

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

## PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

Wednesday, October 6, 2021, 1:30 p.m.

### Via Video Conference

**Committee Members:** [Click here to join the meeting](#)

**General Public:** [Click here to view the meeting](#)

**Audio Conference:** Call the number below and enter the access code  
+1-408-418-9388 | Access Code: 2498 974 3276 | Password: 2021

### AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report (*5 minutes*)
3. Committee Action (*20 minutes*)
  - A. Minutes of the September 1, 2021, Committee Meeting – *Corrections/Approval*
  - B. Citizen Advisory Committee: New Member Nomination Approval (*Brandon Rapez-Betty*)
  - C. Diesel and Unleaded Gasoline Invitation for Bids – Scope of Work Approval (*Monique Liard*)
  - D. Temporary Staffing Services - Scope of Work Approval (*Nancy Williams*)
4. City Line Project Update (*E. Susan Meyer*) (*10 minutes*)
5. Committee Action (*5 minutes*)
  - A. Board Consent Agenda
    1. Fleck Service Center Energy Savings: Contract Final Acceptance (*Monique Liard*)
    2. Community Access Pass Pilot Program Approval (*Brandon Rapez-Betty*)
  - B. Board Discussion Agenda
    1. (*No items being presented this month*)
6. Reports to Committee (*20 minutes*)
  - A. Summer Youth Pass Pilot Program Update (*Brandon Rapez-Betty*)
7. CEO Report (*15 minutes*)
8. Committee Information – *no discussion/staff available for questions*
  - A. August 2021 Operating Indicators (*E. Susan Meyer*)
  - B. August 2021 Financial Results Summary (*Monique Liard*)
  - C. September 2021 Sales Tax Revenue Information (*Monique Liard*)
  - D. Second Quarter Performance Measures (*E. Susan Meyer*)
9. November 3, 2021, Committee Meeting Draft Agenda Review
10. New Business
11. Committee Members' Expressions
12. Adjourn

Next Committee Meeting: November 3, 2021, 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](http://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](http://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**

October 6, 2021

**AGENDA ITEM 2:** COMMITTEE CHAIR REPORT

**REFERRAL COMMITTEE:** N/A

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

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**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**

October 6, 2021

**AGENDA ITEM 3A:** MINUTES OF THE SEPTEMBER 1, 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

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**SUMMARY:** Attached are the minutes of the September 1, 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 September 1, 2021, Meeting  
Virtual WebEx

### **MEMBERS PRESENT**

Lori Kinnear, City of Spokane, *Acting Chair*  
Josh Kerns, Spokane County  
Kate Burke, City of Spokane  
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**

Chris Grover, City of Airway Heights\*

\*Committee Chair

### **STAFF PRESENT**

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

### **PROVIDING LEGAL COUNSEL**

Laura McAloon, Attorney, McAloon Law PLLC

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

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

#### 2. **COMMITTEE CHAIR REPORT**

Acting Chair Kinnear had no report at this time.

#### 3. **COMMITTEE APPROVAL**

##### A. **Minutes of the July 30, 2021, Committee Meeting**

**Mr. Kerns moved to approve the July 30, 2021, Committee meeting minutes. Ms. Burke seconded, and the motion passed unanimously.**

#### 4. **COMMITTEE ACTION**

##### A. **Board Consent Agenda**

##### 1. **Boone Elevator Modernization – Final Contract Acceptance**

Ms. Liard provided an overview of the Boone Elevator Modernization and shared before and after pictures of the work that had been completed.

She noted staff was asking the committee to recommend the Board approve a motion to accept the contract with Schindler Elevator Corporation for the Boone Elevator Modernization project as complete and authorize release of retainage security subject to receipt of such certificates and releases as are required by law.

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

2. Approval of Contract Renewal for Computer Aided Dispatch/Automatic Vehicle Location (CAD/AVL) System Maintenance & Upgrade Services

Ms. Liard provided background on the contract with Trapeze which was originally awarded in 2012. She noted that STA and Trapeze successfully implemented and deployed the TransitMaster CAD/AVL System in late 2016. At the time of contract award, STA negotiated extended maintenance and upgrade support which lapsed on April 30, 2021.

Staff began negotiating the new TransitMaster maintenance & upgrade agreement with Trapeze in January 2021. The negotiations took several months and yielded a new agreement with a five-year term, extending from May 1, 2021, to April 30, 2026.

Ms. Liard noted the committee was being asked to recommend the Board of Directors authorize the CEO to execute the TransitMaster maintenance and upgrade agreement with Trapeze for a five-year term in the amount of \$1,201,514.

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

5. REPORTS TO COMMITTEE *(No reports were presented this month)*

6. CEO REPORT

- Ms. Meyer provided a sales tax update on the August 2021 sales tax (collected on June Sales) which showed an increase of 11.0% above August 2020 actual (\$1.0M), 19.3% year-to-date above 2020 actual (\$11.0M), and, partially due to very conservative 2021 budgeting, 36.8% year-to-date above budget (\$18.3M).
- STA has partnered with Spokane County Fair and Spokane Community College to offer savings for fairgoers who ride STA to the fair. Fair Shuttle riders who show an STA Day Pass at the fair admissions gate will receive \$7.00 off adult tickets and \$4 off senior/ children's tickets (regularly \$13/adult and \$10/seniors & children). The Fair is going on from September 11<sup>th</sup> through September 19<sup>th</sup>.
- An APTA study is being undertaken to understand post pandemic travel and APTA has asked the Urban Institute and the Center for Neighborhood Technology to conduct the research. STA is being included as one of the properties whose results will be reported, along with LA Metro, Denver RTD, Pittsburgh, and Richmond, VA. Ms. Meyer surmised there may have been geographical reasoning for these specific entities being chosen, but said STA is pleased to be participating. The results of the study will be available at the APTA annual meeting in November.
- Ms. Meyer mentioned STA had job openings and asked committee members to refer people interested in working for STA to SpokaneTransit.com to complete an application. She noted a few of the openings currently available.
- The Washington State Transportation Commission has invited Ms. Meyer to provide a presentation on Public Transit Issues, Challenges, and Successes on September 22nd, on the 2<sup>nd</sup> day of the WSTC Spokane meetings. Meetings are being held virtually this year and other presenters include the Department of Transportation, Spokane International Airport, GSI, and Spokane Regional Transportation Council.
- Staff have been meeting with Spokane Public Schools and the Public Facilities District about the potential impact on Shuttle Park program when the construction on the new stadium begins, as well as after the stadium is complete and operational. The Shuttle Park program is a partnership between the Public Facilities District (to provide parking at the Arena), Downtown Spokane Partnership (to promote), and STA (to provide service). Participants pay \$40 per month to park at the Arena and take the shuttle

from the Arena to the downtown area which allows for more parking availability in the downtown core for shoppers and visitors. An agreement has been reached for during construction and Brandon will be communicating to customers how this will work. There will not be much change during construction as parking will be available one lot over from the current parking and the shuttle will continue. Research is ongoing to resolve the lack of parking availability after construction ends and the stadium becomes operational. Also, long-range planning is ongoing to determine how to best serve events at the new facility, along with the other existing venues.

- Ms. Meyer thanked members for attending the Board Strategic Planning session and noted she appreciated the input and guidance.

7. COMMITTEE INFORMATION

- A. July 2021 Operating Indicators
- B. July 2021 Financial Results Summary
- C. August 2021 Sales Tax Revenue Information
- D. 2021 Semi-Annual Reports
- E. Second Quarter 2021 Service Planning Input Report

8. OCTOBER 6, 2021 - COMMITTEE MEETING DRAFT AGENDA REVIEW

The October 6, 2021, Performance Monitoring and External Relations Committee Meeting draft agenda was reviewed. There were no changes at this time.

9. NEW BUSINESS

*(none)*

10. COMMITTEE MEMBERS' EXPRESSIONS


Mr. Kerns reiterated how much he liked the vintage bus paint job and suggested STA do a few more.

11. ADJOURN

With no further business to come before the Committee, Acting Chair Kinnear adjourned the meeting at 1:50 p.m.

The next committee meeting will be held on Wednesday, October 6, 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**

October 6, 2021

**AGENDA ITEM 3B:** RECOMMENDATION TO APPOINT NEW MEMBER TO THE  
CITIZEN ADVISORY COMMITTEE

**REFERRAL COMMITTEE:** Citizen Advisory Committee

**SUBMITTED BY:** Brandon Rapez-Betty, Director of Communications & Customer Service  
Emily Arneson, Community Ombudsman & Accessibility Officer

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**SUMMARY:** The Citizen Advisory Committee (CAC) was established in 2004 to represent the interests of the community and assist STA staff and the Board of Directors in making the region proud of its public transportation system. Members serve as conduits of information between the agency and the community by both relating STA-related information to their networks and by providing input to STA. In 2015, the Citizen Advisory Committee became a subcommittee to Performance Monitoring and External Relations (PMER) Committee.

Per its charter, the CAC shall be composed of no more than 15 members who are appointed by the PMER Committee. Membership shall reflect the STA service area and strive for regional representation and diversity of opinion. Selection of members is through an application process followed by a vote from the PMER Committee to appoint members of the CAC. Currently, the CAC has nine (9) members.

At its September 8, 2021, meeting, the Citizen Advisory Committee voted to recommend the appointment of JT Ramsey to the Committee. Mr. Ramsey is a university medical student, an avid bus rider, and Spokane County Sheriff's Office Citizen Advisory Board Member.

**RECOMMENDATION TO COMMITTEE:** Approve, by motion, the appointment of JT Ramsey to the Citizen Advisory Committee, for a term of three years, commencing immediately.

## **SPOKANE TRANSIT AUTHORITY**

### **PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

October 6, 2021

**AGENDA ITEM 3C :** DIESEL AND UNLEADED GASOLINE INVITATION FOR BIDS –  
SCOPE OF WORK APPROVAL

**REFERRAL COMMITTEE:** N/A

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

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**SUMMARY:** The current Diesel and Unleaded fuel contract will expire January 31, 2022. In order to maintain competitive pricing and quality products, staff seeks approval of specifications to release an Invitation for Bids (IFB). A copy of the ultra-low sulfur diesel and unleaded fuel specifications and scope of work is attached.

This IFB will be for diesel and unleaded fuel under a formal requirements-based contract with one responsible vendor for the next five (5) years, effective February 1, 2022. The IFB will include product specific information and will be released with multi-agency partners including Spokane County and the City of Spokane in an effort to obtain a better pricing opportunity.

Prices will be requested on unleaded gas and ultra-low sulfur diesel fuels. 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, Oil Price Information Service (OPIS), the U.S. benchmark for fuel prices. Bidders will bid a per gallon bid margin above the OPIS pricing that includes freight costs, gross profit, dye charges, and the impact of Washington State Hazardous Substances Tax and any other fees or charges assessed by the company on customer purchases.

STA estimates 2022 annual usage of 1,345,000 million gallons of ultra-low sulfur diesel fuel and 166,500 gallons of unleaded fuel at average per gallon costs of \$3.22 and \$3.62, respectively, for a total estimated cost of \$4.9 million. Funding for this contract is included each year in the Fixed Route and Paratransit operating budgets.

**RECOMMENDATION TO COMMITTEE:** By motion, approve the scope of work and specifications as presented and authorize staff to release an invitation for bids for diesel and unleaded fuel.

## **General Scope of Work Diesel and Unleaded Gasoline Invitation for Bids**

### **Agency Background**

Spokane Transit Authority (STA) is a municipal corporation formed in 1981 when the region's voters approved the establishment of a Public Transportation Benefit Area (PTBA). The regional Board of Directors is composed of elected officials appointed by their jurisdictions within the PTBA, and a non-voting labor representative.

The Chief Executive Officer, E. Susan Meyer, oversees the day-to-day operations of STA's Fixed Route Bus, Paratransit, and Vanpool services.

Spokane Transit provides Fixed Route bus service on 43 different routes within the PTBA, which is comprised of 248 square miles within Spokane County. STA operates 147 buses, 28 of which are hybrid (diesel-electric) vehicles. The agency provided 9,971,798 bus rides in 2019, a 0.97% decrease over 2018.

STA's Paratransit service provides door-to-door, shared ride transportation for people who are disabled if the effects of their disabilities prevent them from using the regular bus. The Paratransit fleet of 108 lift-equipped vans provided 442,186 trips in 2019.

Vanpool is Spokane Transit's rideshare program. Groups of five or more commuters share the cost of commuting and the ride to work in a STA van driven by one of the commuters. In 2019, Vanpool passengers made 155,262 trips.

STA employs approximately 620 people working in four locations in the Spokane region. The majority of these employees are vehicle operators and maintenance personnel. Spokane Transit has the following divisions: Executive Administration, Operations (Fixed Route, Paratransit, and Vanpool), System Planning and Development, and Finance and Information Services.

### **Technical Requirements**

#### **ITEM 1: GASOLINE, UNLEADED**

Automotive unleaded gasoline shall comply with the limiting requirements of the latest American Society for Testing Materials (ASTM) D4814 – Standard Specification for Automotive Spark Ignition Engine Fuel, have a minimum octane rating of 87.0 and shall be visually free of un-dissolved water, sediment and suspended matter. If trouble related to the use of this fuel in vehicles develops during the time period this delivery is consumed, then the vendor's product shall be tested in accordance with ASTM D4814 minimum specifications.

