

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, November 6, 2019, 1:30 p.m.
Spokane Transit Southside Conference Room

AGENDA

Estimated meeting time: 75 minutes

1. Call to Order and Roll Call
2. Public Expressions
3. Committee Chair Report (*5 minutes*)
4. Committee Action (*10 minutes*)
 - A. Minutes of the October 2, 2019, Committee Meeting – *Corrections/Approval*
 - B. Citizen Advisory Committee Charter Update and Resolution (*Brandon Rapez-Betty*)
5. **Committee Action** (*25 minutes*)
 - A. Board Consent Agenda
 1. Award of Contract: Sump Pumping Services (*Roger Watkins*)
 2. Acceptance of Division Street Phase I Improvements and Approval to Pay Retainage to Cameron-Reilly, LLC (*Karl Otterstrom*)
 3. Shuttle Park Agreement Amendment (*Brandon Rapez-Betty*)
 - B. Board Discussion Agenda
 1. (*No items being presented this month*)
6. **Reports to Committee** (*25 minutes*)
 - A. 3rd Quarter 2019 Performance Measures (*Roger Watkins*)
 - B. Fall Construction Update (*Karl Otterstrom*)
7. Committee Information – *no discussion/staff available for questions*
 - A. September 2019 Operating Indicators (*Roger Watkins*)
 - B. September 2019 Financial Results Summary (*Monique Liard*)
 - C. October 2019 Sales Tax Revenue Information (*Monique Liard*)
 - D. 3rd Quarter 2019 Service Planning Input Report (*Karl Otterstrom*)
 - E. STA's Holiday Services and Office Hours (*Dana Infalt*)
8. December 4, 2019, Committee Packet Draft Agenda Review
9. New Business (*5 minutes*)
10. Committee Members' Expressions (*5 minutes*)
11. Adjourn
12. Next Committee Meeting: December 4, 2019, 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.

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

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

November 6, 2019

AGENDA ITEM 2: PUBLIC EXPRESSIONS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: N/A

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

Anyone wishing to speak should sign in on the sheet provided and indicate the subject of interest.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

November 6, 2019

AGENDA ITEM 3: COMMITTEE CHAIR REPORT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Lori Kinnear, Chair, Performance Monitoring and External Relations

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

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

November 6, 2019

AGENDA ITEM 4A : MINUTES OF THE OCTOBER 2, 2019, PERFORMANCE
MONITORING AND EXTERNAL RELATIONS COMMITTEE
MEETING – CORRECTIONS OR APPROVAL

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Sam Guzman, Executive Assistant

SUMMARY: Attached are the minutes of the October 2, 2019, Performance Monitoring and External Relations Committee meeting for corrections or approval.

RECOMMENDATION TO COMMITTEE: Corrections or approval

COMMITTEE ACTION:

RECOMMENDATION TO THE BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

Minutes of the October 2, 2019, Meeting
Southside Conference Room

MEMBERS PRESENT

Lori Kinnear, City of Spokane *
Josh Kerns, Spokane County
Mike Kennedy, City of Liberty Lake (Ex-Officio)
Rhonda Bowers, Labor Representative
E. Susan Meyer, CEO (Ex-Officio)

MEMBERS ABSENT

Kate Burke, City of Spokane
Sam Wood, City of Spokane Valley
Veronica Messing, City of Airway Heights (Ex-Officio)

* Chair

STAFF PRESENT

Roger Watkins, Chief Operations Officer
Karl Otterstrom, Director of Planning and Development
Lynda Palmer, Chief Financial Officer (Outgoing)
Monique Liard, Chief Financial Officer (Incoming)
Brandon Rapez-Better, Director of Communications and Customer Service
Nancy Williams, Director of Human Resources
Sam Guzman, Executive Assistant to the Chief Operations Officer

PROVIDING LEGAL COUNSEL

Laura McAloon, McAloon Law PLLC

GUESTS

(none)

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

Chair Kinnear called the meeting to order at 1:32 p.m. Introductions were made. Ms. Meyer introduced Ms. Liard as the new Chief Financial Officer.

2. **PUBLIC EXPRESSIONS**

(none)

3. **COMMITTEE CHAIR REPORT**

Chair Kinnear had no report at this time.

4. **COMMITTEE APPROVAL**

A. Minutes of the July 10, 2019, Committee Meeting

Mr. Kerns moved to recommend approval of the July 10, 2019, Committee meeting minutes. Chair Kinnear seconded the motion and it passed unanimously.

B. Minutes of the September 4, 2019, Committee Meeting

Mr. Kerns moved to recommend approval of the September 4, 2019, Committee meeting minutes. Chair Kinnear seconded the motion and it passed unanimously.

5. COMMITTEE ACTION

A. Board Consent Agenda

1. Acceptance of Boone Northwest Garage Contract

Mr. Otterstrom presented this item on behalf of Mr. Watkins, who was attending the American Bus Benchmarking Group annual meeting in Buffalo. Public works above \$250K require board acceptance prior to the release of the retainage. The authorized budget for the project is \$11.5M and breaks down as follows:

- \$7.5M – Garco Construction Contract
- \$200K – Construction Contingency
- \$118K – Sales Tax on Garco Contract
- \$1.8M – Other (permits, fees, security systems, etc.)

The total expense was \$9.6M, with an approximate favorable variance of \$1.8M. There are still some small outstanding bills and encumbrances that need to be cleared out, so the ending figures could vary slightly.

Mr. Otterstrom asked the Committee to recommend Board accept the construction contract as complete and to authorize the release of \$347K in retainage to Garco Construction. The release is conditioned on receipt of pending certificates.

Mr. Kerns moved to approve item 5A1, Chair Kinnear seconded the motion, and it passed unanimously.

B. Board Discussion Agenda

(no items presented this month)

6. REPORTS TO COMMITTEE

A. *(No items presented this month)*

7. COMMITTEE INFORMATION

- August 2019 Operating Indicators – *as presented*
- August 2019 Financial Results Summary – *as presented*
- September 2019 Sales Tax Revenue Information – *as presented*

8. NOVEMBER 6, 2019 - COMMITTEE PACKET DRAFT AGENDA REVIEW

- Ms. Meyer clarified that the Battery Electric Bus item will be moved to a later agenda.

9. NEW BUSINESS

(No new business at this time)

10. COMMITTEE MEMBERS' EXPRESSIONS

- Mr. Kerns shared that he is on the Workforce Development Council Board, as was in attendance at the Access Job Fair held on October 1st. He wanted to express his thanks for STA having a booth there and participating for a great cause.

11. ADJOURN

Chair Kinnear adjourned the meeting at 1:42 p.m.

11. NEXT MEETING – WEDNESDAY, NOVEMBER 6, 2019, 1:30 P.M, STA SOUTHSIDE CONFERENCE ROOM, 1230 WEST BOONE AVENUE

Respectfully submitted,



Sam Guzman, Executive Assistant

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

November 6, 2019

AGENDA ITEM 4B : CITIZEN ADVISORY COMMITTEE CHARTER UPDATE AND RESOLUTION

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Brandon Rapez-Betty, Director of Communications and Customer Service
Michelle Rasmussen, Chair, STA Citizen Advisory Committee

SUMMARY: In 2004, the Spokane Transit Authority (STA) Board of Directors created the Citizen Advisory Committee (CAC) as a pilot project and formalized it as a standing committee of the Board (Resolution No. 613-06, as amended by Resolution No. 654-09). In 2011, the Board adopted a high-impact Board leadership and governance model and created three standing governing committees: Planning and Development (P&D), Performance Monitoring and External Relations (PMER), and the Board Operations Committee.

The PMER Committee is charged with overseeing the development and implementation of strategies for STA image building, marketing and public relations, and for maintaining close, positive relationships with key external stakeholders.

The Citizen Advisory Committee and Board Operations Committee has determined it is in the best interests of STA's high-impact governance model to recommend changes in the role and relationship of the CAC as a standing committee and to properly align this committee of external stakeholders directly with the PMER Committee.

In November 2015, the STA Board of Directors repealed Resolution No. 654-09 regarding the Board Standing Committee and directed the Performance Monitoring and External Relations to formulate a Citizen Advisory Committee and other matter properly related thereto under Resolution No. 738-15.

The CAC has recommended changes in meeting frequency to reflect a bi-monthly model.

RECOMMENDATION TO COMMITTEE: Review and approve a revised CAC Charter reflecting a change to the Citizen Advisory Committee's meeting frequency.

COMMITTEE ACTION:

RECOMMENDATION TO BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

RESOLUTION NO. 738-15

A RESOLUTION OF THE BOARD OF DIRECTORS REPEALING RESOLUTION No. 654-09 REGARDING A BOARD STANDING COMMITTEE, DIRECTING THE PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE TO FORMULATE A CITIZEN ADVISORY COMMITTEE AND OTHER MATTERS PROPERLY RELATED THERETO.

SPOKANE TRANSIT AUTHORITY
Spokane County, Washington

BE IT RESOLVED BY THE BOARD OF DIRECTORS OF THE SPOKANE TRANSIT AUTHORITY as follows:

WHEREAS, the Spokane Transit Authority (the "STA") is a public transportation benefit area organized and operating pursuant to the laws of the State of Washington; and

WHEREAS, the Board of Directors originally created the Citizen Advisory Committee as a pilot project in 2004 and formalized it as a standing committee of the Board of Directors in 2006 in Resolution No. 613-06 as amended by Resolution No. 654-09; and

WHEREAS, in 2011 the Board of Directors adopted a high-impact Board leadership and governance model and created three standing Governing Committees: the Planning and Development Committee, the Performance Monitoring and External Relations Committee and the Board Operations Committee; and

WHEREAS, the Performance Monitoring and External Relations Committee is charged with overseeing the development and implementation of strategies for STA image building, marketing and public relations and for maintaining close, positive relationships with key external stakeholders; and

WHEREAS, the Citizens Advisory Committee has recommended changes in its composition, membership selection process, length of member term and scope of work to better reflect its desired interaction with the Performance Monitoring and External Relations Committee; and

WHEREAS, the Board Operations Committee has reviewed the history of the creation of the Citizens Advisory Committee as a standing committee of the Board of Directors, its current governance model and the role and duties of the Performance Monitoring and External Relations Committee in maintaining close relationships and communication with citizen stakeholders; and

WHEREAS, the Board Operations Committee has determined it is in the best interests of STA's high-impact governance model to recommend changes in the role and relationship of the Citizens Advisory Committee as a standing committee and to properly align this committee of external stakeholders directly with the Performance Monitoring and External Relations Committee; and

WHEREAS, the Board of Directors has reviewed and approves of the reorganization of the Citizen Advisory Committee as a standing committee of the Board to an advisory committee in direct interaction, communication and supporting relationship to the Performance Monitoring and External Relations Committee.

NOW, THEREFORE, BE IT FURTHER RESOLVED by the Board of Directors of the Spokane Transit Authority as follows:

Section 1. The STA Board of Directors repeals and revokes Resolution Nos. 654-09 and all other resolutions related to the Citizen Advisory Committee in their entirety and dissolves the standing committee of the Board known as the Citizen Advisory Committee.

Section 2. The current members of the Citizen Advisory Committee shall be appointed by the Performance Monitoring and External Relations Committee to a new advisory committee reporting directly to and working with the Performance Monitoring and External Relations Committee in furtherance of its role in maintaining close, positive relationships with key external stakeholders on behalf of the STA Board of Directors.

Section 3. The STA Board of Directors hereby authorizes and instructs the Performance Monitoring and External Relations Committee and the Chief Executive Officer to take all actions necessary to carry out the purposes set forth herein.

ADOPTED by the Spokane Transit Authority at a regular meeting thereof held on the 19th day of November, 2015.

ATTEST:



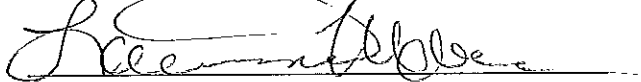
Janet Watson, Clerk of the Authority

SPOKANE TRANSIT AUTHORITY



Tom Trulove, STA Board Chair

APPROVED AS TO FORM:



Laura D. McAloon, Legal Counsel

CHARTER

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

Citizen Advisory Committee

December 2015

Updated ~~May 2018~~October 2019

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:

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

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.

Adopted December 2, 2015

Updated ~~August-October 1027, 2019~~

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
- Groups interested in multi-modal transportation
- 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 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 in February, April, June, September, and November.~~
- ~~Special meetings can be called if necessary.~~
- 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.

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.

DRAFT

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

November 6, 2019

AGENDA ITEM 5A1 : AWARD OF CONTRACT FOR SUMP PUMPING SERVICES

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Roger Watkins, Chief Operating Officer
Ralph Wilder, Manager, Maintenance and Facilities

SUMMARY: STA operates with seventeen (17) in-ground sumps between the Boone Avenue Garage Complex, the Fleck Service Center Garage and the Northwest Garage. Sand and sludge are pumped from the sumps regularly and require analysis by an independent laboratory to determine the environmental sensitivity of the content for proper disposal. STA's current contract for this service expires December 31, 2019.

The Scope of Work for on-call sump pumping service was reviewed and approved by the CEO in August. A Request for Proposals (RFP) was issued on August 7, 2019, to sixteen (16) potential vendors as well as being advertised in the Spokesman and on the STA website. A pre-proposal meeting was held on August 22, with three (3) vendors attending.

Two (2) responsive proposals were received from responsible vendors, Big Sky Industrial and Safety-Kleen Systems, Inc., by the September 12th deadline.

