

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

## PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, September 5, 2018, 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 *(5 minutes)*
  - A. Minutes of the July 11, 2018, Committee Meeting – *Corrections/Approval*
5. **Committee Action** *(10 minutes)*
  - A. Board Consent Agenda
    1. Award of Contract for Tire Mileage Leasing *(Watkins)*
  - B. Board Discussion Agenda
    1. *(No Items being presented this month)*
6. **Reports to Committee** *(50 minutes)*
  - A. Second Quarter 2018 Performance Measures *(Watkins)*
  - B. Purchase of 40 Paratransit Replacement Vans *(Watkins)*
  - C. Draft Master Design and Construction Agreement between City of Spokane and Spokane Transit Authority *(Otterstrom)*
  - D. Plaza Operations Study Update: Preliminary Evaluation Results *(Otterstrom)*
7. CEO Report *(10 minutes)*
8. Committee Information – *no discussion/staff available for questions*
  - A. June 2018 Semi-Annual Financial Reports *(Warren)*
  - B. July 2018 Financial Results Summary *(Warren)*
  - C. August 2018 Sales Tax Revenue Information *(Warren)*
  - D. July 2018 Operating Indicators *(Watkins)*
  - E. Second Quarter 2018 Service Planning Input Report *(Otterstrom)*
  - F. Second Quarter 2018 Safety and Loss Summary *(Williams)*
9. October 3, 2018, Committee Packet Draft Agenda Review
10. New Business *(5 minutes)*
11. Committee Members' Expressions *(5 minutes)*
12. Adjourn
13. Next Committee Meeting: October 3, 2018, 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](http://www.spokanetransit.com). Discussions concerning matters to be brought to the Board are held in Committee meetings. The public is welcome to attend and participate.

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**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING**

September 5, 2018

**AGENDA ITEM 2: PUBLIC EXPRESSIONS**

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** N/A

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**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:** 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 5, 2018

**AGENDA ITEM 3 :**     **COMMITTEE CHAIR REPORT**

**REFERRAL COMMITTEE:**     N/A

**SUBMITTED BY:**                     Pamela Haley, Chair, Performance Monitoring and External Relations

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

**RECOMMENDATION TO COMMITTEE:** 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 5, 2018

**AGENDA ITEM 4A :**      **MINUTES OF THE JULY 11, 2018, PERFORMANCE MONITORING  
AND EXTERNAL RELATIONS COMMITTEE MEETING –  
CORRECTIONS OR APPROVAL**

**REFERRAL COMMITTEE:**      N/A

**SUBMITTED BY:**              Dana Infalt, Executive Assistant

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**SUMMARY:** Attached are the minutes of the July 11, 2018, Performance Monitoring and External Relations Committee meeting 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  
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**PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE**

**Draft** Minutes of the July 11, 2018, Meeting  
Southside Conference Room

**MEMBERS PRESENT**

Pamela Haley, City of Spokane Valley \*  
Josh Kerns, Spokane County  
Rhonda Bowers, Labor Representative  
E. Susan Meyer, CEO (Ex-Officio)

**MEMBERS ABSENT**

Lori Kinnear, City of Spokane  
Mike Kennedy, City of Liberty Lake  
(Ex-Officio)  
John Paikuli, City of Medical Lake

\* Chair

**STAFF PRESENT**

Roger Watkins, Chief Operations Officer  
Karl Otterstrom, Director of Planning and Development  
Lynda Warren, Director of Finance and Information Services  
Beth Bousley, Director of Communications & Customer Service  
Nancy Williams, Director of Human Resources  
Emily Arneson, Community Ombudsman & Accessibility Officer  
Kathleen Weinand, Principal Transit Planner

**GUESTS**

Heather Peterson, State Auditor's Office Representative  
Larry Barone, AFSCME 3939 Representative

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

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

2. **PUBLIC EXPRESSIONS**

None.

3. **COMMITTEE CHAIR REPORT**

None.

4. **COMMITTEE APPROVAL**

A. **Minutes of June 6, 2018, Committee Meeting**

**Mr. Kerns moved to recommend approval of the June 6, 2018, Committee meeting minutes. The motion was seconded by Ms. Haley and passed unanimously.**

5. **COMMITTEE ACTION**

A. **Board Consent Agenda**

*(No items presented this month)*

B. **Board Discussion Agenda**

*(No items presented this month)*

6. **REPORTS TO COMMITTEE**

A. **2017 State Audit Exit Conference**

Ms. Warren reminded members that STA is audited on an annual basis. She introduced State Auditor Representative Heather Peterson, noting this was the 5<sup>th</sup> year that Ms. Peterson has completed the STA audit. She also mentioned that Ms. Peterson would be rotating out next year. Ms. Warren expressed her appreciation for Ms. Peterson's collaboration and professionalism over the years.

Ms. Peterson provided a packet for committee members and advised her presentation represented an overview of the audit, but that the details are included in the packet. She advised the following:

- NTD (National Transit Database) Reporting audit is based on agreed upon procedures to ensure the FTA standards are met for data reported for federal funding allocation. STA's is responsible for compliance with reporting requirements and maintaining records to support its federal funding allocation. The report dated April 13, 2018, is in material compliance with all requirements for the 2017 year.
  - Financial Report:
    - Internal controls – Audit is completed according to Government Auditing Standards; There were no deficiencies in the design or operation of internal controls over financial reporting or instances of noncompliance material to the financial statements. The unmodified opinion is dated May 9, 2018
    - Financial Statements – They audit according to Government Auditing Standards (CAP). Financial statements prepared in accordance with generally accepted accounting principles. Financial statements fairly present the financial position of the Authority as of December 31, 2017. Unmodified opinion dated May 9, 2018
  - Major Federal Programs – Single Audit – In 2018, there was an additional program because the Transit Services Program cluster had expenditures over \$750,000, which is considered a “Type A” Program. This Audit was performed according to Uniform Guidance. She noted the programs audited include:
    - Federal Transit Cluster – Capital Improvement Grants
    - Federal Transit Cluster – Formula Grants
    - Federal Transit Cluster – Bus and Bus Facilities Formula Program
    - Transit Services Programs Cluster – Enhanced Mobility of Seniors and Individuals with Disabilities
- STA complied with all requirements having a direct and material effect on each program. There were no deficiencies in the design or operation of internal controls over federal programs.
- Accountability audit –performed according to state laws and regulations and STA's own policies and procedures; Areas audited are based on risk and included:
  - Cash receipting of passenger fare revenues – statewide risk
  - Selected IT security policies, procedures, practices and controls – adequate passwords, changed consistently, procedures in compliance
  - General disbursements, travel expenditures and reimbursements
  - Self-insurance – workers compensation and unemployment. Per State Law, this must be reviewed every two years.

STA's internal controls were adequate to safeguard public assets and STA complied with state laws and regulations and its own policies and procedures.

After reviewing PowerPoint slides, Ms. Peterson reported there had been no findings. She then inquired if committee members had any questions. With no questions being asked, she expressed her appreciation to staff, noting it was “a nice audit to come do because it was always clean.”

Ms. Warren stated that STA staff has appreciated the auditor's office sending Ms. Peterson over the last five years and expressed hope for a continued clean audit next year.

Ms. Warren also expressed her gratitude to staff for their help in pulling all together, specifically Lynn Holmes and Tammy Johnston. She noted this was a rough year for them and said she appreciated everyone in the organization because obtaining a clean audit is not a one-time thing, but a daily thing.

Chair Haley thanked Ms. Warren for her leadership.

**B. September 2019 Service Revisions: Preliminary Proposal**

Mr. Otterstrom stated that he was presenting a preliminary proposal and noted he will review the proposed changes to the bus service, specifically on the South Hill, in 2019. Mr. Otterstrom noted there are a lot happening for 2019 in terms of new infrastructure and new service as part of *STA Moving Forward* (STAMF). He specifically mentioned Monroe-Regal High Performance Transit (HPT) Line, Moran Station Park & Ride, and (related to that facility), a new South Express Commuter route, as well as the Upriver Transit Center at Spokane Community College (SCC). He identified that all were programmed for 2019 as part of STAMF. Additionally, through a State Grant in which

STA received funding for implementing the new transit station at Spokane Falls Community College (SFCC), opportunities were presented to evaluate service changes to the two routes that travel to SFCC. Lastly, he advised there was an opportunity to accelerate an improvement on Geiger Blvd., which was formerly scheduled for 2021. The Service Implementation Plan (SIP) that was recommended as part of the Transit Development Plan (TDP) by the Planning & Development Committee includes accelerating that new service to begin in September 2019, in line with the facility being constructed there that is expected to have over 2000 full-time employees and additional 1000 seasonal employees.

The Preliminary Proposal is very detailed and Mr. Otterstrom expressed his desire to walk through the proposal. He noted that staff have reached out to the neighborhoods on the South Hill for input.

The proposal includes three alternatives for how staff could alter the south Spokane network to implement the *STA Moving Forward* improvements and reflect changing ridership and operating conditions, considering:

- Demographics & job density
- Performance of existing routes
- Operating constraints- turning movements

He noted a preliminary proposal is the start of public input. The preliminary proposal is combined with additional analysis in the Planning Principals and Policies, Stakeholder Feedback, and Professional Analysis. STA has a Service Improvement Committee, comprised of staff that meet to review and flesh out ideas and schedules, etc. This committee includes representatives from STA Operations, Customer Service, Training, and Planning departments. Between the Draft and Final Recommendations, there is a period of public comment, including a public hearing.

Mr. Otterstrom noted the catalyst of the change for 2019 is the new Monroe Regal HPT line. He said the original planning study of 2012/2013 contemplated that this new line would replace existing bus service, specifically routes 24, 44, and 45 in these areas, and that necessitates changes to other routes because it is a connected system - a network. STA wants to have the network perform well while serving the most number of riders, which is at the top of our minds as staff explores different alternatives.

He pointed out that staff has a challenge with a risk to the alignment as contemplated since 2012. The 29th and Regal corner represents a bus turn movement that is not feasible today with a 40' coach. As part of STAMF, staff included funds to relocate the signal, signal cabinet, and acquire a little bit of right of way. At this point, the property owner is not interested in selling the property so staff will have to evaluate the options. Three alternative options are being considered and Mr. Otterstrom reviewed the advantages and disadvantages of each option. Mr. Otterstrom noted of the three alternatives included in the proposal, one includes 29<sup>th</sup> and Regal and two assume use of Southeast Blvd.

Mr. Kerns asked how "walking distance" is defined and what is considered walking distance? Kathleen Weinand, Principal Transit Planner, remarked that for this analysis walking distance is considered one quarter of a mile, as the crow flies.

Mr. Otterstrom noted that staff utilizes public input and additional analysis to develop a draft recommendation later in the planning process. Mr. Otterstrom highlighted the key differences in the maps and advised members of the 2019 Service Revision Timeline. The complete Preliminary Proposal report detailing the three south Spokane network alternatives, as well as more information about the proposals, is available at the following link:

[https://www.spokanetransit.com/files/content/Sept\\_2019\\_Prelim\\_Proposal\\_Report.pdf](https://www.spokanetransit.com/files/content/Sept_2019_Prelim_Proposal_Report.pdf)

Brief discussion ensued.

C. Supplemental Low Income Pass Subsidy Program

Ms. Arneson recapped the conversation provided at the last Performance Monitoring and External Relations Committee meeting, and the fact that STA did not receive any proposals which staff felt were responsive to the request for proposals as intended by the Board. She reviewed the history of the Low Income Grant program, the outreach, STA's request for proposals (RFP), proposals received, findings and next steps.

Ms. Arneson indicated the RFP was released in mid-February and was out for six weeks. Staff contacted over 115 non-profit and public agencies throughout the region. STA received five proposals from Transitions, Excelsior Youth Center, Our Place Community Ministry, SNAP (as primary agency, along with Catholic Charities, Aging and Long-term Care of Eastern Washington, and The Arc), and Catholic Charities.

Ms. Arneson advised that since last month, she and CEO, E. Susan Meyer, had met with each of the organizations that accepted STA's invitation. Excelsior Youth did not respond but the other organizations all came to discuss their proposals and the communities they serve and their unique transit needs. It was an opportunity for STA to explain details about how the bus system works, how fare box recovery works, and what challenges STA faces in simply handing out free passes, which was the preference of some of the organizations. In speaking with them, the intent of this committee's recommendation of the program to the Board was highlighted and when the Board adopted the program, the fact that these funds were intended to be transitional in nature and other funding sources would be identified after the initial 18-month pilot program ended.

One thing they all said was that access to public transit was among one of the most important needs (in the top 3) of all their clients, in addition to housing and food, and childcare.

Staff are continuing to look for viable solutions of how the funds could be utilized as a transitional resource, tied to the fare increase that would still be effective for the people these organizations represent.

Ms. Meyer advised staff are not asking for a recommendation and thinks there may be a way for STA to work with these organizations to reach the people they have an interest in reaching. However, they were straightforward about the fact that they thought STA missed the mark by identifying the fare increase as the thing that was prohibitive for those clients. She noted it was interesting that it was a priority for everyone concerned, but some distributed a limited number of passes now. They all agreed it would be great for more of their clients to have access in the future. Staff are back at the drawing board, looking to see if an alternative can be found that will meet the Board's objectives in a different way.

Ms. Arneson added that some of the organizations stated that the administrative burden and cost of a subsidy of only \$10 per month was not useful enough to the people they serve. They wanted a more highly subsidized pass to give out and that the \$10 was not significant enough to make the impact that they were willing to put in the time and energy and administrative costs to complete.

Ms. Meyer said that they tried to educate about the subsidy that currently exists for transit passes - that the business model for this service has about 80% of the cost paid by taxpayers and the other 20% is paid for by riders in fixed route (about 5% in Paratransit). She believes there was some limited misunderstanding about how transit is paid for and the idea that transit should provide more than STA is providing now. She noted it was a good conversation with each of them and staff may bring something that will be workable with many agencies and not just one or two, but do not know what that would be yet. Ms. Haley asked if they were able to say how many people they had that were unable to afford a pass and Ms. Meyer replied, "All of them."

Ms. Meyer said she was encouraged by the impact the groups believe having transit access provides their clients and the change it will make in these people's lives in terms of their ability to access jobs and services, etc.

## 7. CEO REPORT

- West Plains Transit Center (WPTC) is coming along. Construction is going well and it will be open in September 2018.
- Boone Northwest Garage construction is on schedule and a year away from opening. She noted the garage is located on the other side of the Northside office building. As a reminder, that facility is going to house STA's Central City Line (CCL) vehicles and is STA's first maintenance facility that includes infrastructure for electric vehicles.
- Ms. Meyer advised that STA's Director of Communications and Customer Service, Beth Bousley, has accepted a new position at the Washington State Department of Transportation, Eastern Region Office, as the Communications Manager. Staff are pleased she will be close by and with an agency where she can continue to be a transit advocate. Ms. Meyer informed of a farewell reception at 11:00 am tomorrow for anyone desiring to join staff in wishing her well. Ms. Bousley and her husband chose Spokane to be closer to their children. When she applied, what stood out about her was her professionalism and experience with social media. She has built a strong team and has extended STA's outreach with all of her efforts in her five years of service. She led with Karl the outreach on the STAMF that produced STA's ten-year plan and did the public education on both ballot measures in April 2015 and November 2016. She was the lead on our University Transit Universal Pass (UTAP) programs and with her leadership; STA now has added Gonzaga University and Whitworth. Ms. Meyer said Ms.



Bousley has strengthened our relationship with EWU and one of her favorite things worked on with EWU students was the courtesy campaign with the “Ride Alongs” (the characters that give STA riders advice about how to be a good transit rider).

In her spare time, Ms. Bousley sings in the Symphony Chorale, volunteers at the hospital gift shop, has a bible study at her house, and does volunteer work, (sort of volunteer work professionally) with Visit Spokane Committee.

In closing, she noted that Ms. Bousley is not going too far away and staff will stay in touch. Ms. Meyer expressed STA’s appreciation for her good work.

Ms. Bousley thanked Ms. Meyer and said she appreciates the support of the CEO, the leadership team, and the Board. She said this been her “favorite, most rewarding job, hard job”. She has achieved great results and developed a wonderful team and it had been fun doing this type of work because you can see the results.

Ms. Haley expressed her appreciation for Ms. Bousley’s service.

Brandon Rapez-Betty has accepted Ms. Meyer’s invitation to act as the Interim Director of Communications, but will continue doing his job as Customer and Community Relations Manager. She advised she is confident of his ability and noted there are good people on their team. The search for a Director will begin soon.

8. COMMITTEE INFORMATION

- A. May 2018 Financial Results Summary – *as presented*
- B. June 2018 Sales Tax Revenue Information – *as presented*
- C. May 2018 Operating Indicators - *as presented*
- D. STA Outreach Update – *as presented*

9. SEPTEMBER 5, 2018 - COMMITTEE PACKET DRAFT AGENDA REVIEW

No changes at this time.

10. NEW BUSINESS

None.

11. COMMITTEE MEMBERS’ EXPRESSIONS

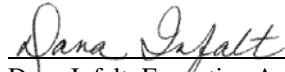
Mr. Kerns expressed his good wishes to Ms. Bousley and thanked her again for her service. Ms. Haley agreed with him and noted she has enjoyed working with Ms. Bousley.

12. ADJOURN

Chair Haley adjourned the meeting at 2:27 p.m.

13. NEXT MEETING – WEDNESDAY, SEPTEMBER 5, 2018, (NO AUGUST MEETING) 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 5, 2018

**AGENDA ITEM 5A1 : AWARD OF CONTRACT FOR TIRE MILEAGE LEASING AND SERVICES**

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** Roger Watkins, Chief Operations Officer  
Ralph Wilder, Vehicle Maintenance & Facilities Manager

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**SUMMARY:** STA currently contracts with Bridgestone Americas Tire Operations, LLC, for transit vehicle tire mileage leasing and service. This agreement will expire November 30, 2018. STA prefers a leasing arrangement and paying for actual usage over owning the tires. The CEO reviewed and approved the Scope of Work and authorized staff to release a Request for Proposals (RFP) in June.

The RFP package was advertised on July 9, 2018, and issued to three (3) potential contractors. Two (2) responsive proposals were received from responsible vendors; Bridgestone Americas Tire Operations, LLC, and Michelin North America, Inc. A third proposal received from Goodyear was deemed non-responsive due to non-compliance with STA's commercial insurance requirement. Their proposal was conditioned on acceptance of their self-insurance.

An evaluation committee comprised of Ralph Wilder, Todd Griffith, Don Scouton, Laurie Hitchcock, and Jacque Tjards evaluated the proposals using the following criteria: billing rates; tire mileage contractual experience, qualifications and references; technical approach and capacity to perform; and RFP compliance. Shawna Manion performed the cost analysis. Results of the evaluation were:

<b>PROPOSER</b>	<b>ESTIMATED 5-YEAR COST</b>	<b>AVERAGE SCORE</b>	<b>RANK</b>
Michelin	\$2,096,406.55	91.14	1
Bridgestone Americas	\$2,059,628.41	84.76	2
Goodyear	Non-Responsive	N/A	N/A

STA has experienced on-going service related issues with our current supplier, Bridgestone Americas. References provided positive feedback on Michelin's service and tire quality.

Staff recommends the Committee review and recommend to the Board an award a contract for the lease of tire vehicle mileage and service to Michelin North America, Inc. for five years. The five-year cost is estimated to be \$2,096,406.55.

**RECOMMENDATION TO COMMITTEE:** Review and recommend the Board of Directors approve the Award of Contract for lease of tire vehicle mileage and services to Michelin North America, Inc. for five years beginning December 1, 2018, for an estimated five-year amount of \$2,096,406.55, based on current levels of service.

**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

September 5, 2018

#### AGENDA ITEM **6A** : 2ND QUARTER 2018 PERFORMANCE MEASURES

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Roger Watkins, Chief Operations Officer

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**SUMMARY:** Attached at the end of this packet is a complete set of the Second Quarter 2018 Performance Measures. Staff will be prepared to address 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 1.8% compared to our 2017 ridership year. Fixed Route provided 5,270,696 in 2018 vs. 5,367,069 in 2017. The ridership goal for Fixed Route in 2018 is 1.5% increase from 2017 (approximately 10.45 million trips).

- Staff saw indications last year that the decline in ridership was starting to bottom out. Ridership to date is still fairly flat. Staff are conducting several marketing/communication initiatives to restore ridership in our most productive markets.

STA's goal in Paratransit is to manage growth and maintain no more than a 1.5% increase over 2017 ridership level. At the end of the 2nd Quarter, Paratransit ridership is 0.5% higher than in 2017 (243,246 vs. 242,095).

- 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 477,000 trips in 2017. This has been accomplished through a combination of creative programs such as In-Person Assessments, Mobility Training, Special Use Van Program, and the Van Grant Program.
- The 0.5% growth in Paratransit Ridership includes a 9.3% increase in Special Use Van (SUV) ridership. The SUV program was designed to reduce demand on the more expensive ADA Paratransit trips. At a cost of \$4.91 per trip, the 9.3% increase in SUV ridership (1,582 additional rides this year) equates to a cost avoidance of \$34,994.

Vanpool ridership decreased in the 2nd quarter of 2018 by 14.1% (81,638 vs. 94,992 in 2017). STA's goal is to realize a 2.5% increase in ridership from 2017 (approximately 190,000 trips).

