

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, December 1, 2021, 1:30 p.m.

Via Video Conference

Committee Members: [Join Here](#)

General Public: [Join Here](#)

Audio Conference: Call the number below and enter the access code
+1-408-418-9388 | Access Code: 2492 604 0099 | Password: 2021

AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report *(5 minutes)*
3. Committee Action *(5 minutes)*
 - A. Minutes of the November 3, 2021, Committee Meeting – *Corrections/Approval*
4. Committee Action
 - A. Board Consent Agenda *(10 minutes)*
 1. Diesel and Unleaded Gasoline: Award of Contract *(Liard)*
 - B. Board Discussion Agenda *(10 minutes)*
 1. Draft 2022 State Legislative Priorities *(Rapez-Betty)*
5. Reports to Committee *(10 minutes)*
 - A. Fare Policy Public Outreach Update *(Otterstrom)*
6. CEO Report *(15 minutes)*
7. Committee Information – *no discussion/staff available for questions*
 - A. January 2022 Service Changes *(Otterstrom)*
 - B. October 2021 Financial Results Summary *(Liard)*
 - C. November 2021 Sales Tax Revenue Information *(Liard)*
 - D. October 2021 Operating Indicators *(Meyer)*
 - E. STA's 2021 Holiday Service and Office Hours *(Infalt)*
8. February 2, 2022, Committee Meeting Draft Agenda Review
9. New Business
10. Committee Members' Expressions
11. Adjourn

Next Committee Meeting: February 2, 2022, 1:30 p.m. via WebEx.

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting on STA's website: www.spokanetransit.com. Discussions concerning matters to be brought to the Board are held in Committee meetings. The public is welcome to attend and participate. 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

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 1, 2021

AGENDA ITEM 2: COMMITTEE CHAIR REPORT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Chris Grover, Chair, Performance Monitoring and External Relations

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

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 1, 2021

AGENDA ITEM 3A: MINUTES OF THE NOVEMBER 3, 2021, PERFORMANCE
MONITORING AND EXTERNAL RELATIONS COMMITTEE
MEETING – CORRECTIONS OR APPROVAL

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Dana Infalt, Executive Assistant to the Chief Executive Officer

SUMMARY: Attached are the minutes of the November 3, 2021, Performance Monitoring and External Relations Committee meeting for corrections or approval.

RECOMMENDATION TO COMMITTEE: Corrections or approval.

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

DRAFT

Minutes of the November 3, 2021, Meeting

Via Virtual WebEx

MEMBERS PRESENT

Chris Grover, City of Airway Heights*
Lori Kinnear, City of Spokane
Josh Kerns, Spokane County
Veronica Messing, City of Cheney (*Ex-Officio*)
Don Kennedy, City of Medical Lake (*Ex-Officio*)
Rhonda Bowers, Labor Representative (*non-voting*)
E. Susan Meyer, CEO (*Ex-Officio*)

MEMBERS ABSENT

Kate Burke, City of Spokane
*Committee Chair

STAFF PRESENT

Brandon Rapez-Betty, Director of Communications
& Customer Service
Karl Otterstrom, Director of Planning and
Development
Monique Liard, Chief Financial Officer
Dana Infalt, Executive Assistant to the CEO / Clerk
of the Authority

PROVIDING LEGAL COUNSEL

Laura McAloon, Attorney, McAloon Law PLLC

GUESTS

Emily Arneson, Ombudsman & Accessibility Officer
(*Staff liaison to Citizen Advisory Committee*)

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

Chair Grover called the meeting to order at 1:30 p.m. Introductions were made.

2. **COMMITTEE CHAIR REPORT**

Chair Grover had no report at this time.

3. **COMMITTEE APPROVAL**

A. **Minutes of the October 6, 2021, Committee Meeting**

Ms. Kinnear moved to approve the October 6, 2021, Committee meeting minutes. Mr. Kerns seconded, and the motion passed unanimously.

B. **Citizen Advisory Committee: New member Nomination Approval**

Ms. Arneson provided background of the Citizen Advisory Committee (CAC) and advised they are requesting approval of the nomination of Mr. Steve Faust to the committee. She provided information on the CAC's charter and Mr. Faust's qualifications.

Chair Grover noted the recommendation to the committee was to approve by motion the appointment of Steven Faust to the Citizen Advisory Committee, for a term of three years, commencing immediately.

Ms. Kinnear moved to approve as recommended. Mr. Kerns seconded, and the motion passed unanimously.

4. COMMITTEE ACTION

A. Board Consent Agenda

1. Boone North Energy Savings: Final Contract Acceptance

Ms. Liard provided an overview of the Boone North Energy Savings and shared before and after pictures of the work that had been completed.

She noted staff were asking the committee to recommend the Board approve a motion to accept the contract, made by DES on behalf of STA, with McKinstry Essention, LLC for the Boone North Energy Savings Project as complete subject to receipt of such certificates and releases as are required by law.

Ms. Kinnear noted that Avista was upping gas rates by 10% as of November 1st and that rate should be adjusted. Ms. Liard acknowledged this information.

Ms. Kinnear moved to approve as presented. Mr. Kerns seconded, and the motion passed unanimously.

2. Asphalt Maintenance Project – Final Contract Acceptance

Ms. Liard provided background on the Asphalt Maintenance Project contract and provided pictures of the finished surfaces.

Ms. Liard noted the committee was being asked to recommend the Board of Directors approve a motion to accept the contract with Arrow Concrete and Asphalt Specialties for the asphalt maintenance project as complete and authorize release of retainage security subject to receipt of such certificates and releases as are required by law.

Mr. Kerns moved to approve as presented. Ms. Kinnear seconded, and the motion passed unanimously.

B. Board Discussion Agenda (*no items were presented this month*)

5. REPORTS TO COMMITTEE

A. Fare Policy Revisions: Preliminary Proposal & Public Outreach

Ms. Liard provided background information that the fare policy and fare structure are reviewed periodically and noted that with the upcoming implementation of a new fare collection system this was the optimal time for a fare review. She provided the objectives as: aligning fare structure with new fare types, broadening discount programs to encourage ridership, and simplifying the fare policy document. A chart of this proposal was displayed.

Ms. Kinnear asked why we are charging riders 13-18 years old. Ms. Liard explained this was a ramp up to the regular fare to get riders acclimated to paying a fare and using the system. Mr. Rapez-Betty explained this is a deeper discount than the current fare.

Ms. Kinnear asked if the Summer Youth Pass was going to become year-round. Mr. Rapez-Betty noted that continuing the Summer Youth program will be discussed in the near-term strategies discussion.

Ms. Bowers asked if the Honored Riders are our VIP passengers? Ms. Meyer explained that the age for senior riders reduced fare would be reduced from 65 to 60 years of age.

Ms. Liard continued to explain the proposed fare program. She asked for questions and seeing none, the presentation was turned over to Mr. Otterstrom.

Mr. Otterstrom discussed the Title VI requirements for fare policy changes. He explained that evaluation on impacts to minorities and low-income populations are required with any change in fare or fare payment type and mitigation measures must be identified if impacts are unavoidable. He also described the outreach plan to inform the community and get feedback and summarized the next steps.

Chair Grover asked when the fare policy will be presented to the Board for final approval. Ms. Liard advised that it would go to the Board on January 22, 2022.

B. Third Quarter Performance Measures

Ms. Meyer presented the 3rd quarter performance measures as outlined for the pandemic.

Ridership:

- Fixed Route is down 18.3% year to date (YTD). The goal is 39.7% increase over 2020 ridership.
- Paratransit YTD ridership is up 9.3%. The goal is 15% increase over 2020 ridership.
- Vanpool ridership is down 27.7% YTD. The goal is 68.5% increase over 2020 ridership.

