

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

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, September 6, 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 *(25 minutes)*
 - A. Approval of Minutes of the July 12, 2017, Committee meeting – *Corrections/Approval*
 - B. Approval of Scope of Work for Boone Northwest Garage *(Blaska)*
 - C. Citizen Advisory Committee Participant Compensation *(Bousley)*
5. **Committee Action**
 - A. Board Consent Agenda
 1. *(No Items being presented this month)*
 - B. Board Discussion Agenda
 1. *(No Items being presented this month)*
6. **Reports to Committee** *(40 minutes)*
 - A. Bus Advertising Evaluation *(Meyer/Bousley)*
 - B. FTA Comprehensive Review: Report *(Meyer/Otterstrom/Warren)*
 - C. Operator Safety and Security Environment Review-Update *(Blaska)*
 - D. 2nd Quarter 2017 Performance Measures - Results *(Blaska)*
7. CEO Report *(10 minutes)*
8. Committee Information – *no discussion/staff available for questions*
 - A. June 2017 Semi-Annual Financial Reports *(Warren)*
 - B. July Financial Results Summary *(Warren)*
 - C. August Sales Tax Revenue Information *(Warren)*
 - D. July 2017 Operating Indicators *(Blaska)*
 - E. 2nd Quarter 2017 Safety & Loss Summary *(Williams/Toole)*
 - F. 2nd Quarter 2017 Service Planning Input Report *(Otterstrom/Weinand)*
 - G. Communications Update *(Bousley)*
9. October 4, 2017, Committee Packet Draft Agenda Review
10. New Business *(5 minutes)*
11. Committee Members' Expressions *(5 minutes)*
12. Adjourn
13. Next Committee Meeting: October 4, 2017, 1:30 p.m.
(STA Southside Conference Room, 1230 West Boone Avenue, Spokane, Washington)

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

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SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

September 6, 2017

AGENDA ITEM 4A : **MINUTES OF THE JULY 12, 2017, 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 _____

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

Draft Minutes of the July 12, 2017, Meeting
Southside Conference Room

MEMBERS PRESENT

Amber Waldref, City of Spokane*
Odin Langford, City of Liberty Lake
Josh Kerns, Spokane County
Tom Trulove, City of Cheney (Ex-Officio)
Rhonda Bowers, Labor Representative
E. Susan Meyer, CEO (Ex-Officio)

MEMBERS ABSENT

John Higgins, City of Medical Lake

* Chair

STAFF PRESENT

Steve Blaska, Director of Operations
Karl Otterstrom, Director of Planning and Development
Lynda Warren, Director of Finance and Information Services
Nancy Williams, Director of Human Resources
Beth Bousley, Director of Communications & Customer Service
Janet Stowe, Manager Paratransit & Vanpool
Allison Mitchell, Paratransit Contract Manager
Emily Arneson, Ombudsman & Accessibility Officer

GUESTS

Laura McAloon, Legal Counsel
Charles Hansen, Citizen Advisory Committee Member
Mary Borjesson, Program Manager, Innovative Paradigms

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

During Chair Waldref's temporary absence, Councilmember Langford called the meeting to order at 1:37 p.m. Introductions were made.

2. **PUBLIC EXPRESSIONS**

None.

3. **COMMITTEE CHAIR REPORT**

Mr. Langford suggested delaying this report until Chair Waldref returned. Mr. Kerns made a motion to delay; the motion was seconded and passed unanimously.

Upon Chair Waldref joining the meeting, she noted there was nothing to report other than she had met with Mr. Blaska and reviewed the agenda.

4. **COMMITTEE APPROVAL**

A. **MINUTES OF MAY 31, 2017 COMMITTEE MEETING**

Mr. Langford moved to recommend approval of the May 31, 2017, Committee Minutes. The motion was seconded and passed unanimously.

B. **SCOPE OF WORK APPROVAL FOR ON-CALL ARCHITECTURAL & ENGINEERING SERVICES**

Karl Otterstrom reported that Spokane Transit's current five-year contract for architectural and engineering on-call consulting service expires October 31, 2017. He advised that to continue the facilitation of maintenance, growth, and development of STA, staff must begin the process of procuring a consultant that will continue this on-call service. He noted this item will ultimately go to the Board as an Award of Contract, but the Scope of Work is delegated to Performance Monitoring and External Relations committee for approval prior to advertising.

The new contract is expected exceed an aggregate amount of \$1M and staff are seeking approval of the attached Scope of Work (SOW) and authorization to release a Request for Qualifications (RFQ) for a new five-year on-call consulting services contract.

Mr. Otterstrom stated staff are proposing a broad Scope of Work, providing STA latitude in assigning work and negotiating work orders with an engineering firm. He noted the tentative timeline for taking the RFQ and stated that

when staff develop an RFQ and go out for the advertisement, staff included criteria related to their project management skills, overall team expertise & qualifications, as well as their references from similar work. Work is intended to begin in November (as soon as possible). He informed the committee that the current on-call contract has several open task orders, which will overlap this new five-year contract with Kaufman Engineers as a partnership with ALZ Architects. Existing open work will be completed under the current contract but all new work will begin after the new contract is issued.

Brief discussion ensued.

Staff is requesting the committee approve the attached summary Scope of Work as presented and authorize staff to release a Request for Qualifications for Architectural and Engineering On-Call Consulting Services.

Mr. Kerns moved to recommend the Board approve the attached summary Scope of Work as presented and authorize staff to release an RFP for Architectural and Engineering On-Call Consulting Services. The motion was seconded and passed unanimously.

C. RECOMMENDATION TO APPOINT ONE NEW MEMBER TO CITIZEN ADVISORY COMMITTEE

Ms. Bousley recognized Mr. Charles Hansen's attendance as a member of the Citizen Advisory Committee (CAC). She advised the CAC membership and recruitment is an ongoing process. Membership is for a three-year term, with at least one member appointed each year. She provided a summary of the mission of the Committee.

Ms. Bousley noted the CAC is pleased to recommend for consideration the appointment of Madison Leonard to the CAC. Ms. Leonard currently serves on the Board of the West Central Community Center, is the recipient of the Louise Stamper Excellence in Service Award, an Associated Student Body (ASB) member, and a 16-year old high school student at the Community School. Ms. Bousley read an excerpt from Ms. Leonard's application.

The CAC is requesting the Committee approve the appointment of Madison Leonard to the Citizen Advisory Committee.

Mr. Kerns moved to recommend the Board approve the appointment of Madison Leonard to the Citizen Advisory Committee. The motion was seconded and passed unanimously.

5. COMMITTEE ACTION

A. Board Consent Agenda

1. MONROE - REGAL / SPRAGUE AWARD OF CONTRACT (AOC) FOR DESIGN AND ENGINEERING SERVICES

Mr. Otterstrom advised the information provided would go on to the Board Consent Agenda if approved by the Performance Monitoring & External Relations Committee. He noted this item is seeking a recommendation for an Award of Contract for the Monroe-Regal and Sprague Avenue corridors design and engineering services to **IBI Group. (corrected 3/28/18, di)**

He reviewed the background of the Monroe-Regal and Sprague Avenue corridors and reminded the committee they approved the Scope of Work for the Monroe-Regal/Sprague High Performance Transit (HPT) corridor projects on March 1, 2017, and authorized staff to issue a request for qualifications (RFQ). The scope of work included design, engineering construction management and related services specific to the Monroe-Regal and Sprague HPT corridors.

On April 18, 2017, staff issued an RFQ, posted it to the STA website and distributed to a list of potential proposers. Notice of the RFQ was published in the local newspaper and nationally in Transit Talent on April 19, 2017. On May 4, 2017, a pre-proposal meeting occurred in which nineteen (19) people attended, representing fifteen (15) firms.

He reported that on May 24, 2017, Statements of Qualifications were received from IBI Group and Parametrix. Mr. Otterstrom explained that on June 6, 2017, an evaluation committee consisting of STA staff and the City of Spokane Director of Integrated Capital Management completed evaluation and ratings for each firm. Taking into consideration the quality and number of firms submitting, it was determined that it would be appropriate to advance both firms to the interview phase of the evaluation process.

After the interviews were conducted on June 19, 2017, based upon independent scoring of the written materials and the presentations made by each firm, the evaluation committee reached the following composite scores: IBI Group scored 93.40 and Parametrix scored 87.20 out of 100 possible points.

Mr. Otterstrom advised that the term of the contract would be five years, with the option for two, one-year extensions. As a qualifications-based procurement process that is required for all engineering and architectural services, STA is required to negotiate final contract terms with IBI Group. If STA and IBI Group cannot successfully agree to a fair and reasonable price for services, negotiations will cease and negotiations would begin with the second-most qualified firm, Parametrix. As the total outlay of funds for services provided under this scope will likely exceed \$1 million, authorization to award a contract is subject to approval by the STA Board of Directors.

Staff recommends authorizing contract negotiations between STA and IBI Group for design and engineering services for the Monroe-Regal / Sprague HPT Corridor Improvements' Scope of Work as issued on April 18, 2017; and, authorize the CEO to execute said contract if the terms are deemed to be fair and reasonable and in the best interest of STA. Furthermore, if said terms cannot be agreed to, recommend the CEO be authorized to proceed with said negotiations and contract execution with Parametrix. Propose forwarding to the Board Consent Agenda.

Mr. Langford stated the committee will refer to this recommendation as "The Motion" for purposes of consolidation.

Mr. Kerns moved to recommend the Board approve The Motion as presented. The motion was seconded by and passed unanimously.

2. ACCEPTANCE OF REVISIONS – RULES OF CONDUCT FOR TRANSIT VEHICLES, FACILITIES, AND PROPERTIES

Mr. Blaska advised this item is for decision and is proposed to be on the Board's Consent Agenda. He noted the purpose of this item is to update Spokane Transit's Rules of Conduct.

He informed that Spokane Transit's Rules of Conduct must be revised to accommodate the changes to the space available for public communications activities at the Plaza. He provided background on the Rules of Conduct and advised the committee that staff is taking this opportunity to make other minor changes to the Rules of Conduct. He noted these changes include specific language that defines and prohibits possession of an open container to include marijuana, as that was not specifically spelled out in the previous version.

Mr. Blaska noted a "red-lined" version of the draft Rules of Conduct was included for review and approval. He stated staff is recommending the Board of Directors approve the revisions to the Rules of Conduct for Transit Vehicles, Facilities, and Properties as recommended by staff and legal counsel. Staff proposes forwarding this item to the Board Consent Agenda.

Brief discussion ensued. Mr. Langford asked if the Rules of Conduct were posted at the Plaza. Mr. Blaska advised the list version of the Rules of Conduct are posted on every transit vehicle, and are available on the website, in the operator handbooks in paratransit and fixed route, and security has copies that they hand out when discussing conduct with individuals. Ms. McAloon advised that the prohibited conduct is all of Article 3 and there are roughly 47 different items of prohibited conduct, noting that, largely, they follow State and Local Law.

Mr. Kern moved to recommend the Board approve as presented. The motion was seconded by Mr. Langford and passed unanimously.

Chair Waldref joined the meeting at 1:59 and provided the Chair Report, as noted in Item 3 above.

B. Board Discussion Agenda

(No items presented this month)

6. REPORTS TO COMMITTEE

A. 2016 ANNUAL ROUTE REPORT

Mr. Otterstrom reviewed that Annex 1.4 of the adopted *Connect Spokane: A Comprehensive Plan for Public Transportation*, states that by April of each year, the Planning Department will report on the performance of each route based on established performance standards. Due to the comprehensive work associated with beginning to implement *STA Moving Forward* projects (May/September 2017 Service Changes), this year's publication of the report was delayed until July.

He noted that this is the 8th Annual Route Report and reflects STA's ongoing commitment to monitor performance to ensure the effectiveness and efficiency of STA's transit routes and to promote overall system improvement through careful measurement of established performance benchmarks and standards listed in the report. He advised that routes are rated against three performance standards: Ridership, Equivalent Energy Consumption, and Fares.

Mr. Otterstrom reviewed the route performances and advised that no routes did not meet any of the three performance standards; seven routes were unable to meet two standards, and 13 routes were unable to meet one of the three performance standards. He advised that if any route falls below the minimum standard for any one of the three performance standards for two consecutive years, it would be considered out of compliance. These routes would be placed on an Out Of Compliance list, followed by a remediation plan that states possible solutions in order to improve performance. He noted the comparison to cars has become a more challenging standard with the improvement in car performance. He believes electric buses will help with that standard.

Mr. Otterstrom showed the results of the Performance Standards as provided in Section 1 of the Report, drilling down to show Boardings Per Revenue Hour, Average Load Factor, and Farebox Recovery Ratio results.

He informed that Section II of the Annual Report covers Route Indicators and shows performance by route.

In addition to the Annual Route Report provided at the meeting, the following link to access the 2016 Annual Route Report on the Spokane Transit website was in the Agenda item:

https://www.spokanetransit.com/files/projects-plans/2016_Route_Report_FINAL.pdf

Mr. Langford asked Mr. Otterstrom what metrics are used to determine energy, whether it is good or bad. Mr. Otterstrom advised it was complicated formula and went on to explain: Passenger miles traveled on the route (total miles traveled), how much energy was consumed by the bus for the miles traveled. Staff determines the energy consumed and converts it to British Thermal Units (BTUs), because it is being compared to private automobiles that use gasoline and STA utilizes diesel. He said this brings us to a common denominator. Looking at total fuel consumed by route, based on miles and fuel economy of different fleets, take the BTU consumed per passenger mile, staff establish a benchmark where the benchmark is relative to the personal automobile and one mile of travel in that personal automobile consumed for an equivalent BTU. He continued to explain that STA wants to perform better than that personal automobile. In the past, most of STA routes met that standard. Today, about half of them meet that standard. What staff use for the information on the personal automobile is from the Department of Energy. Every year they produce an Energy Fact book from which staff derive the energy consumption of a personal automobile. Once that is established, staff determines where to be insofar as passenger miles to BTUs and then compare that to the buses. Mr. Otterstrom advised the short answer is "How much energy consumed per passenger mile."

Discussion ensued.

B. IN-PERSON ASSESSMENT PROGRAM / MOBILITY TRAINING / MOBILITY MENTOR UPDATES – 2017

Mr. Blaska reviewed the three programs:

In Person Assessment (IPA) - a part of STA's eligibility process wherein staff assess people face-to-face for a subset of those that apply for Paratransit.

Mobility Training - encompasses two categories of people – those who may not have qualified for Paratransit Service (STA affords them an opportunity to learn how they can meet their mobility requirements by learning how

to ride the bus) or people who have some significant challenges in riding the bus and then STA affords them training to get past those barriers.

Mobility Mentor Program - a lower threshold of training and is the new program mentioned.

Mr. Blaska introduced Mary Borjessan, the Manager of the three programs, which is contracted under Paratransit, Inc., Allison Mitchel, STA's Contract Manager who oversees the program and ensures we are all part of one team, and Janet Stowe, the Paratransit Manager who is the overall responsible person for this program.

He provided an overview of the performance of the programs and walked everyone through the process.

Mr. Langford asked if these are mandated programs. Mr. Blaska replied they are not, but noted they are universally recognized as best practices by the industry for a transit agency.

Mr. Blaska continued to explain that the eligibility process is designed to determine that those who avail themselves to the service truly need the service. Every person that applies for Paratransit has a fairly significant written application to complete and submit. There must be verification of the disability and a level of impairment in that basic application. He advised that those applications come in to STA's Paratransit Eligibility Specialist (one of STA's employees) who then goes through all applications to make an initial determination based on the content. He informed that there are some who qualify simply based on their application. Some agencies have 100% of the applicants complete an in-person assessment but STA does not believe that is realistic. Approximately half (46%) of STA's eligibility determinations can be made from the paper application.

He noted the In-Person Assessment (IPA) program is four years old now. If there is a question of whether or not the person meets the eligibility requirements or cannot use fixed route service, staff brings them in for an IPA. It is not an assessment of the disability, but an assessment of their ability to use the bus and includes an In-Person interview, the Tinetti Gait and Balance Assessment as a subset of that, a Mini-Mental Status Exam, Transit Skills Assessment, and/or a Functional Assessment of Cognitive Transit Skills (FACTS). These are all based on an Easter Seals Project Action standard. STA didn't just invent our own standards, it is modeled after a national program. This activity occurs on the second floor of the Plaza. Of the approximately 2,000 applications reviewed each year, approximately half of them are considered re-certifications, which occurs every three years.

Mr. Blaska continued to review the three possible eligibility determinations: Full Unconditional Eligibility; Conditional Eligibility; and Ineligible and then the distribution of those that went through the process versus those who did not complete an In-Person Assessment. He noted the application enforcement is one area STA has been successful in controlling Paratransit growth and the enforcement of the Conditional Eligibility. Any applicant who does not agree with an eligibility determination may appeal the determination through an appeals process with STA's Accessibility Officer. Of the 7 appeals received in 2016, 1 added a condition, 2 were changed, and 4 were upheld. Mr. Blaska introduced Emily Arneson, the Ombudsman/Accessibility Officer who handles the appeals.

Mobility Training includes a training assessment, basic training, intensive training (10-30 hours, one-on-one) and/or group training and is designed for those individuals who have challenges and helps them overcome the barriers that prevent them from being able to ride the fixed route bus. He reviewed the successful trainings completed and noted that the program exceeded the certified goal by 17%. Another component of Mobility Training is Outreach - Community Outreach and Group Training.

Mr. Blaska noted that staff not only saw a benefit to the community but also from a dollars and cents perspective. Now that In-Person Assessment Program is in its 4th full year, we've gone through one full cycle of applicant renewals. He reviewed the net cost avoidance in Mobility Training and In-Person Assessment programs.

As a sub-recipient of 5310 grant funds (80% paid by grant to initiate the program), the Mobility Center introduced a new component of mobility management to the community: Mobility Mentor. Currently, staff are targeting the senior market, which is a growing demographic but not a large percentage of STA's riders at this time. Mobility Mentor program helps people get through the barriers of using a bus. He informed that many people do not use the bus because they are afraid. They do not know how to get on, how to pay, what is the cost, how to get off, and/or they do not want to get lost. This program unites volunteers (Mentors) with folks that want to learn how

to ride. Mr. Blaska advised that service began in the 2nd quarter of 2016. Initial results have been very good: 114 participants, 18 volunteer Mentors, 16 Travel Clubs, and nearly 700 hours volunteered. STA does not anticipate the program will generate enough ridership to offset the cost of the program, but it is a relatively low cost program because of the volunteer nature of it. Mr. Blaska presented a short video of one of the Mobility Mentor groups, noting that Mark Morris is becoming quite a celebrity around town.

Mr. Blaska advised that the IPA and Mobility Training provide a cost avoidance for STA that more than covers the cost of these programs. The Mobility Mentor Program was initiated with the support of a Federal Grant. Initial results from the program are positive. Staff will continue the program in 2018.

Discussion ensued.

7. CEO REPORT

- Ms. Meyer extended an invitation to the West Plains Transit Center Groundbreaking on July 19, 2017, at 9:00 am. She advised there would be a bus leaving from STA at 8:30 from the Visitor Parking Lot if anyone wished to join STA staff.
- The House Appropriations Committee marked up fiscal year 2018 Housing and Urban Developments (HUD) bill. It was approved by voice vote in less than 20 minutes, with no offer of amendments. She noted there would likely be changes in full committee next week.
- Ms. Meyer informed that the Chairman made note of members' "willingness to allocate more than the administration's proposed amount." He said, "We didn't agree with the administration's proposal to shut down the Capital Investment Grant Program" (this is where the small starts funding would come from for the Central City Line), "and instead included funding to keep projects moving through the pipeline." Congressman Diaz-Balart said the full committee would mark up the bill next week. Ranking Member Price stated "the bill that funded more than the administration requested was a low bar to clear and that the bill's overall top line numbers were unacceptable." Price did not offer an amendment, but hinted he would later in the process. Ms. Meyer advised that now the Bill goes to the Senate.

What it meant for STA is that the Small Starts Program, which was \$407 million in the last Transportation bill, FASTACT \$407 million in the House's version, was \$182 million – which is less than half what it was originally. Staff will watch with great interest and see what the House marks it up and what is seen in the Senate.

- Hoopfest Ridership was up approximately 30%. Staff believes that increased ridership is due in large measure because STA went to 10-minute frequency.
- Skyfest will be July 29-30 at Fairchild Air Force Base. STA will provide express service on routes 60 and 61 and from the Plaza to Yokes to Fairchild.
- Steve Blaska is working with the Low-Income Working group that is trying to identify which people in the community do not have access to free or reduced passes. This is an attempt to have the social services community who advocate for these folks tell STA who the population is that cannot get a free or reduced pass. It has been hard to determine and staff are not yet able to come down to what that population is but the next point will be a draft of a potential grant program. STA will invite an organization or coalition of organizations to propose how they would identify people, if we made passes available to them, who by their low income have no other access.

Ms. Meyer noted that in 2011, STA proposed a similar program but no one came forward to administer the passes. She said STA is steadfast in that staff are not going to administer the program because it is not STA's core mission to identify people's means and eligibility. She noted that Steve has provided a great lift to the organizations when he was able to compile a list of all organizations and who serves whom and who provides passes. Staff are building infrastructure into these organizations whose customers seriously overlap. These organizations' services overlap, so we are hoping we will find a group to do that and will come to the Board for approval.

- In the first 12 days since the fare increase went into effect, there has been negligible negative impact to the fare increase. Mr. Blaska asked Rhonda Bowers if she was seeing that on the bus, too. She responded that people were ready to pay the increase in June.
- Detour Season – Ms. Meyer advised STA has 63 active or pending detours this month. She stated this could make it difficult for our customers as it may take them more time to get to their destinations but that is how it is when you drive

on the county and city roads. She reported a great relationship between the City of Spokane and STA's supervisor who coordinates all the detours.

- Touch a Bus Story Time is something Beth Bousley has been working on wherein STA collaborates with the Spokane County Library District for a coach or van operator to read a story to the children and then let them board the bus. They requested people in uniform. Cheney, North Spokane, Medical Lake, and Spokane Valley are having readings. The schedule is available.

Beth Bousley addressed a question about other libraries, advising staff are going to be working with the City Libraries in the future. She reported this program is a precursor to the Fall Kickoff called "Read and Ride" that the Library came to staff and asked about downloading a digital book and getting on the bus. There are displays at the Plaza the Library created.

