

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

CITIZEN ADVISORY COMMITTEE MEETING
Wednesday, June 9, 2021
5:00 – 6:30 p.m.
Via Video Conference

Committee Members: [Committee Members Join Here](#)
General Public: [Public Attendees Join Here](#)
Audio Conference: Call the number below and enter the access code
+1-408-418-9388 | Access Code: 187 575 4968

AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report (*Brian Kamp*)
3. Public Expressions – (*Brian Kamp*) – 3 minutes per person
4. Committee Action: Review of Citizen Advisory Committee Minutes - Corrections or Approval
 - A. Minutes of April 14, 2021 meeting – (*Brian Kamp*) – 5 minutes
5. Committee Reports:
 - A. Community Perception Survey – (*Brandon Rapez-Betty*) – 10 minutes
 - B. 2022 Service Revisions – (*Karl Otterstrom*) – 20 minutes
 - C. Transit Development Plan – (*Karl Otterstrom*) – 10 minutes
 - D. 2020 Year-End & 2021 Performance Measures – (*E. Susan Meyer/Monique Liard*) – 15 minutes
 - E. 2019-2020 Annual System Performance Report - (*Karl Otterstrom*) – 10 minutes
 - F. Recruitment – (*Emily Arneson/ Brian Kamp*) – 5 minutes
6. Committee Member Expressions - (*Brian Kamp*) – 5 minutes
7. Committee Information – *no action or discussion*
8. Set agenda items for future CAC meetings – 5 minutes
9. Adjourn

Next Committee Meeting: Next meeting is September 8th, 2021.

Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964. For more information, see www.spokanetransit.com. Upon request, alternative formats of this information will be produced for people who are disabled. The meeting facility is accessible for people using wheelchairs. For other accommodations, please call 325-6094 (TTY Relay 711) at least forty-eight (48) hours in advance.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

June 9, 2021

AGENDA ITEM 2 : COMMITTEE CHAIR REPORT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Stacia Bowers, Executive Assistant

SUMMARY: At this time, the Committee Chair will have an opportunity to comment on various topics of interest regarding Spokane Transit.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

June 9, 2021

AGENDA ITEM 3: PUBLIC EXPRESSIONS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Stacia Bowers, Executive Assistant

SUMMARY: At this time, the Citizens Advisory Committee will give the public the opportunity to express comments or opinions.

Anyone wishing to speak should sign in on the sheet provided and indicate the subject of interest. Comments will be limited to three minutes per person and, if requested, answers will be provided by staff at a later date.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

June 9, 2021

AGENDA ITEM 4 : MINUTES OF THE APRIL 14, 2021 COMMITTEE MEETING -
CORRECTIONS AND/OR APPROVAL

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Stacia Bowers, Executive Assistant

SUMMARY: Attached for your information, corrections, and/or approval are the minutes of the April 14, 2021 Citizen Advisory Committee meeting.

RECOMMENDATION TO COMMITTEE: Corrections and/or approval.

CITIZEN ADVISORY COMMITTEE MEETING (CAC)

Meeting Minutes for April 14, 2021

Video Conference Call

MEMBERS PRESENT

Dennis Anderson
Dan Brown
Linda Carroll
Chris Fortensky
Susan Gray
Brian Kamp, Committee Chair
Larry Lapidus
Caleb McDougall
Michelle Rasmussen

STAFF PRESENT

Emily Arneson, Community Ombudsman &
Accessibility Officer
Stacia Bowers, Executive Assistant
Monique Liard, Chief Financial Officer
E. Susan Meyer, Chief Executive Officer
Fred Nelson, Chief Operations Officer
Karl Otterstrom, Director of Planning & Development
Brandon Rapez-Betty Director of Communications &
Customer Service

MEMBERS ABSENT

Dick Denenny
Charles Howell

GUESTS

1. CALL TO ORDER AND ROLL CALL

The Chair called the meeting to order at 5:00 p.m. and roll call was conducted.

2. PUBLIC EXPRESSIONS

None.

3. COMMITTEE ACTION

A. Minutes of the Citizen Advisory Committee - Corrections or Approval

The Chair asked the committee to review the minutes of the February 10, 2021 meeting. The minutes were approved.

4. COMMITTEE REPORTS:

A. COVID-19 Update:

Nancy Williams gave the committee a high-level overview on COVID-19 safety protocols, vaccine incentives, employee concerns, a one-year review, week of gratitude and protocols looking forward. Since the beginning of the pandemic, Spokane Transit Authority (STA) has had 45 employees test positive for COVID, and there are no staff that are positive at this time. So far, STA has had 128 employees participate in the vaccine incentive program.

