

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

## PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, June 1, 2022

1:30 p.m. – 3:00 p.m.

### Via Virtual Conference

**Committee Members:** [JUNE COMMITTEE MEMBER LINK](#)

**General Public:** [JUNE GUEST AND ATTENDEE LINK](#)

**Audio Conference:** Call the number below and enter the access code.  
+1-408-418-9388 | Access code: 2483 036 1930 | Password: 2022

### AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report *(10 minutes)*
3. Committee Action *(5 minutes)*
  - A. Minutes of the May 4, 2022, Committee Meeting -- *Corrections/Approval*
4. Committee Action *(20 minutes)*
  - A. Board Consent Agenda
    1. On-call Geotechnical, Environmental, & Special Inspection Services Award of Contract *(Otterstrom)*
  - B. Board Discussion Agenda *(none)*
5. Reports to Committee *(30 minutes)*
  - A. Fare Policy Revisions: Draft Recommendation-Zero-Fare for Youth *(Otterstrom/Liard)*
  - B. Fare Collection System Update *(Liard/Rapez-Betty)*
  - C. Disadvantaged Business Enterprise Program and Proposed Goal for Federal Fiscal Years 2023, 2024 and 2025 *(Liard)*
  - D. STA-Spokane Public Schools Update *(Otterstrom)*
6. CEO Report *(Susan Meyer) (15 minutes)*
7. Committee Information (no discussion/staff available for questions)
  - A. April 2022 Operating Indicators *(Rapez-Betty)*
  - B. April 2022 Financial Results Summary *(Liard)*
  - C. May 2022 Sales Tax Revenue *(Liard)*
8. Review July 6, 2022, Committee Meeting Agenda
9. New Business
10. Committee Members' Expressions *(10 minutes)*
11. Adjourn
12. Next Committee Meeting: Wednesday, July 6, 2022, at 1:30 a.m. via WebEx

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting at the 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. Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act. For more information, see [www.spokanetransit.com](http://www.spokanetransit.com). Upon request, alternative formats of this information will be produced for people who are disabled. The meeting facility is accessible for people using wheelchairs. For other accommodations, please call 325-6094 (TTY Relay 711) at least forty-eight (48) hours in advance.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

June 1, 2022

**AGENDA ITEM 2 :** COMMITTEE CHAIR REPORT

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Pamela Haley, Chair, Performance Monitoring & 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:** Information only.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

June 1, 2022

**AGENDA ITEM 3A :** MINUTES OF THE MAY 4, 2022, PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING – CORRECTIONS OR APPROVAL

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Brandon Rapez-Betty, Chief Operations Officer

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**SUMMARY:** Attached are the minutes of the May 4, 2022, Performance Monitoring and External Relations Committee meeting for corrections or approval.

**RECOMMENDATION TO COMMITTEE:** Corrections or approval.

Spokane Transit Authority  
1230 West Boone Ave.  
Spokane, WA 99201

## PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

**Draft** Minutes of the May 4, 2022, Meeting  
Via Virtual WebEx

### **MEMBERS PRESENT**

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

### **MEMBERS ABSENT**

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

*\*Committee Chairwoman*

### **STAFF PRESENT**

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

### **PROVIDING LEGAL COUNSEL**

Laura McAloon, McAloon Law PLLC

### **GUESTS**

Emily Arneson, Ombudsman & Accessibility Officer  
(*Staff Liaison to Citizen Advisory Committee*)

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#### 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 April 6, 2022, Committee Meeting**

**Mr. Kerns moved to approve the April 6, 2022, Committee meeting minutes. Ms. Haley seconded, and the motion passed unanimously.**

##### B. **Architectural & Engineering Consulting Services: Scope of Work Approval**

Mr. Otterstrom explained Spokane Transit's current five-year contract for Architectural and Engineering (A&E) on-call consulting services expires on October 31, 2022, therefore, a new procurement for on-call A&E consulting services is required to continue key capital projects and facility upgrades. Prospective consultants are evaluated based on qualifications. Mr. Otterstrom described the various projects which would fall under this contract. After reviewing the procurement schedule, the new contract would commence November 1, 2022.

**Ms. Haley moved to approve the attached general scope of work as presented and authorize staff to release an RFQ for Architectural and Engineering On-Call Consulting Services. Mr. Kerns seconded, and the motion passed unanimously.**

4. COMMITTEE ACTION

A. Board Consent Agenda

1. West Plains Connector Project Cooperative Agreement Approval

Mr. Otterstrom explained *STA Moving Forward* calls for more service to Airway Heights. He described the proposal would include street improvements and enable enhanced access to northwest Airway Heights along Routes 60 and 61. STA and the City of Airway Heights will collaborate on the planning, design, and construction of transit improvements. While the City of Airway Heights will manage design and construction, STA will cooperate with the City to complete the design of transit improvements.

**Mr. Kerns moved to approve the Board authorize the CEO execute the West Plains Connector Project Cooperative Agreement with the City of Airway Heights, providing funding of up to \$2,000,000.00 or 80% of the total project cost. Ms. Haley seconded, and the motion passed unanimously.**

B. Board Discussion Agenda (*no items were presented this month*)

5. REPORTS TO COMMITTEE

A. 1st Quarter 2022 Performance Measures

Mr. Rapez-Betty presented the 1<sup>st</sup> 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 1<sup>st</sup> Quarter which are on the STA website are also provided [HERE](#). Mr. Rapez-Betty presented a summary of the 1<sup>st</sup> Quarter Performance Measures website presentation and highlighted the Ridership data.