Other performance measures reported including passengers per revenue hour, on time performance, cost per passenger, cost recovery from user fees, preventable accident rates, and workers' compensation time loss and claims.

6. CEO REPORT

- Ms. Meyer reported that the October 2021 voter-approved sales tax revenue (collected on August Sales) showed an increase of 17.3% above October 2020 actual (\$1.4M), 18.4% year-to-date above 2020 actual (\$13.4M), and, partially due to very conservative 2021 budgeting, 34.6% year-to-date above budget (\$22.2M). Strategic planning is ongoing to determine where to invest the additional revenue.
- Regarding the two new 40-foot battery electric buses, one is in revenue service along route 4 and the other is being used for training.
- Paratransit ridership is up and the service that was implemented to provide Paratransit rides to anyone 60 or older, regardless of ADA status, may have to be reversed to ensure that the ADA trips are serviced adequately. Currently there are between 25-40 trips per day taken by this group of seniors.
- The City Line shelter prototype is in route to Spokane. This prototype shelter will be assembled at the Moran Station Park and Ride. STA is working with the Federal Transit Administration to provide all the information they have requested due to the revenue service date change to July 2023.
- Staff will meet with Federal Transit Administration, Executive Director, Matt Welbes at the APTA conference. An APTA commissioned study of the post pandemic landscape for transit, consisting of five agencies, included STA. This report will be reviewed at a future Board meeting.
- There are multiple job openings at STA. She encouraged board members to refer people interested to the website.

7. COMMITTEE INFORMATION

- A. September 2021 Operating Indicators
- B. September 2021 Financial Results Summary
- C. October 2021 Sales Tax Revenue Information
- D. Third Quarter 2021 Service Planning Input Report
- E. STA Moving Forward Quarterly Project Delivery Report
- F. STA Holiday Services & Office Hours

8. DECEMBER 1, 2021 - COMMITTEE MEETING DRAFT AGENDA REVIEW

The December 1, 2021, Performance Monitoring and External Relations Committee Meeting draft agenda was reviewed. There were no changes at this time.

9. NEW BUSINESS

Ms. Kinnear requested a discussion with the full board about youth fares.

10. COMMITTEE MEMBERS' EXPRESSIONS

Mr. Kerns commended Mr. Rapez-Betty on a great job representing STA in an interview on KXLY news.

11. ADJOURN

With no further business to come before the Committee, Chair Grover adjourned the meeting at 2:37 p.m.

The next committee meeting will be held on Wednesday, December 1, 2021, at 1:30 p.m. via WebEx

Respectfully submitted,



Dana Infalt
Executive Assistant to the Chief Executive Officer
Clerk of the Authority

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 1, 2021

AGENDA ITEM 4A1 : DIESEL AND UNLEADED GASOLINE: AWARD OF CONTRACT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Monique Liard, Chief Financial Officer
Todd Griffith, Sr. Maintenance Manager

SUMMARY: The current Diesel and Unleaded fuel contract will expire on January 31, 2022. In order to maintain competitive pricing and quality products, staff developed specifications to release an Invitation for Bids (IFB). Spokane Transit's (STA) Performance Monitoring and External Relations Committee approved the specifications at the October 6, 2021, meeting and authorized staff to release an IFB. Spokane Transit took the lead in a multi-agency joint bid that included requirements for the City of Spokane and Spokane County. Each agency will award its own contract.

Contract price adjustments for this commodity will be based solely on the change in the Spokane average rack price as reported in the weekly publication of Oil Price Information Service (OPIS), the U.S. benchmark for fuel prices. STA will pay a per gallon margin above OPIS pricing that includes freight costs, gross profit, the impact of Washington State Hazardous Substances Tax, and any other fees or charges assessed by the company on customer purchases.

The proposed margin represents the price differential between bids.

The IFB was advertised on October 13, 2021, on the STA website and in the local newspaper and packets were emailed to thirty-two potential suppliers. A virtual public bid opening was conducted via Microsoft Teams on November 10, 2021. Pricing was requested on the following products:

- unleaded gasoline with ethanol
- ultra-low sulfur diesel (ULSD) #2
- ULSD #2 with a winter additive
- Card Lock dispensing access.

STA estimates 2022 annual usage of 1.487 million gallons of ultra-low sulfur diesel fuel and 166,500 gallons of unleaded fuel.

Four responsive bids were received from responsible contractors:

- City Service Valcon
- Coleman Oil
- Mansfield Oil
- Whitley Fuel

Per gallon margin prices submitted by Coleman Oil were the lowest bid for STA as indicated on the bid tabulation which follows. Coleman Oil bid a deductive amount from OPIS pricing for ultra-low sulfur diesel without winter additive and for unleaded fuel.

47.6% SUMMER TO 52.4% WINTER

	Gasoline	ULSD Clear		Card Lock ULSD		SCORE
		Summer	Winter	Summer	Winter	
COLEMAN OIL	166,500	671,160	738,840	36,414	40,086	1
<i>Margin</i>	(\$0.0070)	(\$0.0070)	\$0.0130	\$0.1000	\$0.1200	
	-\$1,166	-\$4,698	\$9,605	\$3,641	\$4,810	
					\$12,193	

CITY SERVICE VALCO	166,500	671,160	738,840	36,414	40,086	2
<i>Margin</i>	\$0.0317	\$0.0342	\$0.0642	\$0.1495	\$0.1795	
	\$5,278	\$22,954	\$47,434	\$5,444	\$7,195	
					\$88,305	

WHITLEY FUEL	166,500	671,160	738,840	36,414	40,086	3
<i>Margin</i>	\$0.0300	\$0.0350	\$0.0700	\$0.1500	\$0.1850	
	\$4,995	\$23,491	\$51,719	\$5,462	\$7,416	
					\$93,082	

MANSFIELD OIL	166,500	671,160	738,840	36,414	40,086	4
<i>Margin</i>	\$0.0699	\$0.0495	\$0.0620	\$0.1400	\$0.1400	
	\$11,638	\$33,222	\$45,808	\$5,098	\$5,612	
					\$101,379	

Funding for this contract is included each year in the Fixed Route, Paratransit, and Maintenance departments' operating budget. The final proposed fuel budget for 2022 is \$3.91 million for diesel and \$0.67 million for unleaded gasoline.

RECOMMENDATION TO COMMITTEE: Recommend the Board award a contract to the lowest, responsive bid from a responsible contractor, Coleman Oil, for diesel and unleaded fuel and service for five years effective February 1, 2022.

COMMITTEE ACTION:

RECOMMENDATION TO BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

December 1, 2021

AGENDA ITEM 4B1 : DRAFT 2022 LEGISLATIVE FOCUS AND PRIORITIES

REFERRAL COMMITTEE: N/A

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

SUMMARY: Each year the Board of Directors adopts Legislative Priorities to guide the CEO during the session as she communicates Spokane Transit (STA) interests and priorities to the legislature. During the session, staff will watch for and analyze legislation that may pose a threat or offer new opportunities to Spokane Transit.

Because legislation affecting STA's operations and/or service may come forward at any time, the CEO requests authority from the Board 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.

The draft Spokane Transit Priorities for the 2022 Legislative session will be provided at the meeting.

RECOMMENDATION TO COMMITTEE: Review and recommend the Board approve the 2022 Legislative 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.

