

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Minutes of the August 31, 2022, Meeting
Via Virtual WebEx

MEMBERS PRESENT

Pam Haley, City of Spokane Valley*
Josh Kerns, Spokane County
Lori Kinnear, City of Spokane
Veronica Messing, City of Cheney (*Ex-Officio*)
Rhonda Bowers, Labor Representative (*non-voting*)
E. Susan Meyer, CEO (*Ex-Officio*)

MEMBERS ABSENT

Zack Zappone, City of Spokane
Don Kennedy, City of Medical Lake (*Ex-Officio*)

STAFF PRESENT

Brandon Rapez-Betty, Chief Operations Officer
Karl Otterstrom, Chief Planning and Development Officer
Monique Liard, Chief Financial Officer
Nancy Williams, Chief Human Resources Officer
Carly Cortright, Chief Communications and Customer Service Officer
Molly Fricano, Executive Assistant to the COO

PROVIDING LEGAL COUNSEL

Megan Clark, Etter, McMahon, Lamberson, Van Wert & Oreskovich, P.C.

**Committee Chairwoman*

GUESTS

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

Chair Haley called the meeting to order at 1:30 p.m. and roll call was conducted.

2. **COMMITTEE CHAIR REPORT**

Chair Haley had no report at this time.

3. **COMMITTEE APPROVAL**

A. **Minutes of the June 1, 2022, Committee Meeting**

Mr. Kerns moved to approve the June 1, 2022, Committee meeting minutes. Ms. Haley seconded, and the motion passed unanimously.

4. **COMMITTEE ACTION**

A. **Board Consent Agenda**

1. **On-Call Architectural and Engineering Consulting Services: Award of Contract**

Mr. Otterstrom provided an overview of the 5-year on-call services contract and discussed the types of services included in the contract. He explained the procurement process timeline and the evaluation criteria and scoring. Coffman Engineers, Inc. is the lead firm with an average score of 96.4, and the second firm is KPFF, Inc. with an average score of 91.1.

Ms. Kinnear moved to recommend the Board authorize the contract negotiations between STA and Coffman Engineers, Inc., for the 5-year On-Call Architectural and Engineering Consulting Services contract, and authorize the CEO to execute said

contract if the terms are deemed to be fair and reasonable and in the best interest of STA. Furthermore, if said terms cannot be agreed to, authorize the CEO to proceed with said negotiations and contract execution with KPFF, Inc. Mr. Kerns seconded, and the motion passed unanimously.

B. Board Discussion Agenda (None)

5. REPORTS TO COMMITTEE

A. 2021 Fixed Route System Performance Report

Mr. Otterstrom explained that for the past thirteen (13) years STA has published both a fixed route and facilities performance report annually, but as of 2018 both reports were combined. The report data is focused on fixed-route bus service and related passenger facilities. Mr. Otterstrom discussed the impact Covid-19 has had on ridership. He reported routes with the lowest and highest decrease in ridership, as well as the top ten (10) routes which performed above average. Mr. Otterstrom shared results regarding bus stop and service availability, transit shelters, passenger and operational facility improvements, and the top five (5) boarding locations without shelters and park and ride lots. He explained Route Profile Sheets, which are available in the full 2021 Annual Performance Report.

B. 2nd Quarter 2022 Performance Measures

Mr. Rapez-Betty presented the 2nd Quarter 2022 Performance Measures Summary. Each performance measure relates to a specific Spokane Transit priority. These quantifiable benchmarks demonstrate the agency's commitment to accountability. He advised the full packet of Performance Measure results for the 2nd Quarter may be viewed on the STA website through the link provided on the packet cover page. Mr. Rapez-Betty presented a summary of the 2nd Quarter Performance Measures and highlighted the Ridership data.

Fixed Route: Ridership for Fixed Route ended the quarter up 24.8% compared to ridership in the 2nd quarter of 2021. Fixed Route provided 3,083,782 trips in 2022 vs. 2,470,537 in 2021. The ridership goal for Fixed Route in 2022 is a 20.3% increase from 2021 (approximately 6.3 million trips).

Paratransit: Ridership for Paratransit ended the quarter up 41.0% compared to ridership in the 2nd quarter of 2021. Paratransit provided 156,193 trips in 2022 vs. 110,737 in 2021. The ridership goal for Paratransit in 2022 is a 11.2% increase from 2021 (approximately 277,000 trips).

Vanpool: Ridership for Vanpool ended the quarter up 21.7% compared to ridership in the 2nd quarter of 2021. Vanpool provided 42,210 trips in 2022 vs. 34,695 in 2021. The ridership goal for Vanpool in 2022 is a 25.7% increase from 2021 (approximately 88,000 trips).

C. Fare Collection System Update

Ms. Liard provided a recap of the new fare collection system and gave an update on recent progress made. There was a press release describing customer benefits and announcing the new system launch on October 1, 2022. Ms. Liard provided a timeline which covered the public launch in October, No Fare November, account credit for the top 100 riders from No Fare November, and the addition of InComm Retailers for purchasing Connect cards. System testing will be completed in two phases. Phase 1, which was from June 15 – July 31, included 30 STA employees. Phase 2, which started on August 8 and ends on September 30, includes 60 members from the public. Overall, the feedback has been positive. Ms. Liard described the marketing and education plan which will include hands-on personnel called "Connectors" who will be present on buses and at the Plaza to assist riders and ensure they have a positive

experience while learning the new system. Ms. Liard provided additional information on the new website, Connect card packaging, Connect brochure, and fare mobile app.

6. CEO REPORT

- Ms. Meyer reported the August 2022 voter-approved sales tax revenue, collected on June sales, had a budget of \$9.85M. The actual receipts were \$10.29M, which is 4.5% above budget and totaling approximately \$441,741. Year-to-date is 4.1% above budget and totaling approximately \$2.9M.
- Ms. Meyer shared an email she wrote to the STA Board regarding the approved partnership between STA and Spokane Public Schools (SPS) which will allow eligible high school students to ride STA buses. Students who reside outside a 1.5 mile walk area from the school, and who are a reasonable distance to transit, are eligible to participate in this program. This special program for SPS includes summer passes for students to use at the beginning of the school year until Connect cards are available on October 1, 2022. SPS created and handed out the summer passes. Students will ride on regular routes, but STA will add two tripper buses to accommodate the high capacity before and after school. SPS will reimburse STA for the cost of the additional tripper buses. They will also compensate STA for fares for students nineteen (19) years of age or older. In this partnership, STA and SPS are managing and sharing those additional costs. Ms. Meyer thanked STA staff for their hard work in a short time frame to make this achievement happen.

7. COMMITTEE INFORMATION

- A. July 2022 Operating Indicators
- B. July 2022 Financial Results Summary
- C. August 2022 Sales Tax Revenue
- D. June 2022 Semi-Annual Financial Reports
- E. 2nd Quarter 2022 Service Planning Input Report

8. October 5, 2022 – COMMITTEE MEETING DRAFT AGENDA REVIEW

The October 5, 2022, Performance Monitoring & External Relations Committee Meeting draft agenda was reviewed. There were no changes at this time.

9. NEW BUSINESS

None

10. COMMITTEE MEMBERS' EXPRESSIONS

None

11. ADJOURN

With no further business to come before the Committee, Chair Haley adjourned the meeting at 2:31 p.m.

The next committee meeting will be held on Wednesday, October 5, 2022, at 1:30 p.m. via WebEx.

Respectfully submitted,

Molly Fricano

Molly Fricano

Executive Assistant to the Chief Operations Officer