Proposals were evaluated based on the following criteria: Price, Ability to Perform, Firm's Experience and Stability, References, and RFP Compliance by a committee comprised of Darin Hoffman, Facilities and Grounds Manager; Brian Bale, Facilities Foreman; Jim Norfolk, Facilities & Grounds; Wendy Caro, Buyer; Kimberly Smallwood, Procurement Coordinator and Kelly Lucey, Technical Projects Specialist as a non-voting member. The final evaluation results are as follows:

PROPOSER	AVERAGE OF EVALUATION POINTS	5 YEAR PRICE ESTIMATE
Safety Kleen	98.41	\$676,137
Big Sky Industrial	94.91	\$706,061

This service is funded annually in the Facilities and Grounds operating budget. It is recommended an award of contract be made to Safety-Kleen Systems, Inc., of Richardson, Texas, with a local outlet in Spokane for sump pumping services over the next five years. Estimated cost for the first year will be approximately \$130,557 compared to the 2018 cost with the current contractor, Safety Kleen, of \$119,608. A portion of this increase is due to the addition of the new Boone NW Garage. Prevailing Wage rates for the vacuum truck operator will be reviewed annually and the contract adjusted as necessary.

RECOMMENDATION TO COMMITTEE: Recommend the Board award a contract to Safety-Kleen Systems, Inc., of Richardson, Texas, for sump pumping services for the next five years beginning January 1, 2020, for an estimated cost of \$130,557 for the first year, with an approximate 2% per year increase in addition to any Prevailing Wage increases.

COMMITTEE ACTION:

RECOMMENDATION TO BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

November 6, 2019

AGENDA ITEM 5A2 : ACCEPTANCE OF THE DIVISION STREET PHASE I IMPROVEMENTS AND APPROVAL TO PAY RETAINAGE TO CAMERON-REILLY, LLC

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning and Development
Ryan Brodwater, Capital Projects Manager

SUMMARY: The STA Moving Forward plan includes additional sheltered stops and sidewalk extensions along Route 25 Division. This is an important for improving access and convenience of public on one STA’s busiest routes. The overall project has a budget of \$2 million using a combination of local and federal funds.

On June 22nd, 2018, the CEO executed a contract with Cameron-Reilly LLC in the amount of \$675,000 to perform construction activities associated with the Division Street Stops-Phase 1 project. Notice to Proceed was issued on August 18th, 2018, and work began shortly after.

Cameron-Reilly worked diligently through Fall 2018, but weather conditions prevented completion of the entire project. Staff executed a no-cost Change Order to finalize work in Spring 2020, and the project was determined substantially complete on April 17th, 2019.

This project had a total of two change orders. Change Order 1 added sections of sidewalk to better match adjacent facilities and removed asphalt patching that was determined unnecessary by the City of Spokane. This resulted in a net cost decrease of \$3,758. Change Order 2 was for schedule extension as described previously. All change orders resulted in a net cost decrease of \$3,758, with a final contract amount of \$671,242. Project contingency was not used and will be added back to total project budget.

All affidavits of wages paid have been received. Notice of Completion was sent to the Department of Revenue, the Department of Labor and Industries, and the Employment Security Department as required for any project over \$35,000. As of October 29, 2019, all releases have been received.

The project was included in the Capital Improvement Program with a Board approved budget of \$2M. There are two subsequent phases of work, with completion expected in 2020.

Total Authorized Budget	\$2,000,000
Cameron-Reilly LLC Contract (final)	\$675,000
Deductive change order	-\$3,758
Coffman Engineers Phase 1 Design Cost	\$113,685
*Other Project Expenses (<i>Permits, Fees, Shelters</i>)	\$76,941
Total Phase I Project Expenses	\$861,868
Funding Available for Phases II and III	\$1,138,132

RECOMMENDATION TO COMMITTEE: Recommend the Board accept the Cameron-Reilly LLC contract as complete and conditionally authorize release of \$33,562 in retainage.

COMMITTEE ACTION:

RECOMMENDATION TO BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

November 6, 2019

AGENDA ITEM 5A3 : SHUTTLE PARK AGREEMENT AMENDMENT

REFERRAL COMMITTEE: N/A

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

SUMMARY: Staff is seeking approval for an Amendment to revise the Shuttle Park Agreement to enable the Spokane Public Facilities District (SPFD) to share \$2.00 per pass with Downtown Spokane Partnership (DSP) for marketing purposes.

Additional details will be provided at the meeting.

RECOMMENDATION TO COMMITTEE: Approve as presented and forward to the Board Consent Agenda.

COMMITTEE ACTION:

RECOMMENDATION TO BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

November 6, 2019

AGENDA ITEM 6A : 3rd QUARTER 2019 PERFORMANCE MEASURES

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Roger Watkins, Chief Operations Officer

SUMMARY: A complete set of the 3rd Quarter 2019 Performance Measures are attached to the end of this packet. Staff will be prepared to address any questions about any measure. The complete report has also been posted to the STA website at: <https://www.spokanetransit.com/about-sta/mission-priorities-performance-measures>.

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

Earn and Retain the Community's Trust

Ridership

Ridership for Fixed Route ended the quarter down 0.7% compared to our ridership year in 2018. Fixed Route provided 7,475,682 in 2019 vs. 7,526,272 in 2018. The ridership goal for Fixed Route in 2019 is 2.0% increase from 2018 (approximately 10.27 million trips).

- Revenue ridership is up 0.5% YTD (6,227,270 in 2019 vs. 6,193,631 in 2018, an increase of 33,639). Non-revenue ridership is down 6.3% YTD (a decrease of 84,229).
- Ridership remains down 11.9% (decrease of 60,030) on one of the largest UTAP customers (EWU).

STA's goal in Paratransit is to manage growth and maintain a 1.5% increase over 2018 ridership level. At the end of the 3rd Quarter, Paratransit ridership is 7.0% lower than in 2018 (331,317 vs. 356,252).

- Paratransit ridership continued to be down this quarter. Extensive analysis has determined three primary reasons for the decrease. These include lower than normal on time performance during the fall and winter months, loss of ridership from several large providers due to loss of employment for their clients, and a large decline in SUV ridership YTD.
- Paratransit operations continued to greatly improve on time performance in the 3rd quarter. This will hopefully encourage the return of customers who stopped riding due to performance degradations.
- 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 475,000 trips in 2018. 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.

Vanpool ridership had a slight decrease in the 3rd quarter of 2019, ending 1.4% lower than 2018 (116,862 vs. 118,486). STA's goal is to realize a 1.0% increase in ridership from 2018 (approximately 160,000 trips).

- Several Vanpool groups had decreased ridership due to summer vacations during the 3rd quarter.
- Vanpool added a new group during the 3rd quarter as a result of focused marketing efforts. This will continue in the 4th quarter.

Passengers per Revenue Hour (PPRH)

Fixed Route PPRH was 22.63

- This is below of the goal of 25. It is important to note that no other urban transit in Washington State, other than King County Metro, delivers more than 20 PPRH. STA's performance is a full 4 PPRH higher than any other agency.

Paratransit PPRH was 2.71

- This is slightly below the goal of 2.8 PPRH. Similar to the Fixed Route goal, the PPRH goal is aspirational. Paratransit operation performance goals of 2.5 are common. The WA urban average is 2.36 for comparison.

Provide Excellent Customer Service

On Time Performance

- At 92.9% Fixed Route just barely fell short of STA's goal of 93% of trips running on time (on time is measured as a bus departing between 0 to 5 minutes from the scheduled departure time).
- Paratransit on time performance was 92.0%, short of the goal of 93%. As noted previously, the snow and ice covered side streets greatly impacted paratransit operations during the first quarter. However, OTP for the 2nd and 3rd quarters exceeded 94% each month.

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 4.80.

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. (Fixed Route – 194 of 278 – Paratransit - 43 out of 61).

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. STA does much better than that goal. It should be noted however, that 3rd Quarter data will 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.

- As previously reported, Paratransit experienced a significant increase in operating costs in the 2nd quarter. First, a one-time operational cost was incurred with the replacement of the multi-function data computers in all 115 vans. Second, a deliberate decision by staff to re-characterize the Mobility Training contract from administrative cost to an operational cost will increase operating expenditures but decrease administrative costs
 - Fixed Route cost per passenger was \$5.61. This is 63.1% of the urban systems' average.
 - Paratransit cost per passenger was \$33.18. This is 57.0% of the urban systems' average.

Cost Recovery from User Fees (Farebox Recovery).

- Fixed Route farebox recovery is 17.5%, below the goal of 20%. The Board-approved fare changes in 2017 and 2018 will continue to 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 5.4%, which is above the goal of 5%.

Ensure Safety

Preventable Accident Rate

- At 0.05, Fixed Route was substantially lower than STA's goal of 0.08 preventable accidents per 10,000 miles.
- At 0.14, Paratransit was above STA's goal of 0.10 preventable accidents per 10,000 miles. In terms of actual accidents, this represents 15 total preventable accidents. All the preventable accidents through 3rd quarter are Type 0 or 1, with little to no damage and no injuries.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

November 6, 2019

AGENDA ITEM 6B : FALL CONSTRUCTION UPDATE

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning and Development
Dan Wells, Deputy Director of Capital Development

SUMMARY: Staff will present a construction update for the following projects:

- Moran Station Park & Ride
- Spokane Falls Station
- Spokane Community College Transit Center
- Monroe-Regal HPT Improvements
- Plaza Skywalks
- 1212 Ductless Split HVAC Improvements
- General bus stop improvements
- Sprague Phase I – Ticket Vending Machine Improvements
- Plaza HPT – Phase I Improvements
- Francis/Alberta intersection improvements

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

November 6, 2019

AGENDA ITEM 7A: SEPTEMBER 2019 OPERATING INDICATORS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Roger Watkins, Chief Operations Officer

SUMMARY: There was one more weekday in September 2019 compared to September 2018. The EWU fall quarter start date was 6 days later than in 2018 (September 19th vs September 25th). This caused a drop in Eagle pass ridership.

FIXED ROUTE

Average weekday ridership decreased 3.4% (32,509 vs. 33,659 in September 2018) and is down 1.1% (33,787 vs. 34,146) Year to Date (YTD). Total monthly ridership decreased 0.7% (770,544 vs. 775,588 in September 2018) and is down 0.7% (7,475,682 vs. 7,526,272) YTD. Adult ridership decreased 0.7% (463,572 vs. 466,893 in September 2018) and is down 0.5% (4,626,302 vs. 4,648,571) YTD.

- CCS Pass ridership increased 17.3% (34,341 vs. 29,280 in September 2018) and is up 2.8% (444,330 vs. 432,150) YTD.
- Eagle Pass ridership decreased 33.5% (28,568 vs. 42,949 in September 2018), and is down 11.9% (445,197 vs. 505,227) YTD.
- GU Bulldogs Pass ridership decreased 9.7% (4,173 vs. 4,620 in September 2018) and is down 0.4% (34,525 vs. 34,668) YTD.

Youth ridership increased 17.9% (65,614 vs. 55,551 in September 2018) and is up 14.5% (566,610 vs. 494,864) YTD.

Reduced Fare / Para ridership decreased 2.0% (112,677 vs. 114,951 in September 2018) and is down 1.5% (1,034,358 vs. 1,050,196) YTD.

PARATRANSIT

Monthly ridership decrease of 7.1% (35,339 vs 38,039 in September 2018) and is down 7.0% (331,317 vs 356,252) YTD.

- Special Use Van ridership decreased 31.8% (2,523 vs 3,700 in September 2018) and has decreased 19.9% (21,981 vs 27,457 in 2018) YTD.
- On-Time Performance reflects a 5.9% improvement for September (93.45% vs 88.25% in September 2018). The goal is 93%.
- Passengers Per Hour were down 7.4% (2.62 vs 2.83 in September 2018). The goal is 2.8.

VANPOOL

Vanpool customer trips were up 2.4% (12,046 vs 11,758 in September 2018) and is down 1.37% (116,862 vs. 118,486) YTD.

- Vanpool vans in service decreased 2.6% (76 vs 78 in September 2018). August 2019 had 75 vans operating. VA Medical Center and Fairchild AFB each started a new van group.
- Average daily vanpool ridership 702 trips vs 656 last month and the average participant per van was 6.84 vs 6.67 last month

CUSTOMER SERVICE/PASS SALES

Total monthly pass sales increased 10.7% (9,471 vs. 8,548 in 2018) and decreased 3.8% (80,849 vs. 84,006 in 2018) YTD.

- Adult Pass/Smartcard sales increased 2.0% (3,404 vs. 3,388 in 2018) and decreased 5.2% (33,200 vs. 35,028 in 2018) YTD.
- Shuttle Park sales increased 17.7% (558 vs. 474 in 2018) and increased 6.3% (4,631 vs 4,355 in 2018) YTD.
- 7-Day Pass/Smartcard sales increased 108% (1,273 vs 612 in 2018) and increased 18.4% (10,109 vs. 8,538 in 2018) YTD.
- ESBP sales increased 20.2% (1,091 vs 908 in 2018) and increased 6.7% (9,283 vs. 8,704 in 2018) YTD. Contributing to the YTD increase is Umpqua Bank (1,111 vs. 0 YTD 2018), Ecova (322 vs. 20 YTD 2018) and Sacred Heart (357 vs. 150 YTD 2018).