COMMITTEE ACTION:

RECOMMENDATION TO BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 1, 2021

AGENDA ITEM 5A: FARE POLICY PUBLIC OUTREACH UPDATE

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning & Development
Brandon Rapez-Betty, Director of Communications & Customer Service

SUMMARY: At this time, staff will provide an update on the Fare Policy Public Outreach.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 1, 2021

AGENDA ITEM 6 : CEO REPORT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: E. Susan Meyer, Chief Executive Officer

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

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

December 1, 2021

AGENDA ITEM 7A: JANUARY 2022 SERVICE CHANGES

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning and Development
Matt Kenney, Senior Transit Planner

SUMMARY: On January 16, 2022 STA will implement minor routing and schedule adjustments as needed based on feedback from the May and September 2021 service changes. The table below summarizes the service changes which will become effective January 16, 2022.

BACKGROUND: STA continues to monitor the fixed-route system for opportunities to improve customer information, connectivity, reliability, and mobility. Per the Service Improvement Program (SIP) contained in the adopted Transit Development Plan (TDP): 2022 - 2027, STA will “collect and analyze continuous feedback” and a “regular period of course correcting and setting should be assumed.”

The Communications and Public Input section of *Connect Spokane*, STA’s Comprehensive Plan, authorizes the CEO to approve minor changes that do not result in significant modifications to existing routes, schedules or levels of service, and changes that do not meet the adopted threshold for holding a public hearing (less than 1.0% growth or reduction in revenue hours in any calendar year or less than .5% of annualized system ridership negatively impacted by loss of bus stop, trips or route at any given service change). All the January 2022 service changes fall below these adopted thresholds.

JANUARY SERVICE CHANGES		
ROUTE(S)	PLANNED ADJUSTMENT(S)	RATIONALE
4 Monroe-Regal	Weekday afternoon trip beginning 2:38 pm at Monroe & Montgomery shifted later to begin at 3:03 pm.	Community School hours changed to 8:30 am-3:00 pm (students get out later).
6 Cheney	Timepoint adjustments	Improve service reliability of new route.
11 Plaza/Arena Shuttle	Route end-of-line switched to Howard Street and Gardner Avenue; timepoint adjustments	Relocation due to new stadium construction.
25 Division	Weekday inbound timepoint adjustments.	Reduce early arriving buses at the Plaza as well as the likelihood of two buses at once at the downtown layover location.
62 Medical Lake	Weekday timepoint adjustments; New WPTC trip connecting to Route 6 trip departing the Plaza at 5:35 pm	Timepoint adjustments related to Route 6 timepoint changes at WPTC (connections); respond to customer feedback.

JANUARY SERVICE CHANGES		
ROUTE(S)	PLANNED ADJUSTMENT(S)	RATIONALE
63 Airway Heights/West Plains	Weekday timepoint adjustments; new weekday late night outbound trip connecting to Route 6 trip departing the Plaza at 11:22 pm.	Some timepoint adjustments related to Route 6 timepoint changes at WPTC (connections); Respond to customer feedback by serving more Amazon shifts; improve mobility.
66 EWU	Outbound afternoon timepoint adjustments; extra time added from Surbeck layover location to Eagle Station inbound (not reflected on public schedule).	Improve reliability and provide more time to board passengers at Eagle Station
68 Cheney Loop	Weekday timepoint adjustments	Related to Route 6 timepoint adjustments (early AM interlines).
74 Mirabeau/Liberty Lake	Inbound timepoint adjustments	Improve reliability and reduce early arriving buses at the Plaza
90 Sprague	New 3:31 pm weekday inbound trip from Sprague and Freya	Assist with passenger loads (Pride Prep Middle School)
94 East Central / Millwood	Modify outbound routing near Liberty Park in the East Central neighborhood.	Serve the newly constructed Liberty Park Library
172 Liberty Lake Express	Inbound timepoint adjustments	Improve reliability and reduce early arriving buses at the Plaza
173 VTC Express	Timepoint adjustments; new mid-day inbound trip	Improve reliability (early arriving buses at the Plaza) & mobility; new trip interlined with new outbound Route 190 trip at the VTC.
190 Valley Express	Timepoint adjustments; new late morning outbound trip.	Improve reliability (early arriving buses at the Plaza) & mobility (EWU students transferring at the Plaza)
633 Geiger Shuttle	Weekday timepoint adjustments	Timepoint adjustments related to Route 6 timepoint changes at WPTC (connections)
661 EWU Express	Timepoint adjustments	Inbound trip shifted to depart Eagle Station sooner to allow a larger bus to depart before a 40-foot bus to reduce overloading.
662, 663, & 664 EWU North, VTC, and South Hill Express routes	Timepoint adjustments	Improve reliability

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS MEETING

December 1, 2021

AGENDA ITEM 7B : OCTOBER 2021 FINANCIAL RESULTS SUMMARY

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Monique Liard, Chief Financial Officer
Tammy Johnston, Senior Financial Services Manager

SUMMARY: Attached are the October 2021 financial results. As part of the 2021 budget process, staff returned to preparing a monthly breakdown of revenues and expenses. The charts are being shown with a comparison to the YTD budgetary values rather than as a percentage of the year which has elapsed as shown for 2020 and prior.

Revenue

Overall, October year-to-date revenue is 53.1% (\$42.2M) higher than budget impacted by the following:

- Fares & Other Transit Revenue is 19.3% lower than budget
- Sales Tax Revenue is 34.6% higher than budget
- Federal & State Grants is 279.6% higher than budget
- Miscellaneous Revenue is 25.2% higher than budget

Operating Expenses

Overall, September year-to-date operating expenses are 4.9% (\$3.4M) lower than budget influenced by the timing of payments as follows:

- Fixed Route is 3.1% lower than budget
- Paratransit is 3.8% lower than budget
- Vanpool is 17.3% lower than budget
- Plaza is 27.3% lower than budget
- Administration is 9.8% lower than budget

RECOMMENDATION TO COMMITTEE: Information only.

Spokane Transit Revenues ⁽¹⁾ - October 2021

100,000,000
90,000,000
80,000,000
70,000,000
60,000,000
50,000,000
40,000,000
30,000,000
20,000,000
10,000,000