B. Fare System Upgrade:

Monique Liard presented the Modernized Fare Collection System to the committee. The Fare Collection System Architecture includes the Fare Media and Fare Validation Equipment, Point of Sale, Customer Service Systems, and the Central System. The project is currently in Phase 2, Preliminary Design, and looking at vehicle installation beginning in approximately January 2022. Ms. Liard shared the design for the fare cards that will be available at retail stores in gift card racks and will be reloadable at the register. The fare system upgrade is designed to

enhance the customer experience to include customer website, mobile app, new fare card design, fare policy and fare validation.

C. 2020 Unaudited Year-End Financial Report:

Monique Liard reviewed the 2020 Year-End Financial Report which included:

- Revenue – 17.2% over budget (CARES Act Funding included)
- Expenses – 14% under budget (lower fuel costs and pension liability credit)
- Capital
- Grants
- Cash
- Next steps – Single Audit by Office of the Washington State Auditor, April 2021

D. DivisionConnects:

Karl Otterstrom provided the DivisionConnects study draft recommendation for the locally preferred alternatives. Public input started in January and eventually the alternatives were cut back from nine to four scenarios on the Mainline, Division and Ruby. The draft recommendation includes zero emission buses, dedicated bus lanes known as “business access and transit” (BAT) lanes through a majority of the corridor, bicycle and pedestrian improvements, high frequency service and strategies to improve service speed and reliability. The lane configuration of the alternative through the Division/Ruby couplet includes two general purpose lanes on each street, a BAT lane on each street and a protected bicycle facility on Ruby Street. The four scenarios were Center Running, Side Running A, Side Running B and Side Running C. Side Running C ranked the highest among alternative and Center Running was the lowest performing alternative. The Corridor Development Plan will go for Board approval in May.

E. STA Moving Forward Quarterly Project Delivery Report:

Karl Otterstrom reviewed the most recent STA Moving Forward Projects Quarterly Progress Report. Projects through 2021 have been completed. Improved routes/frequency to Hillyard and City Line projects will begin in 2022.

F. Legislative Update:

E. Susan Meyer briefed the committee on three bills that passed the Senate Transportation Committee today. If approved, it will be layered onto the biennial budget and is a 16-year transportation package. It is funded by a combination of fuel tax increase, a cap-and-trade bill and bond funding equaling 17.8 billion dollars. The Division Bus Rapid Transit (BRT) is in this package for \$50 million. STA will continue to monitor and report back to the committee.

The Chair encouraged committee members as citizens to speak to their representatives on transportation matters.

G. Recruitment/Orientation:

Emily Arneson encouraged members to keep looking for a broad range of people to recruit for the committee.

5. COMMITTEE MEMBERS EXPRESSIONS:

None.

6. COMMITTEE INFORMATION:

Information only. No discussion.

7. **SET MEETING SCHEDULE & AGENDA ITEMS FOR THE APRIL 14, 2021 MEETING:**

- Minutes of the minutes of the June 9, 2021 Committee meeting – Corrections/Approval
- May 2022 Service Change
- Transit Development Plan
- STA Moving Forward Performance Tracking
- 2020 Year End & 2021 Performance Measures
- Poll of Members
- Recruitment/Orientation

8. **ADJOURN**

Respectfully submitted,

Stacia Bowers
Executive Assistant to the Director of Communication & Customer Service

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

June 9, 2021

AGENDA ITEM 5A : 2020 COMMUNITY PERCEPTION SURVEY

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Brandon Rapez-Betty, Director of Communications and Customer Service

SUMMARY: Staff will present the results of the 2020 Community Perception Survey conducted primarily in the final two months of the year. In addition to the standard questions asked annually, the 2020 survey included questions about STA's response to the pandemic to gauge perception of the agency's efforts.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING

June 9, 2021

AGENDA ITEM 5B: 2022 SERVICE REVISIONS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning and Development
Kathleen Weinand, Principal Transit Planner

SUMMARY: On May 20, 2021, the STA Board approved major (as defined in *Connect Spokane*) fixed-route service changes to take place in 2022 at the same time as the City Line. The changes result in an approximately 13% growth in annual revenue hours compared to the current fixed-route system. In addition to the starting of service on the City Line, the change includes STA Moving Forward improvements to routes and frequency in Northeast Spokane/Hillyard, as well as other revisions to improve system performance, respond to input and serve emerging destinations. The full Final Recommendation report is available for review online at this location:

https://www.spokanetransit.com/files/content/2022_Service_Revisions_Final_Recommendation.pdf