- First Friday is August 4th at the Plaza – 4PM to 6PM – There will be art created by the artists at The Arc and there will be live music.
- In addition to Commissioner Josh Kerns, who was named one of the *Journal of Business* Top 10 Rising Stars, STA's Brandon Rapez-Betty was in the group. She noted Brandon was also recognized by *Mass Transit Magazine* in the 40 Under 40 Group. Kathleen Weinand, who works in Planning, has been invited to attend the APTA Emerging Leaders Program. One of 26 people from the 100 applications received who will go through a program for a year with the APTA Emerging leaders program. Emily Arneson, whom STA has not employed long enough to take credit for, was named the Outstanding Young Lawyer by the *Washington State Bar Association*.

8. COMMITTEE INFORMATION

- A. May 2017 Financial Results Summary – *as presented*
- B. June 2017 Sales Tax Revenue Information – *as presented*
- C. May 2017 Operating Indicators – *as presented*
- D. Division and Sprague Reliability Improvements – *as presented*
- E. 2017 Communications Update – *as presented*

9. SEPTEMBER 6, 2017 COMMITTEE PACKAGE AGENDA REVIEW

10. NEW BUSINESS

None.

11. COMMITTEE MEMBERS' EXPRESSIONS

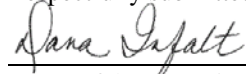
None.

12. ADJOURN

Chair Waldref adjourned the meeting at 3:11 p.m.

13. NEXT MEETING – WEDNESDAY, SEPTEMBER 6, 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

September 6, 2017

AGENDA ITEM 4B : APPROVAL OF SCOPE OF WORK FOR BOONE NORTHWEST GARAGE

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Steve Blaska, Director of Operations
Karl Otterstrom, Director of Planning and Development
Jessica Charlton, Capital Projects Manager

SUMMARY: There is long-standing requirement for additional vehicle servicing and pre-operational staging capacity on the Boone Campus. This need was validated by the Board of Directors as early as 2011 and is funded in the current Capital Improvement Plan.

Background

In 2015, staff went through an administrative and maintenance facility master planning effort. This effort evaluated several different options as related to campus organization and operation over the next 20 to 30 years. Phase I of the master planning effort identified the Boone NW Garage as an element of the plan in all scenarios evaluated.

With the passing of Proposition 1 last November 2016, STA is growing. The NW Garage is a key enabler to support the service expansion as outlined in STA Moving Forward.

STA is now at the point of implementing Phase I of the master plan. Coffman Engineers, ALSC Architects, SPVV Landscape Architects, and GeoEngineers have been tasked with the design effort for the new Boone NW Garage. The project's general Scope of Work is attached.

The project is in the Board approved Capital Improvement Program as *CIP ID M&F-2016-502*. The planning budget for the overall project is \$16.5M. The project budget includes: a 68,772 square foot building; 20,000 gallon fuel facility; bus washer; fare handling equipment; expanded parking; vacation of a portion of Sharp Avenue; infrastructure capacity to charge battery-electric buses; and including the potential for rooftop solar panels.

Draft Schedule

Following approval by the Performance Monitoring and External Relations (PMER) Committee, staff anticipates advertising the Invitation for Bid (IFB) early in November 2017. The project will be out for procurement for approximately 30 days with bids to be received mid-December 2017. Staff anticipates proposing Award of Contract (AOC) in January or February 2018 to the PMER Committee and the Board, followed by contractor notice to proceed to construction in March 2018. Construction is anticipated to be complete in July 2019.

RECOMMENDATION TO COMMITTEE: Approve the Scope of Work as presented and authorize staff to release an Invitation for Bid for the Boone NW Garage project.

COMMITTEE ACTION:

RECOMMENDATION TO BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

Boone Northwest Garage

General Scope of Work

- Parking Lot – grubbing, grading, asphalt paving and striping for an approximately 87 stall parking lot located in the upper northeast corner of STA's property. The lot will include landscaping, lighting, and stormwater management.
- Public Utility Reconfiguration – reconfiguration of water, sewer and storm utilities to accommodate construction of the new building over the portion of Sharp Ave. between Cedar and Adams Streets.
- Demolition of existing parking lot bordered by Sharp and Adams to allow for building construction, and fuel tank installation.
- Servicing and Storage Facility - approximately 68,772 square foot Pre-Engineered Metal Building that includes but is not limited to:
 - Single lane, drive thru, hybrid brush/touchless bus washer
 - Vehicle fluids station
 - Fueling station
 - Vaulting/Probing Station
 - Work Station
 - Electrical room
 - Mechanical room
 - Communications room
 - Break room
 - Two unisex bathrooms
- Emergency Generator - clearing, grubbing, installation of a concrete mat foundation, generator, transfer switches, conduit, and wiring
- Fuel tank - 20,000 gallon fuel tank and all associated piping, conduit, wiring, safety measures, etc.
- Swales and dry wells - installed on the north and south sides of the new building to manage stormwater, roof runoff, footing drains, floor drains, etc.
- Re-construction of the southern half of the employee parking lot accessed off of Adams.
- Parcel Aggregation - Aggregation of 15+ parcels that make up the newly developed area
- Street Vacation Finalization - payment of the assessors value of the section of Sharp Avenue between Cedar and Jefferson Street
- Landscaping throughout

Item: 04B

BOONE NORTHWEST GARAGE SCOPE OF WORK APPROVAL

Purpose: For decision.

Requirement: Committee approval of Scope of Work for construction project greater than \$1M.







Background

- 2015 Administrative and Maintenance Facility Master Planning Effort. This effort:
 - evaluated several different options
 - shrink, sustain, grow
 - single, dual, or triangulated campuses
- Proposition 1 passage results in growth
- Evaluation resulted in dual campus
- Phase I determined to be Boone Northwest Garage in all scenarios
- Design Team - Coffman Engineers, ALSC Architects, SPVV Landscape Architects, and GeoEngineers

Conceptual Renderings

West & North Faces



West & South Faces

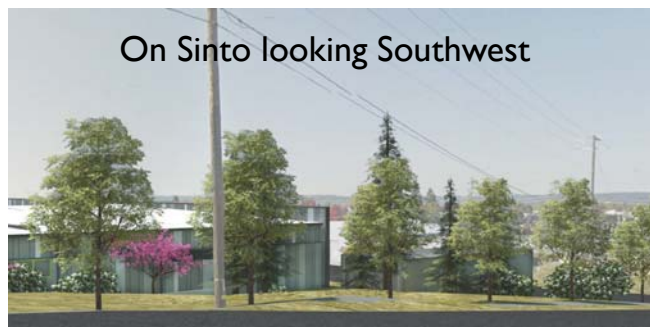


Conceptual Renderings

East & South Faces



On Sinto looking Southwest

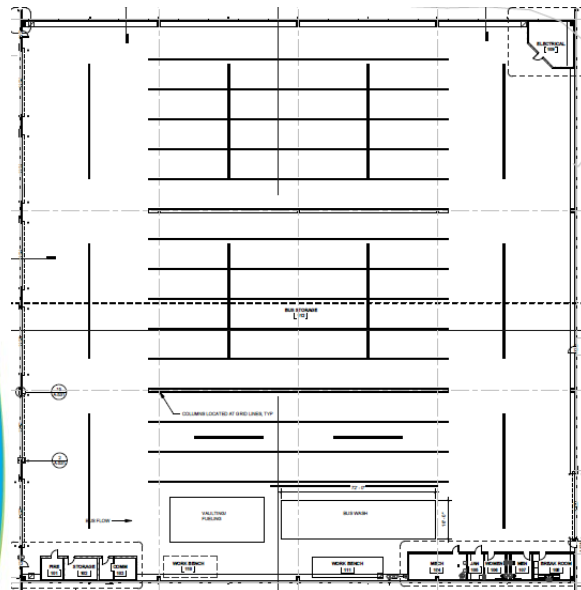


General Scope of Work

- General demolition, clearing, and grubbing in preparation for new elements
- Public utility re-routing in Sharp, Adams, and Cedar
- Construct employee parking lot just north of Paratransit Operations
- Construct Service and Storage Facility
- Install fuel tank and reconstruct half of pre-existing employee parking lot
- Hardscaping throughout– sidewalks, ADA ramps, etc.
- Landscaping & irrigation throughout
- Parcel aggregation & street vacation



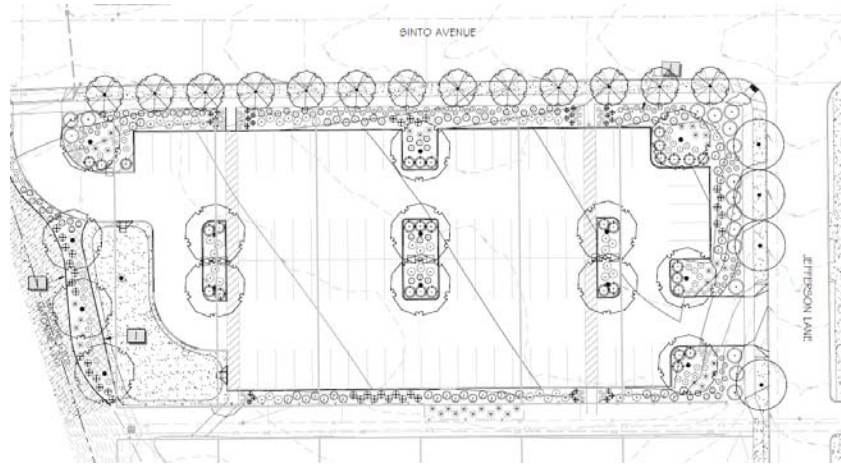
SOW – 68,772 SF Servicing & Storage Garage



- Vehicle Fluid Filling Station
- Diesel Fueling
- Vaulting & Probing
- Bus Washer: Single lane, drive thru, hybrid (touchless/brush)
- Break room
- Two unisex bathrooms
- Mechanical Room
- Electrical Room
- Communications Room
- Secure access & security cameras
- 6 garage doors along the Cedar frontage
- 1 garage door on Adams
- 15' clear ceiling height



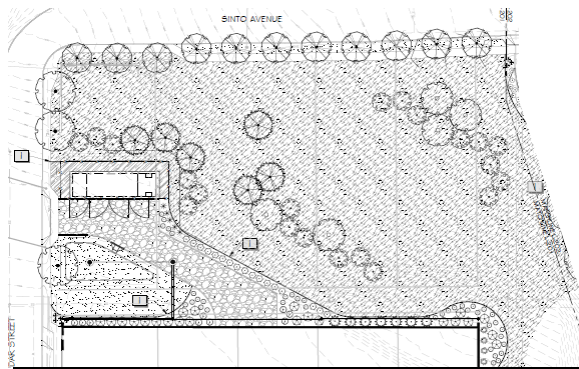
SOW – Parking Lot



- Approximately 87 parking stalls
- Landscaping
- Lighting
- Fencing
- Stormwater management
- Drainage swale

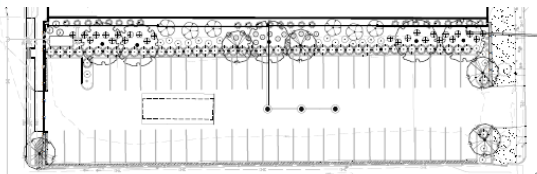


SOW – North & South of Building



North of Building

- Backup generator
- Fire Dept. access
- Landscaping
- Stormwater management
- Sidewalks

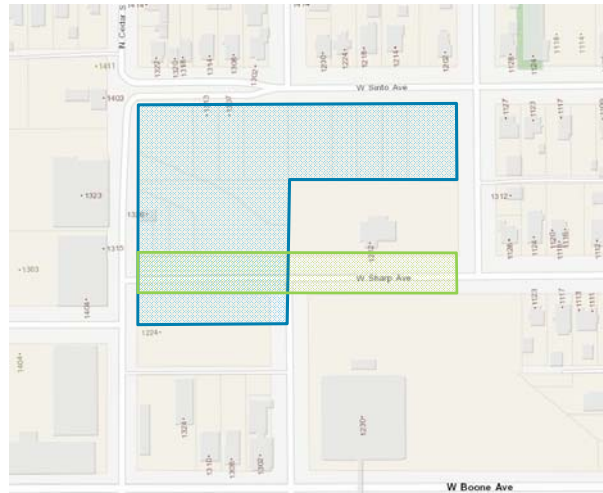


South of Building

- Fuel Tank
- Gate west end of lot
- Reconfigured Parking Lot
- Drywells
- Landscaping
- Sidewalk



SOW – Parcel Aggregation & Street Vacation



Draft Schedule

Milestone	Date
Invitation for Bid released	November 2017
Bids Due	December 2017
Award of Contract	February 2018
Notice to Proceed	March 2018
Completion	July 2019



Recommendation

Approve the general Scope of Work as presented for the Boone NW Garage project and authorize staff to advertise an Invitation for Bid.



SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

September 6, 2017

AGENDA ITEM 4C : **CITIZEN ADVISORY COMMITTEE PARTICIPATION COMPENSATION**

REFERRAL COMMITTEE: N/A

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

SUMMARY: Members of the Citizen Advisory Committee receive an annual bus pass, along with \$15 compensation for every meeting attended.

Staff would like to discuss whether to continue or change compensation for citizen members participating in any committee, and aligning the charter with the resolution and bylaws accordingly.

RECOMMENDATION TO COMMITTEE: Recommend the Citizen Advisory Committee (CAC) Charter be amended to include a provision for only an annual bus pass to current CAC members.

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

CHARTER

SPOKANE TRANSIT AUTHORITY PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

Citizen Advisory Committee
December 2015

ARTICLE I – NAME OF GROUP

The name of this group shall be Spokane Transit Authority (STA) Citizen Advisory Committee (CAC).

ARTICLE II – PURPOSE

The mission of the STA Citizen Advisory Committee, hereinafter referred to as CAC, is to:

- Increase public participation in the functions of STA.
- Ensure accountability of the organization's actions.
- Act as an educational arm of the organization to reach out to the public.
- Act as a focused, educated forum for public input and feedback to the organization.
- Represent a wide range of stakeholders from the STA Public Transportation Benefit Area (PTBA).

The CAC is advisory to the STA Board of Directors and not to the agency itself.

The CAC will represent the interests of the community and assist staff and STA in making the region proud of its public transportation system.

ARTICLE III- SCOPE OF WORK

The CAC will:

- Assess performance of STA.
- Examine where STA is heading.
- Explore emerging public transportation issues.
- Assess STA's progress in achieving its measurable goals and objectives.
- Make recommendations, at its discretion, and present them to the Performance Monitoring and External Relations Committee, for recommendation to the STA Board of Directors.

When requested and for new members, Staff will provide an information packet and orientations to CAC members in specific areas including, but not limited to, defined responsibilities and legal requirements, nomenclature, history, mission, vision, services, policies, budget, strategic communications plan, Transit Development Plan, partnerships, and community outreach practices.

ARTICLE IV – COMPOSITION

- 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.

ARTICLE V – MEMBERSHIP SELECTION PROCESS

Selection of the members of the CAC shall be through an application process:

- CAC will review applicants and select potential candidates.
- Staff and a CAC representative will meet with candidates and may recommend them to the CAC for further consideration.
- The CAC may vote to recommend candidates to the Performance Monitoring and External Relations Committee to be CAC committee members.
- The Performance Monitoring and External Relations Committee will vote to appoint members of the CAC.

Members of the CAC must reside within the STA boundaries. The residency requirement is waived if the applicant or member is a consistent user of STA's fixed route buses, paratransit, or vanpool service. We strive to have a good geographic representation.

The STA Board of Directors expects CAC members to introduce and talk about STA in as many venues as are open to the member. To this end, during the membership selection process, weighted value will be given to those who are active participants in other area organizations.

The following list represents groups from which participation will be sought:

- Business Owners
- Chambers of Commerce
- College Students
- Faith Community
- Higher Education/Administration/Faculty
- Medical Community/ Public Health
- Neighborhood Associations/Councils
- Persons with Disabilities
- Public Agencies/Law Enforcement
- Rotary, Kiwanis, AHANA, Martin Luther King Jr. Family Outreach Center and/or other Fraternal and Civic Associations
- Rural Community
- Senior Citizens
- Service Users (Fixed Route, Paratransit, Vanpool)
- Social Service Agencies

- Youth

ARTICLE VI – MEMBERSHIP ROTATION PROCESS

Annually, in September, the CAC members will select the Chair of the CAC. An annual membership recruitment will follow. Membership recruitment and filling vacancies is an ongoing process.

Membership on the CAC is for a three-year term with at least five members appointed/reappointed each year. At the end of their term, members can reapply to serve a second term for a total of two three-year terms. If a member needs to leave the CAC prior to the end of their term, a new candidate will be selected to serve out the remainder of their term. The chair of the CAC will poll the members each May as to their desire to remain on the Citizen Advisory Committee. Annual membership terms shall begin at the September CAC meeting.

Membership applications will be sent to all who have requested an application, to people suggested by CAC members, other citizens, and to groups representing the previously stated participation list.

Attendance

Committee members missing three consecutive meetings without an excuse will be called by the CAC Chair or staff representative to determine their interest in continuing on the committee.

ARTICLE VII – OPERATING GUIDELINES

The CAC will conduct its business in accordance with Washington State’s Open Public Meetings Act, RCW 42.30 and Public Disclosure Laws RCW 42.56. The CAC has adopted the following operating procedures:

- The CAC shall meet monthly except for the month of August.
- The Chair, or the Chair’s designee, will be the appointed spokesperson for the CAC.
- As designated on the Performance Monitoring and External Relations Committee agenda, the CAC Chair, or a delegated CAC member, may provide the STA Board of Directors with the CAC's input and advice.
- The CAC shall provide meeting minutes to the Clerk of the Authority to be forwarded to the Performance Monitoring and External Relations Committee and the STA Board of Directors. All CAC records will be open to public review.
- A charter review will be conducted at least once every three years.
- ~~The members of the CAC serve in a voluntary role and without salary. Travel is reimbursed according to STA Bylaws.~~
- The members of the CAC will continue to receive a bus pass during their tenure.

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ARTICLE VIII – STAFFING

As authorized by the Board, the CEO shall appoint staff members to serve as the CAC Staff Liaisons. Staff shall acquire meeting facilities and equipment, record, transcribe, and distribute minutes, and distribute other materials, including the agenda. Other duties include preparation of agenda forms and attachments to communicate CAC issues and recommendations to the Performance Monitoring and External Relations Committee and/or the STA Board of Directors.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

September 6, 2017

AGENDA ITEM **6A** : BUS ADVERTISING EVALUATION

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Susan Meyer, Chief Executive Officer
Beth Bousley, Director of Communications and Customer Service
Laura McAloon, Legal Counsel, Witherspoon Brajcich McPhee

SUMMARY: STA has contracted with an independent advertising contractor to sell advertising space on the exterior and interior of its passenger buses as a means of generating revenue. The advertising contractor managed all aspects of the program including selling and printing the ads, installing and removing the ads on/from buses, and ensuring that advertisements comply with STA's commercial advertising policy. The contractor paid STA a percentage of gross revenue.

STA terminated its last full service contract for bus advertising in November 2016. The Board requested an evaluation of the bus advertising program prior to discussing whether to release a Request for Proposals for a new full service bus advertising contractor.

Revenue:

Gross revenue from bus advertising in 2016 was \$179,955. Net revenue, after administrative and legal expenses, is estimated at \$140,000, which represents about 0.18% of total operating revenue.

Policy Background:

Prior to 2013, the STA Advertising Policy allowed the display of any "paid or unpaid" advertising provided the advertisement did not fall within eleven prohibited categories, including false or misleading commercial ads, ads for tobacco or tobacco products, and ads that contained prurient sexual suggestiveness or promoted "adult-oriented" goods or services. Several advertisements that were permitted by STA's Policy generated a significant number of complaints and considerable media coverage in the 2009 – 2012 time frame. In an effort to minimize or eliminate controversy and preserve revenue potential, the Board revised the policy in late 2012. The new policy limited advertisements to two types of advertising: commercial advertising for products and services and public service announcements. The eleven prohibited categories were retained and five additional prohibitions related to public issues/matters of public debate, alcoholic beverages and other state regulated substances (which now includes marijuana), firearms, ads of a political nature and advertisements that are harmful or disruptive to STA's system. Public Service Announcements (PSA) were also subject to the same topical prohibitions and were further limited to announcements regarding the i) prevention or treatment of illness; ii) promotion of safety, health or personal well-being; iii) provision of family or child social services; iv) solicitation by broad-based employee contribution campaigns providing funding to multiple charitable organizations; or v) the provision of services and programs that support low income citizens or persons of disability. PSAs could only be placed by nonprofit organizations with 501(c)3 designations or a governmental entity and could not include a commercial message or any event for which an admission fee is charged.

From 2013 to early 2016, the Contractor struggled to correctly apply the policy, but overall it seemed the policy revision had accomplished the Board's objectives. There was little controversy. In 2016, the Contractor sold ads covering prohibited topics and installed them on buses. STA directed Contractor to remove the ads. Soon after, another organization expressed an interest in purchasing ads which covered similar prohibited content. The latter organization notified STA that it would bring legal action if their ads were not accepted and ultimately did initiate litigation. A trial has been held and we are awaiting a judicial decision.

Benefits of Bus Advertising:

- Generates additional, non-tax revenue

Challenges:

- Incorrect and inconsistent application of the STA advertising policy by Contractor
- Controversial ads have been associated with STA regardless of disclaimers
- Conflict impacts employees working with the public
- Cost to administer the contract and engage legal resources offsets revenue

Conclusions:

STA could further limit the definition of commercial advertising and eliminate Public Service Announcements, but that does not guarantee the program would be risk or controversy free.

RECOMMENDATION TO COMMITTEE: Staff recommends STA continue to suspend bus advertising.

COMMITTEE ACTION:

RECOMMENDATION TO BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

SPOKANE TRANSIT AUTHORITY (STA)

Commercial Advertising Policy

I. Purpose and Intent

The purpose of this policy is to create definite, uniform standards for the display of advertising on STA buses, and any other revenue vehicles owned, leased, controlled or operated by Spokane Transit Authority. This policy is intended to be an objective and enforceable standard for advertising that is consistently applied, and which is consistent with the free speech guarantees of the constitutions of the United States and the State of Washington.

It is STA's declared intent and purpose to take into account interests which are of importance to the operation of Spokane Transit's transportation system. These interests include:

- 1) Maximizing revenues by advertising;
- 2) Maintaining an orderly administration and operation of Spokane Transit's transportation system, which includes maximizing revenues by attracting and maintaining the patronage of passengers;
- 3) Maintaining the safety of passengers;
- 4) Protecting minors who travel on Spokane Transit's transportation system; and
- 5) Avoiding any potential identification of Spokane Transit with the viewpoints expressed in advertisement on vehicles.