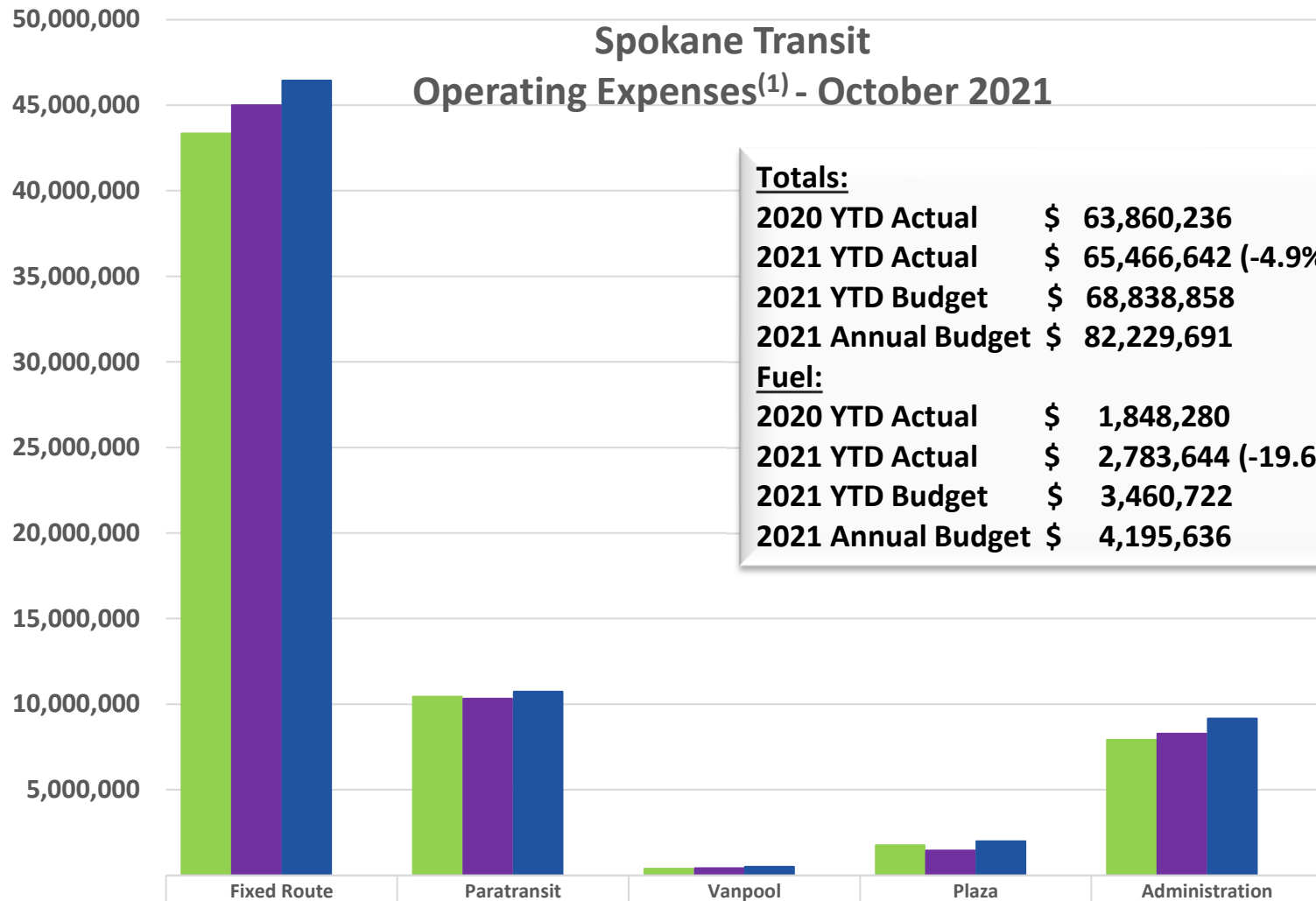
Totals:

2020 YTD Actual \$ 110,663,334
2021 YTD Actual \$ 121,636,814 (53.1%)
2021 YTD Budget \$ 79,464,641
2021 Annual Budget \$ 96,994,755

	Fares & Other Transit Revenue	Sales Tax	Federal & State Grants (2)	Miscellaneous
2020 YTD Actual	4,722,470	72,968,239	31,141,957	1,830,668
2021 YTD Actual	5,321,941	86,359,921	28,446,985	1,507,967
2021 YTD Budget	6,596,228	64,170,226	7,494,216	1,203,971
2021 YTD Budget Variance	-19.3%	34.6%	279.6%	25.2%
2021 Budget	7,909,947	78,486,526	9,153,521	1,444,761

(1) Above amounts exclude grants used for capital projects. Year-to-date October state capital grant reimbursements total \$3,665,879 and federal capital grant reimbursements total \$26,220,429. (2) Federal/State Grants are over budget due to unbudgeted CRRSSA Funding of \$19,959,412.

Spokane Transit Operating Expenses⁽¹⁾ - October 2021



Totals:

2020 YTD Actual \$ 63,860,236
 2021 YTD Actual \$ 65,466,642 (-4.9%)
 2021 YTD Budget \$ 68,838,858
 2021 Annual Budget \$ 82,229,691

Fuel:

2020 YTD Actual \$ 1,848,280
 2021 YTD Actual \$ 2,783,644 (-19.6%)
 2021 YTD Budget \$ 3,460,722
 2021 Annual Budget \$ 4,195,636

(1) Operating expenses exclude capital expenditures of \$43,952,500 and cooperative projects of \$219,489 for year-to-date October 2021.

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS MEETING

December 1, 2021

AGENDA ITEM 7C: NOVEMBER 2021 SALES TAX REVENUE

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Monique Liard, Chief Financial Officer
Tammy Johnston, Senior Financial Services Manager

SUMMARY: Attached is November 2021 voter-approved sales tax revenue information.

November sales tax revenue, which represents sales for September 2021, was:

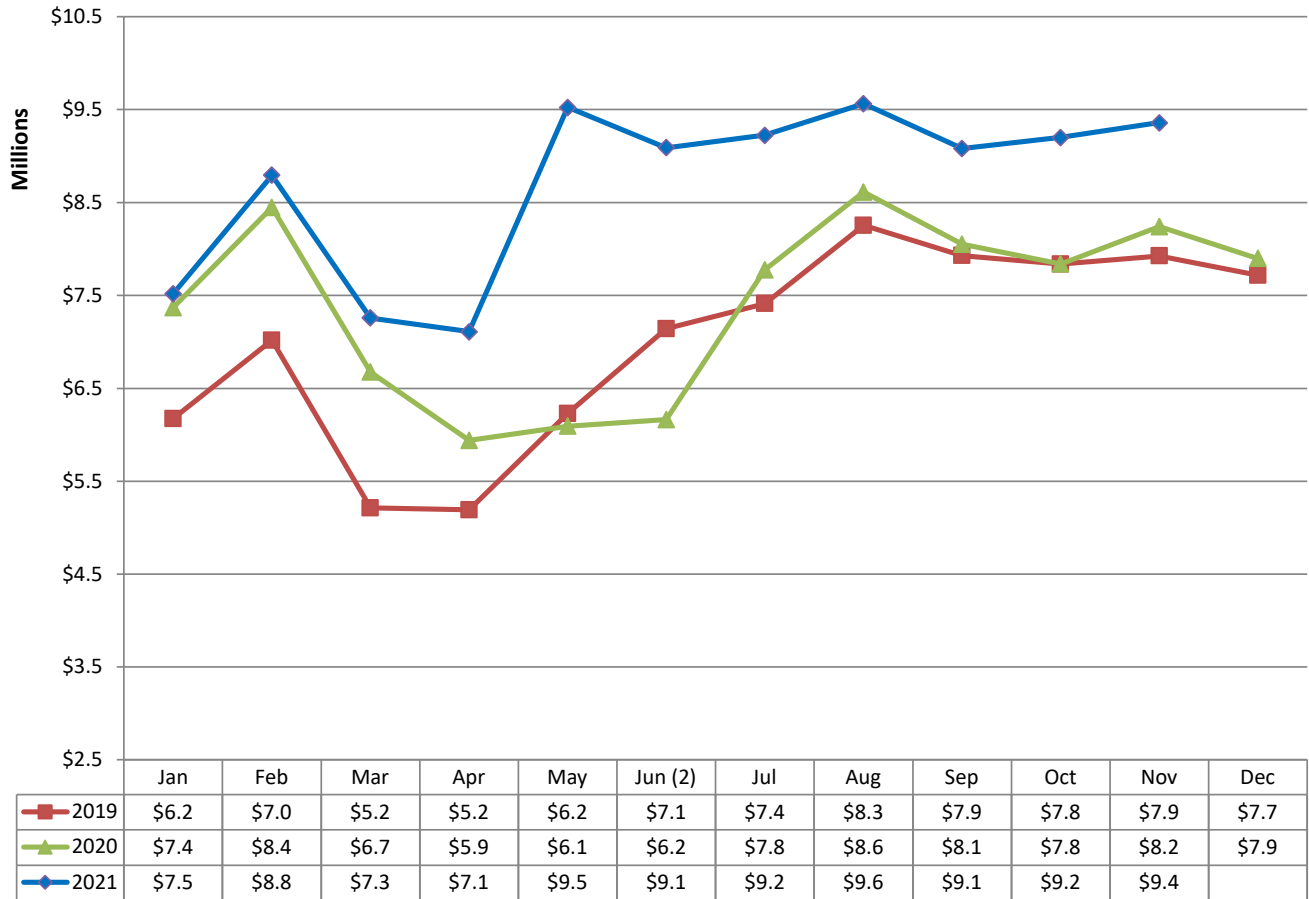
- 28.7% above 2021 budget
- 34.0% above YTD 2021 budget
- 13.6% above 2020 actual
- 17.9% above YTD 2020 actual

Total taxable sales for September 2021 were *up* 13.7% from September 2020 while September 2021 YTD sales were *up* 21.5% compared with September 2020 YTD. Retail, Construction, and Accommodation and Food Services continue to be the top three rankings YTD.