BACKGROUND:

The STA Moving Forward plan and the board-adopted Transit Development Plan (TDP): 2021-2026, identify several significant service changes and improvements, including the City Line, that will go into effect in 2022. In June 2019, the STA Board of directors approved a public outreach plan to guide these service changes, along with changes that were to take place in advance of 2022. Informed by input gathered during the first phase of the outreach plan, STA staff presented a preliminary proposal report in February 2020 that proposed route revisions that would take place in 2021 and 2022. STA disseminated the proposal widely and received significant public and customer input. Under normal circumstances, a draft recommendation would have followed the preliminary proposal a few months later. However, COVID-19 changed the timeframe for developing the service revisions. On July 16, 2020, the STA Board of Directors approved updated planning assumptions to shape annual and multi-year planning documents. STA published a Revised Preliminary Proposal reflecting the updated planning assumptions and sought input via an online survey and discussion with Neighborhood Councils in October and November of 2020.

In March 2021 STA published the Draft Recommendation and gathered feedback via a dynamic online map and online survey. The STA Board of directors held a public hearing at their April 15 meeting. Comments on the online map identified a desire for better east-west connection in north central Spokane. STA hosted a special virtual meeting focused on this topic for the public and stakeholders on the evening of April 15, 2021. The information gathered at the meeting has been incorporated into the Final Recommendation. The Final Recommendation varies from the Draft Recommendation in that the Final Recommendation includes a new Route 36 that would operate between SFCC and Market Street at Garland Avenue, via the West Central Community Center, North Central High School, and the Northeast Community Center. Adjustments to routes in south Spokane were proposed in the Draft Recommendation. However, in the Final Recommendation only minor changes are recommended to the South Hill network.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING

June 9, 2021

AGENDA ITEM 5C: TRANSIT DEVELOPMENT PLAN

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning and Development
Mike Tresidder, Associate Transit Planner

SUMMARY: The Transit Development Plan (TDP) is a state-required plan that STA prepares annually to convey how we intend to implement public transportation service and related capital and operating projects over a six-year period. STA stipulates it should be submitted to WSDOT no later than September 1 of each year following approval by the governing board of the agency. The 2022-2027 Transit Development Plan is in draft form, with the Public Hearing scheduled for the June 15, 2021, Board Meeting. Subject to board direction, staff anticipate preparing a final draft of the plan for board approval in July.

The draft Transit Development Plan: 2022-2027 can be found here:
https://www.spokanetransit.com/files/content/draft_tdp_2022-2027.pdf

BACKGROUND:

The sections of the TDP, and notes when those sections were reviewed by the Planning & Development Committee or Board of Directors are shown in the table below.

Sections	Notes
1. Introduction and Overview	Updated from last year and included in the June 2021 packet in the Draft TDP.
2. 2020 in Review	Provided in the draft TDP
3. Mid-Range Planning Guidance, State Policy Goals and Major Activities	Reviewed and discussed by the Planning and Development Committee in March and May 2021.
4. Service Improvement Program (2022-2024)	A review of major service improvements and opportunities was conducted by the Planning and Development Committee in May 2021.
5. Capital Improvement Program	The committee reviewed the detail list of capital programs and projects in May 2021.
6. Operating and Financial Projections	Key assumptions reviewed and affirmed at the March 31, 2021 Planning and Development Committee meeting.
Appendix A	Provided for reference. Approved by the STA Board of Directors November 19, 2020
Appendices B-F	Performance Measures, System Ridership/Miles/Hours, 2020 Fuel Consumption, 2020 Reportable Collisions/Injuries/Fatalities, Bus Fleet Contingency Plan
Appendix G: Transit Asset Management Plan	Provided for reference. Approved by the CEO, February 2021

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING

June 9, 2021

AGENDA ITEM 5D: 2020 Year-End Performance Measures & 2021 Performance Measure Goals

REFERRAL COMMITTEE: N/A

SUBMITTED BY: E. Susan Meyer, Chief Executive Officer
Monique Liard, Chief Financial Officer

SUMMARY: The complete year-end 2020 Performance Measures have been posted to the STA website at this link: [2020 Year-end Performance Measures Link](#).