Spokane Transit reserves the right to amend these policies and standards at any time. Any revisions or amendments to this policy will be in writing and supplied to all advertising contractors. Any member of the public may obtain a copy of these standards at any time, upon request.

II. Advertising Standards and Restrictions

A. Permitted Advertising Content

It is the intent of STA to permit commercial advertising for products and services, and to provide advertising space for public service announcements. All Commercial and Promotional Advertising and Public Service Announcements must meet or exceed high quality standards of art and design as exemplified in the industry and as determined by Spokane Transit or its authorized Advertising Contractor as defined herein.

- 1) Commercial and Promotional Advertising. Commercial and promotional advertising promotes or solicits the sale, rental, distribution or availability of goods, services, food, entertainment, events, programs, transaction, donations, products or property for commercial purposes or more generally promotes an entity that engages in such activity.

- 2) Public Service Announcements. An advertisement shall satisfy the following criteria in order to qualify as a Public Service Announcement (PSA):
 - a. The sponsor of a PSA must be a government entity or a nonprofit corporation that is exempt from taxation under § 501c(3) of the Internal Revenue Code.
 - b. The PSA must be directed to the general public or a significant segment of the public and relate to:
 - i. Prevention or treatment of illness;
 - ii. Promotion of safety, health or personal well-being;
 - iii. Provision of family or child social services;
 - iv. Solicitation by broad-based employee contribution campaigns which provide funds to multiple charitable organizations (e.g. United Way); or
 - v. Provision of services and programs that support low income citizens or persons of disability.
 - c. A PSA may not include a commercial message or mention a festival, show, sporting event, concert, lecture, or event for which an admission fee is charged.
- 3) Disclaimer. Spokane Transit reserves the right, in all circumstances, to require an advertisement to include a disclaimer indicating that it is not sponsored by, and does not necessarily reflect the views of Spokane Transit. It is to be noted that bus benches located throughout the region are NOT property of STA except in bus shelters and therefore not a part of this policy.
- 4) Additional Requirement. Any advertising in which the identity of the sponsor is not readily and unambiguously identified must include the following phrase to identify the sponsor in clearly visible letters (no smaller than 72 point type for exteriors and 24 point type for interiors): “*Advertisement paid for by [Sponsor’s Name].*”

B. Prohibited Advertising Content.

Spokane Transit intends that its advertising venues constitute nonpublic forums that are subject to the viewpoint-neutral restrictions set forth below. Certain forms of paid and unpaid advertising will not be permitted for placement or display on or in Spokane Transit Property. No advertisement will be displayed or maintained if the advertisement or information contained in it falls within one or more of the following categories:

- 1) False, misleading, or deceptive commercial speech. The advertisement proposes a commercial transaction, and the advertisement, or any material contained in it, is false, misleading, or deceptive.

- 2) Unlawful goods or services. The advertisement, or any material contained in it, promotes or encourages, or appears to promote or encourage, the use or possession of unlawful or illegal goods or services under local, state, or federal laws.
- 3) Unlawful conduct. The advertisement, or any material contained in it, promotes or encourages, or appears to promote or encourage, unlawful or illegal behavior or activities under local, state or federal laws.
- 4) Endorsement. The advertisement, or any material contained in it, implies or declares an endorsement by Spokane Transit of any service, product or point of view, without prior written authorization of Spokane Transit (through its CEO).
- 5) Obscenity or Nudity. Contains any nudity, obscenity, sexual content, sexual excitement, or sadomasochistic abuse as those terms are defined in Washington State statutes.
- 6) Prurient sexual suggestiveness. The advertisement contains material that describes, depicts, or represents sexual activities or aspects of the human anatomy in a way that the average adult, applying contemporary or community standards, would find appeals to the prurient interest of minors or adults in sex.
- 7) Tobacco. The advertisement promotes the sale or use of tobacco or tobacco-related products.
- 8) Demeaning or disparaging. Advertising that includes language, pictures, or other graphic representations that are derogatory or defamatory of any person or group because of race, color, national origin, ethnic background, age, disability, ancestry, marital or parental status, military discharge status, source of income, religion, gender or sexual orientation.
- 9) Profanity. The advertisement contains profane language.
- 10) Violence. The advertisement contains any image or description of graphic violence or the depiction of weapons or other implements or devices associated in the advertisement with an act or acts of violence or harm on a person or animal.
- 11) "Adult" - oriented goods or services. The advertisement promotes or encourages, or appears to promote or encourage, adult book stores, nude dance clubs and other adult entertainment establishments, adult telephone services, adult Internet sites and escort services.
- 12) Political. Advertising promoting or opposing (i) a political party; (ii) the election of any candidate or group of candidates for federal, state or local government offices; (iii) any legislation, initiative, referendum or ballot measure; or (iv) a political action committee, political campaign or political philosophy.

- 13) Public Issue. Advertising expressing or advocating an opinion, position, or viewpoint on matters of public debate about economic, political, religious or social issues.
- 14) Alcohol, Marijuana, and Regulated Substances. Advertising that promotes the sale or use of beer, wine, distilled spirits, alcoholic beverages, or any substance licensed and regulated under Washington law; however, this prohibition shall not prohibit advertising that includes the name of a restaurant that is open to minors.
- 15) Firearms. Advertising that promotes or solicits the sale, rental, distribution or availability of firearms or firearms-related products.
- 16) Harmful or Disruptive to Transit System. Any material that is so objectionable under contemporary community standards as to be reasonably foreseeable that it will result in harm to, disruption of or interference with Spokane Transit's transportation system.

III. Advertising Program and Administration.

A. Administration.

Spokane Transit shall select an "Advertising Contractor" who shall be responsible for the daily administration of Spokane Transit's advertising program, in a manner consistent with these guidelines. Spokane Transit shall designate a "Contract Administrator" on its staff to be the primary contact for Spokane Transit with the Advertising Contractor.

B. Procedure.

The Advertising Contractor shall review each advertisement submitted for display on or in Spokane Transit's property to determine whether the advertisement falls within the adopted standards and guidelines. If it appears the advertisement may be questionable; the Contractor shall notify the Contract Administrator at Spokane Transit before the advertisement is approved and installed.

- 1) The STA Contract Administrator will review the advertisement to determine whether the advertisement meets the adopted standards and guidelines set forth in Section II of this policy.
- 2) If the STA Contract Administrator determines that the advertisement does not meet the adopted standards and guidelines, or where there is uncertainty as to whether or not a particular advertisement meets such guidelines, the Contract Administrator shall refer the matter to the CEO for a determination. If the CEO finds the advertisement does not violate the standards, he or she will inform the Contract Administrator who will advise Contractor(s) Program Manager of the determination. The CEO is the final authority.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

September 6, 2017

AGENDA ITEM 6B : FTA *COMPREHENSIVE REVIEW*: REPORT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: E. Susan Meyer, CEO
Karl Otterstrom, Director of Planning and Development

SUMMARY: The Federal Transit Administration (FTA) is required to review and evaluate the performance of STA in compliance with statutory and administrative procedures. This review known as “The Triennial Review” includes a review of STA’s compliance in 17 areas. The review is conducted every three years.

Spokane Transit had an excellent review and was commended as such by the Region X Administrator.

The Triennial Review process started in December 2016 with STA submitting to FTA responses to questions pertaining to each of 17 areas. FTA conducted an on-site visit on May 15-16, 2017. The purpose of the on-site visit was to inspect records and files and follow-up on additional questions. On July 18, 2017, FTA sent the Final Report to STA outlining the results from the review. The metrics used by FTA to evaluate whether STA is meeting the requirements for each of the areas are:

Not Deficient: An area is considered not deficient if, during the review, no findings were noted with implementation of the requirements.

Deficient: An area is considered deficient if any of the requirements within the area reviewed were not met.

Not Applicable: An area can be deemed not applicable if, after an initial assessment, STA does not conduct activities for which the requirements of the respective area would be applicable.

The results of the review found that there were no deficiencies in 14 of the 17 areas. There were four individual deficiencies found in the other three areas, which included Maintenance, Satisfactory Control, and Drug-Free Workplace / Drug and Alcohol Program. It is important to understand the significance of these four deficiencies in context of the scope of the review. The 17 inspection areas included 237 pages of inspection sheets containing 287 individual inspection items. Prior to the inspection STA provided written responses in 81 subsections which included 130 attachments. The four deficiencies were out of the 287 specific inspection items imbedded in literally volumes of requirements.

Below is a list of the four deficiencies. A more detailed description of the deficiencies and STA’s responses is attached to this cover sheet.

- Maintenance – Facility / equipment maintenance program lacking or inadequate
- Drug and Alcohol – Random testing rate below required level
- Satisfactory Control – Lacking Excess Real Property Utilization Plan (out of date)
- Satisfactory Control - Lack of FTA approval of incidental use

RECOMMENDATION TO COMMITTEE: For discussion.

COMMITTEE ACTION: N/A

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

2017 FTA Comprehensive Review

Deficiencies and responses

Prepared for: PMER Committee

**Prepared by:
Planning Department**

Draft

8/30/2017



Upon request, alternative formats of this information will be produced for people with disabilities. Please call (509) 325-6094 (TTY WA Relay 711) or email ombudsman@spokanetransit.com at least 48 hours in advance to request an accommodation.

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Summary

On June 19, 2017, the Federal Transit Administration (FTA) issued a draft report on the 2017 FTA Comprehensive Review findings. In the report, FTA provided an overview on the process along with the specific areas with deficiencies. FTA identified four deficiencies in three areas; maintenance, satisfactory control, and drug and alcohol. On July 3, 2017, STA submitted to FTA responses to the draft report. Below is a description on the four deficiencies, corrective action, and STA's response.

Maintenance

Basic Requirement: STA must keep federally funded vehicles, equipment and facilities in good operating condition. STA must keep Americans with Disabilities Act (ADA) accessibility features on all vehicles, equipment and facilities in good operating order.

Finding: Facility / equipment maintenance program lacking or inadequate. The STA Facilities and Equipment Maintenance Plan indicates that preventive maintenance is performed on a 30-day, 60-day, 90-day, and annual cycle. The plan does not document the inspection activities performed at appropriate intervals for the FTA-funded facilities and equipment. Specifically, the plan does not include the following mission critical and safety items: security equipment; personnel entry doors; and cameras.

Corrective Actions and Schedule: Spokane Transit must submit by October 18, 2017, to the FTA regional office a revised facility / equipment maintenance plan that includes all FTA-funded assets, along with a series of maintenance and inspection activities performed at appropriate intervals.

STA Response: *The material reviewed by the consultants' shows that our facilities and equipment maintenance plan does document the 30-day, 60-day, 90-day, and annual cycles. STA provided records that documented all facilities/equipment had been inspected as outlined by the maintenance plan. However, STA's individual PM inspection forms do not require that all items on the inspection document contain a physical check mark. Instead, STA requires the employee initial the overall document to indicate the inspection is complete. It was the opinion of the reviewers that all items on the individual PM inspection forms should have checkmarks next to them to verify the inspection was complete. STA has since added the boxes next to each inspection item as part of our on-going practice.*

Spokane Transit views that updating the checklists with boxes should not rise to the level of a deficiency, but more appropriately should have been communicated as a "recommendation."

The personnel entry door locks and the facility cameras must be added to the Facilities and Equipment Maintenance Plan as "mission essential equipment." The personnel entry door card readers and facility cameras were not documented in our Facilities and Equipment Maintenance Plan but we do have an ongoing check and maintenance program for these items. STA showed the reviewers the documentation of door lock and facility camera daily operational checks. If a daily operational check reveals one of these pieces of equipment is not functioning properly, the procedure is to contact the vendor for repairs.

STA had an on-going practice of maintenance inspections of both the security cameras and personnel entry door locks. However, the reviewers noted it as a deficiency because it was not documented as a practice in our overall maintenance plan.

Satisfactory Continuing Control

Basic Requirement: Spokane Transit must ensure that FTA-funded property will remain available to be used for its originally authorized purpose throughout its useful life until disposition.

Finding: During this Triennial Review of STA, deficiencies were found with the FTA requirements for Satisfactory Continuing Control.

Violation of incidental use requirements (25)

FTA Circular 5010.1D, states that incidental use requires prior FTA approval except when it involves coordinated public transit human services transportation. On February 18, 2014, FTA approved STA's excess real property utilization inventory plan for the Fairgrounds. The approval also included FTA's permission to temporarily use the property for an alternate transit use (driver vehicle training) and, on an incidental basis, to lease the property to Spokane County for overflow parking for events at the Fairgrounds, pending disposition of the property. Subsequently, STA's negotiations for the sale of the property were unsuccessful. However, STA failed to update its request to FTA for continued incidental use of the Fairgrounds property.

Lacking excess real property utilization inventory/plan out of date (84)

FTA Circular 5010.1D describes that the inventory list should include such things as: property location, summary of any conditions on the title, original acquisition cost, Federal participation ratio, FTA grant number, appraised value and date, description of improvements, current use of the property, and anticipated or proposed disposition or action. On February 18, 2014, FTA concurred on STA's excess real property utilization inventory plan, which included the sale of the Fairgrounds. STA's negotiations for the sale of the property were unsuccessful. However, STA has not updated its excess real property utilization inventory plan to address its plans for the Fairgrounds property.

Corrective Actions and Schedule:

For the deficiency *violation of incidental use requirements* STA will submit to FTA by October 18, 2017, a request for approval for the incidental use of the Fairgrounds property and also procedures for obtaining prior FTA approval for future incidental uses.

For the deficiency *lacking excess real property utilization inventory/plan out of date*, STA will submit to FTA by October 18, 2017, an updated excess real property utilization plan for the Fairgrounds property.

STA Response: During STA's planning efforts the original intended purpose for this property was no longer needed. STA wrote to FTA in February 2014, and provided an Excess Real Property Inventory and Utilization Plan and sought approval to begin discussions with Spokane County for the sale of the property. STA further requested approval to use the property for substitute transit use (STA driver training) and incidental use of the Fairgrounds property until disposition. In April 2014, FTA agreed that since the property was no longer needed or could be used as was originally intended by the grant, disposition of the property was appropriate. FTA gave STA temporary approval to use the property for other transit purposes until disposition. STA entered into discussions with Spokane County to sell the property but these efforts did not end in disposition. Based on FTA's finding, Spokane Transit will submit an Excess Real Property Inventory and Utilization Plan by October 18, 2017, stating that STA will keep the property and request that STA driver training be approved as a substitute use.

Spokane Transit will also submit to FTA by October 18, 2017, approval for the incidental use of the Fairgrounds property and procedures for obtaining prior FTA approval for future incidental uses.

Drug Free Workplace and Drug and Alcohol Program

Basic Requirement: Grantees are required to maintain a drug-free workplace for all grant-related employees and to have an ongoing drug-free awareness program. Grantees receiving Section 5307, 5309, 5311 or 5339 funds that have safety-sensitive employees must have a drug and alcohol testing program in place for such employees.

Finding: During this Triennial Review of STA, a deficiency was found with the FTA requirements for Drug-Free Workplace and Drug and Alcohol Program.

Random testing rate below required level (113)

49 CFR 655.45 states that the minimum annual random testing rate for alcohol is 10 percent. STA's Management Information System (MIS) report for fiscal year 2015 does not demonstrate that the minimum annual random testing rate for alcohol of 10 percent was achieved for the period.

Corrective Actions and Schedule: For the deficiency *random testing rate below required level (113)*, by October 18, 2017, develop and submit to the FTA regional office a plan to bring the random testing rate for alcohol to the required level.

STA Response: STA's annual random testing rate for alcohol for fiscal year 2015 was found to be 9.8%. In fiscal years 2014 and 2016 random testing rates for alcohol met the minimum requirement of 10%. By following the reviewer's recommendation to use the DOT's Best Practices for DOT Random Drug and Alcohol Testing, STA has developed a plan to ensure the random testing rate for alcohol is achieved on an annual basis at the required minimum level of 10% by performing the following procedures on a monthly basis:

Update and ensure accuracy of the random number selection list to include all safety sensitive employees subject to DOT random testing; set testing rates slightly above the highest minimum annual random testing rates established by the DOT Agency; when an employee selected for testing is known to be unavailable during the selection cycle (legitimate extended absence, long-term illness, etc.), documentation of the reason and make-up of the rate shortfall will be made by making another selection, or making an extra selection during the next selection cycle. An employee who is selected for testing but has not received notice since it is their day off, will be tested during their next shift within the same selection cycle. During and prior to end of each selection period, monitor status report and ensure all tests are completed. No later than November of every year determine if the minimum testing rates will be met or if there is a shortfall, another selection or extra selection will be made for the December testing period.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

September 6, 2017

AGENDA ITEM **6C** : OPERATOR SAFETY AND SECURITY ENVIRONMENT REVIEW-UPDATE

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Steve Blaska, Director of Operations
Nancy Williams, Director of Human Resources
Mike Toole, Safety and Security Manager

SUMMARY: In the wake of an assault on a Fixed Route Operator in March, Spokane Transit conducted a comprehensive review of all Fixed Route assault incidents over the last five years. Two teams from our Safety Committee conducted the review. One team reviewed all Paratransit incidents and another all Fixed Route incidents. The team members were: Human Resources Director, Operations Director, Safety and Security Manager, Fixed Route/Paratransit Manager, Fixed Route/Paratransit Supervisors/Union representative, and a Coach/Paratransit Operator/Union representative.

The objective of the review was fivefold:

1. Obtain a shared perspective of the frequency and severity of driver assaults.
2. Review all procedures pertaining to the organization's response to assault situations. Recommend improvements to those procedures.
3. Review operator actions in these situations to evaluate best practices and enhance training.
4. Develop a standard definition of level of assaults in order to better track incidents and systematize procedures.
5. Identify additional safety/security equipment for our vehicles or personnel. Establish a follow up plan to test candidate capabilities on our vehicles.

Overall Findings

1. Although any incident where a physical assault or verbal threat occurs is a serious event, fortunately these incidents are rare. In addition, the vast majority of these events resulted in the apprehension of the assailant.
2. It is important to communicate, after the event, with the operator involved in an assault so he/she has a complete understanding of what actions occurred during the response and post-incident follow up.
3. De-escalation techniques are invaluable and may have prevented many of the incidents that led to a verbal threat or physical assault.
4. STA will standardize procedures and training across the organization in how staff consistently handle these events.
5. Clear communications between Dispatch and Operator is essential.

Specific Actions

1. Operators
 - a. Operators will receive additional training in de-escalation techniques and self-defense techniques. Lessons learned from this comprehensive review will be integrated into this training.
 - b. Operators will be relieved after any physical assault and assessed to be relieved after a verbal threat.
2. Dispatch & Supervisors
 - a. Dispatch checklist will document detailed steps for notification, response, communications, and post event actions.
 - b. Supervisors will be trained on how to ask probing questions to comprehend the severity of the event.
3. Department Leaders
 - a. The Department Manager or Assistant Manager will conduct a post-event session for every event. The purpose is to ensure the Operator understands all actions that occurred and what the consequences were for the assailant.
4. Administrative Actions
 - a. A subgroup of the Safety Committee will review all assaults to review procedures were followed and discover lessons learned.
 - b. STA will obtain legal guidance to maximize the consequences to an individual who assaults an STA employee.
 - c. STA will use the services of an on call medical expert for evaluation and follow up with Operator involved in an assault.

5. Equipment Testing

- a. STA will install a driver's shield on a test bus for evaluation. Coordination is underway with partner agencies who have identified the best candidate shields.
- b. STA will test additional camera positions for Paratransit vans.
- c. STA will test a video screen on Fixed Route coaches that shows passengers they are being observed. This is a capability currently being tested with King County Metro.
- d. STA will implement a new emergency radio system on Paratransit vans.
- e. The automated voice announcement system on Fixed Route will periodically remind customers that they are under audio and video surveillance.

The above summary represents the major actions identified by the team from the Safety Committee. Each of these major actions includes many specific improvements to training and procedures that are too detailed to do justice in a summarized report. The complete studies are being made available for employees for review.

RECOMMENDATION TO COMMITTEE: Information only.

COMMITTEE ACTION: N/A

RECOMMENDATION TO BOARD: N/A

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

September 6, 2017

AGENDA ITEM 6D : SECOND QUARTER 2017 PERFORMANCE MEASURES

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Steve Blaska, Director of Operations

SUMMARY: A complete set of the 2nd Quarter 2017 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.

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 quarter down 0.9% compared to our ridership year in 2016. Fixed Route provided 5,367,069 trips in 2017 vs. 5,416,495 in 2016. We expect to meet our 2017 ridership goal to match 2016 ridership by the end of the year.

- The cause of FR ridership decline has been discussed over the past year. The cumulative effect of lower gas prices and severe winter weather has had a negative effect on transit ridership. Recently, there are indications that this trend is reversing. The last several months have shown slight increases in ridership in month to month comparisons. This is at least partially attributable to increased service implemented in mid-May. We expect this trend to continue for the remainder of the year.
- 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 timeframe 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 a 0.5% increase over 2016 ridership level. At the end of the 2nd Quarter, Paratransit ridership is 0.2% higher than in 2016 (242,095 vs. 241,709 in 2016). By the end of the 2017, we expect Paratransit ridership to be approximately 1.5% higher than 2016.

- 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 468,000 trips in 2016. 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.
- However, the most recent months indicate that the previous conditions that have constrained growth may have reached their maximum impact and we expect growth in Paratransit demand to be the trend going forward.

Second quarter Vanpool ridership decreased in 2017 by 3.7% (97,104 vs. 100,795 in 2016). STA's goal was to maintain 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. Last years' strike by Triumph and the resulting restructuring since then continues to account for a significant percentage of the reduction in active vanpool groups.
- Similar to Fixed Route, the last couple of months show some ridership recovery. It is too early to tell if we will meet our goal to restore 2016 ridership levels by the end of the year.

Passengers per Revenue Hour (PPRH)

Fixed Route PPRH was 26.33

- This is above of the goal of 25. We expected our 2nd Quarter performance to be slightly higher than what we will end the year. Lower ridership in the summer as well as the introduction of more service late at night and weekends tends to lower PPRH performance. It is important to note that no other urban transit in Washington State, other than King County Metro, delivers more than 25 PPRH. In fact, no other urban transit in Washington State delivered more than 23 in 2015.

Paratransit PPRH was 2.83

- This is just 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 2.62. 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 (or above) average (on a 5 point scale) from customer observations in our Quality Counts! Survey Program. STA’s overall average was 4.81.