September 2019 Group Sales decreased 4.1% (18,622 passes vs. 19,428 in 2018), YTD Group Sales decreased 23.9% (169,973 passes vs. 210,655 in 2018):

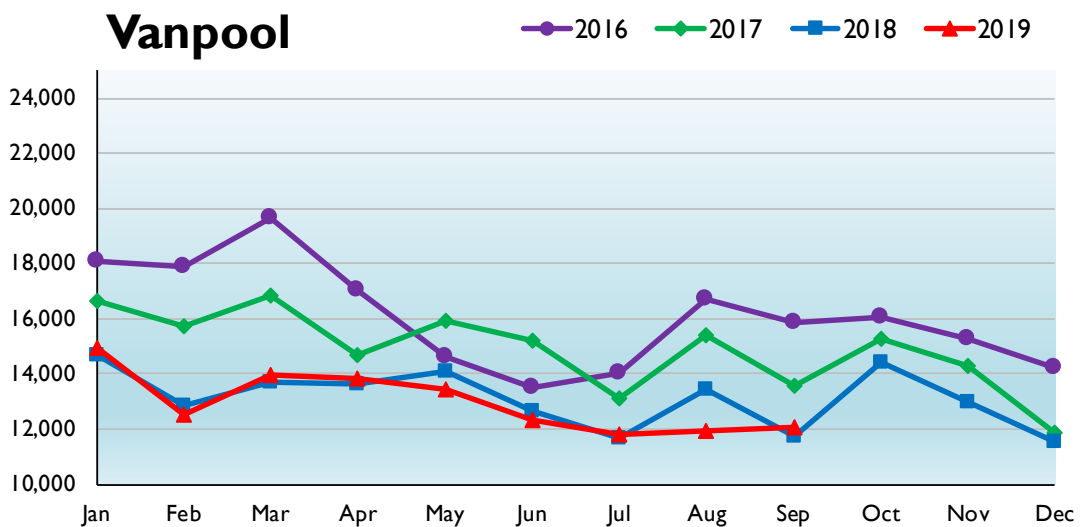
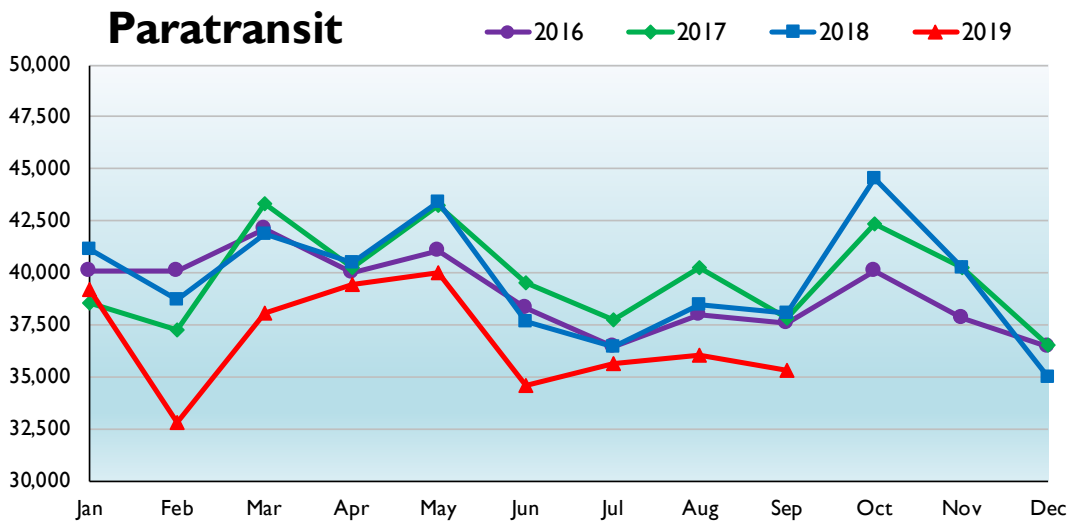
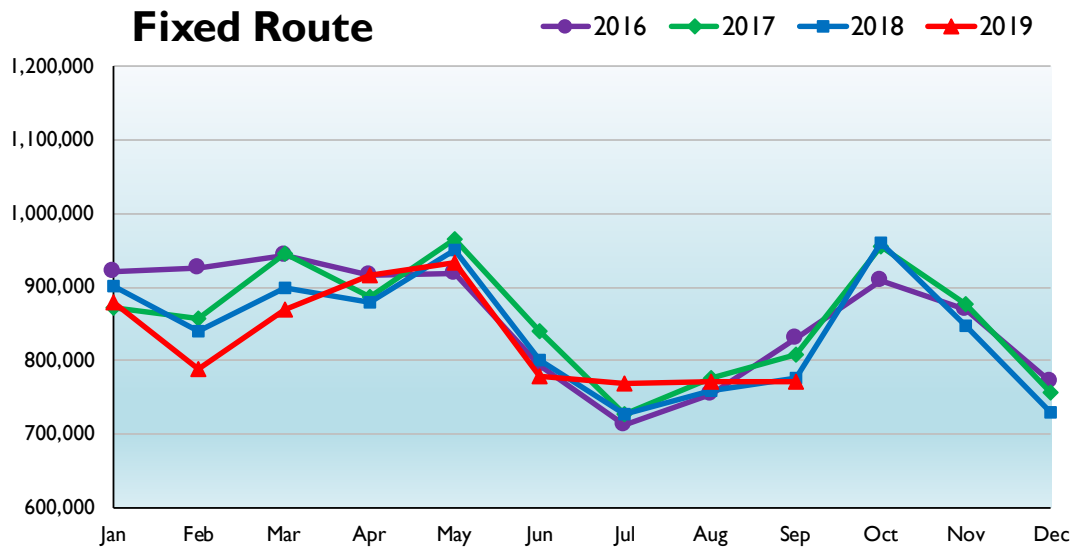
Youth Pass/Smartcard monthly sales increased 12.2% (1,950 vs. 1,738 in 2018), YTD pass sales increased 1.2% (12,777 vs. 12,623 in 2018).

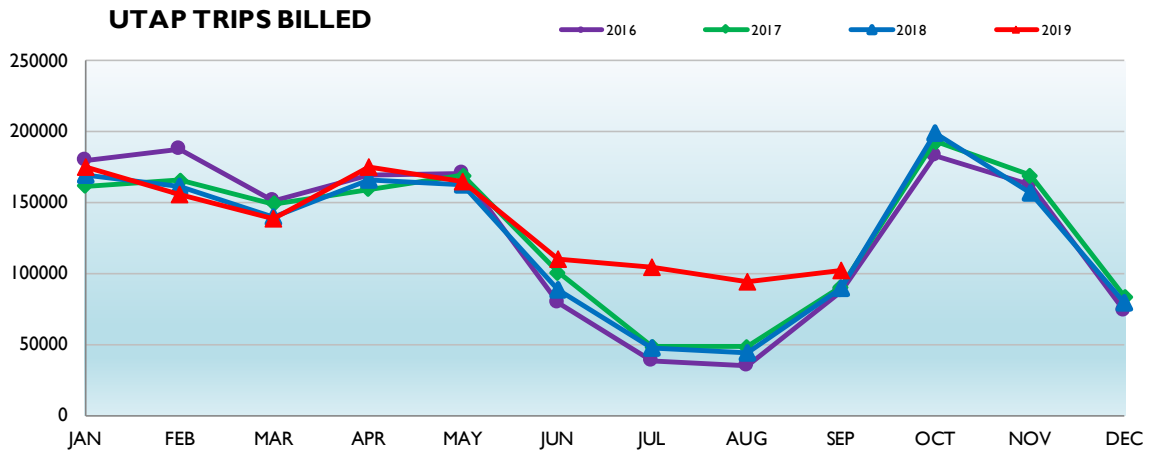
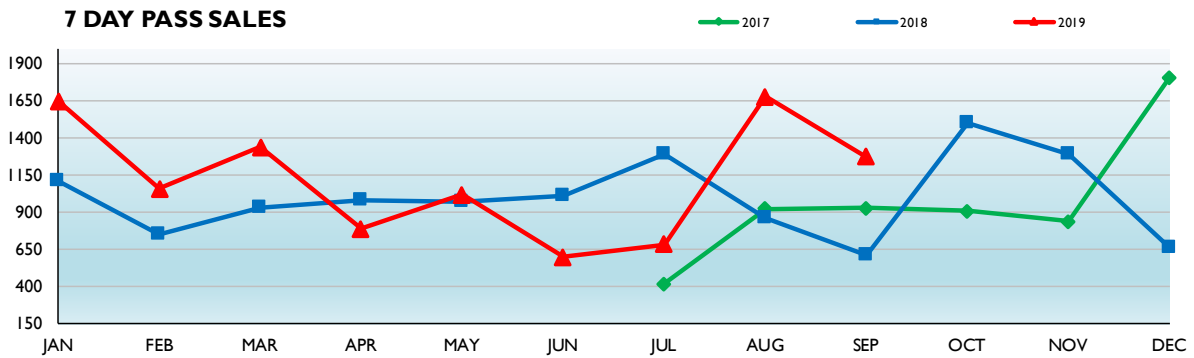
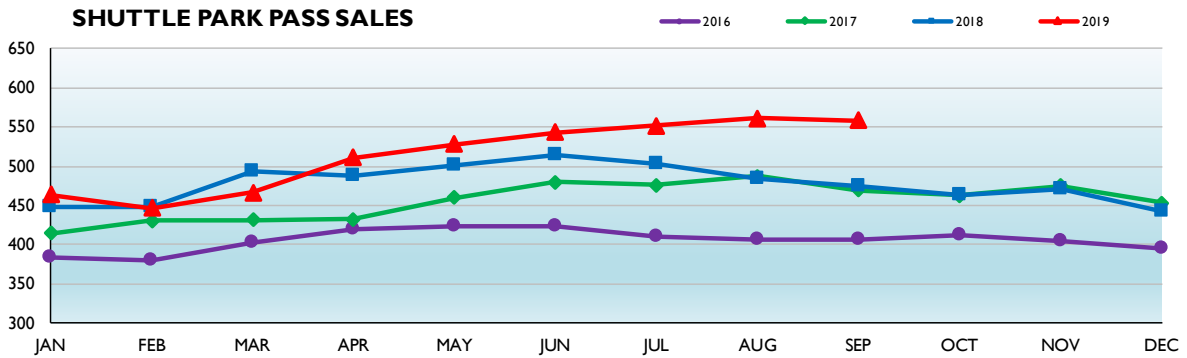
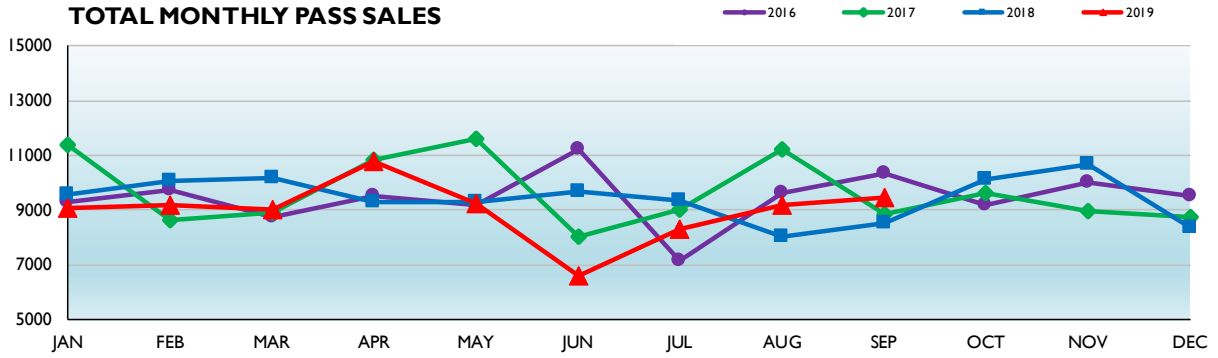
Reduced Fare Pass/Smartcard monthly sales increased 32.8% (1,715 vs. 1,291 in 2018), YTD pass sales decreased 6.5% (13,996 vs.14,962 in 2018).

Paratransit Pass/Smartcard sales decreased 5.2% (744 vs. 785 in 2018), YTD pass sales decreased 9.0% (6,619 vs 7,277 in 2018).

UTAP rides increased 14.1% (102,571 vs 89,883 in 2018), YTD UTAP rides increased 14.1% (1,219,777 vs 1,069,424 in 2018). The City Summer Youth Card started June 13th and ended September 15th added 132,982 rides YTD.

RECOMMENDATION TO BOARD: Information only.





SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

November 6, 2019

AGENDA ITEM 7B : SEPTEMBER FINANCIAL RESULTS SUMMARY

REFERRAL COMMITTEE: N/A

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

SUMMARY: Attached are the September 2019 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. September equates to 75% of the year.

Revenue

Overall, year-to-date revenue is at 80.1% of budget (\$80.0M) which is higher than the expected \$74.9M.

Fares & Other Transit Revenue is slightly lower than the budget at 71.7%.

Sales Tax Revenue is 109.2% of budget.

Federal & State Grants is higher than the budget at 96.9%.

Miscellaneous Revenue is higher than the expected budget at 142.2%.

Operating Expenses

Year-to-date operating expenses at 67.1% of budget (\$53.4M) are 11% below the expected amount of \$59.7M.

