

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

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, March 1, 2017, 1:30 p.m.
Spokane Transit Southside Conference Room

AGENDA

Estimated meeting time: 90 minutes

1. Call to Order and Roll Call
2. Public Expressions
3. Committee Chair Report *(5 minutes)*
4. Committee Action *(15 minutes)*
 - A. Approval of Minutes of the November 30, 2016, Committee meeting – *Corrections/Approval*
 - B. Approval of West Plains Transit Scope of Work *(Otterstrom)*
 - C. Approval of Monroe/Regal/Sprague Design and Engineering Scope of Work *(Otterstrom)*
 - D. Recommendation to Appoint One (1) New Member to the Citizen Advisory Committee *(Bousley)*
5. **Committee Action** *(10 minutes)*
 - A. Board Consent Agenda
 1. Award of Contract for Purchase of Seven (7) 60 Foot Fixed Route Coaches *(Blaska)*
 - B. Board Discussion Agenda
(No items being presented this month.)
6. **Reports to Committee** *(40 minutes)*
 - A. Year End 2016 Performance Measures *(Blaska)*
 - B. Year End 2016 Unaudited Financial Report *(Warren)*
 - C. 2017 Phase II – September Service Change Preliminary Proposal *(Otterstrom)*
7. CEO Report *(10 minutes)*
8. Committee Information – *no discussion/staff available for questions*
 - A. February 2017 Sales Tax Revenue Information *(Warren)*
 - B. 2017 State Audit Timeline *(Warren)*
 - C. January 2017 Operating Indicators *(Blaska)*
 - D. Year End Safety and Loss Summary Report *(Doolittle)*
 - E. Fourth Quarter Safety and Loss Summary Report *(Doolittle)*
 - F. Communications Update *(Bousley)*
9. April 2017 Committee Packet Agenda Review
10. New Business *(5 minutes)*
11. Committee Members' Expressions *(5 minutes)*
12. Adjourn
13. Next Committee Meeting: April 5, 2017, 1:30 p.m.
(STA Southside Conference Room, 1230 West Boone Avenue, Spokane, Washington)

Agendas of regular Committee and Board meetings are available the Friday afternoon preceding each meeting at the STA Administrative Office, 1230 West Boone Avenue, Spokane, Washington. Discussions concerning matters to be brought to the Board are held in Committee meetings. The public is welcome to attend and participate.

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SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

March 1, 2017

AGENDA ITEM 4A : **MINUTES OF THE NOVEMBER 30, 2016, PERFORMANCE
MONITORING AND EXTERNAL RELATIONS COMMITTEE
MEETING – CORRECTIONS OR APPROVAL**

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Dana Infalt, Executive Assistant

SUMMARY: Minutes of the meeting are attached for corrections or approval.

RECOMMENDATION TO COMMITTEE: Corrections or approval.

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

Draft Minutes of the November 30, 2016, Meeting
Southside Conference Room

MEMBERS PRESENT

Tom Trulove, City of Cheney*
Pamela Haley, City of Spokane Valley
Aspen Monteleone, City of Airway Heights
Rhonda Bowers, Labor Representative
Steve Blaska, Director of Operations
E. Susan Meyer, CEO (Ex-Officio)

MEMBERS ABSENT

Arne Woodard, City of Spokane Valley
Odin Langford, City of Liberty Lake
John Higgins, City of Medical Lake (Ex-Officio)

* Chair

STAFF PRESENT

Beth Bousley, Director of Communication & Customer Service
Karl Otterstrom, Director of Planning
Lynda Warren, Director of Finance and Information Services
Steve Doolittle, Director of Human Resources
Susan Millbank, Community Ombudsman & Accessibility Officer
Don Reimer, Manager Maintenance and Facilities & Grounds
Allison Mitchell, Contracts Manager

GUESTS

Mike Kunder, 3939 Union Representative
Thomas Leighty, AFSME 1015 Representative

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

Chair Trulove called the meeting to order at 1:31 p.m. Introductions were made.

2. **PUBLIC EXPRESSIONS**

None.

3. **COMMITTEE CHAIR REPORT**

None.

4. **COMMITTEE APPROVAL**

A. **Minutes of November 2, 2016 Committee Meeting**

Ms. Haley moved to recommend approval of the November 2, 2016, Committee meeting minutes. The motion was seconded by Ms. Monteleone and passed unanimously.

5. **COMMITTEE ACTION**

A. **Board Consent Agenda**

1. Award of Contract - Fuel Supply
2. 2017 Service Revision Phase I – Final Recommendation
3. STA's Affirmative Action Plan - Resolution
4. Renewal of Spokane Police Department (SPD) Interlocal Agreement

Chair Trulove asked for discussion on the items going to the Board Consent Agenda. None were forthcoming. He stated he would accept a motion to forward the Consent Agenda to the Board.

Ms. Monteleone made the motion to forward the Board Consent Agenda. The motion was seconded by Ms. Haley and passed unanimously.

B. **Board Discussion Agenda**

1. **2017 State Legislative Focus and Priorities**

Ms. Millbank stated that each year the Board of Directors adopts a State Legislative agenda to guide the CEO during the session as she communicates Spokane Transit (STA) interests and priorities to the legislature. Ms. Millbank also advised that the draft Spokane Transit Focus and Priorities for the 2017 Washington State Legislative Session is attached.

Ms. Millbank reported staff is requesting the committee review and recommend the Board approve the 2017 State Legislative Focus and Priorities as presented and grant authority to the CEO to determine STA's interest on specific pieces of legislation, convey those interests to legislators and others, and report to the Performance Monitoring and External Relations Committee and the Board during the legislative session.

Chair Trulove asked for questions or comments. None were forthcoming.

Ms. Haley made a motion to move this item to the Board Agenda. Ms. Monteleone seconded. The item passed unanimously.

2. Paratransit Contract Services Contract Modification and Extension

Chair Trulove advised this item was discussed at length at the Board meeting and referred back to PMER for clarification. He stated that Mr. Blaska has provided a complete discussion for the committee and believes it answers the questions raised during the Board meeting.

Mr. Blaska reminded the committee that this item had been approved unanimously in the last committee meeting and was referred back to the committee based on discussion during the Board meeting. He reviewed the slides previously presented as background. Mr. Blaska recapped the impending expiration of the MV contract at the end of 2017. He stated staff must now begin negotiations for previously authorized extensions or begin the process for a new contract.

Mr. Blaska reported that MV approached STA for assistance in order to help meet the tasks being assigned by negotiating a more competitive salary structure. MV asked if STA would reopen the contract for the fifth year to allow them to improve their salary structure. Staff responded that STA would be amenable to considering their request if staff saw favorable treatment in an extension period.

MV's proposal met STA's objectives and places MV in a better position to meet current projected tasks. The proposal provides STA favorable terms during extension years and avoids the startup costs of a new contract. The proposed third extension year provides a benefit to STA because it extends the life of the Paratransit vehicles from the planned 7 years to 8 years. With that additional one-year extension, STA is timing the replacement of that fleet with the expiration of the contract with the current vendor. Mr. Blaska provided the proposal summary and addressed the questions raised at the Board meeting (included in the packet) which fell into the following four basic concerns:

1. STA's policy
2. Operational and financial logic
3. Is the current contract fulfilling MV's obligations as communicated to STA in the original proposal
4. MV's overall performance

Discussion ensued.

Chair Trulove stated the question before the committee is should the Performance Monitoring and External Relations committee approve sending this enhanced version to the next Board meeting. He also inquired if there were any changes or supplements suggested. None were forthcoming.

Ms. Monteleone motioned to move this item forward as it is presented. Ms. Haley seconded the motion and it passed unanimously.

6. REPORTS TO COMMITTEE

A. Draft Comprehensive Plan Work Program & Outreach Program

Mr. Otterstrom provided this report as information only and reported that the Planning and Development Committee reviewed it and made the recommendation to pass it on to the Board. Planning & Development thought the Performance Monitoring and External Relations committee should review the information before it comes before the entire Board throughout the course of next year.

Mr. Otterstrom provided an overview of the item and included attachments. He noted that thoughts or suggestion are welcome. Chair Trulove said a couple Board members had expressed frustration in the past year because they offered ideas they didn't think staff could consider right away. He suggested adding a slide as a template to show how the process works.

7. CEO REPORT

- A. Ms. Meyer advised that she and Mr. Otterstrom met with Ms. Linda Gehrke, the Region 10 Administrator for the Federal Transit Administration. Ms. Gehrke previously worked at Region 10 and had been in Denver since 2012. She said that Ms. Gehrke will receive STA's invitation to come meet with the Board, stating Ms. Gehrke had a lot of good ideas about of Central City Line project in terms of tactical and strategic approaches to be successful with the FTA Grant staff are seeking. Ms. Meyer advised it was a great meeting; Ms. Gehrke's staff had briefed her and she was "on board and ready to go".

- B. Ms. Meyer stated the President Elect has named Elaine Chao as Secretary of Transportation. Ms. Chao previously served as Transportation Deputy Secretary under George H. W. Bush from 1989 to 1991 and was Labor Secretary under George W. Bush from 2001 to 2009. As an aside, Ms. Meyer advised the articles that Ms. Meyer has read and the people she's talked to have talked about President Elect Trump's strategy for infrastructure funding. She stated STA's interest is just to make sure transit continues to be in the definition of infrastructure.
- C. Ms. Meyer said Karl Otterstrom completed his tally of the STA vote - 55.8% of voters in favor; 100% of jurisdictions voted yes; 70% of the precincts voted yes.
- D. Spokane Regional Transportation Council (SRTC) is searching for a new Executive Director. Ms. Meyer said Mr. Kevin Wallace has done an extraordinary job and has advanced SRTC. Mr. Wallace will be available to consult and he reports his likely consulting partners will be DOT and STA.
- E. Ms. Meyer told the committee that there are no numbers for Black Friday ridership yet; hoping it is a glitch and not lost permanently.

8. COMMITTEE INFORMATION

- A. October 2016 Financial Results Summary – *as presented*.
- B. November 2016 Sales Tax Revenue Information – *as presented*.
- C. October 2016 Operating Indicators – *as presented*.
- D. January 2017 Service Changes – *as presented*.
- E. 3rd Quarter 2016 Service Planning Input Report – *as presented*.
- F. Communications Update – *as presented*.
- G. STA's Holiday Services & Office Hours – *as presented*.

9. FEBRUARY 1, 2017 COMMITTEE PACKAGE AGENDA REVIEW

Chair Trulove asked if there were any comments on the draft agenda for the next Committee meeting. None were forthcoming.

10. NEW BUSINESS

None.

11. COMMITTEE MEMBERS' EXPRESSIONS

None.

12. ADJOURN

Chair Trulove adjourned the meeting at 2:32 p.m.

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

Respectfully submitted,



Dana Infalt, Executive Assistant

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

March 1, 2017

AGENDA ITEM 4B : APPROVAL OF WEST PLAINS TRANSIT SCOPE OF WORK

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning

SUMMARY: The West Plains Transit Center (WPTC) project is a future park-and-ride facility located on 10.5 acres at Exit 272 along Interstate 90 in the West Plains area of Spokane County. The transit center will be an important element of the future Cheney High Performance Transit (HPT) corridor, providing express service from Spokane to Cheney.

The Scope of Work (SOW) for the project will include the construction of approximately 220 parking stalls, a bus turn around and loading area, three (3) passenger loading bays, an STA staff-only restroom/IT/maintenance building, security cameras, parking lot lighting, landscaping and stormwater detention areas. A fiber optic cable line will be installed within the Washington State Department of Transportation (WSDOT) right-of-way infield area of the Medical Lake Interchange to the project site. The project will also include all County-required frontage improvements along Westbow Road and connections to adjacent water and sewer lines.

The construction phase of the project was approved in the Capital Improvement Program as project #503 with a project budget of \$9,112,000. Project funding included \$8,112,000 in Regional Mobility Grant funds and \$1,000,000 in a Federal 5339(b) Bus and Bus Facility Grant. No local funds will be used for the construction.

The project budget was established in early 2016 and based on anticipated engineering and property acquisition costs. Since that time, there has been a savings of \$220,000 in Regional Mobility Grant funds that were planned to be used for property acquisition. These funds were not used for property acquisition and are now available for construction activities. Staff will be requesting a revision to the Capital Improvement Program for 2018 to increase the project budget to include the additional \$220,000 in Regional Mobility Grant funds. The revised project amount would be \$9,332,000.

The project is planned to go out to bid in April 2017.

RECOMMENDATION TO COMMITTEE: Approve the Scope of Work and authorize staff to release an Invitation for Bid (IFB) for the construction of the West Plains Transit Center and all associated improvements, and authorize a project budget of \$9,112,000, with an additional \$220,000 in Regional Mobility Grant funds being added to the project budget upon approval of the 2018 Capital Improvement Program.

COMMITTEE ACTION:

RECOMMENDATION TO BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

West Plains Transit Center Scope of Work

Plans and Specifications

- Preparation of design plans and specifications necessary for construction of the project
- Preparation of Operations & Maintenance (O&M) manuals
- Preparation of record drawings

Park and Ride Facility

- Construction of approximately 220 parking stalls
- Installation of parking lot lighting
- Construction of a bus turn around and staging area
- Construction of stormwater facilities
- Construction of a bird deterrent system across the stormwater ponds
- Construction of an STA employee-only restroom/IT/maintenance building
- Construction of three (3) passenger loading areas
- Installation of two (2) shelters
- Installation of a technology and shelter structure
- Installation of real-time passenger information signs
- Installation of landscaping and irrigation throughout the site
- Installation of security cameras throughout the project site
- Installation of all technology components (hardware, software, cabling, etc.) for all systems
- Installation of utilities
- Construction of all other items in the construction drawings and specifications

Frontage Improvements

- Widen Westbow Road, as required by Spokane County
- Installation of sidewalks, as required by Spokane County
- Installation of storm drainage facilities, as required by Spokane County
- Installation of an approach into the project site
- Installation of all other components necessary or as required by Spokane County

Fiber Cable Installation

- Installation of a fiber optic cable from the existing Washington State Department of Transportation (WSDOT) facilities along Interstate 90 within the interchange median area to the project site
- Directional boring under the eastbound off-ramp
- Installation of all other components necessary or as required by WSDOT

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

March 1, 2017

AGENDA ITEM 4C: **APPROVAL OF MONROE / REGAL / SPRAGUE DESIGN AND
ENGINEERING SCOPE OF WORK**

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning & Development
Don Skillingstad, Capital Projects Manager

SUMMARY: The Monroe-Regal corridor extends from the Five Mile Park & Ride, located in north Spokane, south through downtown Spokane and extending south to a future park-and-ride lot to be built in the Moran Prairie area of Spokane's South Hill. This 11-plus-mile corridor will streamline three existing routes into one High Performance Transit (HPT) line. Future improvements will include a new 100-stall park-and-ride lot, sidewalk improvements, ADA ramps, raised passenger platforms, shelters, real-time signage, lighting, ticket vending and fare validation, and other transit amenities. These improvements will improve travel times for passengers, improve access to employment areas, and support future transit-oriented development opportunities.

The Sprague Avenue corridor extends from The Plaza in downtown Spokane east to the Valley Transit Center. This 8-mile corridor follows Sprague Avenue throughout the majority of the route. This corridor is mostly a commercial corridor. Revitalization efforts are underway in the western end of the corridor, requiring coordination with the City of Spokane and local businesses. This corridor will feature passenger amenity improvements that will support future growth and the implementation of the HPT line. Future improvements will include sidewalks, ADA ramps, passenger platforms, shelters and other transit amenities as incremental investments in HPT services.

To support the design and construction of these improvements, a consultant design team must be selected. Staff is proposing to issue a Request for Qualifications (RFQ) to solicit qualifications from architectural and/or engineering teams to complete all phases of planning, land surveying, architectural and engineering design, community outreach and marketing support, grant preparation support, right-of-way acquisition and construction management services.

The anticipated improvements for the Monroe-Regal corridor are outlined in the Board-approved 2017-2022 Capital Improvement Program, as amended, and total \$3.88 million. Additionally, a \$3.925 million regional mobility grant is pending to augment the program. The improvements on Sprague Avenue are expected to be completed on a longer timeline (full completion in 2023) and are estimated in the *STA Moving Forward* plan at \$6.36 million. In addition to physical construction and construction-related materials and services, the scope of work described in the attachment referenced below is expected to be funded through these programmed and anticipated funds.

The term of this procurement will be five (5) years, with the option of two (2) one-year extensions.

Attached is a proposed Scope of Work for this solicitation. As the total outlay of funds for services provided under this scope will likely exceed \$1 million, authorization to award a contract will be subject to approval by the STA Board of Directors.

RECOMMENDATION TO COMMITTEE: Review and approve the Scope of Work for design and engineering services and authorize staff to release the Request for Qualifications.

COMMITTEE ACTION:

RECOMMENDATION TO BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

Scope of Work

Development of Monroe-Regal and Sprague Avenue High Performance Transit (HPT) Corridors

A. MONROE-REGAL AND SPRAGUE AVENUE HIGH PERFORMANCE TRANSIT CORRIDOR DEVELOPMENT

The Spokane Transit Authority is soliciting qualifications from engineering firms to provide all phases of planning, land surveying, architectural and engineering design, community outreach and marketing support, grant preparation support, right-of-way acquisition and construction management services to support the development and implementation of future Monroe-Regal and Sprague Avenue High Performance Transit (HPT) corridor improvements.

The **Monroe-Regal** corridor extends from the Five Mile Park & Ride, located in north Spokane, south through downtown Spokane and extending south to a future park-and-ride lot to be built in the Moran Prairie area on Spokane's South Hill. This 11-plus-mile corridor will streamline three existing routes into one High Performance Transit (HPT) line. Future improvements will include a new 100-stall park-and-ride lot, sidewalk improvements, ADA ramps, raised passenger platforms, shelters, real-time signage, lighting, ticket vending and fare validation, and other transit amenities. These improvements will improve travel times for passengers, improve access to employment areas and support future transit-oriented development opportunities.

The **Sprague Avenue** corridor extends from The Plaza in downtown Spokane east to the Valley Transit Center. This 8-mile corridor follows Sprague Avenue throughout the majority of the route. This corridor is mostly a commercial corridor. Revitalization efforts are underway in the western end of the corridor, requiring coordination with the City of Spokane and local businesses. This corridor will feature passenger amenity improvements that support future growth and the implementation of the HPT line. Future improvements will include sidewalks, ADA ramps, passenger platforms, shelters and other transit amenities as incremental investments in HPT service.

Both corridors will require close coordination with agencies, local businesses and neighborhoods along these major arterials.

B. SCHEDULE

The term of this solicitation shall be five (5) years from the date of approval of a contract by both parties, with the option for two (2) one-year extensions.

C. AVAILABLE BUDGET

The anticipated improvements for the Monroe-Regal corridor are outlined in the Board-approved 2017-2022 Capital Improvement Program, as amended, and total \$3.88 million. Additionally, a \$3.925 million regional mobility grant is pending to augment the program. The improvements on Sprague Avenue are expected to be completed on a longer timeline (full completion in 2023) and are estimated in the *STA Moving Forward* plan at \$6.36 million. In addition to physical construction and construction-related materials and services, the Scope of Work described below is expected to be funded through these programmed and anticipated funds.

D. DESIRED QUALIFICATIONS

This project will require a firm or team that possesses the skills and experience necessary to plan, design and manage the construction of transit-related facilities, including park-and-ride lots, transit centers, urban arterial improvements, stations and stops, and all transit amenities related thereto. The firm shall have experience in working with local, state and federal agencies for transit service development, urban arterial street design and interface, right-of-way acquisition, and all entitlements and permitting necessary to complete the proposed projects. Expertise shall include, at a minimum:

- Expertise in structural, civil, environmental, geotechnical, transportation, mechanical and electrical engineering disciplines;
- Expertise in transit facility planning and architecture and design, especially where such facilities interface with urban arterials and neighborhoods;
- Expertise in preparing construction-ready plans, specifications and cost estimates;
- Experience and proficiency in preparing state and federal grants;
- Experience in preparing graphics and renderings to be used to communicate projects to the public and involved stakeholders;
- Knowledge of and experience with local, state and federal design requirements related to, but not limited to, geotechnical, environmental, traffic, and right-of-way standards for public projects;
- Knowledge of and experience with Americans with Disabilities (ADA) accessibility requirements, especially pertaining to sidewalk, transit and other transportation infrastructure;
- Experience working with public agencies to successfully complete public works projects;
- Working experience with right-of-way acquisition procedures under federal and state laws;
- Understanding of and competency in procurement and construction management to provide a complete, functioning and successful project;
- Proficient in management of all project work and coordination of sub-consultant's work;
- Working understanding of the design of transit networks and routes as they relate to other transportation modes and facilities; and
- Expertise in implementing successful public outreach efforts.

E. SCOPE OF WORK

The Spokane Transit Authority is soliciting qualifications from architectural and engineering firms to provide all phases of planning, land surveying, architectural and engineering design, community outreach support, grant preparation assistance, right-of-way acquisition, and construction management

services to support the development and implementation of the future Monroe-Regal and Sprague Avenue High Performance Transit (HPT) corridor improvements.

The corridor improvements are concentrated at stations, stops, key intersections and corridor terminals. These projects may include enhancements to existing park-and-ride and transit center facilities, relocation and/or enhancement of existing stop locations, new station and stop design and construction, urban arterial and neighborhood street improvements, and right-of-way acquisition.

At a minimum, the following tasks may be undertaken as part of the requested services:

Task 1 Project Management and Coordination

This task shall include all work necessary to establish project specific procedures, including coordination efforts with Spokane Transit to ensure successful completion of projects. Elements of this task include, but are not limited to:

- Prepare, update and disseminate project information and ensure continuous coordination with Spokane Transit;
- Prepare and update project scope, budget and schedule;
- Attend regularly scheduled progress calls and meetings, responding to questions and information requests from Spokane Transit and coordinating with agencies of jurisdiction;
- Prepare progress reports and invoices;
- Provide deliverables as needed and as requested for each project; and
- Maintain quality assurance and quality control procedures and practices.

Task 2 – Transit Facilities and Project Planning

This task shall include providing project planning assistance and expertise to Spokane Transit for future transit improvements. Elements of this task include, but are not limited to:

- Analyze and plan improvements based on sound transit principles and guidelines;
- Assess existing and future facilities and make recommendations to Spokane Transit to maximize safe and convenient access to riders;
- Develop conceptual plans and analyze proposed improvements to maximize efficiency within the current and future transit system;
- Through appropriate evaluation and public engagement, recommend preferred improvements throughout the corridor; and
- Conduct field research and data collection, as necessary, to complete required tasks.