On Time Performance

- At 92.17%, Fixed Route exceeded STA’s goal of 90% 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 of 85%, staff raised the goal to 90% for 2017.
- Paratransit on time performance was 92.42%, slightly 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 are on target to meet the respective goals 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 less than 95% of the average cost of the urban systems in Washington State. We do much better than that goal. It should be noted, however, that 2nd Quarter data may be skewed in a positive manner due to the timing lag of some outstanding payments. Most significant are the fuel and contracted service payments from MV.
 - Fixed Route cost per passenger was \$4.58. This is 68.2% of the urban systems’ average.
 - Paratransit cost per passenger was \$26.71. This is 62.4% of the urban systems’ average.

Cost Recovery from User Fees (Farebox Recovery).

- Fixed Route farebox recovery is down to 17.5%, 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.
- Paratransit farebox recovery is at 4.5%, which is below the goal of 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. Similar to the cost per passenger measure, this result is skewed in a positive manner due to outstanding payments to MV and fuel bills.

Ensure Safety

Preventable Accident Rate.

- Fixed Route met our goal of 0.08 or fewer accidents per 10,000 miles.
- At 0.17, Paratransit was higher than STA’s goal of 0.10 or fewer preventable accidents per 10,000 miles. Of the 15 accidents for Paratransit, 5 had zero damage, another 8 had less than \$2500 damage. Many of the accidents were the result of minor collisions with fixed objects while negotiating in tight spaces. Advanced driver training in how to manage space around vehicles (“air-gap training”) is being conducted as part of van operator advanced training this summer

RECOMMENDATION TO BOARD: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____



Performance Measures 2nd Quarter 2017



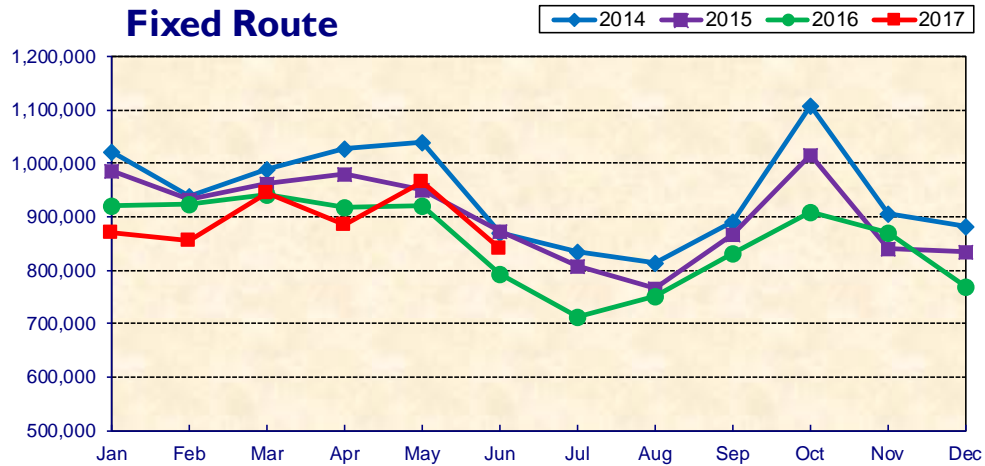
Priorities and Objectives

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



Ridership

Fixed Route



2014 = 11,324,434

2015 = 10,815,736

2016 = 10,261,789

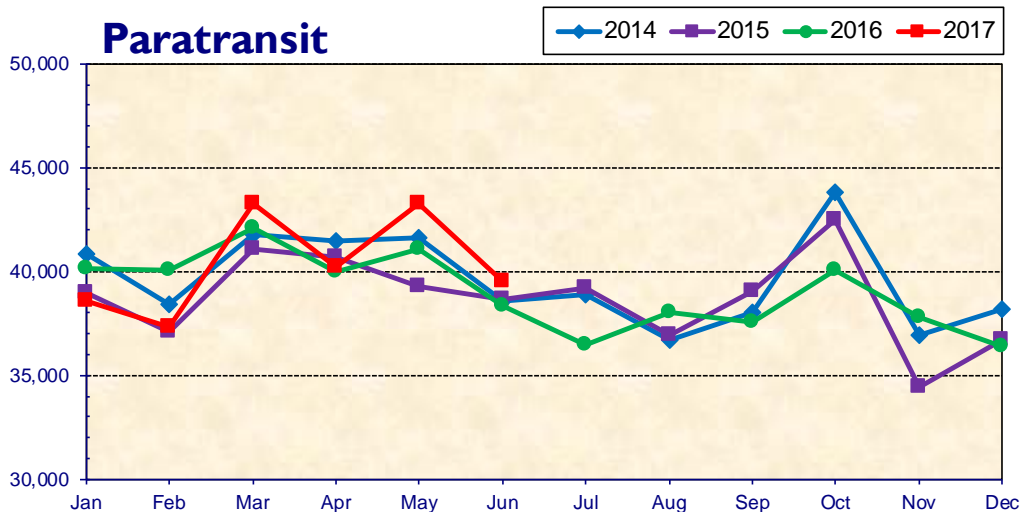
Proj. 2017 = 10,261,789

Goal: Sustain 2016 Ridership Level
2nd Qtr. Result: 0.9% Decrease



Ridership

Paratransit



2014 = 475,171

2015 = 464,449

2016 = 468,050

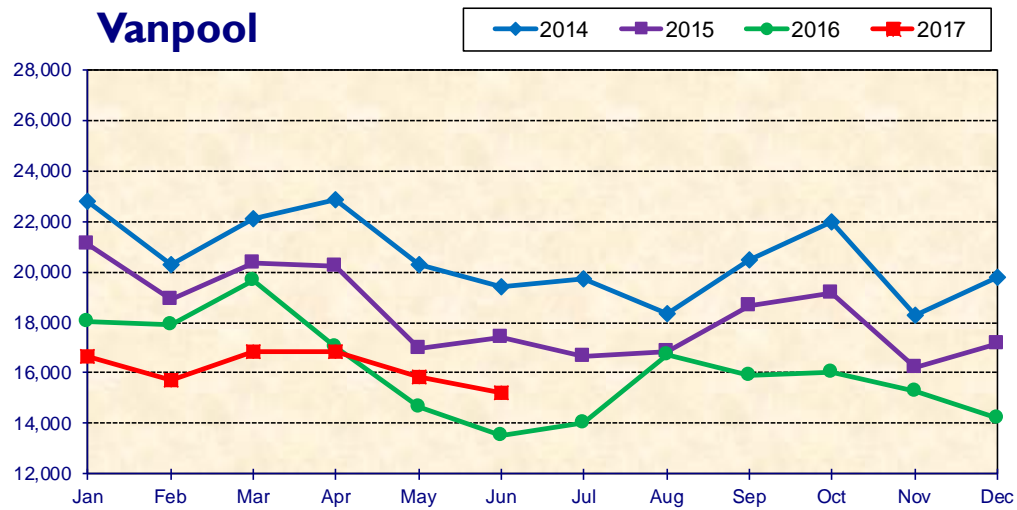
Proj. 2017 = 470,390

Goal: 0.5% Increase over 2016 Ridership
2nd Qtr. Result: 0.16% Increase



Ridership

Vanpool



2013 = 241,257

2014 = 246,331

2015 = 193,006

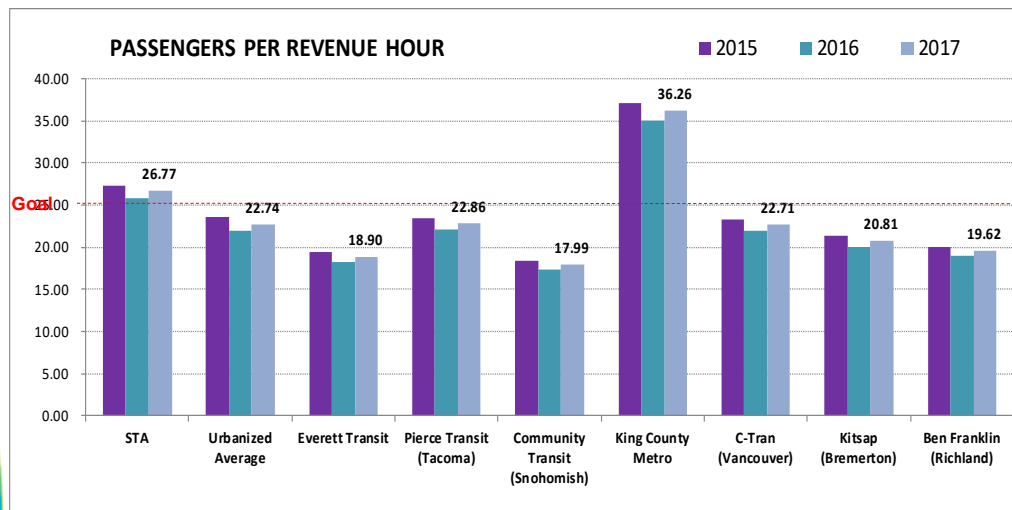
Proj. 2017 = 193,006

Goal: Sustain 2016 Ridership Level
2nd Qtr. Result: 3.6% Decrease



Service Effectiveness

Fixed Route



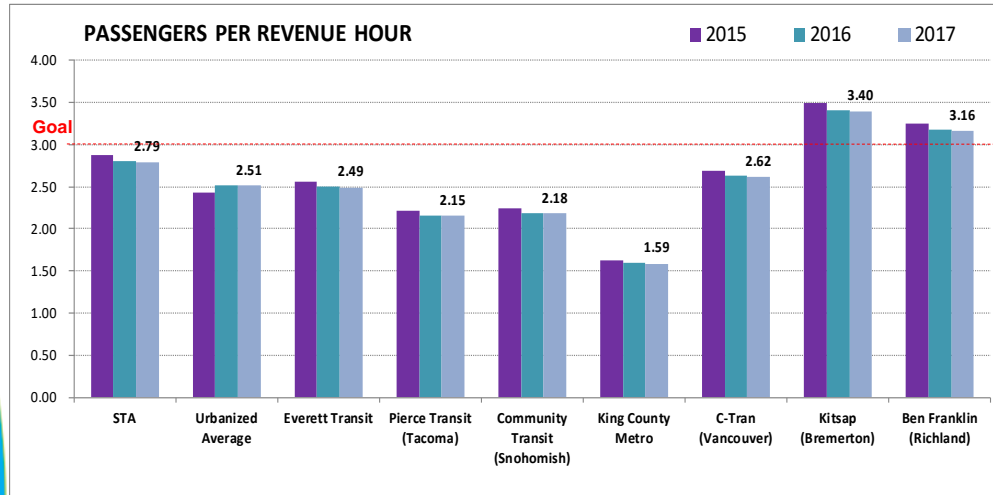
GOAL: TRANSPORT 25.0 OR MORE PASSENGERS PER REVENUE HOUR

* System averages assume a performance equal to STA for 2016 & 2017



Service Effectiveness

Demand Response

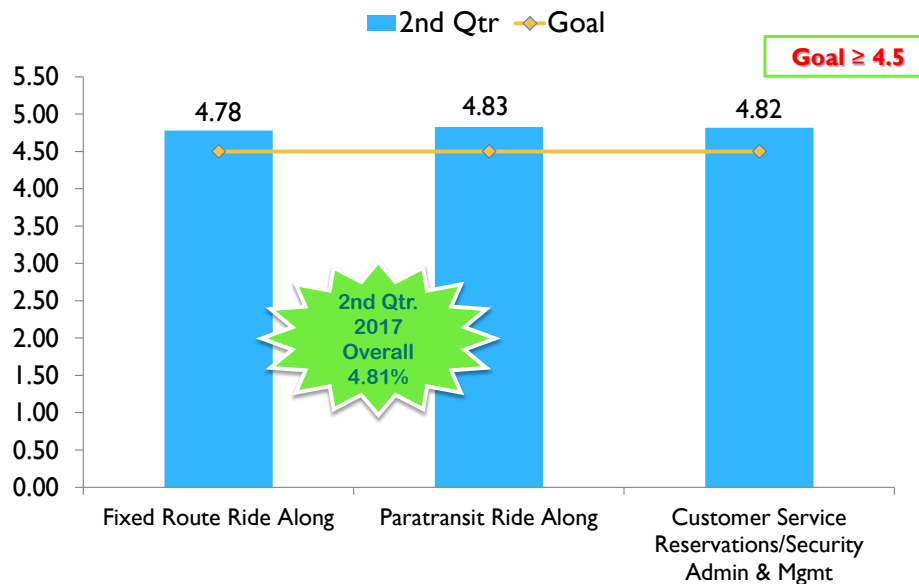


GOAL: TRANSPORT 3.0 OR MORE PASSENGERS PER REVENUE HOUR

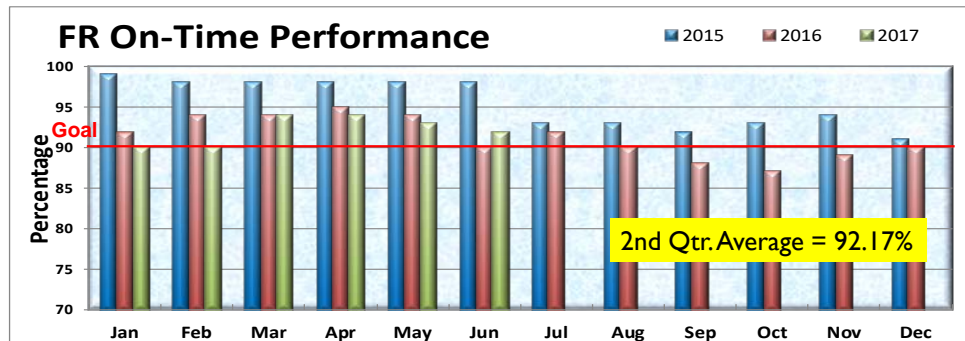
* System averages assume a performance equal to STA for 2016 & 2017



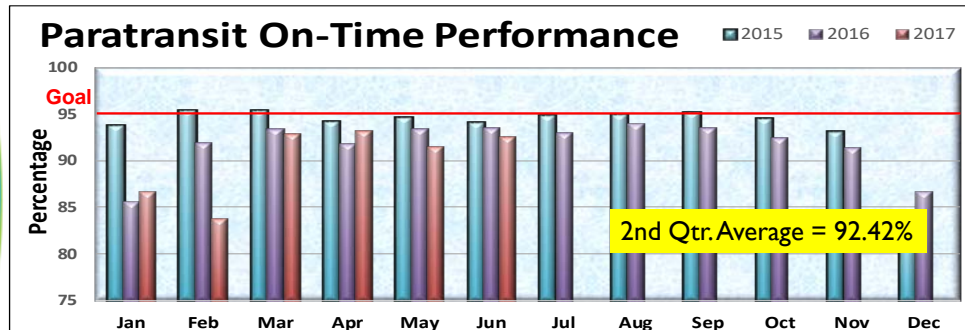
Professional & Courteous



On Time Performance



Fixed Route – 100% Automated Time Checks began May 2016



Ride Checks/ Ride Alongs

Fixed Route

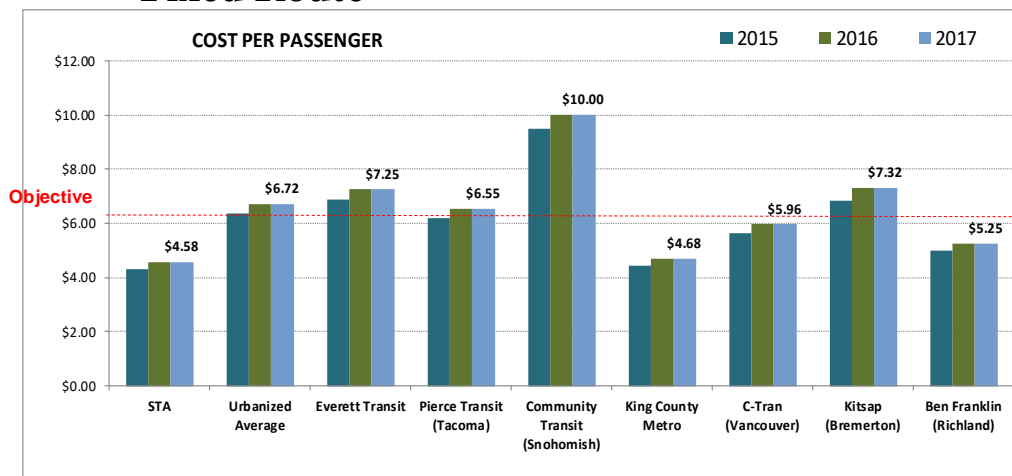
Paratransit

	2016	YTD 2017	Goal
Fixed Route	246* of 248 completed	172 of 273 completed	100% of operators checked annually
Paratransit	58 of 58 completed	18 of 59 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

2017 Status: 68.2% (STA - \$4.58; Urban Average - \$6.72)

Notes:

Previous year results

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

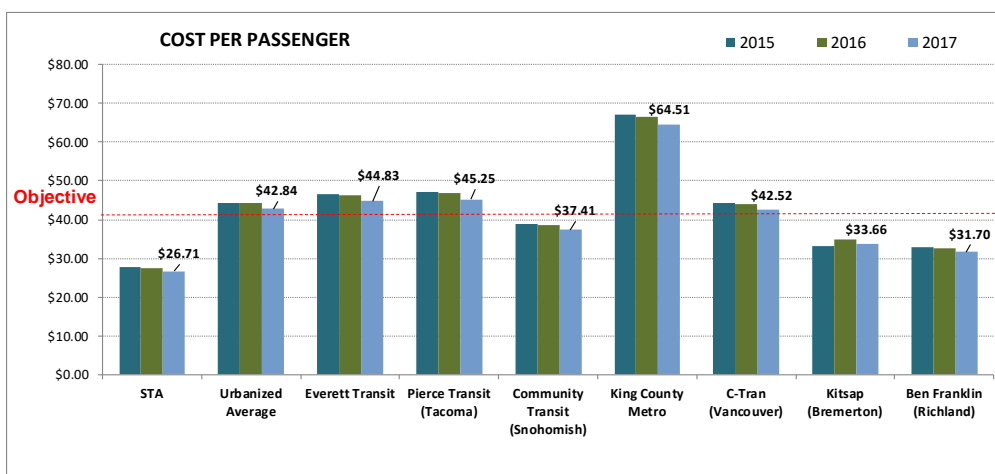
STA 2017 data reflects year-to-date

- Expenditures will lag slightly until end of year



Demand Response

Cost Effectiveness



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

2017 Status: 62.4% (STA - \$26.71; Urban Average - \$42.84)

Notes:

Previous year results

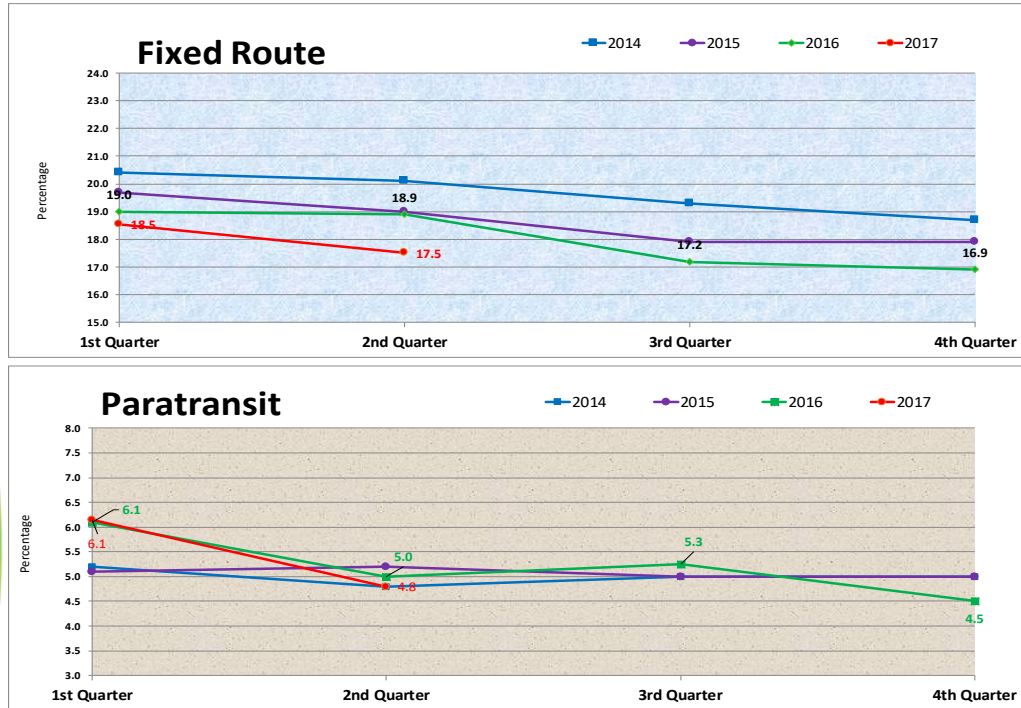
- 2015 data from NTD reports
- 2016 data estimates other transits' performance equal to STA

STA 2017 data reflects year-to-date

- Expenditures will lag slightly until end of year



Cost Recovery from User Fees



Ensure Safety

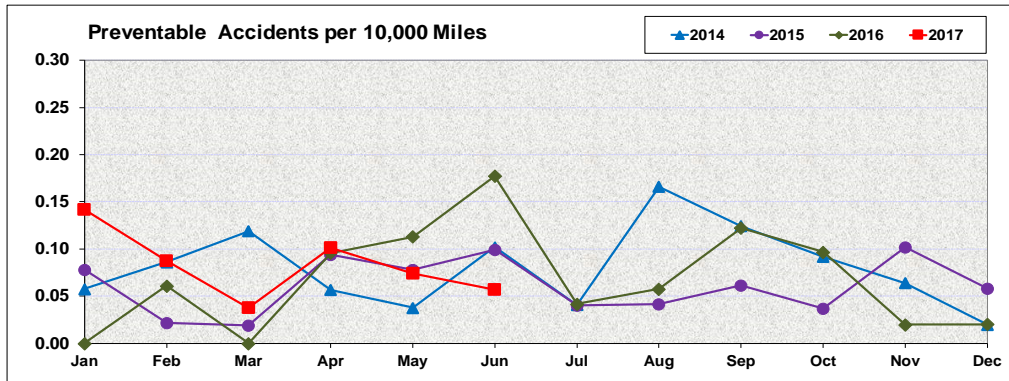
2 Performance Measures:

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

PREVENTABLE VEHICLE ACCIDENTS

Fixed Route				
	2014	2015	2016	2017
Jan	3	4	0	7
Feb	4	1	3	4
Mar	6	1	0	2
Apr	3	5	5	5
May	2	4	6	4
Jun	5	5	9	3
Jul	2	2	2	
Aug	8	2	3	
Sep	6	3	6	
Oct	5	2	5	
Nov	3	5	1	
Dec	1	3	1	
Total Prev. Accidents	48	37	41	25
YTD PREVENTABLE ACCIDENTS PER 10,000 MILES	0.08	0.06	0.07	0.08

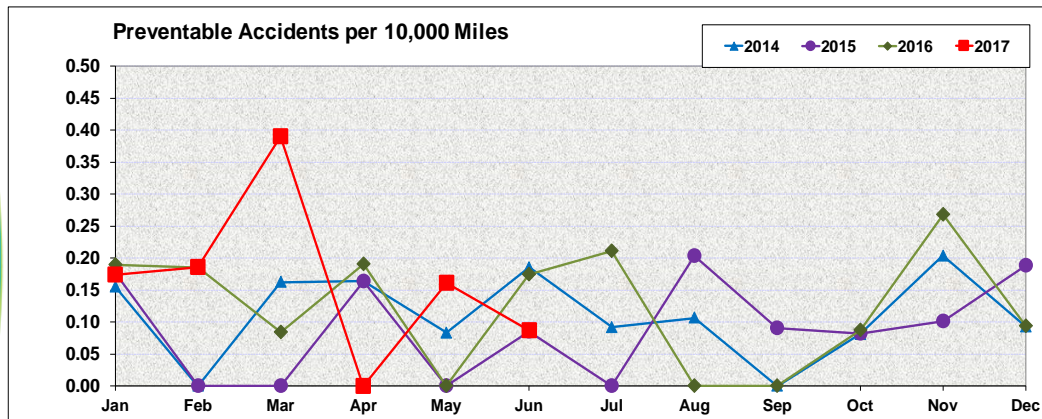
Goal:
≤ 0.08 per
10,000 miles



PREVENTABLE VEHICLE ACCIDENTS

Paratransit				
	2014	2015	2016	2017
Jan	2	2	2	2
Feb	0	0	2	2
Mar	2	0	1	5
Apr	2	2	2	0
May	1	0	0	2
Jun	2	1	2	1
Jul	1	0	2	
Aug	1	2	0	
Sep	0	1	0	
Oct	1	1	1	
Nov	2	1	3	
Dec	1	2	1	
Total Prev. Accidents	15	12	16	12
YTD PREVENTABLE ACCIDENTS PER 10,000 MILES	0.11	0.09	0.12	0.17

Goal:
≤ 0.10 per
10,000 miles



SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

September 6, 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 AND EXTERNAL RELATIONS COMMITTEE MEETING

September 6, 2017

AGENDA ITEM 8A : JUNE 2017 SEMI-ANNUAL FINANCIAL REPORTS

REFERRAL COMMITTEE: N/A

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

SUMMARY: Attached are the June 2017 semi-annual financial reports.