#### **ITEM 2. ULTRA LOW SULFUR DIESEL # 2**

**Contract purchasers operating highway maintenance vehicles, publicly owned firefighting equipment, and public transportation systems may purchase red dyed Ultra Low Sulfur Diesel fuel that has been exempted from federal and state highway taxes.** Automotive Diesel Fuel shall comply with the limiting requirements of the latest ASTM D975 specifications for grade #1 and #2 Ultra Low Sulfur Diesel (ULSD) and the requirements of the engine manufactures Cummins Engine Company, Detroit Diesel Corp., Ford Motor Company, Chevrolet and the Perkins Engine company. ULSD fuel, when delivered to STA, will have all lubricity issues resolved and the Cloud point shall be 10 F (6 C) degrees below the lowest ambient temperature at which the fuel is expected to operate (adequate for the Spokane geographical location and its seasonal weather conditions). The pour point will be -20<sup>0</sup> F. The maximum total sulfur content will be 15 ppm. It will meet or exceed a cetane rating of 42 when above 32<sup>0</sup> F and 45 when below 32<sup>0</sup> F. Have a viscosity of 1.3 to 5.8 mm/sec @ 40<sup>0</sup> C. The diesel fuel shall be visually free of undissolved water, sediment and suspended matter (water and sediment maximum of .01%).

## **General Scope of Work Diesel and Unleaded Gasoline Invitation for Bids**

Spokane Transit Authority will periodically at time of delivery randomly sample fuel being delivered for testing to ensure compliance with specifications. In the event of non-compliance, Spokane Transit Authority may require the supplier to pump the tank not meeting specifications and re-supply the entire contents with diesel as specified at no additional charge.

If trouble related to the use of this fuel in vehicles develops during the time period this delivery is consumed, then the vendor's product shall be tested in accordance with ASTM D975 minimum specifications.

### **GENERAL INSTRUCTIONS**

1. References must be included with bid forms. List a minimum of three (3) current business customers, including a contact name, phone number, email address and dates of service.
2. Any questions concerning this bid should be directed to:  
  
Spokane Transit Authority: Kimberly Smallwood, Procurement, (509) 232-6301  
City of Spokane: Thea Bremer, Senior Buyer, (509) 625-6403  
Spokane County: Terrie Roberts, C.P.M., A.P.P., CPPB, Buyer, (509) 477-2303
3. It shall be the Vendor's responsibility to conform to ALL Federal and State Requirements for certification and licensing.
4. Each agency reserves the right to accept or reject any part of or all bids, and to accept the bid deemed to be in the best interest of the agency.
5. Each agency will place separate distinct contracts with the contractor and reserves the right to select the contractor of their choice.
6. No bidder may withdraw its bid for a period of 90 days after the hour set for the bid opening.
7. Common carriers may be used for fuel delivery provided that the Contractor is ultimately responsible for the delivery and any spill clean-up and associated costs. It shall be the Contractor's responsibility to arrange for access and security clearance with each agency.

### **SPECIAL INSTRUCTIONS**

1. Contract quantities are estimates only and are not to be construed as firm or guaranteed.
2. All bulk products shall be free from impurities including dirt, water, harmful oils, other petroleum products or contamination that cause damage. In the case of damage directly traceable to contamination, the Vendor shall be responsible for any and all cost incurred. Periodic quality surveillance checks will be made as required by various Intergovernmental agencies.
3. Bulk fuel deliveries will normally be as a result of one of the following situations:
  - Routine order deliveries: For routine delivery orders, the Vendor may schedule deliveries during normal working hours. Invoicing and pricing remain as outlined in these specifications.

## **General Scope of Work Diesel and Unleaded Gasoline Invitation for Bids**

- Emergency deliveries: Should an emergency situation arise; the Vendor guarantees product delivery within a **maximum of twenty-four (24) hours after receipt of order** within the City and County of Spokane. The Vendor shall advise the Agency of the phone number and contact name for placing an emergency order. This type of order is only allowed when an emergency exists within the City or County of Spokane.
4. Delivery shall begin upon the contract approval and issuance of required documents. All prices are to be quoted F.O.B. delivered to the indicated destinations all within Spokane County. Delivery will be completed only when products have been delivered to the destination and bulk fuels placed into the appropriate tanks.
  5. The vendor shall provide metering to certify the actual quantities of fuel delivered to the locations of the government Agency. A machine printed delivery receipt/bill of lading shall be provided. Handwritten delivery receipts will not be accepted. In the case of diesel fuel delivery, the printed receipt must state that the product is Ultra Low Sulfur Diesel #2.
  6. Fuel not meeting the requirements of specifications shall be removed from the tank by the Vendor at the Vendor's expense or at the option of the Agency, the fuel may be removed by a private contractor at the expense of the Vendor.
  7. The vendor should make every effort to maintain sufficient product inventories to meet the fuel needs of the Agencies. It is also requested that the bidders furnish and attach to this bid a "letter of support" from the refiner or basic supplier acknowledging their supply and service supports.
  8. Failure to service and deliver products as required by each of the governmental agencies for a response period of more than twenty-four (24) hours or in emergencies as outlined in the specifications shall allow each governmental agency, at its option, to purchase fuel from another supplier. In such a case the contracted supplier shall pay the difference in cost, if any. In addition, Liquidated Damages per the master contract may apply.
  9. Subcontracting shall not be allowed without the written agreement of the governmental Agency.
  10. Invoicing procedure:
    - The Vendor's delivery receipt is to be signed by an agency representative at the time of delivery. In rare instances when the delivery driver is unable to locate an agency representative, he/she may write "no one available to sign" on the delivery receipt and sign it himself.
    - The vendor will establish an account number for each delivery location.
    - Each delivery must be invoiced. Incorrect invoices will be returned unpaid to the vendor for correction and re-issue. Invoice is to follow delivery slip within seven business days.
  11. Contract prices will be allowed to increase or decrease during the term of the contract. All contract price adjustments shall be based solely on the change in the Spokane average rack price as reported in the weekly publication, Oil Price Information Service (OPIS). This publication is published weekly on Mondays by IHS Markit Company, Two Washington Center, 9737 Washingtonian Blvd., Suite 200, Gaithersburg, MD 20878-7364. [www.opisnet.com](http://www.opisnet.com) No other price change method or other publication shall be considered.
  12. The bid margin of ULSD No.2 shall use the OPIS Average Price for the ULSD No.2 as the base price.
  13. The bidder must bid a "per gallon" bid margin for each type of fuel required by each agency. A maximum of four (4) numbers to the right of the decimal point on a dollars/gallon basis will be considered. All bid margins must include the following: freight/delivery costs, gross profit, any additives required to meet fuel performance specifications, the impact of Washington State Hazardous Substances Tax and any other fees or charges assessed by the company on customer purchases.

## **General Scope of Work Diesel and Unleaded Gasoline Invitation for Bids**

14. Bid margins must exclude all other taxes, including, but not limited to: Federal Superfund Tax, Federal Excise Tax, Washington State Gasoline Tax, Washington State Special Fuels Tax, and Washington State Sales Tax. These taxes will be added where applicable at the time of order placing and invoicing. See specific Agency for details.
15. Bid margins shall remain firm and shall not be subject to change during the term of the contract. The firm fixed bid margin will be added to the OPIS Spokane average rack price to determine contract price for each type of fuel.
16. Contract price changes shall occur on Tuesday (12:01 a.m.) each week (day after the Monday OPIS issue date) and shall remain firm through the following Monday (midnight).
17. Additions or Deletions: Each Governmental Agency at its discretion may, by Change Orders issued under this contract, add or delete products and locations as may be deemed advisable. The Agency reserves the right to unilaterally remove any product or group of products, whether implied or clearly identified, from this contract. The Vendor will be notified in writing at least thirty (30) days prior to such removal. The Agency reserves the right to purchase items from other sources.

### **SCOPE OF SERVICES AND ADDITIONAL INFORMATION**

#### **AGENCY A: SPOKANE TRANSIT AUTHORITY**

1. Vendor shall furnish delivery of fuel in response to routine faxed/e-mailed orders from STA purchasing staff, which will be placed with the Vendor on an "as needed" basis.
2. Orders will be placed via e-mail for full truckloads of fuel. Contractor shall confirm receipt of order and delivery date via e-mail. When less than a truckload of unleaded fuel is ordered, the balance of the truck will be filled with Ultra Low Sulfur Diesel. Normal delivery orders are placed on Friday for Monday delivery to Boone Avenue and Tuesday delivery to the Bowdish location. Emergency deliveries shall be made within a twenty-four (24) hour period following STA's order for fuel.
3. A cold weather blend will be required during the months of October through March. ULSD #2 must be blended to provide a -20-degree cloud point during those months, unless otherwise requested by the agency.
4. Deliveries will be made to STA's Boone Avenue facility between the hours of 7:00 a.m. and 4:00 p.m., Monday through Friday and to STA's Bowdish location between the hours of 7:00 a.m. and 12:00 p.m., Monday through Friday. Prior to each delivery, the Contractor shall notify STA's foreman on duty by telephone of the impending delivery. A STA employee shall meet the delivery driver to unlock the tanks. If delivery cannot be made between the hours specified, the Contractor shall notify the foreman on duty to obtain approval for delivery outside these requirements. The Contractor shall provide a load ticket verifying the actual fuel volume delivered. Delivery volumes shall not be temperature corrected. Handwritten delivery tickets, to document delivery volumes, are only acceptable when printing meter is not available. All deliveries shall be signed for as received by the STA authorized employee.
5. STA's contracted Paratransit provider (currently First Transit), fuels from our current supplier's card-lock fueling site. First Transit operates forty (40) vehicles, and each operator has their own fuel card. The supplier must bill back the charges according to the OPIS pricing for the week the fueling took place, send a detailed monthly summary broken down by weekly transactions and a Cardrol (or equivalent) fueling report per driver for the entire month. These reports are submitted to First Transit who verifies the charges according to the receipts submitted by their drivers. Both First Transit and STA must approve the amount to be billed prior to the Contractor issuing an invoice for all fuel charges for that month. Invoices could be delayed if the reporting does not match the First Transit receipts. Please note on pricing bid form if the bid margin will vary according to a card-lock system.

**General Scope of Work**  
**Diesel and Unleaded Gasoline Invitation for Bids**

6. The Contractor's driver is responsible for cleanup of any spills that may have occurred during fuel release. They shall immediately report and clean up any spillage. Upon failure to do so, STA shall take corrective action and back charge the Contractor for all related clean-up costs.
7. Contractors are to contact STA immediately in the event of fuel shortages and the implementation of an allocation program. Contractor recognizes STA as a provider of critical transportation needs for our community, including being an Emergency Management Evacuation provider. The Contractor will provide STA with the highest priority acquisition and delivery status above commercial accounts.
8. The Contractor shall provide liability coverage for damage directly attributable to fuel provided. **A statement confirming understanding of this requirement shall be included in Contractor's bid. Proof of coverage shall be submitted to STA prior to an award of contract.**
9. STA's Special Fuel Tax License Number is 63893, and Employer ID Number is 91-1151502.
10. STA is exempt from paying Special Fuel Tax, Federal Excise Tax, and Washington State Sales Tax (Diesel only).

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

October 6, 2021

**AGENDA ITEM 3D :** TEMPORARY STAFFING SERVICES - SCOPE OF WORK APPROVAL

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** Nancy Williams, Director of Human Resources

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**SUMMARY:** STA currently outsources for temporary staffing services, managed through the Human Resources Department, and paid for by each department requesting temporary staff, as outlined on the attached Scope of Work.

Per STA Administrative Procedure 03-004-05, Section III, temporary personnel are exempt from the bidding process; however, FTA requires a contract be in place. The current contract (2020-10576) with Provisional Services, Inc. for temporary cleaners is due to expire on December 31, 2021.

STA intends to release a Request for Proposals (RFP 2021-10578) with the intent to award a five (5) year contract to more than one agency in order to ensure flexibility in meeting the personnel requirements of the various departments within STA as well as the ability to add additional positions as needed.

Existing funding sources will be used to pay for temporary staffing expenses from a combination of local and federal funding sources, where applicable. The total cost, based upon historical temporary labor expenditures and adjustment for temporary staffing growth consistent with historical non-temporary labor growth is estimated at \$1,170,000.00.

**RECOMMENDATION TO COMMITTEE:** Review and approve the Scope of Work for Temporary Staffing Services and authorize release of Request for Proposals for a five (5) year contract.

SCOPE OF WORK  
TEMPORARY STAFFING SERVICES  
RFP 2021-10578

## 1. Agency and Project Background

Spokane Transit Authority (STA) is a municipal corporation formed in 1981 when the region's voters approved the establishment of a Public Transportation Benefit Area (PTBA). The regional Board of Directors is composed of elected officials appointed by their jurisdictions within the PTBA, and a non-voting labor representative.

The Chief Executive Officer, E. Susan Meyer, oversees the day-to-day operations of STA's Fixed Route Bus, Paratransit and Vanpool services.

During the 2020 Novel Coronavirus pandemic, STA has worked diligently to continue to provide essential services to the Spokane region and implemented many safety measures to protect our customers and staff.

STA provides Fixed Route bus service on 43 different routes within the PTBA, which is comprised of 248 square miles within Spokane County. STA operates 147 buses, 28 of which are hybrid (diesel-electric) vehicles. The agency provided 5,817,776 bus rides in 2020, a 41.7% decrease over 2019 as pandemic restrictions and stay home orders changed the nature of commuting in the region.