B. 2021 Bus Rider Survey Results Summary

Mr. Rapez-Betty presented the 2021 Rider Survey, conducted by Zilo International, which gathered opinions, insights, and feedback from riders living within the Public Transportation Benefit Area regarding their perceptions about the services provided by STA. Due to the COVID-19 pandemic, a survey in 2020 was not conducted, and the 2021 survey was conducted online. Mr. Rapez-Betty explained the survey collected 672 responses from Monday, October 18, 2021, to Sunday November 21, 2021. Overall, the survey shows STA performing well in customer service, safety and driver courtesy.

C. 2021 Community Perception Survey Results Summary

Mr. Rapez-Betty presented the 2021 Community Perception Survey Results Summary procured by Critical Data, Inc. Telephone surveys were conducted of 400 adults who reside within Spokane Transit Authority's Public Transportation Benefit Area (PTBA) in December 2021. A key takeaway which Mr. Rapez-Betty shared:

Question: The overall job STA is doing in providing public transportation service in the Spokane area?

Answer: 3.75 – up slightly from the 2020 study findings; 64.5% rated STA at a '4' or a '5' on a 5-point scale.

D. Fare Policy Revisions: Preliminary Proposal – Zero-Fare for Youth

Mr. Otterstrom provided background information on the Transit Support Grant Program which was created by the State Legislature to provide direct funding allocations for transit agencies. To be eligible for the state funding over the 16-year period, agencies must implement a “zero-fare policy” for youth ages 18 and younger. To be eligible to receive grant allocation, verification must be submitted to the State Department of Transportation by October 1, 2022.

Mr. Otterstrom presented the proposed revisions to STA’s fare structure tables and explained the public outreach period would take place in May and June in preparation for a Public Hearing at the STA Board Meeting in June 2022.

6. CEO REPORT

- Ms. Meyer reported the April 2022 voter-approved sales tax revenue, collected on February sales, had a budget of \$7.3M. The actual receipts were \$7.9M, which is 8.4% above budget and totaling approximately \$600,000. Year-to-date sales tax revenue is 8.7% above budget, totaling approximately \$2.8M.
- Ms. Meyer stated Bloomsday service was a success. STA had forty-six coach operators providing service from five locations, approximately twenty supervisors, and twenty-two volunteers. The ridership was about half of what we had in 2019, the last year before the pandemic.
- Ms. Meyer reminded everyone of the Board Workshop on the 19<sup>th</sup> of May from 11:30am – 1:15pm prior to the Board Meeting. The purpose of this workshop is to review the strategic plan project status. Input will be reviewed which has been received from Board Members, Community Leaders, and employees. The research and analysis from the consultant will be reviewed to help understand transit trends in our community as we begin thinking about the 2025-2035 period of time. Lunch will be provided.

7. COMMITTEE INFORMATION

- A. March 2022 Financial Results Summary
- B. April 2022 Sales Tax Revenue
- C. 1<sup>st</sup> Quarter 2022 Service Planning Input Report
- D. March 2022 Operating Indicators

8. JUNE 1, 2022 – COMMITTEE MEETING DRAFT AGENDA REVIEW

The June 1, 2022, Performance Monitoring and 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, June 1, 2022, at 1:30 p.m. via WebEx.

Respectfully submitted,

*Molly Fricano*

Molly Fricano

Executive Assistant to the Chief Operations Officer

## SPOKANE TRANSIT AUTHORITY

### PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

June 1, 2022

**AGENDA ITEM 4A1:** ON-CALL GEOTECHNICAL, ENVIRONMENTAL, AND SPECIAL INSPECTION SERVICES AWARD OF CONTRACT

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Karl Otterstrom, Chief Planning and Development Officer  
Jessica Charlton, Senior Project Manager

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**SUMMARY:** Spokane Transit (STA) currently maintains a 5-year On-Call Geotechnical, Environmental, and Special Inspections Services contract. This contract is set to expire on July 31, 2022. As part of the process of procuring a consultant to continue this on-call service, staff are seeking board authorization to negotiate and award a new five-year contract with the most qualified engineering consultant team, Budinger & Associates, Inc., identified through an open, competitive procurement process as outlined below.

**BACKGROUND:** In preparation for acquiring a new five (5) year contract on March 2, 2022, the Performance Monitoring and External Relations Committee (PMER) approved the Scope of Work (SOW) for Geotechnical, Environmental, and Special Inspections On-Call Consulting Services and authorized staff to release a Request for Qualifications (RFQ).

Based on analysis of the past five years of similar work, the potential value for this contract is estimated at \$144,000 - \$417,000 per year, dependent on the type and amount of projects in any given year. The approved general scope of work includes all aspects and phases of engineering, design, and consultation for geotechnical, environmental and materials inspection consulting services, as well as related engineering services such as cost estimating, plan reviews and project documentation.

The Scope of Work and RFQ were publicly advertised and issued to twenty-two (22) firms on March 23, 2022. Two Addenda were issued during the procurement. The Statement of Qualifications was due by April 21, 2022. STA received two (2) complete responses from interdisciplinary teams that included a number of subconsultants.

An evaluation committee composed of internal stakeholders participated in the review on May 3, 2022. These two (2) firms were invited to make presentations on May 12, 2022. For each round of evaluation, members of the committee scored the qualifications of the consultant firms based on the following criteria:

- Previous performance and relative experience (40 points)
- Management plan and key personnel (40 points)
- Project Management and coordination experience (10 points)
- References (10 points)



Based on independent scoring of the written materials and the presentations made by the consultant team, the committee reached the following composite scores (based on a maximum score of 100):

Lead Firm	Average Score
Budinger & Associates, Inc.	89
Strata, Inc.	86

While each of the firms had impressive credentials and expertise, Budinger & Associates, Inc., was determined to be the most qualified firm by the evaluation committee. This firm, along with their sub-consultants, possess a wide variety of successful experience in geotechnical, environmental, and special inspections engineering and design services working with public agencies, and ensuring compliance with federal contracting requirements.