❖ Capital Budget

- 42% of the Capital budget has been spent.
- Due to timing of projects, most expenditures will be made in the last half of the year.

❖ Federal Grants

- Federal capital grants cover multiple years and plans have been made for the expenditure of these grants.

❖ Cash Balance

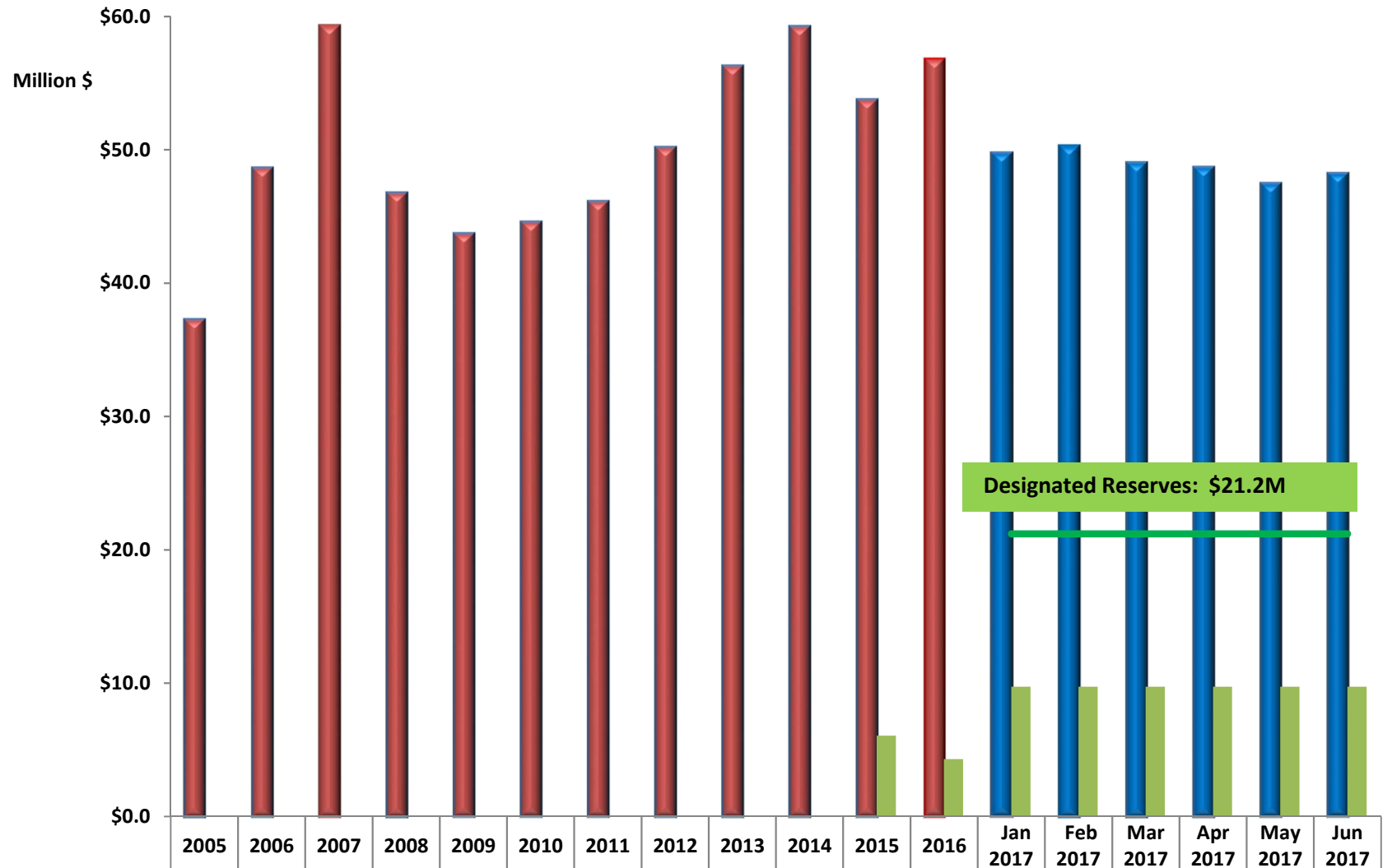
- The cash balance of \$48.2 million excludes the fleet replacement fund of \$9.7 million.

RECOMMENDATION TO BOARD: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

Spokane Transit Cash Balance



Cash Balance	\$37.3	\$48.6	\$59.3	\$46.8	\$43.7	\$44.6	\$46.2	\$50.2	\$56.3	\$59.2	\$53.7	\$56.8	\$49.8	\$50.3	\$49.1	\$48.7	\$47.5	\$48.2
Fleet Replacement Fund											\$6.0	\$4.3	\$9.7	\$9.7	\$9.7	\$9.7	\$9.7	\$9.7
Designated Reserves													\$21.2	\$21.2	\$21.2	\$21.2	\$21.2	\$21.2

**SPOKANE TRANSIT
CAPITAL BUDGET STATUS
JUNE 30, 2017**

Capital Projects	Quantity	State Funding	Federal Funding	Local Funding	2017 Budget Total	Expensed to Date	Remaining Balance
<u>Revenue Vehicles</u>							
Fixed Route Coaches (Diesel)	9		\$1,236,990	\$1,330,831	\$2,567,821	\$2,279,404	\$288,417
Vanpool Vans (Replacement)	12			443,072	443,072	-	443,072
Total Revenue Vehicles	21	\$0	\$1,236,990	\$1,773,903	\$3,010,893	\$2,279,404	\$731,489
<u>Non-Revenue Vehicles</u>							
Service Vehicle	3			\$148,000	\$148,000	\$36,022	\$111,978
Utility Trailer	1			13,500	13,500	13,274	226
Total Non-Revenue Vehicles	4	\$0	\$0	\$161,500	\$161,500	\$49,296	\$112,204
<u>Facilities - Maintenance and Administration</u>							
Boone - Facility Master Plan Program				\$2,832,819	\$2,832,819	\$221,071	\$2,611,748
Boone - Preservation and Improvements				110,000	110,000	5,741	104,259
Miscellaneous Equipment and Fixtures				133,000	133,000	-	133,000
Total Facilities - Maintenance and Administration		\$0	\$0	\$3,075,819	\$3,075,819	\$226,812	\$2,849,007
<u>Facilities - Passenger and Operational</u>							
Park and Ride Upgrades				\$50,000	\$50,000	\$5,435	\$44,565
Plaza Renovation				2,175,662	2,175,662	1,636,470	539,192
Route and Stop Facility Improvements			\$160,000	1,055,500	1,215,500	1,704	1,213,796
Transit Center Upgrades		150,000	240,000	290,000	680,000	-	680,000
Park and Ride Development				185,000	185,000	-	185,000
Total Facilities - Passenger and Operational		\$150,000	\$400,000	\$3,756,162	\$4,306,162	\$1,643,609	\$2,662,553
<u>Technology Projects</u>							
Business Systems Replacement			\$600,000	\$150,000	\$750,000	\$125,890	\$624,110
Communications Technology Upgrades				250,000	250,000	-	250,000
Computer Equipment Preservation and Upgrades				225,000	225,000	-	225,000
Fare Collection and Sales Technology			500,000	500,000	1,000,000	60,799	939,201
Operating and Customer Service Software				272,000	272,000	27,175	244,825
Total Technology Projects		\$0	\$1,100,000	\$1,397,000	\$2,497,000	\$213,864	\$2,283,136
<u>High Performance Transit</u>							
Central City Line		\$2,445,540	\$154,460		\$2,600,000	\$499,838	\$2,100,162
Cheney HPT Corridor - Four Lakes Station			200,768	\$234,232	435,000	-	435,000
HPT Implementation - Incremental HPT Investments		120,000	1,228,300	548,950	1,897,250	-	1,897,250
West Plains Transit Center		3,838,150	609,595	22,255	4,470,000	469,310	4,000,690
Total High Performance Transit	-	\$6,403,690	\$2,193,123	\$805,437	\$9,402,250	969,148	\$8,433,102
GRAND TOTAL	25	\$6,553,690	\$4,930,113	\$10,969,821	\$22,453,624	\$5,382,133	\$17,071,491
RECONCILING ITEMS (ITEMS BUDGETED AND ANTICIPATED TO HAVE BEEN PAID IN 2016 BUT PAYMENTS DELAYED TO 2017):							
Paratransit Vans						\$1,177,119	(\$1,177,119)
Lift Project-Paratransit						-	-
Fare Vending Machine Upgrade						(30,640)	30,640
Diesel Coach Modine Fan Retrofit						35,682	(35,682)
Smartbus-CAD/AVL						20,824	(20,824)
HPT Facility Design and Comm Standards						1,019	(1,019)
Jefferson Lot						666	(666)
RECONCILING ITEMS (ITEMS UNBUDGETED IN 2017):							
						-	-
						-	-
						-	-
Right of Way Acquisition for West Plains						2,791	(2,791)
Right of Way Acquisition for Moran Prairie						1,947	(1,947)
Subtotal RECONCILING ITEMS		\$0	\$0	\$0	\$0	\$1,209,408	(\$1,209,408)
GRAND TOTAL		\$6,553,690	\$4,930,113	\$10,969,821	\$22,453,624	\$6,591,541	\$15,862,083

**SPOKANE TRANSIT
STATUS OF FEDERAL CAPITAL GRANTS
JUNE 30, 2017**

<u>GRANTS</u>	<u>LATEST APPROVED BUDGET</u>	<u>CUMULATIVE AMOUNT EXPENDED</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	\$3,576,180	\$1,068,888	\$213,778	\$855,110
WA-34-0002 PARATRANSIT VANS (12)	2,904,777	2,904,777	0	0	0
WA-95-X079 UNIVERSAL TRANSIT ACCESS PASS - CCS	1,748,397	1,748,397	0	0	0
WA-95-X068 CENTRAL CITY/HPT DESIGN & STANDARDS	618,750	568,913	49,837	9,967	39,869
WA-95-X081 ENGINEERING/DESIGN WEST PLAINS TRANSIT CENTER	1,100,000	1,236,442	-136,442	-136,442	0
WA-95-X082 ENGINEERING/DESIGN CENTRAL CITY LINE	1,589,596	1,645,914	-56,318	-1,183,988	1,127,670
WA-16-X048 VAN SERVICE EXPANSION, DEMAND RESPONSE, ADA PARATRANSIT	818,737	373,272	445,465	124,458	321,006
WA-90-X598 BUS SHELTERS, BUS STOP IMPROVEMENTS, SIGNAGE	96,250	60,764	35,486	7,097	28,389
WA-95-X092 SMART CARD/FAREBOX UPGRADE	1,400,000	3,953	1,396,047	698,024	698,024
WA-2016-005 ENHANCED ADA ACCESS, BUS SHELTERS, SIGNAGE	303,750	3,913	299,837	59,967	239,870
WA-2016-049 PARATRANSIT VAN (1), 40' BUS (1), 60' ARTIC BUS (1)	1,454,949	1,007,529	447,421	89,484	357,936
WA-2017-013 DIVISION STREET HPT CORRIDOR IMPROVEMENTS (ADA ACCESS)	1,350,000	24,334	1,325,666	178,965	1,146,701
WA-2017-014 FIXED ROUTE COACH REPLACEMENT-60' ARTIC BUS (QTY 3)	1,479,769	1,479,769	0	0	0
WA-2017-015 FOUR LAKES STATION IMPROVEMENTS (ADA ACCESS)	323,699	0	323,699	43,699	280,000
WA-2017-020 PARATRANSIT VANS (3), MOBILITY MGMT, ENHANCED ADA ACCESS	1,001,160	300,645	700,515	211,658	488,857
FEDERAL GRANTS TOTAL	\$20,834,902	\$14,934,801	\$5,900,101	\$316,668	\$5,583,433

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

September 6, 2017

AGENDA ITEM 8B : JULY 2017 FINANCIAL RESULTS SUMMARY

REFERRAL COMMITTEE: N/A

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

SUMMARY: Attached are the July 2017 financial results. The emphasis is on what percent of the budget has been received or expended to date compared to where we are in the year. July equates to 58% of the year.

Revenue

Overall, revenue is at 58.6% of budget (\$45.3M) which is higher than the expected (\$44.9M).

Fares & Other Transit Revenue is slightly higher than the budget at 58.8%.

Sales Tax Revenue is slightly below the budget at 57.4%.*

Federal & State Grants is slightly higher than the budget at 62.6%.

Miscellaneous Revenue is higher than the expected budget at 116.4%.**

*This is lower than anticipated because the sales tax rate changed from 0.006 to 0.007 in April 2017 (distribution began in June 2017).

**Includes McKinstry Energy Savings Project/Avista Rebate Incentive of \$273,389.

Operating Expenses

Operating expenses at 53.8% of budget (\$37.2M) are 7% below the expected amount of 58% (\$40.1M).

Fixed Route 55.8% of budget expended

Paratransit 50.5% of budget expended

Vanpool 46.3% of budget expended

Plaza 44.6% of budget expended

Administration 51.6% of budget expended

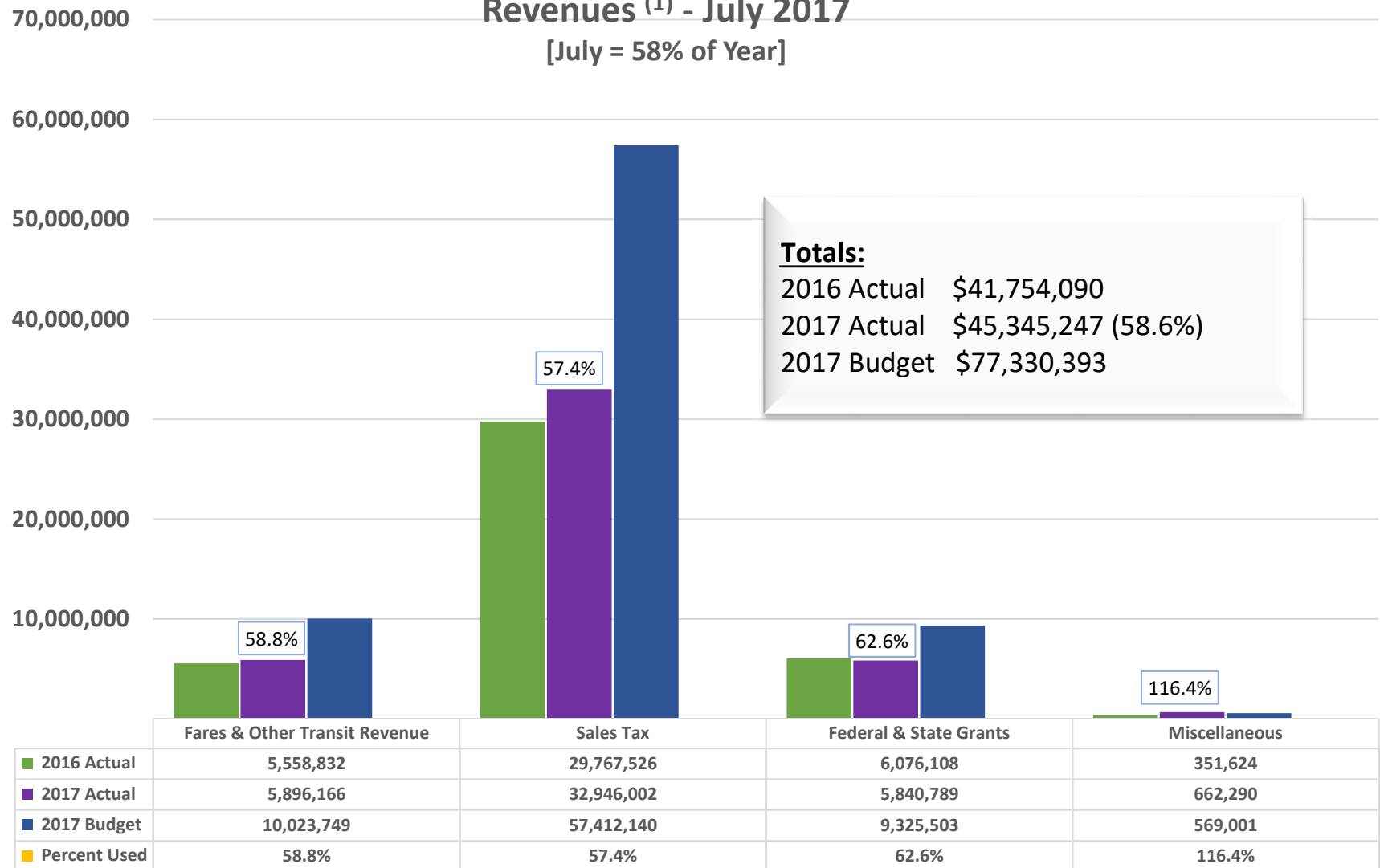
Operating expenses are greatly influenced by timing of payments. For example, only 38.4% (\$1.6M) of the fuel budget has been spent to date and we expect that to change significantly as the year goes along.

RECOMMENDATION TO BOARD: Information only.

FINAL REVIEW FOR BOARD BY:

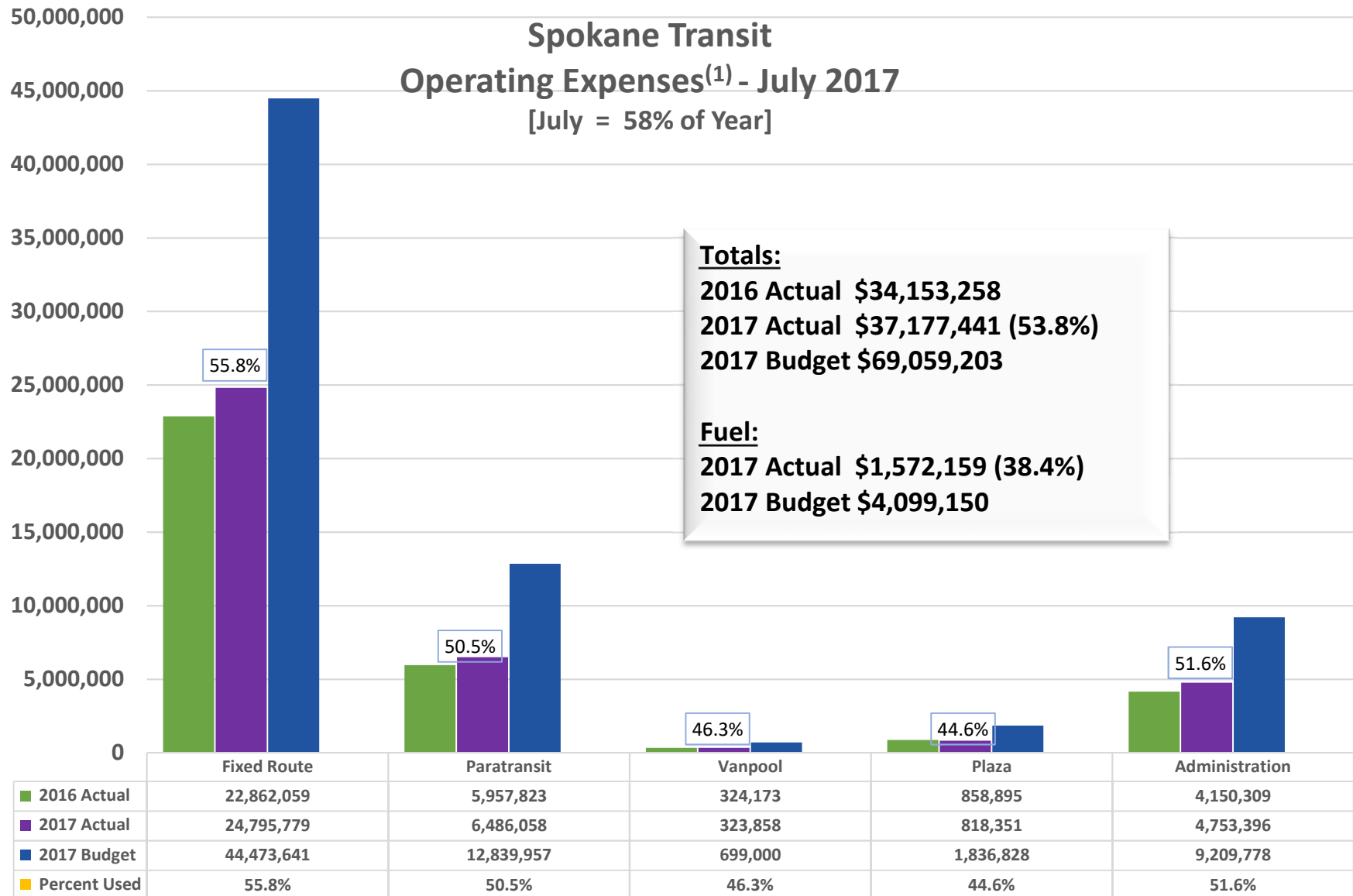
Division Head _____ Chief Executive Officer _____ Legal Counsel _____

Spokane Transit Revenues ⁽¹⁾ - July 2017 [July = 58% of Year]



⁽¹⁾ Above amounts exclude grants used for capital projects. Year-to-date July state capital grant reimbursements total \$751,173 and federal capital grant reimbursements total \$3,135,773.