- Vanpool ridership continues to decrease as a number of current riders retire. Vanpool performance measures can fluctuate noticeably when slight decreases in roster sizes lead a group to disband. Vanpool continues to recover 100% of operational and administrative costs through its fare structure. Rising gas prices predicted for the remainder of the year could lead to more ridership and group formations. In addition, the opening of the new West Plains Transit Center offers additional opportunity to promote Vanpool's new first/last mile (Vanshare) solution. Vanpool has also increased its marketing outreach from 36 in 2017 to 44 in 2018 through the second quarter.

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

###### ***Fixed Route PPRH was 24.74***

- This is slightly below of the goal of 25. It is important to note that no other urban transit in Washington State, other than King County Metro, delivered more than 23 PPRH in 2017.

###### ***Paratransit PPRH was 2.78***

- The productivity goal for Paratransit is 3.0 PPRH. Similar to the Fixed Route goal, the PPRH goal is very aspirational. Paratransit operation performance goals of 2.5 are common. It should be noted that both Kitsap and Ben Franklin Transit allow other than ADA eligible passengers to utilize their service (dial-a-ride).

## **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 4.75.

### **On Time Performance**

- At 93.5%. Fixed Route exceeded STA’s goal of 93% of trips running on time (on time is measured as a bus departing between 0 to 5 minutes from the scheduled departure time). Due to the success in meeting the 2017 goal, staff raised the goal to 93% for 2018. Achieving a 90% or more on time performance (OTP) with a Computer aided dispatch/automatic vehicle location (CAD/AVL) system is almost unheard of in the industry.
- Paratransit on time performance was 91.2%, slightly short of the goal of 93%. Similar to other goals, a 93% on time performance rate is aspirational goal.

## **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 - 160 of 267 – Paratransit - 13 out of 59).

## **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. However, it should be noted that 2nd 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.
  - Fixed Route cost per passenger was \$5.10. This is 65.1% of the urban systems’ average.
  - Paratransit cost per passenger was \$27.03. This is 58.5% of the urban systems’ average.

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

- Fixed Route farebox recovery is 17.1%, 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 5.5%, which is above the goal of 5%. Part of this trend may be due to the fare increase in July 2017, which would have influenced average fare collected. The average fare collected increased from \$1.36 in 2017 to \$1.59 through 2nd quarter 2018. 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 and Paratransit both met and/or exceeded the goal of 0.08 and 0.10 preventable accidents per 10,000 miles respectively.
  - Fixed Route’s preventable accident rate of 0.08 equaled STA’s goal of 0.08 preventable accidents per 10,000 miles.
  - Paratransit’s preventable accident rate of 0.07 substantially exceeded STA’s goal of 0.10 preventable accidents per 10,000 miles.

**RECOMMENDATION TO COMMITTEE:** Information only.

### **FINAL REVIEW FOR BOARD BY:**

Division Head \_\_\_\_\_ Chief Executive Officer \_\_\_\_\_ Legal Counsel \_\_\_\_\_



# Performance Measures 2nd Quarter 2018



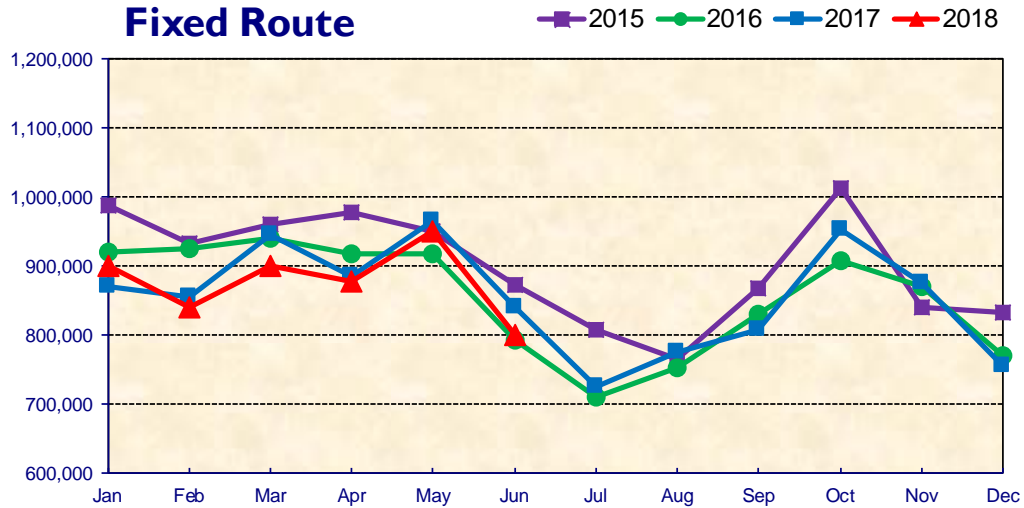
## Priorities and Objectives

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



# Ridership

## Fixed Route



2015 = 10,815,736

2016 = 10,261,789

2017 = 10,264,971

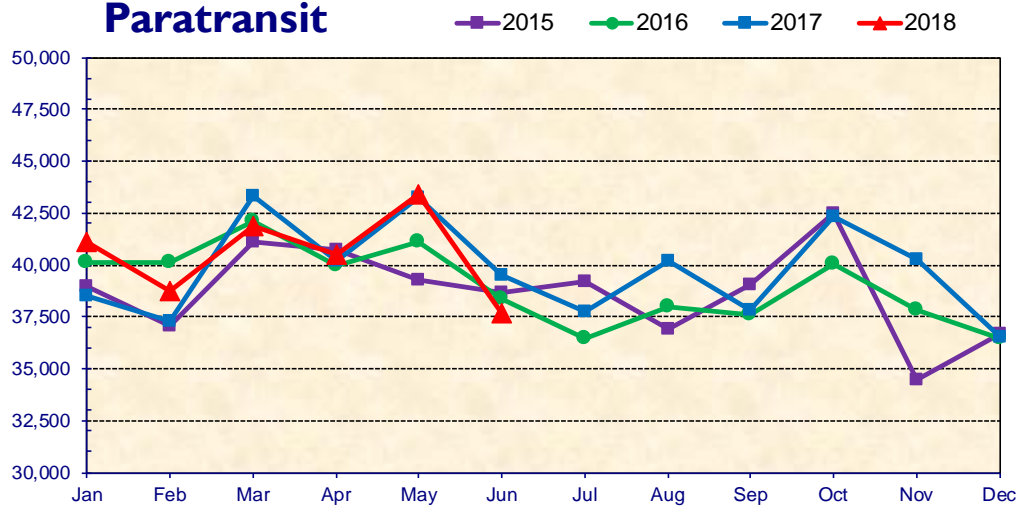
Proj.-2018 = 10,418,945

**Goal: 1.5% Increase over 2017 Ridership**  
**2nd Qtr. Result: 1.8% Decrease**



# Ridership

## Paratransit



2015 = 464,449

2016 = 468,050

2017 = 477,010

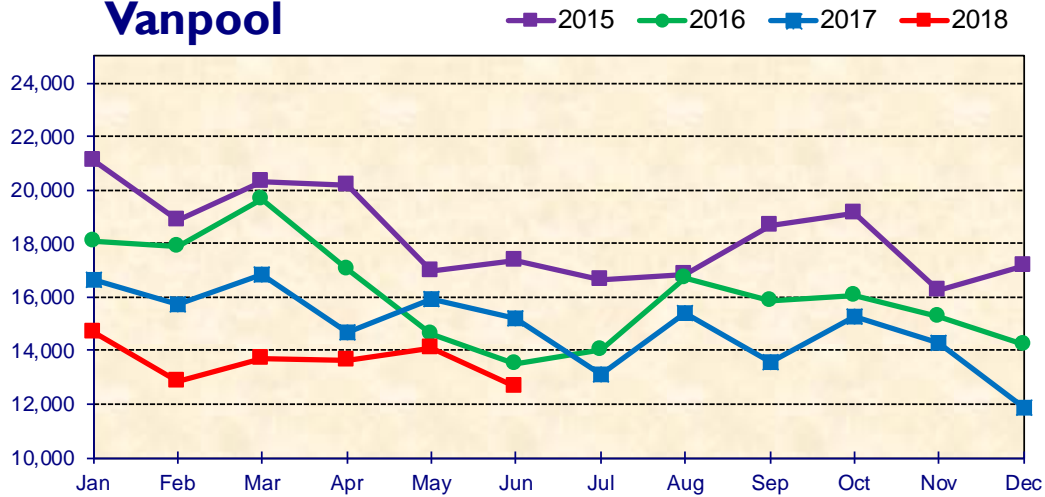
Proj. 2018 = 484,165

**Goal: 1.5% Increase over 2017 Ridership**  
**2nd Qtr. Result: 0.5% Increase**



## Ridership

### Vanpool



2015 = 246,331

2016 = 193,006

2017 = 178,457

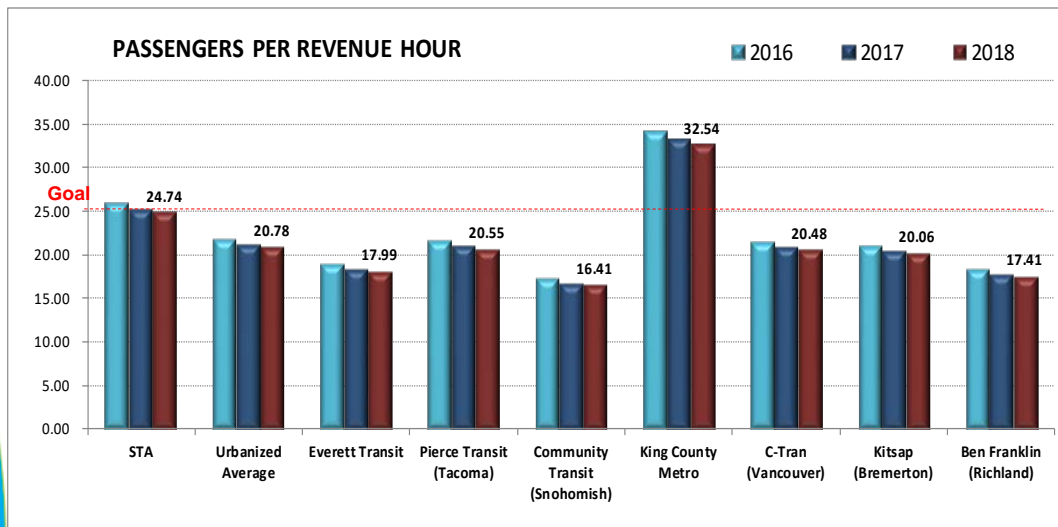
Proj. 2018 = 182,918

**Goal: 2.5% Increase over 2017 Ridership**  
**2nd Qtr. Result: 14.1% Decrease**



## Service Effectiveness

### Fixed Route



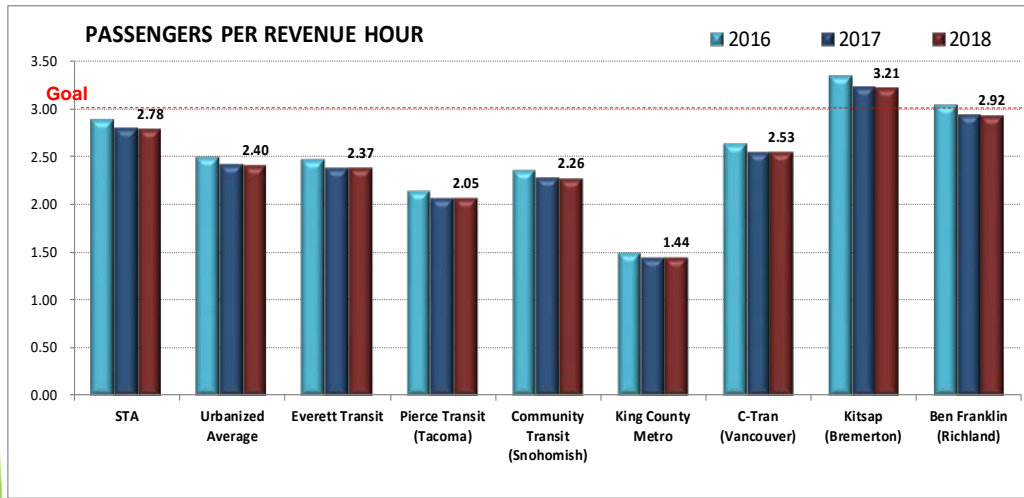
**GOAL: TRANSPORT 25.0 OR MORE PASSENGERS PER REVENUE HOUR**

\* System averages assume a performance equal to STA for 2017 & 2018



# Service Effectiveness

## Demand Response

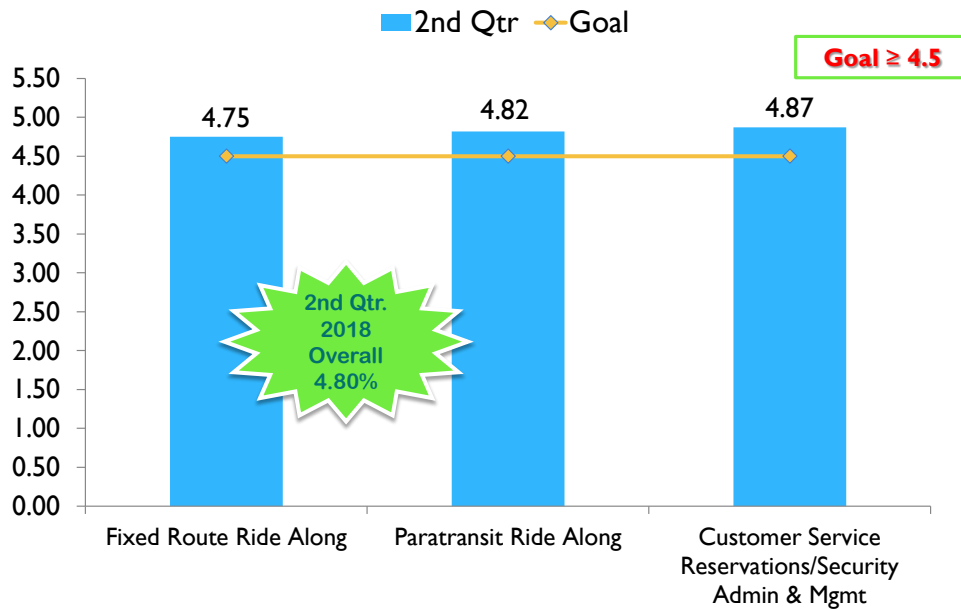


**GOAL: TRANSPORT 3.0 OR MORE PASSENGERS PER REVENUE HOUR**

\* System averages assume a performance equal to STA for 2017 & 2018

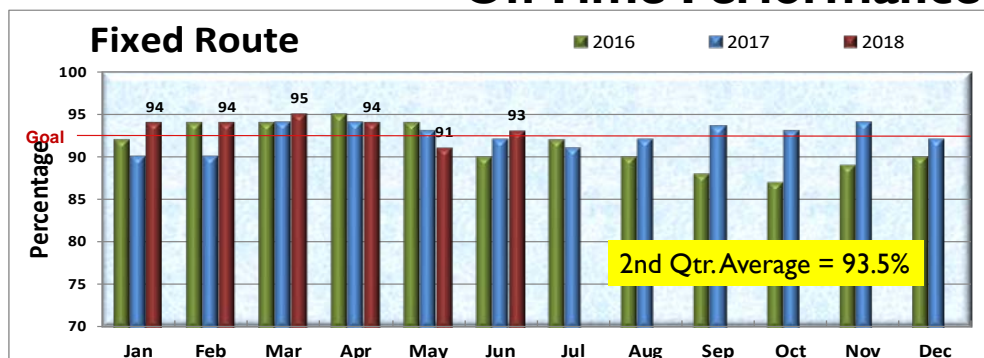


## Professional & Courteous

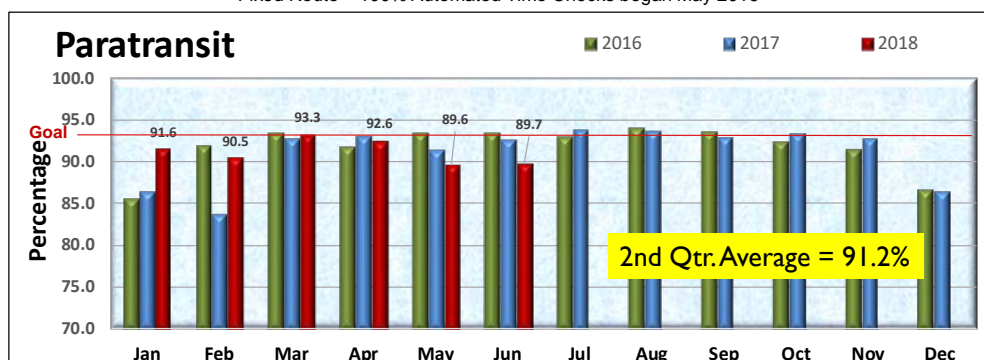




## On Time Performance



Fixed Route – 100% Automated Time Checks began May 2016



## Ride Checks/Ride Along

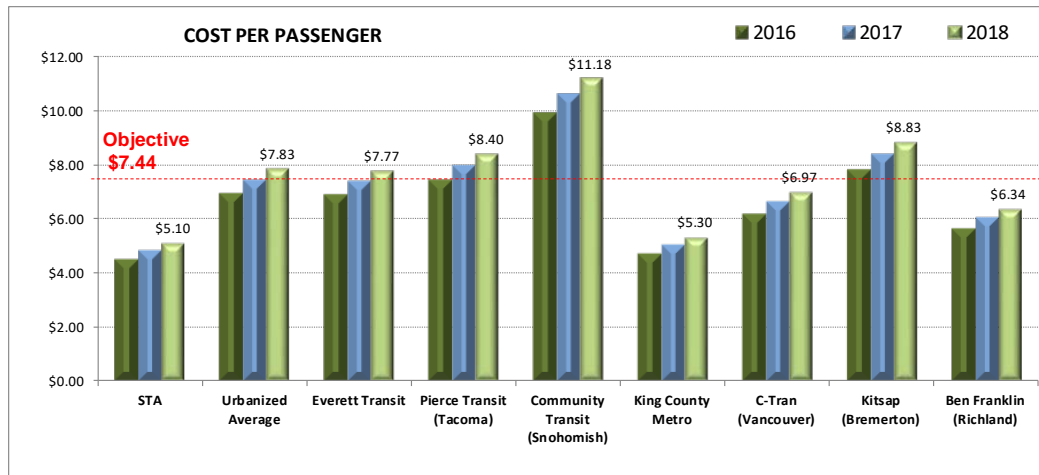
**Fixed Route**

**Paratransit**

2017	YTD 2018	Goal
265* of 273 completed	160 of 278 completed	100% of operators checked annually
55* of 59 completed	13 of 59 completed	100% of operators checked annually

## Fixed Route

## Cost Effectiveness



**OBJECTIVE: CONSTRAIN OPERATING COST PER PASSENGER TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS**  
**2017 Status: 64.9% (STA - \$4.83; Urban Average - \$7.44)**

Notes:

**Previous year results**

- 2016 data from NTD reports
- 2017 STA data reflects year-end

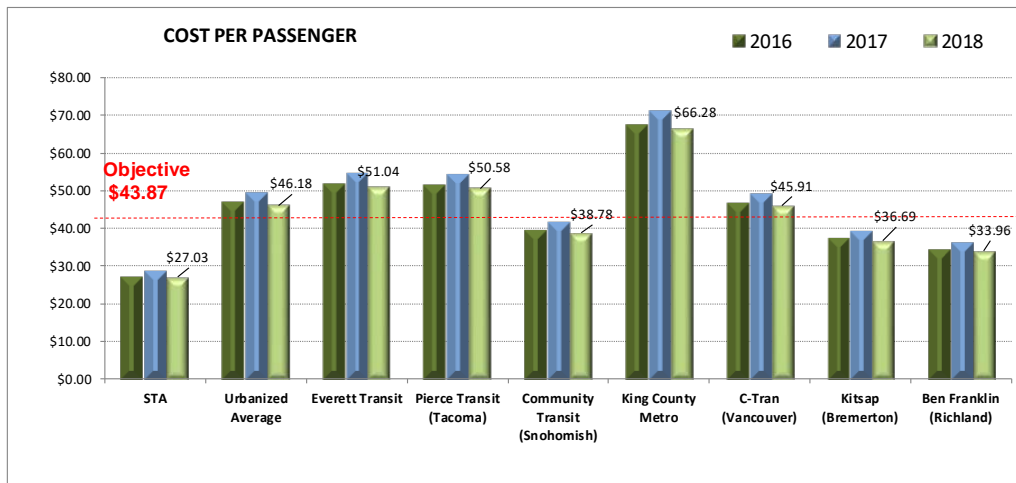
**STA 2018 data reflects year-to-date 2nd quarter**

- 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: 58.1% (STA - \$28.83; Urban Average - \$49.49)**

Notes:

**Previous year results**

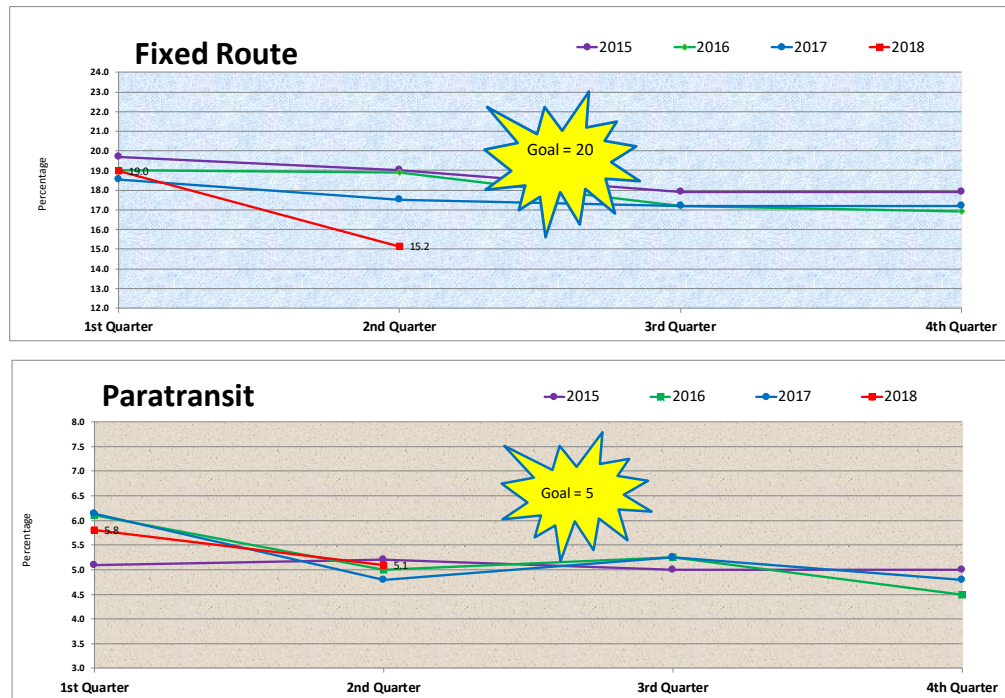
- 2016 data from NTD reports
- 2017 STA data reflects year-end

**STA 2018 data reflects year-to-date 2nd quarter**

- Expenditures will lag slightly until end of year



# Cost Recovery from User Fees



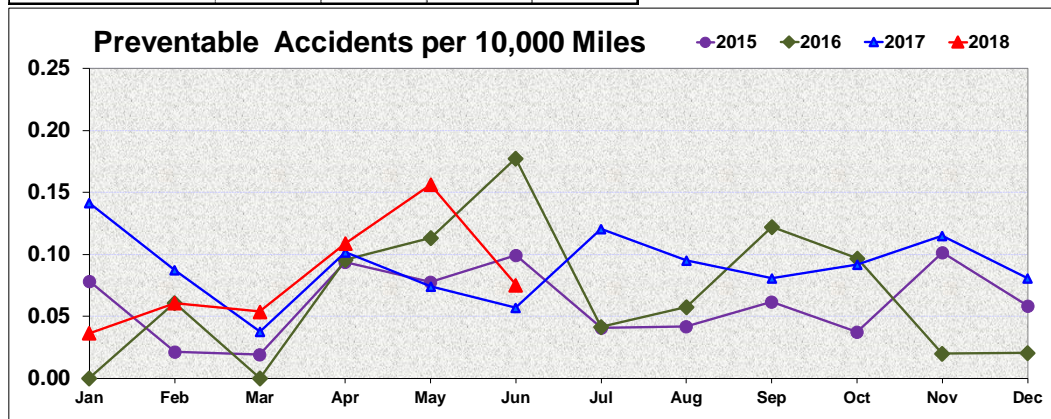
## Ensure Safety

### 2 Performance Measures:

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

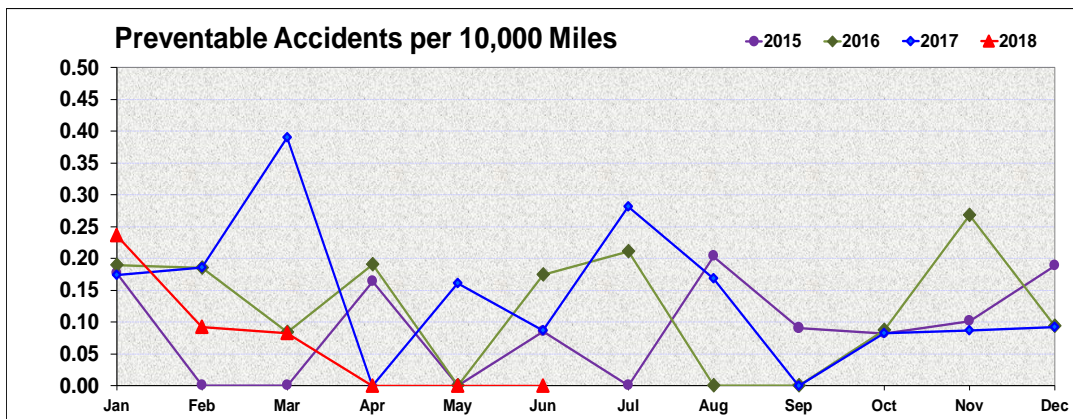
Fixed Route				
	2015	2016	2017	2018
Jan	4	0	7	2
Feb	1	3	4	3
Mar	1	0	2	3
Apr	5	5	5	6
May	4	6	4	9
Jun	5	9	3	4
Jul	2	2	6	
Aug	2	3	5	
Sep	3	6	4	
Oct	2	5	5	
Nov	5	1	6	
Dec	3	1	4	
Total Prev. Accidents	37	41	55	27
YTD PREVENTABLE ACCIDENTS PER 10,000 MILES	0.06	0.07	0.09	0.08

## Preventable Vehicles Accidents



Paratransit				
	2015	2016	2017	2018
Jan	2	2	2	3
Feb	0	2	2	1
Mar	0	1	5	1
Apr	2	2	0	0
May	0	0	2	0
Jun	1	2	1	0
Jul	0	2	3	
Aug	2	0	2	
Sep	1	0	0	
Oct	1	1	1	
Nov	1	3	1	
Dec	2	1	1	
Total Prev. Accidents	12	16	20	5
YTD PREVENTABLE ACCIDENTS PER 10,000 MILES	0.09	0.12	0.15	0.07

## Preventable Vehicles Accidents



**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING**

September 5, 2018

**AGENDA ITEM 6B : PURCHASE OF FORTY (40) PARATRANSIT REPLACEMENT VANS**

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** Roger Watkins, Chief Operations Officer  
Janet Stowe, Manager of Paratransit and Vanpool

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**SUMMARY:** In accordance with STA's Capital Improvement Program, Vehicle Replacement Plan, and the approved 2019 Capital Budget, forty (40) Paratransit vehicles are scheduled for replacement in 2019. The vehicles scheduled for replacement will not meet all of STA's standards for State of Good Repair through 2019.

The 2019 Capital Budget has identified \$1,509,777 in local funds and \$1,090,223 in federal funds for a total of \$2,600,000 for the replacement of these vehicles.

Staff has identified a vehicle from the Washington State Department of Enterprise Services Contract #04115 that satisfies STA's requirements. Purchasing from the state contract ensures competitive pricing and saves significant time over the development of specifications, release of a request for proposals, and the awarding of a contract.

Staff is prepared to move forward with the purchase of the Starcraft Starlite E250 built on a Ford chassis. The anticipated unit cost to purchase 2019 vehicles under the Washington State Department of Enterprise Services Contract is currently \$63,755. These vehicles have the capacity to transport 10 ambulatory customers, 3 customers traveling in wheelchairs or a combination of the two. The current cutaway fleet has the capacity to transport 14 ambulatory customers, 4 customers traveling in wheelchairs or a combination of the two.

The Ford Transit Starlite gasoline vehicle averages 12.9 MPG based on vendor research of vehicles actually in use by providers in the northwest. STA's current cutaway fleet averages 10.0 MPG for diesel. Paratransit vehicles travel an average of 22,500 miles per year. At the current cost per gallon of \$2.07 for gasoline, the Ford Transit Starlite vehicle would require 1744.2 gallons a year for an annual fuel cost of \$3,610 per vehicle. At the current rate of \$2.37 per gallon for diesel, the current fleet requires 2250 gallons of diesel per year for an annual fuel cost of \$5,333. The Ford Transit Starlite will provide \$1,722 per year in fuel savings per vehicle for a total of \$68,881 in fuel savings for a fleet of forty (40) vehicles.

This item comes to this Committee as information only because STA's Procurement Policy authorizes the CEO to award a contract for replacement of equipment in the Board-approved Capital Improvement Program and Budget.

**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 5, 2018

**AGENDA ITEM 6C : DRAFT MASTER DESIGN & CONSTRUCTION AGREEMENT  
BETWEEN CITY OF SPOKANE AND STA**

**REFERRAL COMMITTEE:** N/A

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

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**SUMMARY:** This Master Design and Construction Agreement between the City of Spokane and Spokane Transit Authority is an interlocal agreement that provides for mutual cooperation between the City and STA to make improvements that directly benefit transit. Improvements must be listed jointly in the City and STA's Capital Improvement Program and must provide an economic benefit to both the City and STA through a joint effort to cooperatively complete the projects.

This Master Design and Construction Agreement sets the foundation for future, specifically written, Project Orders that will include project specific details including scope of work, budget, compensation, schedule, project contacts and incorporation of the master agreement. Project orders may require additional Board authority depending on total value.

Future Project Orders may include:

- Compensation by STA to the City of Spokane for Sprague Phase I Improvements
- Compensation by STA to the City of Spokane for Sprague Phase II Improvements
- Compensation by the City to STA for Division Phase I Improvements
- Compensation by the City to STA for Division Phase II Improvements
- Compensation by STA to the City of Spokane for Gateway Bridge Landing Improvements
- Compensation by STA to the City of Spokane for Sunset Boulevard Street Improvements
- Compensation by STA to the City of Spokane for Francis & Alberta Intersection Improvement
- Compensation by STA to the City of Spokane for Riverside Avenue (Central City Line) Improvements

The draft agreement is expected to be finalized during the next several weeks and brought before the committee and board for action in October.

**RECOMMENDATION TO COMMITTEE:** For discussion.

**FINAL REVIEW FOR BOARD BY:**

Division Head \_\_\_\_\_

Chief Executive Officer \_\_\_\_\_

Legal Counsel \_\_\_\_\_

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING**

September 5, 2018

**AGENDA ITEM 6D :** **PLAZA OPERATIONS STUDY UPDATE: PRELIMINARY  
EVALUATION RESULTS**

**REFERRAL COMMITTEE:** N/A

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

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**SUMMARY:** As discussed with this committee at the April 4, 2018, meeting, STA has engaged a consulting team led by Nelson\Nygaard to assist in defining the technical details of STA's transit operations at the Plaza over the next five years in order to deliver *STA Moving Forward* improvements and reduce the passenger-loading impacts on adjoining buildings and businesses. At the April meeting, the committee reviewed potential operational strategies for achieving these objectives and evaluation criteria by which to review them against. The consultant team has completed the initial evaluation and STA has been reviewing the results with various stakeholders and gathering feedback. The project team is preparing a Draft Plan throughout September that will incorporate major findings from the evaluation to propose a preferred alternative that can be implemented in phases over the coming three to five years. A presentation will review these preliminary evaluation results.

**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 5, 2018

**AGENDA ITEM 7:**      **CEO REPORT**

**REFERRAL COMMITTEE:**      N/A

**SUBMITTED BY:**              N/A

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**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 5, 2018

**AGENDA ITEM 8A :**     **JUNE 2018 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

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**SUMMARY:** Attached are the June 2018 semi-annual financial reports.

- ❖ Capital Budget
  - 24.9% 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 \$49.7 million excludes the fleet replacement fund of \$19.1 million.

**RECOMMENDATION TO COMMITTEE:** Information only.

**FINAL REVIEW FOR COMMITTEE BY:**

Division Head \_\_\_\_\_ Chief Executive Officer \_\_\_\_\_ Legal Counsel \_\_\_\_\_

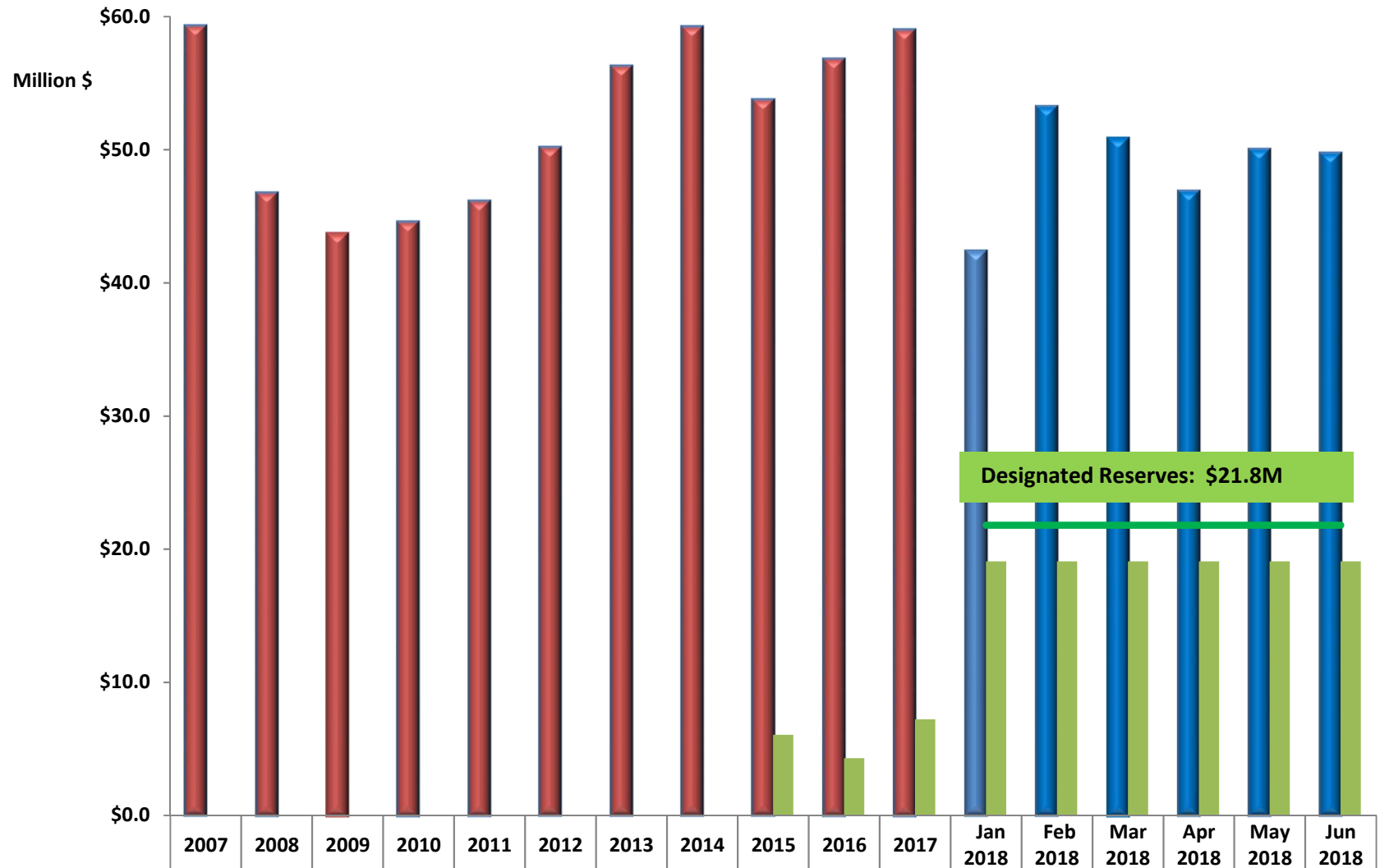
**SPOKANE TRANSIT**  
**CAPITAL BUDGET STATUS**  
**June 30, 2018**

<b>Capital Projects</b>	<b>Quantity</b>	<b>State Funding</b>	<b>Federal Funding</b>	<b>Local Funding</b>	<b>2018 Budget Total</b>	<b>Expensed to Date</b>	<b>Remaining Balance</b>
<b>Revenue Vehicles</b>							
Fixed Route Coaches (Diesel)			\$2,553,471	\$6,037,063	\$8,590,534	\$5,641,960	\$2,948,574
Vanpool Vans (Replacement)				512,664	512,664	-	512,664
<b>Total Revenue Vehicles</b>	-	\$0	\$2,553,471	\$6,549,727	\$9,103,198	\$5,641,960	\$3,461,238
<b>Non-Revenue Vehicles</b>							
Service Trucks				\$147,000	\$147,000	\$67,009	\$79,991
Service Vehicles				120,000	120,000	-	120,000
Facilities Service/Plow Truck				146,000	146,000	67,009	78,991
<b>Total Non-Revenue Vehicles</b>	-	\$0	\$0	\$413,000	\$413,000	\$134,017	\$278,983
<b>Facilities - Maintenance and Administration</b>							
Boone - Facility Master Plan Program				\$12,940,000	\$12,940,000	\$1,676,212	\$11,263,788
Boone - Preservation and Improvements				21,000	21,000	-	21,000
Miscellaneous Equipment and Fixtures				122,400	122,400	34,438	87,962
<b>Total Facilities - Maintenance and Administration</b>		\$0	\$0	\$13,083,400	\$13,083,400	\$1,710,651	\$11,372,749
<b>Facilities - Passenger and Operational</b>							
Park and Ride Upgrades				\$25,000	\$25,000	\$8,271	\$16,729
Plaza Preservation and Improvements				205,620	205,620	577	205,043
Route and Stop Facility Improvements			\$160,000	2,302,793	2,462,793	18,506	2,444,287
Transit Center/Station Upgrades		\$450,000		867,000	1,317,000	-	1,317,000
Park and Ride Development		250,000		260,044	510,044	12,278	497,766
<b>Total Facilities - Passenger and Operational</b>		\$700,000	\$160,000	\$3,660,457	\$4,520,457	\$39,632	\$4,480,825
<b>Technology Projects</b>							
Business Systems Replacement				\$380,000	\$380,000	\$0	\$380,000
Communications Technology Upgrades				173,000	173,000	65,826	107,174
Computer Equipment Preservation and Upgrades				150,000	150,000	-	150,000
Fare Collection and Sales Technology			\$662,500	2,012,500	2,675,000	58,850	2,616,150
Operating and Customer Service Software				735,500	735,500	-	735,500
Security and Access Technology				103,100	103,100	-	103,100
<b>Total Technology Projects</b>		\$0	\$662,500	\$3,554,100	\$4,216,600	\$124,677	\$4,091,924
<b>High Performance Transit</b>							
Central City Line		\$2,800,000	\$780,000	\$0	\$3,580,000	\$725,034	\$2,854,966
Cheney HPT Corridor - Four Lakes Station			200,768	234,232	435,000	-	435,000
HPT Implementation - Incremental HPT Investments		1,632,594	1,208,055	1,659,500	4,500,149	79,861	4,420,288
West Plains Transit Center		3,207,500	473,000	-	3,680,500	1,126,211	2,554,289
<b>Total High Performance Transit</b>	-	\$7,640,094	\$2,661,823	\$1,893,732	\$12,195,649	1,931,107	\$10,264,542
<b>GRAND TOTAL</b>	-	\$8,340,094	\$6,037,794	\$29,154,416	\$43,532,304	\$9,582,043	\$33,950,261
<b>RECONCILING ITEMS (ITEMS BUDGETED AND ANTICIPATED TO HAVE BEEN PAID IN 2017 BUT PAYMENTS DELAYED TO 2018):</b>							
Boone NW Garage-Design						\$14,152	(\$14,152)
Backup Generator-1212 Sharp						4,443	(4,443)
HVAC/Window Replacement						1,445	(1,445)
HPT Facility Design and Communication Study						1,605	(1,605)
Plaza Renovation						58,674	(58,674)
						-	-
						-	-
						-	-
<b>RECONCILING ITEMS (ITEMS UNBUDGETED IN 2018):</b>							
Right of Way Acquisition for Moran Prairie						1,163,909	(\$1,163,909)
						-	\$0
						-	\$0
<b>Subtotal RECONCILING ITEMS</b>		\$0	\$0	\$0	\$0	\$1,244,227	(\$1,244,227)
<b>GRAND TOTAL</b>		\$8,340,094	\$6,037,794	\$29,154,416	\$43,532,304	\$10,826,270	\$32,706,034

**SPOKANE TRANSIT  
STATUS OF FEDERAL CAPITAL GRANTS  
JUNE 30, 2018**

<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	\$3,580,755	\$1,064,313	\$212,863	\$851,450
WA-95-X068 CENTRAL CITY/HPT DESIGN & STANDARDS	618,750	573,390	45,360	9,072	36,288
WA-95-X082 ENGINEERING/DESIGN CENTRAL CITY LINE	1,589,596	1,473,463	128,133	-737,034	865,167
WA-16-X048 VAN SERVICE EXPANSION, DEMAND RESPONSE, ADA PARATRANSIT	818,737	608,839	218,760	44,167	174,593
WA-90-X598 BUS SHELTERS, BUS STOP IMPROVEMENTS, SIGNAGE	96,250	66,117	30,133	6,027	24,107
WA-95-X092 SMART CARD/FAREBOX UPGRADE	1,400,000	93,864	1,306,136	653,068	653,068
WA-2016-005 ENHANCED ADA ACCESS, BUS SHELTERS, SIGNAGE	303,750	44,891	258,859	51,772	207,087
WA-2017-013 DIVISION STREET HPT CORRIDOR IMPROVEMENTS (ADA ACCESS)	1,350,000	77,532	1,272,468	171,783	1,100,685
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	784,364	299,577	89,548	210,029
WA-2017-087 DIVISION STREET HPT CORRIDOR IMPROVEMENTS (60' ARTIC, ROUTE)	1,510,693	1,387,283	123,410	16,660	106,750
WA-2018-005 ENHANCED ADA ACCESS, BUS SHELTERS, SIGNAGE	97,975	0	97,975	19,595	78,380
<b>FEDERAL GRANTS TOTAL</b>	<b>\$13,755,678</b>	<b>\$8,690,496</b>	<b>\$5,168,825</b>	<b>\$581,220</b>	<b>\$4,587,604</b>

## Spokane Transit Cash Balance



	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018
Cash Balance	\$59.3	\$46.8	\$43.7	\$44.6	\$46.2	\$50.2	\$56.3	\$59.2	\$53.7	\$56.8	\$59.0	\$42.4	\$53.2	\$50.8	\$46.9	\$50.0	\$49.7
Fleet Replacement Fund									\$6.0	\$4.3	\$7.2	\$19.1	\$19.1	\$19.1	\$19.1	\$19.1	\$19.1
Designated Reserves												\$21.8	\$21.8	\$21.8	\$21.8	\$21.8	\$21.8

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING**

September 5, 2018

**AGENDA ITEM 8B : JULY 2018 FINANCIAL RESULTS SUMMARY**

**REFERRAL COMMITTEE:** N/A

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

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**SUMMARY:** Attached are the July 2018 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 58.0% of the year.