The attached Staff Report provides the 2021 Performance Measure goals which reflect changes from the 2020 goals in these specific areas:

- Ridership goals represent the goals as set forth in the Annual Strategic Plan.
 - Fixed Route: 37.9% recovery from 2020 ridership (goal of approximately 8.1M trips)
 - Paratransit: 15.0% recovery from 2020 ridership (goal of approximately 234K trips)
 - Vanpool: 68.5% recovery from 2020 ridership (goal of approximately 155K trips)
- Service Effectiveness goals have been revised to reflect reduced loads (social distancing protocols).
 - Fixed Route: 20 or above passengers per revenue hour
 - Paratransit: 2.1 or above passengers per revenue hour
- The Cost Recovery from User Fees goal for Vanpool was modified with the introduction of the flat fare program.
 - Vanpool: 85% of Operational/Administrative costs recovered by fare revenue
- Maintenance Cost goals are calculated based on historical spending and projected miles.
 - Fixed Route: \$1.30 (or less) per mile
 - Paratransit: \$1.27 (or less) per mile

The following summary of significant measures for year-end 2020 have been of particular interest to committee members in the past, or the Performance Monitoring and External Relations committee have provided guidance for staff to highlight on a routine basis.

Ensure Safety

Preventable Accident Rate

At 0.07, Fixed Route was below the 2020 goal of 0.08 preventable accidents per 10,000 miles.

At 0.07, Paratransit was significantly below the 2020 goal of 0.10 preventable accidents per 10,000 miles.

Most accidents for Fixed Route and Paratransit were minor, such as mirror strikes. However, one of the driving factors for the reduced number of accidents was the reduced number of miles operated in 2020.

Earn and Retain the Community's Trust

Ridership

Fixed Route Ridership for year-end 2020 was down 41.7% compared to ridership in 2019 (5,817,776 vs. 9,971,798 in 2019). The ridership goal for Fixed Route in 2021 is a 5.0% increase from 2019 (approximately 10.6 million trips).

STA's goal for Paratransit was to manage growth and maintain a 1.5% increase over 2019 ridership level. As of year-end 2020, Paratransit ridership had decreased 53.4% compared to 2019 (205,815 vs. 442,044). While down significantly, the total rides were higher than originally estimated and has recently seen a gradual increase in ridership.

Vanpool ridership also saw a decline in ridership, ending the year 41.5% lower than 2019 (90,770 vs. 155,262). The 2020 goal was to realize a 1.0% increase in ridership from 2019 (approximately 163,000 trips). The number of vans in service dropped in 2020, ending the year at 67 versus 80 at the end of 2019.

Passengers per Revenue Hour (PPRH)

- Fixed Route PPRH was 12.97. The 2020 Fixed Route PPRH goal was 25.
- Paratransit PPRH was 1.92. The 2020 Paratransit goal was 2.8 PPRH.

Provide Excellent Customer Service

On-Time Performance (OTP)

At 96.0% Fixed Route exceeded STA's goal of 93% of trips running on time.

Paratransit's 2020 year-end on-time performance was 97.4%, surpassing the goal of 93%. An upside to the lower ridership is excellent OTP.

Professional and Courteous

The Quality Counts! program was suspended in March due to the pandemic. However, the average for "professional and courteous" rating of 4.84 exceeded the goal of a 4.5 (or above) average (on a 5-point scale) from customer observations in the Quality Counts! Survey during the first quarter of 2020.

Enable Organizational Success

Operator Ride Checks

Year-to-date Fixed Route completed 88 of 295 ride checks, and Paratransit completed 53 of 53. Fixed Route ride checks were suspended in March due to the pandemic.

Exemplify Financial Stewardship

Cost per Passenger

Fixed Route and Paratransit suspended collection of fares during 2020. As such, this performance measure could not be accurately compared to the urban average for 2020.

- Fixed Route cost per passenger was \$9.96.
- Paratransit cost per passenger was \$67.97.

Cost Recovery from User Fees (Farebox Recovery).

Lower ridership for the year and the temporary suspension of the collection of fares on Fixed Route and Paratransit resulted in significant impacts on cost recovery.

- Fixed Route farebox recovery is 8.0%, which is below the 2020 goal of 20%.
- Paratransit farebox recovery is 2.4%, which is below the 2020 goal of 5%.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

Annotated copy to show comparison to 2020

Staff Report

Approved: STA Board Meeting of December 17, 2020

SUBJECT: 2021 PERFORMANCE MEASURES

MISSION

- We are dedicated to providing safe, convenient and accessible public transportation services to Spokane region neighborhoods, businesses, and activity centers.
- We are leaders in transportation and a valued partner in the community's social fabric, economic infrastructure, and quality of life.

OUR VISION

- STA aspires to be a source of pride for the region.