Task 3 – Land Surveying

Complete all necessary land surveying and provide all horizontal and vertical control, as needed, for project design and property acquisition, including required topographic surveys, legal descriptions, ALTA surveys, and other plans and legal documents, as needed.

Task 4 – Architectural and Engineering Design Services

Provide full service architectural and engineering design services, including all disciplines of architectural and engineering design necessary to complete contemplated projects. Elements of this task include, but are not limited to:

- Provide all necessary architectural services, as needed, for projects;

- Provide all engineering services, as needed, for projects, including but not limited to civil, structural, environmental, geotechnical, electrical and traffic;
- Prepare all project plans and specifications necessary to obtain all agency approvals and to construct the project;
- Prepare cost estimates at major milestones; and
- Provide support to Spokane Transit throughout the bidding process.

Task 5 – Right-of-Way Acquisition

Provide assistance to Spokane Transit in negotiations and land acquisition procedures consistent with Spokane Transit procedures and all state and federal laws for property acquisition.

Elements of this task include, but are not limited to:

- Determine property ownership through public and private records;
- Coordinate the preparation of appraisals, appraisal reviews and title reports;
- Coordinate with landowners, including initial contact through negotiations and to property closing; and
- Prepare all necessary offer letters, notices, intents, diaries and other required documents for acquisition.

Task 6 – Community Outreach Support

Assist Spokane Transit to develop and implement stakeholder engagement and outreach strategies that will result in a comprehensive and thoughtful design process from a wide range of stakeholders, agencies and the public. Elements of this task include, but are not limited to:

- Develop public outreach materials for public meetings, workshops and open houses, as needed;
- Attend and lead public meetings;
- Coordinate with agencies of jurisdiction throughout project development; and
- Work with Spokane Transit in the development of marketing materials and copy for presentation in print and web media.

Task 7 – Construction Management

Provide assistance to Spokane Transit throughout the construction process. Elements of this task include, but are not limited to:

- Provide inspection and observation services and interpreting test results;
- Assist in the preparation of record drawings;
- Respond to questions, RFIs and reviewing submittals; and
- Attend construction meetings and coordinate with contractors.

Task 8 – Grant Preparation Support

Provide assistance to Spokane Transit in the preparation of grant applications, as appropriate.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

March 1, 2017

AGENDA ITEM: 4D : **RECOMMENDATION TO APPOINT ONE NEW MEMBER TO THE
CITIZEN ADVISORY COMMITTEE**

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Beth Bousley, Director of Communications and Customer Service
 Brandon Rapez-Betty, Customer & Community Relations Manager

SUMMARY: In 2004, the Citizen Advisory Committee (CAC) was established 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. In 2015, the Citizen Advisory Committee became a subcommittee to Performance Monitoring and External Relations (PMER) Committee. The CAC shall be composed of no more than 15 members appointed by the Performance Monitoring and External Relations 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.

The CAC would like to recommend for consideration the appointment of Brian Kamp to the CAC. After a 25 year career as a software engineer, Mr. Kamp became a faculty member at Spokane Community College, Gonzaga University, and, ultimately, Eastern Washington University where he is a senior lecturer in the Department of Computer Science.

As a computer scientist, Mr. Kamp brings a unique perspective regarding data services and as a faculty member, he can provide insight into the needs of the student commuter. In addition, Mr. Kamp is a past Vice President of the Filipino-American Association of the Inland Empire. Mr. Kamp also relies on Spokane Transit transportation services, utilizing both fixed route bus and paratransit van services.

RECOMMENDATION TO COMMITTEE: Review and approve the appointment of Mr. Brian Kamp to serve on the Citizen Advisory Committee.

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

March 1, 2017

AGENDA ITEM 5A : **AWARD OF CONTRACT FOR PURCHASE OF SEVEN (7)
60 FOOT FIXED ROUTE COACHES**

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Steve Blaska, Director of Operations

SUMMARY: In support of the requirements of STA Moving Forward, seven (7) 60' coaches must be added to our fleet by late 2018. These coaches allow STA to employ higher capacity vehicles on the Division Street corridor. The purchase of these coaches are included in the adopted 2017-2021 Capital Improvement Program (CIP) and Vehicle Replacement Plan.

The Capital Improvement Program identified \$5,770,802 for the purchase of these vehicles.

The Washington State Cooperative Contract (WSCC) has low floor, clean-diesel powered coaches that satisfy STA's requirements. Purchasing from the WSCC ensures competitive pricing and saves significant time over the development of specifications, release of a request for proposals, and the awarding of a contract.

Staff recommends purchasing these seven (7) 60' articulated coaches from New Flyer Industries. STA is very familiar with this manufacturer and currently operates thirteen (13) New Flyer coaches. These vehicles will be manufactured in a very similar configuration to our other coaches, which have performed well for our application and duty cycle.

The quoted unit price to purchase the 2018 New Flyer 60' articulated coach is \$704,238. This price represents an approximate 1.2% cost above the most recent 60' articulated coach purchased in 2016. The total quoted pricing for all seven (7) vehicles is currently \$4,929,668.66 (without sales tax). This pricing does not include sales tax but does include a \$1,000 per unit fee to purchase off of the WSCC.

Staff anticipates the need for a contingency budget of approximately 5% for minor changes to enhance operator and passenger amenities and ensure other appropriate coach enhancement requirements can be achieved. These configuration changes represent items such as coach pre-wiring (camera & CAD/AVL), alternate passenger seating configuration, and different securements.

It will also be important for Maintenance staff to travel to the manufacturing facility to conduct pre-production meetings and on-line inspections during production to ensure quality control and contract specification compliance.

The total requested budget for this purchase (to include taxes, contingency, and travel) is \$5,610,000. This is \$160,802 less than the CIP estimated cost for this project.

Staff will be prepared to provide a brief overview of STA's fleet procurement and replacement plan in order to provide perspective for this purchase.

RECOMMENDATION TO COMMITTEE: Recommend the Board approve the purchase of seven (7) 60-foot coaches from New Flyer Industries for the contract amount not to exceed \$5,610,000 (including sales tax and contingency).

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

March 1, 2017

AGENDA ITEM 6A : **YEAR END 2016 PERFORMANCE MEASURES**

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Steve Blaska, Director of Operations



SUMMARY:

A complete set of the 2016 Year End Performance Measures is attached to the end of this packet. Staff will be prepared to address any questions about any measure. The complete report will also be posted to the STA website at: <http://www.spokanetransit.com/about-sta/view/mission-priorities-performance-measures>.

The following is a summary of significant measures that are of particular interest or the Committee has provided guidance for staff to highlight on a routine basis.

Earn and Retain the Community's Trust

Ridership.

Ridership for Fixed Route ended the year down 5.1% compared to our ridership year in 2015. Fixed Route provided 10,261,816 in 2016 vs. 10,815,736 in 2015.

- The cause of FR ridership decline has been discussed throughout the year. We are conducting several marketing/communication initiatives to restore ridership in our most productive markets; however, it is difficult to buck the national trend of decreasing ridership due to lower fuel prices.
- The effect of lower fuel prices was exacerbated by spring, summer, and fall detours due to a robust construction season. This winter's prolonged snow and ice conditions also had an effect on ridership.
- It is important to note that ridership at STA is still approximately 34% higher than it was in 2005. In perspective, when compared to other urban systems in Washington State, STA's ridership growth over this time frame is nearly triple that of the next best performing transit (Community Transit) and 4 of the 8 urban transits actually experienced declines in ridership over that time

STA's goal in Paratransit is to manage growth and maintain the 2015 ridership level. At year end, Paratransit ridership is 0.8% higher than in 2015 (468,050 vs. 464,448).

- STA's Paratransit ridership growth has been successfully managed since 2005. From a high of 521,000 trips in 2009 we have been successful in reducing demand to approximately 463,000 trips in 2015. This is roughly equal to the number of trips we delivered in 2005. This has been accomplished through a combination of creative programs such as In Person Assessments, Mobility Training, Special Use Van Program, and the Van Grant Program. The slight growth this year foreshadows the demographic pressures of an aging population and the dynamics of Spokane as a regional center for services for individuals with disabilities.

Vanpool ridership decreased in 2016 by 12.1% (193,006 vs. 219,578 in 2015). STA's goal was to increase ridership this year.

- Vanpool is even more susceptible than Fixed Route to the impact of lower fuel prices for commuters. When one or two members of a vanpool group return to driving themselves, it often results in the entire group folding. The program continues to collect over 100% of the operational and administrative costs of the program through its fare structure. We have aggressively sought out large employers as markets for new vanpool formations. The strike by Triumph in June had a debilitating effect on ridership. More than 12 vanpools who normally operate from that facility did not run for the entire month. Due to changing shift schedules and overtime requirements many of these (approximately 50) vanpoolers have not yet returned to the program.

Passengers per Revenue Hour (PPRH).

Fixed Route PPRH was 25.84

- This is short of the goal of 28. It is driven by a reduction in riders while delivering virtually the same hours of service. It is helpful to put the goal of 28 in perspective. No other urban transit in Washington State, other than King County Metro, delivers more than 28. In fact, no other urban transit in Washington State delivered more than 23 in 2015.

- As STA introduces new service and extends service hours on late nights and weekends, staff expects that PPRH will be moderated somewhat until that new service fully matures in 2 to 3 years. As a result, the Board approved adjusting our goal in 2017 to 25 PPRH.

Paratransit PPRH was 2.80

- This is short of the goal of 3.0 PPRH. Similar to the Fixed Route goal, the PPRH goal is a very aspirational goal. For a pure, Paratransit operation, performance goals of 2.5 are common. In 2015, STA had the highest paratransit passenger per revenue hour performance of all urban systems in Washington State. CTRAN (Vancouver, WA) was second highest at approximately 2.72. In the American Bus Benchmarking Group (ABBG), the average passenger boardings per total vehicle hour (a slightly different measurement) was less than 2.0. STA was in the top 5 with an average of just under 2.5.

Provide Excellent Customer Service

Professional and Courteous.

- The company-wide average for “professional and courteous” rating exceeded the goal of a 4.5 average (on a 5 point scale) from customer observations in our Quality Counts! Survey Program. STA’s overall average was 4.77.

On Time Performance.

- At 91.3%, Fixed Route exceeded STA’s goal of 85% of trips running on time (on time is measured as a bus departing between 0 to 5 minutes from the scheduled departure time). Due to the success in meeting the 2016 goal, staff raised the goal to 90% for 2017.
- Paratransit on time performance was at 91.7%, just short of the goal of 95%. Similar to other goals, a 95% on time performance rate is an aspirational goal. The ABBG average is slightly under 90%. STA was in the top 5 performers in the ABBG in 2013, when this statistic was last collected. This year STA has been significantly impacted by staffing shortages, particularly at the beginning of the year.

Enable Organizational Success

Operator Ride Checks.

- Fixed Route and Paratransit both met the goal of 100% successful ride checks for all active coach and van operators.

Exemplify Financial Stewardship

Cost per Passenger.

- Fixed Route and Paratransit both far surpassed STA’s goal to keep the cost per passenger at least 95% of the average cost of the urban systems in Washington State.
 - Fixed Route cost per passenger was \$4.58. This is 68.2% of the urban systems’ average.
 - Paratransit cost per passenger was \$27.57. This is 65.8% of the urban systems’ average.

Cost Recovery from User Fees (Farebox Recovery).

- Fixed Route farebox recovery is down to 16.9%, well below the goal of 20%. The Board-approved fare changes in 2017 and 2018 will help restore this recovery ratio. However, it is important to note that ridership will also need to be restored to 2015 ridership levels in order to meet/exceed the 20% goal.
- Similarly, Paratransit farebox recovery is at 4.5% which is below the goal or 5%. Part of this trend may be due to a larger percentage of customers paying cash for single rides instead of purchasing a monthly pass.

Ensure Safety

Preventable Accident Rate.

- At 0.07, Fixed Route was better than STA’s standard of 0.08 preventable accidents per 10,000 miles.
- At 0.12, Paratransit did not meet STA’s standard of 0.10 preventable accidents per 10,000 miles. Two fewer accidents would bring Paratransit under the standard. For perspective, a goal of 0.10 is significantly lower than the ABBG average of 0.14 per 10,000 miles. In 2015, STA Paratransit was among the top 4 performers in fewest preventable accidents in the ABBG. It should also be noted that 5 of the 16 Paratransit accidents did not cause any damage or cause any injury. We count all contact as an accident even if no damage occurs

RECOMMENDATION TO BOARD: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____



Performance Measures Year End 2016



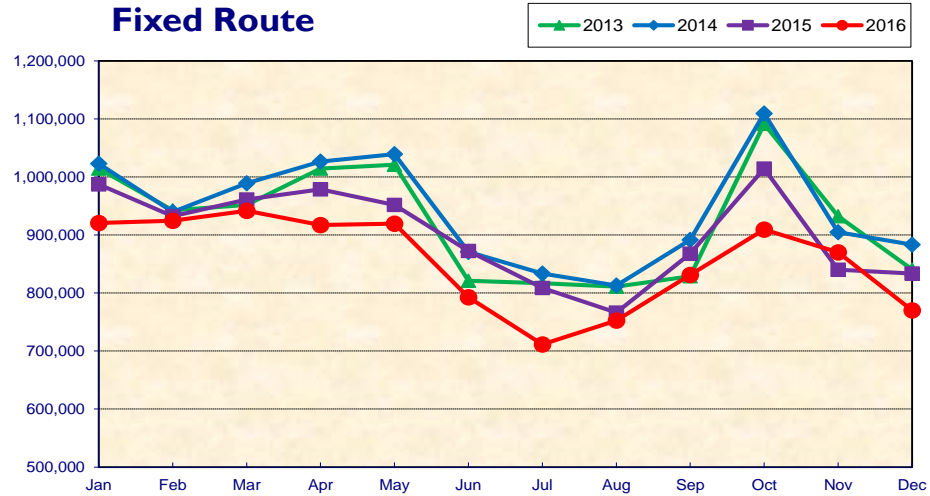
Performance Measures

- **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



Ridership

Fixed Route



2013 = 11,087,049
 2014 = 11,324,434
 2015 = 10,815,736
 2016 = 10,261,816

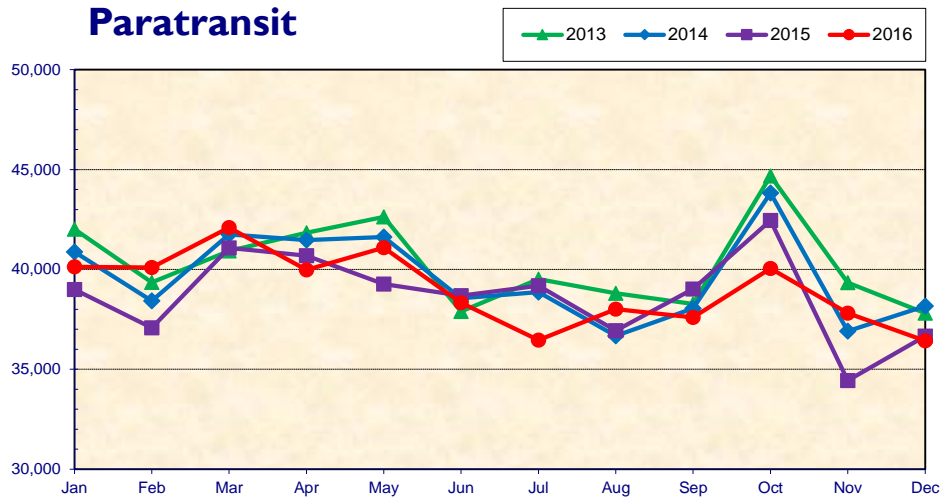
Goal: 1.5% Increase over 2015 Ridership
2016 Year End Result: 5.1% Decrease



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Ridership

Paratransit



2013 = 483,038
 2014 = 475,171
 2015 = 464,449
 2016 = 468,050

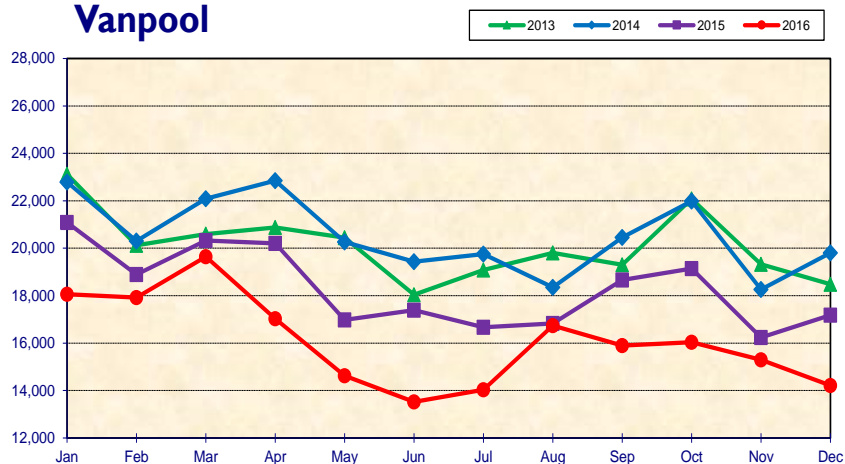
Goal: Maintain 2015 Ridership Level
2016 Year End Result: 0.8% Increase



4

Ridership

Vanpool



2013 = 241,257
 2014 = 246,331
 2015 = 219,578
 2016 = 193,006

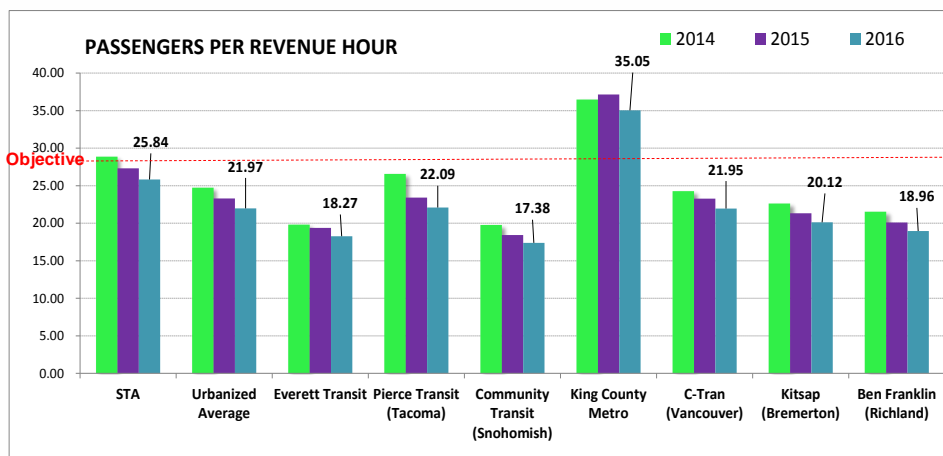
Goal: 7.0% Increase over 2015 Ridership
2016 Year End Result: 12.1% Decrease



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Service Effectiveness

Fixed Route



GOAL: TRANSPORT 28.0 PASSENGERS PER REVENUE HOUR

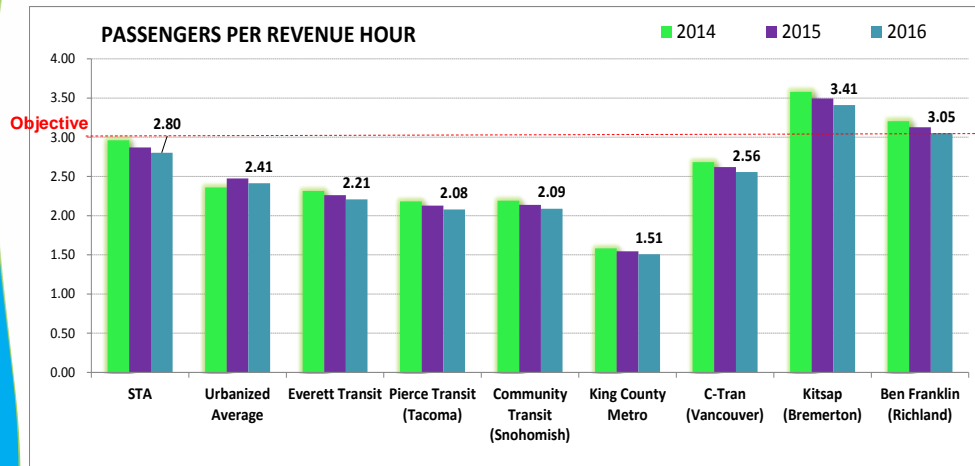
* System averages assume a performance equal to STA for 2016



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Demand Response

Service Effectiveness



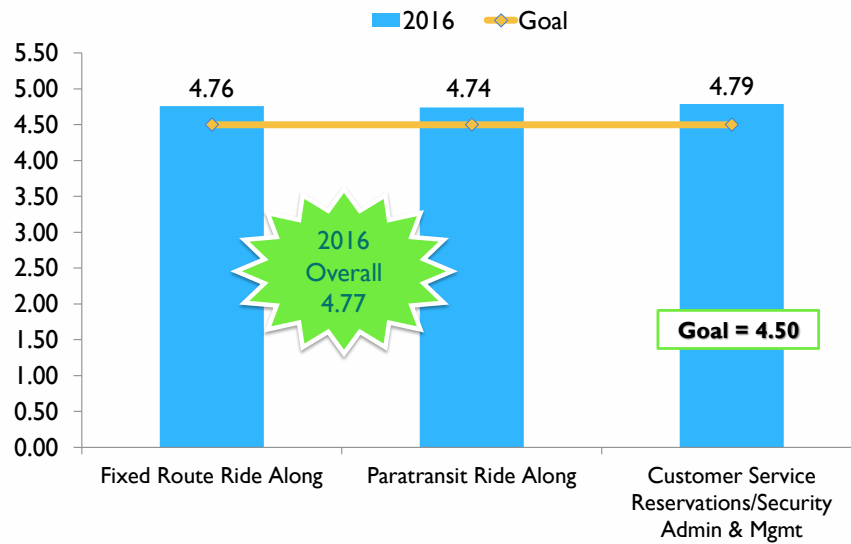
GOAL: TRANSPORT 3.0 PASSENGERS PER REVENUE HOUR

* System averages assume a performance equal to STA for 2016



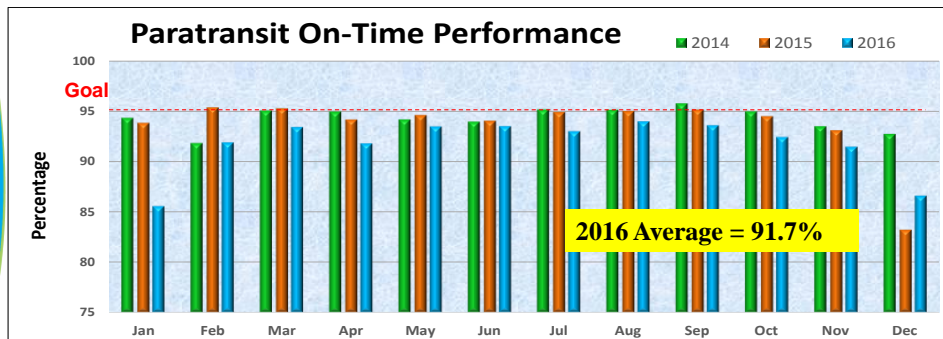
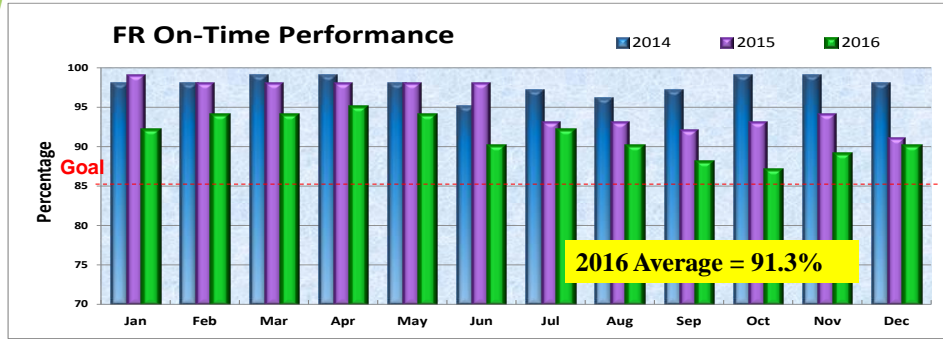
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Professional & Courteous