As a qualifications-based procurement process that is required for all engineering and architectural services, STA is required to negotiate with the most qualified firm. If we cannot successfully agree on a fair and reasonable price, staff will cease negotiations with Budinger & Associates, Inc., and begin negotiations with the second-most qualified firm (Strata, Inc.).

**RECOMMENDATION TO COMMITTEE:** Recommend the Board authorize contract negotiations between STA and Budinger & Associates, Inc., for the 5-year On-Call Geotechnical, Environmental, and Special Inspections 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 Strata, Inc.

## SPOKANE TRANSIT AUTHORITY

### PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

June 1, 2022

**AGENDA ITEM 5A:** FARE POLICY REVISIONS: DRAFT RECOMMENDATION – ZERO-FARE FOR YOUTH

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Karl Otterstrom, Chief Planning and Development Officer  
Monique Liard, Chief Financial Officer

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**SUMMARY:** Staff will present the draft recommendation for the Zero-Fare for Youth policy for review, an update on the public outreach conducted to date, and the initial results from the Title VI Equity Analysis. The public hearing on the Zero-Fare for Youth policy will be at the STA Board of Directors meeting on June 16, 2022. The draft resolution for any action resulting from the evaluation of this proposed revision will be presented to this Committee and the Board in July 2022.

**BACKGROUND:** In May 2022, staff presented to this Committee and the Board the proposed preliminary revisions of a zero-fare policy for youth, ages 18 and younger, so STA can access Transit Support Grant funding available under the Move Ahead Washington legislation approved by the legislature this year.

#### **Fare Structure Proposal and Operational Considerations**

Staff has included, for review, the recommended fare structure tables reflecting the adoption of a zero-fare policy both prior to and after the implementation of STA's new fare collection system.

Staff recognizes that this policy revision has operational implications, including age verification, distribution of fare media, and anticipated ridership demand changes, particularly related to transportation to and from schools.

#### **Public Outreach**

STA is seeking public input on the proposed fare policy. Beginning in early May, STA started a public outreach campaign to collect feedback on the proposed fare policy. A public survey was posted to the website and social media on May 12, 2022. The survey will remain open until the public hearing at the STA Board meeting on June 16, 2022.

Importantly, this engagement effort will be done in a way to advance transportation equity. The Federal Transit Administration requires transit agencies to analyze any fare change for potential impacts to populations protected under Title VI of the Civil Rights Act along with executive orders that aim to ensure government action does not impose a disparate impact on minority populations or a disproportionate burden on low-income populations (as defined by STA policy in *Connect Spokane*). Staff will present on the initial Title VI analysis, based on demographic analysis and early outreach.

**RECOMMENDATION TO COMMITTEE:** Information only.

## **STA POLICY**

### **01-006 Fares**

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The Board of Directors shall structure fares establishing a base fare, categories of prepaid fares, special fare programs, and the pricing of such fares and programs.

Spokane Transit Authority (STA) shall establish and maintain an equitable and effective fare system in support of Connect Spokane, STA's Comprehensive Plan for Public Transportation. STA's fare structure will comply with all Federal and State regulatory requirements. STA's fare structure shall be designed with a primary goal of encouraging ridership.

This policy applies to all STA fare services.

#### **Approval Authority**

The Chief Executive Officer will present to the Board of Directors for approval all proposed discounts to base fare rates, including special fare rates and services such as pilot programs and community events.

The Chief Executive Officer will provide notice to the Board of Directors of the following:

- A. The result of Universal Transit Access Pass (UTAP) agreements
- B. Agreements for bulk pass purchases over \$200,000
- C. Fare suspensions or reductions resulting from a declared emergency
- D. Adoption of new fare media and modifications to existing fare media

The Board of Directors may delegate approval authority under this policy to a designee.

#### **APPROVED BY**

Chief Executive Officer

  
E. Susan Meyer

2.10.2022  
Date

Effective: January 20, 2022

#### **RELATED INFORMATION**

Board Resolution 791-22, Fares, Zones and Passes – Adopted 01/20/2022

[Fixed Route and Paratransit Fares](#)

[Vanpool Fares](#)

[Special Event Fares](#)

[Connect Spokane: A Comprehensive Plan for Public Transportation](#)

[Bylaws of the Spokane County Public Transportation Benefit Area](#)

[RCW 36.57A.230 through 36.57A.245 – Public Transportation Fares](#)

[Title VI, Civil Rights Act of 1964](#)

[Title VI Equity Analysis](#)

[Public Outreach Summary](#)

[STA Available Fare Types by Media](#)

[STA Fare Programs](#)

[STA Fare Media](#)

### Fixed Route and Paratransit Fares *(currently in effect)*

GENERAL PUBLIC  Fare Type	Adult (1)	Reduced Fare (2)			Paratransit (3)
		Youth (Ages 6-18)	Student	Reduced Fare	
Two-Hour Pass / Cash	\$ 2.00	\$ 2.00	\$ 2.00	\$ 1.00	\$ 2.00
Day Pass	\$ 4.00	\$ 4.00	\$ 4.00	\$ 4.00	N/A
7-day Rolling Pass	\$ 17.00	\$ 17.00	\$ 17.00	\$ 17.00	N/A
31-day Rolling Pass	\$ 60.00	\$ 40.00	N/A	\$ 30.00	N/A
Monthly Pass (4)	N/A	N/A	\$ 52.00	N/A	N/A
Paratransit Monthly Pass	N/A	N/A	N/A	N/A	\$ 60.00
Summer Youth Pass (5)	N/A	\$ 60.00	N/A	N/A	N/A
Shuttle Park (6)	\$ 40.00	N/A	N/A	N/A	N/A

(1) Up to three children under age six ride free with an adult, youth, student, reduced fare or paratransit passenger - children under age six are not permitted to ride unaccompanied

(2) Reduced Fare programs require verification of eligibility.