PRIORITIES AND OBJECTIVES

1. Safety

Emphasize safety of our customers and employees in all aspects of our operations

2. Earn and Retain the Community's Trust

Engender trust and accountability and satisfy and exceed the expectations of citizens, customers, and employees; increase ridership; operate an efficient, cost-effective operation; maintain tight control of operational, administrative, and capital expenditures of public resources; provide service that is responsive and tailored to the area's needs.

3. Provide Excellent Customer Service

Provide consistently high-quality service to customers at every interaction with Spokane Transit; be rated by customers, the community, and employees as providing excellent customer service as measured annually in surveys.

4. Enable Organizational Success

Have a well-trained and highly productive workforce; promote healthy dialogue on important issues; reduce employee injuries.

5. Exemplify Financial Stewardship

Operate an efficient, cost-effective operation; maintain tight control of operational, administrative, and capital expenditures of public resources; establish reasonable, user-based revenue targets; plan for future operational and capital needs

PERFORMANCE MEASURES

1. **ENSURE SAFETY**

Emphasize safety of our customers and employees in all aspects of our operations.

Performance Measures

• **Accident Rate**

Fixed Route

Measurement – (1 measure) Preventable accidents

Goal - 0.08 (or less) per 10,000 miles

Measured - Quarterly

No change from 2020 Goal

2020 Actual: 0.07 Q3 YTD

Paratransit

Measurement – (1 measure) Preventable accidents

Goal - 0.10 (or less) per 10,000 miles

Measured - Quarterly

No change from 2020 Goal

2020 Actual: 0.04 Q3 YTD

• **Injury Rate (Employee Days Lost)**

Fixed Route

Measurement – Workdays lost due to injury

Goal – 0.02 (or less) per 1,000 employee hours

Measured - Quarterly

No change from 2020 Goal

2020 Actual: 0.03 Q3 YTD

Paratransit

Measurement – Workers Comp Lost Days

Goal – 0.04 (or less) per 1,000 employee hours

Measured – Quarterly

No change from 2020 Goal

2020 Actual: 0.05 Q3 YTD

Maintenance

Measurement – Workers Comp Lost Days

Goal – 0.05 (or less) per 1,000 employee hours

Measured - Quarterly

No change from 2020 Goal

2020 Actual: 0.03 Q3 YTD

• **Injury Rate (Employee Claims)**

Fixed Route

Measurement – Claims per 1,000 hours

Goal – 0.05 claims (or less) per 1,000 hours

Measured – Quarterly

No change from 2020 Goal

2020 Actual: 0.04 Q3 YTD

Paratransit

Measurement – Claims per 1,000 hours
Goal – 0.08 (or less) claims per 1,000 hours
Measured - Quarterly
 No change from 2020 Goal
 2020 Actual: 0.06 Q3 YTD

Maintenance

Measurement – Claims per 1,000 hours
Goal – 0.09 (or less) claims per 1,000 hours
Measured - Quarterly
 No change from 2020 goal
 2020 Actual: 0.10 Q3 YTD

2. **EARN AND RETAIN THE COMMUNITY'S TRUST**

Engender trust and accountability and satisfy and exceed the expectations of citizens, customers, and employees; increase ridership; provide service that is responsive and tailored to the area's needs.

Performance Measures

• **Ridership**

Fixed Route

Measurement – Number of unlinked trips
2020 Goal – 5.0% increase from 2019
2021 Goal – 39.7% increase from 2020 (approximately 8.1 million trips)
Measured – Monthly
 2020 Actual: 37.8% decrease Q3 YTD

Paratransit

Measurement – Number of unlinked trips
2020 Goal – 1.5% increase from 2019
2021 Goal – 15.0% increase from 2020 (approximately 234,000 trips)
Measured – Monthly
 2020 Actual: 50.6% decrease Q3 YTD

Vanpool

Measurement – Number of unlinked trips
2020 Goal – 1.0% increase from 2019
2021 Goal – 68.5% increase from 2020 (approximately 155,000 trips)
Measured – Monthly
 2020 Actual: 37.8% decrease Q3 YTD

- 66 vans total
 - 24 operating with 5 or more
 - 37 operating with less than 5
 - 5 on hold

• **Service Effectiveness**

Fixed Route

Measurement – Passengers per revenue hour
2020 Goal – 25 or above system wide average
2021 Goal – 20 or above system wide average
Measured – Quarterly
 2020 Actual: 13.89 Q3 YTD