Revenue

Overall, revenue is at 62.9% of budget (\$53.2M) which is higher than the expected \$49.0M.

Fares & Other Transit Revenue is slightly higher than the budget at 59.0%.

Sales Tax Revenue is higher than the budget at 62.5%.

Federal & State Grants is higher than the budget at 66.9%.

Miscellaneous Revenue is higher than the expected budget at 100.7% due to increased interest income.

Operating Expenses

Operating expenses at 53.5% of budget (\$38.3M) are 10% below the expected amount of \$42.6M.

Fixed Route	55.8% of budget expended
Paratransit	50.5% of budget expended
Vanpool	45.8% of budget expended
Plaza	43.9% of budget expended
Administration	48.9% of budget expended

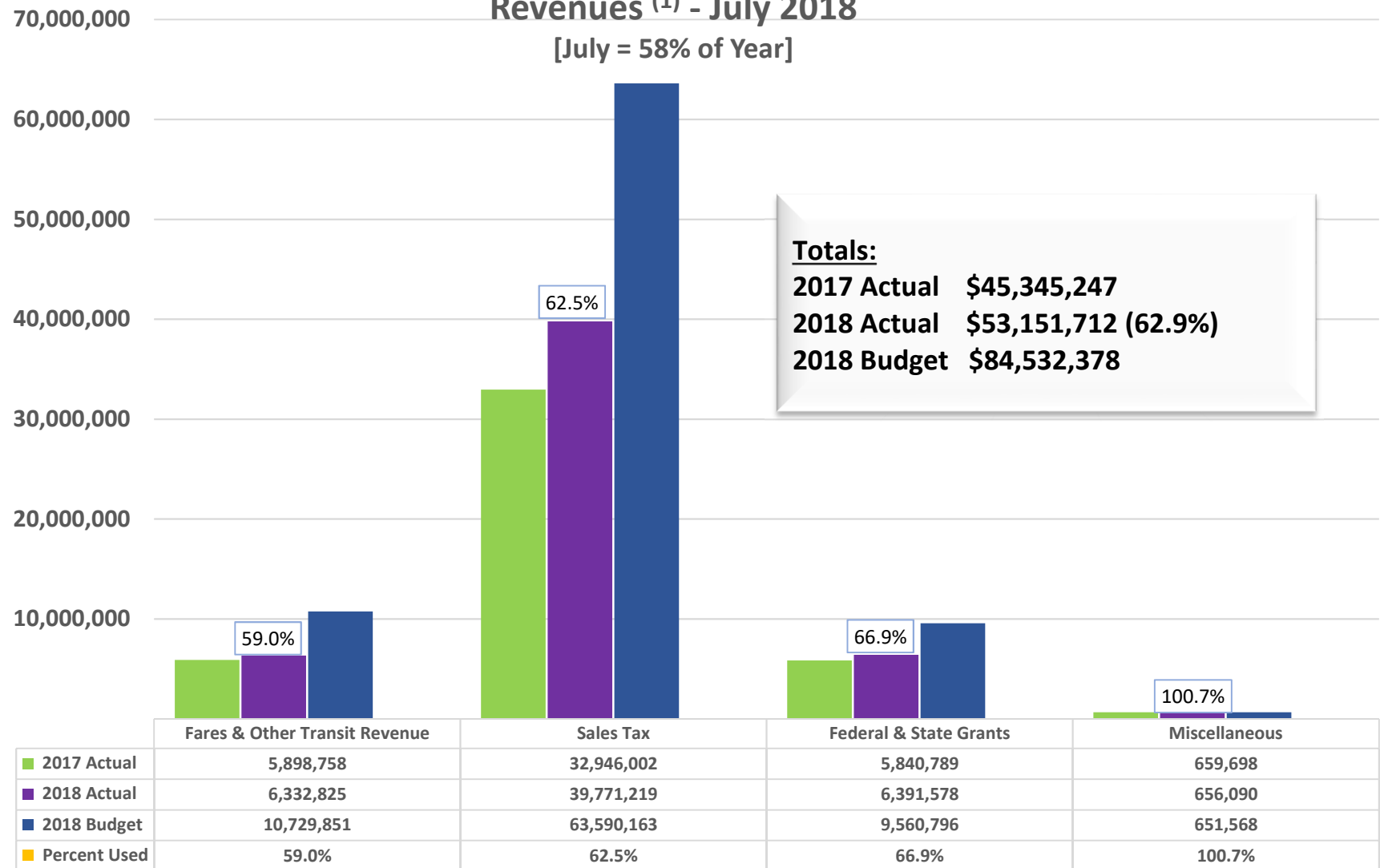
Operating expenses are greatly influenced by timing of payments. For example, only 43.0% (\$1.9M) of the fuel budget has been spent to date and we expect that to change significantly as the year progresses.

**RECOMMENDATION TO COMMITTEE:** Information only.

**FINAL REVIEW FOR BOARD BY:**

Division Head \_\_\_\_\_ Chief Executive Officer \_\_\_\_\_ Legal Counsel \_\_\_\_\_

# Spokane Transit Revenues <sup>(1)</sup> - July 2018 [July = 58% of Year]

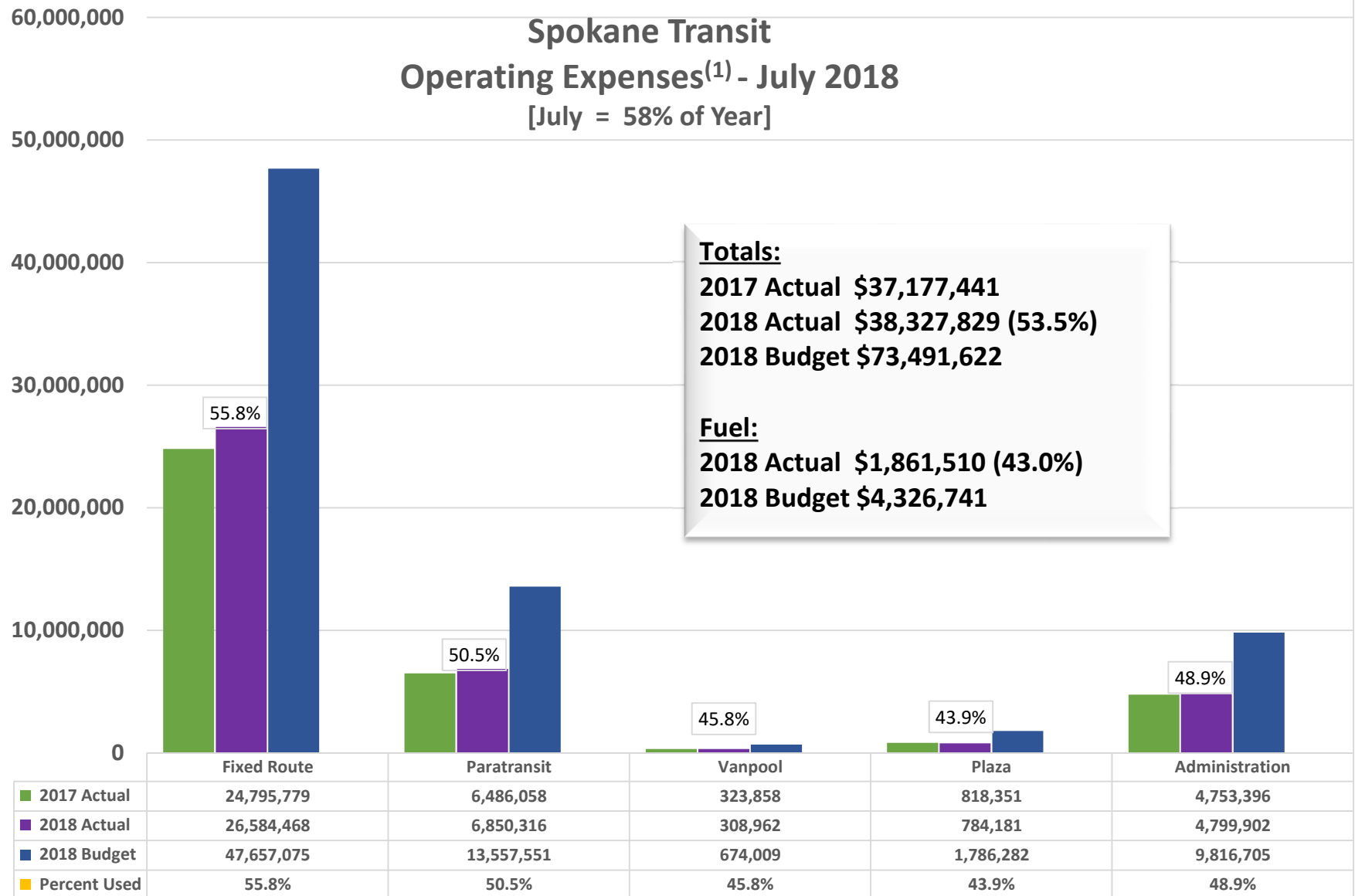


<sup>(1)</sup> Above amounts exclude grants used for capital projects. Year-to-date July state capital grant reimbursements total \$2,599,895 and federal capital grant reimbursements total \$2,005,922.

# Spokane Transit

## Operating Expenses<sup>(1)</sup> - July 2018

[July = 58% of Year]



<sup>(1)</sup> Operating expenses exclude capital expenditures of \$13,833,721 and Street/Road cooperative projects of \$161,341 for year-to-date July.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING**

September 5, 2018

**AGENDA ITEM 8C :** **AUGUST 2018 SALES TAX REVENUE INFORMATION**

**REFERRAL COMMITTEE:** N/A

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

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**SUMMARY:** Attached is August 2018 sales tax revenue information.

August sales tax revenue, which represents sales for June 2018, was:

+6.0% over August 2017 actual

+18.4% above YTD actual

+14.1% YTD above budget

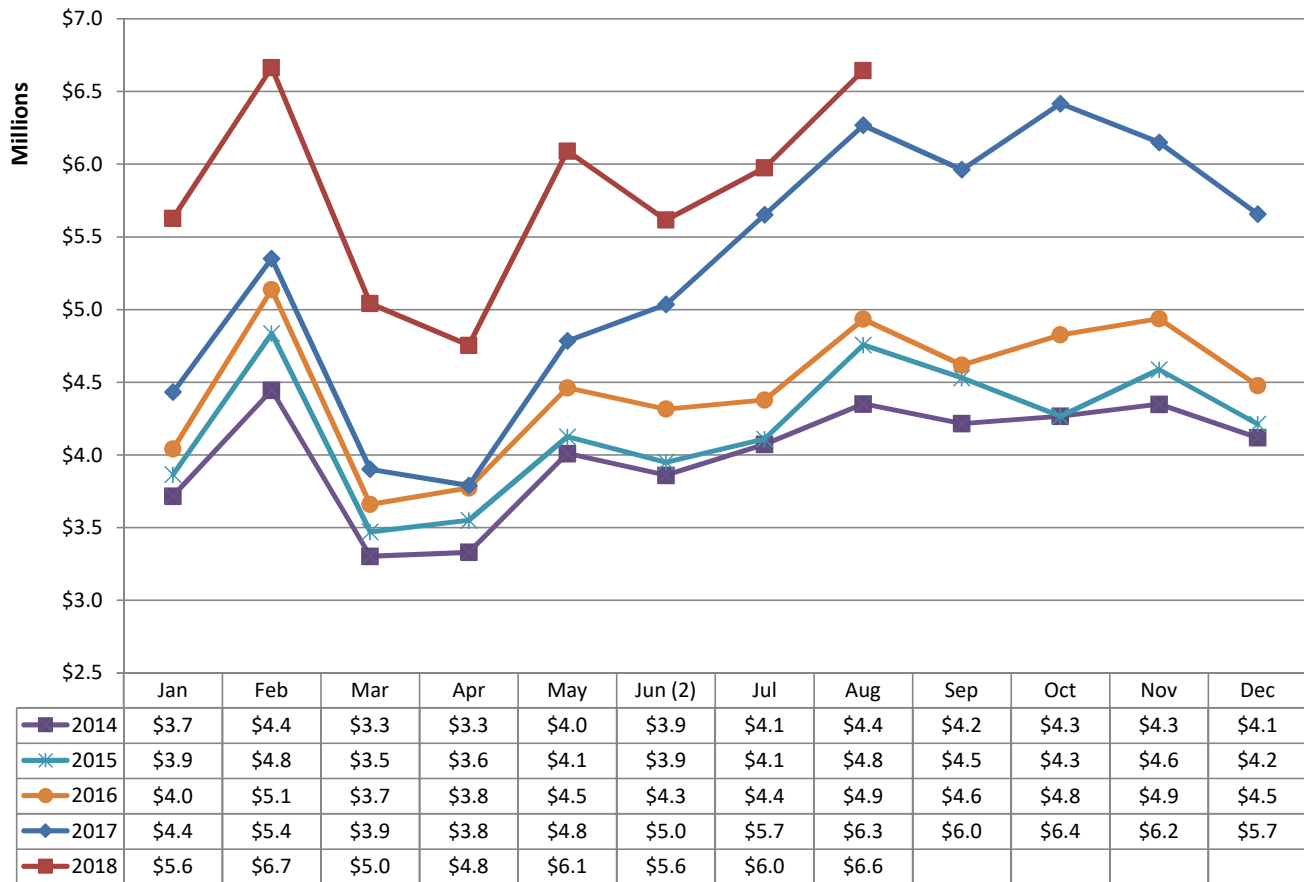
**RECOMMENDATION TO COMMITTEE:** Information only.

**FINAL REVIEW FOR BOARD BY:**

Division Head \_\_\_\_\_ Chief Executive Officer \_\_\_\_\_ Legal Counsel \_\_\_\_\_



## Sales Tax Revenue History-August 2018<sup>(1)</sup>

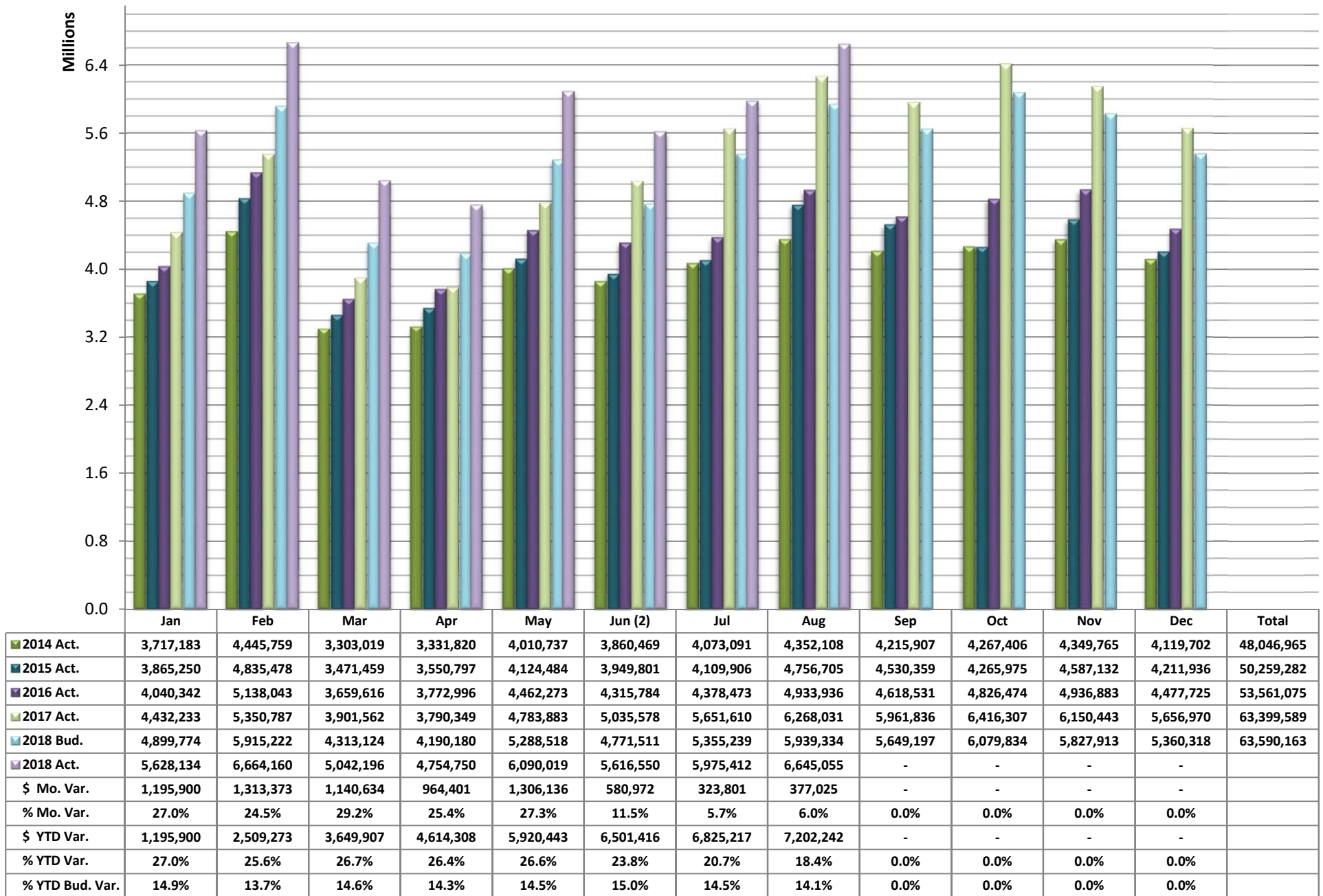


(1) Sales tax distributions lag two months after collection by the state. For example, collection of January taxable sales are distributed in March.

(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-18					
	YTD 2017	YTD 2018	\$ CHANGE	% CHANGE	
STA	\$ 39,214,033	\$ 46,416,275	\$ 7,202,242	18.4%	
SPOKANE COUNTY	17,049,773	19,088,670	2,038,897	12.0%	
AIRWAY HEIGHTS	1,276,394	1,396,399	120,006	9.4%	
PFD	6,526,830	7,140,422	613,592	9.4%	
SPOKANE VALLEY	13,682,455	14,862,366	1,179,911	8.6%	
SPOKANE	29,170,535	31,561,389	2,390,854	8.2%	
MEDICAL LAKE	200,513	212,680	12,168	6.1%	
LIBERTY LAKE	2,200,757	2,320,563	119,806	5.4%	
MILLWOOD	341,347	351,579	10,232	3.0%	
CHENEY	987,322	978,367	(8,955)	-0.9%	
ALL	\$ 110,649,958	\$ 124,328,711	\$ 13,678,753	12.4%	

## 2014 - 2018 SALES TAX RECEIPTS <sup>(1)</sup>



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

<sup>(2)</sup> June 2017 distribution is April 2017 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 9, 2018

#### AGENDA ITEM **8D** : JULY 2018 OPERATING INDICATORS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Roger Watkins, Chief Operations Officer  
Karl Otterstrom, Director of Planning and Development

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**SUMMARY:** July 2018 had the one more weekday compared to July 2017.

#### **FIXED ROUTE**

The 2018 ridership goal for Fixed Route is to increase 2017 ridership levels by 1.5%. Average weekday ridership decreased 2.8% (28,899 vs. 29,724) in July 2018 and is down 2.4% (34,893 vs. 35,743) year-to-date (YTD). Total monthly ridership decreased 0.1% in July 2018 (726,313 vs. 726,932) and is down 1.6% (5,997,009 vs. 6,094,001) YTD.

#### **Detailed breakdown:**

- Adult ridership increased 0.8% in July 2018 (430,018 vs. 426,808) compared to July 2017 and is down 1.3% (3,728,695 vs. 3,776,148) year-to-date.
  - CCS Pass ridership decreased 12.2% (21,858 vs. 24,898) in July 2018 compared to July 2017 and is down 1.2% (384,108 vs. 388,775) year-to-date.
  - Eagle Pass ridership increased 3.1% (13,014 vs. 12,625) in July 2018 compared to July 2017, and is down 1.2% (451,784 vs. 464,245) year-to-date.
  - GU Bulldogs Pass ridership increased 18.2% (3,184 vs. 2,694) in July 2018 compared to July 2017 and is up 15.9% (26,681 vs. 23,028) year-to-date.
- Youth ridership increased 8.6% (39,076 vs. 35,986) in July 2018 compared to July 2017 and is up 2.7% (403,006 vs. 392,592) year-to-date.
- Reduced Fare / Paratransit ridership decreased 1.4% (114,783 vs. 116,358) in July 2018 compared to July 2017, and is up 2.7% (811,438 vs. 801,162) year-to-date.