- Retail Trade *increased* by 11.1% (\$57.0M) in September 2021 vs September 2020 and is *up* by 20.4% (\$841.5M) September 2021 YTD vs 2020 YTD.
 - Automobile Dealers *increased* 28.8% (\$203.9M) for September 2021 YTD over 2020 YTD
 - Other Miscellaneous Store Retailers *increased* 21.1% (\$101.3M) for September 2021 YTD over 2020 YTD
 - General Merchandise Stores, including Warehouse Clubs and Supercenters, *increased* 14.3% (\$86.9M) September 2021 YTD over 2020 YTD
 - Clothing Stores *increased* 61.6% (\$78.8M) September 2021 YTD over 2020 YTD
 - Building Material & Supplies Dealers *increased* 15.6% (\$73.3M) for September 2021 YTD over 2020 YTD
- Construction *increased* by 11.1% (\$18.4M) in September 2021 vs September 2020 and is *up* by 20.1% (\$252.2M) September 2021 YTD vs 2020 YTD
- Accommodation and Food Services *increased* by 33.9% (\$27.4M) in September 2021 vs September 2020 and is *up* 32.2% (\$211.6M) September 2021 YTD vs 2020 YTD. However, it is 2.3% (\$20.8M) *below* September 2019 YTD.

RECOMMENDATION TO COMMITTEE: Information only.

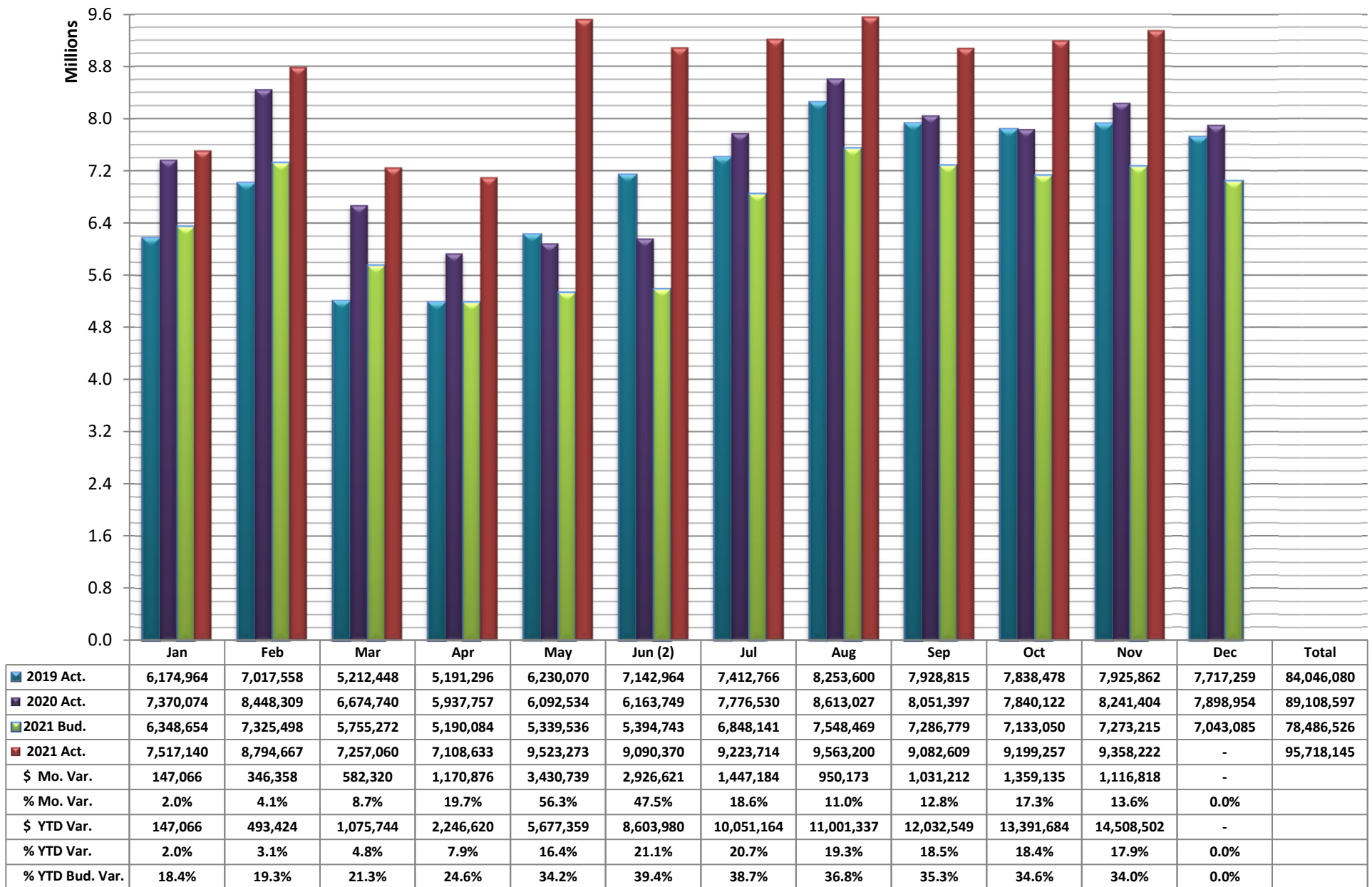
Sales Tax Revenue History-November 2021⁽¹⁾



(1) Voter approved sales tax distributions lag two months after collection by the state. For example, collection of January taxable sales are distributed in March.

(2) June distribution is April taxable sales in which the sales and use tax rate increased one-tenth of one percent (.001) from .007 to .008 in 2019.

2019 - 2021 SALES TAX RECEIPTS ⁽¹⁾



⁽¹⁾ Voter approved sales tax distributions lag two months after collection. For example, collection of January taxable sales are distributed in March.

⁽²⁾ June distribution is April taxable sales in which the sales and use tax rate increased one-tenth of one percent (.001) from .007 to .008 in 2019.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 1, 2021

AGENDA ITEM 7D: OCTOBER 2021 OPERATING INDICATORS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: E. Susan Meyer, Chief Executive Officer

SUMMARY: Fixed Route ridership has continued to show improvement each month in 2021. Paratransit ridership has shown significant ridership gains each month since January. There was 1 additional weekday in October 2021 compared to October 2020.

FIXED ROUTE

The highest monthly ridership to date in 2021 was experienced in October. Total ridership increased 19.4% (509,841 vs. 427,003) in October 2021 compared to 2020. Year-to-date ridership is down 15.1% (4,309,387 vs. 5,077,280). The 2021 ridership goal for Fixed Route is to recover ridership at 39.7% over 2020.

Average weekday ridership increased 26.4% (20,475 vs. 16,199) in October 2021 compared to 2020.

Detailed breakdown:

Adult ridership increased 21.8 % (311,697 vs. 255,906) in October 2021 compared to 2020 and is up 5.3% (2,520,014 vs. 2,392,094) year-to-date.