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On Time Performance



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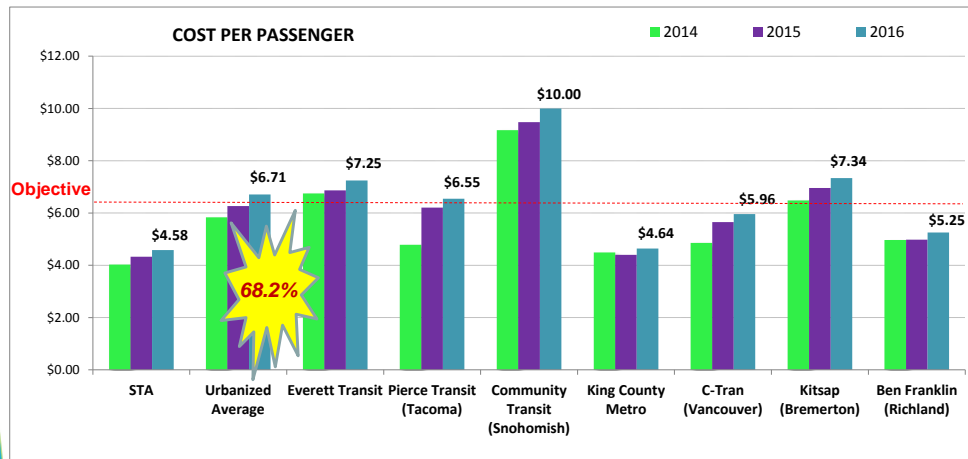
Ride Checks/ Ride Alongs

	2015	2016	Goal
Fixed Route	233* of 253 completed	246* of 248 completed	100% of operators checked annually
Paratransit	54 of 55 completed	58 of 58 completed	100% of operators checked annually

* All active Operators completed

Fixed Route

Cost Effectiveness



OBJECTIVE: CONSTRAIN OPERATING COST PER PASSENGER TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS
2016 Status: 68.2% (STA - \$4.58; Urban Average - \$6.71)

Notes:

Previous year results

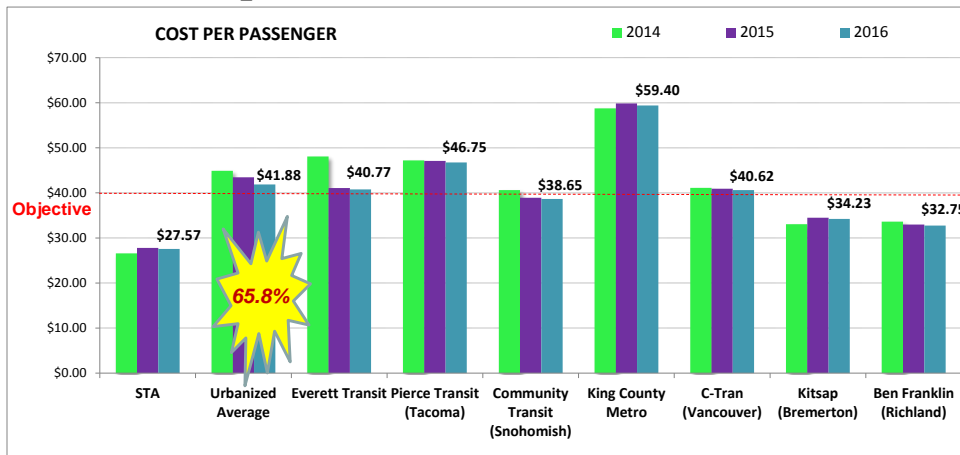
- 2014 data from NTD reports
- 2015 data from NTD reports
- 2016 data estimates other transits' performance equal to STA



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Demand Response

Cost Effectiveness



OBJECTIVE: CONSTRAIN OPERATING COST PER PASSENGER TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS
2016 Status: 65.8% (STA - \$27.57; Urban Average - \$41.88)

Notes:

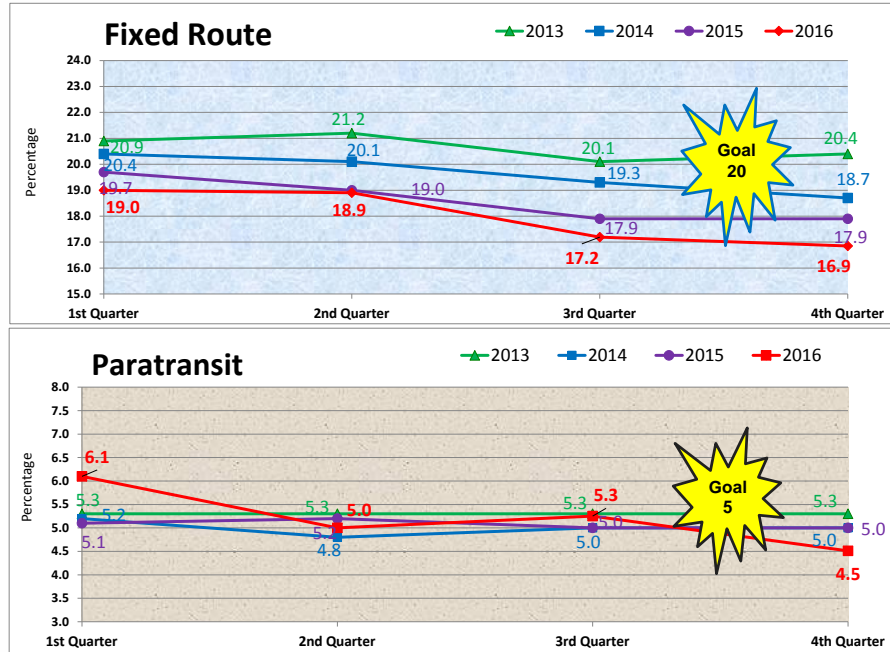
Previous year results

- 2014 data from NTD reports
- 2015 data from NTD reports
- 2016 data estimates other transits' performance equal to STA



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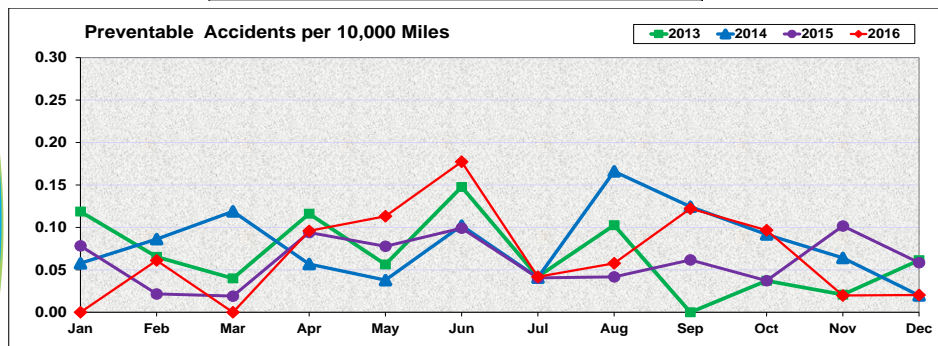
Cost Recovery from User Fees



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PREVENTABLE VEHICLE ACCIDENTS

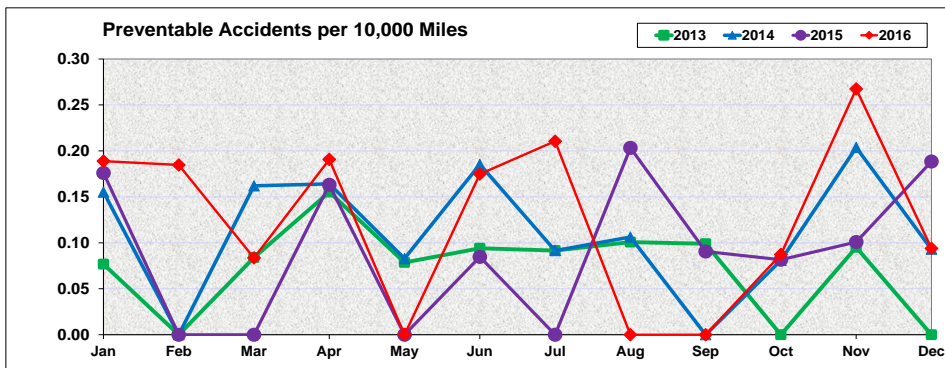
Fixed Route				
	2013	2014	2015	2016
Jan	6	3	4	0
Feb	3	4	1	3
Mar	2	6	1	0
Apr	6	3	5	5
May	3	2	4	6
Jun	7	5	5	9
Jul	2	2	2	2
Aug	5	8	2	3
Sep	0	6	3	6
Oct	2	5	2	5
Nov	1	3	5	1
Dec	3	1	3	1
Total Prev. Accidents	40	48	37	41
YTD PREVENTABLE ACCIDENTS PER 10,000 MILES	0.07	0.08	0.06	0.07



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PREVENTABLE VEHICLE ACCIDENTS

Paratransit				
	2013	2014	2015	2016
Jan	1	2	2	2
Feb	0	0	0	2
Mar	1	2	0	1
Apr	2	2	2	2
May	1	1	0	0
Jun	1	2	1	2
Jul	1	1	0	2
Aug	1	1	2	0
Sep	1	0	1	0
Oct	0	1	1	1
Nov	1	2	1	3
Dec	0	1	2	1
Total Prev. Accidents	10	15	12	16
YTD PREVENTABLE ACCIDENTS PER 10,000 MILES	0.07	0.11	0.09	0.12



SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

March 1, 2017

AGENDA ITEM 6B : **2016 UNAUDITED YEAR-END FINANCIAL REPORT**

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Lynda Warren, Director of Finance & Information Services

SUMMARY: Attached are the 2016 year-end financial results.

- ❖ Annual revenues exceeded budget by \$2.9 million.
- ❖ Annual operating expenses were \$5.4 million below budget. Fuel expenses comprised \$2.3 million of this total.
- ❖ Due to the timing of projects, approximately \$1.5 million of the adopted capital budget remained unexpended in 2016. The majority of this was incorporated into the 2017 capital budget.

RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____



2016 Unaudited Year-End Financial Report

Performance Monitoring and External Relations Committee

Lynda Warren
Director of Finance & Information Services
March 1, 2017

REVENUE

2016 Fares & Other Transit Revenue

60,000,000

50,000,000

40,000,000

30,000,000

20,000,000

10,000,000

0

	Fares & Other Transit Revenue	Sales Tax	Federal & State Grants	Miscellaneous
2015 ACTUAL	9,989,779	51,243,853	8,706,072	591,145
2016 ACTUAL	9,526,168	54,131,543	8,810,787	675,437
2016 BUDGET	10,545,917	50,315,522	8,839,596	511,874
■ Percent Used	90.3%	107.6%	99.7%	132.0%

\$1.0M (9.7%) Below Budget

➤ (\$970K)

Passenger Fares

(1) Above amounts exclude grants used for capital projects. Year-to-date December 2016, state capital grant reimbursements total \$986,555 and federal capital grant reimbursements total \$773,457.

2016 Sales Tax Revenue

60,000,000

50,000,000

40,000,000

30,000,000

20,000,000

10,000,000

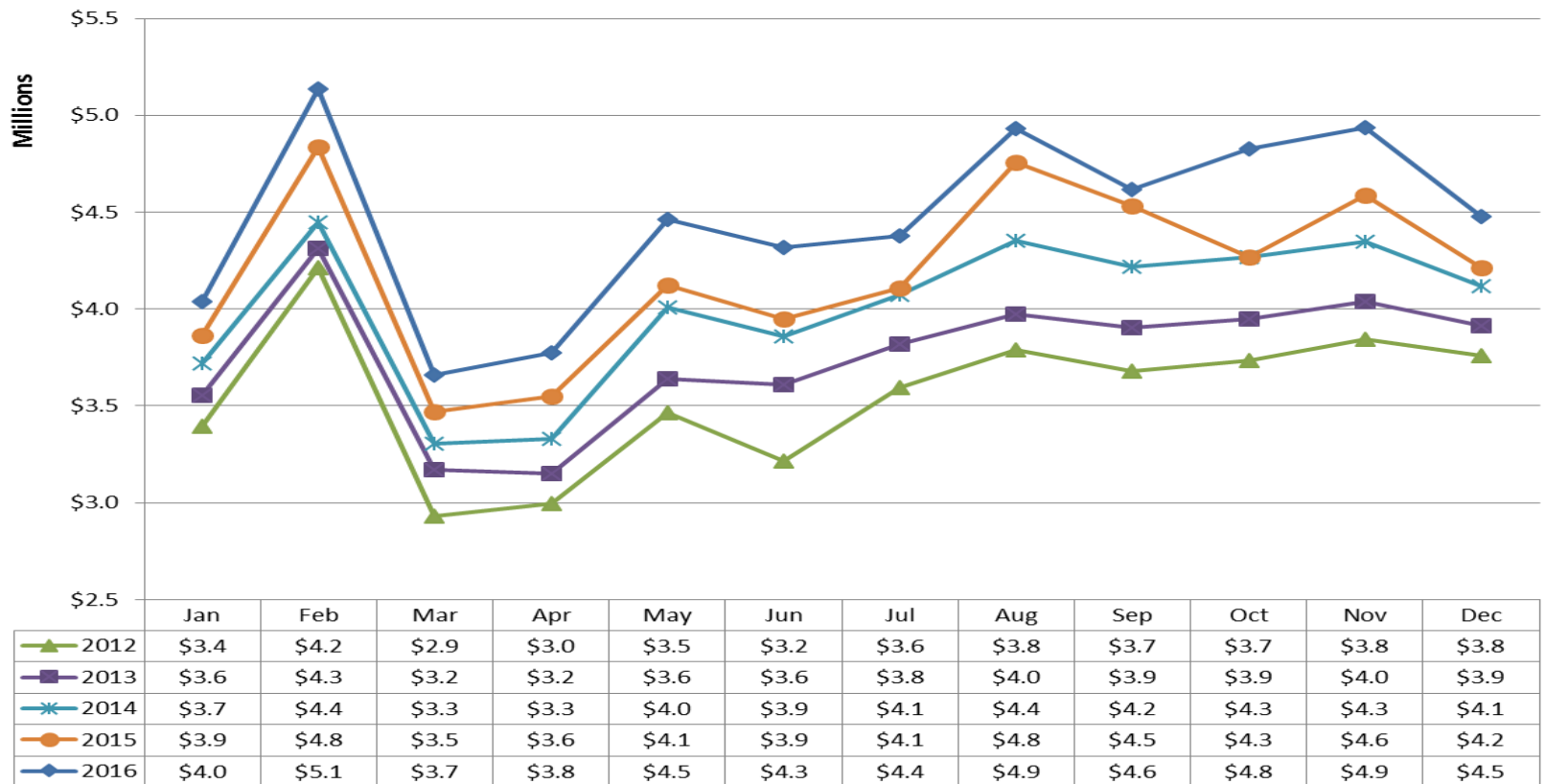
0

\$3.8M (7.6%) Above Budget

	Fares & Other Transit Revenue	Sales Tax	Federal & State Grants	Miscellaneous
2015 ACTUAL	9,989,779	51,243,853	8,706,072	591,145
2016 ACTUAL	9,526,168	54,131,543	8,810,787	675,437
2016 BUDGET	10,545,917	50,315,522	8,839,596	511,874
■ Percent Used	90.3%	107.6%	99.7%	132.0%

⁽¹⁾ Above amounts exclude grants used for capital projects. Year-to-date December 2016, state capital grant reimbursements total \$986,555 and federal capital grant reimbursements total \$773,457.

Sales Tax Revenue History-December 2016⁽¹⁾ *



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

*Cash Basis

2016 Federal & State Grants Revenue

60,000,000

\$29K (0.3%) Below Budget

➤ (\$29K)

Federal Non-Capital Grants

50,000,000

40,000,000

30,000,000

20,000,000

10,000,000

0

	Fares & Other Transit Revenue	Sales Tax	Federal & State Grants	Miscellaneous
2015 ACTUAL	9,989,779	51,243,853	8,706,072	591,145
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2016 Miscellaneous Revenue

60,000,000

50,000,000

40,000,000

30,000,000

20,000,000

10,000,000

0

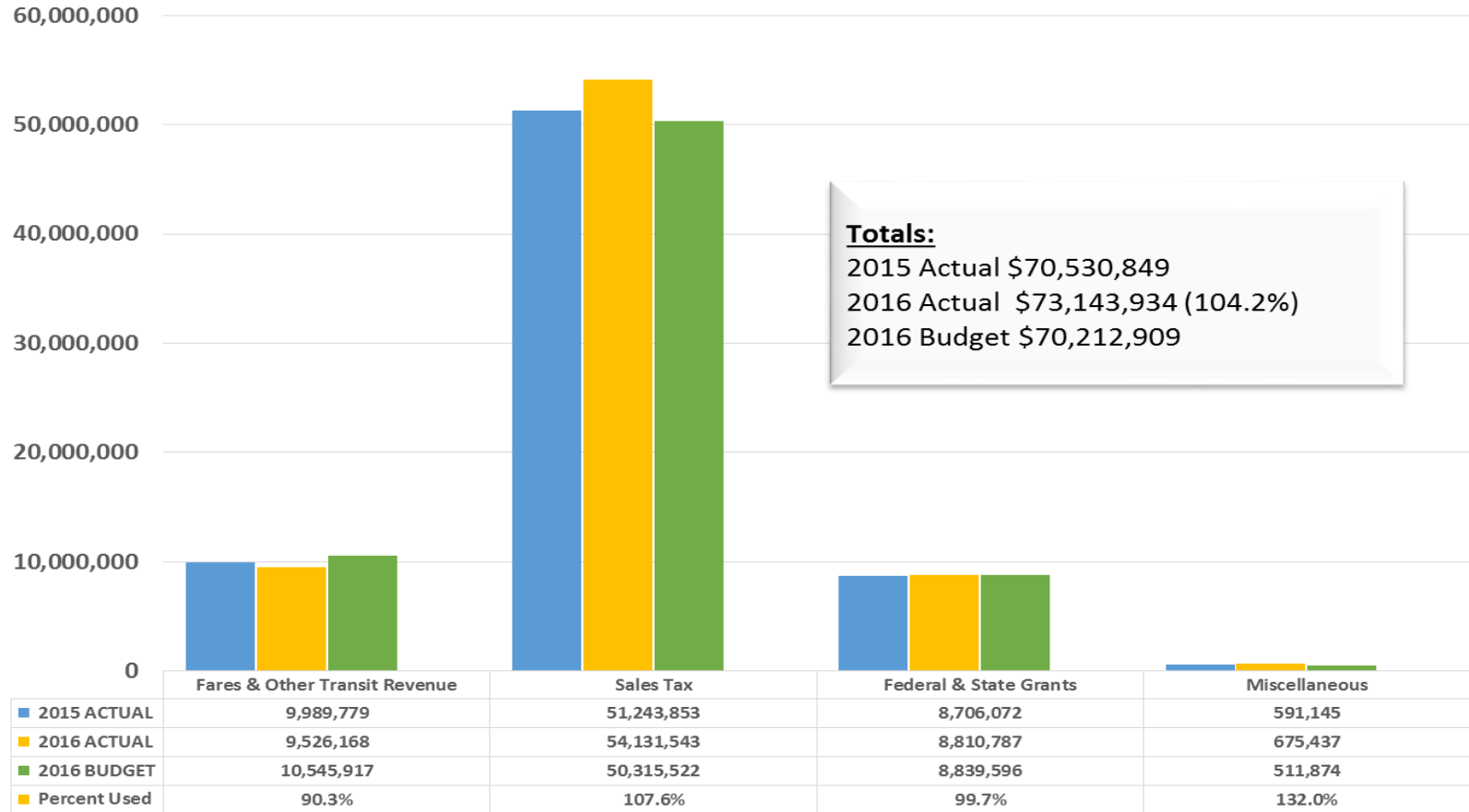
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2016 ACTUAL	9,526,168	54,131,543	8,810,787	675,437
2016 BUDGET	10,545,917	50,315,522	8,839,596	511,874
■ Percent Used	90.3%	107.6%	99.7%	132.0%

\$164K (32%) Above Budget

- \$87K Investment Income
- \$101K Refunds/Rebates
- (\$10K) Asset Disposal
- (\$16K) Lease Income

⁽¹⁾ Above amounts exclude grants used for capital projects. Year-to-date December 2016, state capital grant reimbursements total \$986,555 and federal capital grant reimbursements total \$773,457.

2016 Revenue Summary



(1) Above amounts exclude grants used for capital projects. Year-to-date December 2016, state capital grant reimbursements total \$986,555 and federal capital grant reimbursements total \$773,457.