Paratransit

Measurement – Passengers per revenue hour

2020 Goal – 2.8 or above

2021 Goal – 2.1 or above

Measured – Quarterly

2020 Actual: 1.98 Q3 YTD

- **Customer Security**

Fixed Route

Measurement – Response to two questions on annual survey: Customer assessment of personal safety & drivers' driving safe

Goal – 4.5 (or above) average

Measured – Annually

No change from 2020 goal

4.1 & 4.3 from last survey in 2019

Paratransit

Measurement – Response to two questions on annual survey: Customer assessment of personal safety & drivers driving safe

Goal – 4.5 (or above) average

Measured – Annually

No change from 2020 goal

4.8 & 4.8 from last survey in 2018 (2020 survey delayed due to COVID)

- **Public Outreach**

Agency Wide

Measurement – Response to question on annual community survey: STA does a good job listening to the public.

Goal – 4.5 (or above) average

Measured – Annually

No change from 2020 goal

3.67 from last survey in 2020

- **Fixed Route Ease of Use (not included in slide deck)**

Agency Wide

Measurement – % of urbanized population with basic bus service within ½ mile walk

2020 Goal – 80%

Measured – Annually

No change from 2020 goal

Measurement – % of Fixed Route Passenger boardings occurring at locations where passenger shelter is provided

2020 Goal – 60%

Measured – Annually

Measurement – % of Population within area within ½ mile 15 minute frequency (minimum 12 hours per weekday)

Goal – +4% basis point increase from 2016 baseline

Measured – Annually

3. **PROVIDE EXCELLENT CUSTOMER SERVICE**

Provide consistently high-quality service to customers at every interaction with Spokane Transit; be rated by customers, the community, and employees as providing excellent customer service as measured annually in surveys.

Performance Measures

- **On Time Performance**

Fixed Route

Measurement – 0 to 5 minutes from scheduled time point

Goal – 93% on time

Measured – Monthly

No change from 2020 goal

2020 Actual: 96.0% Q3 YTD

Paratransit

Measurement – 0 to 30 minutes from scheduled pick up time

Goal – 93% on time

Measured – Monthly

No change from 2020 goal

2020 Actual: 97.0% Q3 YTD

- **Call Center**

Fixed Route Customer Service Abandon Rate

Measurement – Percent of calls abandoned in comparison to the total call volume

Goal – 4% or below

Measured – Monthly

No change from 2020 goal

2020 Actual: 6.9% Q3 YTD

Paratransit Reservationists Abandon Rate

Measurement – Percent of calls abandoned in comparison to the total call volume

Goal – 4% or below

Measured – Monthly

No change from 2020 goal

2020 Actual: 2.0% Q3 YTD

Fixed Route (Customer Service) Service Level

Measurement – The percent of time calls are answered within the goal period

Goal – 90%/60 seconds

Measured – Monthly

No change from 2020 goal

2020 Actual: 90% Q3 YTD

Paratransit Reservationists Service Level

Measurement – The percent of time calls are answered within the goal period

Goal – 90%/60 seconds

Measured – Monthly

No change from 2020 goal

2020 Actual: 91% 3Q YTD

- **Professionalism and Courtesy**

- Fixed Route

- Measurement – Quality Counts survey response to: “Operator professional and courteous throughout the trip”

- Goal – 4.5 (or above) average on a scale of 1 to 5

- Measured – Monthly

- - No change from 2020 goal

- - 2020 Actual: 4.93 Q3 YTD (QC! Program suspended March – October due to COVID)

- Paratransit

- Measurement – Quality Counts survey response to: “Operator professional and courteous throughout the trip”

- Goal – 4.5 (or above) average on a scale of 1 to 5

- Measured – Monthly

- - No change from 2020 goal

- - 2020 Actual: 4.76 Q3 YTD (QC! Program suspended March – October due to COVID)

- Administration/Customer Service/Paratransit Reservations/Security

- Measurement – Quality Counts survey response to: “Employee was professional and courteous throughout the call/interaction”

- Goal – 4.5 (or above) average on a scale of 1 to 5

- Measured – Monthly

- - No change from 2020 goal

- - 2020 Actual: 4.82 Q3 YTD (QC! Program suspended March – October due to COVID)

- **Driver Announcements / Introduction**

- Fixed Route

- Measurement – Quality Counts survey response to: “Published stops are announced”

- 2020 Goal – 95% (or above) average on Quality Counts surveys

- Measured – Monthly

- - No change from 2020 goal

- - 2020 Actual: 98.8% Q3 YTD (QC! Program suspended March – October due to COVID)

- Paratransit

- Measurement – Quality Counts survey response to: “Operator identifying himself/herself at pick-up”