- CCS Pass ridership increased 57.5% (22,676 vs. 14,393) in October 2021 compared to 2020 and is down 45.1% (93,435 vs. 170,048) year-to-date.
- Eagle Pass ridership increased 656.2% (47,752 vs. 6,315) in October 2021 compared to 2020 and is down 51.9% (108,130 vs. 220,968) year-to-date.

Youth ridership increased 245.9% (35,529 vs. 10,270) in October 2021 compared to 2020 and is up 30.4% (245,735 vs. 188,379) year-to-date.

Reduced Fare / Paratransit ridership increased 3.2% (74,771 vs. 72,425) in October 2021 compared to 2020 and is up 20.8% (697,215 vs. 577,227) year-to-date.

On time performance in Fixed Route was 94.3% for October, exceeding the 2021 goal of 93%.

The Fixed Route preventable accident rate in October was 0.03 per 10,000 miles. Year-to-date, the rate is 0.07, surpassing the 2021 goal of 0.08 per 10,000 miles.

PARATRANSIT

Paratransit ridership increased 63.1% (24,971 vs. 15,313) in October 2021 compared to 2020. Year-to-date, total ridership increased 13.9% (203,782 vs. 178,957). Paratransit's 2021 ridership goal is to increase ridership by 15% over 2020.

Detailed breakdown:

- Directly Operated increased 58.4% (13,838 vs. 8,736) in October 2021 compared to 2020. Year-to-date ridership increased 17.69% (117,804 vs. 100,089).
- First Transit contracted service increased 65.5% (9,482 vs. 5,730) in October 2021 compared to 2020 and increased 3.8% year-to-date (73,409 vs. 70,708).

- Special Use Van (SUV) ridership increased 94.9% (1,651 vs. 847) in October 2021 vs. 2020, and is up 54.0% year-to-date (12,569 vs. 8,160).
- Non-revenue ridership increased 24.8% (1,327 vs 1,063) in October 2021 vs. 2020, and is down 65.2% year-to-date (12,465 vs 35,864).

Paratransit's On-Time Performance for October was 91.3% which exceeded the 93% goal for 2021.

Paratransit experienced no preventable accidents in October. Year-to-date, the rate of 0.03 per 10,000 miles compares favorably with the stated goal of 0.10 per 10,000 miles.

VANPOOL

Monthly ridership declined 11.9% (6,310 vs 7,161) in October 2021 compared to 2020. Year-to-date ridership has decreased 26.2% (58,850 vs. 79,793) in 2021. The 2021 goal for ridership in Vanpool for 2021 was to increase ridership 68.5% over 2020 (approximately 155,000 trips).

There were 61 van groups in October 2021 vs. 65 in October 2020, and 62 in September 2021.

Vanpool had no accidents reported in October 2021. Year-to-date, total accidents are at 0.13 per 10,000 miles, exceeding the stated goal of 0.3 per 10,000 miles.

CUSTOMER SERVICE/PASS SALES

Pass sales generally trend with ridership. However, the fare collection suspension in 2020 from April through June due to COVID-19 may skew pass sales comparisons in 2021.

Total monthly pass sales increased 39.1% (4,650 vs. 3,343) in October 2021 and increased 7.3% (46,039 vs. 42,921) year-to-date.

- Adult Pass/Smartcard monthly pass sales increased 15.8% (1,783 vs. 1,540) in October 2021 and increased 30.5% (21,317 vs. 16,329) year-to-date
- Shuttle Park monthly sales increased 35.3% (188 vs. 139) in October 2021 and decreased 27.3% (1,551 vs. 2,132) year-to-date.
- 7-Day Pass/Smartcard monthly sales increased 13.7% (590 vs. 519) in October 2021 and increased 10.7% (7,371 vs. 6,660) year-to-date.
- Employer Sponsored Bus Pass (ESBP) monthly sales increased 27.5% (403 vs. 316) in October 2021 and decreased 33.8% (2,886 vs. 4,361) year-to-date.

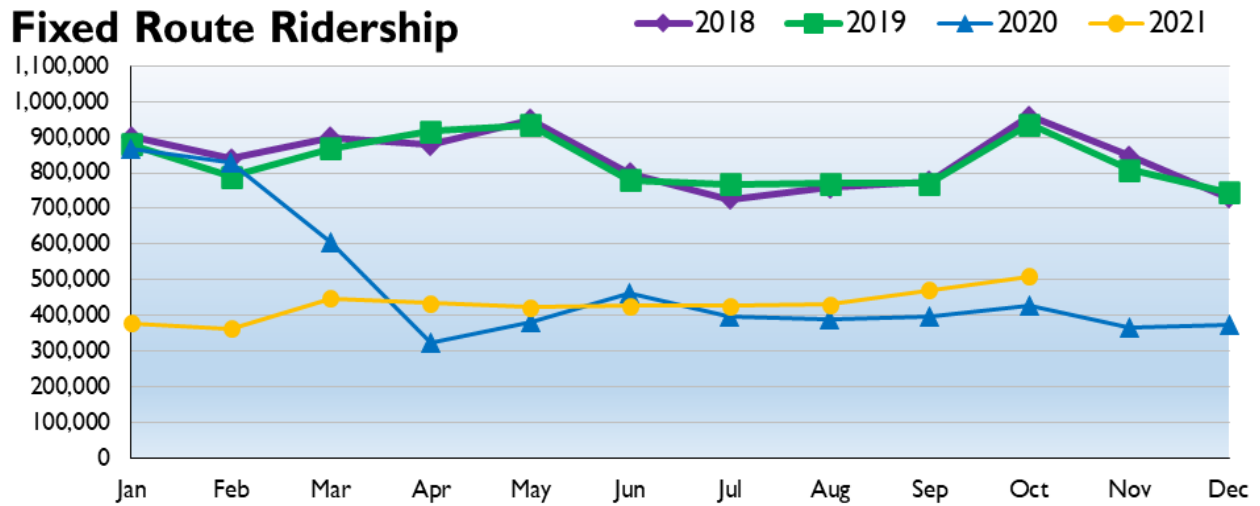
UTAP monthly rides increased 191.9% (80,697 vs. 27,650) in October and decreased 27.7% (303,883 vs. 488,108) year-to-date.

Reduced Fare Pass/Smartcard monthly sales increased 7.0% (1,089 vs. 1,018) in October and increased 9.4% (10,162 vs. 9,290) year-to-date.

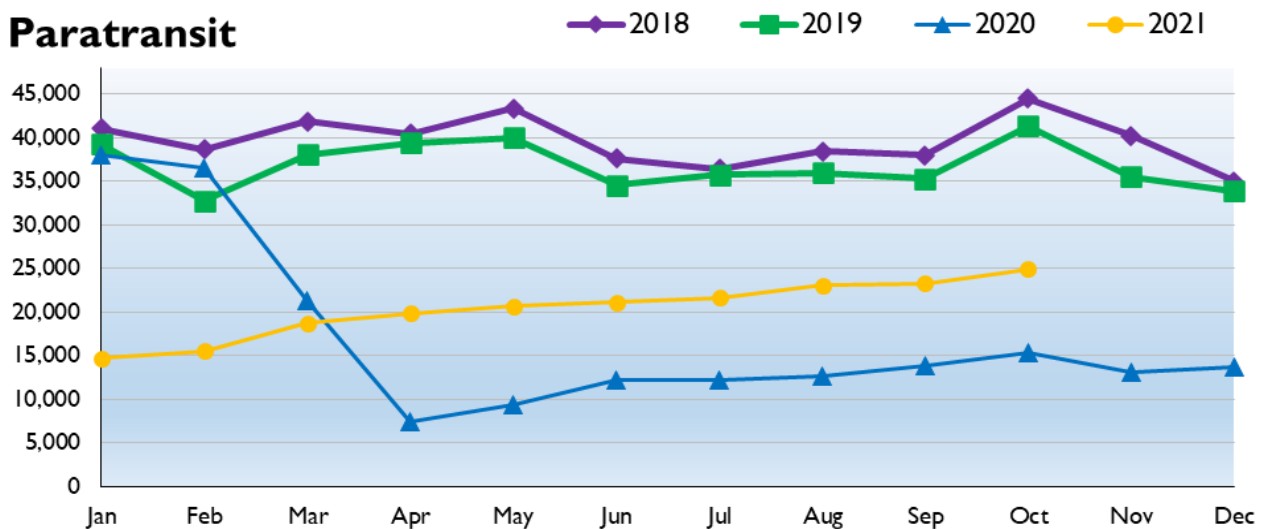
Paratransit Pass/Smartcard monthly sales increased 89.1% (418 vs. 221) in October and increased 14.6% (3,136 vs. 2,736) year-to-date.