(3) Personal Care Assistant (PCA) rides free on Paratransit or Fixed Route with paid paratransit rider (needs no identification, however, the person with whom they are traveling must have "PCA" on their ADA paratransit identification card)

(4) Monthly Student Pass is priced as a 31-day adult pass with discount applied, subject to enrollment and verification by STA in accredited educational program

(5) Three-month youth pass valid June through August *(currently piloted at no cost to rider)*

(6) Includes parking at a designated parking lot, as stipulated in the Shuttle Park pass agreement

### Fixed Route and Paratransit Fares *(proposed to be in effect)*

GENERAL PUBLIC Fare Type	Adult (1)	Reduced Fare (2)			Paratransit (3)
		Youth (Ages through 18) (5)	Student	Reduced Fare	
Two-Hour Pass / Cash	\$ 2.00	Zero Fare	\$ 2.00	\$ 1.00	\$ 2.00
Day Pass	\$ 4.00	Zero Fare	\$ 4.00	\$ 4.00	N/A
7-day Rolling Pass	\$ 17.00	Zero Fare	\$ 17.00	\$ 17.00	N/A
31-day Rolling Pass	\$ 60.00	Zero Fare	N/A	\$ 30.00	N/A
Monthly Pass (4)	N/A	N/A	\$ 52.00	N/A	N/A
Paratransit Monthly Pass	N/A	N/A	N/A	N/A	\$ 60.00
Summer Youth Pass (5)	N/A	Zero Fare	N/A	N/A	N/A
Shuttle Park (6)	\$ 40.00	N/A	N/A	N/A	N/A

(1) Up to three children under age six ride free with an adult, youth, student, reduced fare or paratransit passenger - children under age six are not permitted to ride unaccompanied

(2) Reduced Fare programs require verification of eligibility.

(3) Personal Care Assistant (PCA) rides free on Paratransit or Fixed Route with paid paratransit rider (needs no identification, however, the person with whom they are traveling must have "PCA" on their ADA paratransit identification card)

(4) Monthly Student Pass is priced as a 31-day adult pass with discount applied, subject to enrollment and verification by STA in accredited educational program

(5) Through the Washington State Transit Support Grant, all Youth Fares to Age 18 will be at no-cost to rider so long as the Transit Support Grant is in place. If the Transit Support Grant is rescinded or not renewed, Youth Fares will be reinstated at their previously approved levels

(6) Includes parking at a designated parking lot, as stipulated in the Shuttle Park pass agreement

**Fixed Route and Paratransit Fares** *(effective with fare collection system implementation)*

GENERAL PUBLIC Fare Type	Standard Fare (1)	Reduced Fare (2)					Paratransit (3)
		Rider-In-Training (Ages 6-12)	Rider's License (Ages 13-18) (7)	Student	Honored Rider	Stars & Stripes	
One Ride (4)	\$ 2.00	Zero Fare	Zero Fare	\$ 2.00	\$ 1.00	\$ 1.00	\$ 2.00
Farecapping - Daily (5)	\$ 4.00	N/A	Zero Fare	\$ 4.00	\$ 2.00	\$ 2.00	\$ 4.00
Farecapping - Monthly (6)	\$ 60.00	N/A	Zero Fare	\$ 48.00	\$ 30.00	\$ 30.00	\$ 60.00
7-day Rolling Pass	\$ 17.00	N/A	N/A	N/A	N/A	N/A	N/A
Summer Youth Pass (7)	N/A	N/A	Zero Fare	N/A	N/A	N/A	N/A
Shuttle Park (8)	\$ 40.00	N/A	N/A	N/A	N/A	N/A	N/A

GROUP SALES (9)			
Fare Type	Standard Fare (1)	Reduced Fare (2)	Paratransit (3)
Two-Hour Pass	\$ 2.00	\$ 1.00	\$ 2.00
Day Pass	\$ 4.00	\$ 2.00	\$ 4.00
7-day Rolling Pass	\$ 17.00	N/A	N/A
Monthly Pass	N/A	N/A	\$ 60.00
31-day Rolling Pass	\$ 60.00	\$ 30.00	N/A

(1) Up to three children under age six ride free with an adult, youth, student, reduced fare or paratransit passenger - children under age six are not permitted to ride unaccompanied

(2) Reduced Fare programs require verification of eligibility.

(3) Personal Care Assistant (PCA) rides free on Paratransit or Fixed Route with paid paratransit rider (needs no identification, however, the person with whom they are traveling must have "PCA" on their ADA paratransit identification card)

(4) Allows for travel up to two (2) consecutive hours after initial validation

(5) Maximum fare charged per day when paid with a smart card or mobile app

(6) Maximum fare charged per calendar month when paid with a smart card or mobile app

(5) Through the Washington State Transit Support Grant, all Youth Fares to Age 18 will be at no-cost to rider so long as the Transit Support Grant is in place. If the Transit Support Grant is rescinded or not renewed, Youth Fares will be reinstated at their previously approved levels

(8) Includes parking at a designated parking lot, as stipulated in the Shuttle Park agreement

(9) Limited use fare types available for quantity purchases only and not available to the general public

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

June 1, 2022

**AGENDA ITEM 5B:** FARE COLLECTION SYSTEM UPDATE

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** Monique Liard, Chief Financial Officer

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**SUMMARY:** Staff will provide an update on the Fare Collection System project.