- Goal – 90% (or above) average on Quality Counts surveys

- Measured – Monthly

- - No change from 2020 goal

- - 2020 Actual: 86.8% Q3 YTD (QC! Program suspended March – October due to COVID)

- **Cleanliness of coach / van**

- Fixed Route

- Measurement – Response to Quality Counts survey

- Goal –90% (or above) average on Quality Counts surveys

- Measured – Monthly

- - No change from 2020 goal

- - 2020 Actual: 98.8% Q3 YTD (QC! Program suspended March – October due to COVID)

- Paratransit

- Measurement – Response to Quality Counts survey

- Goal –90% (or above) on Quality Counts surveys

- Measured – Monthly

- - No change from 2020 goal

- - 2020 Actual: 98.6% Q3 YTD (QC! Program suspended March – October due to COVID)

- **Complaint Rate**

- Fixed Route

- Measurement – Number of complaints received
2020 Goal – 8 complaints (or less) per 100,000 boardings
Measured – Monthly
 No change from 2020 goal
 2020 Actual Total Complaints: 17.4 Q3 YTD

- Paratransit

- Measurement – Number of complaints received
2020 Goal – 8 complaints (or less) per 10,000 boardings
Measured – Monthly
 No change from 2020 goal
 2020 Actual Total Complaints: 6.2 Q3 YTD

- **Maintenance Reliability**

- Fixed Route

- Measurement – Number of Road Calls
Goal – Less than 1 per 7,500 miles
Measured - Monthly
 No change from 2020 goal
 2020 Actual: 7,105 Q3 YTD

- Paratransit

- Measurement – Number of Road Calls
Goal – Less than 1 per 75,000 miles
Measured – Monthly
 No change from 2020 goal
 2020 Actual: 67,736 Q3 YTD

4. **ENABLE ORGANIZATIONAL SUCCESS**

**Have a well-trained and highly productive workforce; promote healthy dialogue on important issues.
Have an active and engaged Board of Directors.**

Performance Measures

- **Training Rate (Employee)**

- Fixed Route

- Measurement – Complete Advanced Operator Training
Goal – 8 hours per Operator annually
Measured – Quarterly
 No change from 2020 goal

- Paratransit

- Measurement – Complete Advanced Operator Training
Goal – 8 hours per Operator annually
Measured – Quarterly
 No change from 2020 goal

- Maintenance

- Measurement – 4 major component training events + variety of general professional classes
Goal – Invest average of 25 hours per maintenance employee per year
Measured - Annually
 No change from 2020 goal

Managers/Supervisors/Administrative

Measurement – Scheduled Professional Development Class

Goal – 100% of population receive either on-site or off-site training event per year

Measured – Annually

No change from 2020 goal

- **Annual Employee Feedback**

Fixed Route

Measurement – Supervisor conducts formal ride check/ride along

Goal – 100% of operators receive a successful evaluation on a ride check/ride along annually

Measured - Quarterly

No change from 2020 goal

Paratransit

Measurement – Supervisor conducts formal ride check/ride along

Goal – 100% of operators receive a successful evaluation on a ride check/ride along annually

Measured - Quarterly

No change from 2020 goal

- **Governance**

Board Development

Measurement – Attendance at a transit-related conference/training event

Goal – Two Board members attend annually

Measured – Annually

No change from 2020 goal

5. **EXEMPLIFY FINANCIAL STEWARDSHIP**

Operate an efficient, cost-effective operation; maintain tight control of operational, administrative, and capital expenditures of public resources; establish reasonable, user-based revenue targets; plan for future operational and capital needs.