RECOMMENDATION TO COMMITTEE: Information only.

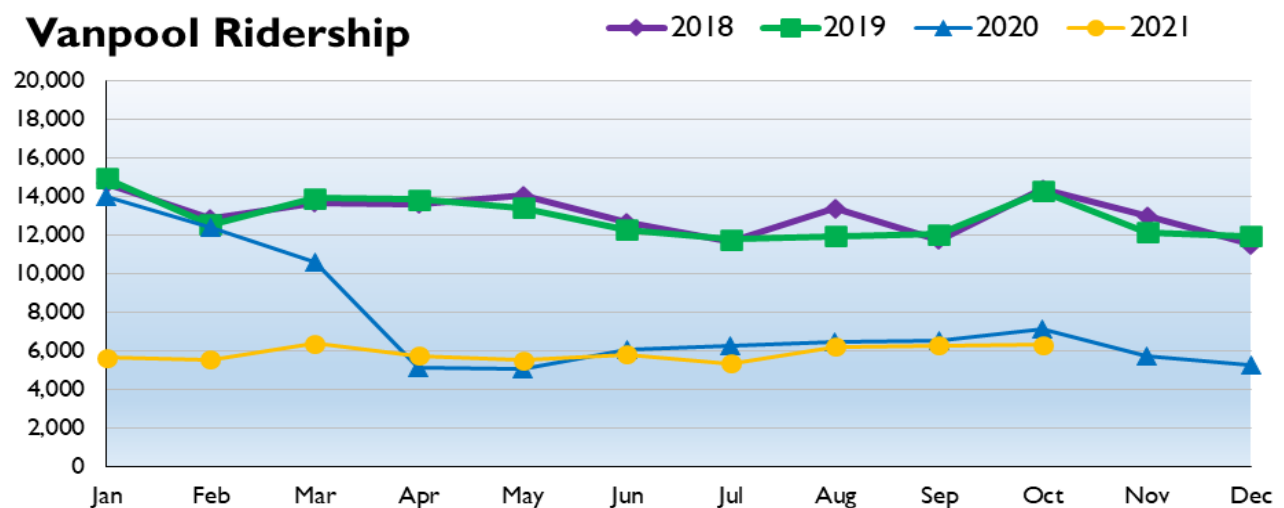
Fixed Route Ridership



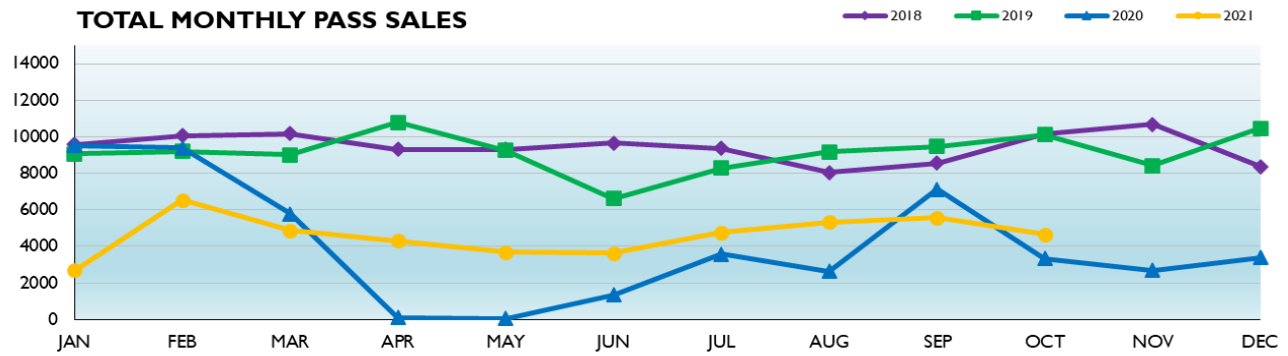
Paratransit



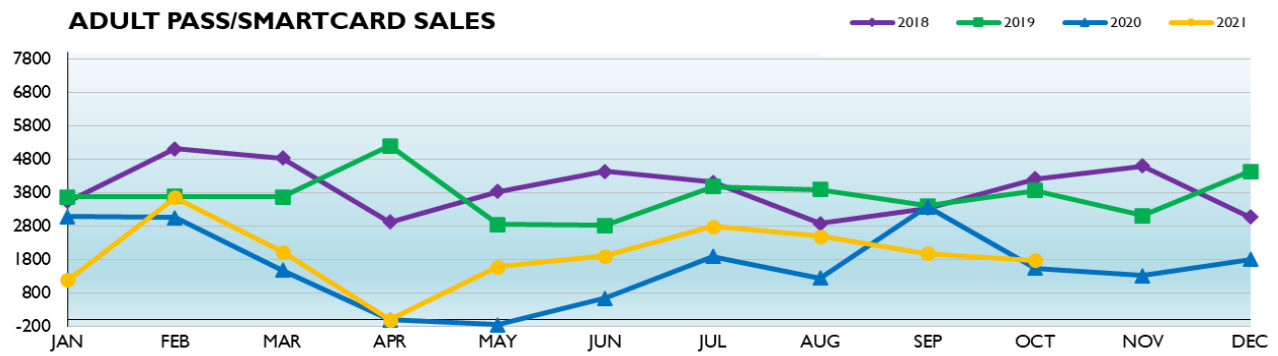
Vanpool Ridership



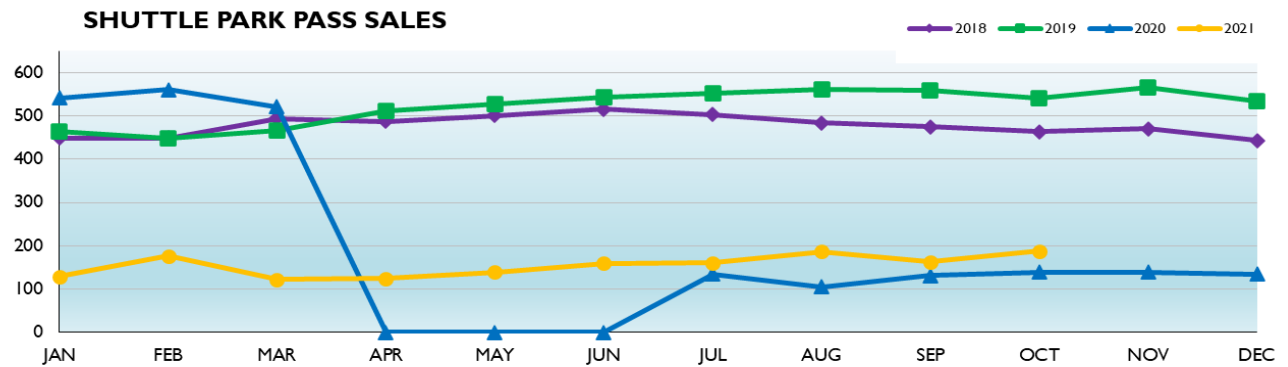
TOTAL MONTHLY PASS SALES



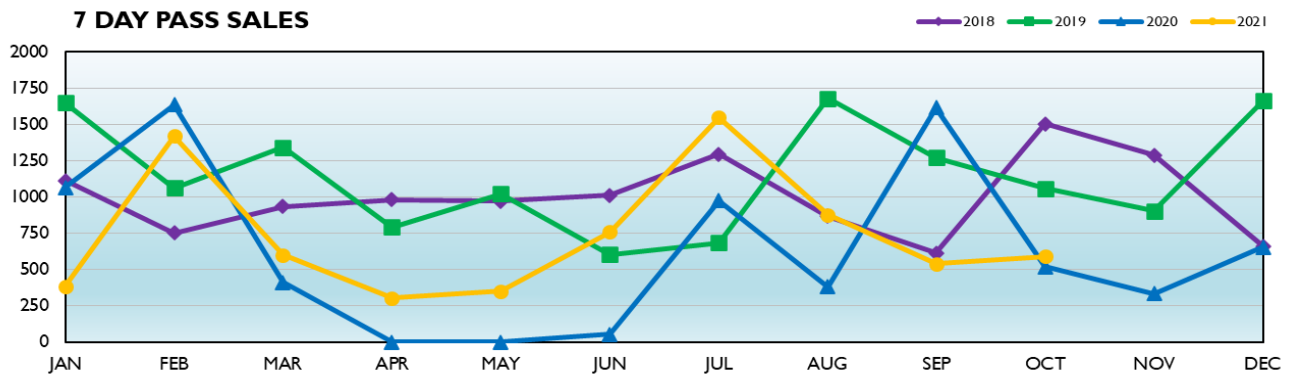
ADULT PASS/SMARTCARD SALES

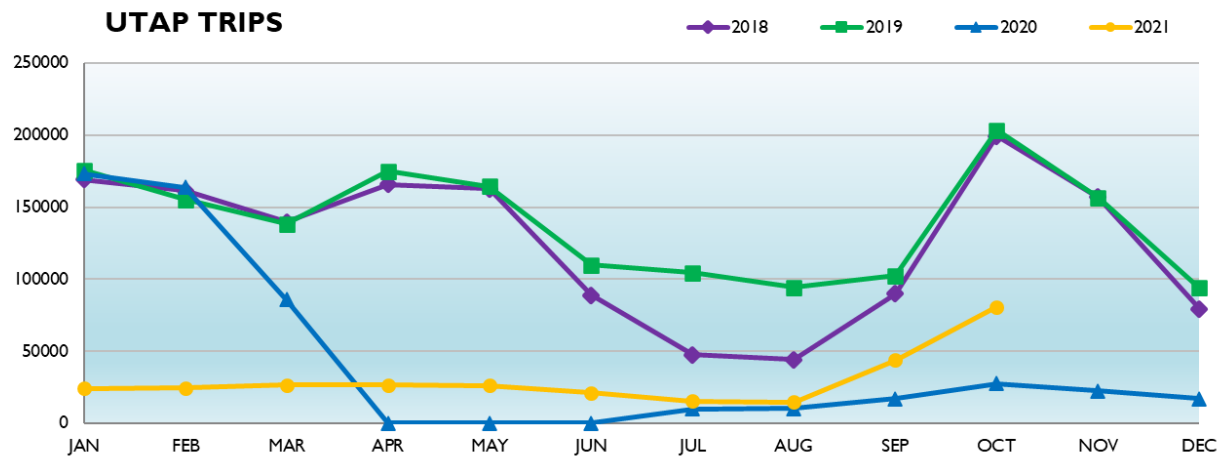


SHUTTLE PARK PASS SALES



7 DAY PASS SALES





SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE

December 1, 2021

AGENDA ITEM 7E : STA HOLIDAY SERVICES AND OFFICE HOURS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Dana Infalt, Clerk of the Authority

SUMMARY: The Administrative office at Boone Avenue will be closed Friday, December 24, 2021, to observe the Christmas holiday; and Friday, December 31, 2021, to observe the New Year's holiday.

Fixed Route and Paratransit Holiday service will be provided on these days.

The following schedule outlines STA's holiday services:

Date:	Paratransit Service and Reservations	Fixed Route Service	Customer Service (at the Plaza)
December 25 (Saturday)	Holiday Service/ 8:00 am - 8:00 pm Paratransit Reservations 8:00 am – 5:00 pm	Holiday Service 8:00 am - 8:00 pm	Closed Call Center open 8:00 am - 6:00 pm
January 1 (Saturday)	Holiday Service/ 8:00 am - 8:00 pm Paratransit Reservations 8:00 am – 5:00 pm	Holiday Service 8:00 am - 8:00 pm	Closed Call Center open 8:00 am - 6:00 pm

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 1, 2021

AGENDA ITEM 8: FEBRUARY 2, 2022, DRAFT COMMITTEE AGENDA REVIEW

REFERRAL COMMITTEE: N/A

SUBMITTED BY: STA Staff

SUMMARY: At this time, members of the Performance Monitoring and External Relations Committee will have an opportunity to review and discuss the items proposed to be included on the Draft Agenda for the meeting of February 2, 2022.

RECOMMENDATION TO COMMITTEE: For discussion.

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, February 2, 2022, 1:30 p.m.

Via Video Conference

Committee Members: [Join Here](#)

General Public: [Join Here](#)