EXPENSES

GASB 68 – Implemented in 2015

- Government Accounting Standards Board (GASB) issued standards on how pensions should be reported
- Any unfunded pension liability will be reported on financial statements
- Net Pension Liability is difference of market value of pension fund assets and benefit obligations at specific date
- Information is obtained from the Washington Department of Retirement Systems

GASB 68 (continued)

- Liability on balance sheet will be approximately \$30.5M
- Annual GASB 68 expenses are calculated based on actual contributions recorded each payroll
- Resulted in a **credit** of \$1.2M in 2016 expenses (\$700K in additional 2015 expenses)

- Divisional breakdown:

Fixed Route	\$878K
Paratransit	\$170K
Administrative	\$129K
Vanpool	<u>\$ 5K</u>
	\$1.2M Credit

GASB 68 (continued)

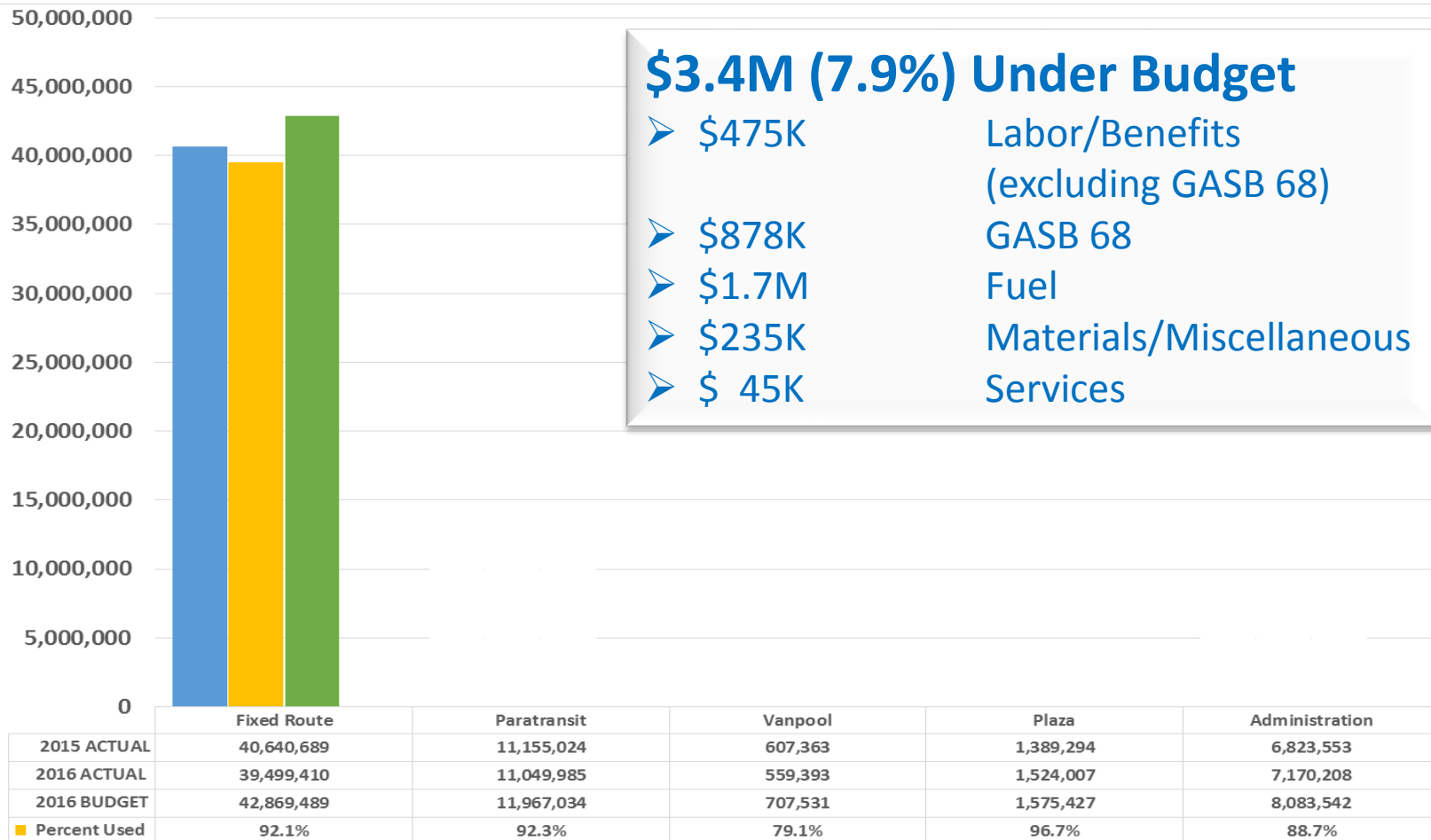
- Without GASB 68, the expenditures for 2016 would have been:

2016 Actual \$61,049,722

\$4.2M (6.4%) below 2016 budget

\$1.2M (1.9%) above 2015 actual
adjusted for GASB 68

2016 Fixed Route Expenses



⁽¹⁾ Operating expenses exclude capital expenditures of \$13,134,388, Street/Road cooperative projects of \$190,035 and Election Costs of \$69,410 for-to-date December 2016.

2016 Paratransit Expenses

50,000,000

45,000,000

40,000,000

35,000,000

30,000,000

25,000,000

20,000,000

15,000,000

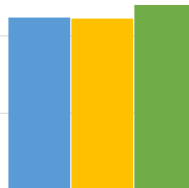
10,000,000

5,000,000

0

\$900K (7.7%) Under Budget

- \$451K Labor/Benefits (excluding GASB 68)
- \$170K GASB 68
- \$400K Fuel
- (\$110K) Materials/Miscellaneous
- \$ 34K Services
- (\$60K) Contracted Transportation



	Fixed Route	Paratransit	Vanpool	Plaza	Administration
2015 ACTUAL	40,640,689	11,155,024	607,363	1,389,294	6,823,553
2016 ACTUAL	39,499,410	11,049,985	559,393	1,524,007	7,170,208
2016 BUDGET	42,869,489	11,967,034	707,531	1,575,427	8,083,542
■ Percent Used	92.1%	92.3%	79.1%	96.7%	88.7%

⁽¹⁾ Operating expenses exclude capital expenditures of \$13,134,388, Street/Road cooperative projects of \$190,035 and Election Costs of \$69,410 for-to-date December 2016.

2016 Vanpool Expenses

50,000,000

45,000,000

40,000,000

35,000,000

30,000,000

25,000,000

20,000,000

15,000,000

10,000,000

5,000,000

0

	Fixed Route	Paratransit	Vanpool	Plaza	Administration
2015 ACTUAL	40,640,689	11,155,024	607,363	1,389,294	6,823,553
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2016 BUDGET	42,869,489	11,967,034	707,531	1,575,427	8,083,542
■ Percent Used	92.1%	92.3%	79.1%	96.7%	88.7%

\$148K (21%) Under Budget

- \$8K Labor/Benefits (excluding GASB 68)
- \$5K GASB 68
- \$112K Fuel
- \$29K Materials/Miscellaneous
- (\$6K) Services

Vanpool fares covered 102% of operating & administration expenses

⁽¹⁾ Operating expenses exclude capital expenditures of \$13,134,388, Street/Road cooperative projects of \$190,035 and Election Costs of \$69,410 for-to-date December 2016.

2016 Plaza Expenses

50,000,000

45,000,000

40,000,000

35,000,000

30,000,000

25,000,000

20,000,000

15,000,000

10,000,000

5,000,000

0

	Fixed Route	Paratransit	Vanpool	Plaza	Administration
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2016 ACTUAL	39,499,410	11,049,985	559,393	1,524,007	7,170,208
2016 BUDGET	42,869,489	11,967,034	707,531	1,575,427	8,083,542
■ Percent Used	92.1%	92.3%	79.1%	96.7%	88.7%

\$51K (3.3%) Under Budget

- (\$117K) Materials/Miscellaneous
- \$138K Services
- \$ 30K Utilities, Taxes & Insurance

⁽¹⁾ Operating expenses exclude capital expenditures of \$13,134,388, Street/Road cooperative projects of \$190,035 and Election Costs of \$69,410 for-to-date December 2016.

2016 Administrative Expenses

50,000,000

45,000,000

40,000,000

35,000,000

30,000,000

25,000,000

20,000,000

15,000,000

10,000,000

5,000,000

0

	Fixed Route	Paratransit	Vanpool	Plaza	Administration
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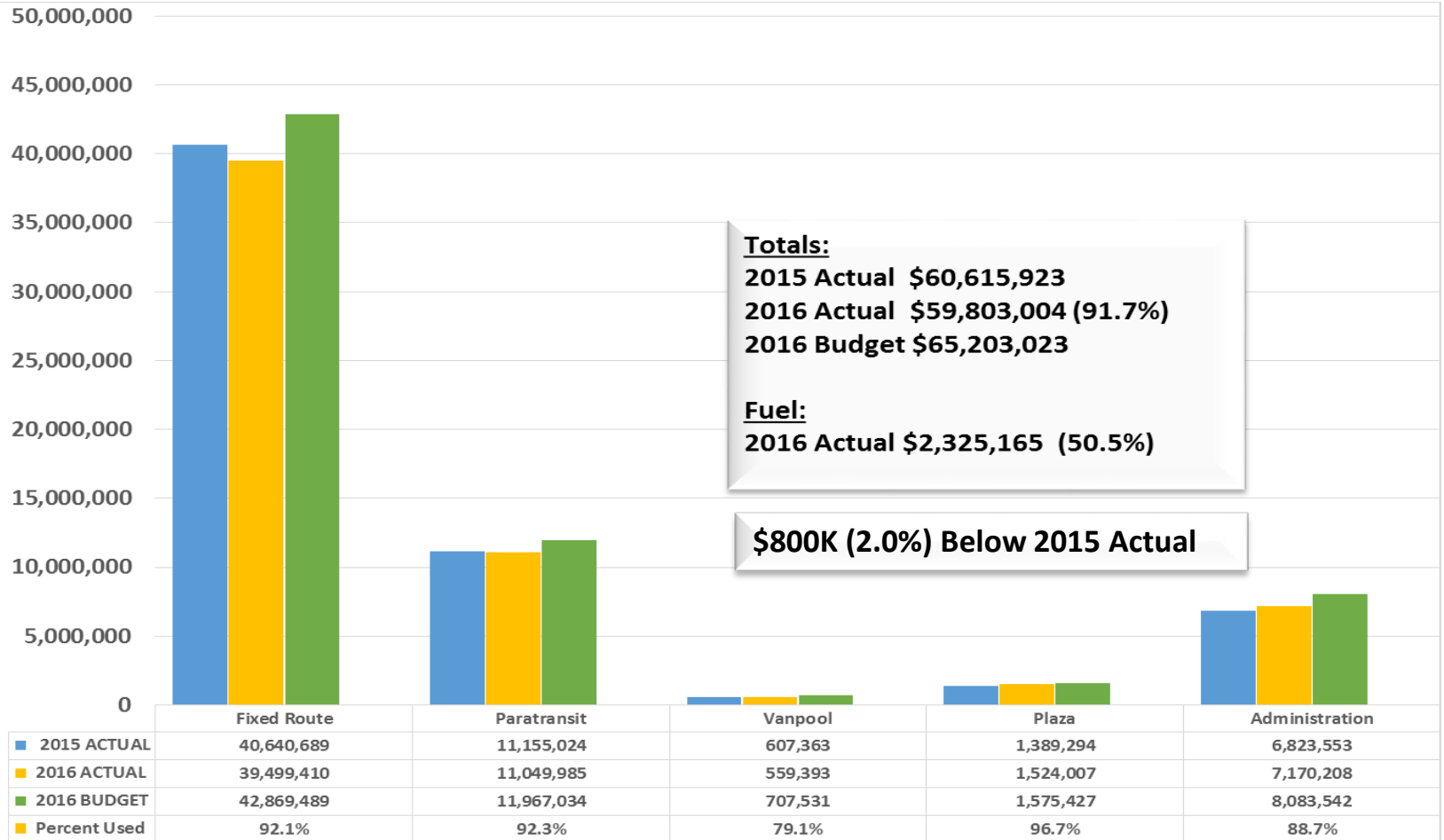
\$913K (11.3%) Under Budget

- \$41K Labor/Benefits (excluding GASB 68)
- \$129K GASB 68
- (\$113K) Materials/Miscellaneous*
- \$856K Services*

*IS software & licensing (\$600K) changed from Services to Materials in 2016

⁽¹⁾ Operating expenses exclude capital expenditures of \$13,134,388, Street/Road cooperative projects of \$190,035 and Election Costs of \$69,410 for-to-date December 2016.

2016 Expense Summary

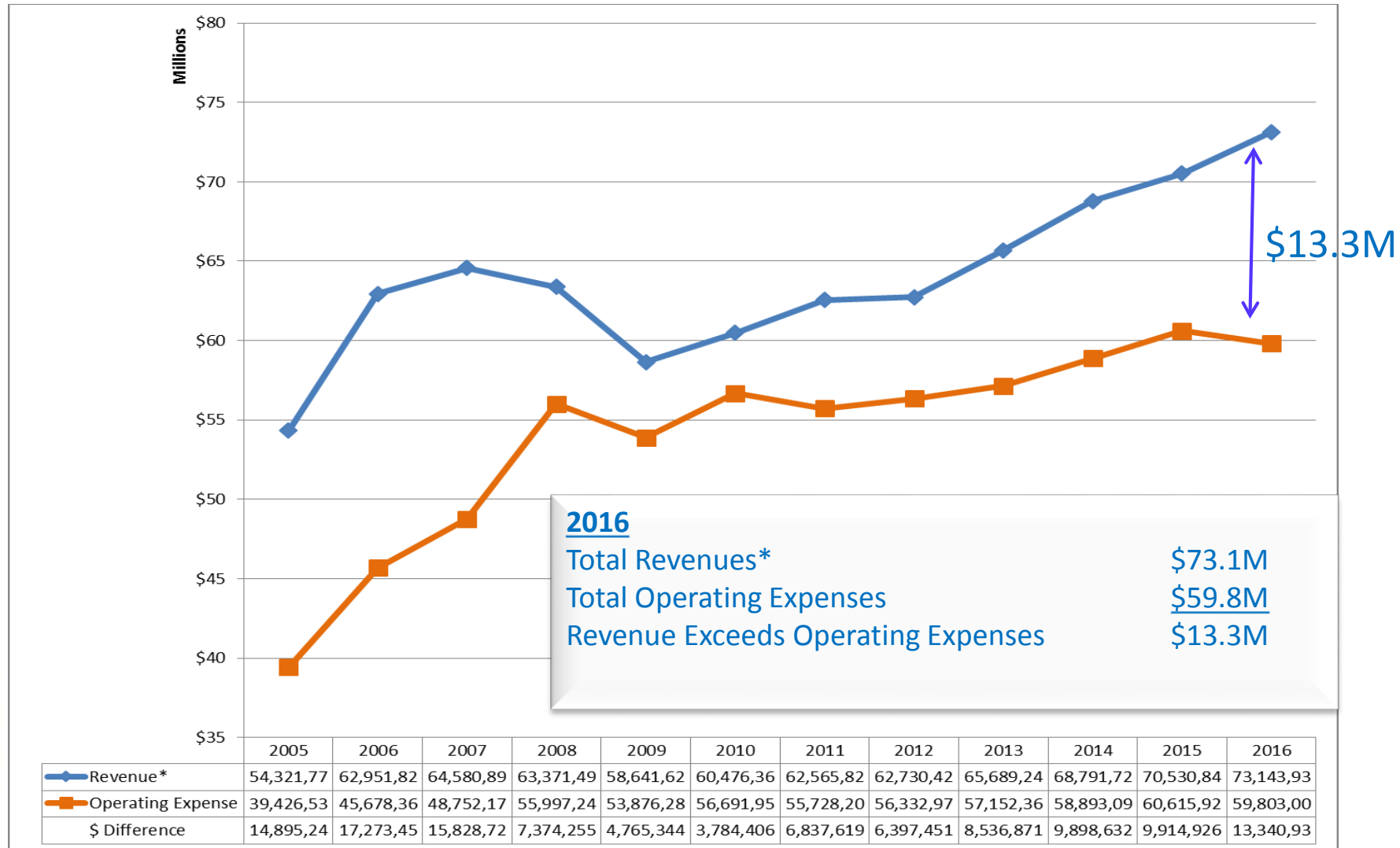


⁽¹⁾ Operating expenses exclude capital expenditures of \$13,134,388, Street/Road cooperative projects of \$190,035 and Election Costs of \$69,410 for-to-date December 2016.

2016 Budget Summary

Favorable Revenue Budget Variance	\$2.9M
Favorable Expense Budget Variance	<u>\$5.4M</u>
Total Favorable Budget Variance	\$8.3M

Revenues & Expenses 2005 to 2016



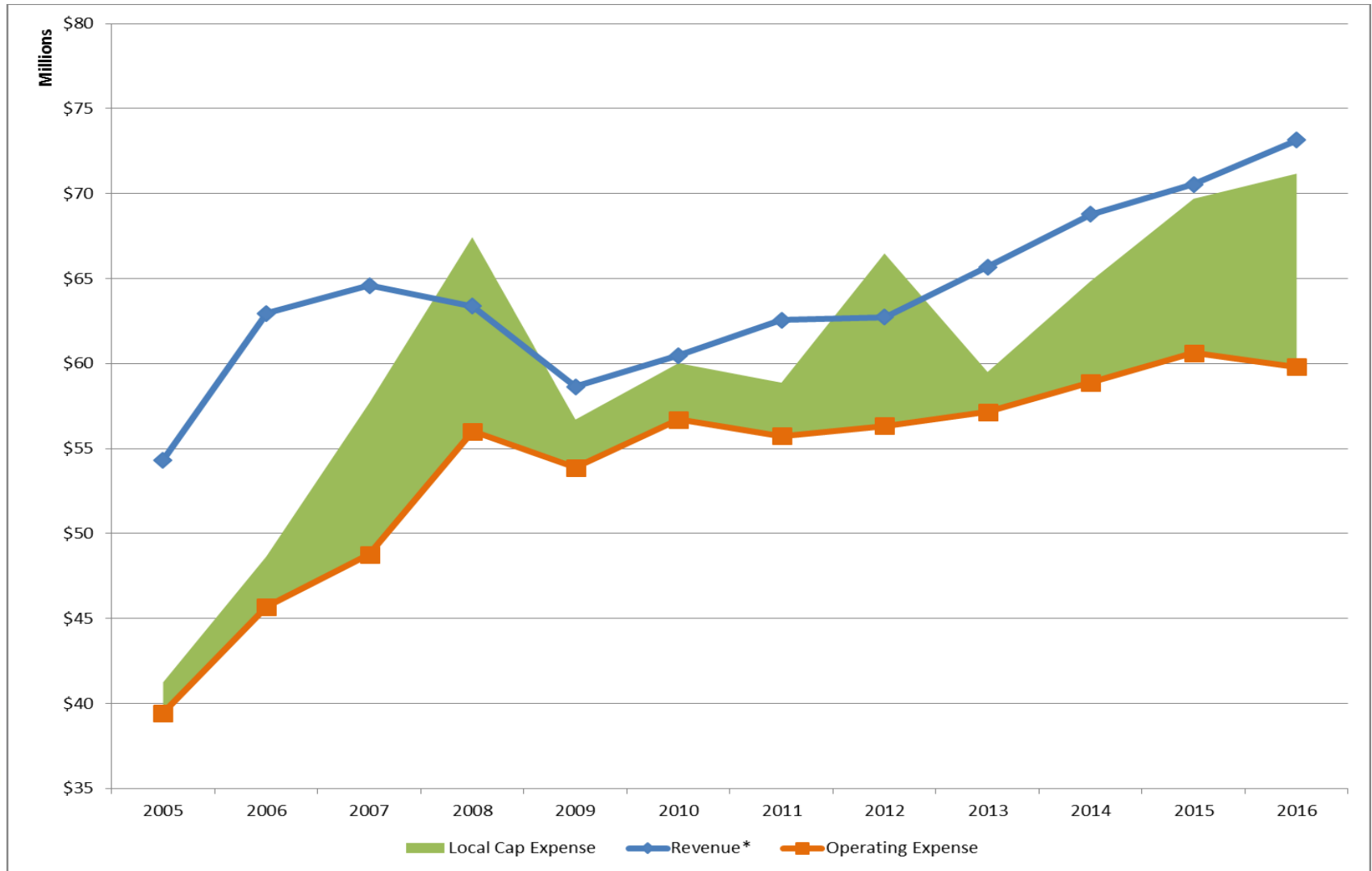
*Excludes grants used for capital projects

2016 Capital Budget Status Summary*

	State	Federal	Local	2016 Budget	Expensed to	Remaining
Capital Projects	<u>Funding</u>	<u>Funding</u>	<u>Funding</u>	<u>Total</u>	<u>Date</u>	<u>Balance</u>
Total Revenue Vehicles	\$0	\$1,041,341	\$4,286,513	\$5,327,854	\$3,327,409	\$2,000,445
Total Non-Revenue Vehicles	\$0	\$0	\$292,850	\$292,850	\$137,544	\$155,306
Total Facilities - Maintenance and Administration	\$0	\$0	\$1,245,869	\$1,245,869	\$521,379	\$724,490
Total Facilities - Passenger and Operational	\$0	\$80,000	\$2,351,308	\$2,431,308	\$2,909,115	(\$477,807)
Total Technology Projects	\$0	\$954,770	\$2,820,358	\$3,775,128	\$3,331,435	\$443,693
Total High Performance Transit	\$493,000	\$961,525	\$76,475	\$1,531,000	\$1,358,429	\$172,571
RECONCILING ITEMS (ITEMS BUDGETED AND ANTICIPATED TO HAVE BEEN PAID IN 2015 BUT DELAYED TO 2016):					\$370,788	(\$370,788)
RECONCILING ITEMS (ITEMS UNBUDGETED IN 2016):					\$1,178,288	(\$1,178,288)
GRAND TOTAL	\$493,000	\$3,037,636	\$11,073,373	\$14,604,009	\$13,134,388	\$1,469,621