Fixed Route On Time Performance for July was 94% which above the goal for 2018 of 93%.

#### **PARATRANSIT**

Paratransit's ridership goal for 2018 is to increase 2017 ridership levels by no more than 1.5%. Combined total ridership for July decreased 3.3% (36,472 vs. 37,728) in July and decreased 0.04% (279,718 vs. 279,823) year-to-date.

#### **Detailed breakdown:**

- Directly Operated Service increased 15.9% in July (20,627 vs. 17,798) and increased 6.5% (148,834 vs. 139,740) year-to-date.
- MV Contracted Service decreased 20.2% in July (13,362 vs. 16,744) and decreased 8.4% (100,985 vs. 110,258) year-to-date.
- Special Use Vans (SUV) decreased 22.1% (2,483 vs. 3,186) in July and increased 4.3% year-to-date (21,159 vs. 20,280).
- Purchased Transportation (SUV and MV combined) provided 43.4% of the service in July 2017 compared to 52.78% in July 2018.

In 2018, there was an additional weekday in July compared to 2017 and the weather in July 2018 was comparable to weather in July of 2017.

- Directly Operated Service On Time Performance (OTP) for July was 94.4%, above the goal of 93%
- MV Contracted Service OTP was 84.2% in July, slightly below the 92.6% achieved in July 2017.
- Combined, the service ran at 90.5% in July 2018 compared to 93.9% in July 2017.
- Year-to-date, the combined service operated at 90.5% on time compared to 93.9% in 2017.

## **VANPOOL**

Vanpool Ridership goal for 2018 is to increase 2017 numbers by 2.5% and have 88 vans in service.

### **Detailed Breakdown:**

Vanpool passenger trips decreased 11.0% in July (11,681 vs. 13,130) and decreased 13.7% year-to-date (93,319 vs. 108,122). There were 79 vans in service in July 2018 vs. 83 in July 2017. There was one more van in service July 2018 vs June 2018 (79 vs 78).

541 riders took at least one trip in July 2018 vs 625 in July of 2017.

- Riders added were 25 vs 23 July 2017.
- Riders removed were 12 vs 20 July 2017.
- Days operated per van 17 (out of 21) vs 17 (out of 20) July 2017.
- Average trips per van is 148 vs 160 July 2017.
- Average vanpool round trip is 55.3 vs 51.4 July 2017

Van trips are down across the program. There are 71 vanpool van groups operating today that were in operation in 2017 and those vans alone aggregated to a loss of 1031 trips. Several groups reported vacations and deployments as the number one reason. No pattern in worksite could be noted. Overall, the average participant per van for July 2018 is 6.85 versus 7.62 for July 2017.

A new Vanpool marketing video was being released in August.

## **CUSTOMER SERVICE**

July 2018 ESBP sales were 2% (18 passes) lower than July 2017. YTD ESBP are 7.9% (512 passes) higher than 2017. Contributing to the YTD increase are increase purchases from Davenport (133 more passes YTD than 2017), Goodwill Industries (105 more passes YTD than 2017) and Group Health (82 more passes YTD than 2017) The remainder of the variance is made up of multiple companies with plus or minus 50 passes compared to last July YTD.

### **Detailed breakdown:**

Total monthly pass sales increased 3.6% in July (9,357 vs. 9,029) and year-to-date pass sales decreased 1.5% (67,386 vs. 68,386).

- Adult Pass/Smartcard sales increased 12.7% (5,513 vs. 4,890) in July while year-to-date sales increased 0.6% (39,288 vs. 39,070).
- 7-Day Pass/Smartcard sales decreased 28.2% month over month July vs. June 2018 (1,296 vs. 1,011)
- ESBP sales decreased 2.0% (888 vs 906) in July and year-to-date pass sales increased 7.9% (6,964 vs 6,452).
- Student Pass sales were flat in July (11 vs. 11) while year-to-date pass sales decreased 22.4% (114 vs. 147).
- City Ticket monthly sales increased 5.7% (503 vs. 476) in July and year-to-date sales increased 8.6% (3,397 vs. 3,127).

Youth Pass/Smartcard monthly sales decreased 1.5% (1,273 vs. 1,292) in July and decreased 8.5% (10,309 vs. 11,261) year-to-date.

Reduced Fare Pass/Smartcard monthly sales decreased in July by 10.2% (1,821 vs. 2,028). Year-to-date sales decreased 1.0% (12,055 vs. 12,175).

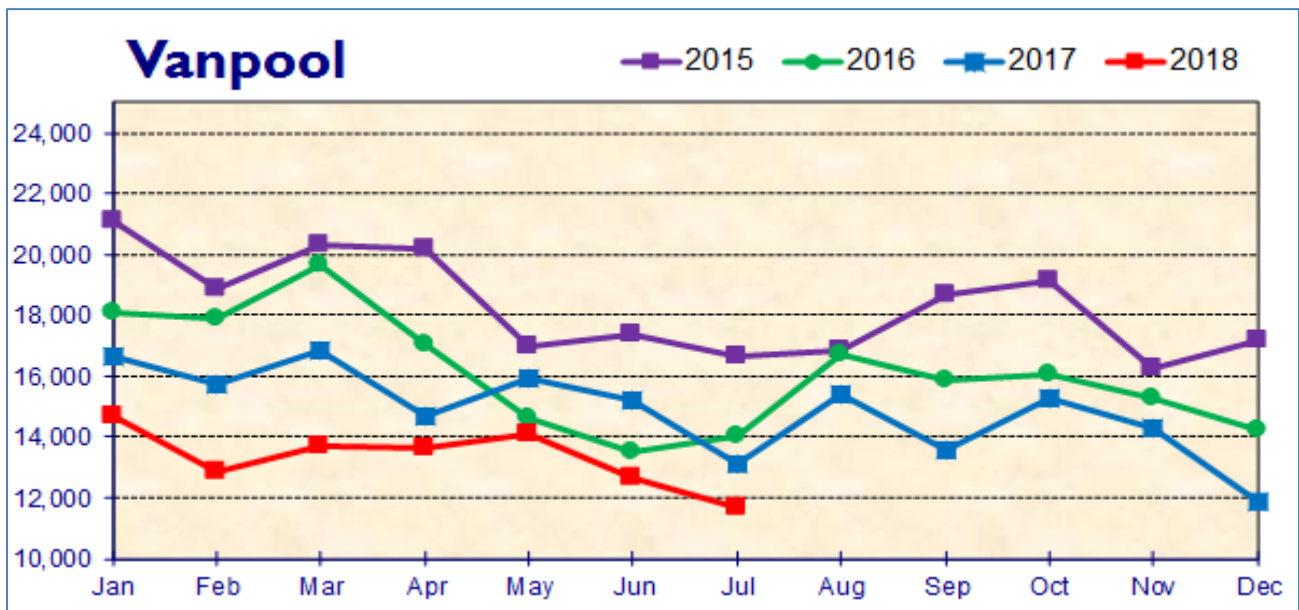
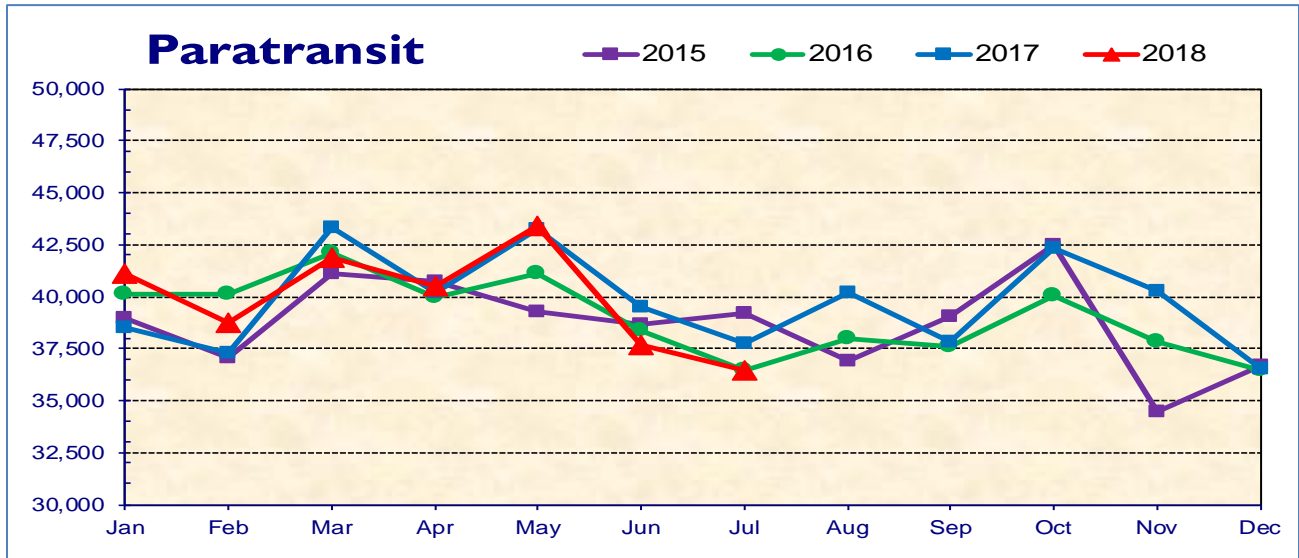
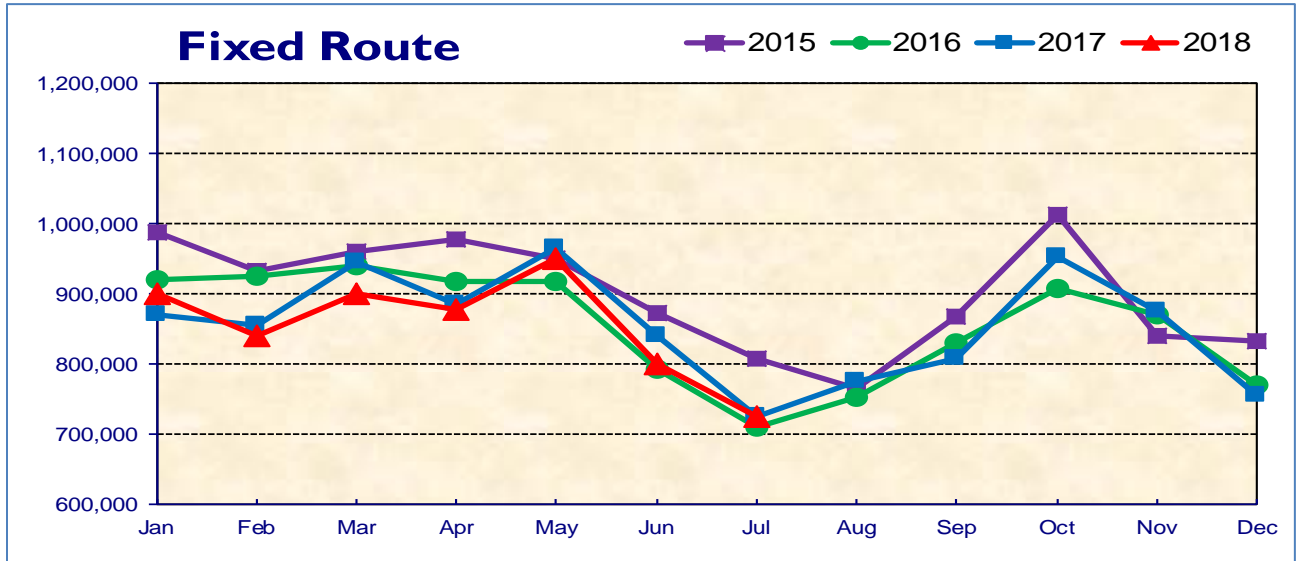
Paratransit Pass/Smartcard sales decreased 8.4% (750 vs. 819) in July. Year-to-date sales decreased 2.5% (5,734 vs. 5,879).

**RECOMMENDATION TO COMMITTEE:** Information only.

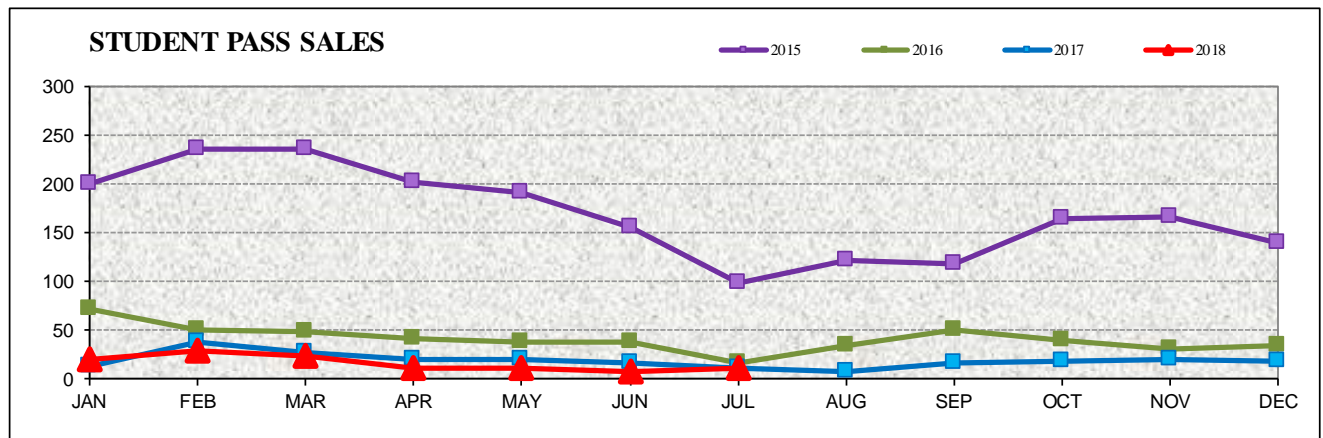
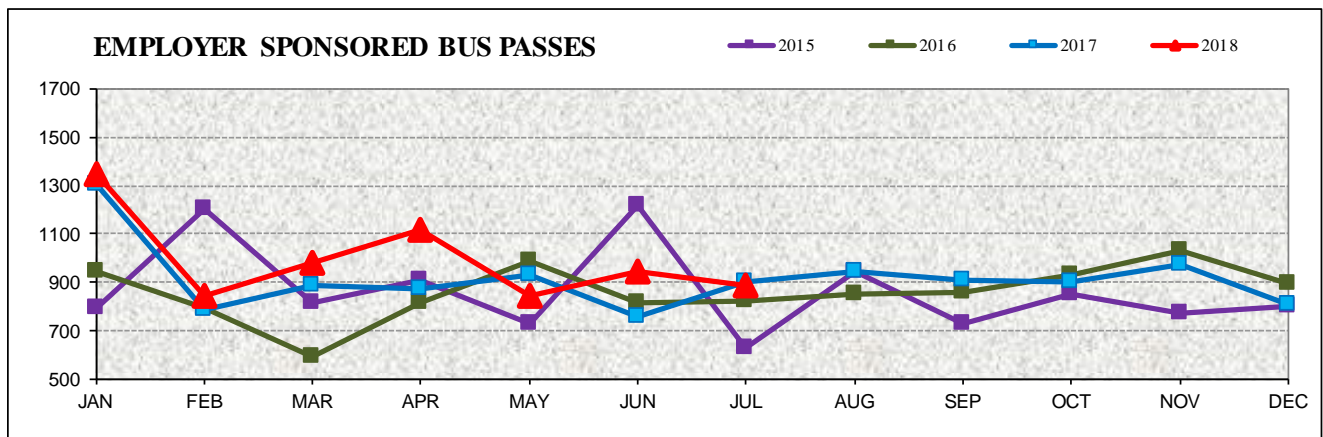
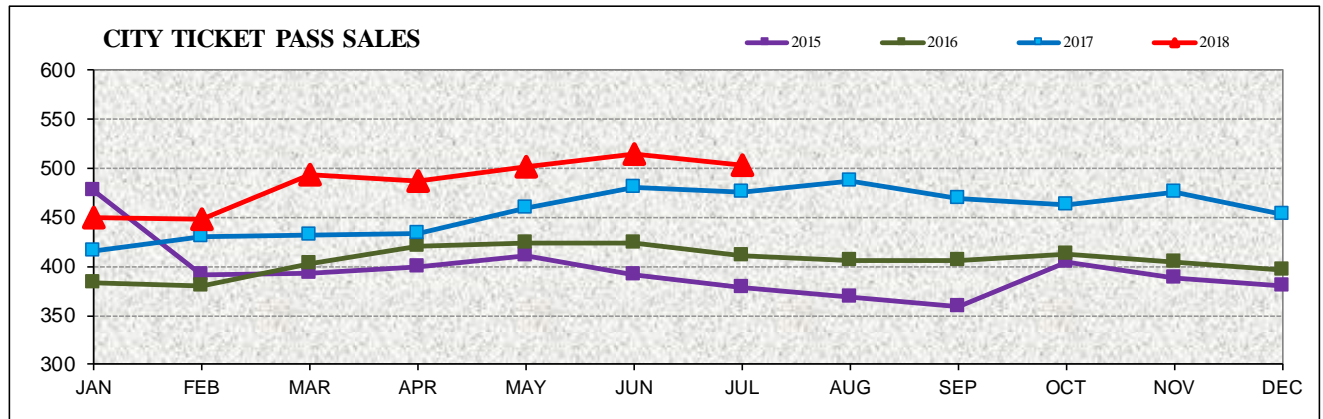
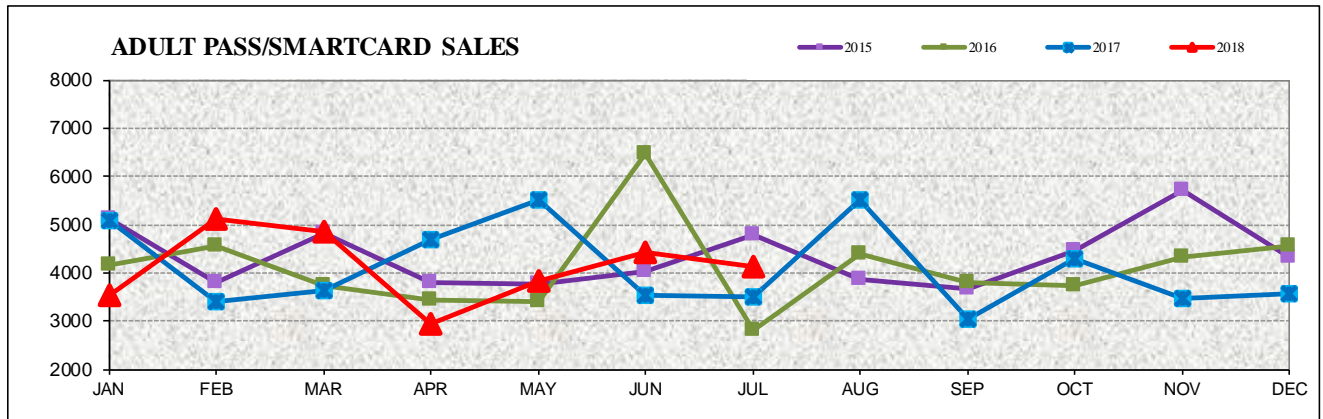
### **FINAL REVIEW FOR BOARD BY:**