Audio Conference: Call the number below and enter the access code
+1-408-418-9388 | Access Code: **xx** | Password: 2022

DRAFT AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report (*5 minutes*)
3. Committee Action (*5 minutes*)
 - A. Minutes of the December 1, 2021, Committee Meeting – *Corrections/Approval*
4. Committee Action
 - A. Board Consent Agenda (*10 minutes*)
 1. 2022 Performance Measures (*E. Susan Meyer*)
 - B. Board Discussion Agenda (*None*)
5. Reports to Committee (*None*)
6. CEO Report (*15 minutes*)
7. Committee Information – *no discussion/staff available for questions*
 - A. January 2022 Sales Tax Revenue Information (*Monique Liard*)
 - B. December 2021 Operating Indicators (*E. Susan Meyer*)
 - C. 4th Quarter 2021 Service Planning Public Input Report (*Karl Otterstrom*)
 - D. 2022 Audit Timeline (*Monique Liard*)
8. March 2, 2022, Committee Meeting Draft Agenda Review
9. New Business
10. Committee Members' Expressions
11. Adjourn

Next Committee Meeting: March 2, 2022, 1:30 p.m. via WebEx.

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting on STA's website: www.spokanetransit.com. Discussions concerning matters to be brought to the Board are held in Committee meetings. The public is welcome to attend and participate. 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

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

November 3, 2021

AGENDA ITEM 9: NEW BUSINESS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: N/A

SUMMARY: At this time, the Committee will have the opportunity to initiate discussion regarding new business relating to Performance Monitoring and External Relations.

RECOMMENDATION TO COMMITTEE: For discussion.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

November 3, 2021

AGENDA ITEM 10 : COMMITTEE MEMBERS' EXPRESSIONS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: N/A

SUMMARY: At this time, members of the Performance Monitoring and External Relations Committee will have an opportunity to express comments or opinions.

RECOMMENDATION TO COMMITTEE: For discussion.