and celebrated the committee members' hard work. Some members have been involved in this committee since 2015. Board appreciation was extended with a Resolution and certificate. Several of the committee members expressed interest in participating in future projects, including Division BRT.

Ms. Meyer shared photos from the Connect 2035 Phase 2 Board Member tour. Board Members Mr. Zappone and Mr. Dunn attended as part of the strategic planning Board familiarization experience. The Board members had the opportunity to meet STA staff and tour the south side garage, completed diesel tank project, and the Boone NW garage. Ms. Meyer stated there will be more opportunities for Board member tours in the future. Mr. Zappone added he learned a lot and appreciated the opportunity.

Ms. Meyer commended STA staff for the smooth operations during the recent snowstorm.

7. JANUARY 31, 2024 (FEBRUARY MEETING)– COMMITTEE MEETING DRAFT AGENDA REVIEW

The January 31, 2024, (February meeting) Performance Monitoring & External Relations Committee Meeting draft agenda was reviewed and there were no changes.

8. NEW BUSINESS

9. COMMITTEE MEMBERS' EXPRESSIONS

10. ADJOURN

With no further business to come before the Committee, Chair Haley adjourned the meeting at 3:23 p.m.

The next committee meeting will be held on Wednesday, January 31, 2024, at 1:30 p.m. in person with a WebEx option.

Respectfully submitted,

Molly Fricano

Molly Fricano

Executive Assistant to the Chief Operations Officer