Fixed Route 68.5% of budget expended

Paratransit 63.1% of budget expended

Vanpool 54.6% of budget expended

Plaza 61.7% of budget expended

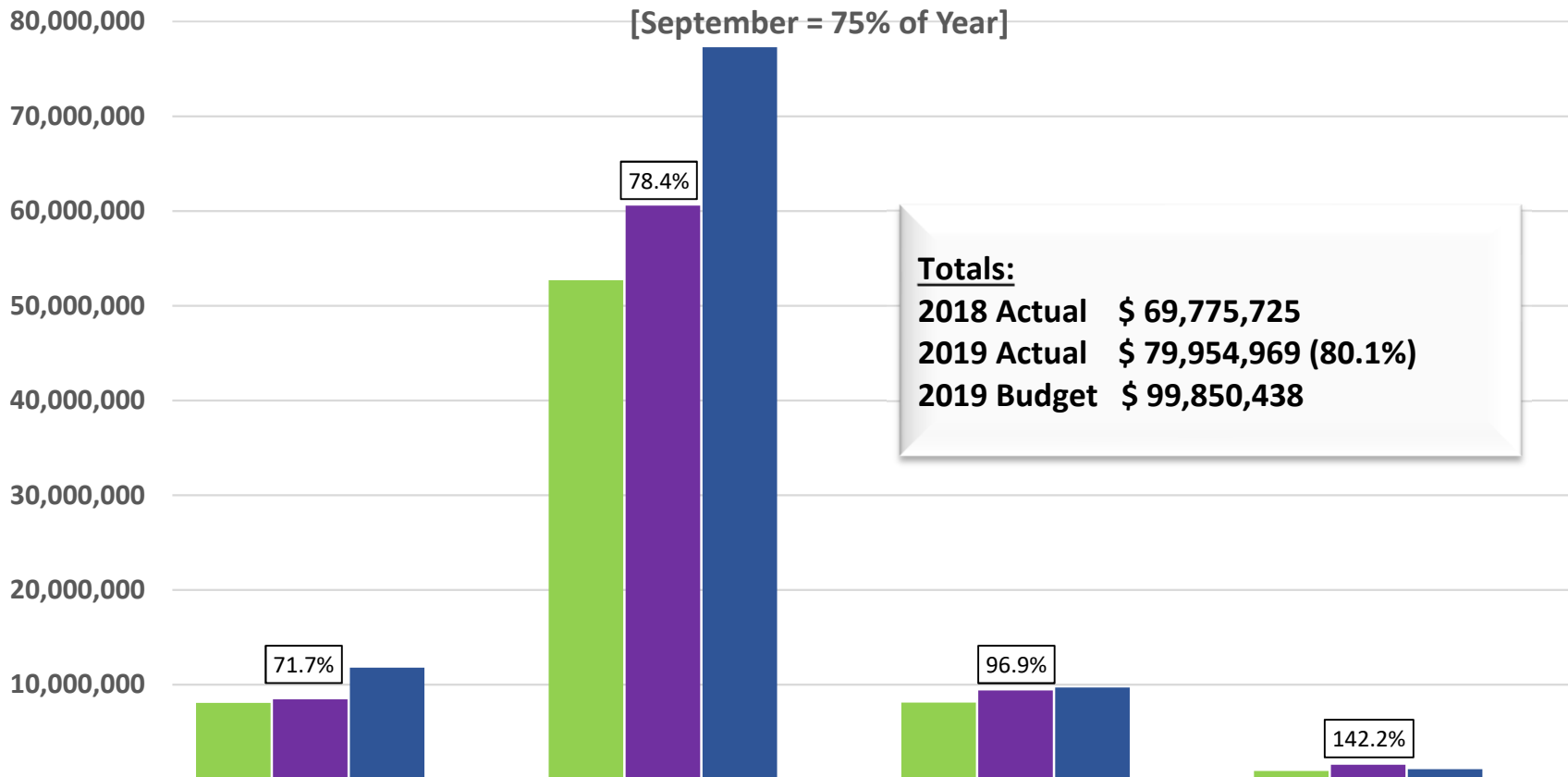
Administration 67.3% of budget expended

Operating expenses are greatly influenced by the timing of payments.

RECOMMENDATION TO COMMITTEE: Information only.

Spokane Transit Revenues ⁽¹⁾ - September 2019

[September = 75% of Year]



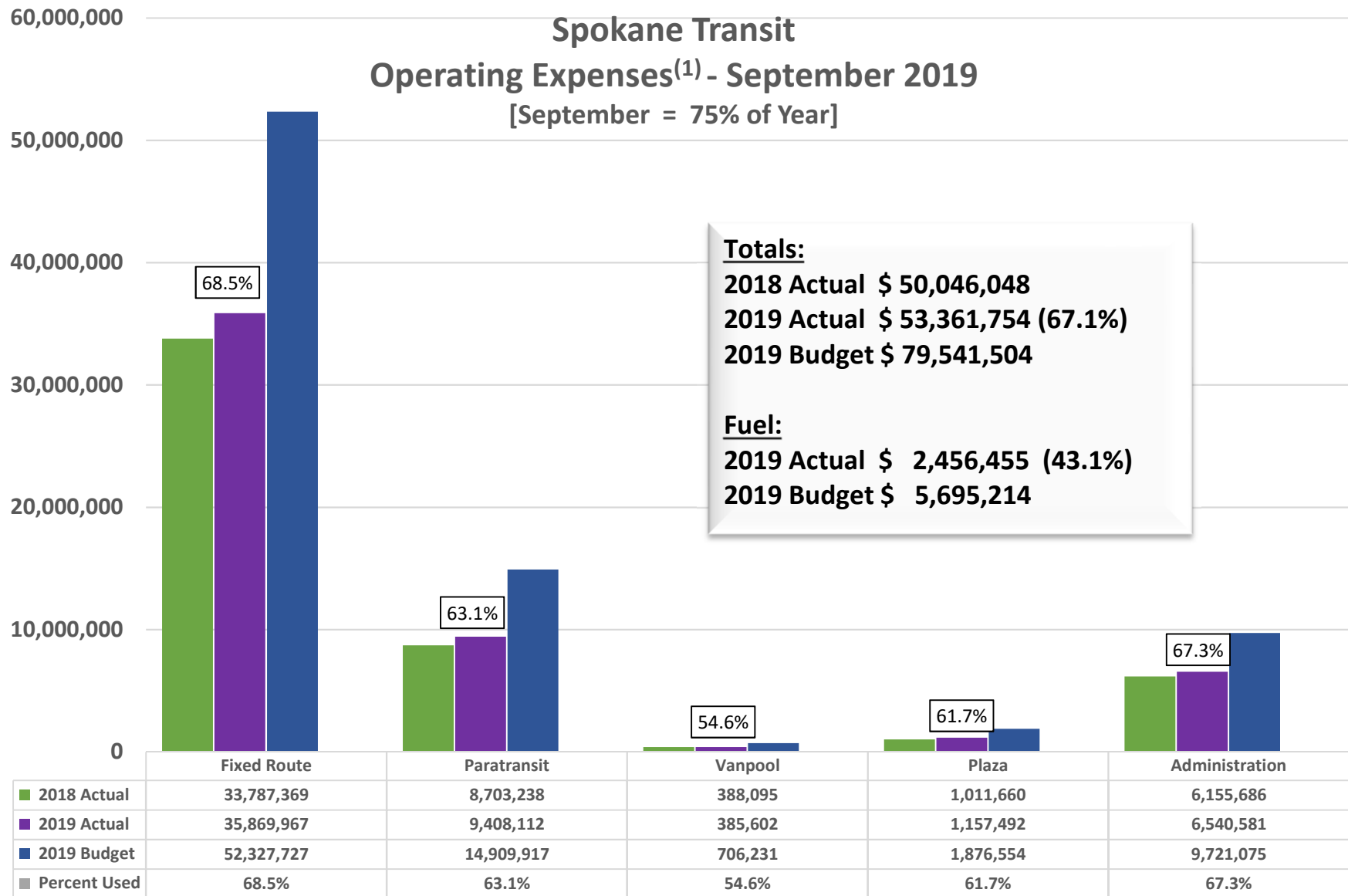
Totals:
 2018 Actual \$ 69,775,725
 2019 Actual \$ 79,954,969 (80.1%)
 2019 Budget \$ 99,850,438

	Fares & Other Transit Revenue	Sales Tax (2)	Federal & State Grants	Miscellaneous
2018 Actual	8,077,868	52,679,941	8,116,684	901,232
2019 Actual	8,465,890	60,564,481	9,387,026	1,537,572
2019 Budget	11,807,075	77,271,349	9,691,088	1,080,926
Percent Used	71.7%	78.4%	96.9%	142.2%

⁽¹⁾ Above amounts exclude grants used for capital projects. Year-to-date September state capital grant reimbursements total \$2,556,073 and federal capital grant reimbursements total \$1,709,511.

⁽²⁾ Year-to-date Sales Tax through September = 109.2% of year-to-date budget.

Spokane Transit Operating Expenses⁽¹⁾ - September 2019 [September = 75% of Year]



⁽¹⁾ Operating expenses exclude capital expenditures of \$11,029,245 and Street/Road cooperative projects of \$3,838,375 for year-to-date September.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

November 6, 2019

AGENDA ITEM 7C : OCTOBER 2019 SALES TAX REVENUE

REFERRAL COMMITTEE: N/A

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

SUMMARY: Attached is October 2019 voter-approved sales tax revenue information.

October sales tax revenue, which represents sales for August 2019, was:

22.9% over October 2018 actual

15.8% YTD above 2018 actual

9.2% YTD above budget

RECOMMENDATION TO COMMITTEE: Information only.

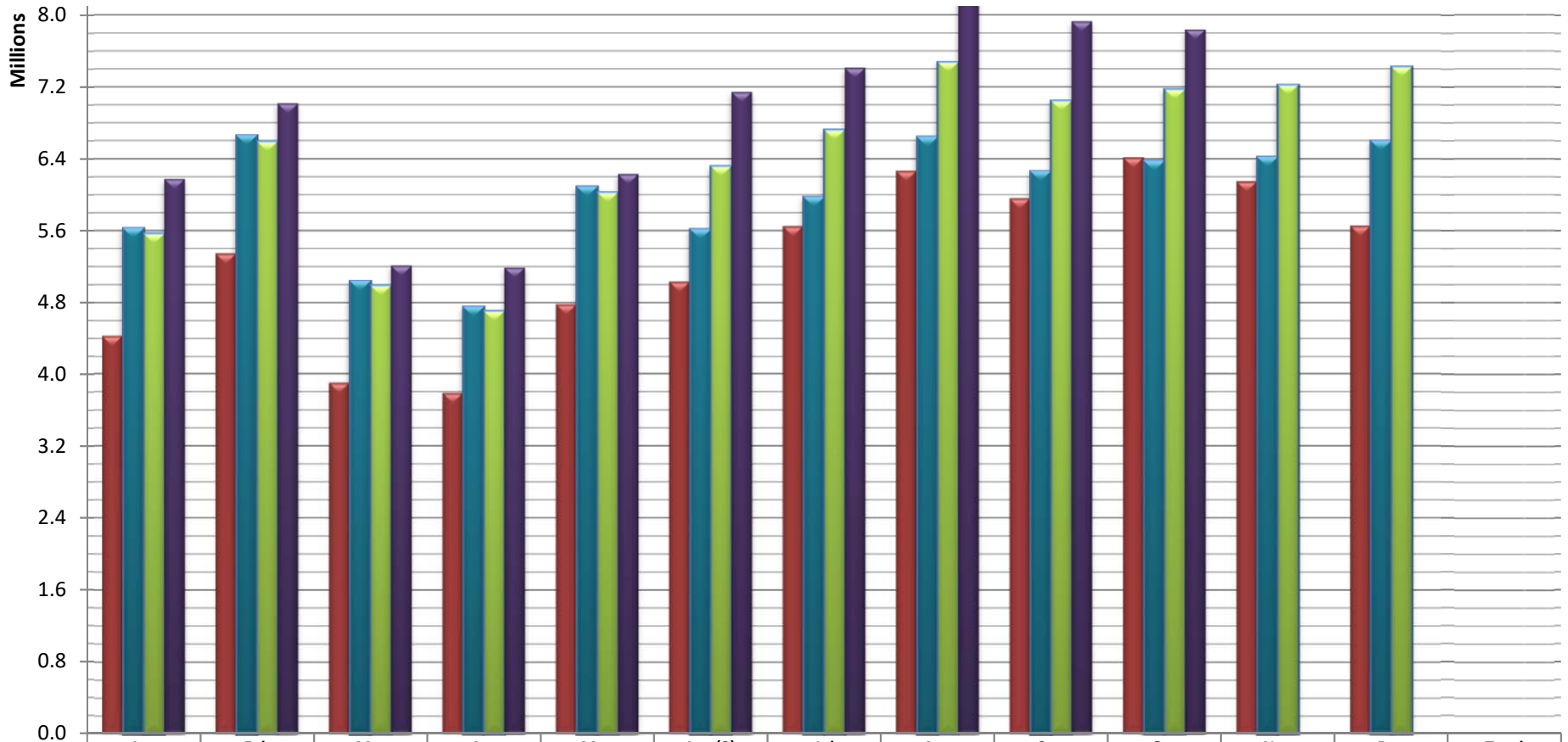
Sales Tax Revenue History-October 2019⁽¹⁾



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

(2) June distribution is April taxable sales in which the sales and use tax rate increased one-tenth of one percent (.001) from .006 to .007 in 2017 and from .007 to .008 in 2019.

2017 - 2019 SALES TAX RECEIPTS ⁽¹⁾



	Jan	Feb	Mar	Apr	May	Jun (2)	Jul	Aug	Sep	Oct	Nov	Dec	Total
■ 2017 Act.	4,432,233	5,350,787	3,901,562	3,790,349	4,783,883	5,035,578	5,651,610	6,268,031	5,961,836	6,416,307	6,150,443	5,656,970	63,399,589
■ 2018 Act.	5,628,134	6,664,160	5,042,196	4,754,750	6,090,019	5,616,550	5,975,412	6,645,055	6,263,667	6,377,811	6,420,673	6,601,136	72,079,561
■ 2019 Bud.	5,569,403	6,594,618	4,989,580	4,705,133	6,026,468	6,318,402	6,722,107	7,475,431	7,046,383	7,174,792	7,223,009	7,426,023	77,271,349
■ 2019 Act.	6,174,965	7,017,558	5,212,448	5,191,296	6,230,069	7,142,964	7,412,766	8,253,600	7,928,815	7,838,478	-	-	68,402,959
\$ Mo. Var.	546,831	353,398	170,253	436,546	140,051	1,526,414	1,437,354	1,608,544	1,665,148	1,460,667	-	-	
% Mo. Var.	9.7%	5.3%	3.4%	9.2%	2.3%	27.2%	24.1%	24.2%	26.6%	22.9%	0.0%	0.0%	
\$ YTD Var.	546,831	900,229	1,070,482	1,507,027	1,647,078	3,173,492	4,610,847	6,219,391	7,884,539	9,345,206	-	-	
% YTD Var.	9.7%	7.3%	6.2%	6.8%	5.8%	9.4%	11.6%	13.4%	15.0%	15.8%	0.0%	0.0%	
% YTD Bud. Var.	10.9%	8.5%	7.3%	7.9%	7.0%	8.1%	8.4%	8.7%	9.2%	9.2%	0.0%	0.0%	

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

⁽²⁾ June distribution is April taxable sales in which the sales and use tax rate increased one-tenth of one percent (.001) from .006 to .007 in 2017 and from .007 to .008 in 2019.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

November 6, 2019

AGENDA ITEM **7D** : 3RD QUARTER 2019 SERVICE PLANNING INPUT REPORT

REFERRAL COMMITTEE: N/A

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

SUMMARY: The Planning and Development Department receives comments from external sources and itemizes each comment 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's website comment portal), 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 internal 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 and Development Department in the 3rd Quarter of 2019. It should be noted that this feedback summary applies only to department-related activities which include, but are not limited to, existing and potential bus service and/or feedback related to specific bus stops.