**RECOMMENDATION TO COMMITTEE:** Information only.

## SPOKANE TRANSIT AUTHORITY

### PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

June 1, 2022

**AGENDA ITEM 5C :** DISADVANTAGED BUSINESS ENTERPRISE PROGRAM AND PROPOSED GOAL FOR FEDERAL FISCAL YEARS 2023, 2024 AND 2025

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Monique Liard, Chief Financial Officer  
Jordan Hayes-Horton, Sr. Procurement Manager and DBE Liaison

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**SUMMARY:** In response to Federal Transit Administration (FTA) requirements and in accordance with the regulations of the Department of Transportation's (DOT) Disadvantaged Business Enterprise (DBE) Program, staff has developed a proposed DBE goal for the next three federal fiscal years (FFY). This three-year goal captures as completely and accurately as possible, all the federally assisted contracting opportunities that staff reasonably anticipates over the next three federal fiscal years beginning October 1, 2022 through September 30, 2025.

A DBE is a for-profit small business concern where socially and economically disadvantaged individuals own at least a 51% interest and control management and daily business operations. African Americans, Hispanics, Native Americans, Asian-Pacific and Subcontinent Asian Americans, and women are presumed to be socially and economically disadvantaged.

The process of establishing a goal consists of reviewing STA's anticipated federally funded contracting opportunities for FFY 2023, 2024, & 2025. Staff researched the most recent census information to find firms in Spokane County for the classifications of anticipated work and compared the number of DBE firms to the total number of firms (non-DBE) available. The percentage of DBE firms in each category of work corresponds to the overall percentage goal for DBE utilization. Using the FTA-provided formula, staff has established an overall agency DBE goal for FFY 2023, 2024, & 2025 of .7530%.

STA's current goal for FFY 2020, 2021, & 2022, which the Board approved by resolution on July 25, 2019, was established at 1.13%. STA's actual DBE utilization through March 31, 2022 is .8943% as reported to FTA on June 1, 2022. April 1, 2022 through September 30, 2022 will be calculated and reported on December 1, 2022 and will contribute to STA's final 2020, 2021, & 2022 utilization percentage. It should be noted that FTA incorrectly input STA's goal into its tracking system at 0.49%, the goal for the preceding triennial period, and STA is therefore showing as meeting its DBE goal in the current period.

Pursuant to FTA policy, notice of the proposed three-year goal will be posted on the STA website on June 2, 2022. In addition, staff is seeking public participation from key stakeholders, including various small and disadvantaged business organizations and the local construction industry, to consult on the proposed goal prior to Board approval and submission to FTA which is due August 1, 2022.

STA's DBE Program encourages equal opportunity for all firms competing for federally funded contracts with STA. Eligibility for federal grants is contingent on compliance with the DBE Program. To ensure equal



Agenda Item 5C: Disadvantaged Business Enterprise Program and Proposed Goal for Federal Fiscal Years 2023, 2024 and 2025

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opportunity to compete for contracts, staff members will participate in local workshops to educate small and disadvantaged businesses on how to do business with STA. In addition, the DBE goal and solicitations for various contracting opportunities are distributed to DBE firms and are posted on STA's website. FTA's triennial reviews have found STA's DBE Program in compliance with federal requirements.

Staff will request adoption of the goal during the July Committee/Board cycle ahead of the required FTA submission date.

**RECOMMENDATION TO COMMITTEE:** Information Only

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

June 1, 2022

**AGENDA ITEM 5D:** STA-SPOKANE PUBLIC SCHOOLS UPDATE

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Karl Otterstrom, Chief Planning and Development Officer

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**SUMMARY:** Late last year, Spokane Public Schools (SPS) began to evaluate alternative methods to address transportation needs for its students. STA was invited to participate in initial efforts, providing information on public transportation services, both existing and planned. As the information was shared with a transportation work group organized by SPS, work group members recommended advancing expanded transit use as one of several ways to ease challenges the school district faces in meeting its transportation responsibilities. Based in part on this recommendation, the SPS Board of Directors directed its staff in April 2022 to explore opportunities to shift more high school student transportation needs to transit. STA has been actively partnering with SPS staff to evaluate feasibility of this alternative and staff will provide an update on these collaborative efforts during the Committee meeting.

**RECOMMENDATION TO COMMITTEE:** Information only.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

June 1, 2022

**AGENDA ITEM 6:** CEO REPORT

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** E. Susan Meyer, Chief Executive Officer

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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:** Information only .

## SPOKANE TRANSIT AUTHORITY

### PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

June 1, 2022

**AGENDA ITEM 7A:** APRIL 2022 OPERATING INDICATORS

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Brandon Rapez-Betty, Chief Operations Officer

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**SUMMARY:** There was 1 less weekday in April 2022 compared to April 2021.

#### **FIXED ROUTE**

The April total monthly ridership increased 21.6% (528,326 vs. 434,549) in April 2022 compared to April 2021. Average weekday ridership increased 26.3% (21,426 vs. 16,959) in April 2022 compared to April 2021.

#### **Detailed breakdown:**

- Adult Ridership increased 30.8% (330,451 vs. 252,719) in April 2022 compared to April 2021.
- Youth Ridership increased 75.0% (35,945 vs. 20,538) in April 2022 compared to April 2021.
- Reduced Fare/Paratransit Ridership decreased 2.0% (72,351 vs. 73,818) in April 2022 compared to April 2021.
- CCS Pass Ridership increased 65.5% (22,316 vs. 13,487) in April 2022 compared to April 2021.
- Eagle Pass Ridership increased 542.4% (38,945 vs. 6,062) in April 2022 compared to April 2021.

#### **PARATRANSIT**

Total ridership for Paratransit has increased 43.4% (28,488 vs. 19,873) in April 2022.

#### **Detailed breakdown:**

- Directly operated service increased 22.4% (14,595 vs. 11,923) in April 2022.
- Contracted service increased 73.9% (12,319 vs. 7,085) in April 2022.
- Special Use Van ridership increased 82% (1,574 vs. 865) in April 2022.