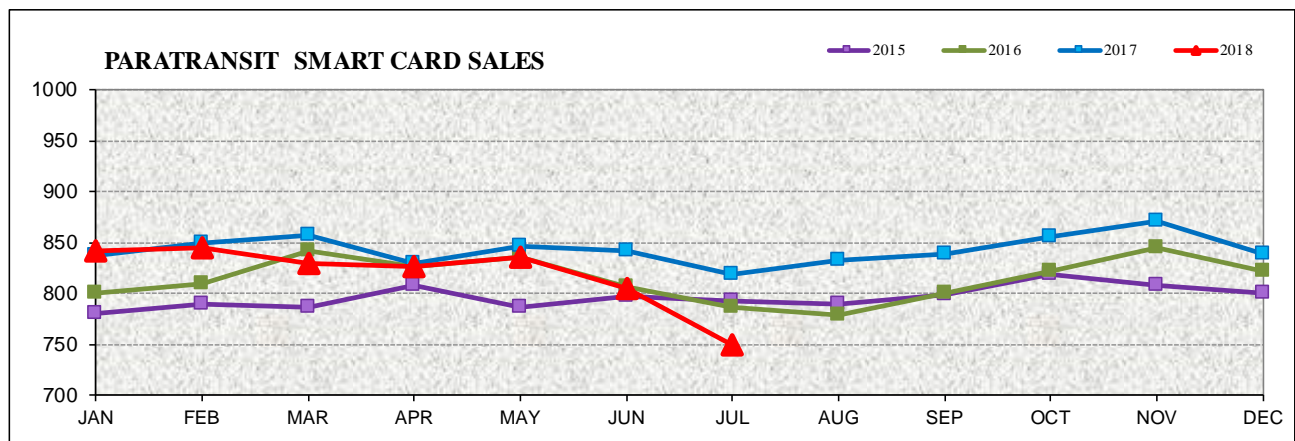
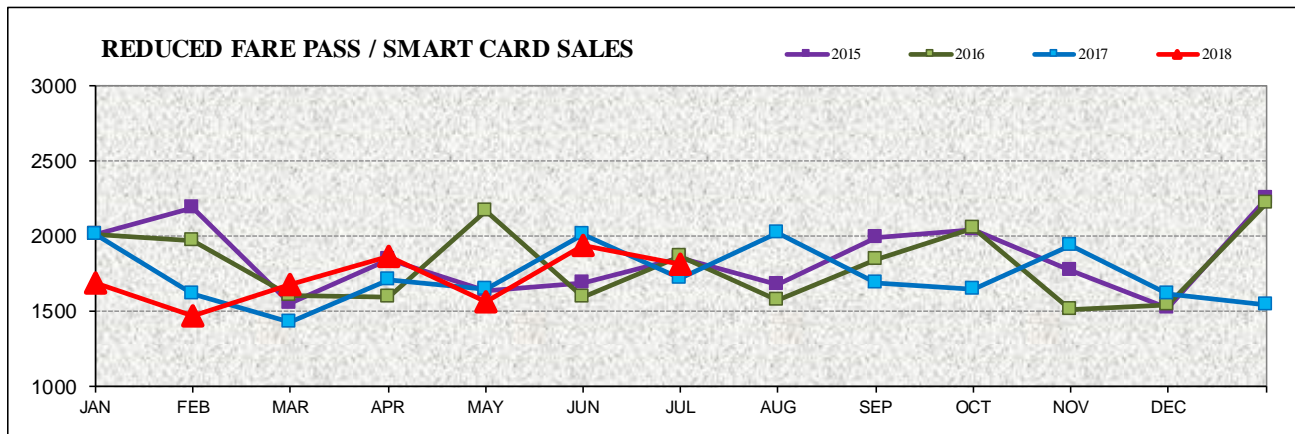
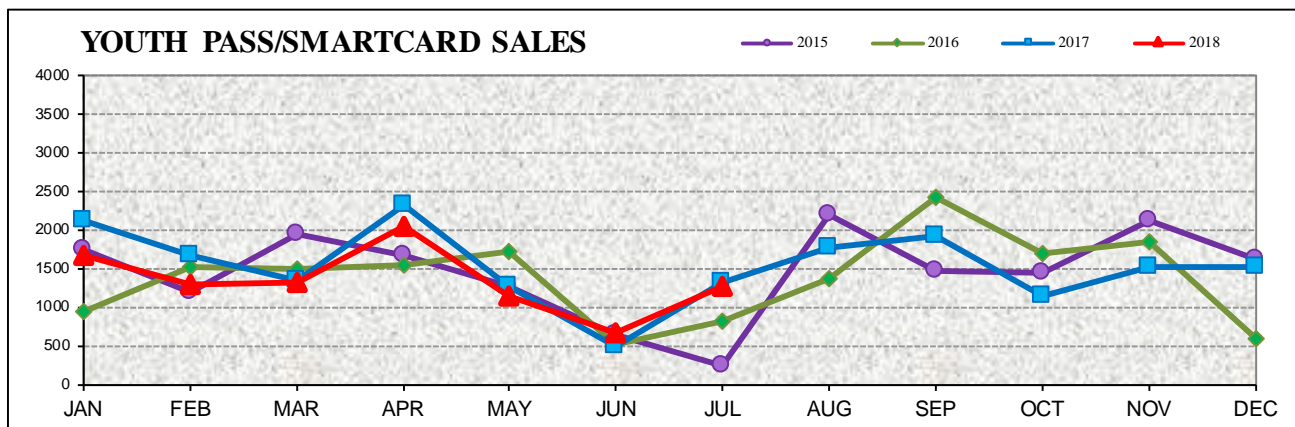
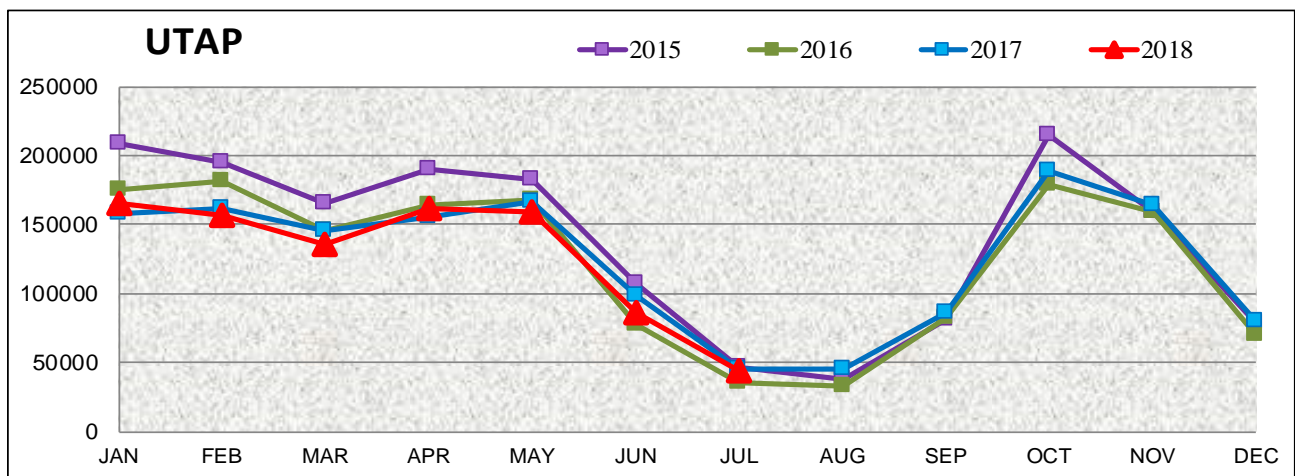
Division Head \_\_\_\_\_ Chief Executive Officer \_\_\_\_\_ Legal Counsel \_\_\_\_\_

# RIDERSHIP



# PASS SALES







## SPOKANE TRANSIT AUTHORITY

### PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

September 5, 2018

#### AGENDA ITEM **8E** : SECOND QUARTER 2018 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 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'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 2<sup>nd</sup> Quarter of 2018. It should be noted that this feedback summary applies only to department-related activities which include, but are not limited to, planning bus service and/or feedback related to specific bus stops.

A total of 19 comments were received by the Planning and Development Department in the 2<sup>nd</sup> Quarter. Of the comments received, 9 were related to requests for new service, 6 were related to existing service, 2 were related to bus stops, and 2 were related to the upcoming September 2018 Service Changes. The comments are summarized below. It is also noted if any comments are addressed by the *STA Moving Forward* plan.

#### NEW SERVICE COMMENTS

2 inquiries regarding the timeline for expansion of service to the South Henry Road area near the Saltese Uplands between Liberty Lake and Spokane Valley. *Currently, no adopted plans show extension of bus service to this area. The area is rural in character and lacks the density to support a successful transit line.*

1 request for service on East South Riverton in North Spokane. *There is already service on East Mission Avenue to the south and North Greene Street to the west. The Central City Line will enhance service on East Mission in 2021.*

1 request for a park & ride in Hillyard and better routes in Hillyard. *STA Moving Forward includes service improvements in Hillyard but not a park and ride.*

1 request for service to the Eagle Ridge Development in the Latah Neighborhood of south Spokane. *Currently, no adopted plans show extension of bus service to the Latah area. This area contains many cul-de-sacs, steep hills, and disconnected roadways that would prevent people from accessing the bus and undermine efficient routing and bus stop access. Additionally, the lack of an arterial street network, beyond the Highway 195, serving the Latah area makes bus service a challenge.*

1 inquiry regarding the potential of a bus service on Highway 2 that stays on Highway through Airway Heights instead of deviating to the north. *Improved connections to Airway Heights will be implemented after Phase 2 of the West Plains Transit Center is complete. Additional stakeholder outreach will be conducted regarding the routing of the new services. One option for consideration will include service on Highway 2 that does not deviate north through Airway Heights.*

1 inquiry regarding if there are plans to extend bus service to Suncrest, northwest of Spokane in Stevens County. *The area is outside of the Public Transit Benefit Area and there are currently no plans to extend service to it.*

1 request for a route that goes directly from the Hastings Park and Ride to Airway Heights and the West Plains, without going through Downtown Spokane. *There are currently no plans for such a route.*

1 comment in response to newspaper article in which a neighborhood council member states there should not be buses on High Drive on the South Hill in Spokane because there are "no trucks" signs posted. The commenter stated that there should be a bus route on High Drive. *The new South Commuter Express route is proposed to operate on High Drive between Hatch Road and Bernard St in some of the alternatives included in the 2019 Service Revision Preliminary Proposal. As an express route, service would be limited to peak travel periods on weekdays. The "no trucks" signs do not apply to buses. Further outreach on the proposed routing will be conducted this fall.*



**EXISTING SERVICE COMMENTS**

- 1 request for a change in departure time from Downtown Spokane. *Not enough information was provided by the customer. Callback from staff was not returned.*
- 1 request to adjust the downtown afternoon departure times of the 172 Liberty Lake Express relative to the 74 Mirabeau/Liberty Lake. *The current Route 172 trips are fairly limited, with only three afternoon trips. The Route 74 currently has more frequent departures because it serves more destinations and more riders. More Route 172 trips are programmed in STA Moving Forward to be added in 2023.*
- 1 request to reroute the Route 33 Wellesley closer to the Jubilant Hollister-Stier company in the Bemiss Neighborhood in north Spokane. *The Route 33 Wellesley has a stop 0.3 miles away from Jubilant Hollister-Stier.*
- 1 request for a new afternoon departure time of the 124 North Express. *This requested trip would require additional resources to implement that are not currently provided for in any adopted plan.*
- 1 request to shorten the wait between the arrival of the Route 66 Cheney/EWU and departure of the Route 45 Regal at the Plaza. *The routes 45 and 66 are on different pulses from each other at the Plaza. Given how the Plaza currently operates wait times between these two routes, wait time cannot be shortened without degrading connections between other routes.*
- 1 message from an individual wishing to submit comments on changes to routing. *The phone number was disconnected at the time the call was returned.*

**BUS STOP COMMENTS**

- 1 request to relocate a bus stop located at Glenn Rd and University Rd in the Dishman Hills Area of Spokane Valley. *STA and Spokane Valley Staff reviewed the stop location and were able to relocate the stop.*
- 1 request for a trash can at a bus stop at E Hawthorne Rd and N Andrew St north of Spokane. *The trash can was installed.*

**UPCOMING SEPTEMBER 2018 SERVICE CHANGE**

- 1 request for information regarding how the new Route 64 Cheney/West Plains will connect to the Route 62 Medical Lake at the West Plains Transit Center.
- 1 comment regarding upcoming changes to the Route 68 Cheney Local expressing concern that the new routing would not provide the same level of access to some Eastern Washington University campus destinations as the current routing does. *The modified Route 68 will have some stops closer to some campus destinations and further from others. In combination with the Route 66 and new Route 64 the entire campus will be within 1/4 mile of a bus stop which is a recognized standard for how far people are willing to walk to ride the bus.*

**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 5, 2018

**AGENDA ITEM 8F :**      **SECOND QUARTER 2018 SAFETY AND LOSS SUMMARY REPORT**

**REFERRAL COMMITTEE:**      N/A

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

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**SUMMARY:**

**VEHICLE ACCIDENTS**

**Fixed Route:** There were nineteen (19) preventable collisions reported during the second quarter 2018, resulting in a rate of 0.08 collisions per 10,000 miles. The collision rate meets STA's established standard of 0.08 collisions per 10,000 miles. One collision was classified as Type 3 (costs exceed \$7,500); two were Type 2 (costs \$2500-\$7500); ten were Type 1 (costs up to \$2500); and six were Type 0 (\$0 damage) collisions.

**Paratransit:** No preventable collisions reported during the second quarter. The resulting preventable collisions rate of 0.08 per 10,000 miles is well below our standard of 0.10 per 10,000 miles. No preventable collision types to classify.

**EMPLOYEE INJURIES**

Twenty-four (24) injury events were reported during the second quarter. Twelve (12) injuries involved medical treatment and of those, nine (9) involved time loss from work. The total number of worker's compensation claims filed year-to-date (YTD) is twenty-eight (28). The total claims filed by the end of the second quarter in 2017 was thirty-eight (38). Employee lost workdays YTD are higher (1,593 vs 1,568) at second quarter end 2018 vs. 2017. The majority of accidents this quarter involved actions of third parties due to collision/assault.

**OTHER KEY EVENTS**

- STA conducted the annual local Coach & Van Rodeo on June 23<sup>rd</sup> at the Jefferson Park & Ride lot. Trevor Ribic, Fixed Route, and Rob Howard, Paratransit, drove away with top honors this year.
- On-board vehicle camera system operations:
  - 355 video requests processed in the following categories: customer complaints; vehicle accidents; passenger slip/trip/falls; employee injuries, public records requests; and other. In 2017, 376 videos were requested for the same period.
- Security filed 403 incident reports during the quarter, resulting in 61 arrests and 96 exclusions compared to 299 reports in 2017 with 27 arrests and 90 reported exclusions.
- STA's On-Board Security Patrol completed 36 patrols on 15 routes. The total on-board time was approximately 43 hours. No incidents reported.
- TSA's Office of Law Enforcement/Federal Air Marshal Service (OLE/FAMS) and STA Security were teamed up for ten Visible Intermodal Prevention and Response (VIPR) presence patrols on 4/24, 4/25, 5/8, 5/9, 6/28 – 7/2/18.
- LNI complaint #317948615 closing conference held on 4/6; citation posted 4/27; abatement completed 5/11/18.
- Safety Notices posted for summer driving precautions and heat related illness, precautions and response.
- Driver enclosure team hazard analysis completed and an orientation paper written for Fixed Route operators.
- Plaza Customer Service area burglary suspects apprehended and jailed.
- Boone-South Paint booth replacement project safety review & orientation conducted.

**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 5, 2018

**AGENDA ITEM 9: OCTOBER 3, 2018, DRAFT COMMITTEE PACKET AGENDA REVIEW**

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** STA Staff

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**SUMMARY:** At this time, members of the Performance Monitoring and External Relations Committee will have an opportunity to review and discuss the items proposed to be included on the agenda for the next meeting.

**PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING**

Wednesday, October 3, 2018, 1:30 p.m.  
Spokane Transit Southside Conference Room

**DRAFT AGENDA**

*Estimated meeting time: 80 minutes*

1. Call to Order and Roll Call
2. Public Expressions
3. Committee Chair Report *(5 minutes)*
4. Committee Action *(15 minutes)*
  - A. Minutes of the September 9, 2018, Committee Meeting – *Corrections/Approval*
  - B. Request for Approval 2019 Special Community Events Fare Structure *(Rapez-Betty)*
5. **Committee Action** *(40 minutes)*
  - A. Board Consent Agenda
    1. Approval of High Performance Transit Station Kits Request for Proposals *(Otterstrom)*
    2. Approval of Master Design & Construction Agreement between City of Spokane and Spokane Transit Authority *(Otterstrom)*
  - B. Board Discussion Agenda
    1. *(No Items being presented this month)*
6. **Reports to Committee** *(0 minutes)*  
*(No Items being presented this month)*
7. CEO Report *(10 minutes)*
8. Committee Information – *no discussion/staff available for questions*
  - A. August 2018 Financial Results Summary *(Warren)*
  - B. September 2018 Sales Tax Revenue Information *(Warren)*
  - C. August 2018 Operating Indicators *(Watkins)*
9. October 31, 2018, (November Meeting) Committee Packet Draft Agenda Review
10. New Business *(5 minutes)*
11. Committee Members' Expressions *(5 minutes)*
12. Adjourn
13. Next Committee Meeting: October 31, 2018, (November Meeting), 1:30 p.m.  
(STA Southside Conference Room, 1230 West Boone Avenue, Spokane, Washington)

**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 5, 2018

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

**REFERRAL COMMITTEE:**    N/A

**SUBMITTED BY:**            N/A

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

**RECOMMENDATION TO COMMITTEE:**    N/A

**FINAL REVIEW FOR BOARD BY:**

Division Head \_\_\_\_\_ Chief Executive Officer \_\_\_\_\_ Legal Counsel \_\_\_\_\_