Spokane Transit Operating Expenses⁽¹⁾ - July 2017 [July = 58% of Year]



⁽¹⁾ Operating expenses exclude capital expenditures of \$6,876,007 and Street/Road cooperative projects of \$104,596 for year-to-date July 2017.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

September 6, 2017

AGENDA ITEM 8C : AUGUST 2017 SALES TAX REVENUE INFORMATION

REFERRAL COMMITTEE: N/A

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

SUMMARY: Attached is August 2017 sales tax revenue information.

August sales tax revenue, which represents sales for June 2017, was:

+27.0% over August 2016 actual

+13.0% above YTD actual

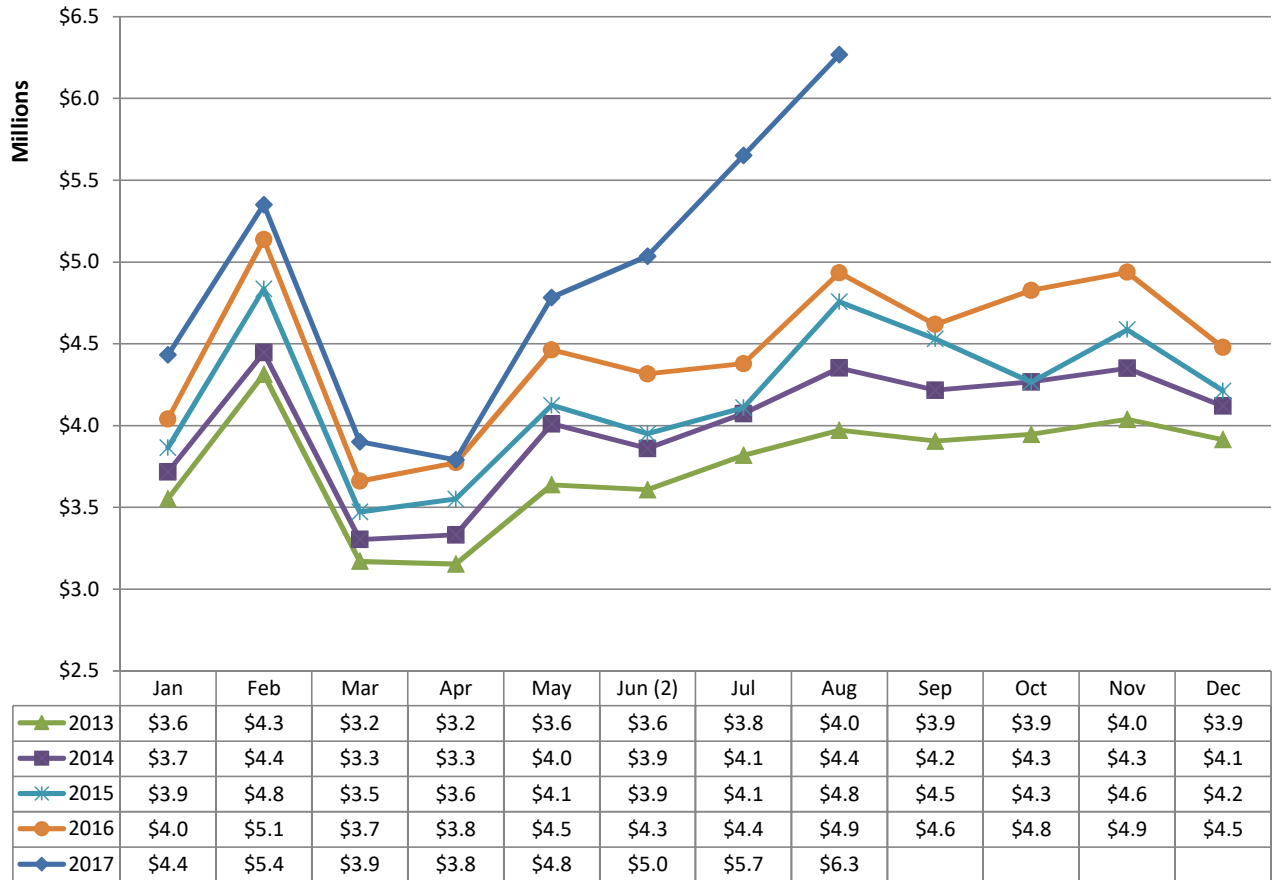
+8.8% YTD above budget

RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR COMMITTEE BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

Sales Tax Revenue History-August 2017⁽¹⁾

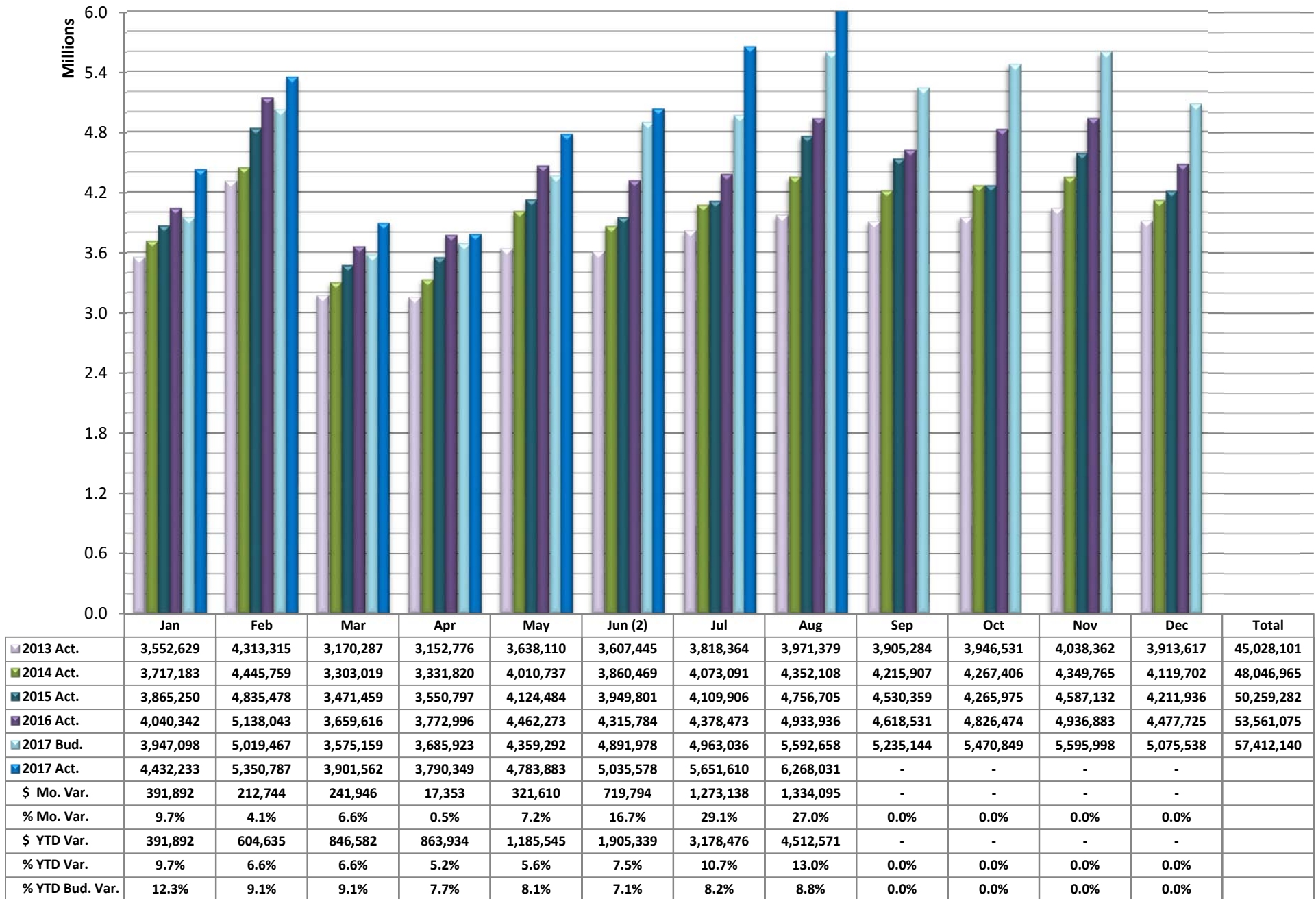


(1) Sales tax distributions lag two months after collection by the state. For example, collection of January taxable sales are distributed in March.

(2) June distribution is April taxable sales in which the sales and use tax rate increased one-tenth of one percent (.001) from .006 to .007.

Sales Tax Summary (with Mitigation for All Jurisdictions)				
Aug-17				
	YTD 2016	YTD 2017	\$ CHANGE	% CHANGE
LIBERTY LAKE	\$ 1,924,597	\$ 2,200,757	\$ 276,160	14.3%
MEDICAL LAKE	175,582	200,513	24,931	14.2%
AIRWAY HEIGHTS	1,120,048	1,276,394	156,346	14.0%
STA	34,701,462	39,214,033	4,512,571	13.0%
CHENEY	880,768	987,322	106,554	12.1%
MILLWOOD	311,608	341,347	29,740	9.5%
PFD	6,152,450	6,526,830	374,380	6.1%
SPOKANE VALLEY	12,909,581	13,682,455	772,874	6.0%
SPOKANE COUNTY	16,104,500	17,049,773	945,273	5.9%
SPOKANE	27,807,199	29,170,535	1,363,336	4.9%
ALL	\$ 102,087,795	\$ 110,649,958	\$ 8,562,162	8.4%

2013 - 2017 SALES TAX RECEIPTS ⁽¹⁾



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

⁽²⁾ June distribution is April taxable sales in which the sales and use tax rate increased one-tenth of one percent (.001) from .006 to .007.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

September 6, 2017

AGENDA ITEM **8D** : JULY 2017 OPERATING INDICATORS

REFERRAL COMMITTEE: N/A

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

SUMMARY: Ridership in July again shows indications that STA's ridership is beginning to recover. There were the same number of weekdays in July 2017 compared to July 2016.

FIXED ROUTE

Fixed Route 2017 ridership goal is to sustain 2016 ridership levels. Total ridership in July increased increased 2.2% (726,932 vs. 711,565) in July 2017 and is down 0.6% (6,094,001 vs. 6,128,060) YTD.

This is the fifth month in a row with a ridership growth trend. The July 1st fare increase does not appear to have effected ridership. Especially noteworthy is the increase in Adult 31 Day Pass riders. This is an important demographic that represents individuals who are invested in routine use of our system. New service added in mid-May is having a positive effect.

It is interesting that Youth ridership is down. The Summer Youth Pass sales lagged behind sales in 2016. This is especially surprising because there was a much larger cash advantage in this product this year due to the fare increase.

Detailed breakdown:

Adult ridership increased 3.7% (426,808 vs. 411,693) in July 2017 and is up 0.4% (3,776,148 vs. 3,760,878) YTD.

- Adult 31 Day Pass ridership increased 2.7% (232,055 vs. 225,990) in July 2016 and increased 1.8% (1,721,271 vs. 1,691,068) YTD.
 - CCS Pass ridership increased 67.9% (24,898 vs. 14,826) in July 2017 and is down 1.4% (388,775 vs. 394,198) YTD.
 - Eagle Pass ridership increased 5.6% (12,625 vs. 11,950) in July 2017 and is down 1.8% (464,245 vs. 472,676) YTD.
- Youth ridership decreased 3.8% (35,986 vs. 37,392) in July 2017 and is down 1.5% (392,592 vs. 398,470) YTD.
- Reduced Fare / Para ridership decreased 1.2% (116,358 vs. 117,775) in July 2017 and is down 8.2% (801,162 vs. 872,348) YTD.

Fixed Route On Time Performance for July 2017 was 91%. Goal is 90%. Construction season affects this indicator throughout the summer.

PARATRANSIT

Paratransit 2017 ridership goal is manage growth to a 0.5% increase over 2016 ridership level. Total ridership in July increased increased 3.5% (37,728 vs. 36,456) and is up 0.6% (279,823 vs. 278,165) YTD.

IPA, Mobility Training and Van Grant Programs have fully matured and SUV ridership is down. There was a decrease in Directly Operated service and an increase in MV Contracted Service. The fare increase may have been a reason for the increase in non-revenue customer ridership in July.

Detailed breakdown:

- Directly Operated revenue passenger trips increased 8.2% (16,249 vs 15,013) in July and increased 5.2% (128,857 vs 122,518) YTD
- MV Contracted revenue passenger trips decreased 1.6% (15,364 vs 15,608) in July and decreased 2.52% (110,258 vs 113,103) YTD
- SUV ridership decreased 7.5% (3,186 vs 3,444) in July and is down 18.3% (20,280 vs 24,816) YTD.
- Non-revenue customer ridership increased 22.5% (2,929 vs 2,391) in July.

Paratransit's On-Time Performance:

- 93.93% On Time. Goal is 95%.

VANPOOL

Paratransit 2017 ridership goal is to sustain 2016. Total ridership in July decreased 6.4% (13,130 vs. 14,035) and is down 4.0% (110,234 vs. 114,830) YTD.

In June, our month to month comparisons showed relative growth due to the gradual recovery from the impact of the conditions at Triumph. At this time last year, Triumph was on strike and 17 vans were parked, not in use. We expected to see positive month to month comparisons to last year due to the duration of the Triumph strike and slow ridership restoration afterward. The July results are contrary to what we expected. This may be due to unusual circumstances by a few vanpool groups in a traditionally low ridership month. The August results will help us determine if we are to expect a growth trend or not. A positive trend for the remainder of the year could bring us back to our goal of restoring 2016 ridership by the end of the year.

Detailed breakdown:

- 625 riders took at least one trip in July 2017 vs 686 in July of 2016.
- There were 83 vans in service in July compared to 94 in July 2016 and 83 vans in service last month.
- Riders added in July this year 23 vs 21 in July 2016.
- Riders removed in July this year, 20 in 2017 vs 37 in July of 2016.

CUSTOMER SERVICE

Total monthly pass sales increased 26.1% (9,029 vs. 7,158 in 2016). YTD pass sales increased 5.5% (68,385 vs. 64,793 in 2016).

Pass sales generally trend with ridership. Staff are continuing to see recovery in Adult Pass sales (both 31-Day passes and passes through the City Ticket program).

Much of the month to month increase in Adult Pass sales is due to cyclic purchases to restore inventories of our fare outlet partners. Some increased activity might also be attributed to getting passes purchased prior to the July 1st fare increase; however, this surge was not as strong as expected.

The City Ticket continued to grow as a popular option since the closure of the Bosch parking lot on the north side of the Spokane River.

Summer Youth Passes had a huge upturn in sales in June to June comparisons but the sales for this product from April through July was down 14%. This is a surprise due to the greater value of this discounted program in light of the fare increase in July.

The Student Pass program is all but dead. Only 11 passes were sold in July and 147 YTD.

Detailed statistics breakdown:

- Adult Pass/Smartcard sales increased 24.4% (3,497 vs. 2,812 in July 2016). YTD sales increased 2.8% (29,344 vs. 28,534 in July 2016).
- ESBP sales increased 9.6% (906 vs 827 in July 2016). YTD pass sales increased 11.6% (6,452 vs 5,783 in July 2016).
- Student Pass sales decreased 31.3% (11 vs. 16 in July 2016). YTD pass sales decreased 52.0% (147 vs. 306 in July 2016).
- Youth Pass/Smartcard monthly sales increased 77.2% (1,292 vs. 729 in July 2016). YTD pass sales increased 22.0% (11,261 vs. 9,227 in July 2016).
- City Ticket monthly sales increased 16.1% (476 vs. 410) in July of 2016). YTD pass sales increased 10.0 % (3,127 vs. 2,844) in July of 2016).
- Reduced Fare Pass/Smartcard monthly sales increased 28.5% (2,028 vs. 1,578 in July 2016). YTD pass sales decreased 1.8% (12,175 vs. 12,392 in July 2016).
- Paratransit Pass/Smartcard sales increased 4.2% (819 vs. 786) in July 2016). YTD sales increased 3.0% (5,879 vs. 5,707) in July 2016).

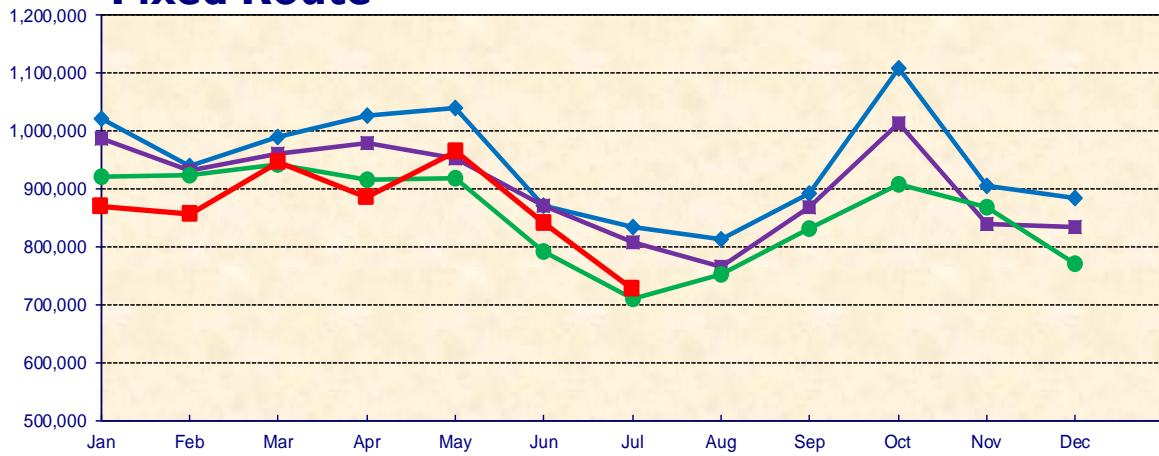
RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

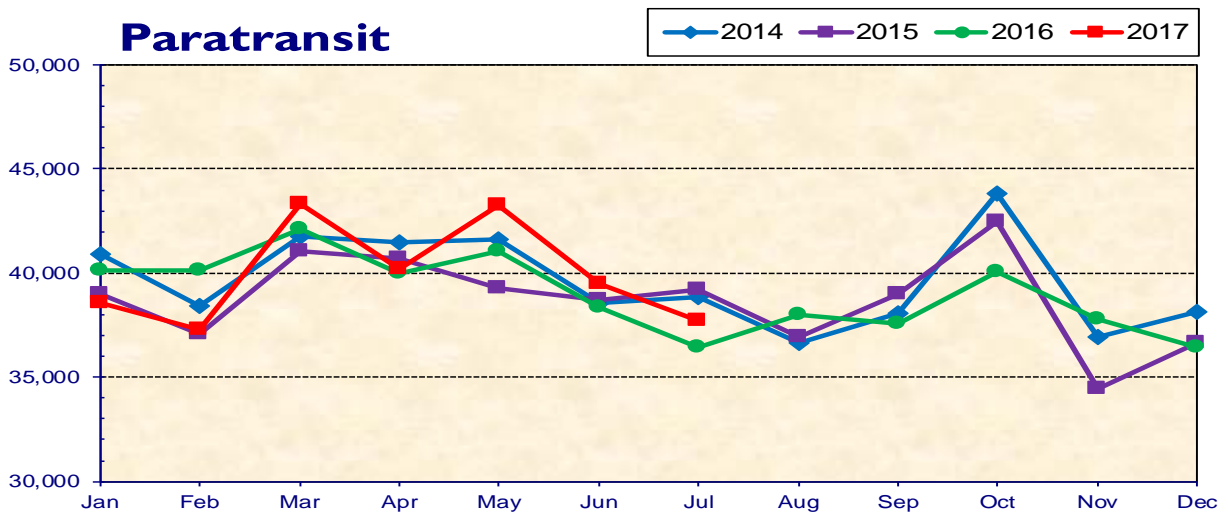
Division Head _____ Chief Executive Officer _____ Legal Counsel _____