A total of 64 comments were received by the Planning and Development Department during the quarter. Of the comments received, 14 were related to requests for new service, 34 were related to existing service, and 16 were related to bus stops. The comments are summarized below. It is also noted if any comments are addressed by the *STA Moving Forward* plan.

NEW SERVICE COMMENTS
3 requests for service along Mirabeau Parkway. <i>Not included in STA Moving Forward.</i>
2 requests for service along E Upriver Dr. <i>Not included in STA Moving Forward, but included in the adopted 2019 Transportation Development Plan (TDP).</i>
1 request to have Cheney Express service that bypasses the West Plains Transit Center.
1 request for service along W Maxwell Ave east of West Central Community Center. <i>Could be included in alternatives to be considered as part of STA Moving Forward improvements for 2020-2022.</i>
1 request for service to new Ridgeline High School in 2021. <i>Not included in STA Moving Forward.</i>
1 request for regular service on 29 th @ Bernard instead of express service.
1 request for service connecting Spokane Valley to the Northside near Market/Francis. <i>Not included in STA Moving Forward.</i>
1 request for direct service between Lakeland Village in Medical Lake and Airway Heights.
1 request for better weekend, early morning, and night service to Liberty Lake. <i>Better night and weekend service to Liberty Lake is programmed in STA Moving Forward in 2024.</i>
1 request for service to the Latah Creek neighborhood.
1 request for service to Otis Orchards. <i>Not included in STA Moving Forward.</i>

EXISTING SERVICE COMMENTS
3 comments regarding pedestrian safety crossing 29 th around Manito Shopping Center.
3 comments about the decrease in frequency on the Route 34 Freya. <i>Schedule adjustments planned for January include additional trips during the peak period.</i>
2 comments about 74/172 departing plaza late in the evenings.
1 request to keep the Routes 26 Lidgerwood and 28 Nevada going into Downtown after the Central City Line is implemented. <i>In the adopted TDP these routes are conceptually planned to terminate in the University District connecting with the Central City Line instead of continuing to the Plaza as they do today. Extensive public outreach</i>

<i>is being conducted to consult stakeholders on these and other potential route changes that are considered for 2020-2022. However, boarding zone capacity at the Plaza is a limiting factor.</i>
1 request for Route 63 Airway Heights/West Plains to serve Northern Quest and Airport terminal.
1 request for later Sunday night service to Browne's Addition.
1 request for the Route 23 Maple/Ash to serve West Central.
1 request for more frequent Sunday service to West Central on the Route 21 West Broadway.
1 request for the Route 21 West Broadway to drop off in front of Public Works Building at 7:20AM.
1 complaint about the Route 33 Wellesley not becoming the Route 20 SFCC at SFCC on select trips during the weekends.
1 comment about late arriving 172 Liberty Lake Express bus at LL P&R.
1 comment about two Route 74 Mirabeau/Liberty Lake buses at LL P&R in the mornings and no 172 Liberty Lake Express bus.
1 request for more simplified service on Route 74 Mirabeau/Liberty Lake.
1 comment about the afternoon Plaza departure times for the routes 74 Mirabeau/Liberty Lake and 172 Liberty Lake Express.
1 request for all Route 64 Cheney/West Plains trips to stop at WPTC.
1 comment about empty buses on the Route 95 Mid-Valley stopping in the road.
1 comment that the Route 33 Wellesley often runs late and causes missed connections with the routes 26 Lidgerwood and 28 Nevada.
1 comment about the Route 45 Perry District not continuing past the South Hill Park & Ride as it previously did before the September service change.
1 request for later Plaza departure times on the Route 61 Hwy 2 via Browne's Addition.
1 comment about bus leaving K street station late in the mornings and connecting with routes downtown.
1 comment about short connection time at the Plaza between the routes 66 EWU and 124 North Express in the evenings.
1 comment about the Route 90 Sprague arriving late at time points.
1 comment about confusion between routes 4 and 144 South Express.
1 comment about the connection between routes 28 Nevada and 25 Division at Hawthorn Rd at N Division St.
1 comment about the connection issues with the Route 4 at the Plaza in the early mornings.
1 comment about departure 4:05PM time of the Route 173 VTC Express from the Plaza.
1 comment about not knowing of the September service changes.
1 comment about low ridership on morning 144 trips. <i>New service takes 18-24 months to mature. Future changes may adjust the number of trips or service span to optimize relative to demand.</i>
1 comment about connections at the South Hill Park & Ride between the routes 4 and 45 Perry District on the weekends.

BUS STOP COMMENTS
2 comments about the closing of the bus stop at 30th Ave. at Garfield.
1 request for shelters at both Super 1 stops on 29 th Ave.
1 comment about bus stop numbers being hard to read on the bus stop signs.
1 request for access to bathrooms at the Valley Transit Center for passengers.
1 request for relocation of the outbound stop at Sunset Hwy at Lindeke St.
1 request to improve bus stops on Monroe St at Garland Ave. <i>These stops will be improved as part of the STA Moving Forward Monroe-Regal project under construction now.</i>
1 request for a bus stop closer to Walmart on E Sprague St.
1 request for more stops on E 57 th Ave.
1 request for a bus stop on W 29 th Ave at Bernard St on Route 144 South Express.
1 comment about the closure of the stop at 13 th Ave at Grand St.
1 request to have curb medians removed from 29 th Ave at Scott St to better allow pedestrians to cross.
1 comment about the closure of stops on Bernard St at 21 st Ave.
1 request to switch which buses use which zones at the Liberty Lake Park & Ride. <i>These changes have been implemented.</i>
1 request for a stop on 8 th Ave between Bernard St and Washington St.
1 request for a stop on Hwy 2 at Garfield Rd.
1 request for relocation of the inbound stop on the Route 22 on Assembly St from W Sanson Ave to W Rowan Ave.
1 request for information online regarding on the location of shelters and benches.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

November 6, 2019

AGENDA ITEM 7E : STA HOLIDAY SERVICES AND OFFICE HOURS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Dana Infalt, Clerk of the Board

SUMMARY: The administrative office at Boone Avenue will be closed Thursday, November 28, 2019, to observe the Thanksgiving holiday; Wednesday, December 25, 2019, to observe the Christmas holiday; and Wednesday, January 1, 2020, to observe the New Year's holiday.

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

The following schedule outlines STA's holiday services:

Date:	Paratransit Service and Reservations	Fixed Route Service	Customer Service (at the Plaza)
November 28 (Thursday)	Holiday Service 8:00 am - 8:00 pm Paratransit Reservations 8:00 am - 5:00 pm	Holiday Service 8:00 am - 8:00 pm	Closed Call Center open 8:00 am - 6:00 pm
December 25 (Wednesday)	Holiday Service 8:00 am - 8:00 pm Paratransit Reservations 8:00 am - 5:00 pm	Holiday Service 8:00 am - 8:00 pm	Closed Call Center open 8:00 am - 6:00 pm
January 1 (Wednesday)	Holiday Service 8:00 am - 8:00 pm Paratransit Reservations 8:00 am - 5:00 pm	Holiday Service 8:00 am - 8:00 pm	Closed Call Center open 8:00 am - 6:00 pm

RECOMMENDATION TO BOARD: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

November 6, 2019

AGENDA ITEM 8: DECEMBER 4, 2019 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 meeting of December 4, 2019.

RECOMMENDATION TO COMMITTEE: For discussion.

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, December 4, 2019, 1:30 p.m.
Spokane Transit Southside Conference Room

DRAFT AGENDA

Estimated meeting time: 60 minutes

1. Call to Order and Roll Call
2. Public Expressions
3. Committee Chair Report (*5 minutes*)
4. Committee Action (*5 minutes*)
 - A. Minutes of the November 6, 2019, Committee Meeting – *Corrections/Approval*
5. **Committee Action** (*40 minutes*)
 - A. Board Consent Agenda
 1. Award of Contract: 2020 Coaches (*Watkins*)
 2. 2020 Performance Measures (*Watkins*)
 3. Approval of 2020 Spokane Police Department (SPD) Agreement Renewal (*Williams*)
 - B. Board Discussion Agenda
 1. Draft 2020 State Legislative Priorities (*Meyer*)
6. **Reports to Committee**
 - A. (*no items being presented this month*)
7. Committee Information – *no discussion/staff available for questions*
 - A. October 2019 Operating Indicators (*Watkins*)
 - B. October 2019 Financial Results Summary (*Liard*)
 - C. November 2019 Sales Tax Revenue Information (*Liard*)
 - D. January 2020 Service Changes (*Otterstrom*)
 - E. 3rd Quarter 2019 Safety and Loss Report (*Williams*)
8. December 4, 2019, Committee Packet Draft Agenda Review
9. New Business (*5 minutes*)
10. Committee Members' Expressions (*5 minutes*)
11. Adjourn
12. Next Committee Meeting: February 5, 2020, 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.

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

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

November 6, 2019

AGENDA ITEM 9 : NEW BUSINESS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: N/A

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

RECOMMENDATION TO COMMITTEE: For discussion.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

November 6, 2019

AGENDA ITEM 10 : COMMITTEE MEMBERS' EXPRESSIONS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: N/A

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

RECOMMENDATION TO COMMITTEE: For discussion.



Performance Measures 3rd Quarter 2019



Priorities and Objectives

1. Earn and Retain the Community's Trust
2. Provide Excellent Customer Service
3. Enable Organizational Success
4. Exemplify Financial Stewardship
5. Ensure Safety



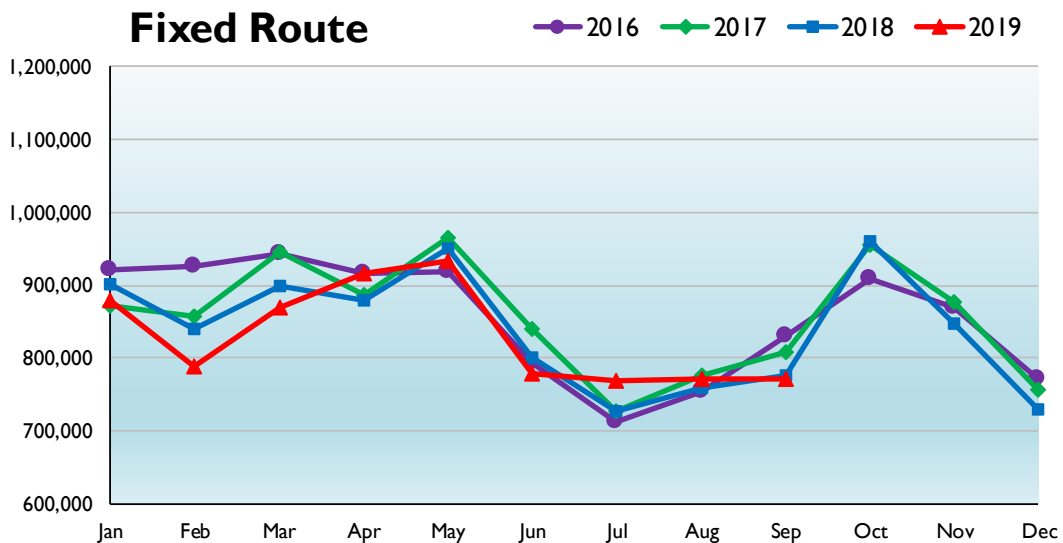
Earn & Retain the Community's Trust

4 Performance Measures:

- Ridership
- Service Effectiveness (Passengers per Revenue Hour)
- Customer Security
- Public Outreach



Ridership



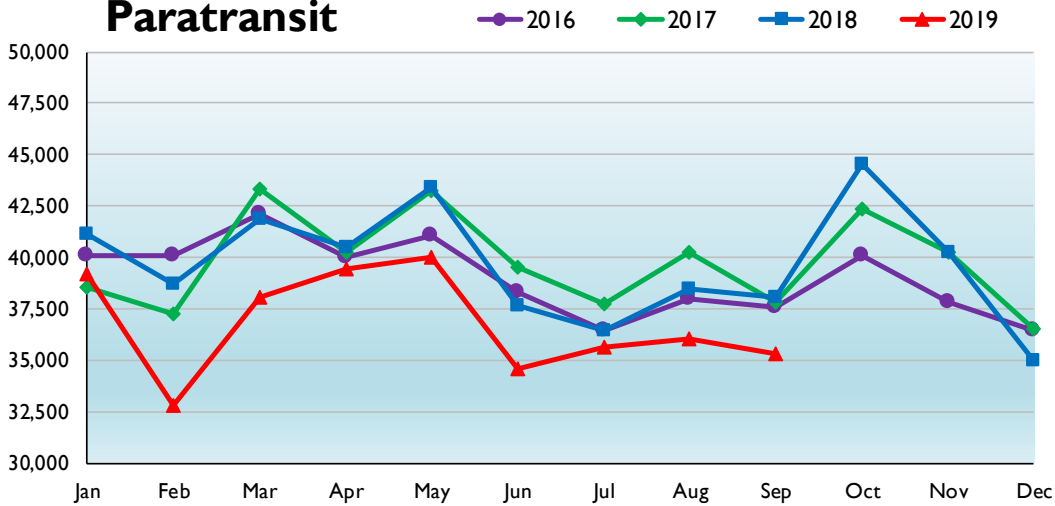
2016 = 10,261,789
2017 = 10,264,971
2018 = 10,069,599
2019 = 10,270,991 (projected)