*Detail information included in packet

Revenue*, Operating & Local Capital Expenses 2005 - 2016

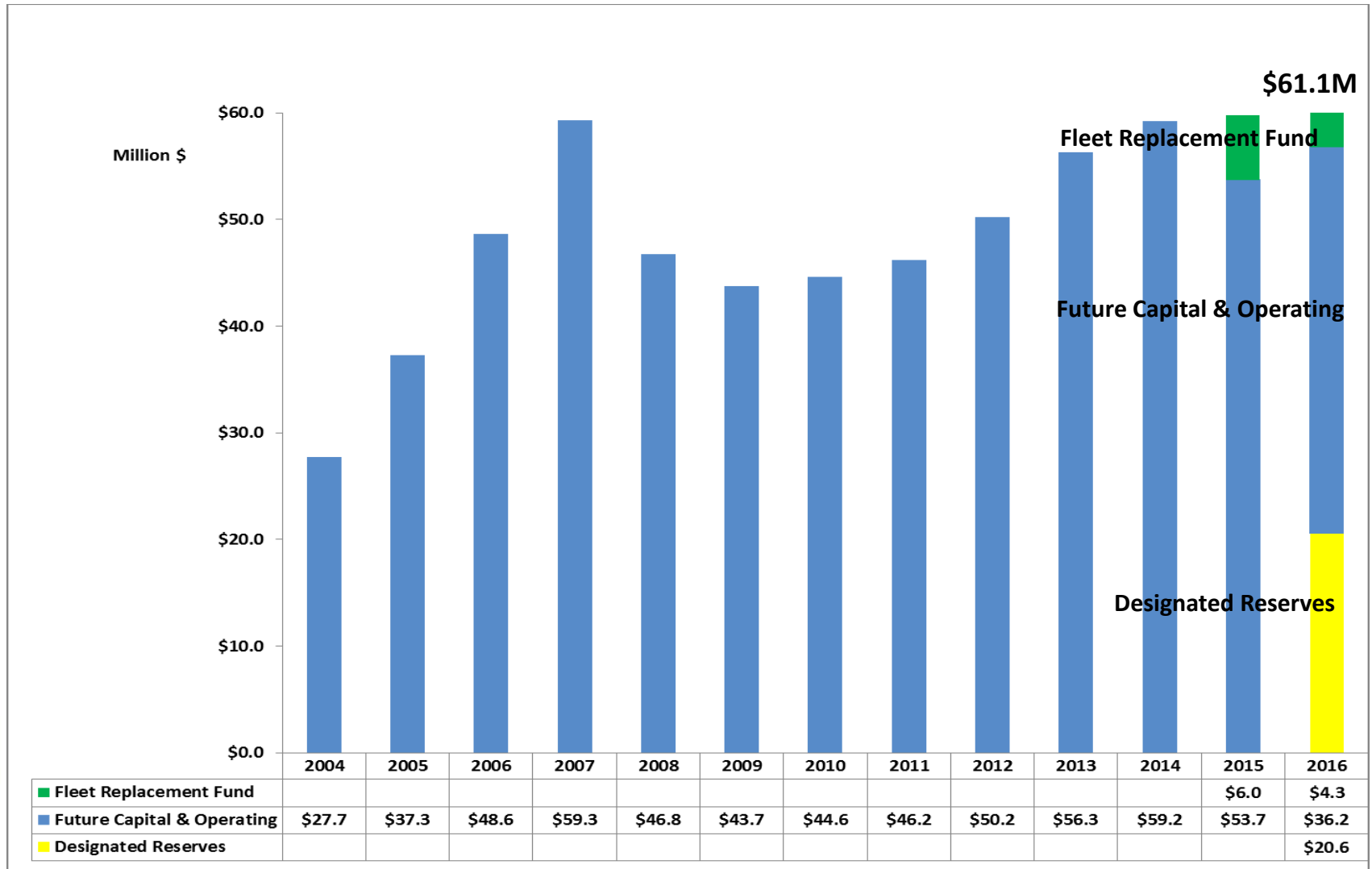


*Excludes grants used for capital projects

2016 Federal Grant Report

	LATEST APPROVED BUDGET	CUMULATIVE AMOUNT EXPENDED	ACCRUALS	UNEXPENDED BALANCE	UNEXPENDED LOCAL BALANCE	UNEXPENDED FEDERAL BALANCE
<u>GRANTS</u>						
WA-04-0064 ROOF REPLACEMENT/BUSINESS SYSTEM	4,645,068	3,450,290	0	1,194,778	238,956	955,822
WA-04-0090 GENERATORS, STATE OF GOOD REPAIR-MAINTENANCE	1,332,500	1,332,500	0	0	0	0
WA-34-0002 PARATRANSIT VANS (12)	2,904,777	2,553,352	0	351,425	70,285	281,140
WA-95-X079 UNIVERSAL TRANSIT ACCESS PASS - CCS	1,748,397	1,542,508	0	205,889	0	205,889
WA-95-X068 CENTRAL CITY/HPT DESIGN & STANDARDS	618,750	567,894	0	50,856	10,171	40,685
WA-95-X081 ENGINEERING/DESIGN WEST PLAINS TRANSIT CENTER	1,100,000	893,284	1,502	205,214	(137,244)	342,458
WA-95-X082 ENGINEERING/DESIGN CENTRAL CITY LINE	1,589,596	1,146,076	0	443,520	(759,126)	1,202,646
WA-90-X579 ADA ACCESS	97,849	97,849	0	0	0	0
WA-16-X048 VAN SERVICE EXPANSION, DEMAND RESPONSE, ADA PARATRANSIT	818,737	84,657	0	734,080	233,816	500,264
WA-90-X598 BUS SHELTERS, BUS STOP IMPROVEMENTS, SIGNAGE	96,250	52,698	0	43,552	8,710	34,841
WA-95-X092 SMART CARD/FAREBOX UPGRADE	1,400,000	0	0	1,400,000	700,000	700,000
WA-2016-005 ENHANCED ADA ACCESS, BUS SHELTERS, SIGNAGE	303,750	0	0	303,750	60,750	243,000
WA-2016-049 PARATRANSIT VAN (1), 40' BUS (1), 60' ARTIC BUS (1)	1,454,949	0	0	1,454,949	290,990	1,163,959
FEDERAL GRANTS TOTAL	\$18,110,623	\$11,721,108	\$1,502	\$6,388,013	\$717,308	\$5,670,705

2016 Cash Balance



**SPOKANE TRANSIT
CAPITAL BUDGET STATUS
DECEMBER 31, 2016**

Capital Projects	Quantity	State Funding	Federal Funding	Local Funding	2016 Budget Total	Expensed to Date	Remaining Balance
Revenue Vehicles							
Fixed Route Coaches (Diesel)	7			\$3,239,775	\$3,239,775	\$3,047,942	\$191,833
Fixed Route Coach Modine Electric Fan Retrofit				424,710	424,710	279,468	145,242
Paratransit Vans	12		\$1,041,341	260,335	1,301,676	-	1,301,676
Vanpool Vans (Replacement)	10			361,693	361,693	-	361,693
Total Revenue Vehicles	29	\$0	\$1,041,341	\$4,286,513	\$5,327,854	\$3,327,409	\$2,000,445
Non-Revenue Vehicles							
Service Vehicle	1			\$25,000	\$25,000	\$18,065	\$6,935
Scissor Lift	1			23,000	23,000	20,952	2,048
Service Truck	1			91,350	91,350	53,458	37,892
Box Truck	1			73,500	73,500	45,070	28,430
Shelter Cleaning Truck	1			80,000	80,000	-	80,000
Total Non-Revenue Vehicles	5	\$0	\$0	\$292,850	\$292,850	\$137,544	\$155,306
Facilities - Maintenance and Administration							
Boone - Facility Master Plan Program				\$815,234	\$815,234	\$226,555	\$588,679
Boone - Preservation and Improvements				168,750	168,750	167,044	1,706
Fleck Center Preservation and Improvements				22,885	22,885	-	22,885
Miscellaneous Equipment and Fixtures				239,000	239,000	127,780	111,220
Total Facilities - Maintenance and Administration		\$0	\$0	\$1,245,869	\$1,245,869	\$521,379	\$724,490
Facilities - Passenger and Operational							
Park and Ride Upgrades				\$275,000	\$275,000	\$454,002	(\$179,002)
Plaza Renovation				1,443,258	1,443,258	2,401,530	(958,272)
Route and Stop Facility Improvements			\$80,000	570,000	650,000	52,036	597,964
Valley Transit Center (Pence Cole) Preservation				3,050	3,050	-	3,050
Park and Ride Development				60,000	60,000	1,548	58,452
Total Facilities - Passenger and Operational		\$0	\$80,000	\$2,351,308	\$2,431,308	\$2,909,115	(\$477,807)
Technology Projects							
Business Systems Replacement			\$660,000	\$615,229	\$1,275,229	\$387,411	\$887,818
Communications Technology Upgrades				305,522	305,522	1,236,325	(930,803)
Computer Equipment Preservation and Upgrades				225,000	225,000	74,320	150,680
Fare Collection and Sales Technology			294,770	908,357	1,203,127	239,187	963,940
Operating and Customer Service Software				125,000	125,000	-	125,000
Security and Access Technology				541,250	541,250	-	541,250
Smart Bus Implementation				100,000	100,000	1,394,193	(1,294,193)
Total Technology Projects		\$0	\$954,770	\$2,820,358	\$3,775,128	\$3,331,435	\$443,693
High Performance Transit							
Central City Line		\$250,000	\$687,500		\$937,500	\$1,025,821	(\$88,321)
Cheney HPT Corridor - Four Lakes Station			51,300	\$34,200	85,500	115	85,385
HPT Program Development			80,000	20,000	100,000	96,553	3,447
West Plains Transit Center		243,000	142,725	22,275	408,000	235,940	172,060
Total High Performance Transit	-	\$493,000	\$961,525	\$76,475	\$1,531,000	1,358,429	\$172,571
GRAND TOTAL	34	\$493,000	\$3,037,636	\$11,073,373	\$14,604,009	\$11,585,312	\$3,018,697
RECONCILING ITEMS (ITEMS BUDGETED AND ANTICIPATED TO HAVE BEEN PAID IN 2015 BUT PAYMENTS DELAYED TO 2016):							
Central City Line						\$103,260	(\$103,260)
Miscellaneous Equipment						11,072	(11,072)
Boone Bus Washer						-	-
Service Vehicle						28,641	(28,641)
H&V Replacement Project-Boone						130,737	(130,737)
Paratransit Van-Propane						97,078	(97,078)
RECONCILING ITEMS (ITEMS UNBUDGETED IN 2016):							
Lift Project-Paratransit						4,480	(4,480)
Jefferson Lot Improvements						139	(139)
FR Maintenance Sharp Air Compressor						22,402	(22,402)
Right of Way Acquisition for West Plains						1,146,473	(1,146,473)
Right of Way Acquisition for Moran Prairie						4,794	(4,794)
Subtotal RECONCILING ITEMS		\$0	\$0	\$0	\$0	\$1,549,076	(\$1,549,076)
GRAND TOTAL		\$493,000	\$3,037,636	\$11,073,373	\$14,604,009	\$13,134,388	\$1,469,621

**SPOKANE TRANSIT
STATUS OF FEDERAL CAPITAL GRANTS
DECEMBER 31, 2016**

<u>GRANTS</u>	<u>LATEST APPROVED BUDGET</u>	<u>CUMULATIVE AMOUNT EXPENDED</u>	<u>ACCRUALS</u>	<u>UNEXPENDED BALANCE</u>	<u>UNEXPENDED LOCAL BALANCE</u>	<u>UNEXPENDED FEDERAL BALANCE</u>
WA-04-0064 ROOF REPLACEMENT/BUSINESS SYSTEM	4,645,068	3,450,290	0	1,194,778	238,956	955,822
WA-04-0090 GENERATORS, STATE OF GOOD REPAIR-MAINTENANCE	1,332,500	1,332,500	0	0	0	0
WA-34-0002 PARATRANSIT VANS (12)	2,904,777	2,553,352	0	351,425	70,285	281,140
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WA-95-X092 SMART CARD/FAREBOX UPGRADE	1,400,000	0	0	1,400,000	700,000	700,000
WA-2016-005 ENHANCED ADA ACCESS, BUS SHELTERS, SIGNAGE	303,750	0	0	303,750	60,750	243,000
WA-2016-049 PARATRANSIT VAN (1), 40' BUS (1), 60' ARTIC BUS (1)	1,454,949	0	0	1,454,949	290,990	1,163,959
FEDERAL GRANTS TOTAL	\$18,110,623	\$11,721,108	\$1,502	\$6,388,013	\$717,308	\$5,670,705

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

March 1, 2017

AGENDA ITEM 6C : **SEPTEMBER 2017 SERVICE REVISIONS – PRELIMINARY PROPOSAL**

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning
 Matt Kenney, Transit Planner III

SUMMARY: With voter approval of STA Proposition 1, the multi-year implementation of the projects will begin immediately with some of the basic service improvements that are scheduled to be in operation by the end of 2017. In order to accelerate improvements, some of these improvements are scheduled to go into effect in May 2017, while others are slated for September, a more typical time for major changes. Phase I of the 2017 service changes and modifications were approved by the STA Board of Directors on December 15, 2016 and will be implemented in May. This Preliminary Proposal will focus on Phase II of the 2017 service changes and modifications scheduled to be implemented in September.

Although the concepts listed in this Preliminary Proposal have been outlined in the *STA Moving Forward* plan, this September 2017 service change will be brought forward through a public process to receive public input before service can begin. The changes are considered moderate (1.0% up to 5.0% growth or reduction in revenue hours of service in any calendar year), according to Policy 1.1 of the Communications and Public Input Element of STA's Comprehensive Plan. Required Board action is to be preceded by public outreach and a public hearing. The Preliminary Proposal represents a beginning point for public dialogue and input, which will be critical for a Final Recommendation that will be published in May. The timeline for receiving public input and refining, approving, and implementing the proposal is provided below.

DATE	ACTIVITY
February 1, 2017 to March 15, 2017	Proposal available for the public to view and provide input on via an online survey. Outreach at neighborhood group meetings, notices on bus stops, and flyers at park-and-ride lots.
February 16, 2017	Preliminary Proposal available to Board of Directors
April 5, 2017	Present Draft Recommendation to Performance Monitoring & External Relations Committee
April 20, 2017	Public hearing on Draft Recommendation by Board of Directors
May 3, 2017	Present Final Recommendation to Performance Monitoring & External Relations Committee
May 18, 2017	Board of Directors action
September 17, 2017	Service revisions go into effect based on Board approval

Proposal Overview

This Preliminary Proposal incorporates phasing in several fixed-route projects identified in *STA Moving Forward* to be implemented in 2017, as well as exploring objectives listed in the Service Implementation Plan contained within the Transit Development Plan (TDP). For this second phase of 2017 improvements, the following improvements, in addition to routine service adjustments, have been identified in Appendix B of the *STA Moving Forward* plan:

- Upgrade to High Performance Transit (HPT) "Lite" service along I-90 between Spokane and Liberty Lake via Spokane Valley, including new night and weekend service (first phase – introduce more mid-day weekday trips);
- Improve weekday reliability for bus service on North Division Street; and
- Add Sunday service on North Nevada Street.

Further details on the specific changes listed above, as well as other proposed service revisions, are available for the public to view and provide input on via an online survey. The Preliminary Proposal document may be viewed at the following link:

http://www.spokanetransit.com/files/content/Sept_2017_Preliminary_Proposal.pdf

RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SEPTEMBER 2017 SERVICE REVISIONS – PRELIMINARY PROPOSAL

Purpose: Information only.

Requirement: The board-adopted *STA Moving Forward* plan calls for additional routes and service throughout the STA service area.

Background

- *New service improvements to be implemented in 2017 due to successful ballot measure*
- Phase I of 2017 improvements to be implemented in May were approved by Board 12/15/16
- Phase II of 2017 improvements to be implemented in September

Service Change Timeline

Preliminary Proposal

- Present to the STA Board Committees – February 1, 2017
- Outreach at neighborhood group meetings - February to March 15, 2017
- Notices on bus stops
- Flyers on cars at the Valley Transit Center and Liberty Lake park & rides
- Public/Customer Online Survey

Draft Recommendation

- Present to the Performance Monitoring and External Relations Committee April 5, 2017
- Hold public hearing April 20, 2017

Final Recommendation

- Present to the Performance Monitoring and External Relations Committee May 3, 2017
- Obtain Board approval May 18, 2017

Service Changes

- Bus route changes effective September 17, 2017

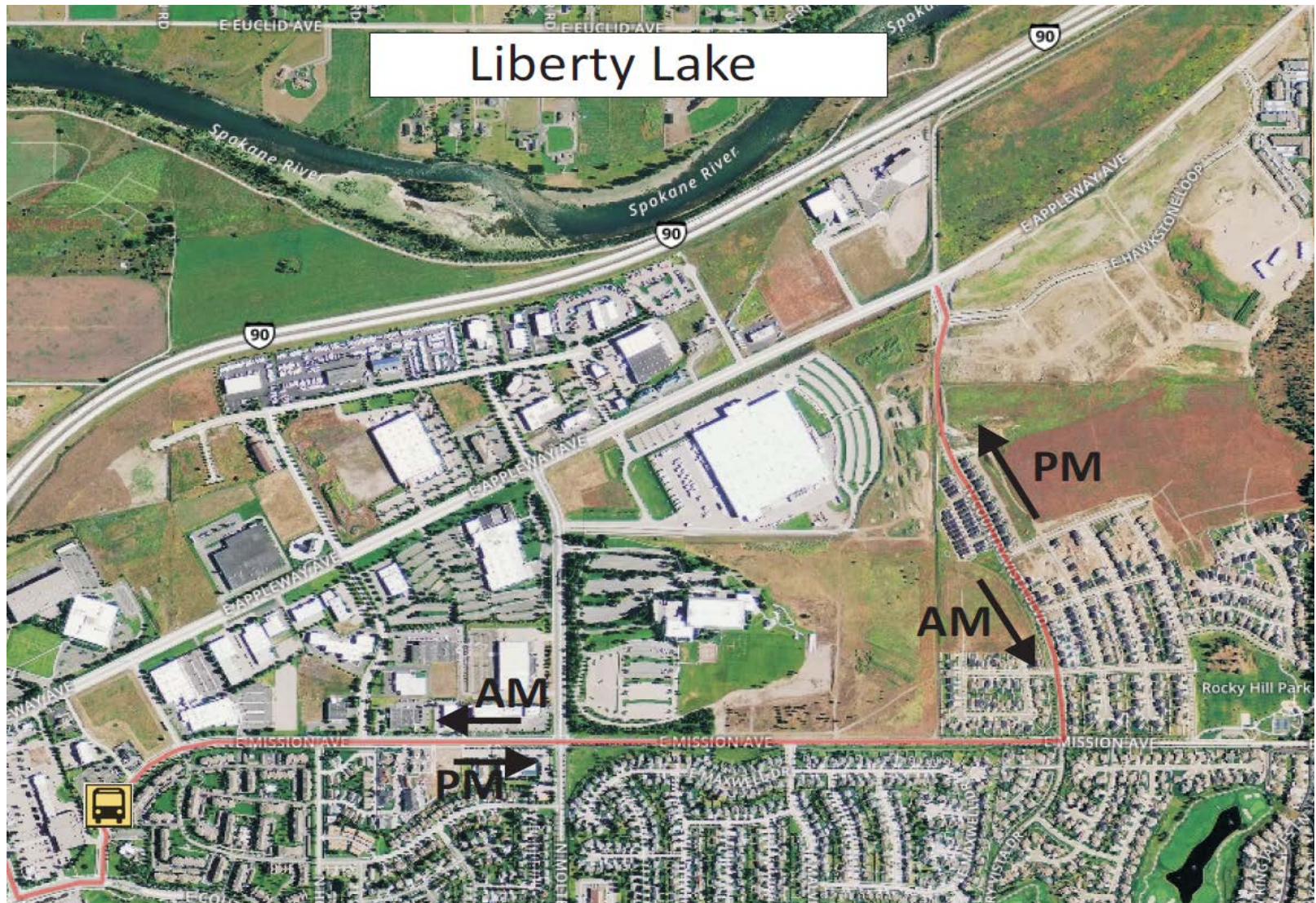
Preliminary Proposal Overview

- This Preliminary Proposal incorporates the second phase of improvements that are to be made in 2017
- These improvements are categorized as follows:
 - More service on existing routes
 - Modify/Add service
 - Modify existing routes to improve service effectiveness

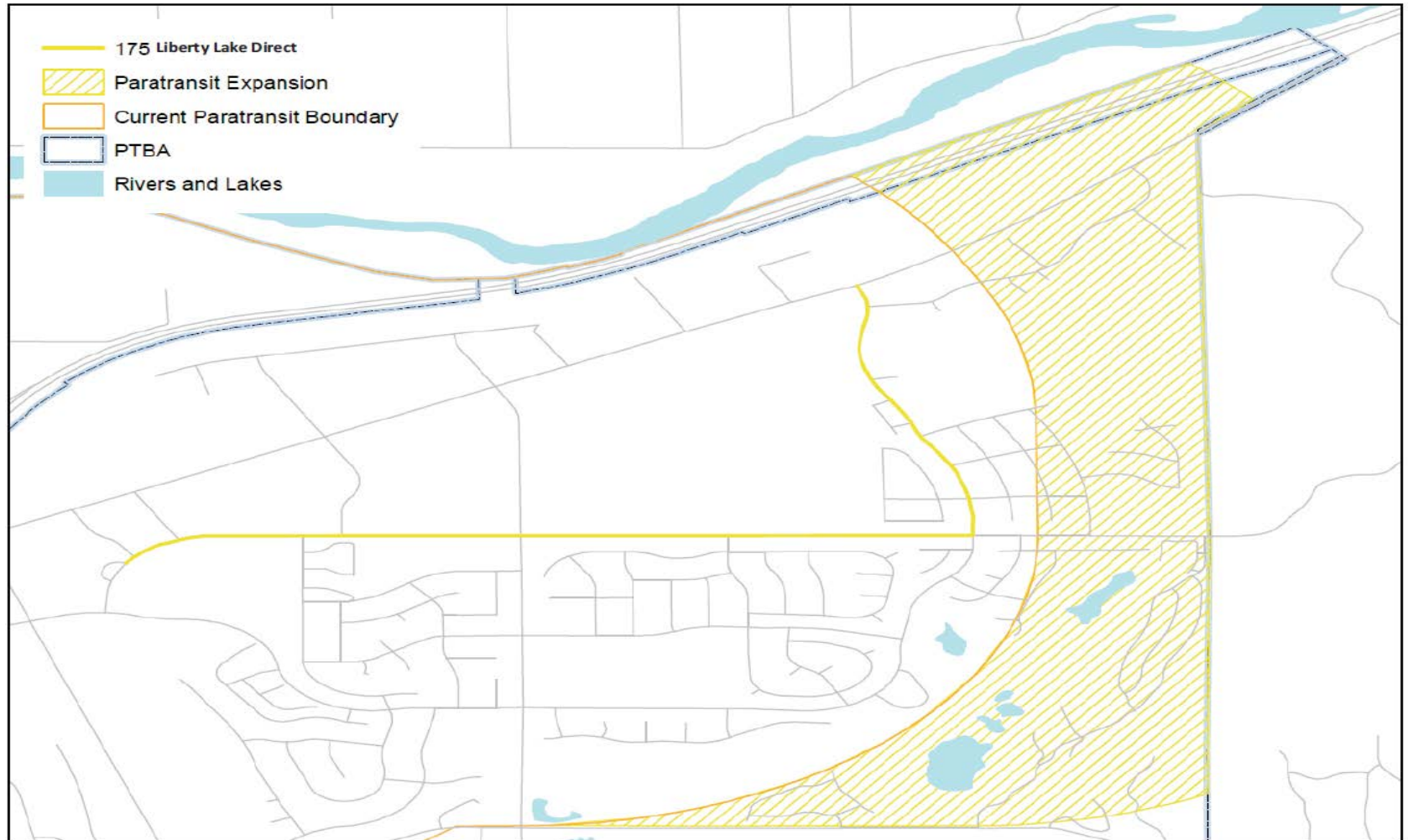
More service on existing routes

- Extend Route 28 Nevada to end of line Saturday nights and all day Sunday/Holidays per *STA Moving Forward* plan
- More weekday mid-day trips on Route 174 in order to fill gaps in service per *STA Moving Forward* plan
- Introduce non-stop service between Liberty Lake and Spokane with limited peak weekday service
 - Full implementation of this *STA Moving Forward* improvement is not scheduled until the end of the 10 year planning horizon
 - Expand Paratransit boundary in Liberty Lake
 - Serve new areas east of current service