STA's Paratransit service provides door-to-door, shared ride transportation for individuals with disabilities if the effects of their disabilities prevent them from using fixed route bus service. The Paratransit fleet of 109 lift-equipped vans provided 205,815 trips in 2020 including expanded access to the community through the Rides for Seniors program.

Vanpool is STA's rideshare program. Groups of five or more commuters share the cost of commuting and the ride to work in an STA van driven by one of the commuters. In 2020, Vanpool passengers made 90,770 trips.

STA employs approximately 620 people working in four locations in the Spokane region. The majority of these employees are vehicle operators and maintenance personnel. STA has the following divisions: Executive Administration, Operations (Fixed Route, Paratransit and Vanpool), System Planning and Development, and Finance and Information Services.

STA's temporary personnel needs are currently being outsourced through multiple staffing agencies with no long-term contract in place.

STA is a zero-debt agency. The primary source of funding comes from local sales and use tax, customer fares, and state and federal grants. Most public transit in Washington State is funded by up to 0.9% of local sales tax revenue with voter approval.

Additional information may be found at [www.spokanetransit.com](http://www.spokanetransit.com).

Upon request, alternative formats of this document will be produced for people with disabilities. Please call 325-6094 or TTY Relay 711 or email [ombudsman@spokanetransit.com](mailto:ombudsman@spokanetransit.com).

## 2. Purpose

STA is seeking proposals from staffing agencies to provide temporary personnel services on an as-required basis as further described below.

## 3. Scope

The Contractor shall provide temporary personnel as required by STA for the following positions:

- 1) Cleaner or General Labor
- 2) Receptionist or Administrative Support
- 3) Data Collector
- 4) Intern

STA may identify and add additional positions at any time during the contract term.

### Requirements:

- A. Temporary personnel shall be employed by the Contractor, or Contractor's affiliates. The Contractor shall be responsible for all payroll, payroll taxes, workers' compensation, payroll reports, applicable insurances, and other employer federal, state, and local requirements.
- B. The Contractor shall assign a single point of contact to STA, and shall designate a backup, to coordinate and assist in any employment requests, availability, scheduling, billing, contract compliance requirements, reports, and problem solving. When requested, the Contractor must meet periodically with STA to discuss services rendered.
- C. STA will assign, and identify in writing to the Contractor, the person(s) who are authorized to request temporary personnel on behalf of STA. A telephone call or an email from the STA's authorized representative constitutes a request for temporary personnel, in accordance with the terms of the contract.
- D. The Contractor shall abide by equal employment opportunity (EEO) and fair chance hiring practices in accordance with all applicable federal, state, and local laws, rules and regulations, and as the Federal Transit Administration may require. Proof of such practices, including the Contractor's plan of action and commitment to equal employment opportunity must be submitted in writing for review as part of the response to this RFP, and upon request for the duration of contract or assignment of temporary personnel supplied by the Contractor.
- E. The Contractor shall require all temporary personnel to complete and pass a criminal history background check in order to be eligible for work at STA in accordance with all federal, state, and local laws, rules and regulations, and as the Federal Transit Administration may require. Background checks must include social security number verification to ensure employment eligibility in the United States, state criminal court search, federal criminal records search, and

national multi-state criminal search. The background check process, which must follow EEO fair chance hiring practices, may be reviewed at any time. STA reserves the right to require changes to the Contractor's process in order to meet the standards of STA and to ensure compliance with updated legal requirements.

- F. STA's Human Resources Department reserves the right to review results of all background checks and/or alcohol/drug testing for any temporary personnel recommended for assignment with STA, prior to placement. No temporary worker whose background check and/or alcohol/drug testing reveals negative information, as determined by STA in its sole discretion, will be placed on our premises without consent from STA. Consent shall be obtained in writing by contacting the designated representative(s) from STA's Human Resources Department. Email documentation shall be considered an acceptable written form of communication.
- G. The Contractor shall be responsible for all costs associated with criminal history background checks and/or alcohol/drug testing for their temporary personnel. These costs shall not be passed through to STA.
- H. Temporary personnel supplied by Contractor must meet minimum standards in performing the duties of the position as specified by STA through written and/or verbal instructions. Additionally, specific training and/or orientation may be required in order for the Contractor's temporary personnel to begin and maintain their assignment.
- I. The Contractor shall be responsible at all times for the actions and work of temporary personnel.
- J. At any time, STA has the right to refuse any and all temporary personnel supplied by the Contractor for any reason whatsoever and to require immediate removal of temporary personnel.
- K. All temporary personnel supplied under this contract who are required by the State of Washington or United States law, regulation, or standard to possess a qualification of licensure, registration, credentials or other academic, vocational, or technical certification shall possess the appropriate credentials, licensure and/or certifications prior to temporary placement. The Contractor is required to keep the temporary personnel's credential file current. When requested, Contractor shall provide a copy of the individual's credentials, certifications, and or license(s) to STA. The Contractor must notify STA immediately should any temporary personnel supplied under the contract lose their credentials, licensure, and/or certifications required to perform the job assignment.
- L. Temporary personnel should be available for the entire length of the assignment. Every attempt must be made to minimize staffing gaps and/or changes in personnel. At a minimum, replacement personnel must be made available within three (3) calendar days of personnel separation or upon request by STA for additional temporary personnel.
- M. Working hours and days for temporary personnel will vary depending upon the needs of STA departments. STA reserves the right to adjust schedules as needed.
- N. The Contractor shall supply all temporary personnel with timecards. All hours worked must be approved on a weekly basis by STA's designated representative within each STA department where temporary personnel are working, or through STA's Human Resources Department. The Contractor shall supply STA with copies of the approved time sheets upon submission of invoices. STA shall not be liable for invoices that cannot be substantiated.

- O. If at any point STA determines temporary personnel are not performing their duties to STA's satisfaction, the Contractor, upon verbal or written notice from STA, shall immediately, if required, remove said temporary personnel from the assignment at no additional charge to STA, and provide suitable replacement personnel. If the Contractor is unable to provide replacement temporary personnel meeting all requirements herein within twenty-four (24) hours of the request for replacement, STA reserves the right to obtain temporary personnel from alternative contractors without penalty to STA or further obligation to the Contractor.
- P. The contractor shall not charge STA or its authorized representative any placement or additional fees if any temporary personnel submit an application for employment with STA or its authorized representative, and is selected for employment after twelve (12) calendar weeks from the beginning of their assignment at STA.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

October 6, 2021

**AGENDA ITEM 4:** CITY LINE PROJECT UPDATE

**REFERRAL COMMITTEE:** N/A

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

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**SUMMARY:** At this time, the CEO will provide an update on the City Line Project.

**RECOMMENDATION TO COMMITTEE:** Information only.

## SPOKANE TRANSIT AUTHORITY

### PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

October 6, 2021

**AGENDA ITEM 5A1:** FLECK SERVICE CENTER ENERGY SAVINGS: FINAL CONTRACT ACCEPTANCE

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** Monique Liard, Chief Financial Officer  
Jessica Charlton, Capital Projects Manager

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**SUMMARY:** In 2013, STA's Board of Directors authorized the CEO to enter into an agreement with Washington State Department of Enterprise Services (DES) to undertake energy savings projects. Since that time, STA has successfully completed three projects with DES through its contractor, McKinstry, and in coordination with Avista Utilities.

In accordance with closeout requirements for Public Works contracts in excess of \$35,000, staff are seeking this Committee's recommendation that the Board of Directors accept the McKinstry Essention, LLC contract as complete.

**BACKGROUND:** An Investment Grade Audit was completed in April 2019 to evaluate the potential for energy savings for a number of capital improvement projects at STA's Fleck Service Center. The audit resulted in a contract to upgrade and or replace all lighting, mechanical air handling and cooling units, overhead garage doors, an emergency generator and to add automated building controls to the facility.

A kick-off meeting was held in October 2019 and work began immediately thereafter and continued up until substantial completion on June 16, 2020. The work by McKinstry and their sub-contractors came in at a total of \$1,581,040.

A key requirement of the DES energy savings projects is to report on the benefits created by the projects. As such, monitoring and verification of the energy usage and proper function of the improvements began upon substantial completion and wrapped up in July 2021. The project resulted in energy savings measuring a 28% reduction in electrical use and 61% reduction in natural gas use, which in turn, generated an approximate cost savings of \$13,858 per year. Per McKinstry's final report, the implementation of the projects resulted in CO<sub>2</sub> emissions being "reduced by 177.8 metric ton equivalents annually, which is the equivalent to removing 34 average size cars from the road or 49 acres of trees planted annually."

The Board approved budget for the Project was \$1.8M. The total project cost upon completion was \$1,669,195, a total of \$130,805 under budget.

**RECOMMENDATION TO COMMITTEE:** Recommend the Board approve a motion to accept the contract, made by DES on behalf of STA, with McKinstry Essention, LLC for the Fleck Service Center Energy Savings Project as complete subject to receipt of such certificates and releases as required by law.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE**

October 6, 2021

**AGENDA ITEM 5A2 :** COMMUNITY ACCESS PASS PILOT PROGRAM REVIEW

**REFERRAL COMMITTEE:** N/A

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

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**SUMMARY:** The Community Access Pass (CAP) Pilot Program was unanimously recommended by PMER and approved by the Board of Directors on July 16, 2020.

Beginning September 1, 2020, for a one-year pilot period, approved nonprofit human service organizations have been able to purchase discounted (50%) 2-hour, one-ride and day-passes from STA. The intent of the program is to enable organizations that serve vulnerable populations to increase access to public transit.

Staff will present analysis and findings for the 1-year pilot program so the Board can determine the program's future.

**RECOMMENDATION TO COMMITTEE:** Recommend the Board approve a motion to approve the Community Access Pass Program as a permanent discounted fare program.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

October 6, 2021

**AGENDA ITEM 6A** : 2021 SUMMER YOUTH PASS PILOT PROGRAM UPDATE

**REFERRAL COMMITTEE:** N/A

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

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**SUMMARY:** At this time, staff will provide an update report on the 2021 Regional Summer Youth Pass Pilot program.

**RECOMMENDATION TO COMMITTEE:** Receive report.

## **SPOKANE TRANSIT AUTHORITY**

### **PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

October 6, 2021

#### **AGENDA ITEM 8A : AUGUST 2021 OPERATING INDICATORS**

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** E. Susan Meyer, Chief Executive Officer

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**SUMMARY:** There was one additional weekday in August 2021 compared to August 2020. While Covid-related restrictions continue to suppress mobility, ridership increased in July and August on Fixed Route and Paratransit ridership has increased each month since January.

#### **FIXED ROUTE**

- Average weekday ridership increased 10.2% (16,439 vs. 14,912) in August 2021 compared to August 2020.
- Total monthly ridership increased 11.0% (431,090 vs. 388,297) in August 2021 compared to August 2020.
- Year to date, ridership is down 21.8% (3,328,827 vs. 4,255,264). The goal for the year is to recover ridership at 39.7% over 2020 ridership.
- On time performance was 95.2% for August of 2021. The 2021 goal is 93%.
- August preventable accident rate was 0.02 per 10,000 miles. Year to date, the rate is 0.07, with the stated goal being 0.08 per 10,000 miles.

#### **PARATRANSIT**

- Total monthly ridership increased 82.4% (23,106 vs. 12,671) in August 2021 versus August 2020.
- Year to date ridership increased 3.8% (155,492 vs. 149,830) in August 2021 compared 2020.
- On time performance was 95.1% for August 2021. The 2021 goal is 93%
- There were no preventable accidents in August. Year to date, the rate of 0.04 per 10,000 miles compares favorably with the stated goal of 0.10 per 10,000 miles.

#### **VANPOOL**

- Vanpool monthly ridership declined 4.5% in August 2021 vs August 2020 (6,208 vs 6,502).
- Year to date ridership decreased 30.1% (46,249 vs. 66,121) in August compared to August 2020.
- Van groups were 63 vs. 69 comparing August 2021 to August 2020.
- A total of three accidents were reported in August 2021. Year to date, total accidents are at 0.17 per 10,000 miles, compared to the stated goal of 0.3 per 10,000 miles.

### **CUSTOMER SERVICE/PASS SALES**

Total monthly pass sales increased 101.6% (5,337 vs. 2,647 in 2020) and increased 10.4% (35,817 vs. 32,440) year-to-date.

- Adult Pass/Smartcard monthly pass sales increased 98.8% (2,491 vs. 1,253 in 2020) and increased 53.3% (17,555 vs. 11,411) year-to-date
- Shuttle Park monthly sales increased 78.1% (877 vs. 105 in 2020) and decreased 35.6% (1,200 vs. 1,862) year-to-date.
- 7-Day Pass/Smartcard monthly sales increased 130.8% (877 vs. 380 in 2020) and increased 38.0% (6,242 vs. 4,524) year-to-date.
- ESBP monthly sales increased 16.2% (308 vs. 265 in 2020) and decreased 42.8% (2,151 vs. 3,759) year-to-date.