GOAL: 2.0% INCREASE OVER 2018 RIDERSHIP
Year to Date Result: 0.7% Decrease



Ridership

Paratransit



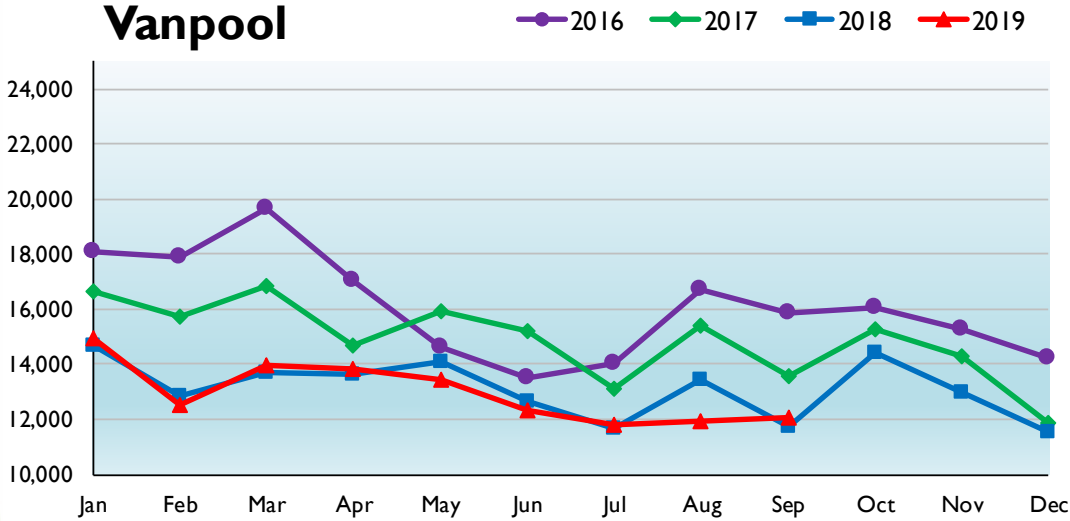
2016 = 468,050
 2017 = 477,010
 2018 = 476,032
 2019 = 483,172 (projected)

GOAL: 1.5% INCREASE OVER 2018 RIDERSHIP
Year to Date Result: 7.0% Decrease



Ridership

Vanpool



2016 = 193,006
 2017 = 178,457
 2018 = 157,433
 2019 = 159,007 (projected)

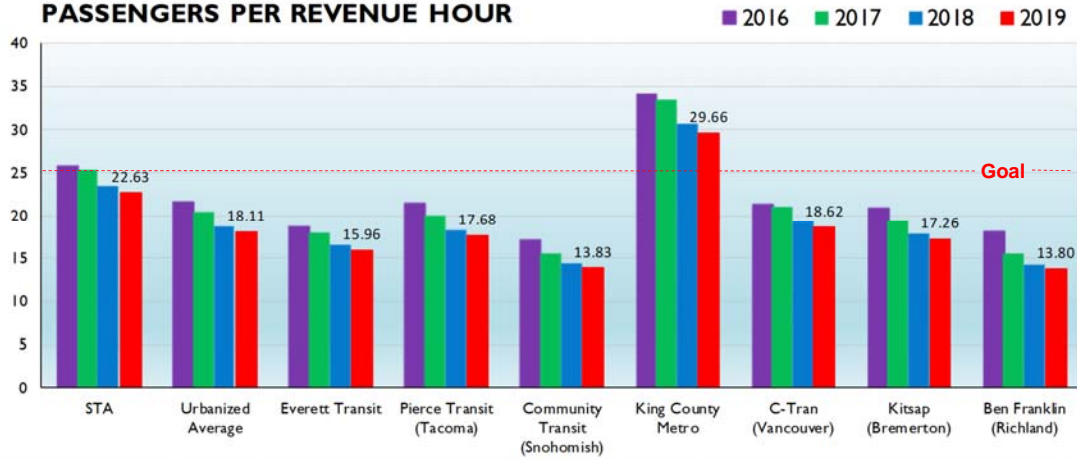
GOAL: 1.0% INCREASE OVER 2018 RIDERSHIP
Year to Date Result: 1.4% Decrease



Service Effectiveness

Fixed Route

PASSENGERS PER REVENUE HOUR



GOAL: TRANSPORT 25 OR MORE PASSENGERS PER REVENUE HOUR

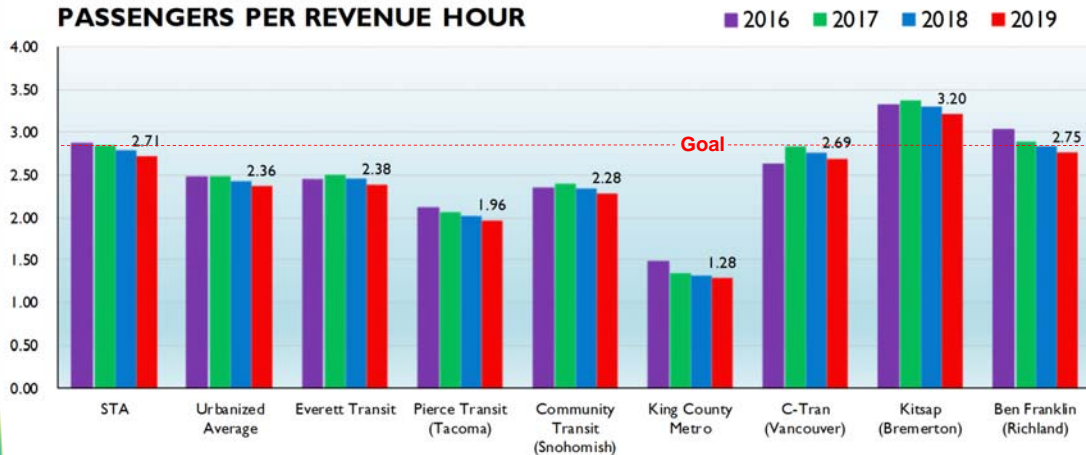
* System averages assume a performance equal to STA for 2018 & 2019



Service Effectiveness

Demand Response

PASSENGERS PER REVENUE HOUR



GOAL: TRANSPORT 2.8 OR MORE PASSENGERS PER REVENUE HOUR

* System averages assume a performance equal to STA for 2018 & 2019



Customer Security

Fixed Route	2016	2017	2018	2019	GOAL
Personal Safety on Bus	4.5	4.5	4.2	Scheduled for Fall 2019	Score 4.5 on a scale of 1-5 (Std. = 4.5)
Driver Driving Safely	4.6	4.6	4.4	Scheduled for Fall 2019	Score 4.5 on a scale of 1-5 (Std. = 4.5)

Paratransit	2016	2017	2018	2019	GOAL
Personal Safety on Van	4.8	Scheduled for 2018	4.8	Scheduled for Fall 2019	Score 4.5 on a scale of 1-5 (Std. = 4.5)
Driver Driving Safely	4.8	Scheduled for 2018	4.8	Scheduled for Fall 2019	Score 4.5 on a scale of 1-5 (Std. = 4.5)



Community Perception

“Does STA do a good job of listening to the public?”

2016	2017	2018	2019	GOAL
3.74	3.75	3.74	Scheduled for Fall 2019	Score 4.5 on a scale of 1-5



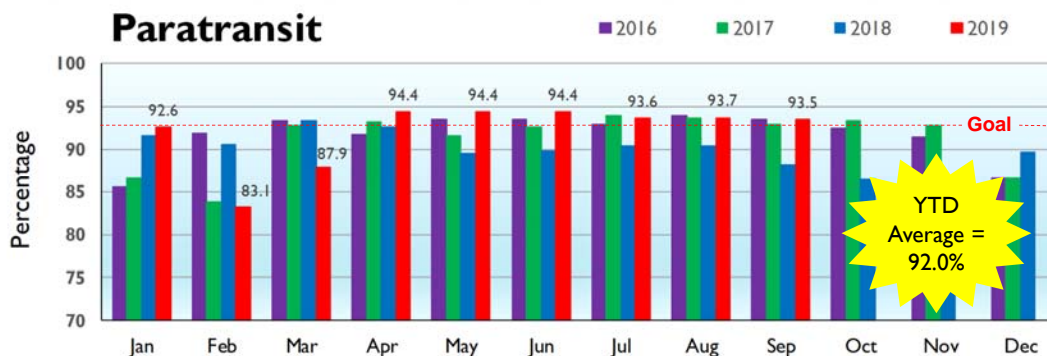
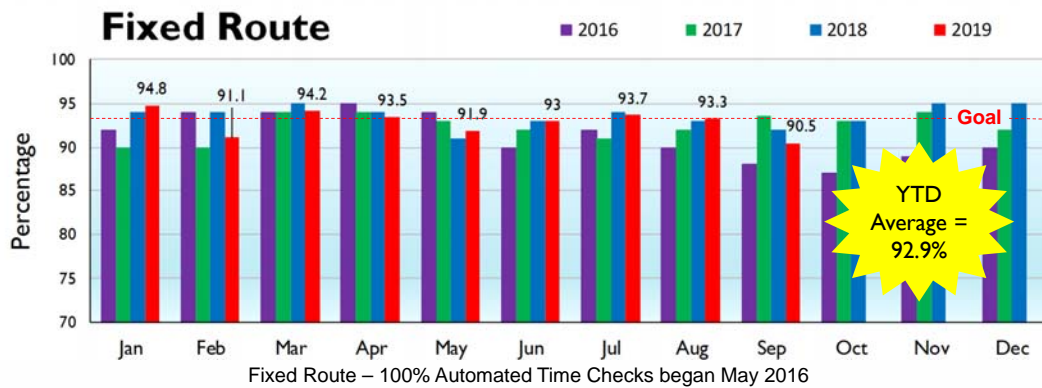
Provide Excellent Customer Service

6 Performance Measures:

- On-Time Performance
- CS Call Center/Paratransit Reservations
 - Abandoned Calls
 - Customer Service Response Time
- Professionalism and Courtesy
- Driver Announcements / Introduction
- Cleanliness of Coach / Van
- Complaint Rate
- Maintenance Reliability



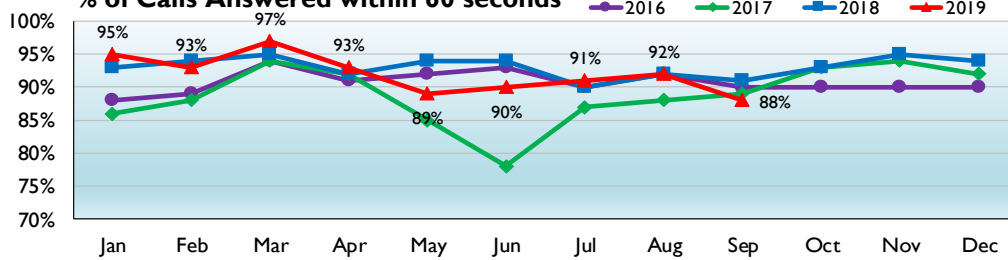
On Time Performance



Customer Service: 328-RIDE Call Center Performance

Service Level:

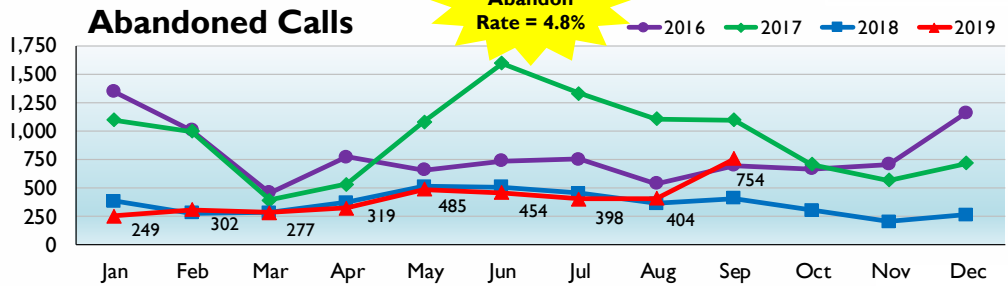
% of Calls Answered within 60 seconds



Abandoned Calls

YTD Abandon Rate = 4.8%

GOAL: < 4%

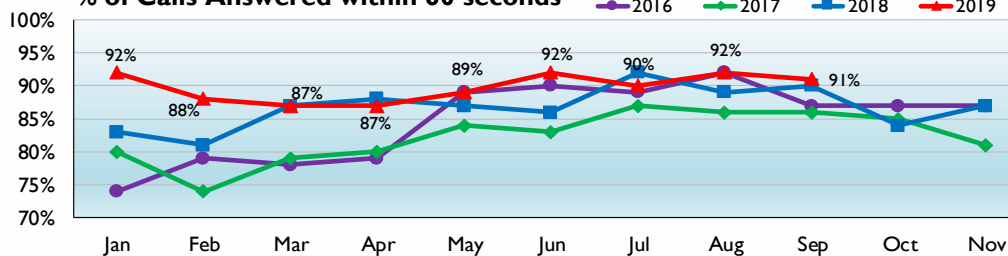


Call Center reporting software updated year end 2017. Setting parameters improved to reflect accurate hours of operation; lowering abandoned call numbers.