# Performance Measures 2nd Quarter 2018



## 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**



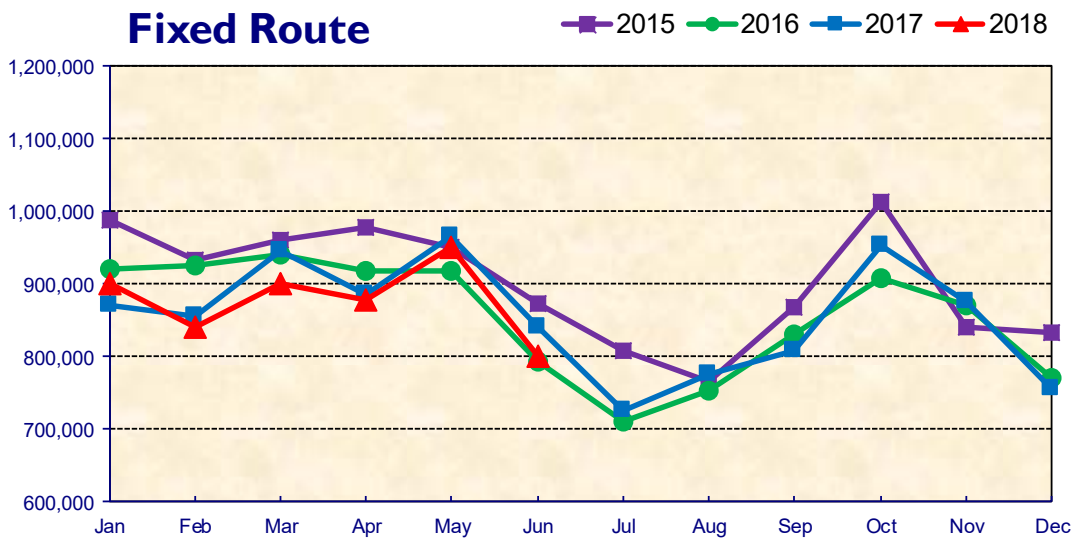
# Earn & Retain the Community's Trust

## 4 Performance Measures:

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



## Ridership



2015 = 10,815,736

2016 = 10,261,789

2017 = 10,264,971

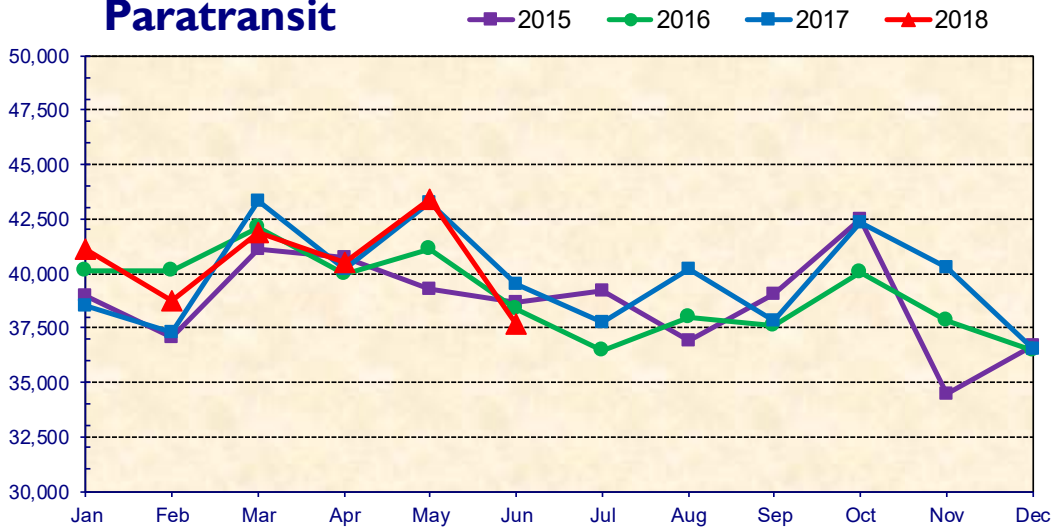
Proj.-2018 = 10,418,945

**Goal: 1.5% Increase over 2017 Ridership**  
**2nd Qtr. Result: 1.8% Decrease**



## Ridership

### Paratransit



2015 = 464,449

2016 = 468,050

2017 = 477,010

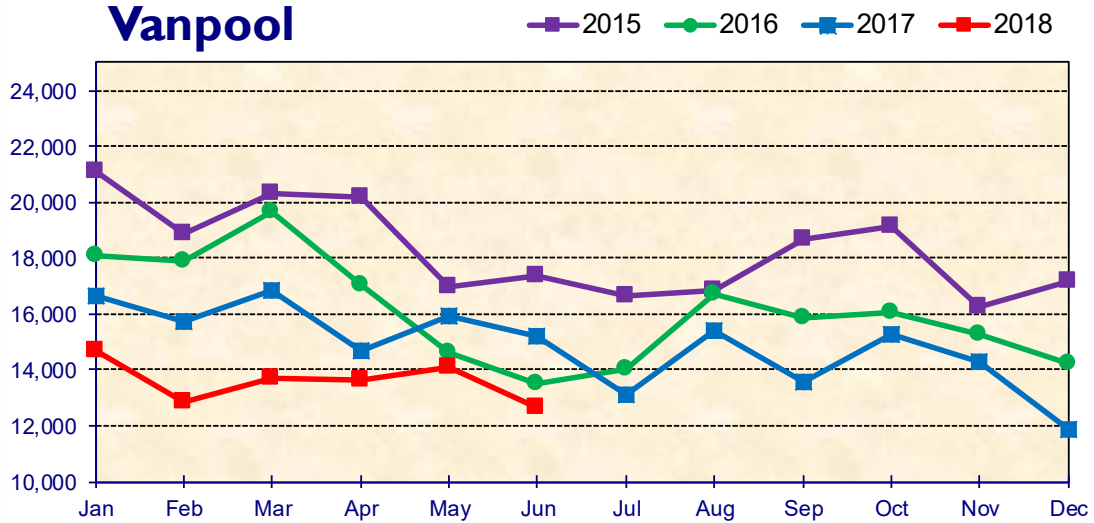
Proj. 2018 = 484,165

**Goal: 1.5% Increase over 2017 Ridership**  
**2nd Qtr. Result: 0.5% Increase**



## Ridership

### Vanpool



2015 = 246,331

2016 = 193,006

2017 = 178,457

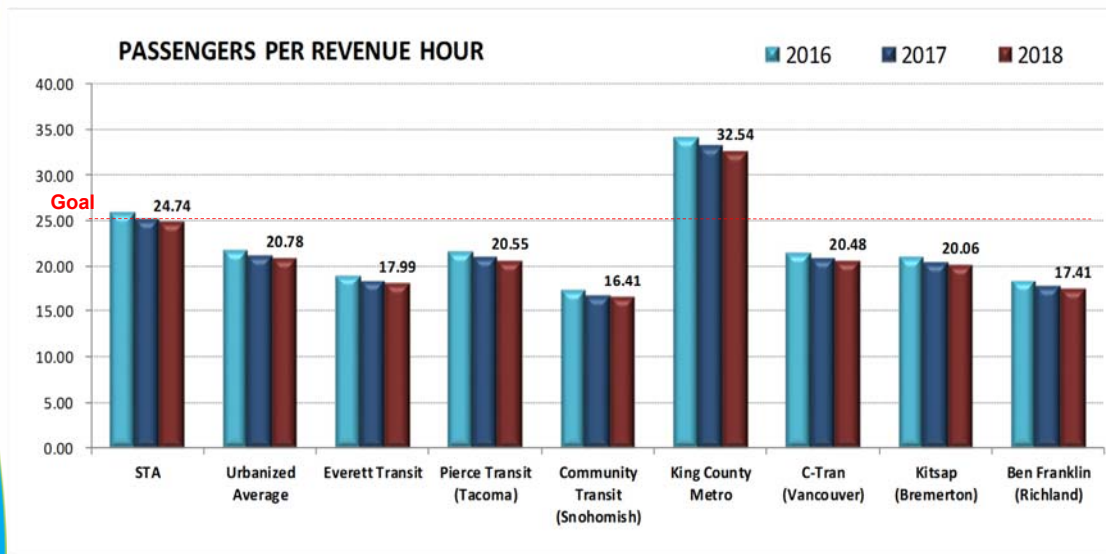
Proj. 2018 = 182,918

**Goal: 2.5% Increase over 2017 Ridership**  
**2nd Qtr. Result: 14.1% Decrease**



## Service Effectiveness

### Fixed Route



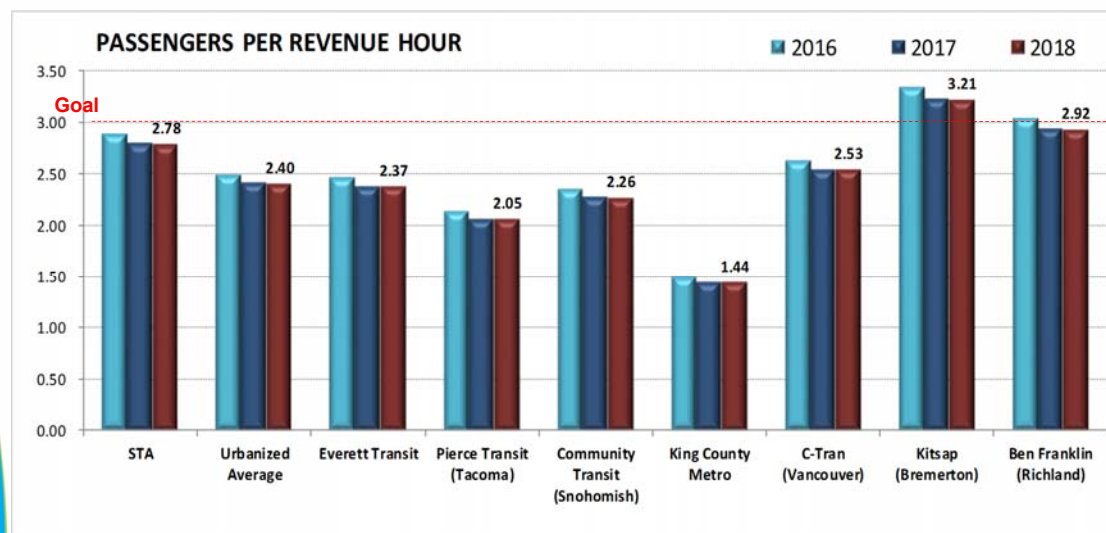
**GOAL: TRANSPORT 25.0 OR MORE PASSENGERS PER REVENUE HOUR**

\* System averages assume a performance equal to STA for 2017 & 2018



## Service Effectiveness

### Demand Response



**GOAL: TRANSPORT 3.0 OR MORE PASSENGERS PER REVENUE HOUR**

\* System averages assume a performance equal to STA for 2017 & 2018





## Customer Security

Fixed Route	2016	2017	2018	GOAL
Personal Safety on Bus	4.5	4.5	Scheduled for Fall	Score 4.5 on a scale of 1-5 (Std. = 4.5)
Driver Driving Safely	4.6	4.6	Scheduled for Fall	Score 4.5 on a scale of 1-5 (Std. = 4.5)
Paratransit	2016	2017	2018	GOAL
Personal Safety on Van	4.8	Scheduled for 2018	Scheduled for Fall	Score 4.5 on a scale of 1-5 (Std. = 4.5)
Driver Driving Safely	4.8	Scheduled for 2018	Scheduled for Fall	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	GOAL
3.74	Scheduled for late 2017	3.75	Score 4.5 on a scale of 1-5



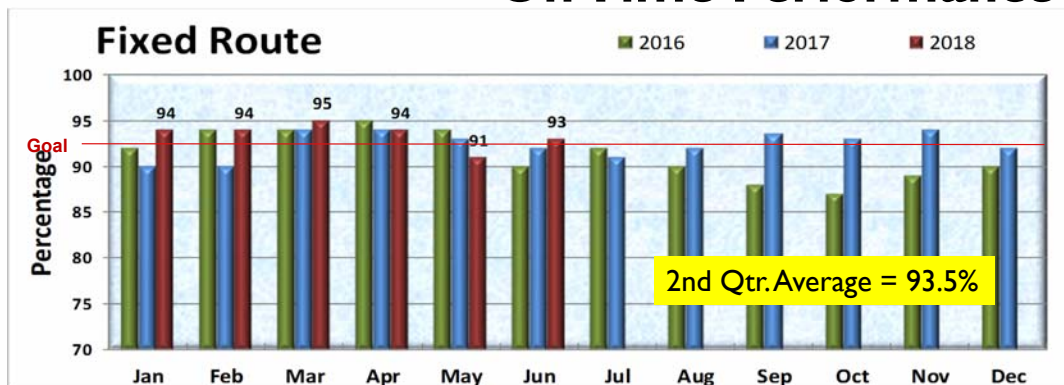
# Provide Excellent Customer Service

## 6 Performance Measures:

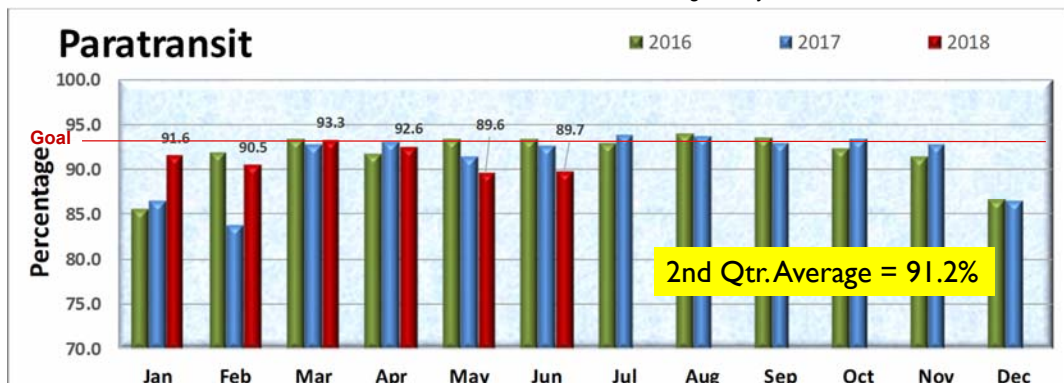
- On-Time Performance
- CS Call Center/Paratransit Reservations
  - Abandoned Calls
  - Customer Service Response Time
- Professionalism and Courtesy
- Driver Announcements / Introduction
- Cleanliness of Coach / Van
- Complaint Rate
- Maintenance Reliability



## On Time Performance



Fixed Route – 100% Automated Time Checks began May 2016

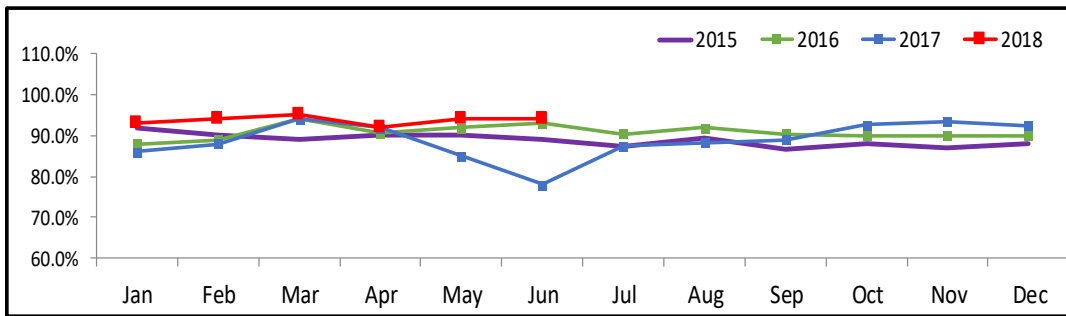


# Customer Service: 328-RIDE

## Call Center Performance

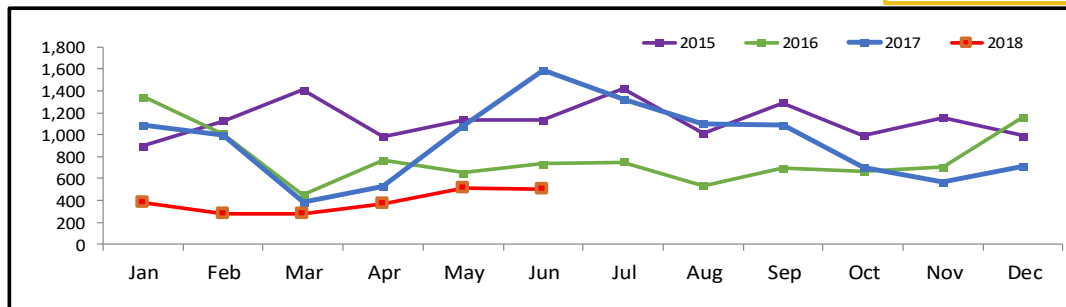
Service Level:

% of Calls Answered within 60 seconds



Abandoned Calls

**Goal: < 4%**



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

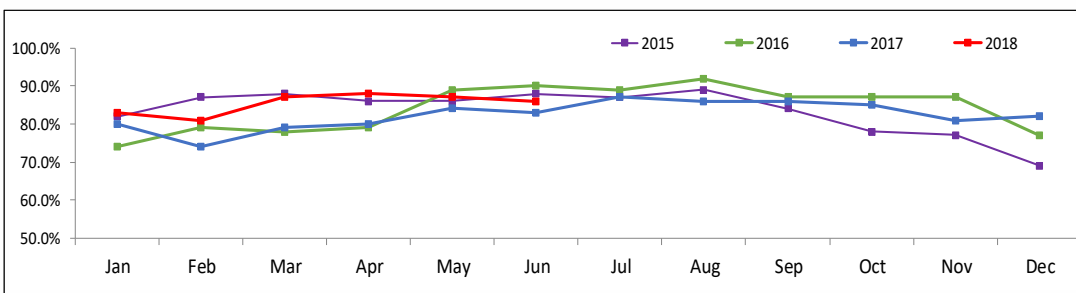
# Paratransit Reservations: 328-I552

## Call Center Performance

Service Level:

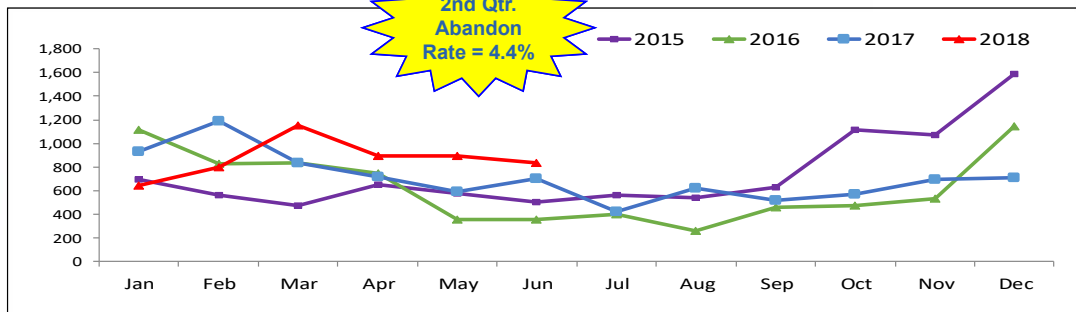
% of Calls Answered within 60 seconds

**Goal: 90%**



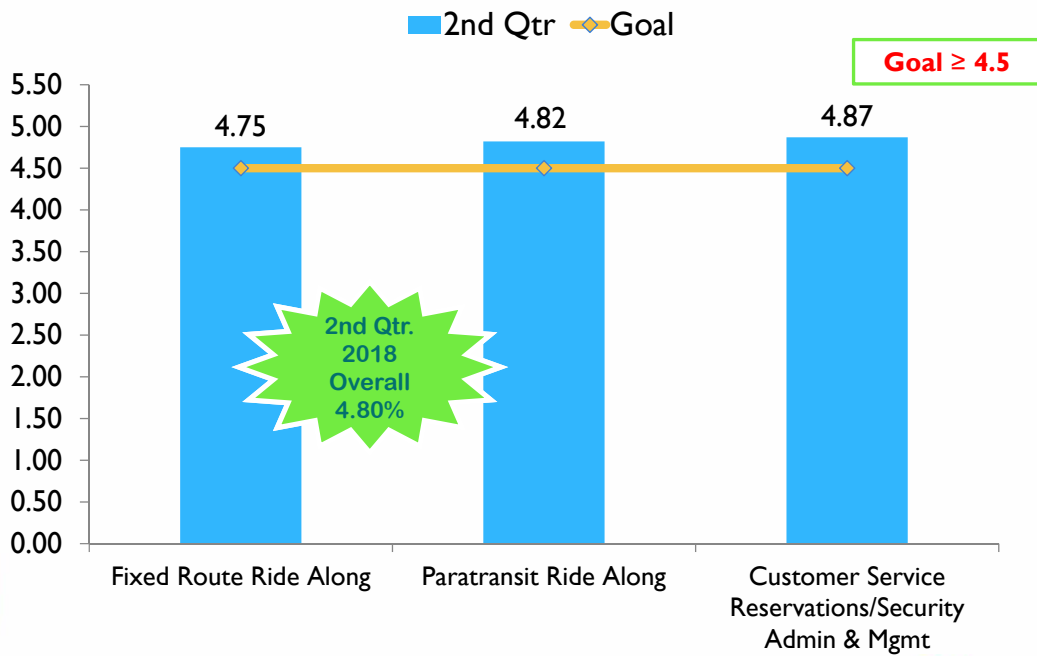
Abandoned Calls

**Goal: < 4%**



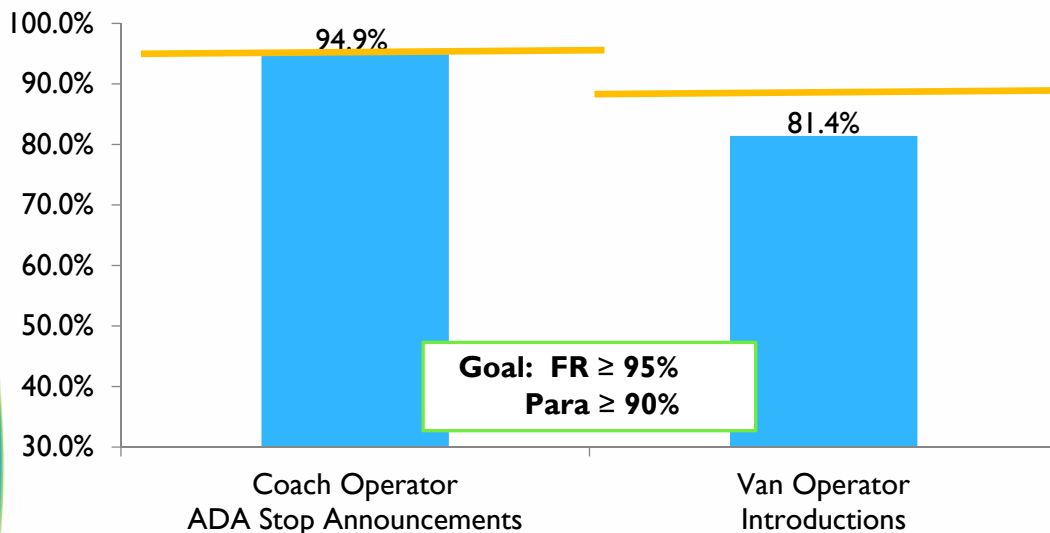
**2nd Qtr.  
Abandon  
Rate = 4.4%**

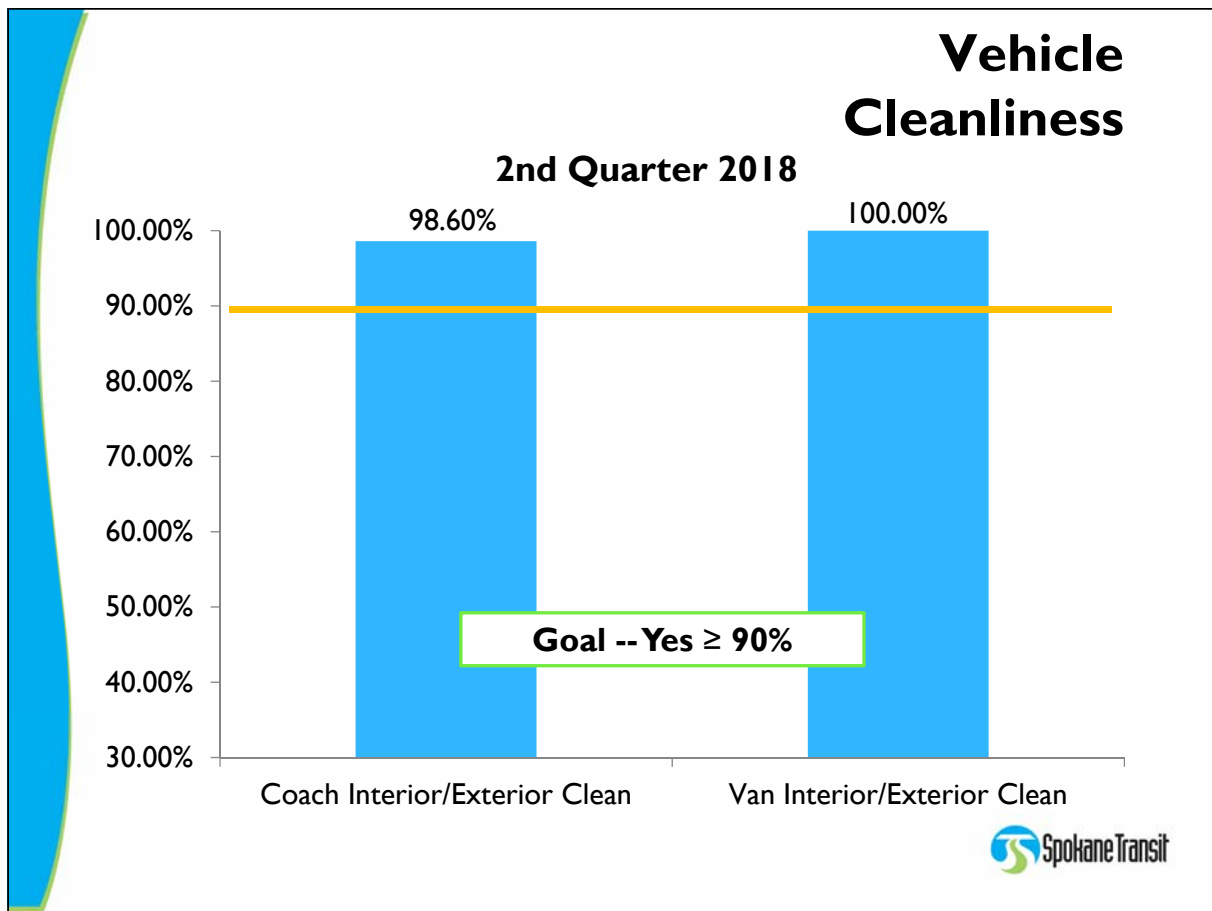
## Professional & Courteous



## Operator Announcements/Introductions

2nd Quarter 2018





## Comment Rate

	<b>2017</b>	<b>YTD 2018</b>	<b>Goal</b>
<b>Fixed Route</b>	8.6	7.9	≤ 8.0 (per 100K passengers)
<b>Paratransit</b>	8.3	8.2	≤ 8.0 (per 10K passengers)