More service on existing routes



More service on existing routes



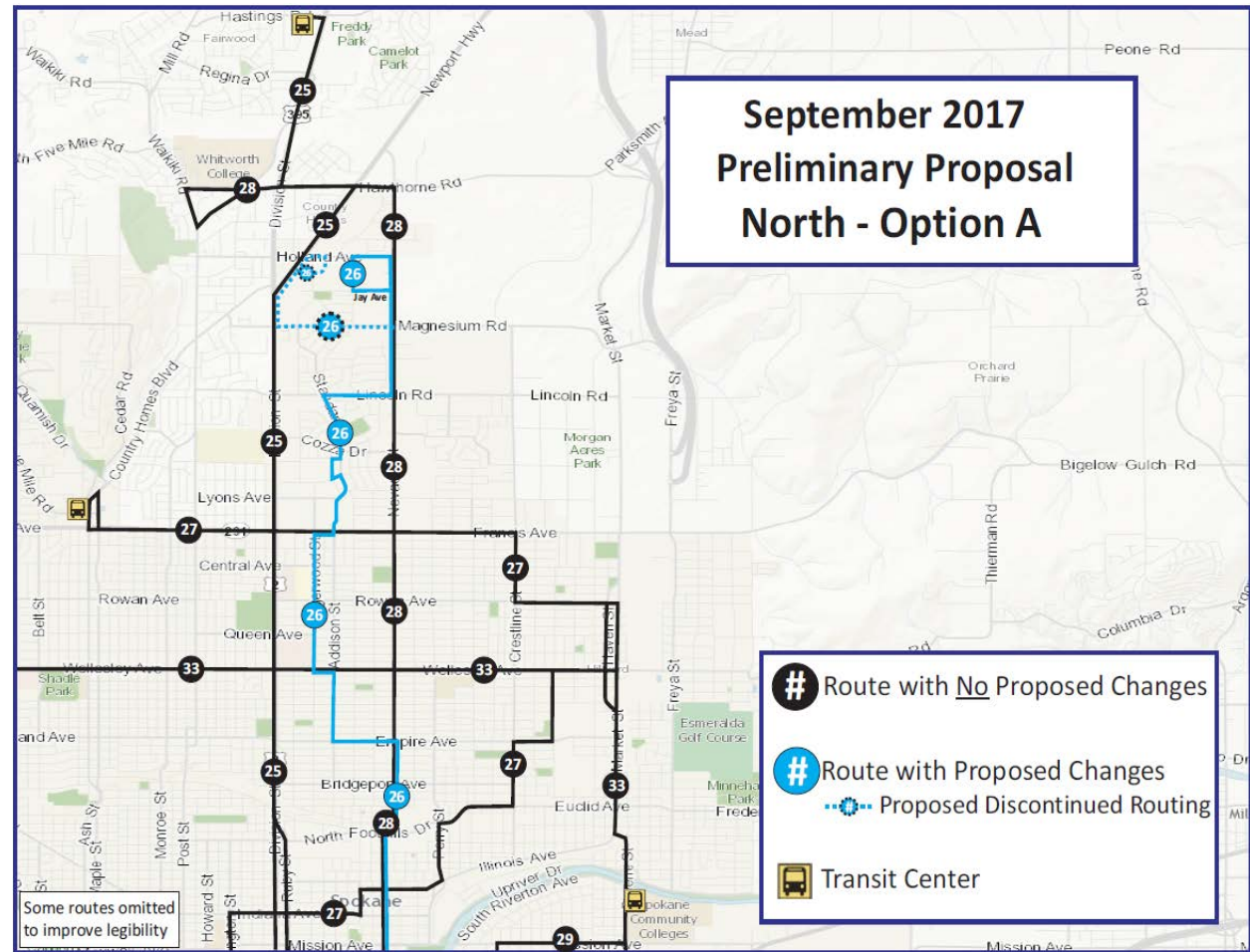
175 Liberty Lake Direct

Modify/Add service

- The TDP calls for exploring service revisions for North Spokane in order to address several operational issues such as improving reliability, service effectiveness, and providing a restroom for coach operators
- There are multiple options for accomplishing these objectives
- Two options have been prepared for the Preliminary Proposal

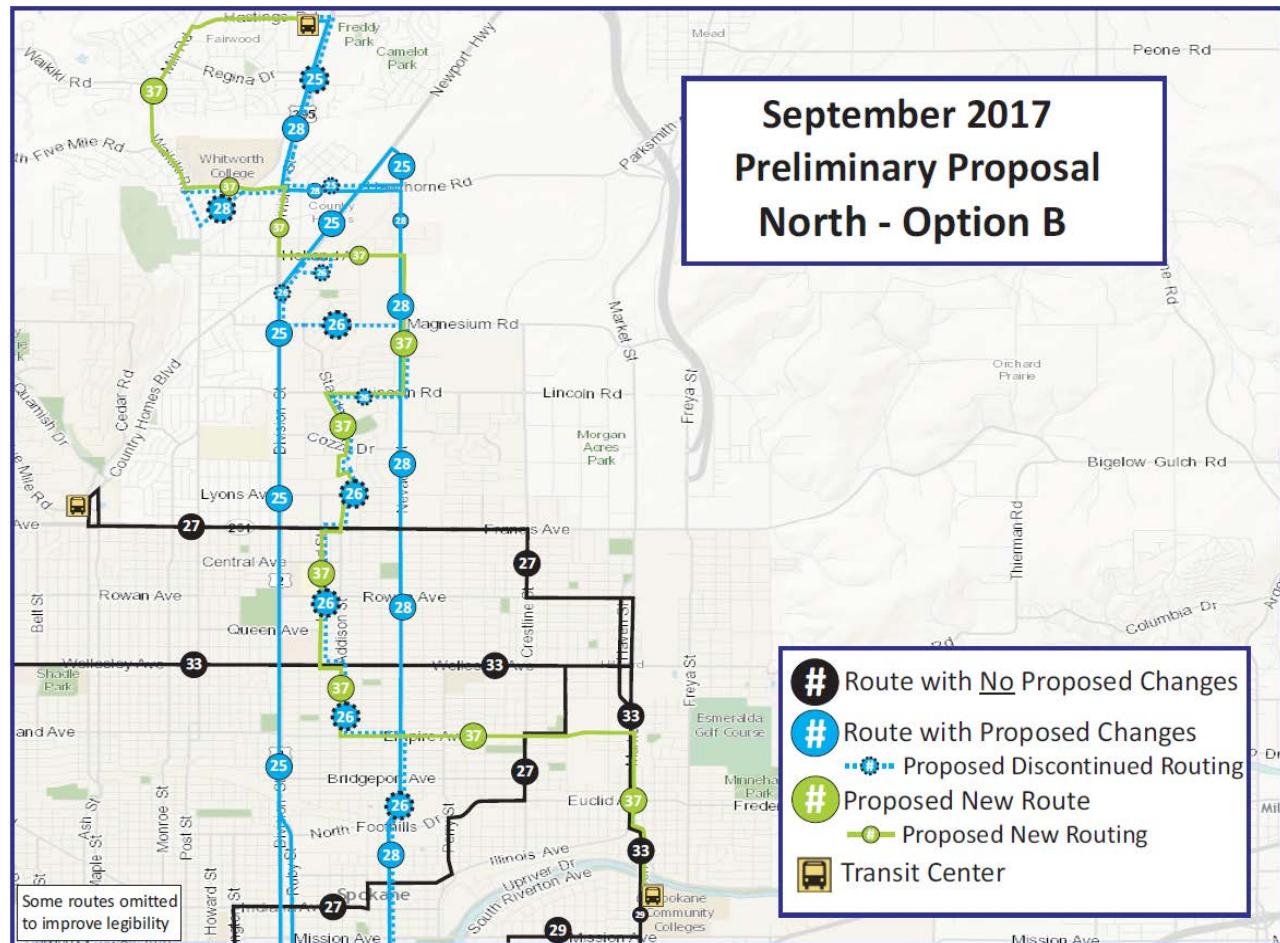
North Proposal – Option A

- Modifies Route 26 end of line location
- Minimal change to other existing route patterns
- Requires building a restroom for Route 28 coach operators



North Proposal – Option B

- Modifies Route 25 end of line location
- Discontinues Route 26 and replaces with new Route 37
- Modifies Route 28 end of line location to provide restroom
- Bus service to new areas

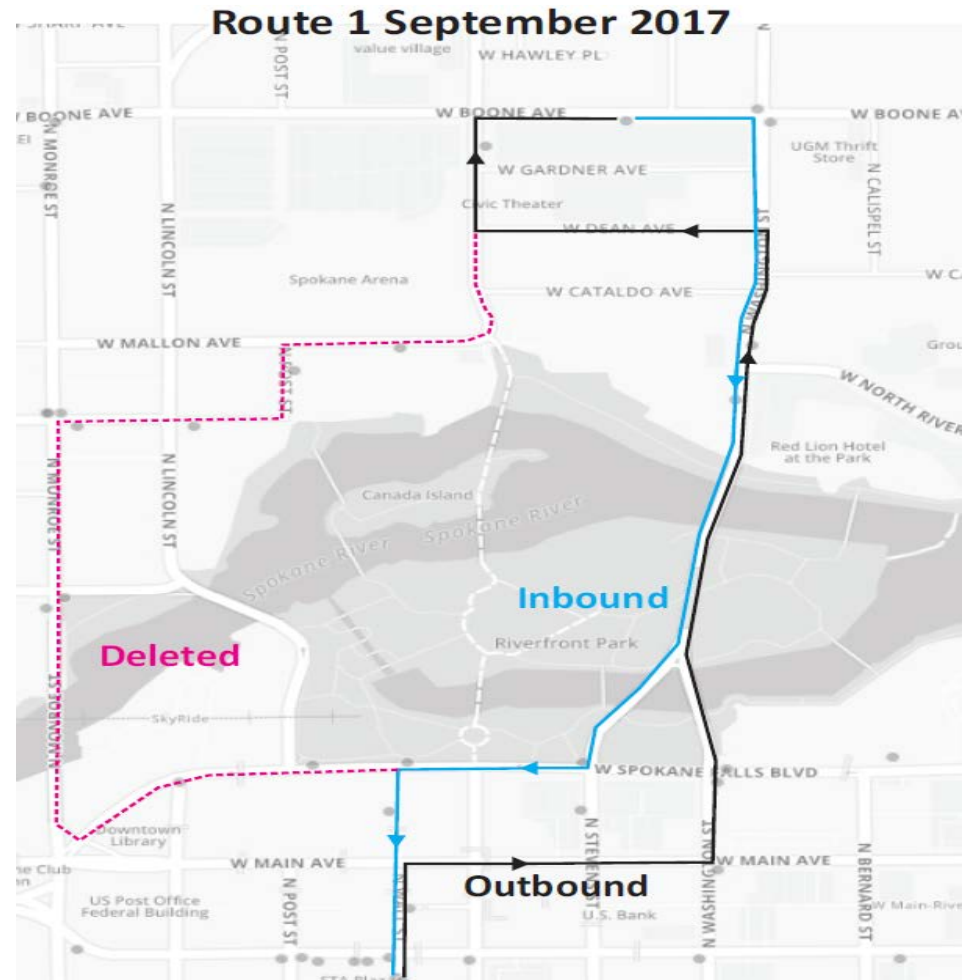


Modify existing routes to improve service effectiveness

- Improve weekday outbound departure reliability on Route 25 per *STA Moving Forward* plan
- Introduce a layover location in downtown other than the Plaza
- Significantly reduce buses that dwell in front of SRBC

Modify existing routes to improve service effectiveness

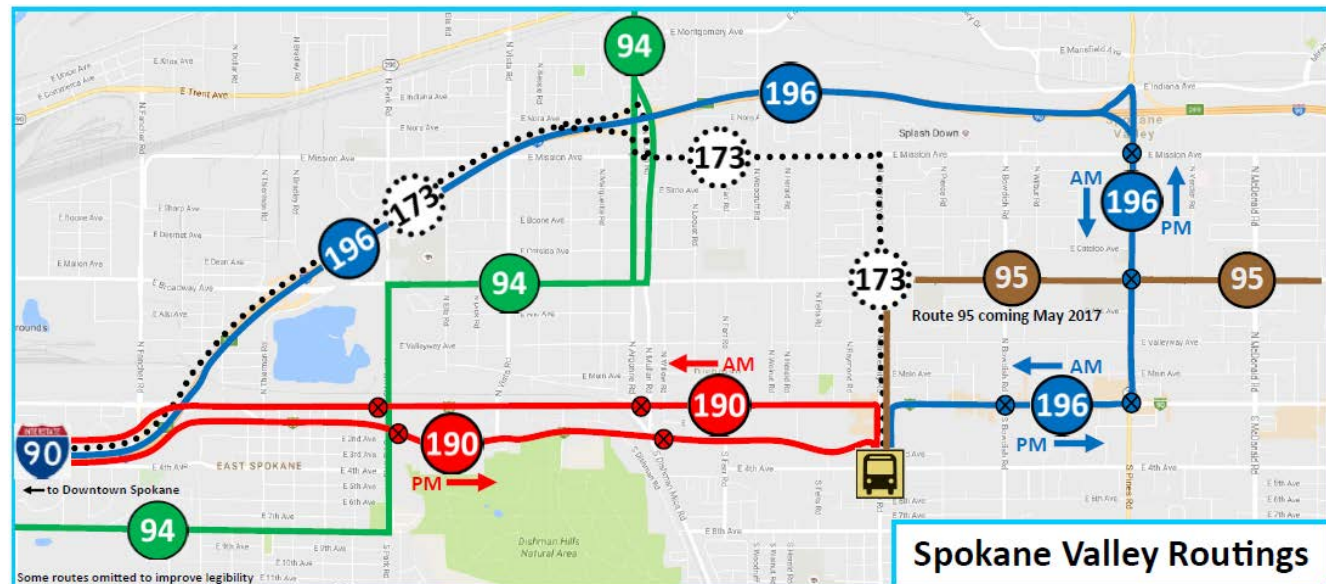
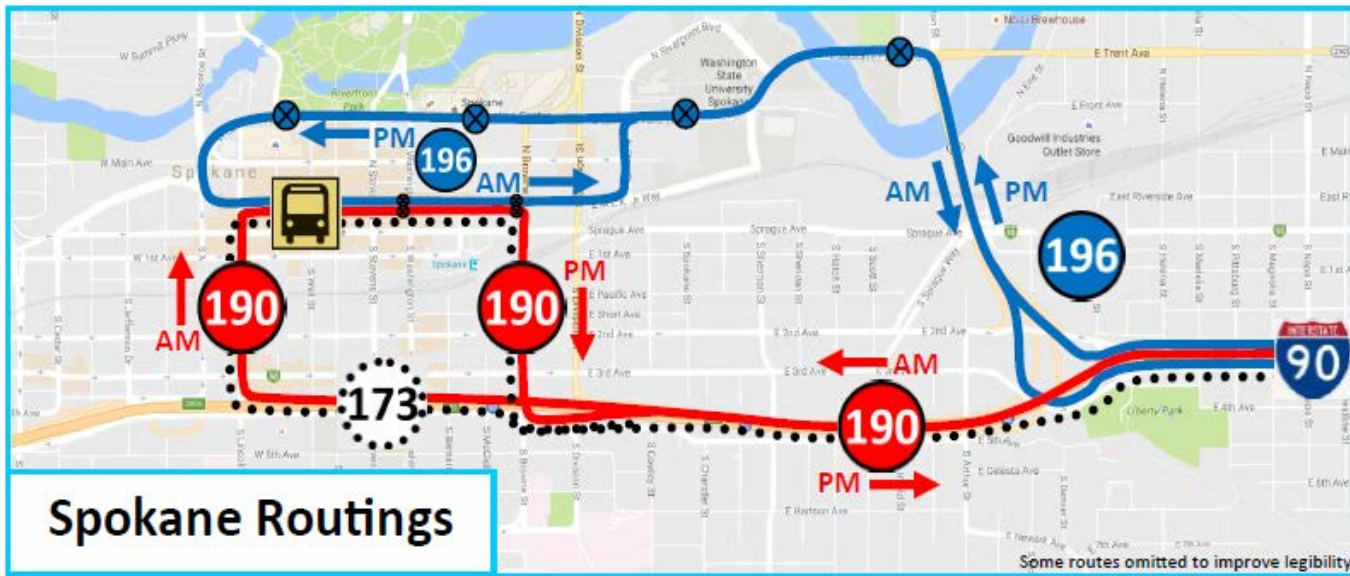
- Provide a more direct return trip to Arena lot on Route 1
- Route will be on this detour routing soon due to downtown City of Spokane projects
- Wall Street redesign makes two-way bus travel difficult between Main Ave and Spokane Falls Blvd



Modify existing routes to improve service effectiveness

- The route pattern for Route 173 VTC Express was created prior to the Sprague/Appleway improvements that were completed in 1999
- Routing revisions could reduce travel time
- A “reverse peak” route pattern could support commutes to employment areas within Spokane Valley
- Continue public input and discussion from the May 2017 Preliminary Proposal

AM Peak and Reverse-Peak Proposals



Service Change Timeline

Preliminary Proposal

- Present to the STA Board Committees–February 1, 2017
- Outreach at neighborhood group meetings - February to March 15, 2017
- Notices on bus stops
- Flyers on cars at the Valley Transit Center and Liberty Lake park & rides
- Public/Customer Online Survey

Draft Recommendation

- Present to the Performance Monitoring and External Relations Committee April 5, 2017
- Hold public hearing April 20, 2017

Final Recommendation

- Present to the Performance Monitoring and External Relations Committee May 3, 2017
- Obtain Board approval May 18, 2017

Service Changes

- Bus route changes effective September 17, 2017

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

March 1, 2017

AGENDA ITEM 7: CEO REPORT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: N/A

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

RECOMMENDATION TO COMMITTEE: N/A

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING & EXTERNAL RELATIOS COMMITTEE MEETING

March 1, 2017

AGENDA ITEM 8A : **FEBRUARY 2017 SALES TAX REVENUE INFORMATION**

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Lynda Warren, Director of Finance & Information Services
 Lynn Holmes, Financial Services Manager
 Tammy Johnston, Budget and Accounting Manager

SUMMARY:

Attached is February 2017 sales tax revenue information.

February sales tax revenue, which represents sales for December 2016, was:

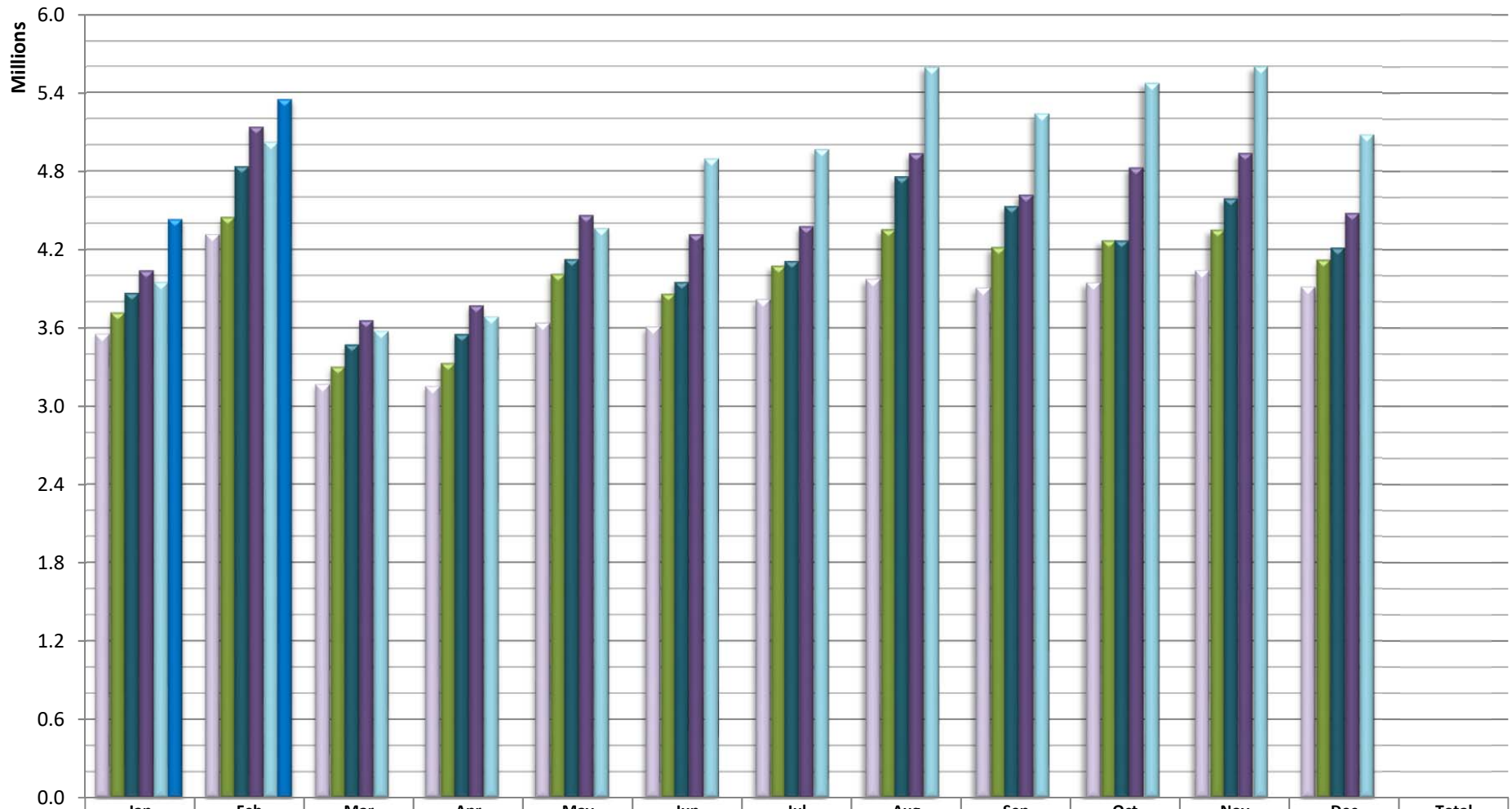
 +4.1% over February 2016 actual
 +9.1% YTD above budget
 +6.6% above YTD actual

RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

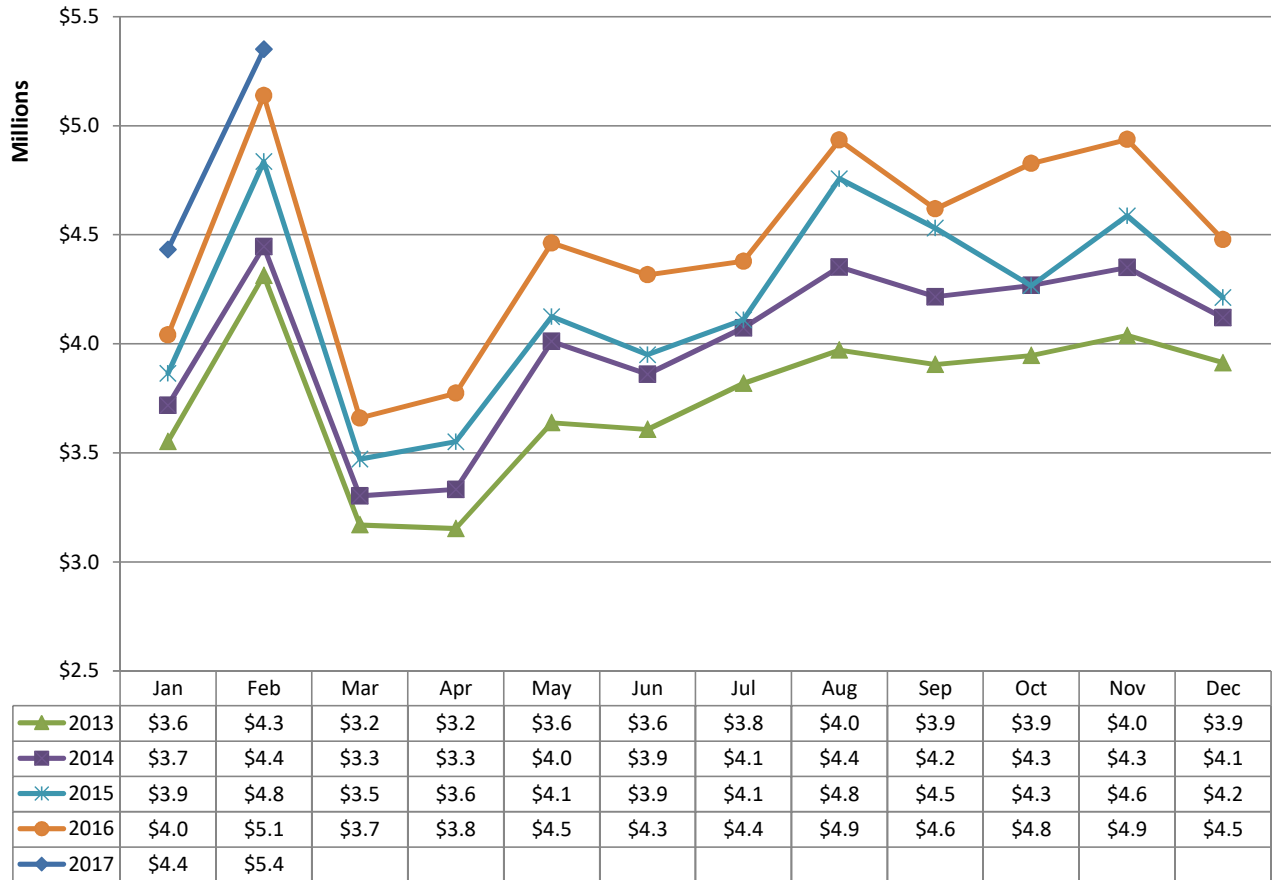
2013 - 2017 SALES TAX RECEIPTS ⁽¹⁾



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2013 Act.	3,552,629	4,313,315	3,170,287	3,152,776	3,638,110	3,607,445	3,818,364	3,971,379	3,905,284	3,946,531	4,038,362	3,913,617	45,028,101
2014 Act.	3,717,183	4,445,759	3,303,019	3,331,820	4,010,737	3,860,469	4,073,091	4,352,108	4,215,907	4,267,406	4,349,765	4,119,702	48,046,965
2015 Act.	3,865,250	4,835,478	3,471,459	3,550,797	4,124,484	3,949,801	4,109,906	4,756,705	4,530,359	4,265,975	4,587,132	4,211,936	50,259,282
2016 Act.	4,040,342	5,138,043	3,659,616	3,772,996	4,462,273	4,315,784	4,378,473	4,933,936	4,618,531	4,826,474	4,936,883	4,477,725	53,561,075
2017 Bud.	3,947,098	5,019,467	3,575,159	3,685,923	4,359,292	4,891,978	4,963,036	5,592,658	5,235,144	5,470,849	5,595,998	5,075,538	57,412,140
2017 Act.	4,432,233	5,350,787	-	-	-	-	-	-	-	-	-	-	
\$ Mo. Var.	391,892	212,744	-	-	-	-	-	-	-	-	-	-	
% Mo. Var.	9.7%	4.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
\$ YTD Var.	391,892	604,635	-	-	-	-	-	-	-	-	-	-	
% YTD Var.	9.7%	6.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
% YTD Bud. Var.	12.3%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

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

Sales Tax Revenue History-February 2017⁽¹⁾



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

Sales Tax Summary (with Mitigation for All Jurisdictions)				
February 2017				
	YTD 2016	YTD 2017	\$ CHANGE	% CHANGE
LIBERTY LAKE	\$ 437,688	\$ 496,908	\$ 59,221	13.5%
SPOKANE VALLEY	3,305,129	3,657,256	352,127	10.7%
SPOKANE COUNTY	4,226,978	4,587,619	360,641	8.5%
MILLWOOD	79,310	85,232	5,922	7.5%
PFD	1,629,755	1,743,348	113,593	7.0%
STA	9,178,385	9,783,020	604,635	6.6%
AIRWAY HEIGHTS	275,983	293,720	17,737	6.4%
SPOKANE	7,555,472	7,864,790	309,318	4.1%
CHENEY	221,681	228,590	6,909	3.1%
MEDICAL LAKE	44,414	42,114	(2,300)	-5.2%
ALL	\$ 26,954,794	\$ 28,782,597	\$ 1,827,803	6.8%

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 1, 2017

AGENDA ITEM 8B : **2017 STATE AUDIT TIMELINE**

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Lynda Warren, Director of Finance & Information Services
 E. Susan Meyer, Chief Executive Officer

SUMMARY: The Washington State Auditor will begin the NTD and Financial Audit this month. The entrance conference will be scheduled at the end of March. The draft audit schedule is below. Dates to be confirmed by the State Auditor's Office (SAO).

Week of 3/27/2017	SAO Entrance Conference
4/28/2017	SAO finish financial audit & exit conference with STA Finance
May 2017 (TBD)	Exit conference with STA Administration
7/12/2017	Exit conference with Performance Monitoring & External Relations Committee

RECOMMENDATION TO COMMITTEE: Information Only.

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

March 1, 2017

AGENDA ITEM 8C : JANUARY 2017 OPERATING INDICATORS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Steve Blaska, Director of Operations
Karl Otterstrom, Director of Planning



SUMMARY: Ridership in January continued the trends STA experienced throughout the previous year. There was one more weekday in January 2017 compared to January 2016.

FIXED ROUTE

Fixed Route 2017 ridership goal is to sustain 2016 ridership levels. Year to date January ridership fell 5.4%. This result tracks with overall national ridership trends. These trends continue to generally track overall national ridership trends. Most assert a large reason for ridership decline is the relatively low cost of gasoline. APTA Second Quarter Ridership report shows a similar decline across the country for bus systems in cities STA's size.

The more severe weather lately has had an impact as well. To a certain extent ridership tends to go up during severe weather, but there is a tolerance level of rainy conditions, extremely low temperatures, and snow accumulation that has a negative effect. Specifically, the remodel of the PUB at EWU has probably had an effect due to students not being able to wait indoors for their bus.

Detailed breakdown:

- Adult ridership decreased 5.5% (559,721 vs. 592,512 in January 2016)
- CCS Pass ridership decreased 2.7% (62,560 vs. 64,273 in January 2016)
- Eagle Pass ridership decreased 16.6% (81,829 vs. 98,117 in January 2016)
- GU Bulldogs Pass ridership decreased 38.6% (3,277 vs. 5,338 in January 2016)
- Youth ridership decreased 8.3% (54,514 vs. 59,472 in January 2016)
- Reduced Fare / Para ridership decreased 14.5% (99,060 vs. 115,895 in January 2016)

PARATRANSIT

Paratransit 2017 ridership goal is 0.5% increase from 2016 ridership level. Monthly ridership decreased 4.1% (38,471 vs. 40,124 in January 2016). Weather also had an effect on Paratransit service as many trips were cancelled on days when we experienced snowfall and freezing rain and then trips were re-booked in the following days.

Detailed breakdown:

STA transported 1653 fewer customers in January 2017 compared to January 2016. This represents a 4.1% decrease in ridership. However, 5289 trips were canceled on the day of service in January 2017 compared to 3680 in January 2016; an increase of 2148 cancels.

The decrease in ridership is not indicative of the overall ridership trends which indicate a potential increase in ridership for 2017. In January, Paratransit averaged 1750 trips planned per day on Tuesdays, Wednesdays and Thursdays and 515 on Saturdays.

Special Use Van ridership decreased 38.7% (2,165 vs. 3,533 in January 2016)

VANPOOL

Vanpool 2017 ridership goal is to sustain 2016 ridership levels. Vanpool customer trips were down 7.7% (16,673 vs 18,057 in January 2016).

There were 87 vs. 97 total vans were in service in January 2017 vs. January 2016. This is one less van than the previous month and ten fewer vans than a year ago. Vanpool is especially susceptible to lower fuel prices and fluctuations in the workforce at large employers.

Detailed breakdown:

- 703 riders took at least one trip in January 2017 vs 780 in January of 2016. Vanpool vans are averaging 8 plus riders per van per month.
- Riders added in January this year 19 vs 20 in January 2016
- Riders removed this year, 22 in 2017 vs 53 in January of 2016
- Average vanpool round trip 53.01

Vanpool met with Kootenai County to discuss multi-state promotion of vanpool and collaboration opportunities. Onsite visits were completed at Fairchild AFB and at Inland Imaging. The vanpool team also met with the County CTR office to continue the discussion of promoting vanpool in Liberty Lake. A van from Airway Heights to Cheney started in mid-February to EWU.

CUSTOMER SERVICE

Pass sales generally trend with ridership, however this month many of our pass outlet and large group purchasers replenished their inventories which led to a month to month positive comparison. One exception is the City Ticket program which has shown consistent sales growth for several months. This is largely attributed to the closure of a parking lot currently being developed as a site for the storm water containment project.

Detailed statistics breakdown:

Total monthly pass sales increased 22.9% (11,394 vs. 9,271 in 2016).

- Adult Pass/Smartcard sales increased 22.1% (5,077 vs. 4,157 in January 2016)
- Employer Sponsored Bus Pass (ESBP) sales increased 38.5% (1,307 vs 944 in January 2016)
- Student Pass sales decreased 80.6% (14 vs. 72 in January 2016). Decreases are attributed to universities converting to the UTAP program.
- Youth Pass/Smartcard monthly sales increased 125.1% (2,125 vs. 944 in January 2016)
- City Ticket monthly sales increased 8.1% (415 vs. 384) in January of 2016)
- Reduced Fare Pass/Smartcard monthly sales decreased 17.8% (1,619 vs. 1,969 in January 2016)
- Paratransit Pass/Smartcard sales increased 4.5% (837 vs. 801) in January 2016)

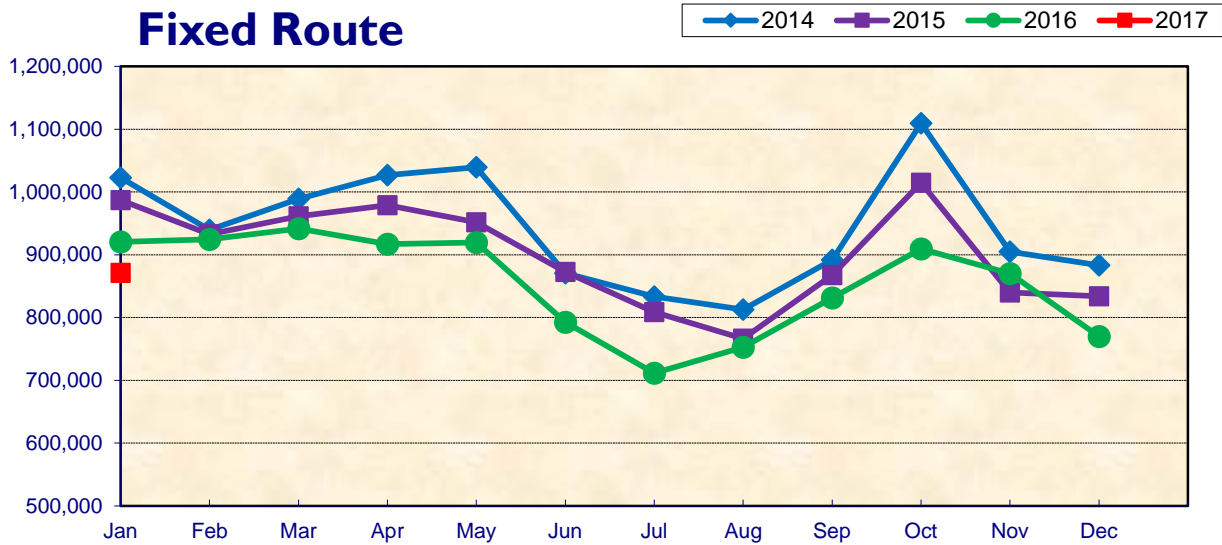
RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

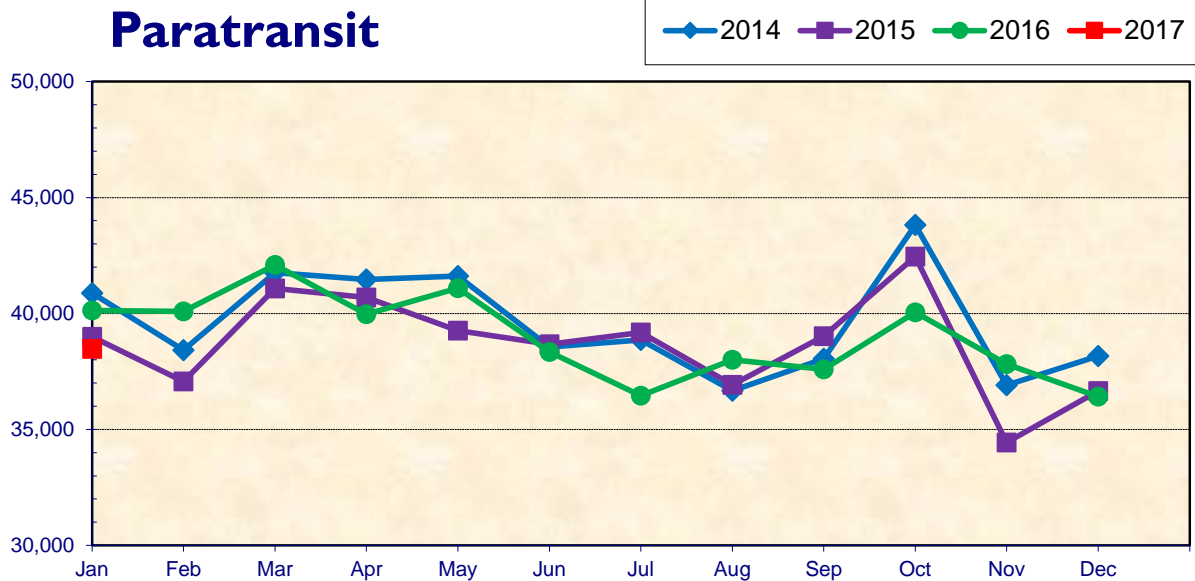
Division Head _____ Chief Executive Officer _____ Legal Counsel _____

RIDERSHIP

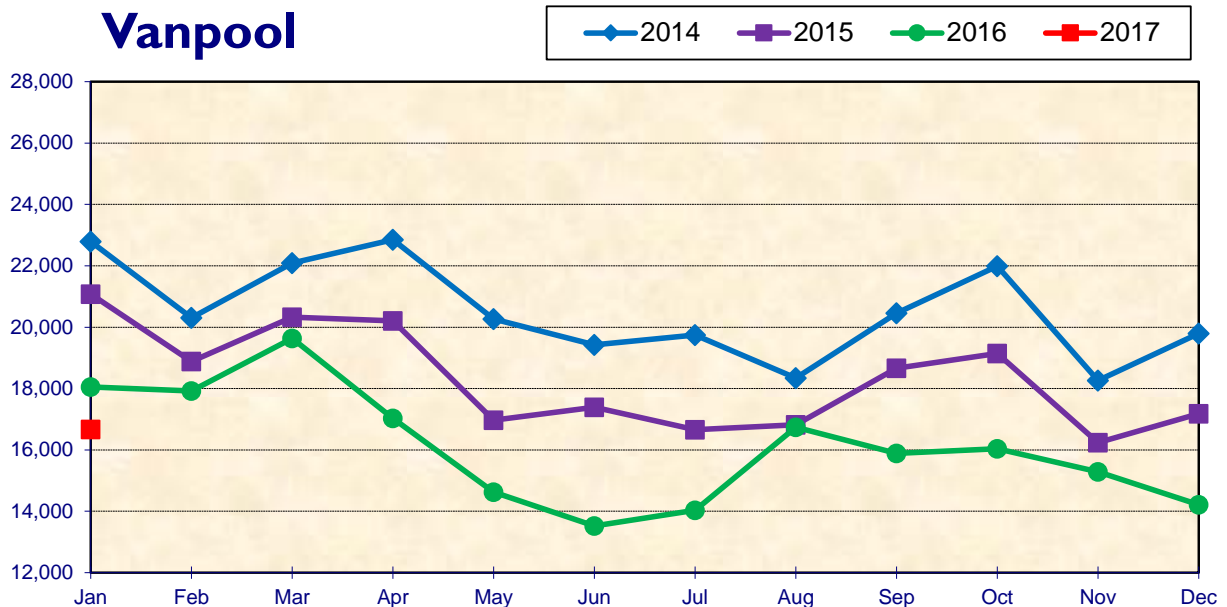
Fixed Route



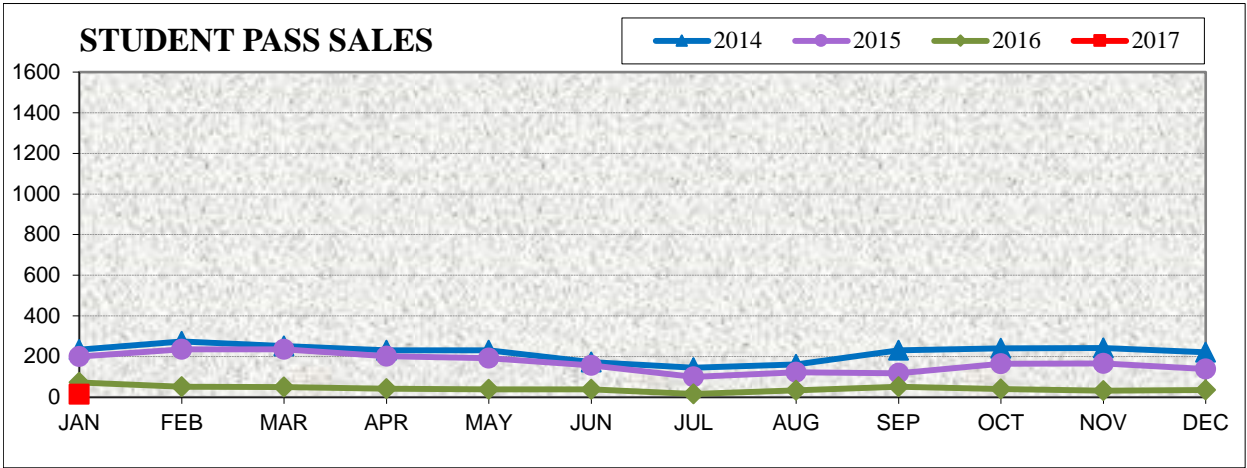
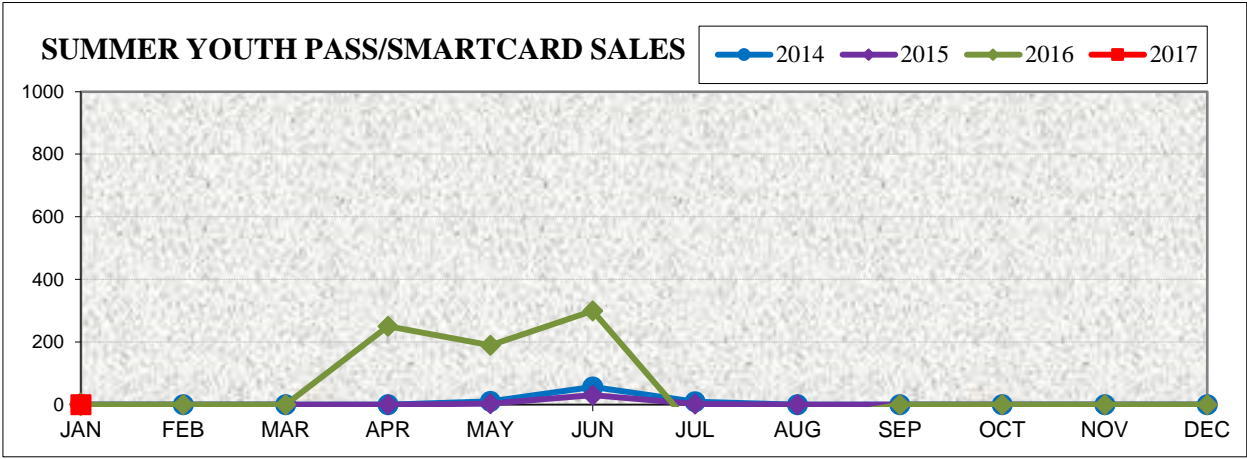
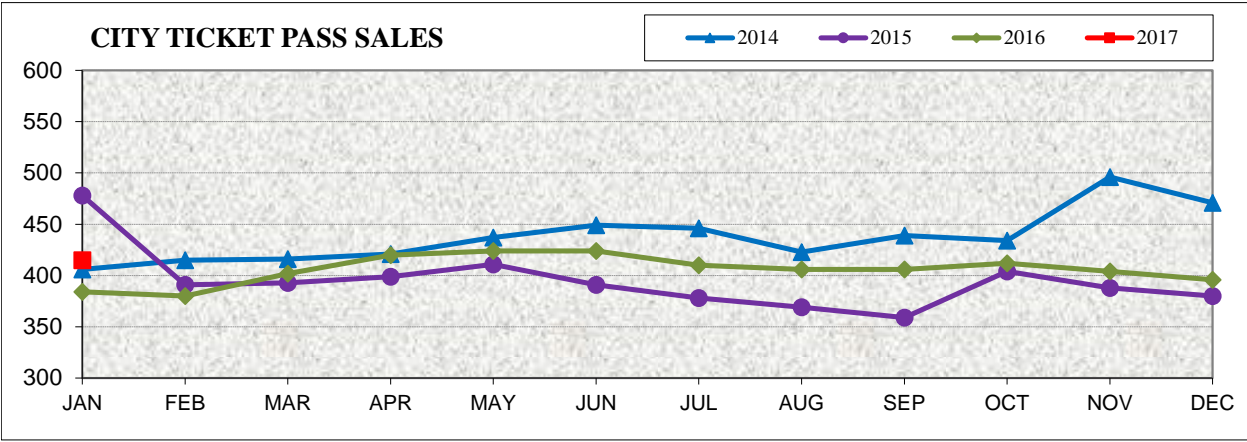
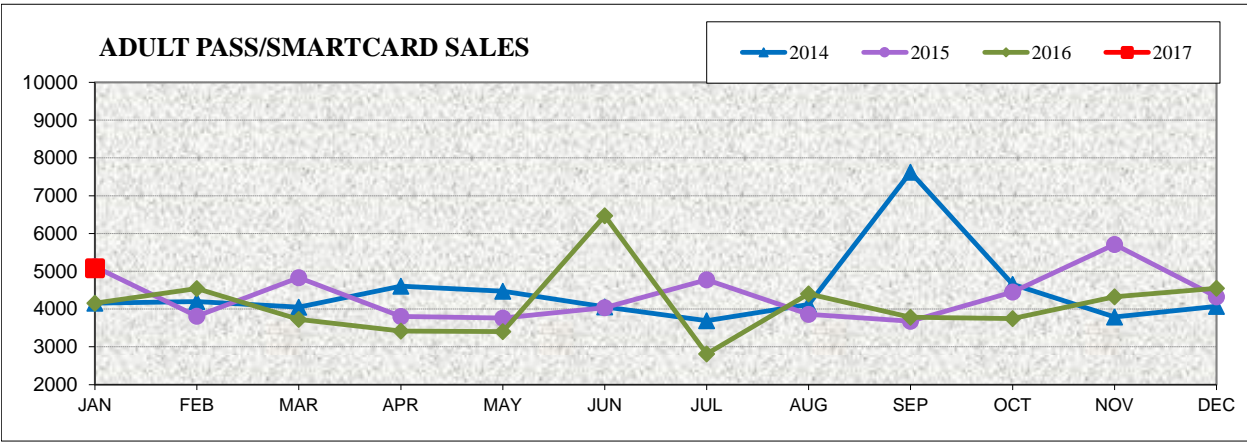
Paratransit