Paratransit Reservations: 328-I552 Call Center Performance

Service Level:

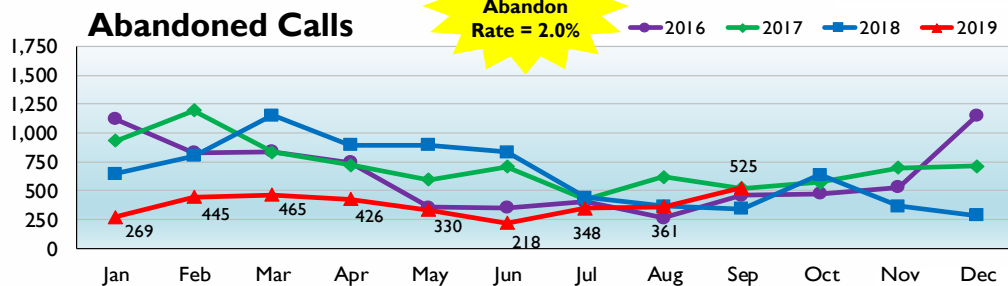
% of Calls Answered within 60 seconds



Abandoned Calls

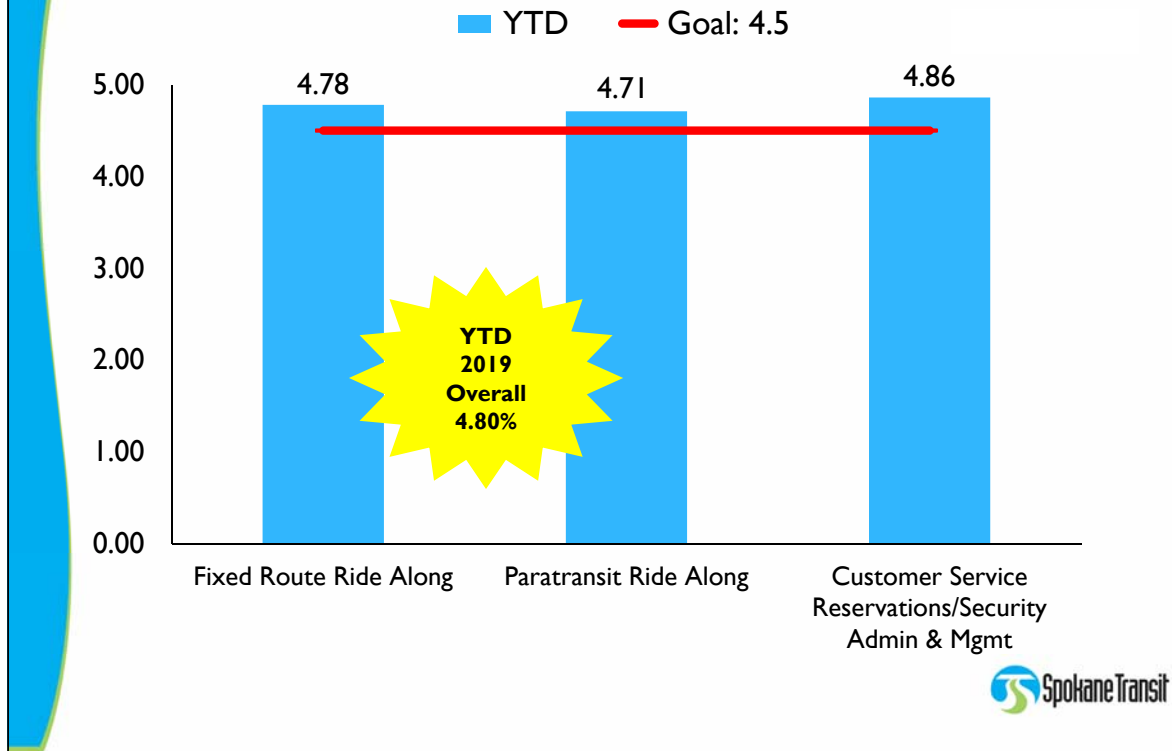
YTD Abandon Rate = 2.0%

GOAL: < 4%

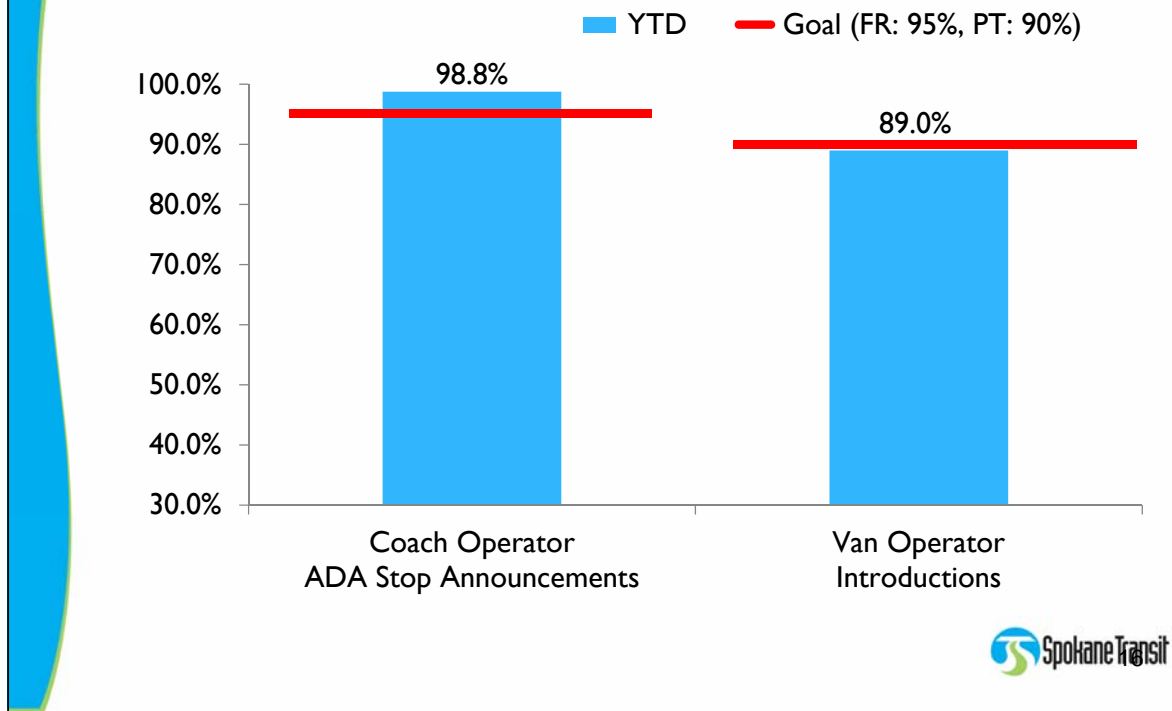


Call Center reporting software updated year end 2017. Setting parameters improved to reflect accurate hours of operation; lowering abandoned call numbers.

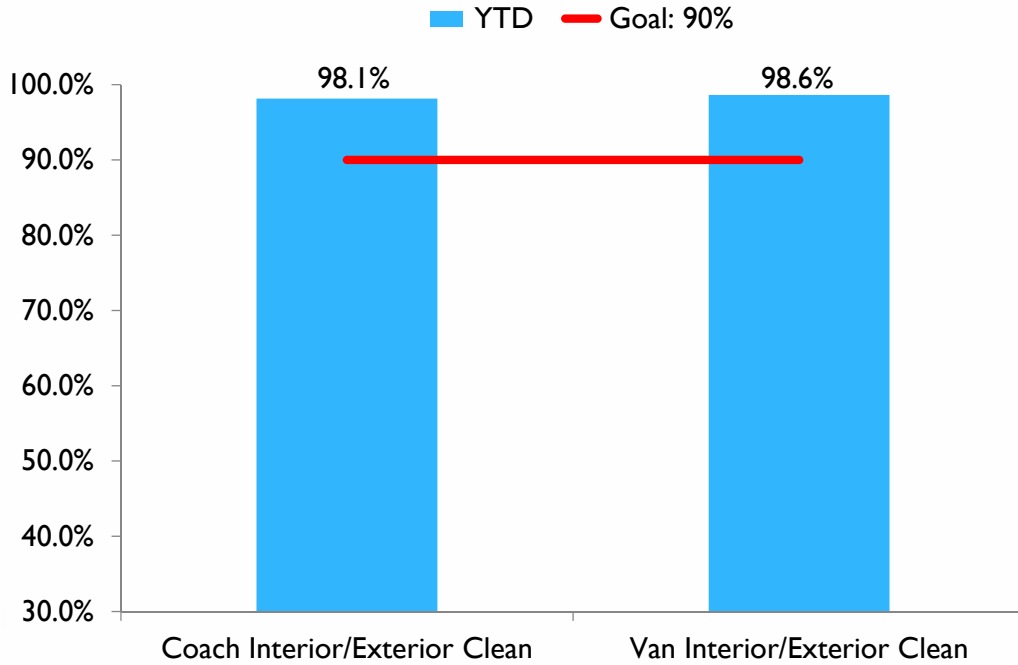
Professional & Courteous



Operator Announcements/Introductions



Vehicle Cleanliness



Comment Rate

Fixed Route

Paratransit

	2018	YTD 2019	Goal
Fixed Route	9.0	10.4	≤ 8.0 (per 100K passengers)
Paratransit	9.3	5.3	≤ 8.0 (per 10K passengers)



Maintenance Reliability

Average Miles Between Road Calls

	2018	YTD 2019	GOAL
Fixed Route	6,324	6,341	< 1 / 7,500 miles
Paratransit	43,728	66,080	< 1 / 75,000 miles



Enable Organizational Success

3 Performance Measures:

- Training Rate
- Annual Employee Evaluations
- Governance



Training Rates

	2017	2018	YTD 2019	Goal
Fixed Route	Completed	Delayed to 2019 due to scheduling	Start date 10/22/19	8 hours Advanced Training per Operator
Paratransit	Completed	Completed	Completed	8 hours Advanced Training per Operator



Ride Checks/Ride Along

	2018	YTD 2019	Goal
Fixed Route	270 of 270 completed	194 of 278 completed	100% of operators checked annually
Paratransit	55* of 60 completed	43 of 61 completed	100% of operators checked annually

* All active Operators completed



Maintenance Training

Maintenance

2019	Goal
Measured Annually	25 hours per employee per year



Managers/Supervisors/ Administrative Training

Managers /
Supervisors/
Admin

2019	Goal
Measured Annually	100 % receive on-site or off-site training each year



Governance

Board Development

Attendance at a transit-related conference / training event

Event	Location	Attendee(s)
APTA Legislative Conference March 18-21, 2018	Washington, D.C.	Al French Pamela Haley Josh Kerns
APTA Annual Meeting October 13-16, 2019	New York, NY	Al French Candace Mumm Chris Grover Pam Haley

Exemplify Financial Stewardship

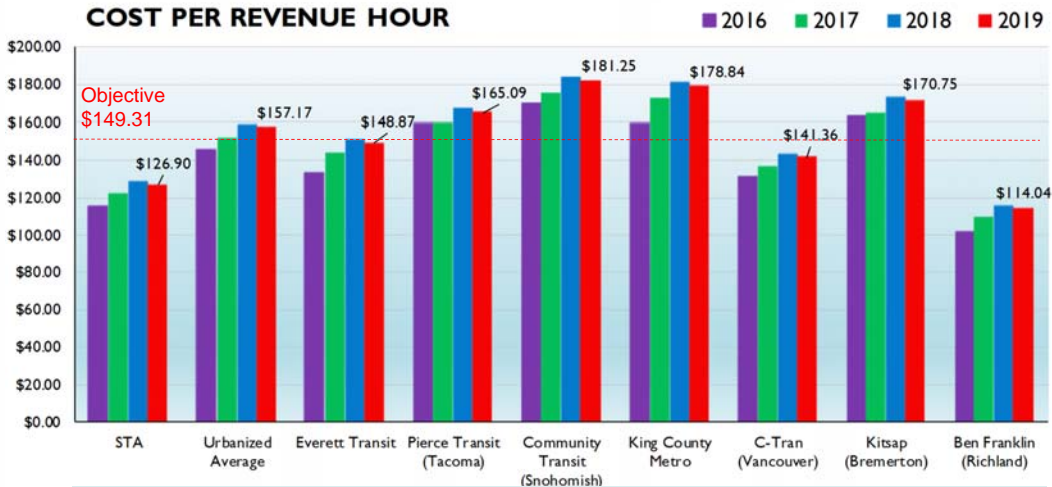
5 Performance Measures:

- Cost Efficiency
- Cost Effectiveness
- Cost Recovery from User Fees
- Maintenance Cost
- Financial Capacity
 - Financial Management
 - Service Level Stability
 - Ability to Sustain Essential Capital Investments
 - Public Perception

Cost Efficiency

Fixed Route

COST PER REVENUE HOUR



OBJECTIVE: CONSTRAIN OPERATING COST PER HOUR OF SERVICE TO LESS THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS
2019 Status: 80.7% (STA - \$126.90; Urban Average - \$157.17)

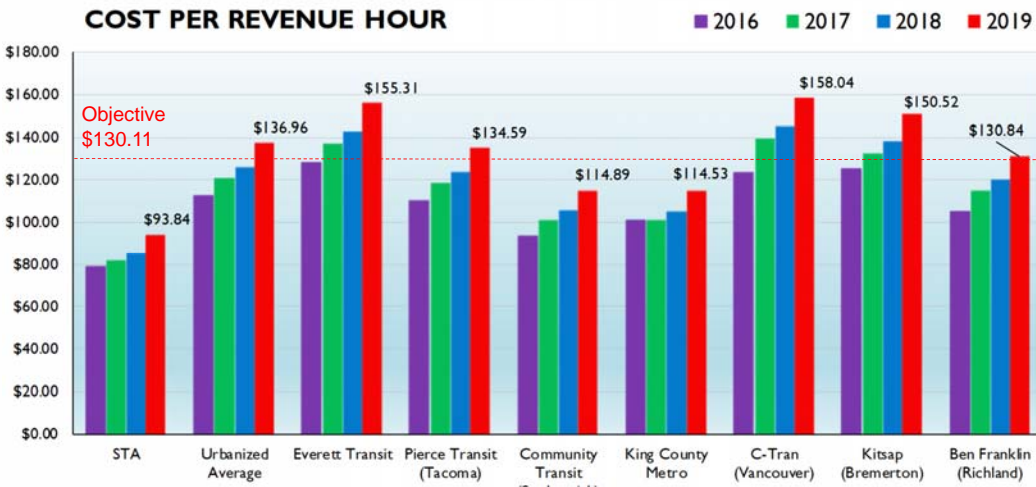
- Previous year results**
- 2017 data from NTD reports
 - 2018 STA data reflects year-end
- STA 2019 data reflects year-to-date 3rd quarter**
- Expenditures will lag slightly until end of year