RIDERSHIP

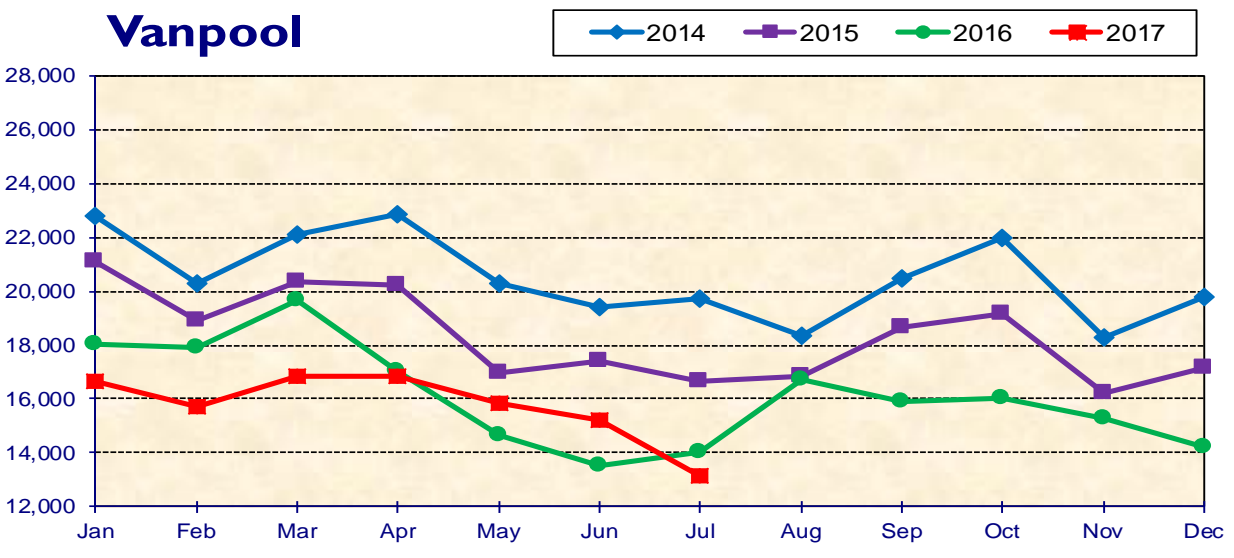
Fixed Route



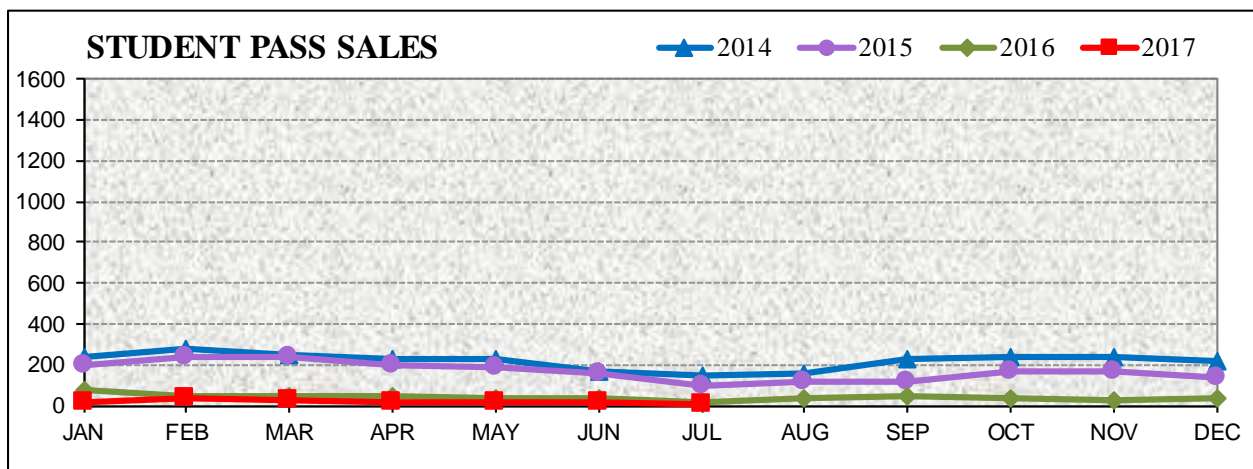
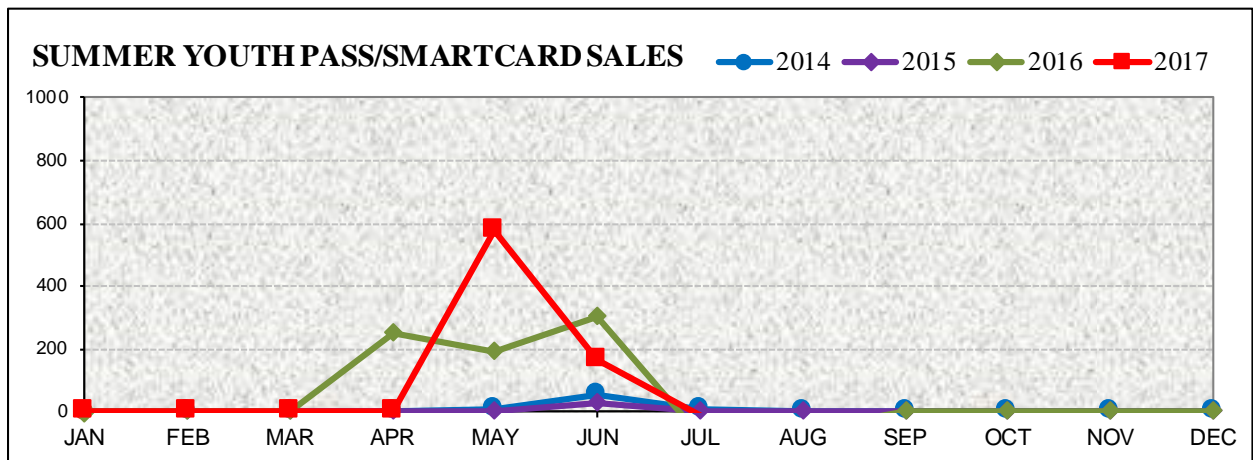
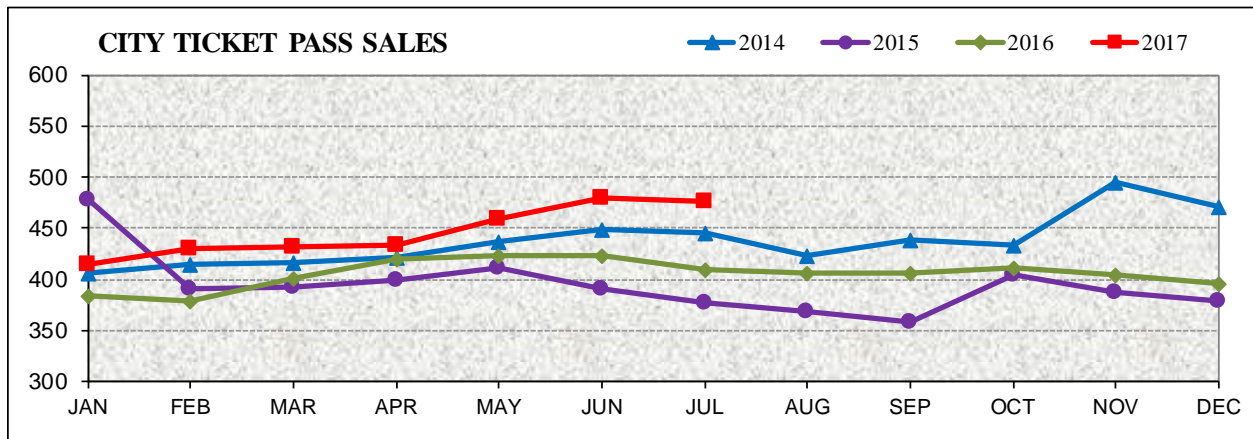
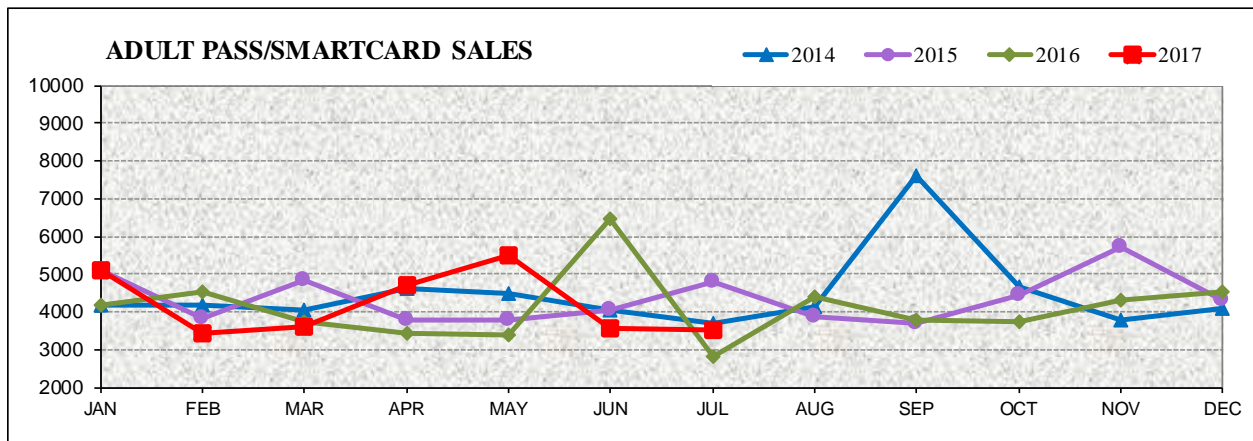
Paratransit

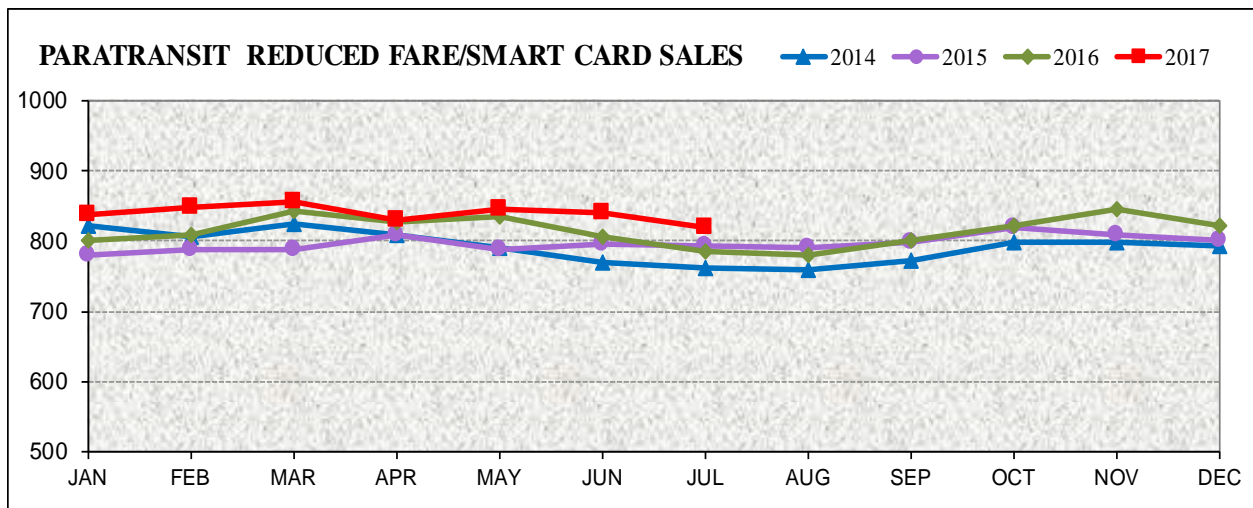
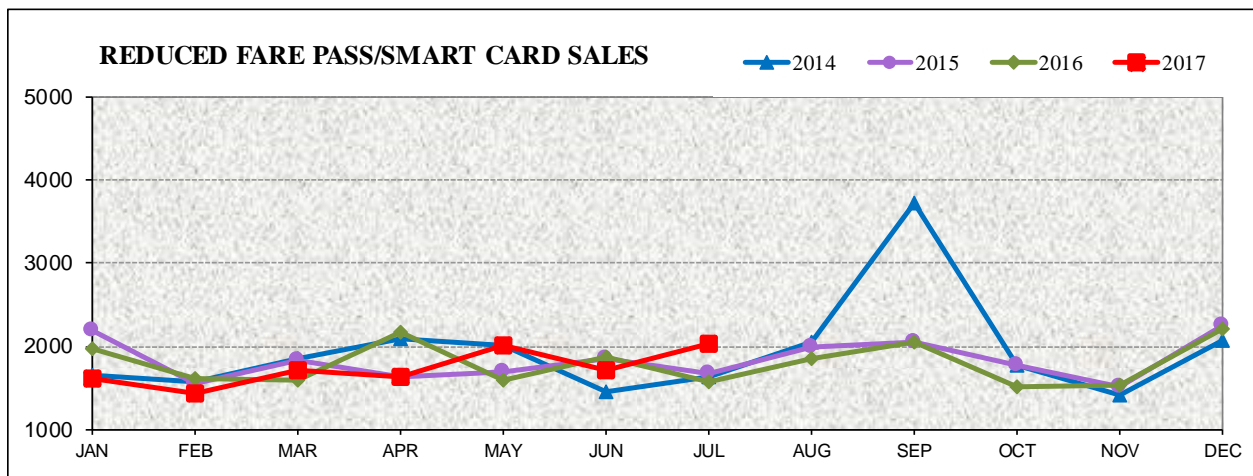
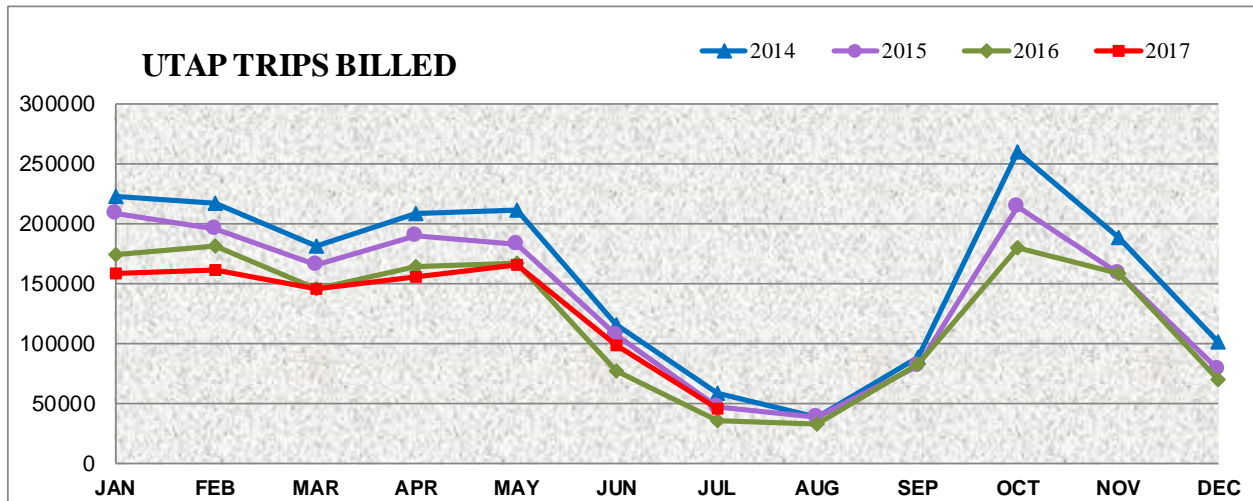


Vanpool



PASS SALES





SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

September 6, 2017

AGENDA ITEM 8E : SECOND QUARTER 2017 SAFETY AND LOSS SUMMARY REPORT

REFERRAL COMMITTEE: Operations and Customer Service

SUBMITTED BY: Nancy Williams, Director of Human Resources
Mike Toole, Manager of Safety & Security

SUMMARY:

VEHICLE ACCIDENTS

Fixed Route: There were twelve (12) preventable collisions reported during the second quarter resulting in a rate of 0.07 collisions per 10,000 miles. The collision rate is lower than our standard of 0.08 collisions per 10,000 miles. No collisions were classified as Type 3 (costs exceed \$7,500); two are Type 2 (costs \$2500-\$7500); seven are Type 1 (costs up to \$2500) and three are Type 0 (\$0 damage.)

Paratransit: There were three (3) preventable collisions reported during the second quarter. The resulting preventable collisions rate of .15 did not meet our standard of .1 per 10,000 miles but has declined substantially. No collisions are classified as Type 3; none are classified as Type 2 (costs \$2500-\$7500); one is Type 1 (costs up to \$2500), and two are classified as Type 0 (\$0 damage.)

EMPLOYEE INJURIES

Thirty three (33) injury events were reported during the second quarter. Sixteen (16) injuries involved medical treatment and, of those, ten (10) involved time loss from work. The total number of worker's compensation claims filed year to date is 38; the total claims filed by the end of the second quarter in 2016 was thirty (30). Employee lost work days YTD are lower (1568 vs 1857) at fourth quarter end. The majority of accidents this quarter were from pushing/pulling of wheelchairs, objects or materials and slip/trip/falls.

OTHER KEY EVENTS

- STA's annual Awards Banquet was held on April 1st; 250 employees, guest and Board members were in attendance.
- Plaza septic system back-up incident on 6/4; major damage sustained in the northwest corner of all three floors. Mitigation completed and re-construction underway.
- Department of Homeland Security/Transportation Security Administration Triennial Base Review Report results received; 91%. Areas to improve include: tabletops & drills; program audits and cybersecurity.
- FTA's Triennial Review completed without findings in the Security Section.
- Active Shooter Survival training conducted by the Spokane County Sheriff's Department in six sessions during the quarter.
- New workers' compensation third party administrator (TriStar) selected on a 3-year contract; start date is 8/1/17.
- An Accident Review was conducted on 4/14/17 for two Fixed Route vehicle accident determinations; one of the two was determined to be non-preventable and the other preventable
- Safety Notices/Alerts: Hi-Viz Vests Use in Boone Garage & Summertime 20 MPH Park Speed Limit.
- Two new Transit Officers joined STA (Chris Jones and Jordan Jackson.)
- STA's On-Board Security Patrol completed 36 patrols on 13 routes. The total on-board time was approximately 40 hours compared to 58 hours in 2016.
- On-board vehicle camera system operations:
 - 376 video requests processed in the following categories: customer complaints; vehicle accidents; passenger slip/trip/falls; employee injuries, public records requests; and other. Total requests slightly down from 390 in 2016.
- Security filed 299 incident reports during the quarter resulting in 27 arrests and 90 exclusions compared to 350 reports in 2016 with 95 arrests and 163 reported exclusions; these figures show a significant declines in all areas of unwanted behavior policing. The declines are partially attributed to the Plaza reconfiguration and a reduction of non-transit business space.
- Seven red-light, photo enforcement infractions were processed during the quarter.

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

September 6, 2017

AGENDA ITEM **8F** : SECOND QUARTER 2017 SERVICE PLANNING INPUT REPORT

REFERRAL COMMITTEE: N/A

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

SUMMARY: The Planning Department receives comments from external sources and itemizes each comment in order to follow up and document feedback used for emerging opportunities for future service changes. These comments are obtained from a variety of sources since customer engagement cannot be a one-size-fits-all approach. Planning Department staff obtains feedback from customers at public meetings, through the Customer Service Department, phone calls, letters, emails, voice messages, emails from STA Questions (STA website), and feedback from Coach Operators and Supervisors. Planning staff may also receive inquiry requests from STA Board Members. STA's Planning staff responds to every comment received when valid contact information is provided. Comments are also discussed at the Service Improvement Committee meetings.

The purpose of this summary is to inform the Performance Monitoring & External Relations Committee of the feedback received by the Planning Department in the 2nd Quarter of 2017. It should be noted that this feedback summary applies only to Planning Department related activities, which include, but are not limited to, planning bus service and/or feedback related to specific bus stops.

A total of 43 comments were received by the Planning Department in the 2nd Quarter. Of the 43 comments received, 18 were related to requests for new service, 19 were related to existing service, and six were related to bus stops. The comments are summarized below. It is also noted if any comments are currently listed in the *STA Moving Forward* plan.

NEW SERVICE COMMENTS

1 inquiry about potential service to **Chase Middle School** in southeast Spokane. *Not included in STA Moving Forward. The fixed-route design principles adopted in STA's Comprehensive Plan Connect Spokane call for routes that provide generalized service versus specialized service. Comment noted for future reference.*

1 request for the reinstatement of the Route 31 on **Garland Avenue** in north Spokane. *Not included in STA Moving Forward but STA periodically receives Garland service requests. STA served Garland previously for roughly six years. The route was eliminated during the service reductions caused by the Great Recession. Comment noted for future reference.*

13 requests for service at the **Riverview Retirement Community** and surrounding apartments on **Upriver Drive** in north Spokane. *Not included in STA Moving Forward. The fixed-route design principles adopted in STA's Comprehensive Plan Connect Spokane call for routes that travel along corridors with ridership generators on either side. The Spokane River precludes any route running on Upriver Dr. from drawing ridership from the south inhibiting successful implantation of transit in this area. Comments noted for future reference.*

1 request for service to **Eagle Ridge** in south Spokane. *Not included in STA Moving Forward. The lack of an arterial network, disconnected roadways and steep hills in this area make it difficult to serve with successful transit operations. Comment noted for future reference.*

1 request service to **Five Mile Prairie** north of Spokane. *Not included in STA Moving Forward. Current density and development types do not support a productive transit line. Comment noted for future reference.*

1 inquiry regarding potential service on **E. North Foothills Drive** in north Spokane. *Will be included in at least one alternative for service changes in north Spokane that are programmed in STA Moving Forward for 2021. Outreach on proposed changes will begin in 2019. The Board will select the final routing alternatives in early 2021. Comment noted for future reference.*

EXISTING SERVICE COMMENTS

1 comment regarding the **connection between the Route 27 Hillyard and the Route 44 29th Avenue** at 1:12 PM at Sprague Ave. and Stevens St. *These routes are not designed to allow for this connection at this time. In order to provide for this connection the pulse system at the Plaza would have to be fundamentally redesigned. The implementation of the STA Moving Forward Monroe-Regal HPT improvements will improve the frequency of service to Grand St. in 2019 which will improve this connection.*

4 comments related the Route 96 Pines/Sullivan no longer serving the Mirabeau Park and Ride after the May 2017 service change. <i>The changes were made to reduce out of direction travel and redundancy of service. Connections from the Route 96 Pine/Sullivan to the 174 Liberty Lake Express can now be made at Evergreen Rd. and Indiana Ave.</i>
1 comment regarding late arrivals of the northbound the Route 34 Freya to Sprague Ave. at Havana St. <i>An adjustment will be implemented on September 18, 2017.</i>
1 operator comment suggesting a time point adjustment to the westbound 33 Wellesley to improve the connection with the southbound 28 Nevada. <i>This adjustment will be implemented on September 18, 2017.</i>
1 operator comment suggesting time point adjustments on the Route 25 Division. <i>This adjustment will be implemented will be implemented on September 18, 2017.</i>
1 operator comment regarding the new Route 95 Mid-Valley prior to the implementation in May. <i>The identified matters were monitored after the May service change was completed and adjustments will be made for the service change on September 18, 2017.</i>
1 comment regarding the tardiness of the departure of the 124 North Express for the Plaza during the evening commute. <i>An adjustment will be implemented on September 18, 2017.</i>
2 comments regarding the reliability of the connection between the Route 32 Trent/Montgomery to the Route 29 SCC at SCC. <i>An adjustment will be implemented on September 18, 2017.</i>
1 comment requesting that the Route 1 Plaza/Arena wait 5 minutes at the Howard St. stop so more people can have enough time to get to the stop and board. <i>The shuttle cannot wait 5 minutes at the Howard St. stop because it is a time point and not the end-of-line and it would cause the Shuttle to be late for the next stop.</i>
1 comment regarding delay on the inbound Route 29 SCC causing missed connections. This delay stems from the difficult left turn required to exit the SSC campus onto Greene St. STA is partnering with the City of Spokane to construct a traffic signal at Ermina Ave. and Greene St. that will improve the reliability of this route.
1 comment regarding the difference in service levels the between daytime and evening schedules on the Routes 66 Cheney/EWU and 68 Cheney Local. <i>Staff requested more information about the concern and no response was provided.</i>
1 comment regarding difficulty making the connection between the inbound Route 97 South Valley and outbound Route 98 Liberty Lake via Sprague at the VTC. <i>This concern will be addressed by the September 18, 2017 service change.</i>
3 comments objecting to the closure of the bus stops on Magnesium Road as part of the rerouting of the 26 Lidgerwood the will be implemented September 18, 2017.