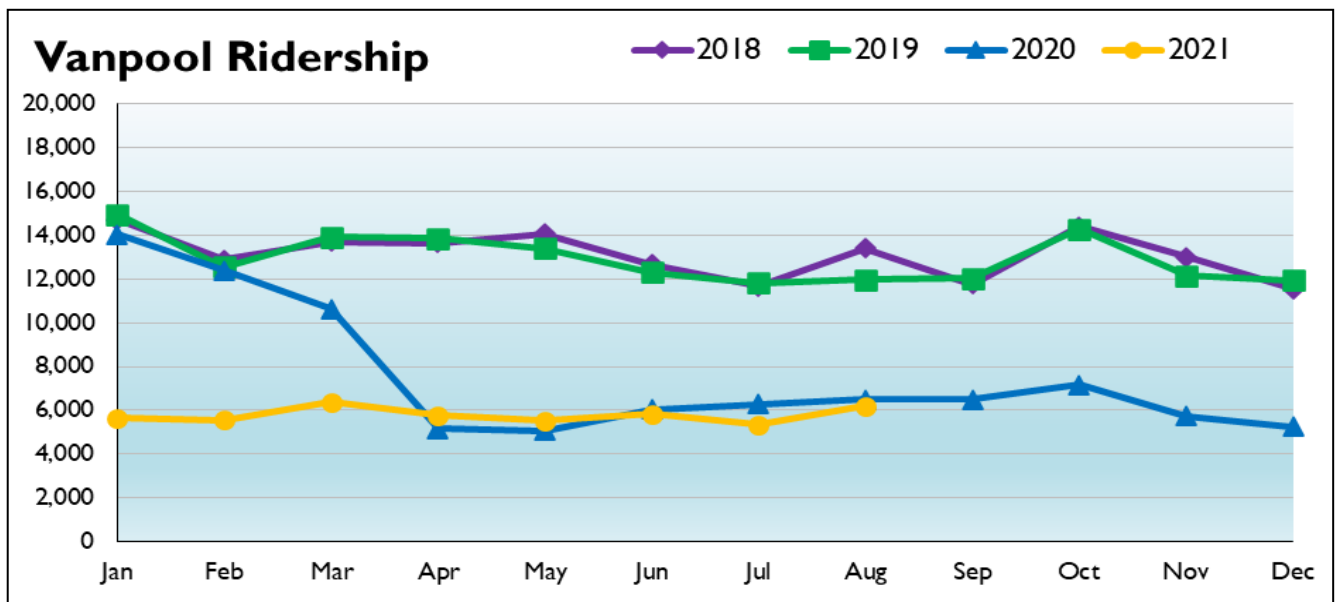
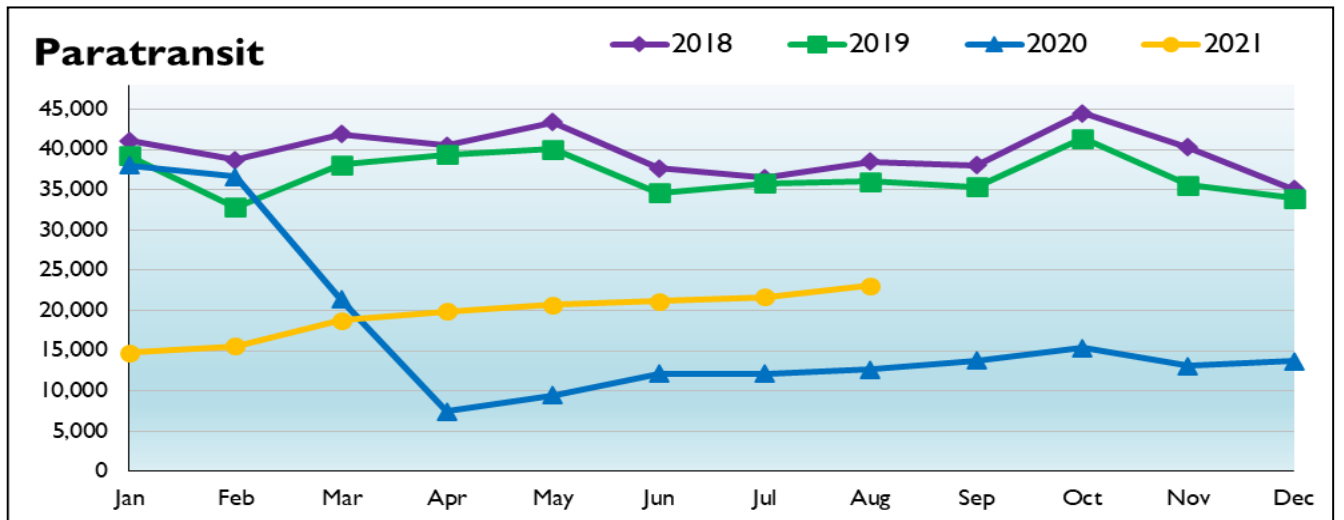
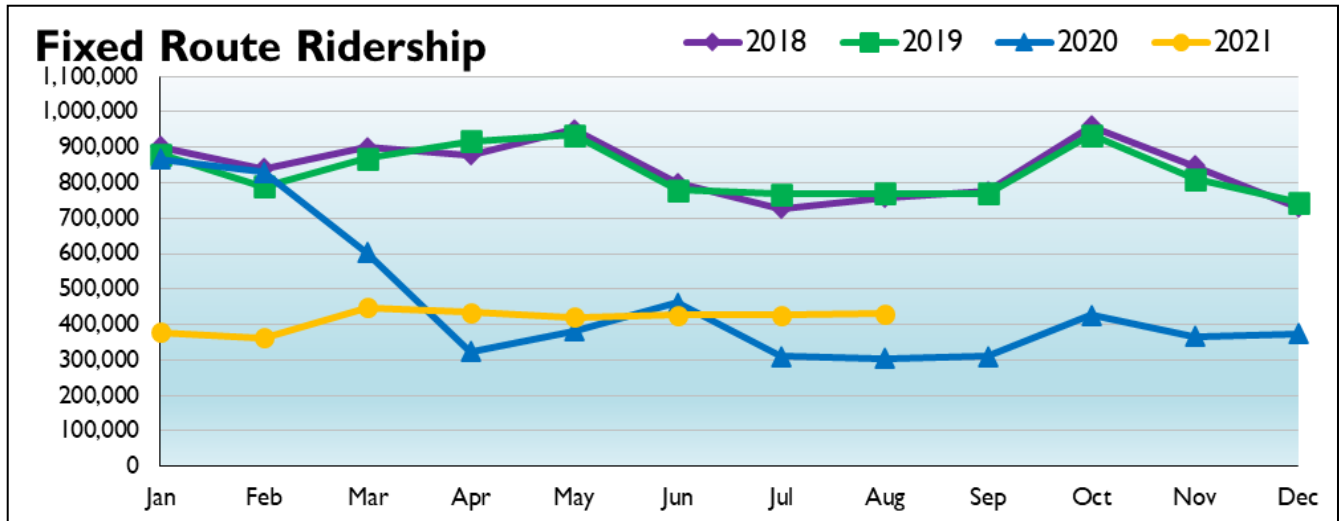
UTAP monthly rides increased 299.2% (41,013 vs. 10,275 in 2020) and decreased 45.8% (240,148 vs. 443,467) YTD.

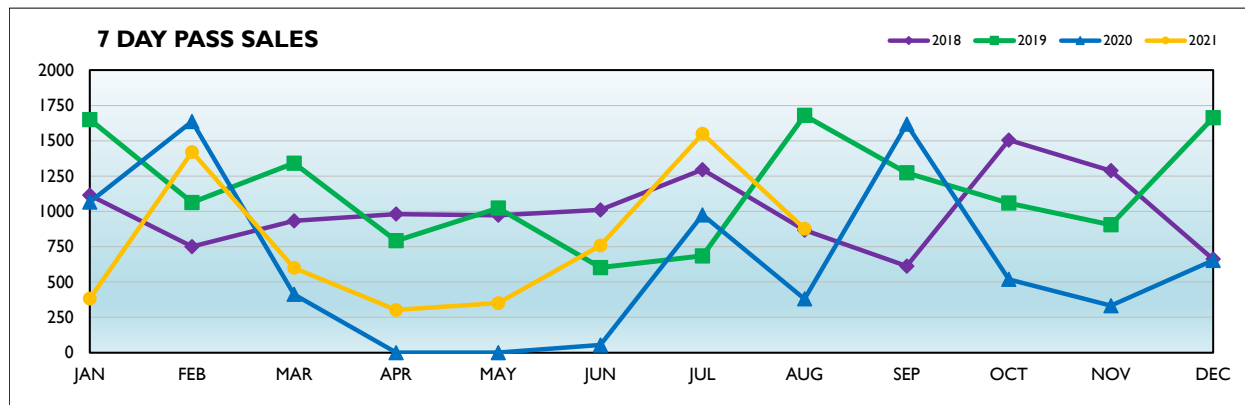
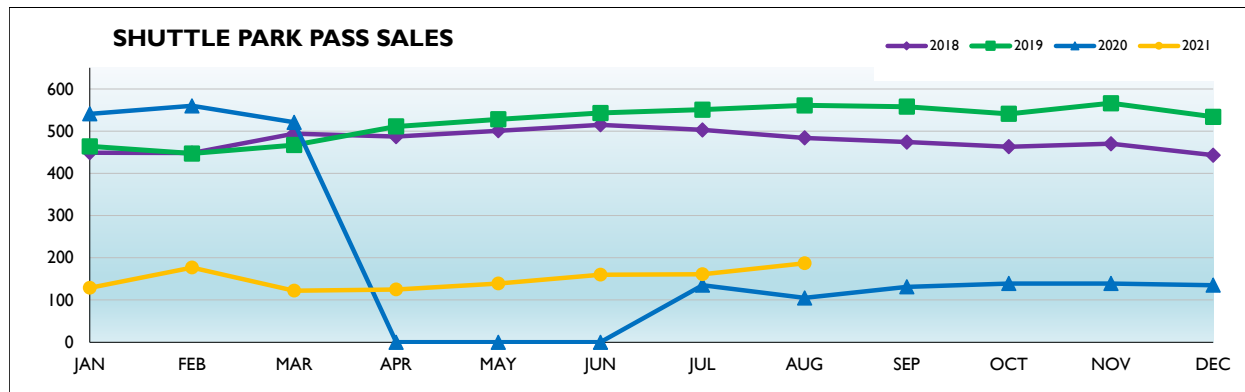
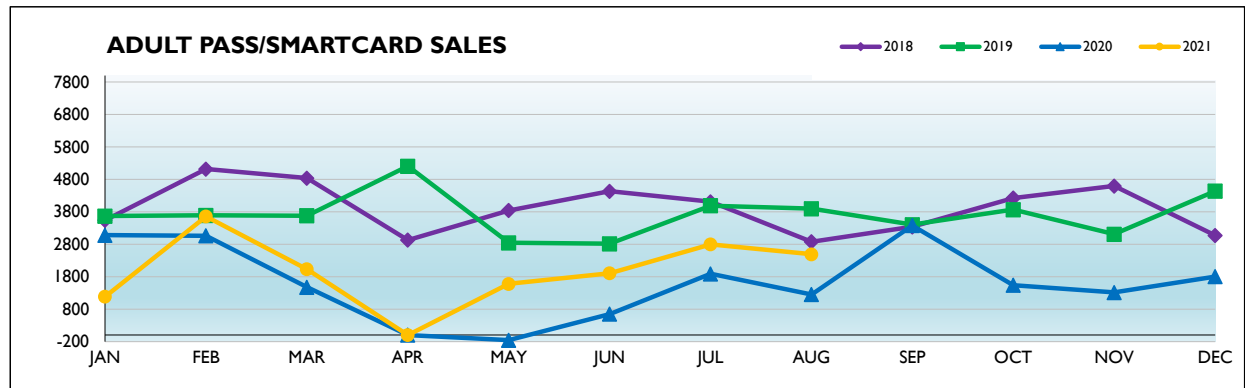
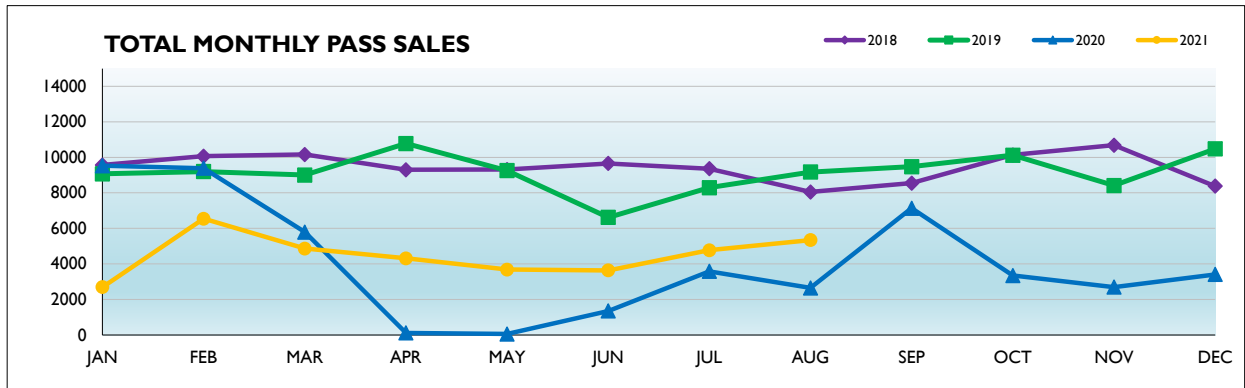
Reduced Fare Pass/Smartcard monthly sales increased 78.4% (1,313 vs. 736 in 2020) and increased 23.6% (8,104 vs. 6,558) year-to-date.