Performance Measures

- **Cost Efficiency**

Fixed Route

Measurement – Cost per Revenue Hour

Goal – below 95% of average cost of urban systems in Washington State

Measured – Quarterly

No change from 2020 goal

2020 Actual: 80.3% Q3 YTD

Paratransit

Measurement – Cost per Revenue Hour

Goal – below 95% of average cost of urban systems in Washington State

Measured – Quarterly

No change from 2020 goal

2020 Actual: 82.0 Q3 YTD

- **Cost Effectiveness**

- Fixed Route

- Measurement – Cost per Passenger

- Goal – below 95% of average cost of urban systems in Washington State

- Measured – Quarterly

- - No change from 2020 goal

- - 2020 Actual: 78.3% Q3 YTD

- Paratransit

- Measurement – Cost per Passenger

- Goal – below 95% of average cost of urban systems in Washington State

- Measured – Quarterly

- - No change from 2020 goal

- - 2020 Actual: 78.3% Q3 YTD

- Park and Ride Performance *(not included in slide deck)*

- Measurement – # of Park and Ride Lots performing to targeted utilization rates

- Goal – 7 of 13

- Measured – Annually

- **Cost Recovery from User Fees**

- Fixed Route

- Measurement – Farebox Return

- Goal – at least 20%

- Measured – Quarterly

- - No change from 2020 goal

- - 2020 Actual: 7.8% Q3 YTD

- Paratransit

- Measurement – Farebox Return

- Goal – at least 5%

- Measured – Quarterly

- - No change from 2020 goal

- - 2020 Actual: 2.2% Q3 YTD

- Vanpool

- Measurement – Fare revenue compared to Operational and Administrative expenses (not including Special Use Vanpool)

- 2020 Goal – 100%

- 2021 Goal – 85%

- Measured – Quarterly

- 2020 Actual: 33.2% Q2 YTD

- **Maintenance Cost**

- Fixed Route

- Measurement – Cost per total mile by fleet

- 2020 Goal - \$1.28 (or less) per mile

- 2021 Goal - \$1.30 (or less) per mile

- Measured - Quarterly

- 2020 Actual: \$1.28 Q3 YTD

Paratransit/Vanpool

Measurement – Cost per total mile

2020 Goal - \$1.02 (or less) per mile

2021 Goal - \$1.27 (or less) per mile

Measured – Quarterly

2020 Actual: \$1.20 Q3 YTD

- **Financial Capacity**

Financial Management

Measurement – Adherence to approved Operating Budget

Goal – Operate at or below budgeted expenditures

Measured – Quarterly

No change from 2020 goal

Service Level Stability

Measurement – Number of years current service level can be sustained

Goal – 6 years

Measured – Annually

No change from 2020 goal

Ability to Sustain Essential Capital Investments

Measurement – Fully funded Capital Improvement Plan

Goal – 6 years

Measured – Annually

No change from 2020 goal

Public Perception

Measurement – Answer to question on annual community survey: STA is financially responsible

Goal – 4.5 (or above) on a scale of 1 to 5

Measured – Annually

No change from 2020 goal

3.74 from last survey in 2019

SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING

June 9, 2021

AGENDA ITEM 5E: 2019-2020 ANNUAL SYSTEM PERFORMANCE REPORT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning and Development

SUMMARY: Annex 1.4 of the adopted *Connect Spokane: A Comprehensive Plan for Public Transportation*, calls for an annual report on the performance of each route based on established performance standards. This year marks the twelfth publication of such report. The annual fixed-route System Performance Report is available for review online at this location:

https://www.spokanetransit.com/files/projects-plans/2020_Annual_Performance_Report.pdf

The report includes:

- an overview of 2020 ridership,
- individual route performance against three established standards: Ridership, Equivalent Energy Consumption, and Fares,
- a remediation plan for non-compliant routes,
- route indicators (length, capacity, revenue hours, revenue miles, etc.),
- average daily ridership by stop,
- a summary of 2020 operational improvements,
- park & ride and bike locker utilization,
- Universal Transit Access Pass (UTAP) rates, and
- route profile sheets (appendix).

As previously reported to this Committee, 2020 ridership was severely impacted by the Covid-19 pandemic.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING

June 9, 2021

AGENDA ITEM 5F: RECRUITMENT UPDATE

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Emily Arneson, Community Ombudsman & Accessibility Officer

SUMMARY: Staff will provide an update on recruitment.

RECOMMENDATION TO COMMITTEE: Information only.

**SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING**

June 9, 2021

AGENDA ITEM 6: COMMITTEE MEMBER EXPRESSIONS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Stacia Bowers, Executive Assistant

**SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING**

June 9, 2021

AGENDA ITEM 7: COMMITTEE INFORMATION

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Stacia Bowers, Executive Assistant

SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING

June 9, 2021

AGENDA ITEM 8: REVIEW SEPTEMBER 8, 2021, DRAFT AGENDA ITEMS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Stacia Bowers, Executive Assistant

SUMMARY: At this time, members of the Citizens Advisory Committee will have an opportunity to review and discuss the items proposed to be included on the agenda for the September 8, 2021, Committee meeting.

Proposed agenda items include:

- Minutes of the June 9, 2021, Committee meeting – *Corrections/Approval*
- May 2022 Service Change
- STA Moving Forward Performance Tracking
- Chair Election
- Review Charter
- Recruitment/Orientation

RECOMMENDATION TO COMMITTEE: Review and discuss.