BUS STOP COMMENTS
1 comment requesting that the stop for Route 45 Regal be removed outside of the Target store due to traffic congestion. <i>This a high ridership stop and City of Spokane Traffic has not reported a congestion problem. The stop is not recommended for removal.</i>
1 operator commented that a stop on the Route 22 Northwest Blvd. is too close to the intersection of W. Rowan Avenue and Assembly, which makes turning from westbound Rowan to southbound Assembly difficult. <i>The stop is directly adjacent to a pedestrian connection to the Joe Albi Sports Complex. No revisions proposed at this time.</i>
1 comment reporting that the stop at 6th and Adams on Route 42 South Adams is not assessable to motorized wheel chairs. <i>Staff investigated the stop and found that there was nothing to prevent a wheelchair ramp from being deployed and left a message with the customer to further investigate the issue. The call was not returned.</i>
2 requests for trash cans to be installed at bus stops. <i>Trashcans were installed where possible depending on sign pole type.</i>
1 request that a bus stop be removed at University Street and Main Avenue in Spokane Valley. The adjoining property owner states that bus riders are causing the trashcan at the stop to overflow and also littering on his property. In addition, he does not like that the bus blocks his driveway when it stops. <i>In 2016, the stop averaged 1 weekday boarding and 14 weekday alightings. STA Facility and Grounds staff has increased the number of times the site is serviced per week and will continue to monitor the stop.</i>

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

September 6, 2017

AGENDA ITEM 8G : 2017 COMMUNICATIONS UPDATE

REFERRAL COMMITTEE: N/A

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

SUMMARY: The Spokane Transit communications update provides an overview of media coverage for June and July 2017.

RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

EXECUTIVE SUMMARY

Media coverage throughout June showcased STA's involvement in the community. Topics included Hoopfest, the library partnerships, new fare changes, construction updates and STA Moving Forward.

More than ten instances of coverage highlighted the new fare change being implemented July 1, 2017. The coverage positioned STA as transparent, tying the changes back to the voter-approved Proposition 1 ballot measure that was passed in 2016.

As Hoopfest approached, nine instances of coverage spotlighted STA's shuttle services departing every ten minutes from the Jefferson Lot and Riverpoint Campus throughout the weekend. STA was also highlighted twice for its community program, Touch-a-Bus Storytime, a partnership with the Spokane County Library District.

News outlets also mentioned STA more than 35 times in regard to driver safety. STA is proactively communicating around the issue, as media coverage reflects STA's ongoing review of assault incidents, reaffirming STA's commitment to supporting drivers.

Overall, the 79 instances of media coverage were predominantly positive to neutral in tone throughout the month of June.

KEY OBSERVATIONS

- STA's rollout of service improvements and new fare communications on social media highlighted STA's transparency.
- User Guides, press releases and FAQs were essential to communicating with media partners.

EARNED MEDIA HIGHLIGHTS



Spokane Bus Attacks on Rise

The Spokesman-Review - JUNE 5, 2017

A brief recap of local news on the Spokesman-Review website highlighted perspective from the Local 1015 bus drivers union, who believes assaults against STA drivers appear to be on the rise.

COMMENTS: 3 | LIKES: 0 | SHARES: 0

TOP COMMENT

"Ceding parks and buses and other public spaces to criminality has huge downstream consequences: People will simply vacate the public spaces and then refuse to support them."

Hoopfest 2017: Spokane street closures

posted by Brett Weissman

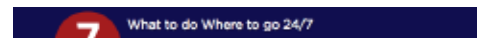


Hoopfest Street Closures

Lite Rock Kiss 98.1 - JUNE 23, 2017

This piece of coverage recaps construction in the local area and highlights the STA shuttle services running through the weekend to accommodate visitors traveling downtown.

COMMENTS: 0 | LIKES: 0 | SHARES: 0



Touch-a-Bus Storytime

Touch-a-Bus Storytime is a partnership with Spokane Transit Authority and allows young readers and parents the chance to explore a bus during storytime. A bus driver will read "Don't Let the Pigeon Drive the Bus!" by Mo Willems and then everyone will head outside to check out an STA bus. Touch-a-Bus storytimes will take place on: June 29: Airway Heights Library; July 13: Cheney Library; July 27: North Spokane Library; Aug. 16: Medical Lake Library; Aug. 30: Spokane Valley Library. All storytimes are 10:30-11:30 a.m.

Calendar: Touch-a-Bus Storytime

Spokane7.com - JUNE 20, 2017

This article highlights the upcoming Touch-a-Bus Storytime event series that STA has partnered with the Spokane County Library District to bring to the community.

COMMENTS: 0 | LIKES: 0 | SHARES: 0

THE SPOKESMAN-REVIEW

News Sports A&E Obitis Opinion Classifieds Search Q Menu

Getting There: Higher bus fares start Saturday



Getting There: Higher Bus Fares Start Saturday

The Spokesman-Review - JUNE 26, 2017

This story recaps the fare increase changes taking effect in 2017 and 2018, mentioning that previous fare increases were in 2010 and 2012, and that other transit agencies charge passengers a higher percentage of the costs of running buses than STA does.

COMMENTS: 7 | LIKES: 0 | SHARES: 0

TOP COMMENT

"This isn't all bad. And it isn't irrational."

TOP INTERNET STA MENTIONS BY IMPRESSIONS

"Threats Against Spokane Transit Drivers Appear to be on Rise"

SFGATE,

IMPRESSIONS: 23,943,086

"Threats Against Spokane Transit Drivers Appear to be on Rise"

HOUSTON CHRONICLE ONLINE,

IMPRESSIONS: 16,266,609

TOP PRINT STA MENTIONS BY CIRCULATION

"Recent Assaults Rattle Bus Drivers—Most Serious Incident Happened in March, When Passenger Knocked Driver Unconscious"

THE SPOKESMAN-REVIEW,

CIRCULATION: 70,534

"Street Closures for Hoopfest Tournament Tips off Saturday at 8 a.m."

THE SPOKESMAN-REVIEW,

CIRCULATION: 70,534

TOP BROADCAST STA MENTIONS BY VIEWERSHIP

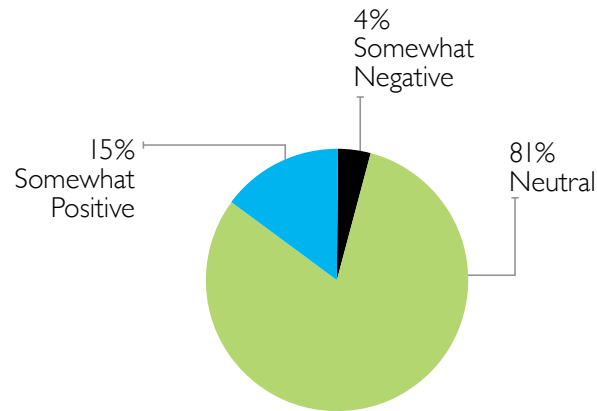
"All Fares to Increase"

KRCR 7 AT 5:30PM, VIEWERSHIP: 17,540

"Bus Riders to Pay More"

KREM 2 NEWS AT 6PM, VIEWERSHIP: 13,715

MEDIA COVERAGE BY SENTIMENT



MEDIA COVERAGE

78

STORIES

Instances of Media Coverage

66,060,254

INTERNET IMPRESSIONS

Number of Times STA Appears Online

73,040

BROADCAST VIEWERSHIP

Audience Reached by Television

471,731

PRINT CIRCULATION

Number of Newspaper Subscribers Reached

\$52,605.85

PUBLICITY VALUE

Estimated Earned Media Value

FACEBOOK f

86,282

TOTAL IMPRESSIONS

3,375

TOTAL PAGE LIKES

533

PAGE VIEWS

41

NEW LIKES

58

POSTS

1.23%

GROWTH

784

ENGAGEMENTS

0.91%

ENGAGEMENT RATE

TWITTER t

26,300

TOTAL IMPRESSIONS

1,885

FOLLOWERS

289

PROFILE VISITS

49

NEW FOLLOWERS

69

TWEETS

2.67%

FOLLOWER GROWTH

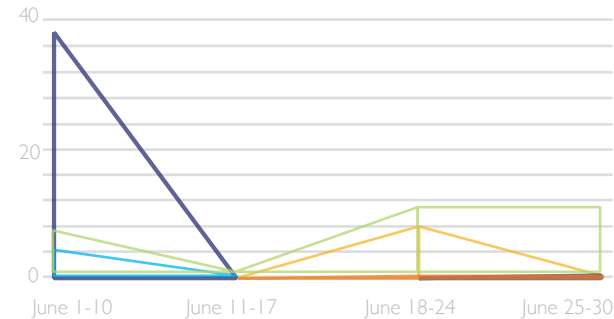
52

RETWEETS

1.1%

ENGAGEMENT RATE

MEDIA COVERAGE BY TOPIC



TOPICS

CONSTRUCTION

OTHER

STAMP

HOOPFEST

TOUCH-A-BUS



25% positive
0% neutral
75% negative



100% neutral



100% neutral



100% positive



100% positive

NOTABLE SOCIAL MEDIA STORIES

Spokane Hoopfest
@spokanetransit (\$1.50/day) & @Uber_WA (code: HOOPFEST2017) have transportation options during #Hoopfest2017:

rice every 10 minutes

TOP MEDIA TWEET
ENGAGEMENTS: 64 | RETWEETS: 2 | LIKES: 1

Spokane Transit Authority added 3 new photos — at Airway Heights Library.

June 29 at 10:38am · Airway Heights · 45

We're at the Airway Heights Spokane County Library for the STA Touch-A-Bus Story Time. Bring the kids and join us for the next hour to hear a bus driver read a story, take turns honking the horn, pull the cord and enjoy a short ride! If you can't make it, click here to see other times and locations coming up! <https://www.scta.org/touch-a-bus-storytime/>

TOP MENTION
ENGAGEMENTS: 5 | SHARES: 11 | REACTIONS: 45

Spokane Transit
@spokanetransit

It's almost here! Get to @SpokaneHoopfest easier with STA's Hoop Loop. All day passes are just \$1.50. Details at buff.ly/2rWIGD6.

Convenient service every 10 minutes

TOP TWEET
IMPRESSIONS: 2,997 | ENGAGEMENTS: 54 | RETWEETS: 3 | LIKES: 3

Spokane Transit Authority

June 16 at 11:24am · 45

Effective July 1st, STA will implement the first fare increase in five years to help support STA's cost-sharing objective to recover at least 20% of the cost to operate the system from the riders who use it. Currently, revenue from passengers covers only about 18% of that cost. Visit www.scta.org/fare-increase for more information.

EFFECTIVE JULY 1

LARGEST REACH
REACH: 9,282 | ENGAGEMENTS: 133 | SHARES: 38 | REACTIONS: 57

EXECUTIVE SUMMARY

STA enjoyed significant, diverse and positive media coverage throughout July. Many instances of coverage highlighted STA's investment in the community. Featured topics included the 100 Day Challenge, the Touch-a-Bus library partnership, employee recognition, operational improvements and extensive coverage on STA Moving Forward progress.

More than ten instances of coverage expressed excitement for the groundbreaking of the West Plains Transit Center. The media characterized STA as transparent, delivering on promises made through the voter-approved Proposition 1 ballot measure passed in 2016.

Later in the month, more than ten articles from sources local and beyond shared news of STA's federal grant awards that will support high performance transit program implementation. Additionally, more than five pieces of coverage spotlighted the improved STA communications center as well as the new, larger bus STA is utilizing to improve reliability on high-impact routes.

Local media also recognized STA for having made significant energy conservation upgrades, earning a \$273,000 energy rebate check from Avista Utilities. Coverage also spotlighted several STA employees for recent awards they received – Emily Arneson for the Outstanding Young Lawyer Award from the Washington State Bar Association, Brandon Rapez-Betty for the Mass Transit 40 Under 40 recognition and Spokane Journal of Business Rising Star award and Kathleen Weinand for selection to the APTA Emerging Leaders Program.

Overall, the 47 instances of media coverage were predominantly positive to neutral in tone throughout the month of July.

EARNED MEDIA HIGHLIGHTS



The 2017 Journal of Business Rising Stars



The 2017 Journal of Business Rising Stars

Journal of Business - JULY 6, 2017

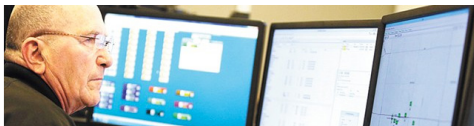
STA's Brandon Rapez-Betty was highlighted in the Journal of Business's annual Rising Star list as one of ten local business leaders. Brandon shared his career history, aspirations and more.

COMMENTS: 0 | LIKES: 0 | SHARES: 1,748

INLANDER

TIME TRAVEL

Spokane is taking its first steps to becoming the city of tomorrow



Time Travel

The Inlander - JULY 20, 2017

The Inlander shared behind-the-scenes workings of STA, paying a visit to their communications center. STA shared difficult scenarios in which they have had challenges resolving quickly due to tedious communications protocols. Now, with new technology, STA has drastically improved operations, moving from reactive to proactive in their traffic planning.

COMMENTS: 0 | LIKES: 46 | SHARES: 0

THE SPOKESMAN-REVIEW

West Plains Transit Center work now underway



West Plains Transit Center Work Now Underway

The Spokesman-Review - JULY 19, 2017

The Spokesman attended the groundbreaking ceremony for the West Plains Transit Center; and highlighted the project very positively. Spokane County Commissioner Al French, who also attended the groundbreaking gathering, said, "If your workers can't get to work, you don't have workers." French believes the transit service is a key to economic development.

THE SPOKESMAN-REVIEW

STA puts new accordion buses on busiest Spokane routes



STA Puts New Accordion Buses on Busiest Spokane Routes

The Spokesman-Review - JULY 26, 2017

Announcing STA's newest buses, The Spokesman-Review shared several exciting details about the vehicles, as well as the need for them. STA's Brandon Rapez-Betty said, "Sprague and Division have reliability problems." These new buses should help solve the problems on these routes, which see the most passengers.

KEY OBSERVATIONS

- STA's continued communication about service improvements on social media were well received.
- Press releases and proactive media outreach resulted in increased positive coverage about STA.
- New services, fleet enhancements and operational improvements continued to earn positive media interest.

TOP INTERNET STA MENTIONS BY IMPRESSIONS

"Business Beat – Transportation Employees"

THE SPOKESMAN-REVIEW,
IMPRESSIONS: 864,334

"Energy Conservation Upgrade Pays Off"

THE SPOKESMAN-REVIEW,
IMPRESSIONS: 864,334

TOP PRINT STA MENTIONS BY CIRCULATION

"Story, Ride Teach About Community: Touch-a-Bus Storytime Lets Kids Experience Transit"

THE SPOKESMAN-REVIEW,
CIRCULATION: 70,534

"Spokane Adds to its Fleet; STA Puts New Buses on Busiest Routes"

THE SPOKESMAN-REVIEW,
CIRCULATION: 70,534

TOP BROADCAST STA MENTIONS BY VIEWERSHIP

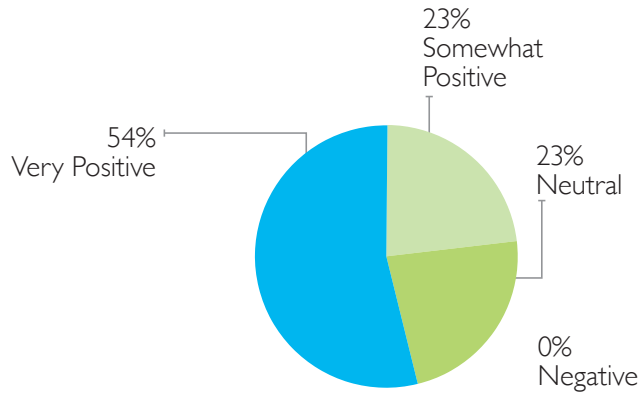
"Spokane Transit Added a New Transit Center"

KHQ NEWS AT 5:30AM, VIEWERSHIP: 26,647

"Federal Grants Awarded for Transportation Improvements"

KHQ NEWS AT 5AM, VIEWERSHIP: 33,888

MEDIA COVERAGE BY SENTIMENT



MEDIA COVERAGE

47

STORIES

Instances of Media Coverage

6,569,995

INTERNET IMPRESSIONS

Audience Reached by Online Coverage

159,104

BROADCAST VIEWERSHIP

Audience Reached by Television

459,204

PRINT CIRCULATION

Number of Newspaper Subscribers Reached

\$57,594.53

PUBLICITY VALUE

Estimated Earned Media Value Reached

FACEBOOK f

75,299

TOTAL IMPRESSIONS

3,394

TOTAL PAGE LIKES

405

PAGE VIEWS

70

POSTS

1,785

ENGAGEMENTS

TWITTER t

37,557

TOTAL IMPRESSIONS

15

PROFILE VISITS

72

TWEETS

66

RETWEETS

1,937

FOLLOWERS

52

NEW FOLLOWERS

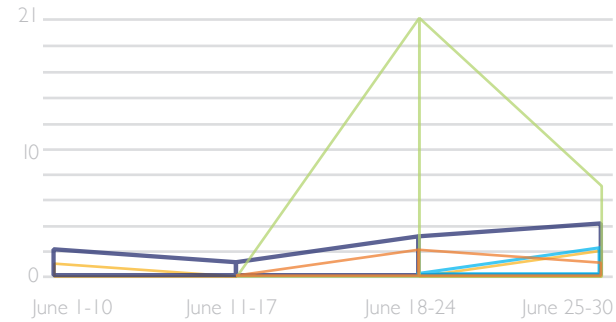
2.76%

FOLLOWER GROWTH

1.2%

ENGAGEMENT RATE

MEDIA COVERAGE BY TOPIC



TOPICS

- 100 DAY CHALLENGE
- OTHER
- STAMP
- EMPLOYEE RECOGNITION
- TOUCH-A-BUS



100% positive



18% positive
82% neutral



96% positive
4% neutral



100% positive



67% positive
33% neutral

NOTABLE SOCIAL MEDIA STORIES

Spokane Transit
@spokanetransit

Thanks to McKinstry and @AvistaUtilities, STA is saving big in electricity and natural gas costs. Learn how at buff.ly/2vfOed5.

TOP MEDIA TWEET t

IMPRESSIONS: 3,937 | ENGAGEMENTS: 25 | RETWEETS: 3 | LIKES: 6

Spokane Transit Authority
July 2 ·

There's a new FREE movie this week at The Garland Theater. Grab the kids and check out "Rock Dog," playing all week long. Thank you Inland Imaging and Spokane Fire Department Foundation for sponsoring this event! Visit <http://bit.ly/1Ma5hgk> to see the summer schedule.

TOP MENTION f

REACH: 1,074 | SHARES: 1 | REACTIONS: 1 | COMMENTS: 2

Spokane Transit
@spokanetransit

Join us for @SpokaneUD's Stakeholder Forum featuring the Central City Line. See the station concepts and weigh in! buff.ly/2tDVCtT

LARGEST TWEET t

IMPRESSIONS: 2,334 | ENGAGEMENTS: 16 | RETWEETS: 3 | LIKES: 0

Spokane Transit Authority
July 16 at 12:00pm ·

You're invited! Please join our West Plains Transit Center Groundbreaking on Wednesday, July 19th. Parking is available directly east of the site near McDonald's. The new West Plains Transit Center will provide more efficient service between Spokane and the West Plains, and direct connections between Airway Heights, Cheney, and Medical

West Plains Transit Center Groundbreaking

July 19th 9:00 - 10:00am

LARGEST REACH f

REACH: 4,097 | SHARES: 21 | REACTIONS: 55 | COMMENTS: 7

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

September 6, 2017

AGENDA ITEM 9 : OCTOBER 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 October 4, 2017, meeting.

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, October 4, 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 *(15 minutes)*
 - A. Approval of Minutes of the September 6, 2017, Committee meeting – *Corrections/Approval*
 - B. Approval of City of Spokane Interlocal Agreement for Ermina/Greene Traffic Signal *(Otterstrom)*
5. Committee Action *(30 minutes)*
 - A. Board Consent Agenda
 1. Scope of Work Approval Division Passenger & Operational Improvements *(Otterstrom)*
 2. Approval of Plaza Upgrade and Release of Retainage *(Otterstrom)*
 3. Approval of Spokane Police Department (SPD) Agreement Renewal *(Williams)*
 4. Award of Contract – On Call Architecture and Engineering Services *(Otterstrom)*
 - B. Board Discussion Agenda

No Items presented this month
6. Reports to Committee *(20 minutes)*
 - A. Connect Spokane Draft Amendments *(Otterstrom)*
 - B. CAC Quarterly Update *(Bousley)*
7. CEO Report *(10 minutes)*
8. Committee Information – *no discussion/staff available for questions*
 - A. August Financial Results Summary *(Warren)*
 - B. September Sales Tax Revenue Information *(Warren)*
 - C. August 2017 Operating Indicators *(Blaska)*
 - D. Communications Update *(Bousley)*
9. November 1, 2017, Committee Packet Draft Agenda Review
10. New Business *(5 minutes)*
11. Committee Members' Expressions *(5 minutes)*
12. Adjourn
13. Next Committee Meeting: November 1, 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

September 6, 2017

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

REFERRAL COMMITTEE: N/A

SUBMITTED BY: N/A

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

RECOMMENDATION TO COMMITTEE: N/A

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____