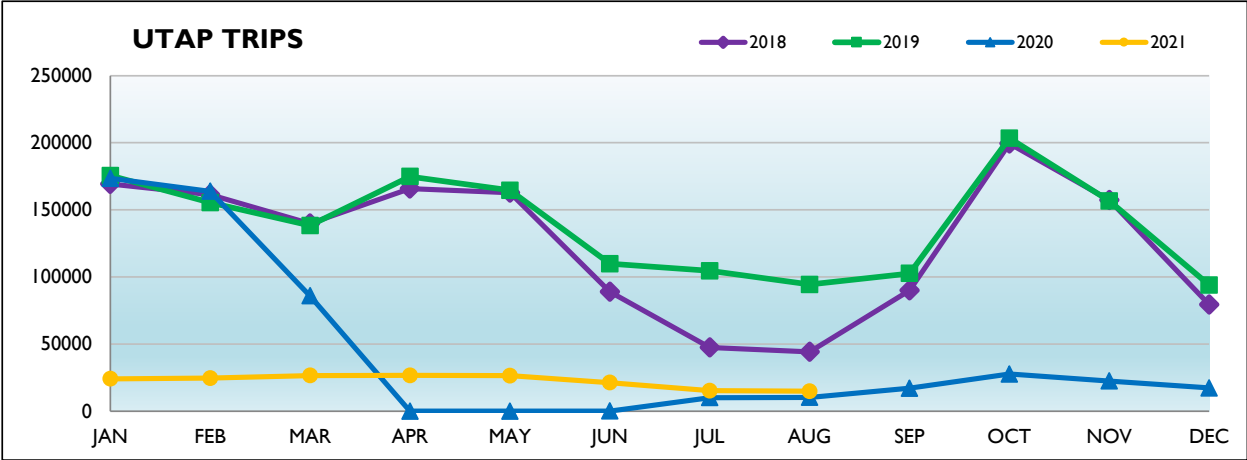
Paratransit Pass/Smartcard monthly sales increased 115.0% (372 vs. 173 in 2020) and increased .3% (2,298 vs. 2,291) year-to-date.

Fare collection was suspended in 2020 from April through June due to COVID-19.

**RECOMMENDATION TO COMMITTEE:** Information only.







## SPOKANE TRANSIT AUTHORITY

### PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

October 6, 2021

**AGENDA ITEM 8B :** AUGUST 2021 FINANCIAL RESULTS SUMMARY

**REFERRAL COMMITTEE:** N/A

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

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**SUMMARY:** Attached are the August 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, August year-to-date revenue is 59.1% (\$36.6M) higher than budget impacted by the following:

- Fares & Other Transit Revenue is 21.5% lower than budget
- Sales Tax Revenue is 36.8% higher than budget
- Federal & State Grants is 326.3% higher than budget
- Miscellaneous Revenue is 34.5% higher than budget

#### Operating Expenses

Overall, August year-to-date operating expenses are 6.3% (\$3.5M) lower than budget influenced by the timing of payments as follows:

- Fixed Route is 4.2% lower than budget
- Paratransit is 4.0% lower than budget
- Vanpool is 17.7% lower than budget
- Plaza is 32.0% lower than budget
- Administration is 13.5% lower than budget

**RECOMMENDATION TO COMMITTEE:** Information only.

## Spokane Transit Revenues <sup>(1)</sup> - August 2021

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

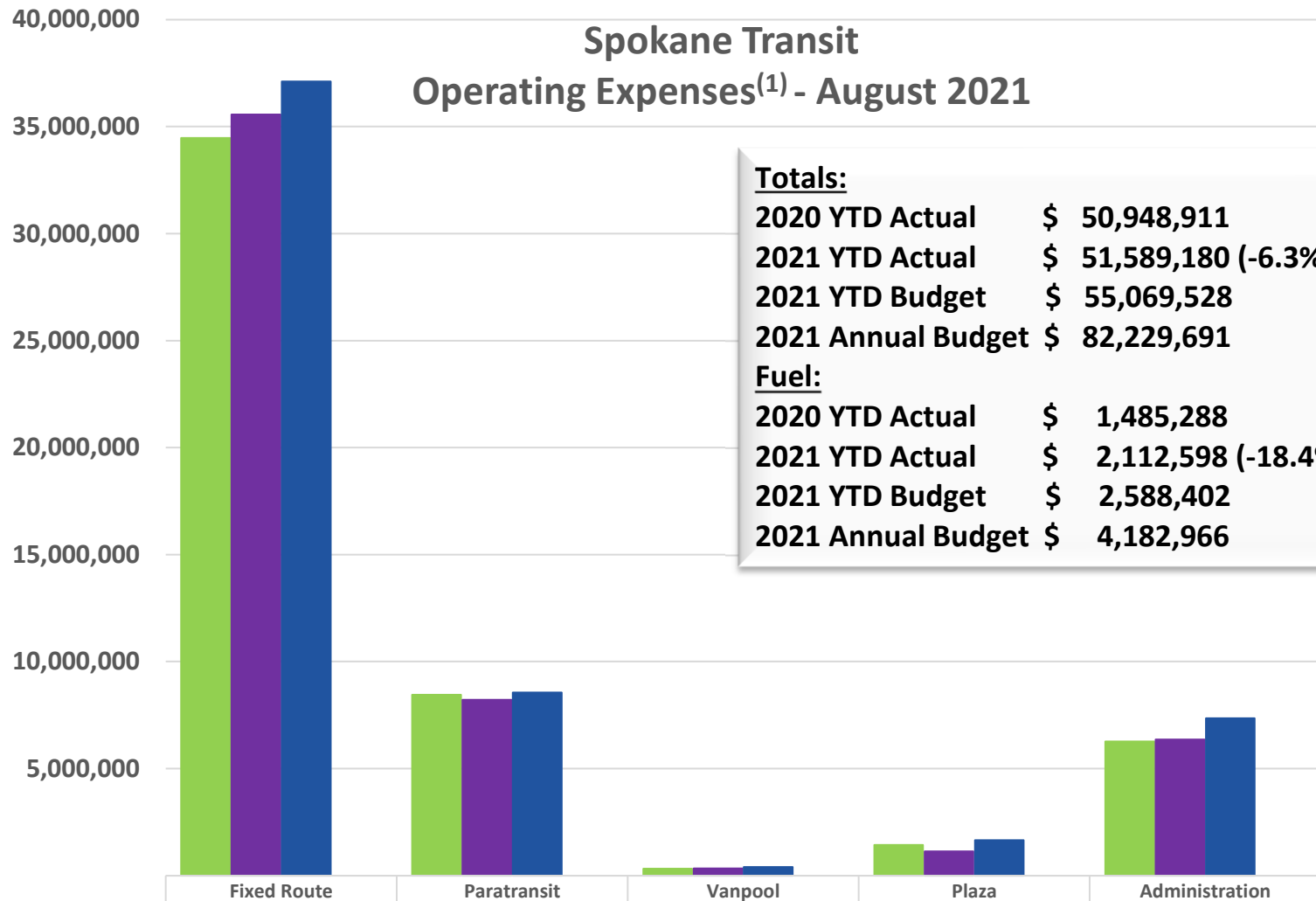
### Totals:

**2020 YTD Actual**      \$ 87,426,927  
**2021 YTD Actual**      \$ 98,397,791 (59.1%)  
**2021 YTD Budget**      \$ 61,830,993  
**2021 Annual Budget** \$ 96,994,755

	Fares & Other Transit Revenue	Sales Tax	Federal & State Grants (2)	Miscellaneous
■ 2020 YTD Actual	3,640,631	57,076,720	25,251,067	1,458,509
■ 2021 YTD Actual	4,147,779	68,078,056	24,876,100	1,295,856
■ 2021 YTD Budget	5,282,508	49,750,397	5,834,911	963,177
2021 YTD Budget Variance	-21.5%	36.8%	326.3%	34.5%
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 August state capital grant reimbursements total \$2,258,602 and federal capital grant reimbursements total \$22,144,102. (2) Federal/State Grants are over budget due to unbudgeted CRRSSA Funding of \$17,420,108.

## Spokane Transit Operating Expenses<sup>(1)</sup> - August 2021



### Totals:

2020 YTD Actual      \$ 50,948,911  
 2021 YTD Actual      \$ 51,589,180 (-6.3%)  
 2021 YTD Budget      \$ 55,069,528  
 2021 Annual Budget \$ 82,229,691

### Fuel:

2020 YTD Actual      \$ 1,485,288  
 2021 YTD Actual      \$ 2,112,598 (-18.4%)  
 2021 YTD Budget      \$ 2,588,402  
 2021 Annual Budget \$ 4,182,966

	Fixed Route	Paratransit	Vanpool	Plaza	Administration
2020 YTD Actual	34,475,305	8,450,028	321,518	1,431,222	6,270,838
2021 YTD Actual	35,561,825	8,211,736	330,374	1,129,032	6,356,213
2021 YTD Budget	37,103,690	8,554,249	401,533	1,659,432	7,350,624
2021 YTD Budget Variance	-4.2%	-4.0%	-17.7%	-32.0%	-13.5%
2021 Budget	55,669,976	12,847,070	603,027	2,317,546	10,792,072

(1) Operating expenses exclude capital expenditures of \$37,852,168 and cooperative projects of \$215,948 for year-to-date August 2021.

## SPOKANE TRANSIT AUTHORITY

### PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

October 6, 2021

#### AGENDA ITEM 8C: SEPTEMBER 2021 SALES TAX REVENUE

REFERRAL COMMITTEE: N/A

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

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

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

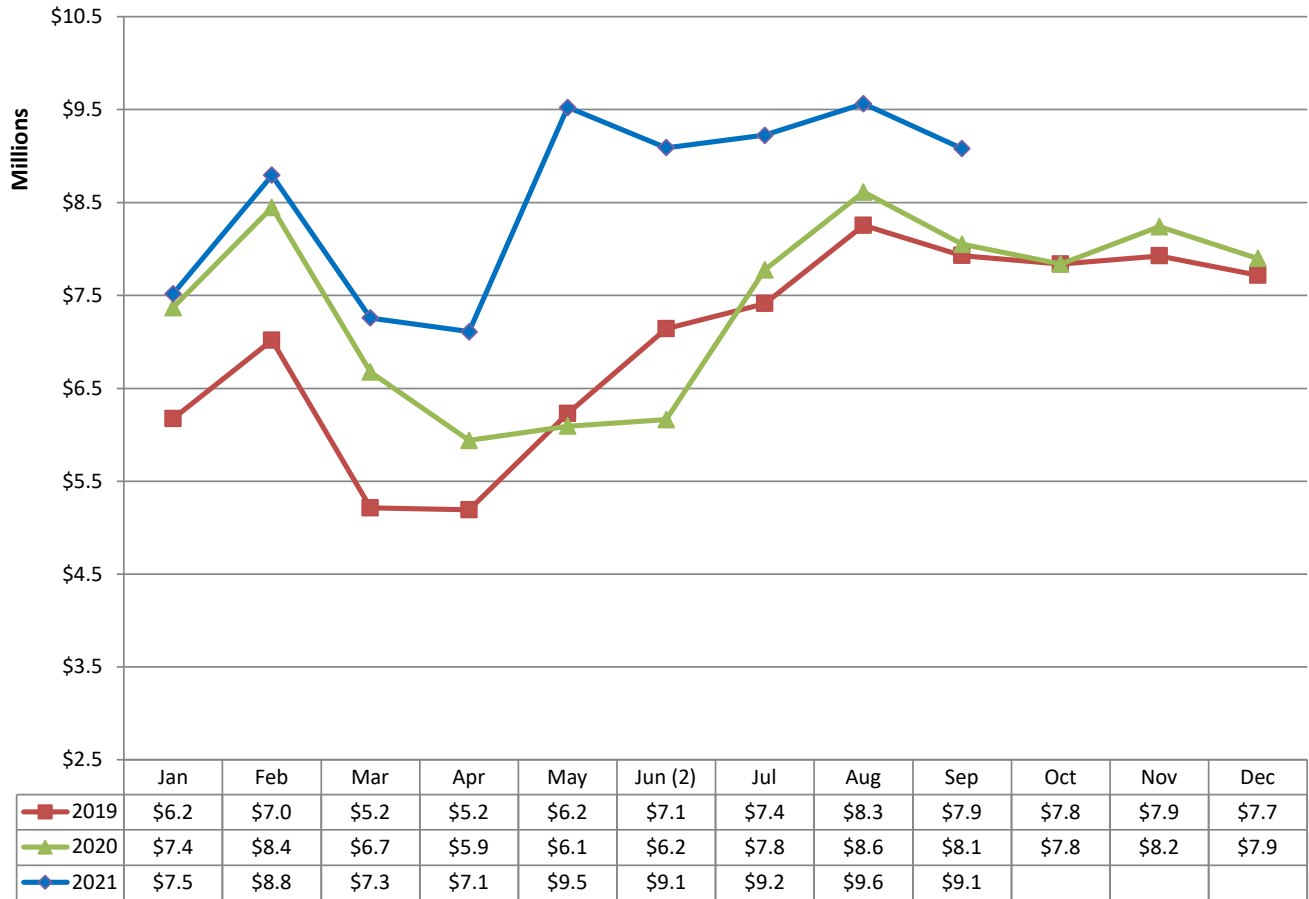
- 24.6% above 2021 budget
- 35.3% above YTD 2021 budget
- 12.8% above 2020 actual
- 18.5% above YTD 2020 actual

Total taxable sales for July 2021 were *up* 12.9% from July 2020 while July 2021 YTD sales were *up* 23.4% compared with July 2020 YTD. Retail, Construction, and Accommodation and Food Services continue to be the top three rankings YTD.