#### **VANPOOL**

Vanpool customer trips were up 28.8% in April 2022 vs April 2021 (7,417 vs 5,759). Vanpool vans in service increased 6.5% (66 vs 62 in 2021) in April 2022.

#### **CUSTOMER SERVICE/PASS SALES**

Total monthly pass sales increased 50.0% (6,463 vs 4,310 in 2021).

Adult Pass/Smartcard monthly pass sales increased 53.2% (2,914 vs. 1,902 in 2021).

- Shuttle Park monthly sales increased 90.4% (238 vs. 125 in 2021).
- 7-Day Pass/Smartcard monthly sales decreased 157.0% (776 vs. 302 in 2021).
- ESBP monthly sales decreased 2.1% (238 vs. 243 in 2021).

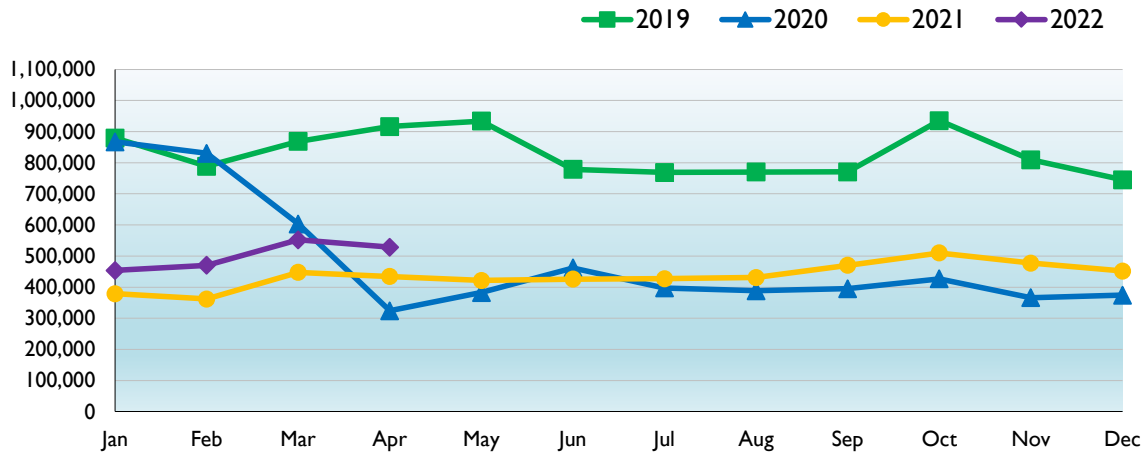
- Group Sales increased 80.0% in April 2022 (12,648 passes vs. 7,015 in 2021) .

UTAP monthly rides increased 178.5% (74,095 vs. 26,608 in 2021).

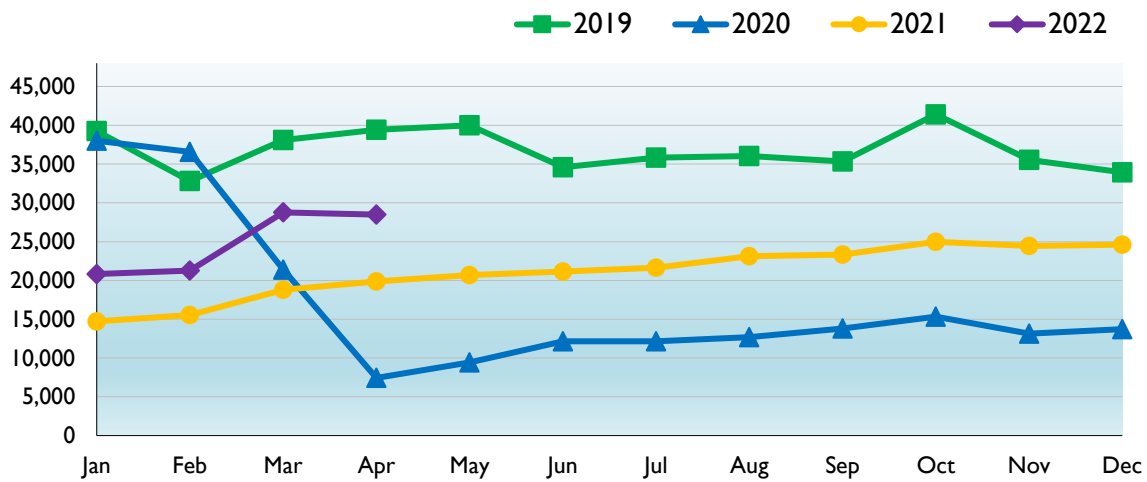
Community Access Pass (CAP) program sold 2,008 2hr passes and 3,334 Day passes in April. These passes are included in the Group pass sales above.