Cost Efficiency

Demand Response

COST PER REVENUE HOUR



OBJECTIVE: CONSTRAIN OPERATING COST PER HOUR OF SERVICE TO LESS THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS
2019 Status: 68.5% (STA - \$93.84; Urban Average - \$136.96)

- Previous year results**
- 2017 data from NTD reports
 - 2018 STA data reflects year-end
- STA 2019 data reflects year-to-date 3rd quarter**
- Reflects one time \$325K Operational Purchase (2nd Quarter)



Cost Efficiency

Rideshare

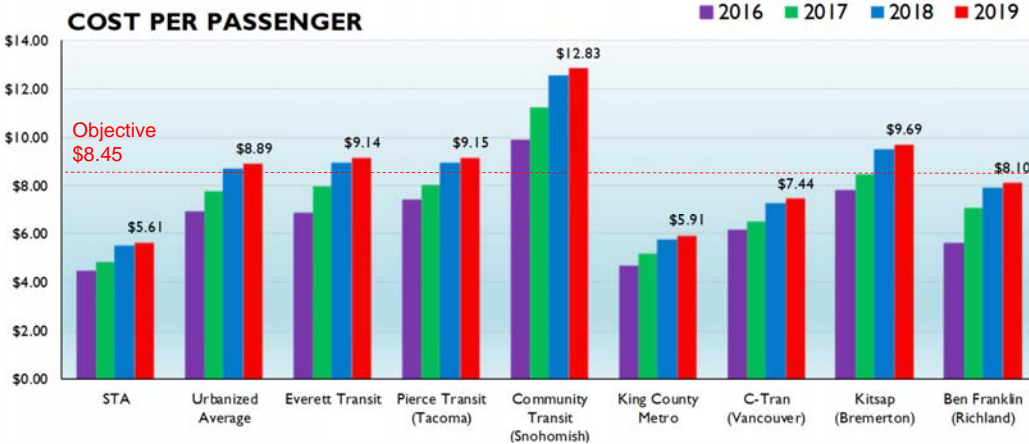
	2016	2017	2018	YTD 2019
Operating/Administrative Cost per Mile	\$0.49	\$0.51	\$0.52	\$0.53
Revenue per Mile	\$0.53	\$0.53	\$0.52	\$0.50
%	104.8%	104.5%	99.9%	95.3%

GOAL: RECOVER 100% OF OPERATING/ADMINISTRATIVE COSTS



Cost Effectiveness

Fixed Route



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

2019 Status: 63.1% (STA - \$5.61; Urban Average - \$8.89)

Previous year results

- 2017 data from NTD reports
- 2018 STA data reflects year-end
- **STA 2019 data reflects year-to-date 3rd quarter**
- Expenditures will lag slightly until end of year



Cost Effectiveness

Demand Response COST PER PASSENGER



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

2019 Status: 57.0% (STA - \$33.18; Urban Average - \$58.24)

Previous year results

- 2017 data from NTD reports
- 2018 STA data reflects year-end

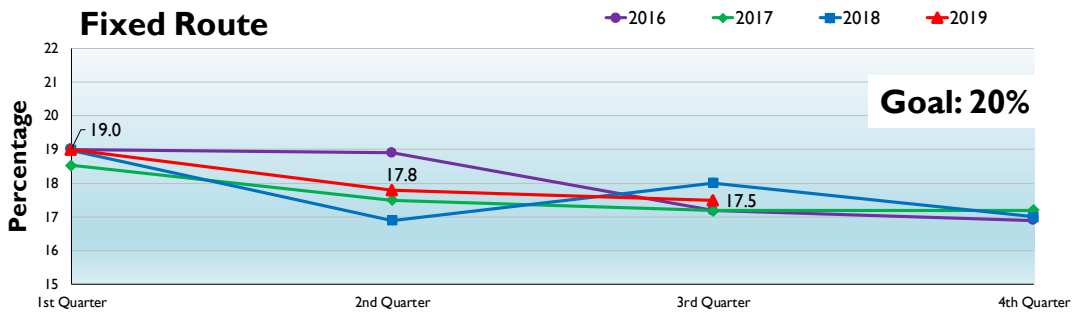
STA 2019 data reflects year-to-date 3rd quarter

- Reflects one time \$325K Operational Purchase (2nd Quarter)

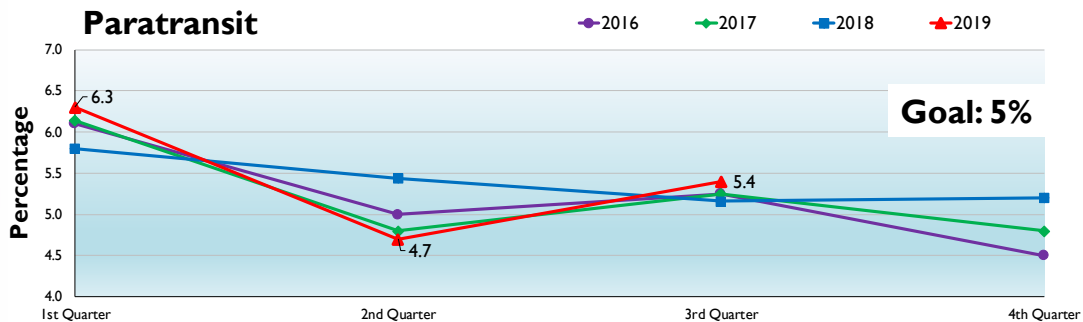


Cost Recovery from User Fees

Fixed Route



Paratransit



Maintenance Cost

Cost per Total Mile

Fixed Route

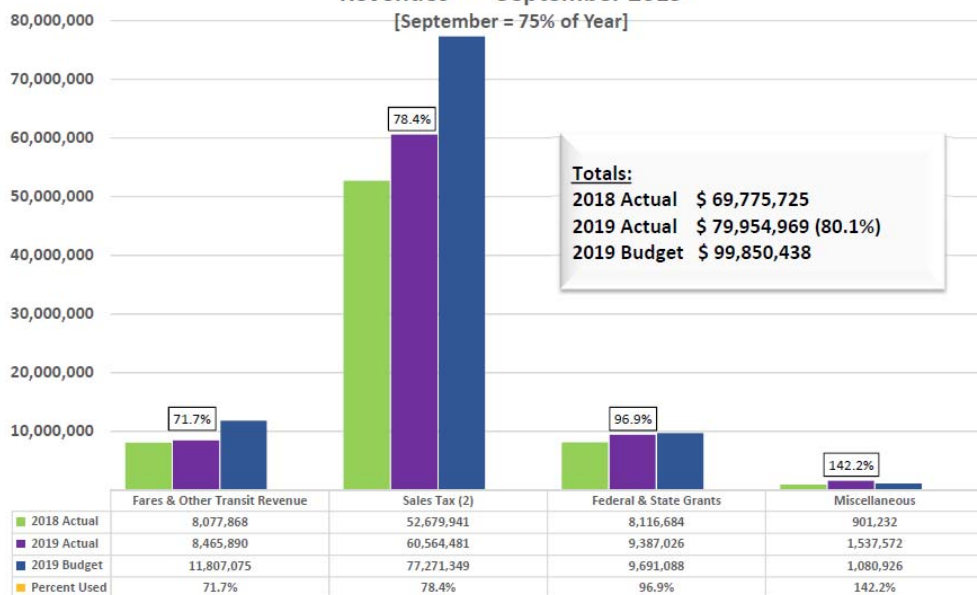
Paratransit

	2018	YTD 2019	GOAL
Fixed Route	\$1.18	\$1.21	\$1.28
Paratransit	\$0.84	\$1.34	\$1.20



Financial Management

Spokane Transit
Revenues ⁽¹⁾ - September 2019
[September = 75% of Year]



Totals:
 2018 Actual \$ 69,775,725
 2019 Actual \$ 79,954,969 (80.1%)
 2019 Budget \$ 99,850,438

⁽¹⁾ Above amounts exclude grants used for capital projects. Year-to-date September state capital grant reimbursements total \$2,556,073 and federal capital grant reimbursements total \$1,709,511.

⁽²⁾ Year-to-date Sales Tax through September = 109.2% of year-to-date budget.

Service Level Stability & Ability to Sustain Essential Capital Investments

	Current Projection	Goal
# of Years Current Service Level Can Be Sustained	6 Years	6 Years
Fully Funded Capital Improvement Plan	6 Years	6 Years

Public Perception

Community Survey Question	Response*	Standard
STA is Financially Responsible	3.80	Score 4.5

* Survey completed in 2018



Ensure Safety

2 Performance Measures:

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

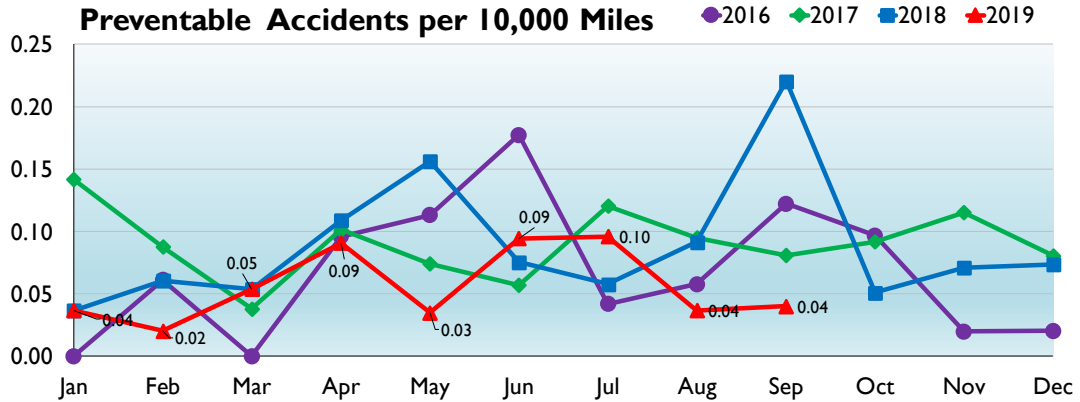


Preventable Vehicle Accidents

GOAL:
≤ 0.08 PER
10,000 MILES

Fixed Route

	2016	2017	2018	2019
January	0	7	2	2
February	3	4	3	1
March	0	2	3	3
April	5	5	6	5
May	6	4	9	2
June	9	3	4	5
July	2	6	3	5
August	3	5	5	2
September	6	4	11	2
October	5	5	3	
November	1	6	4	
December	1	4	4	
Total Prev. Accidents	41	55	57	27
YTD Preventables per 10,000 miles	0.07	0.09	0.09	0.05

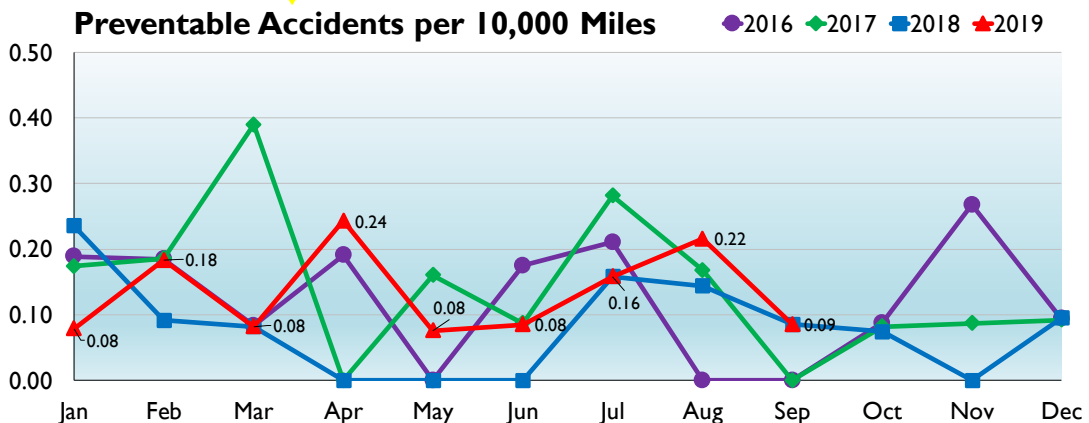


Preventable Vehicle Accidents

GOAL:
≤ 0.10 PER
10,000 MILES

Paratransit

	2016	2017	2018	2019
January	2	2	3	1
February	2	2	1	2
March	1	5	1	1
April	2	0	0	3
May	0	2	0	1
June	2	1	0	1
July	2	3	2	2
August	0	2	2	3
September	0	0	1	1
October	1	1	1	
November	3	1	0	
December	1	1	1	
Total Prev. Accidents	16	20	12	15
YTD Preventables per 10,000 miles	0.12	0.15	0.08	0.14



Workers' Compensation - Time Loss

Lost Time Days per 1,000 Hours

	2016	2017	2018	YTD 2019	Goal
Fixed Route	0.03	0.02	0.02	0.03	≤ 0.02
Paratransit	0.04	0.05	0.01	0.08	≤ 0.04
Maintenance	0.05	0.05	0.07	0.05	≤ 0.05



Workers' Compensation - Claims

Claims per 1,000 Hours

	2016	2017	2018	YTD 2019	Goal
Fixed Route	0.04	0.06	0.05	0.05	≤ 0.05
Paratransit	0.09	0.10	0.06	0.12	≤ 0.08
Maintenance	0.09	0.07	0.14	0.13	≤ 0.09