- Retail Trade *increased* by 8.1% (\$42.8M) in July 2021 vs July 2020 and is *up* by 23.8% (\$739.6M) July 2021 YTD vs 2020 YTD.
  - Automobile Dealers *increased* 36.7% (\$191.3M) for July 2021 YTD over 2020 YTD
  - Other Miscellaneous Store Retailers *increased* 25.0% (\$89.6M) for July 2021 YTD over 2020 YTD
  - General Merchandise Stores, including Warehouse Clubs and Supercenters, *increased* 15.1% (\$71.0M) July 2021 YTD over 2020 YTD
  - Building Material & Supplies Dealers *increased* 18.9% (\$68.0M) for July 2021 YTD over 2020 YTD
  - Clothing Stores *increased* 72.5% or \$64.3M July 2021 YTD over 2020 YTD
- Construction *increased* by 4.7% (\$7.1M) in July 2021 vs July 2020 and is *up* by 22.7% (\$212.8M) July 2021 YTD vs 2020 YTD
- Accommodation and Food Services *increased* by 51.7% (\$38.5M) in July 2021 vs July 2020 and is *up* 29.1% (\$144.5M) July 2021 YTD vs 2020 YTD

**RECOMMENDATION TO COMMITTEE:** Information only.

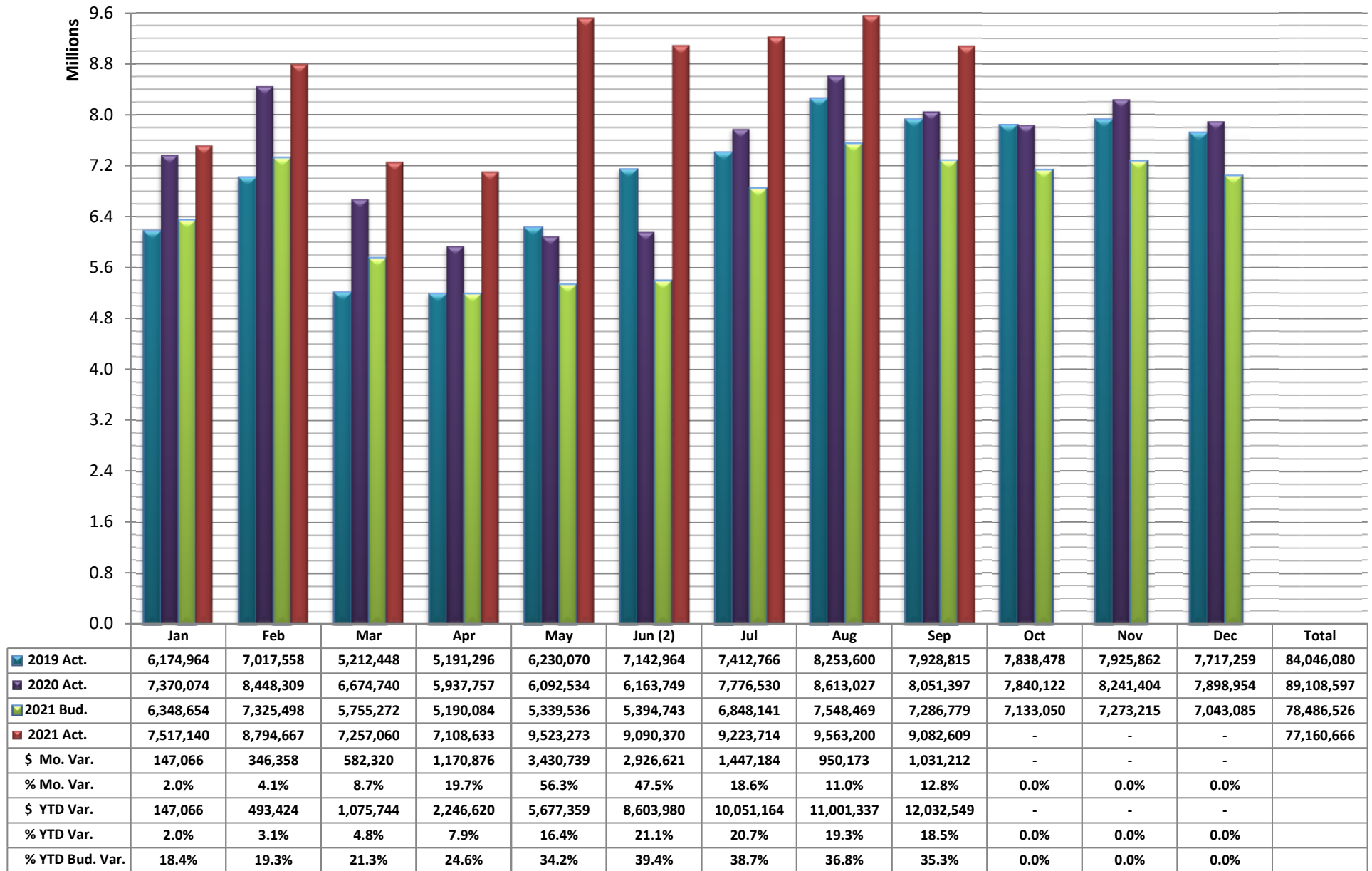
## Sales Tax Revenue History-September 2021<sup>(1)</sup>



(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 <sup>(1)</sup>



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

<sup>(2)</sup> 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

October 6, 2021

#### AGENDA ITEM **8D**: SECOND QUARTER 2021 PERFORMANCE MEASURES

REFERRAL COMMITTEE: N/A

SUBMITTED BY: E. Susan Meyer, Chief Executive Officer

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**SUMMARY:** The challenges of the COVID-19 pandemic continue to impact STA's usual performance metrics. Staff anticipated a flattening and an increase in ridership beginning in April. However, the Delta variant of COVID-19 has continued to impact operations.

A complete set of the Second Quarter 2021 Performance Measures are attached to the end of the packet and posted to the STA website at this link: [2Q 2021 Performance Measures](#)

The following metrics represent a summary of significant measures of particular interest, or that the committee has provided guidance for staff to highlight on a routine basis.

#### **Ensure Safety**

##### **Preventable Accident Rate**

Fixed Route met and Paratransit exceeded the goals of 0.08 and 0.10 preventable accidents per 10,000 miles, respectively.

- At 0.08, Fixed Route's preventable accident rate per 10,000 miles equaled STA's goal of 0.08.
- At 0.05, Paratransit preventable accident rate per 10,000 miles was below STA's goal of 0.10.

#### **Earn and Retain the Community's Trust**

##### **Ridership**

Ridership on Fixed Route has begun to flatten out and Paratransit is showing consistent ridership gains, keeping in mind that January and February of 2020 saw pre-pandemic ridership.

- Ridership for Fixed Route ended the second quarter down 28.8% compared to second quarter ridership in 2020. Fixed Route provided 2,470,532 in 2021 vs. 3,469,363 in 2020. The ridership objective for Fixed Route in 2021 is 39.7% increase from 2020 (approximately 8.1 million trips).
- Paratransit appears to be on track to meet the objective of 15% increase over 2020 ridership level. At the end of the second quarter, Paratransit ridership was 11.4% lower than in 2020 (110,737 vs. 125,000 at this time in 2020).
- Vanpool ridership decreased in the second quarter of 2021 by 34.9% (34,695 vs. 53,326 in 2020). STA's objective is to realize a 68.5% increase in ridership from 2020 (approximately 157,000 trips).

## **Passengers per Revenue Hour (PPRH)**

### ***Fixed Route PPRH was 11.15***

- As previously reported, to encourage social distancing and respond to customer's essential needs, STA strategically reduced service rather than make extreme cuts and, by design, continue to deliver a higher ratio of hours of service compared to passenger demand. Consequently, this metric remains lower than the objective in order to respond properly to the continuing pandemic conditions. The 2021 goal is to reach 20 passengers per revenue hour.

### ***Paratransit PPRH was 2.01***

- As with Fixed Route, the judicious response to the pandemic drove down this metric in 2020. This year, STA has transitioned back to shared ride service. The 2021 goal is 2.1 passengers per revenue hour.

## **Provide Excellent Customer Service**

### **On Time Performance**

This performance metric continues to remain strong due to fewer passengers.

- At 95.8%. Fixed Route exceeded STA's goal of 93% of trips running on time (on time is measured as a bus departing between 0 to 5 minutes from the scheduled departure time).
- Paratransit on time performance was 95.6%, also exceeding the goal of 93%.

### **Professional and Courteous**

The Quality Counts! Program has been suspended since March 2020 due to the pandemic.

## **Enable Organizational Success**

### **Operator Ride Checks**

Fixed Route and Paratransit operator ride checks continue to be suspended due to COVID-19 for all active coach and van operators.

## **Exemplify Financial Stewardship**

### **Cost per Passenger**

The goal for Fixed Route and Paratransit is to keep the cost per passenger to less than 95% of the average cost of the urban systems in Washington State. This metric has been impacted by the reduction of ridership as a result of the pandemic. Urban averages assume performance equal to STA's for current and prior years.

- Fixed Route cost per passenger was \$12.52 which is 78.3% of the urban systems' average of \$15.99. The goal of 95% of urban average would result in a cost of \$15.19 for STA.
- Paratransit cost per passenger was \$67.27, This represents 82.8% of the urban systems' average of \$81.24. The goal of 95% of urban average would result in a cost of \$77.18 for STA.

### **Cost Recovery from User Fees (Farebox Recovery).**

Fare collection continued to be significantly down due to ridership.

- Fixed Route farebox recovery is 8.2%, which falls below the goal of 20%.
- Paratransit farebox recovery is 2.8%, falling below the goal of 5%.

## **RECOMMENDATION TO COMMITTEE: Information only.**



# Performance Measures 2nd Quarter 2021



## Effects of COVID-19

Continuing COVID-19-related restrictions have impacted STA's usual performance metrics.



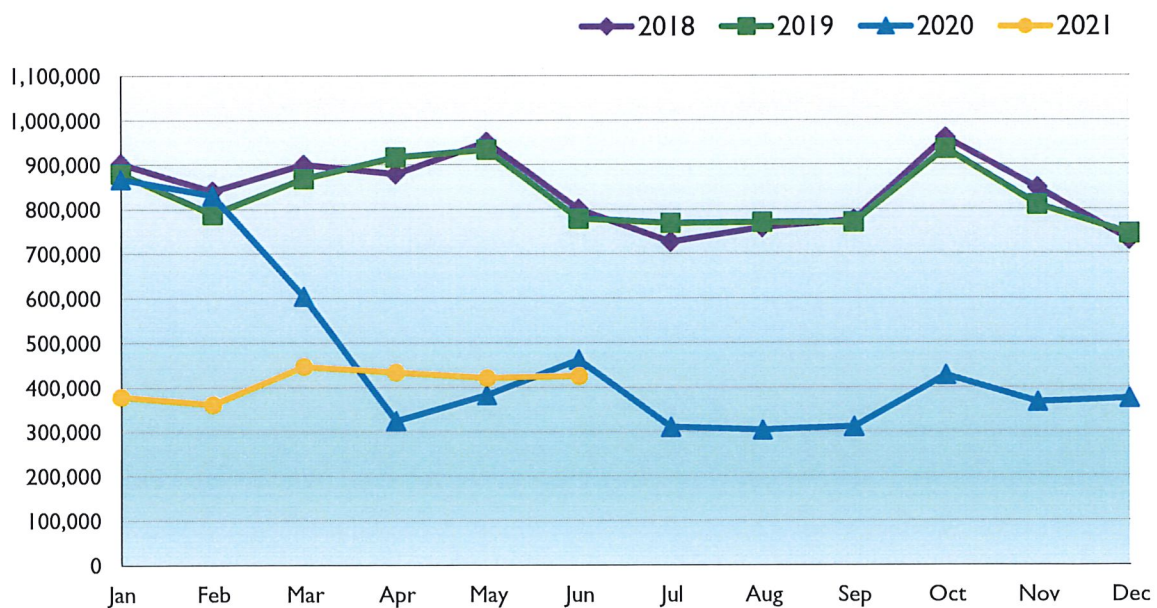
# Performance Measures

- **Earn and Retain the Community's Trust**  
*Ridership*
- **Provide Excellent Customer Service**  
*Professionalism and Courtesy /  
On Time Performance*
- **Enable Organizational Success**  
*Annual Employee Feedback / Ride Checks*
- **Exemplify Financial Stewardship**  
*Cost Effectiveness / Cost Per Passenger*
- **Ensure Safety**  
*Accident Rate*