**RECOMMENDATION TO COMMITTEE:** Information only

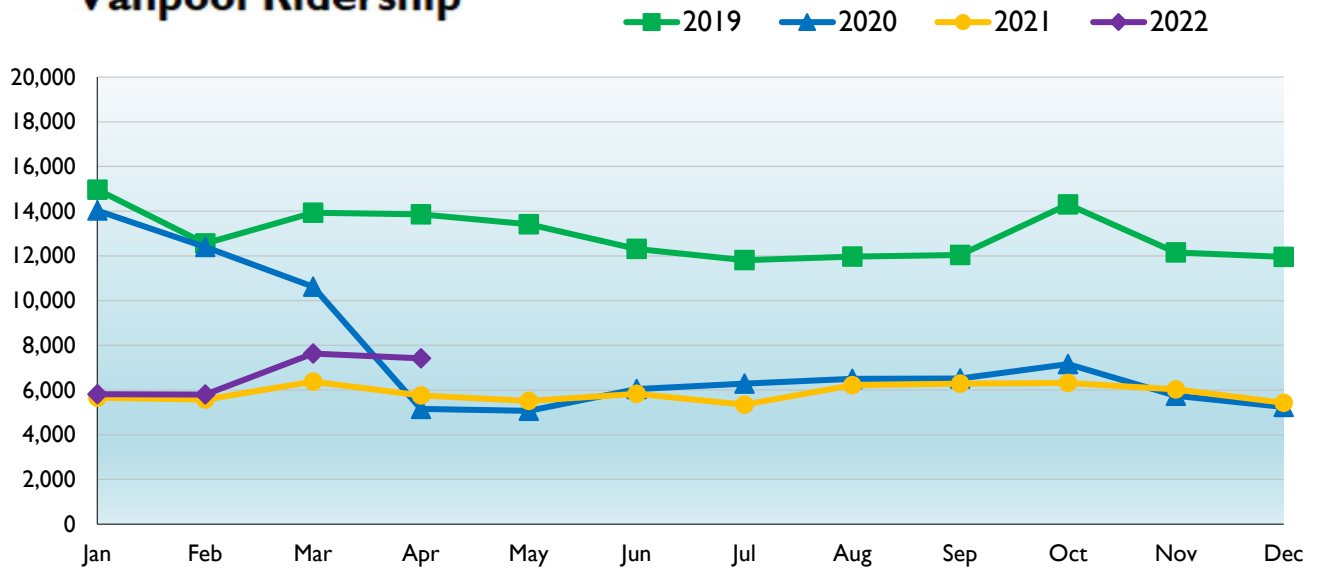
## Fixed Route Ridership



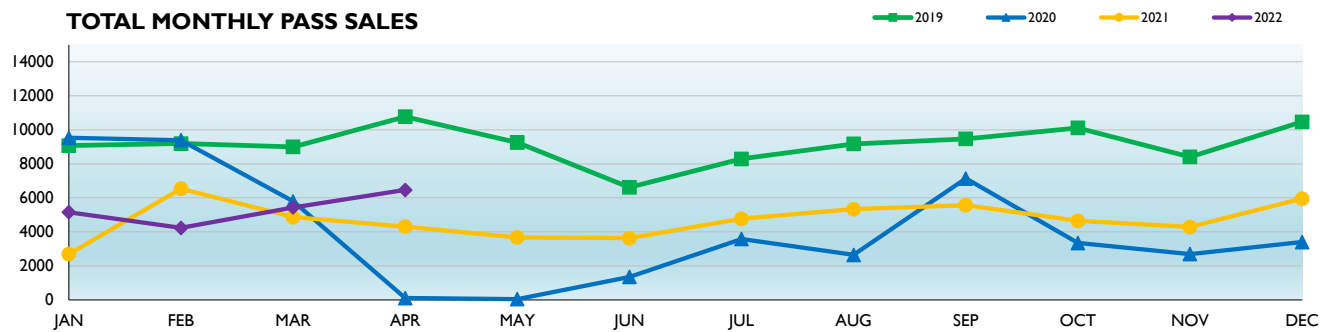
## Paratransit Ridership



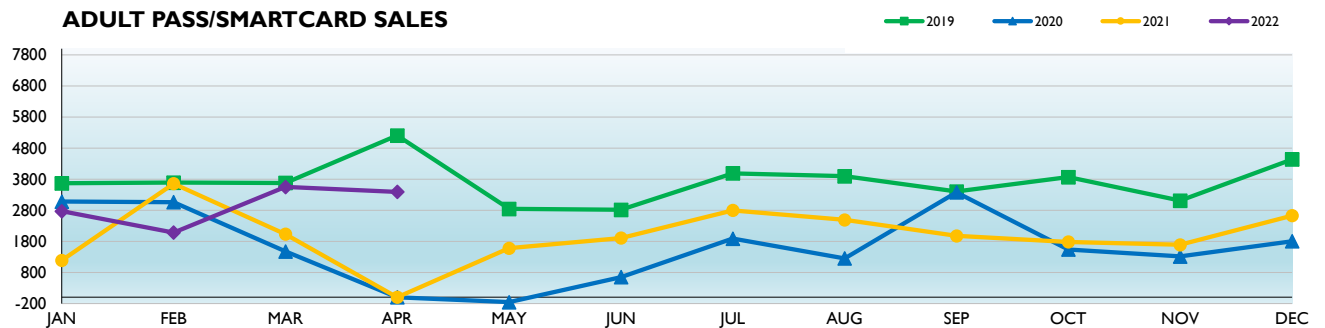
# Vanpool Ridership

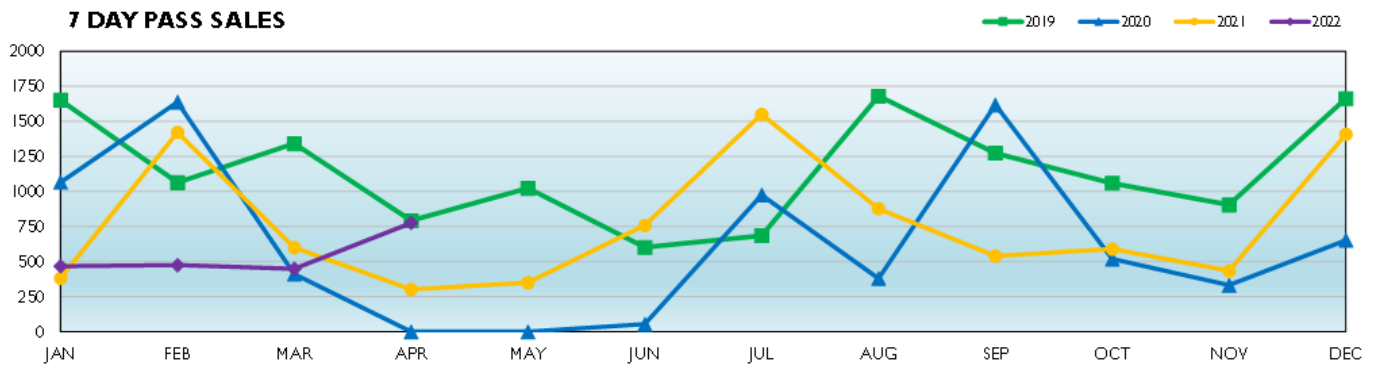
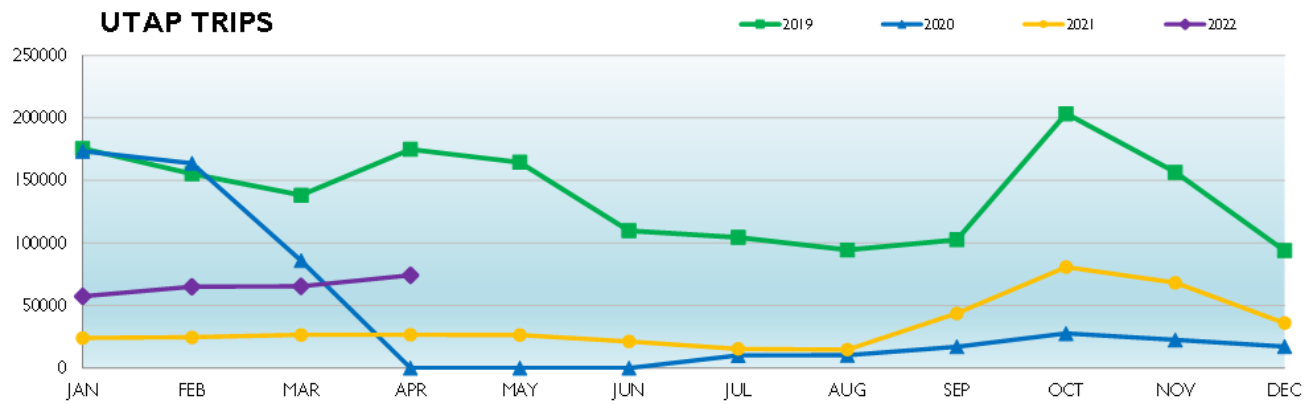


## TOTAL MONTHLY PASS SALES



## ADULT PASS/SMARTCARD SALES







**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

June 1, 2022

**AGENDA ITEM 7B :** APRIL 2022 FINANCIAL RESULTS SUMMARY

**REFERRAL COMMITTEE:** n/a

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

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**SUMMARY:** Attached are the April 2022 financial results. The charts are being shown with a comparison to the YTD budgetary and prior year actual values.

Revenue

Overall, April year-to-date revenue is 13.9% (\$6.2M) higher than budget impacted by the following:

- Fares & Other Transit Revenue is 2.2% lower than budget
- Sales Tax Revenue is 8.7% higher than budget
- Federal & State Grant Revenue is 35.2% higher than budget
- Miscellaneous Revenue is 0.5% higher than budget

Operating Expenses

Overall, April year-to-date operating expenses are 6.5% (\$1.9M) lower than budget influenced by the timing of payments as follows:

- Fixed Route is 5.3% lower than budget
- Paratransit is 9.9% lower than budget
- Vanpool is 6.0% lower than budget
- Plaza is 16.1% lower than budget
- Administration is 6.1% lower than budget

**RECOMMENDATION TO COMMITTEE:** Information only.

## Spokane Transit Revenues <sup>(1)</sup> - April 2022

40,000,000

35,000,000

30,000,000

25,000,000

20,000,000