Spokane Transit

## Maintenance Reliability

### Average Miles Between Road Calls

	2017	YTD 2018	GOAL
Fixed Route	6,079	5,941	< 1 / 7,500 miles
Paratransit	59,941	55,688	< 1 / 75,000 miles



## Enable Organizational Success

### 3 Performance Measures:

- Training Rate
- Annual Employee Evaluations
- Governance



## Training Rates

**Fixed Route**

**2017**

Completed

**YTD 2018**

In Progress

**Goal**

8 hours Advanced  
Training per  
Operator annually

**Paratransit**

Completed

Completed

8 hours Advanced  
Training per  
Operator annually



## Ride Checks/Ride Along

**Fixed Route**

**2017**

265\* of 273  
completed

**YTD 2018**

160 of 278  
completed

**Goal**

100% of  
operators  
checked  
annually

**Paratransit**

55\* of 59  
completed

13 of 59  
completed

100% of  
operators  
checked  
annually



## Maintenance Training

**Maintenance**

2018	Goal
<b>Measured Annually</b>	<b>25 hours per employee per year</b>



## Managers/Supervisors/ Administrative Training

**Managers /  
Supervisors/  
Admin**

2018	Goal
<b>Measured Annually</b>	<b>100 % receive on-site or off-site training each year</b>





## 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 September 23–26, 2017	Nashville, TN	Al French Pamela Haley



## Exemplify Financial Stewardship

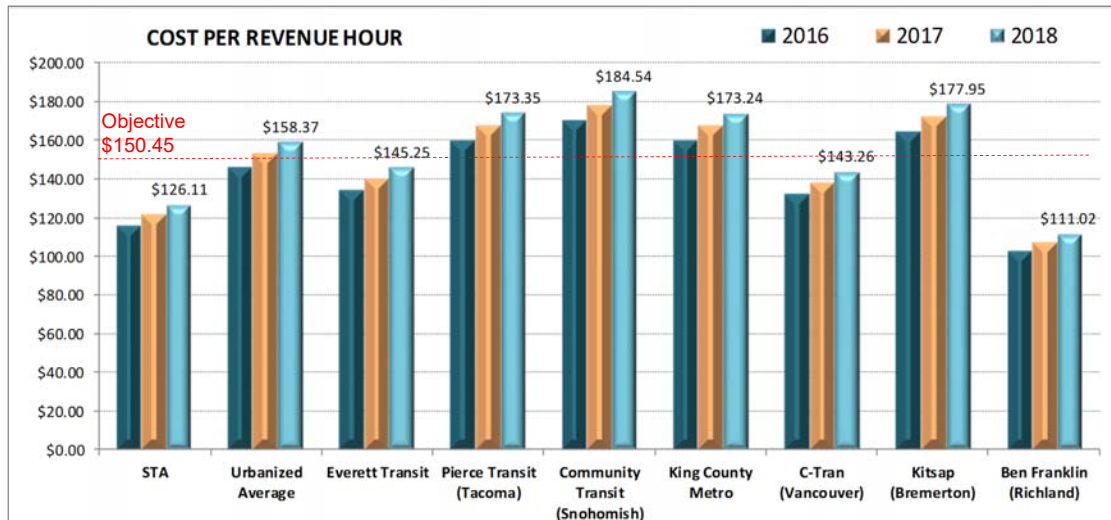
### 5 Performance Measures:

- **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



## Fixed Route

## Cost Efficiency



**OBJECTIVE: CONSTRAIN OPERATING COST PER HOUR OF SERVICE TO LESS THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS**

**2017 Status: 79.5% (STA - \$121.34; Urban Average - \$152.60)**

Notes:

Previous year results

- 2016 data from NTD reports
- 2017 STA data reflects year-end

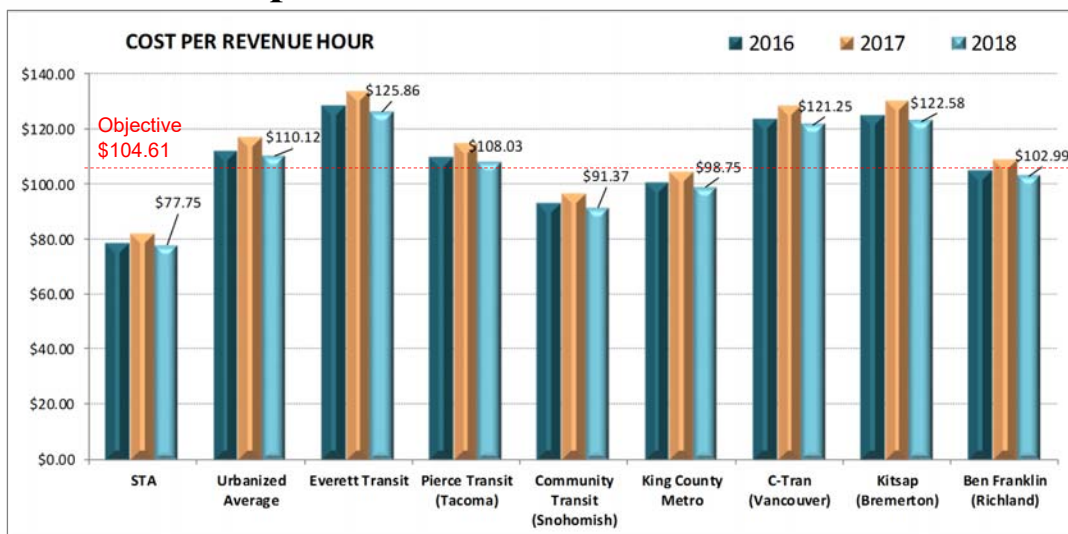
**STA 2018 data reflects year-to-date 2nd quarter**

- Expenditures will lag slightly until end of year



## Demand Response

## Cost Efficiency



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

**2017 Status: 70.4% (STA - \$81.99; Urban Average - \$116.47)**

Notes:

Previous year results

- 2016 data from NTD reports
- 2017 STA data reflects year-end

**STA 2018 data reflects year-to-date 2nd quarter**

- Expenditures will lag slightly until end of year



## Cost Efficiency

### Rideshare

2017

YTD 2018

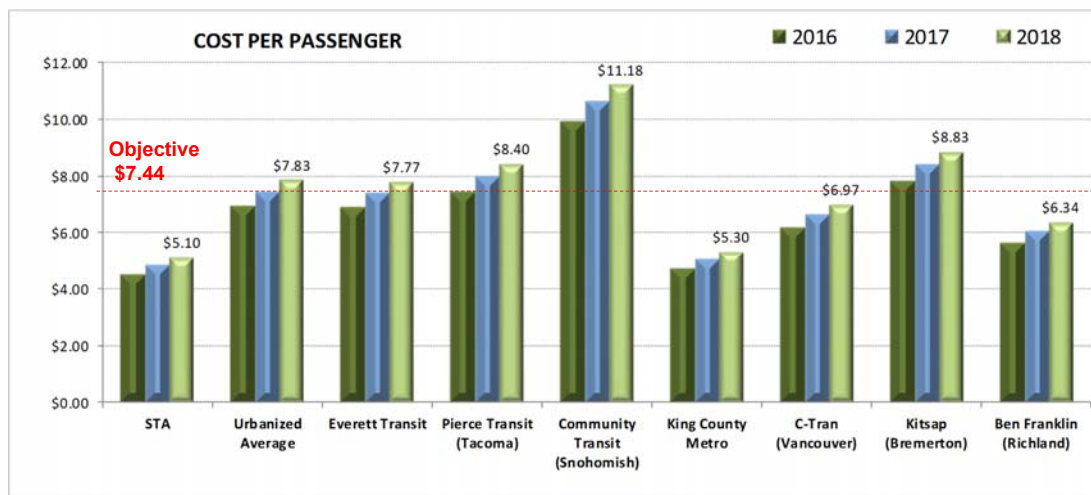
Operating/Administrative Cost per Mile	\$0.51	\$0.53
Revenue per Mile	\$0.53	\$0.52
Percentage	104.5%	100.3%

*Goal: Recover 100% of Operating/Administrative costs*



### Fixed Route

## Cost Effectiveness



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

**2017 Status: 64.9% (STA - \$4.83; Urban Average - \$7.44)**

Notes:

Previous year results

- 2016 data from NTD reports
- 2017 STA data reflects year-end

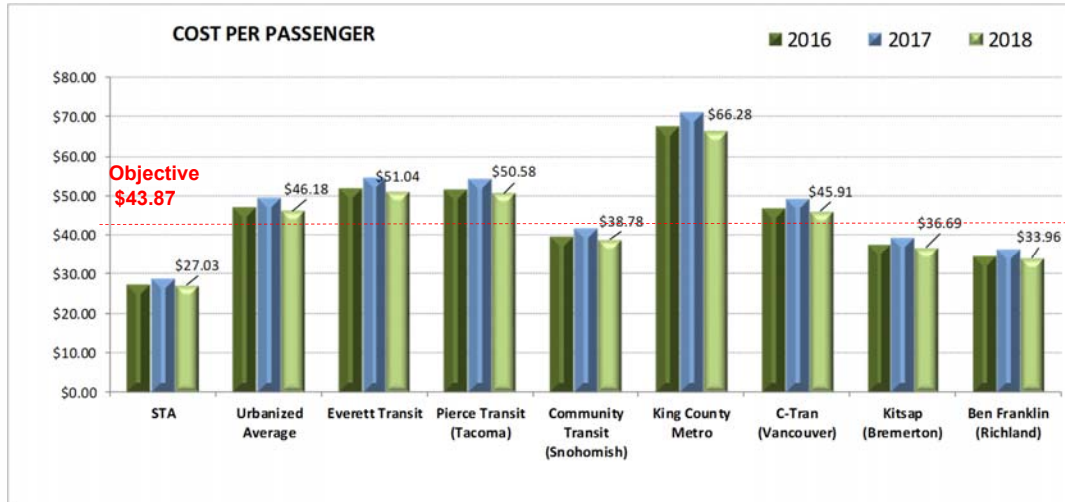
**STA 2018 data reflects year-to-date 2nd quarter**

- 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: 58.1% (STA - \$28.83; Urban Average - \$49.49)**

Notes:

Previous year results

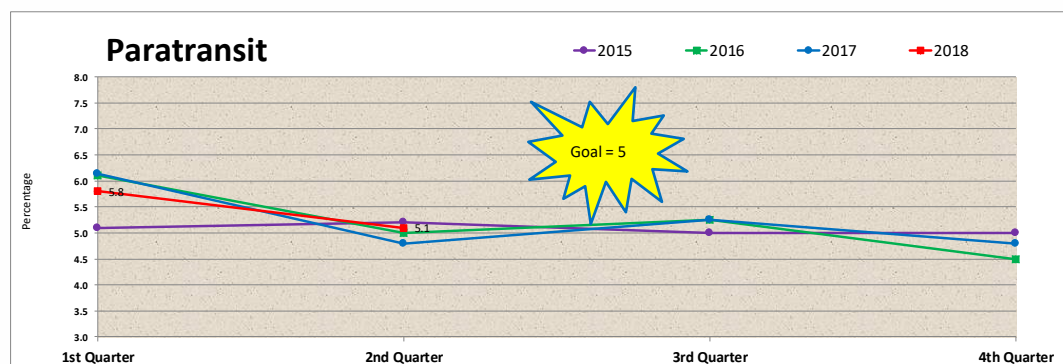
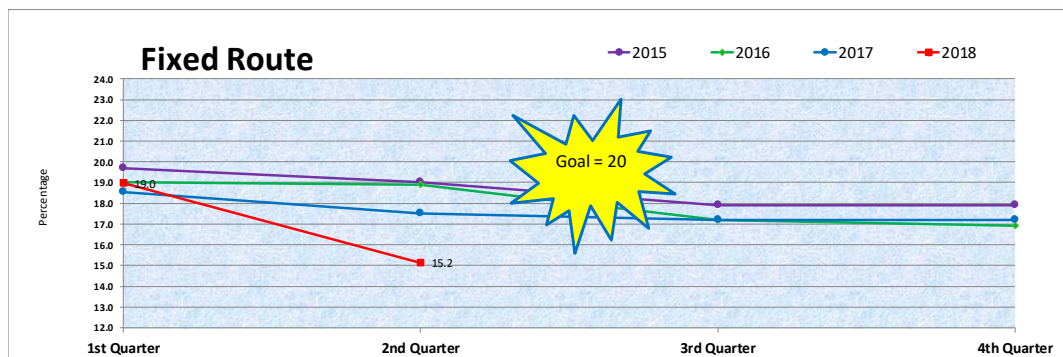
- 2016 data from NTD reports
- 2017 STA data reflects year-end

**STA 2018 data reflects year-to-date 2nd quarter**

- Expenditures will lag slightly until end of year



## Cost Recovery from User Fees



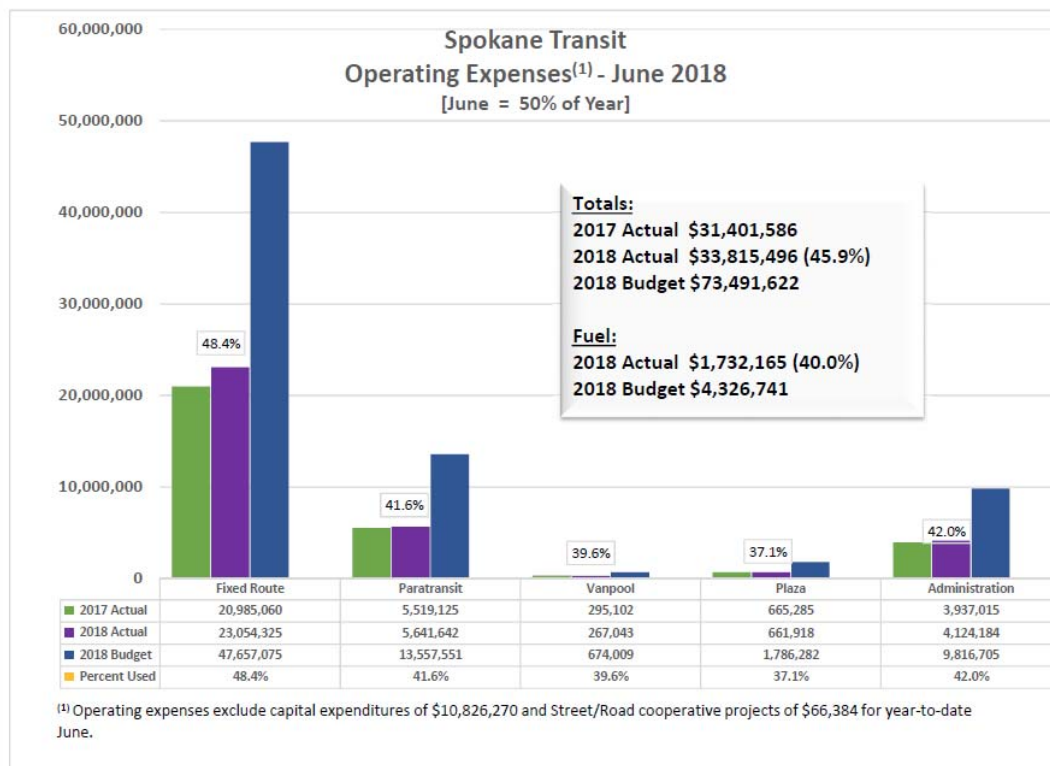
## Maintenance Cost

(Cost per Mile)

	2017	YTD 2018	GOAL
<b>Fixed Route</b>	\$1.18	\$1.20	\$1.28
<b>Paratransit</b>	\$0.90	\$0.89	\$0.92



## Financial Management



## 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	3.73	Score 4.5

\* Survey completed in 2017



## Ensure Safety

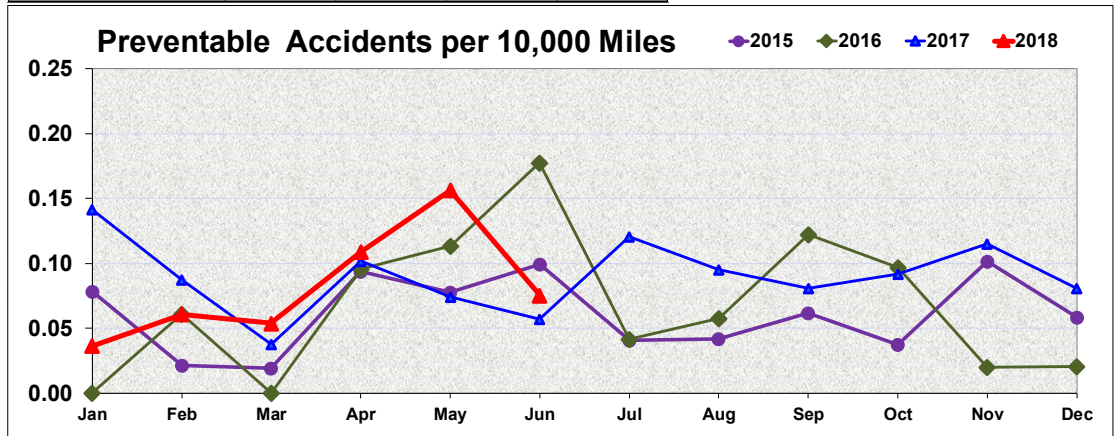
### 2 Performance Measures:

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



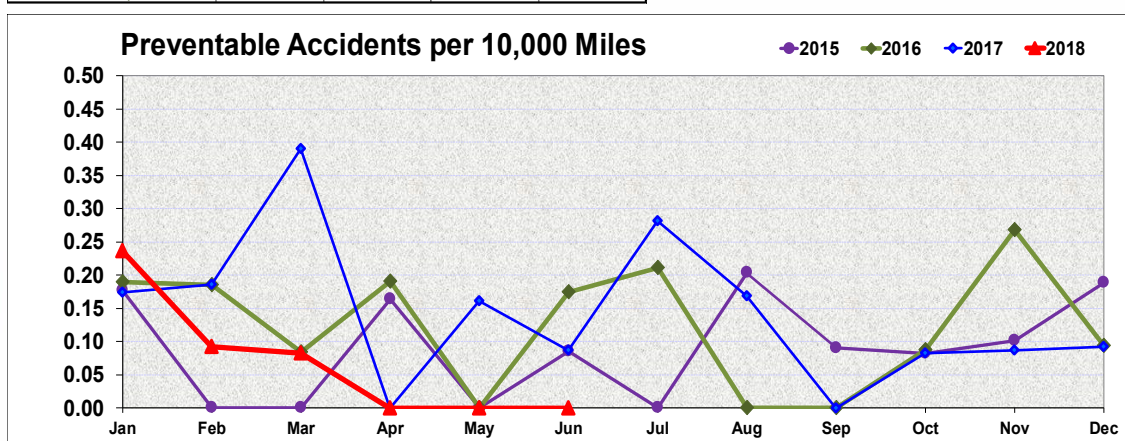
Fixed Route				
	2015	2016	2017	2018
Jan	4	0	7	2
Feb	1	3	4	3
Mar	1	0	2	3
Apr	5	5	5	6
May	4	6	4	9
Jun	5	9	3	4
Jul	2	2	6	
Aug	2	3	5	
Sep	3	6	4	
Oct	2	5	5	
Nov	5	1	6	
Dec	3	1	4	
Total Prev. Accidents	37	41	55	27
YTD PREVENTABLE ACCIDENTS PER 10,000 MILES	0.06	0.07	0.09	0.08

## Preventable Vehicles Accidents



Paratransit				
	2015	2016	2017	2018
Jan	2	2	2	3
Feb	0	2	2	1
Mar	0	1	5	1
Apr	2	2	0	0
May	0	0	2	0
Jun	1	2	1	0
Jul	0	2	3	
Aug	2	0	2	
Sep	1	0	0	
Oct	1	1	1	
Nov	1	3	1	
Dec	2	1	1	
Total Prev. Accidents	12	16	20	5
YTD PREVENTABLE ACCIDENTS PER 10,000 MILES	0.09	0.12	0.15	0.07

## Preventable Vehicles Accidents





## Workers' Compensation - Time Loss

### Lost Time Days per 1,000 Hours

	2017	YTD 2018	Goal
<b>Fixed Route</b>	0.02	0.05	$\leq 0.02$
<b>Paratransit</b>	0.05	0.06	$\leq 0.04$
<b>Maintenance</b>	0.05	0.13	$\leq 0.05$



## Workers' Compensation - Claims

### Claims per 1,000 Hours

	2017	YTD 2018	Goal
<b>Fixed Route</b>	0.06	0.02	$\leq 0.05$
<b>Paratransit</b>	0.10	0.01	$\leq 0.08$
<b>Maintenance</b>	0.07	0.06	$\leq 0.09$