1

## Fixed Route Ridership



2018 = 10,069,599

2019 = 9,971,798

2020 = 5,817,776

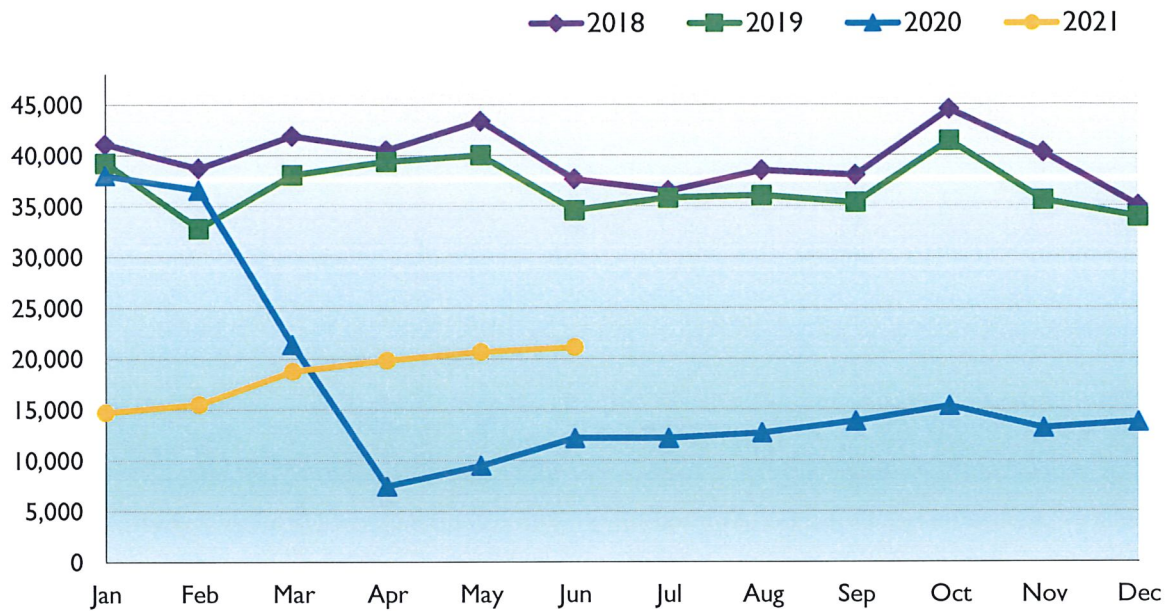
2021 = 8,151,253 (objective)\*

GOAL: 39.7% INCREASE OVER 2020 RIDERSHIP

**Year to Date Result: 28.8% Decrease**



# Paratransit Ridership

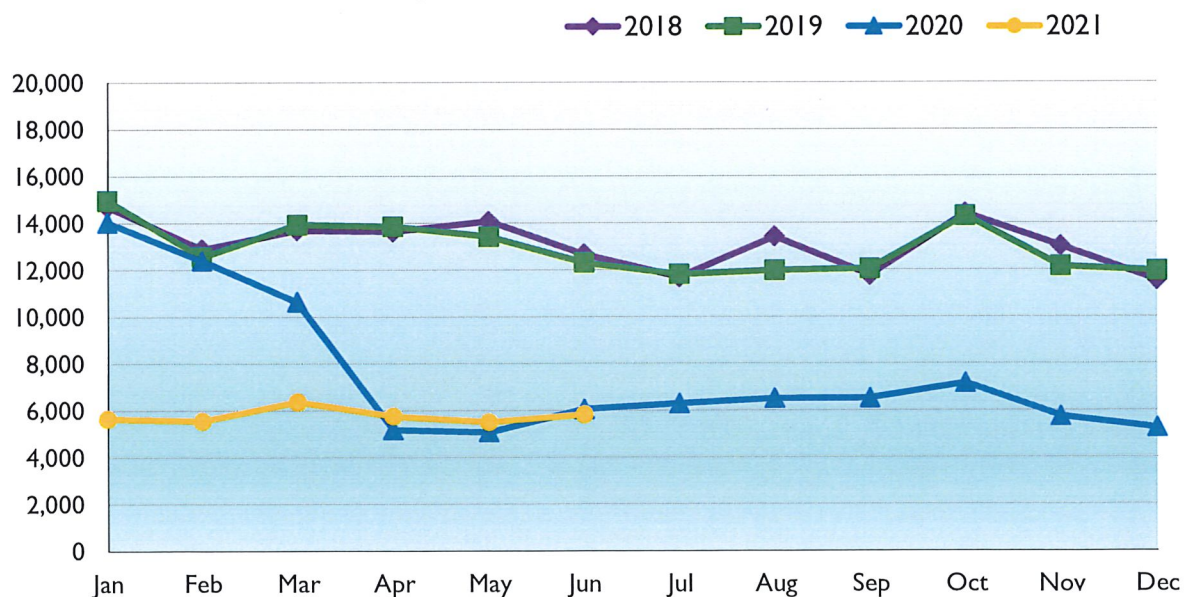


2018 = 476,032  
 2019 = 442,186  
 2020 = 205,815  
 2021 = 236,687 (objective)

**GOAL: 15% INCREASE OVER 2020 RIDERSHIP**  
**Year to Date Result: 11.4% Decrease**



# Vanpool Ridership



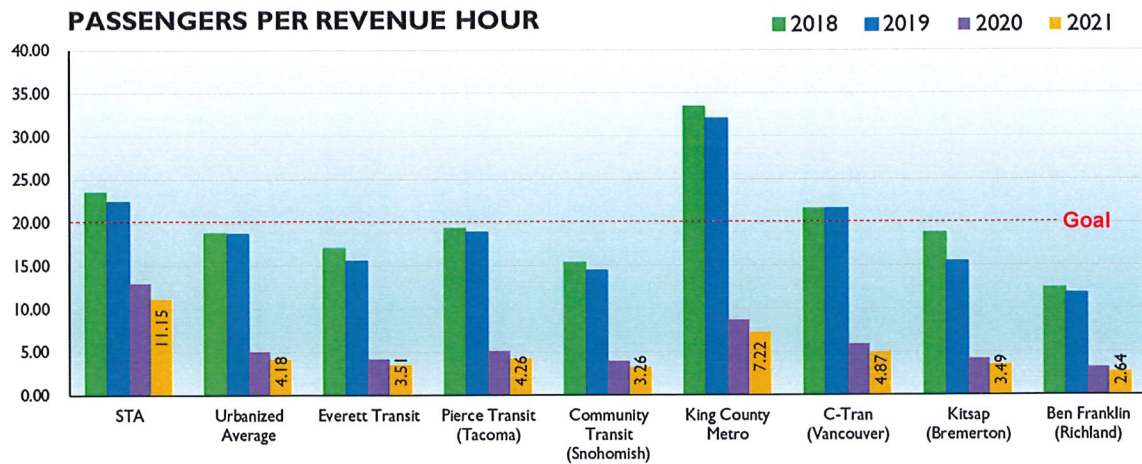
2018 = 157,433  
 2019 = 155,262  
 2020 = 90,770  
 2021 = 152,947 (objective)