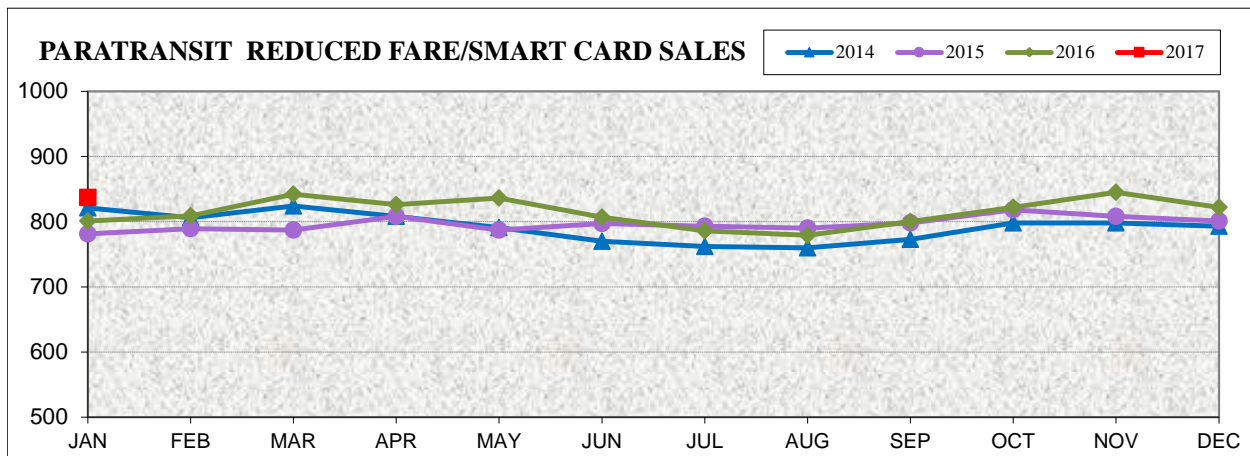
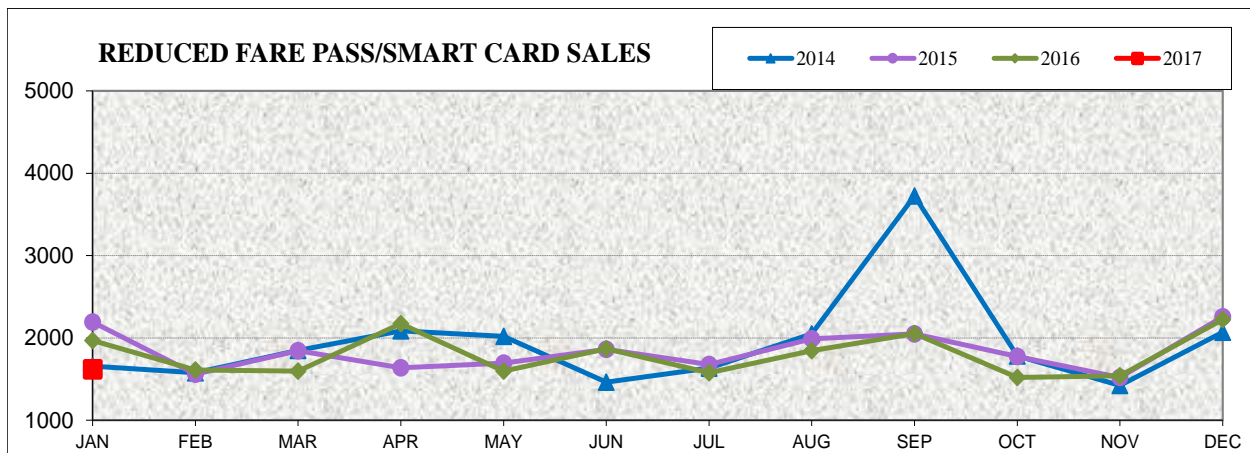
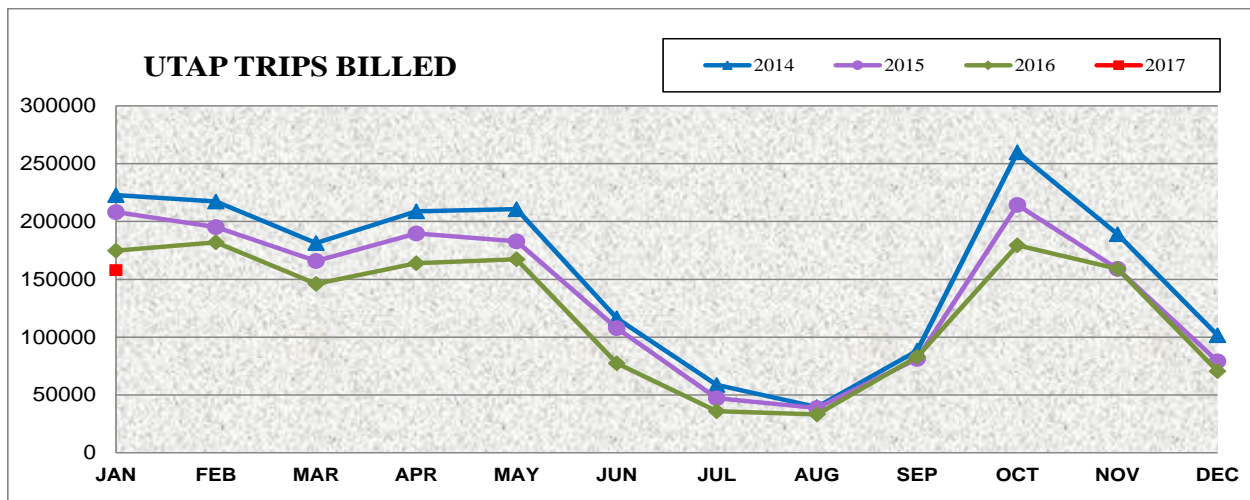


Vanpool



PASS SALES





SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

March 1, 2017

AGENDA ITEM 8D : **YEAR END 2016 SAFETY AND LOSS SUMMARY REPORT**

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Steve Doolittle, Director of Human Resources
Mike Toole, Manager of Safety & Security

SUMMARY:

VEHICLE ACCIDENTS

Fixed Route: There were forty-one (41) preventable collisions reported during the year, resulting in a rate of 0.07 collisions per 10,000 miles. This rate exceeds STA's standard of 0.08 collisions per 10,000 miles. No collisions were classified as Type 3 (costs exceed \$7,500); four were Type 2 (costs \$2500-\$7500); twenty-one were Type 1 (costs up to \$2500); and sixteen were Type 0 (\$0 damage).

Paratransit: There were sixteen (16) preventable collisions reported during the year. The resulting preventable collisions rate of 0.12 did not meet STA's standard of 0.1. No collisions were classified as Type 3; two were classified as Type 2 (costs \$2500-\$7500); nine were Type 1 (costs up to \$2500); and five were Type 0 (\$0 damage).

EMPLOYEE INJURIES

Ninety-seven (97) injury events were reported during 2016 compared to one-hundred forty-seven (147) last year. Fifty six (56) injuries involved medical treatment and of those, twenty six (26) involved time loss from work. The total number of worker's compensation claims filed year-to-date is fifty seven (57) compared to seventy three (73) at the end of 2015. Lost days for 2016 were higher: 3101 vs 2669 through the end of 2015.

- Ergonomic evaluations and work space improvements were completed for four (4) drivers, twenty (20) office staff, two (2) road supervisors, and one (1) mechanic during the year. Four (4) maintenance employees obtained prescription safety glasses during the year.

OTHER KEY EVENTS

- STA Safety Committee met monthly to address and resolve over 41 issues brought forward by employees identifying and addressing hazards or improvement opportunities identified in work or the service delivery areas.
- STA conducted its annual Awards Banquet on March 6th honoring employees receiving safe driving, service, quality counts excellence; State - Wall of Fame, peer performance recognition, and attendance awards; 241 employees and guests attended the event.
- STA's Local Bus & Van Roadeo event was conducted on March 26 2016. Gabe Fernos was the Coach Champion this year and Rob Howard was the Van Champion. Gabe and Rob, along with the Maintenance Team, competed at the WSTA State Roadeo in Wenatchee, WA, on September 17 and 18; and each brought home 2nd Place finishes.
- The Washington State Insurance Pool (WSTIP) and STA established a new Driver Recognition Awards Program and announced award recipients for 2015. Twenty-seven (27) Operators received awards for safe driving in the categories of 20-24 years, 25-29 years, 30-34 years, and 35+ years.
- Accident preventability determination; 310 accidents were reviewed in all departments; four (4) accident review hearings were conducted as needed throughout the year, hearing a total of fifteen disputed determinations. Of the fifteen accidents reviewed, three were determined to be non-preventable.

- Safety administered the on-line driver's license activity monitoring service (Envision) through the Washington State Insurance Pool. Monthly monitoring of self-reporting compliance, license renewal, and medical card currency make up the service.
- On-board vehicle camera system operations:
 - 1,468 video requests processed in the following categories: customer complaints (40%); vehicle accidents (23%); passenger slip/trip/falls (20%); public records requests (6%); and other (11%). Total requests are up from 1,431 in 2015, which represents a 2% increase.
 - Of the 1,468 processed, 1346 were fulfilled; 46 were overwritten; 35 were lost due to equipment failure; 21 could not be located given the date/time from the requestor; and 20 were beyond 14-day limit.
 - The agency replaced 222 hard drive disks (HDD) in the vehicles with solid state drives (SSD) extending the useful life for the existing on-board camera systems,
- Real-time camera system monitoring established at the Jefferson Park and Ride facility.
- Security filed 1,357 incident reports during the year resulting in 430 arrests and 628 exclusions compared to 1,766 reports in 2015 with 326 arrests and 736 reported exclusions.
- Eleven red-light, photo enforcement infractions and five school zone speed photo enforcement infractions were processed during the year; seven issued to STA, seven to MV, and two to Vanpool. Ten infractions were processed in 2015 (STA-6, MV-4.)
- STA's On-Board Security Patrol completed 157 patrols on various fixed routes. The total on-board time was approximately 190.5 hours compared to 130 hours in 2015, which is a 47% increase mostly due to security staff availability.
- STA and Steve Doolittle received the Employer Support for Guard & Reserve (ESGR's) Patriot Award for outstanding support of Mike Austin who is a member of the Washington Army National Guard and currently deployed overseas.
- Three new replacement Transit Officers were hired during 2016: Beau Hansen, Demorris Weaver and Tyler Weed.
- A temporary employee (Kim Betts) was brought on to update the agency's Security and Emergency Preparedness Plan (SEPP) and outline a Continuity of Operations (COOP) and Emergency Operations Plan (EOP) needs.

RECOMMENDATION TO BOARD: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

March 1, 2017

AGENDA ITEM 8E : FOURTH QUARTER 2016 SAFETY AND LOSS SUMMARY REPORT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Steve Doolittle, Director of Human Resources
Mike Toole, Manager of Safety & Security

VEHICLE ACCIDENTS

Fixed Route: There were seven (7) preventable accidents in the fourth quarter, resulting in a rate of 0.07 per 10,000 miles. This rate is better than STA's standard of 0.08 per 10,000 miles. Severity on the 7 preventable collisions show three Category 1 and four Category 0 collisions. Five operators struck fixed/stationary objects and two sideswiped other vehicles; a good winter quarter given severe weather and narrow roadways.

Paratransit: Five (5) preventable accidents were reported in the fourth quarter. The resulting preventable accident rate of 0.12 exceeds STA's standard of 0.10 per 10,000 miles. Severity on the 5 preventable collisions show three Category 1 and two Category 0 collisions. All operators struck stationary objects while maneuvering in congested areas.

EMPLOYEE INJURIES Twenty seven (27) injury events were reported during the fourth quarter. Fourteen (14) injuries involved medical treatment and, of those, five (5) involved time loss from work. The total number of worker's compensation claims filed year to date is 57; the total claims filed by the end of the fourth quarter in 2015 was seventy three (73). Employee lost work days YTD are higher (3101 vs 2669) at fourth quarter end. The majority of accidents this quarter are slip/trip/fall injuries (many weather related) and injuries involving the pushing/pulling of wheelchairs, objects or materials.

OTHER KEY EVENTS

- On-board vehicle camera system operations:
 - 355 video requests processed in the following categories: vehicle accidents, passenger injuries, customer complaints, and public records requests; down from 386 processed for the same period in 2015.
- Security filed 191 incident reports this quarter resulting in 49 arrests and 103 exclusions compared to 504 reports in the same quarter of 2015 with 101 arrests and 181 exclusions.
- STA's On-Board Security Patrol completed 39 patrols on 33 different fixed routes. The total on-board time was approximately 41 hours.
- 2017 Spokane Transit – Spokane Police Department Services Agreement was approved.
- 2015 Washington State Insurance Pool (WSTIP) Driver Recognition Awards Program and awards recipients announced; 27 Operators received awards for safe driving in categories of 20-24 years, 25-29 years, 30-34 years and 35+ years.
- Coordinated an agency response to a norovirus outbreak at House of Charity.
- Surveillance system cameras went operational at Jefferson Park & Ride.
- Two replacement Transit Officers (TO) hired; TO Demorris Weaver & TO Tyler Weed.

RECOMMENDATION TO BOARD: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

March 1, 2017

AGENDA ITEM 8F : **COMMUNICATIONS UPDATE**

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Beth Bousley, Director of Communications and Customer Service

SUMMARY: This month's update provides a recap of 2016 Communications accomplishments.

RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

Date: February 1, 2017

SUBJECT: 2017 Communications Update – Recap of 2016 Communications efforts

Background:

The following represents a recap of the quantifiable results from 2016 Communications efforts.

Objectives:

STA Communications objectives for 2016 were to support STA's efforts to educating the public about Proposition 1, increase ridership, and improve community perception.

Results:

- Proposition 1 passed by almost 100,000 votes
- Ridership declined by 5.1% in 2016. However, despite recent nationwide declines, STA's ridership has sustained 39% growth since 2004.
- Metric for community perception, "STA does a good job of listening to the public", increased on a 5 point scale from 3.37 (2014) to 3.74 in 2016.

Awards:

STA was honored with 2 first place 2016 APTA AdWheel Awards:

- Proposition 1 Public Education (Best Marketing and Communications to Highlight Transit Needs/Funding in the Comprehensive Campaign Category)
- Spokane Transit Authority - Social Media Campaign (Best Marketing and Communications to increase ridership or sales)

2016 Media Coverage:

The following news press releases were distributed in 2016:

- Spokane Transit is gathering public input on proposed 2017 fare increase (May 31)
- STA Board will ask voters to fund more and better service in November (April 21)
- STA Celebrates 30 years of providing Bloomsday express shuttle service (May 3)
- STA Considers introducing new bus service sooner than planned (May 19)
- Spokane Transit Board of Directors approves recommendation to phase in fare increase (July 1)
- Spokane Transit Board of Directors approves six-year Transit Development Plan (July 21)
- Spokane Transit wins \$1 million grant for West Plains Transit Center (September 8)
- Student's ID's allow them to travel the region with Spokane Transit (September 15)
- Spokane Transit's Facility Upgrades Conserve Money and Energy (September 22)

Spokane Transit Authority was highlighted in over 700 stories in 2016. There were 727 mentions of Spokane Transit Authority in 2016 media coverage. Approximately 44% of coverage (320 hits) were from local media in Spokane. Outlets such as *The Spokesman-Review*, *KAYU-TV*, and the *Inlander* were the outlets that most often reported stories that mentioned STA. The most notable story topics were Proposition 1 ballot measure introduction and passing, construction efforts, and local accidents.

In addition, due to her strong leadership, CEO E. Susan Meyer was featured in the November 2016 issue of Mass Transit Magazine.

2016 Social Analysis

STA introduced consistent social content, posting on average 26 days out of each month.

By providing our audience with engaging and relevant content, total page "likes" increased by 14% when compared to 2015.

2016 Web Analysis

Beginning in 2014, STA customers have been able to purchase pass sales and make vanpool payments at spokanetransit.com.

Results for 2016:

- Webstore Revenue: \$411,440.50
- Vanpool Payment Center Revenue: \$321,828.41
- Total Online Revenue: \$733,268.91 (up 46 percent from 2015.)
- www.spokanetransit.com had over 1.25 million website sessions in 2016 – the most ever recorded.

In 2016 staff launched seven new sites, including the re-launch of STAMovingForward.com. Below are details on each site.

- *STAHolidays.com* - 1,499 site sessions
- *STA7Stops.com* - 1,613 site sessions
- *STAMovingForward.com* - 5,655 site sessions
- *University and College UTAP Sites (URide)* - 1,799 total site sessions

Events and Bus Demonstrations

STA Communications helped coordinate dozens of events, 43 of them featuring our buses and drivers to help people understand how to ride the bus. Event destinations included City of Cheney, Comcast.com in Liberty Lake, EWU, Gonzaga, ValleyFest, and many other key organizations, businesses, and schools. We also were honored once again to transport Pearl Harbor survivors, families and friends to the Spokane Arena Pearl Harbor ceremony, and to partner with KXLY “Coats 4 Kids” to collect and transport coats to children in need.

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

March 1, 2017

AGENDA ITEM 9: APRIL 2017 DRAFT COMMITTEE PACKET 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 agenda for the April 5, 2017, meeting.

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, April 5, 2017, 1:30 p.m.
Spokane Transit Southside Conference Room

DRAFT AGENDA

Estimated meeting time: 90 minutes

1. Call to Order and Roll Call
2. Public Expressions
3. Committee Chair Report *(5 minutes)*
4. Committee Action *(5 minutes)*
 - A. Approval of Minutes of the March 1, 2017, Committee meeting – *Corrections/Approval*
5. **Committee Action** *(20 minutes)*
 - A. Board Consent Agenda
 1. Award of Contract-Bus Printing Schedules *(Bousley)*
 2. Department of Energy Services-Interagency Agreement Amendment *(Blaska)*
 - B. Board Discussion Agenda
(No items being presented this month.)
6. **Reports to Committee** *(40/minutes)*
 - A. 2017 Phase II – September Service Revision (Draft Recommendation) *(Otterstrom)*
 - B. 2016 Paratransit Survey *(Blaska)*
 - C. 2016 Community Perception Survey *(Bousley)*
 - D. STAMF Public Outreach / CAC Role Discussion *(Bousley)*
7. CEO Report *(10 minutes)*
8. Committee Information – *no discussion/staff available for questions*
 - A. February 2017 Financial Results Summary *(Warren)*
 - B. March 2017 Sales Tax Revenue Information *(Warren)*
 - C. February 2017 Operating Indicators *(Blaska)*
 - D. First Quarter 2017 Service Planning Input Report *(Otterstrom)*
 - E. Annual Passenger Facilities Report *(Otterstrom)*
 - F. Communications Update *(Bousley)*
9. May 2017 Committee Packet Agenda Review
10. New Business *(5 minutes)*
11. Committee Members' Expressions *(5 minutes)*
12. Adjourn
13. Next Committee Meeting: May 3, 2017, 1:30 p.m.
(STA Southside Conference Room, 1230 West Boone Avenue, Spokane, Washington)

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

March 1, 2017

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

REFERRAL COMMITTEE: N/A

SUBMITTED BY: N/A

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

RECOMMENDATION TO COMMITTEE: N/A

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____