**GOAL: 68.5% INCREASE OVER 2020 RIDERSHIP**  
**Year to Date Result: 34.9% Decrease**



# Service Effectiveness

## Fixed Route



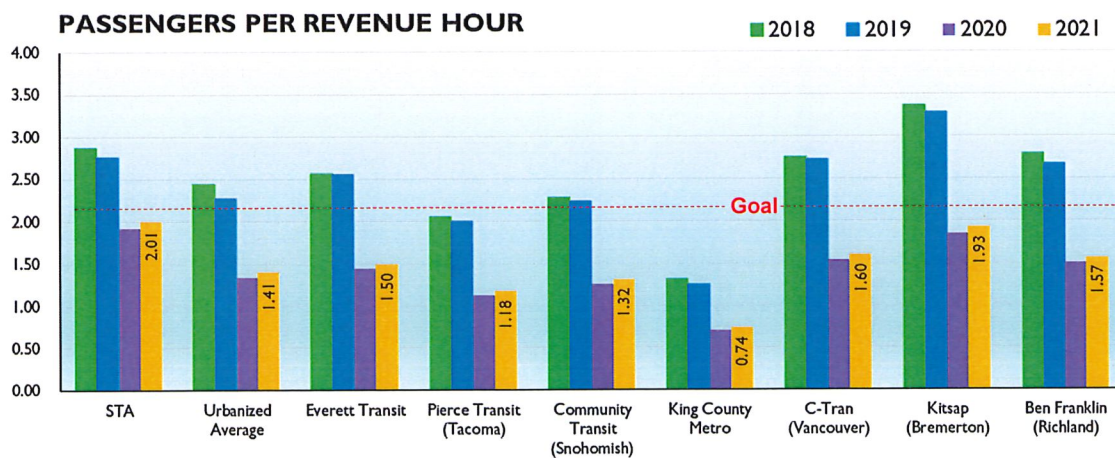
**GOAL: TRANSPORT 20 OR MORE PASSENGERS PER REVENUE HOUR**

\* System averages assume a performance equal to STA for 2020



# Service Effectiveness

## Demand Response (Paratransit)



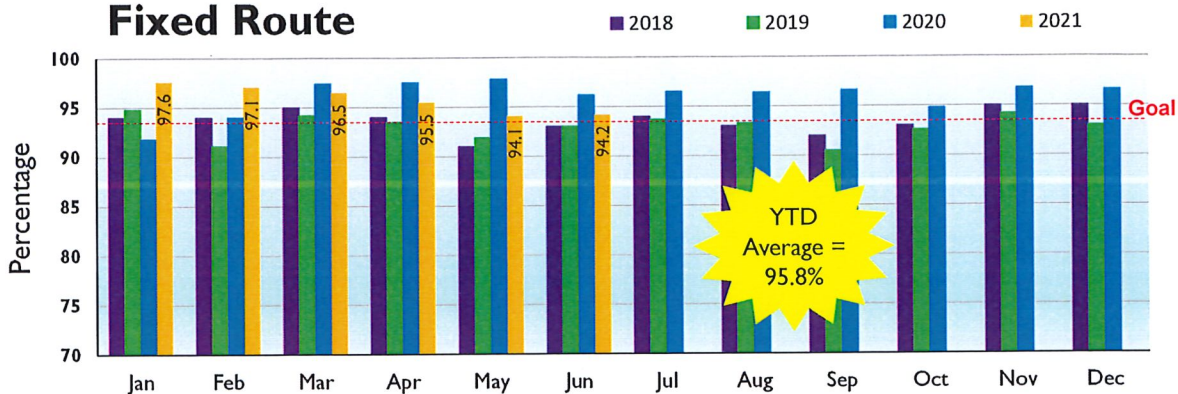
**GOAL: TRANSPORT 2.1 OR MORE PASSENGERS PER REVENUE HOUR**

\* System averages assume a performance equal to STA for 2020

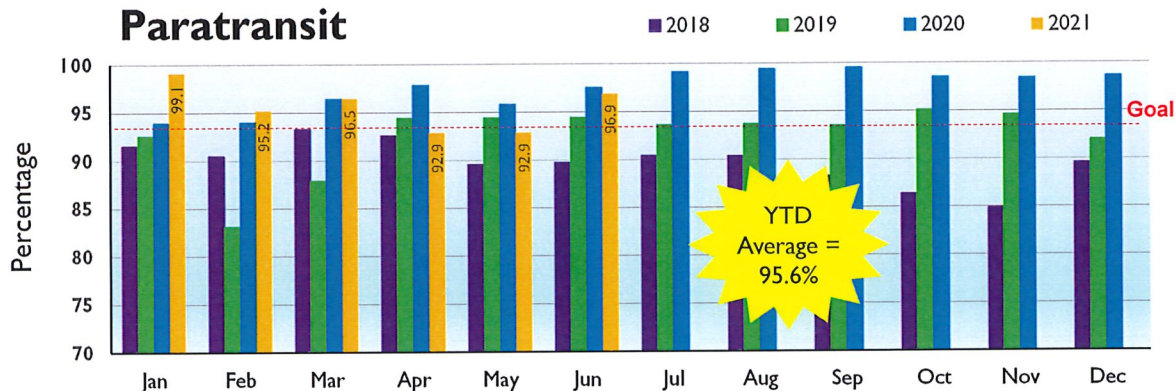


# On Time Performance

## Fixed Route

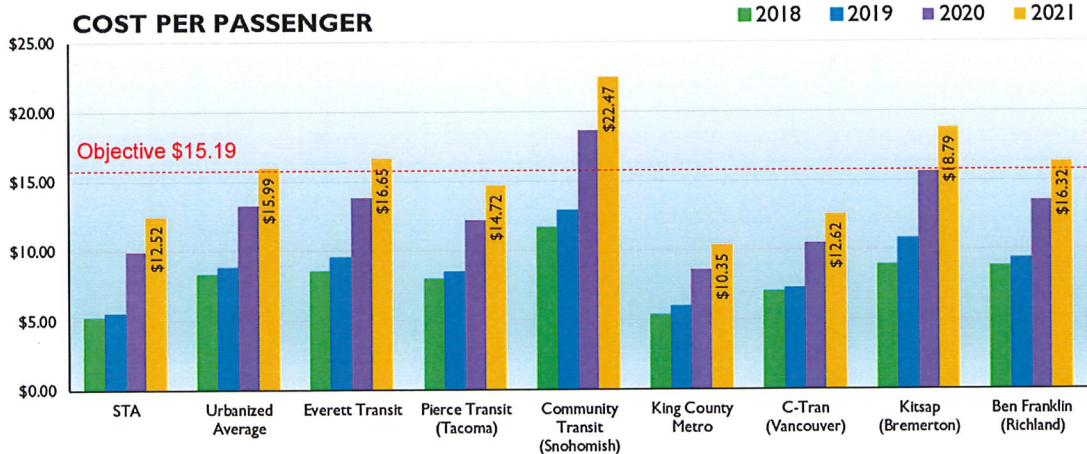


## Paratransit



# Cost Effectiveness

## Fixed Route



OBJECTIVE: CONSTRAIN OPERATING COST PER PASSENGER TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS

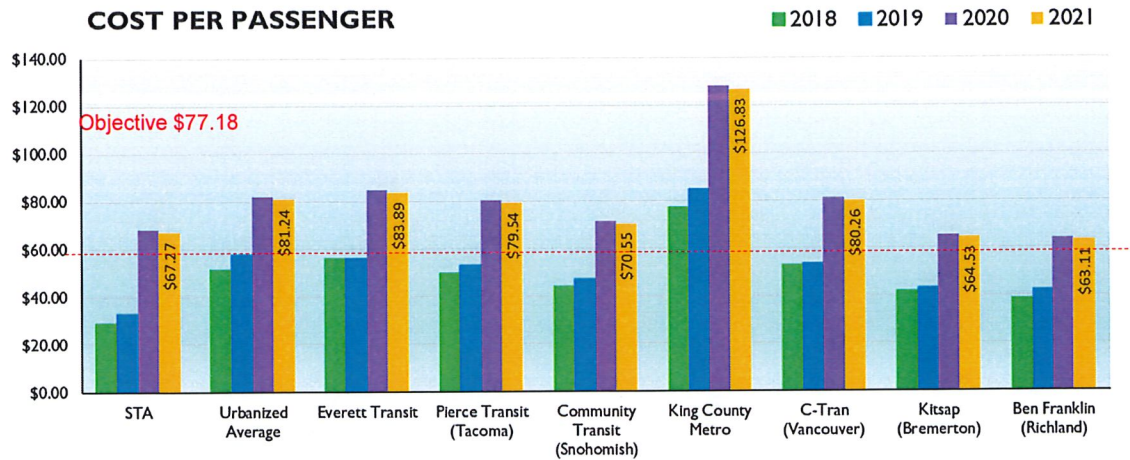
**2021 Status: 78.3% (STA - \$12.52; Urban Average - \$15.99)**

### Previous year results

- 2019 data from NTD reports
- 2020 STA data reflects year-end
- **STA 2021 data reflects year-to-date 2nd quarter**
- Expenditures will lag slightly until end of year

# Cost Effectiveness

## Demand Response (Paratransit)



OBJECTIVE: CONSTRAIN OPERATING COST PER PASSENGER TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS

**2021 Status: 82.8% (STA - \$67.27 Urban Average - \$81.24)**

**Previous year results**

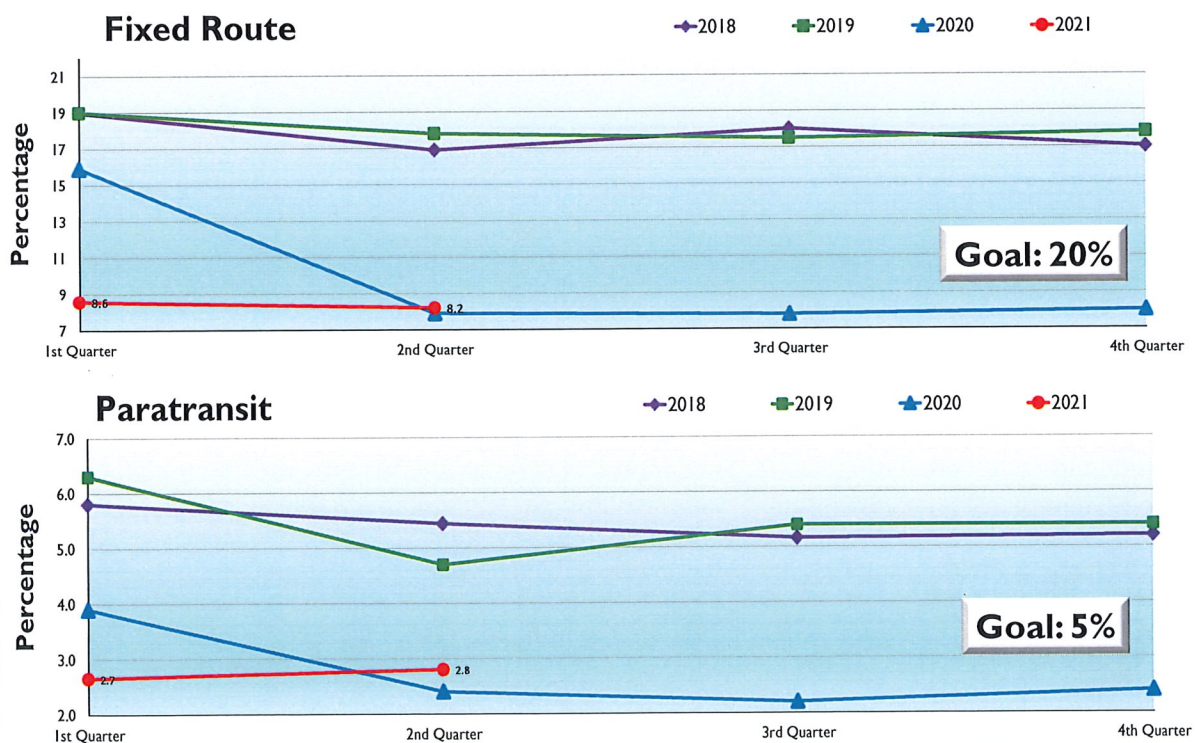
- 2019 data from NTD reports
- 2020 STA data reflects year-end

**STA 2021 data reflects year-to-date 2nd quarter**

- Expenditures will lag slightly until end of year



## Cost Recovery from User Fees



*\*Fares suspended March 26 – July 1, 2020*



# Ensure Safety

## 2 Performance Measures:

- Preventable Accident Rate
- Injury Rate
  - Workers Comp Time Loss
  - Claims per 1,000 Hours



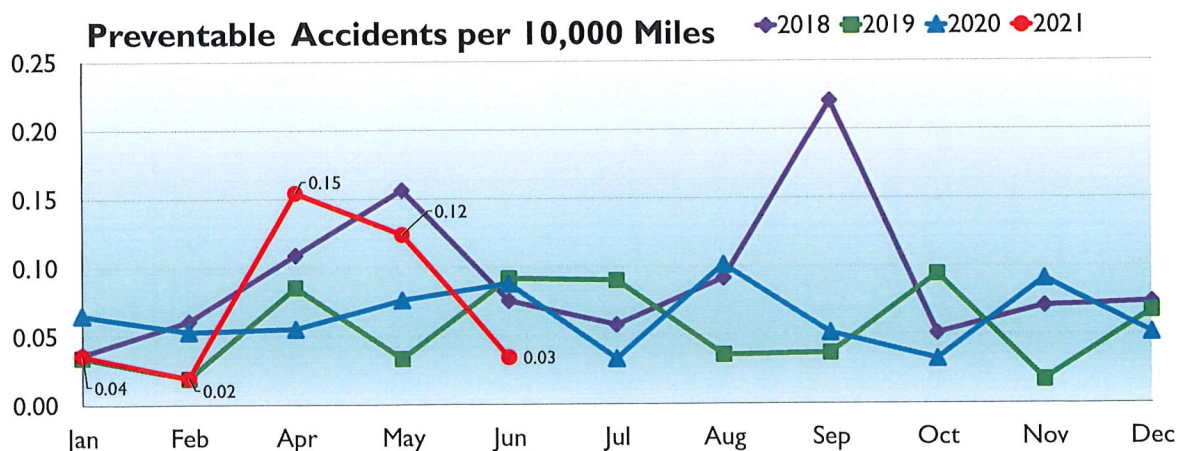
### Fixed Route

	2018	2019	2020	2021
January	2	2	4	2
February	3	1	3	1
March	3	3	3	5
April	6	5	3	9
May	9	2	4	7
June	4	5	5	2
July	3	5	2	0
August	5	2	6	0
September	11	2	3	0
October	3	6	2	0
November	4	1	5	0
December	4	4	3	0
Total Prev. Accidents	57	38	43	26
YTD Preventables per 10,000 miles	0.09	0.06	0.06	0.08

## Preventable Vehicle Accidents



### Preventable Accidents per 10,000 Miles



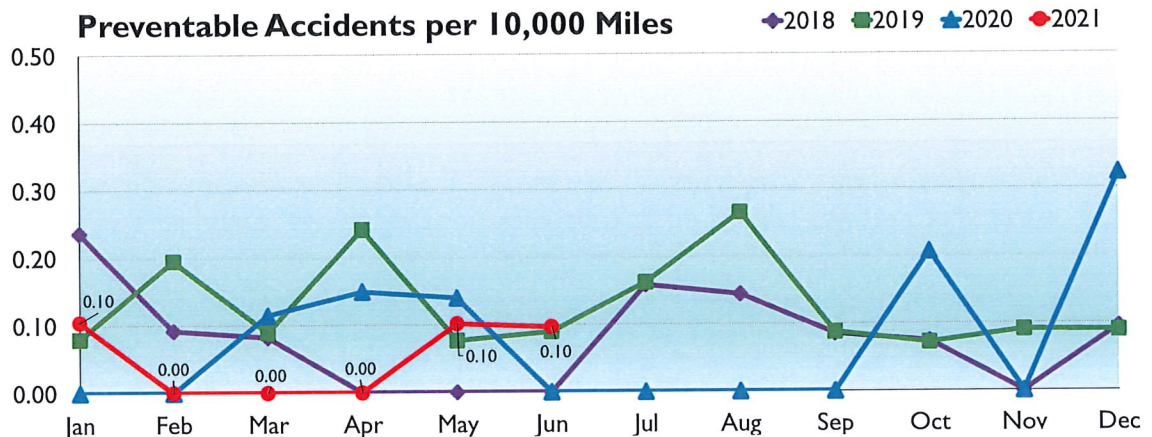
## Paratransit

	2018	2019	2020	2021
January	3	1	0	1
February	1	2	0	0
March	1	1	1	0
April	0	3	1	0
May	0	1	1	1
June	0	1	0	1
July	2	2	0	0
August	2	3	0	0
September	1	1	0	0
October	1	1	2	0
November	0	1	0	0
December	1	1	3	0
Total Prev. Accidents	12	18	8	3
YTD Preventables per 10,000 miles	0.08	0.13	0.07	0.05

## Preventable Vehicle Accidents

Goal:  
≤ 0.10 per  
10,000 miles

### Preventable Accidents per 10,000 Miles



## Workers' Compensation - Time Loss

### Lost Time Days per 1,000 Hours

	2018	2019	2020	2021	Goal
Fixed Route	0.02	0.03	0.03	0.04	< 0.02
Paratransit	0.01	0.04	0.05	0.06	< 0.04
Maintenance	0.07	0.08	0.04	0.09	< 0.05

# Workers' Compensation - Claims

## Claims per 1,000 Hours

**Fixed Route**

**Paratransit**

**Maintenance**

2018	2019	2020	2021	Goal
0.05	0.05	0.04	<b>0.04</b>	< 0.06
0.12	0.12	0.06	<b>0.10</b>	< 0.08
0.11	0.11	0.10	<b>0.14</b>	< 0.09

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

October 6, 2021

**AGENDA ITEM 9:** NOVEMBER 3, 2021, DRAFT COMMITTEE PACKET AGENDA REVIEW

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** STA Staff

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**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 November 3, 2021.

**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, November 3, 2021, 1:30 p.m.

**Via Video Conference**

### **DRAFT AGENDA**

1. Call to Order and Roll Call
2. Committee Chair Report *(5 minutes)*
3. Committee Action *(5 minutes)*
  - A. Minutes of the October 6, 2021, Committee Meeting – *Corrections/Approval*
4. Committee Action
  - A. Board Consent Agenda
    1. Boone North Energy Savings McKinstry/DES *(Karl Otterstrom)*
  - B. Board Discussion Agenda
    1. *(No items being presented this month)*
5. Reports to Committee *(20 minutes)*
  - A. Fare Policy Revisions: Preliminary Proposal and Public Outreach *(Monique Liard/Karl Otterstrom)*
  - B. Third Quarter Performance Measures *(E. Susan Meyer)*
6. CEO Report *(15 minutes)*
7. Committee Information – *no discussion/staff available for questions*
  - A. September 2021 Operating Indicators *(E. Susan Meyer)*
  - B. September 2021 Financial Results Summary *(Monique Liard)*
  - C. October 2021 Sales Tax Revenue Information *(Monique Liard)*
  - D. Third Quarter 2021 Service Planning Input Report *(Karl Otterstrom)*
  - E. STA Moving Forward Quarterly Project Delivery Report *(Karl Otterstrom)*
  - F. STA's 2021 Holiday Service and Office Hours *(Dana Infalt)*
8. December 1, 2021, Committee Meeting Draft Agenda Review
9. New Business
10. Committee Members' Expressions
11. Adjourn

Next Committee Meeting: December 1, 2021, 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](http://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](http://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**

October 6, 2021

**AGENDA ITEM 10:** NEW BUSINESS

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** N/A

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**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**

October 6, 2021

**AGENDA ITEM 11 :** COMMITTEE MEMBERS' EXPRESSIONS

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** N/A

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**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.