15,000,000

10,000,000

5,000,000

### Totals:

**2021 YTD Actual**                 \$ 44,962,339

**2022 YTD Actual**               \$ 50,883,155 (13.9%)

**2022 YTD Budget**              \$ 44,654,794

**2022 Amended Budget**   \$ 145,244,932

	Fares & Other Transit Revenue	Sales Tax	Federal & State Grants	Miscellaneous
■ 2021 YTD Actual	2,034,481	30,677,499	11,597,561	652,798
■ 2022 YTD Actual	2,432,445	34,348,714	13,559,144	542,852
■ 2022 YTD Budget	2,486,301	31,597,825	10,030,285	540,383
2022 YTD Budget Variance	-2.2%	8.7%	35.2%	0.5%
2022 Amended Budget	7,458,902	106,074,026	30,090,854	1,621,150

(1) Above amounts exclude grants used for capital projects. Year-to-date April state capital grant reimbursements total \$120,505 and federal capital grant reimbursements total \$3,195,859.

## Spokane Transit Operating Expenses<sup>(1)</sup> - April 2022

20,000,000  
18,000,000  
16,000,000  
14,000,000  
12,000,000  
10,000,000  
8,000,000  
6,000,000  
4,000,000  
2,000,000

### Totals:

**2021 YTD Actual**           \$ 25,541,896  
**2022 YTD Actual**           \$ 27,970,922 (-6.5%)  
**2022 YTD Budget**           \$ 29,910,344  
**2022 Amended Budget**   \$ 93,987,403

### Fuel:

**2021 YTD Actual**           \$ 863,433  
**2022 YTD Actual**           \$ 1,624,732 (5.7%)  
**2022 YTD Budget**           \$ 1,536,647  
**2022 Amended Budget**   \$ 4,576,971

	Fixed Route	Paratransit	Vanpool	Plaza	Administration
2021 YTD Actual	17,653,116	3,981,029	162,429	589,405	3,155,917
2022 YTD Actual	18,846,804	4,488,762	203,840	687,809	3,743,707
2022 YTD Budget	19,904,444	4,980,357	216,961	820,190	3,988,392
2022 YTD Budget Variance	-5.3%	-9.9%	-6.0%	-16.1%	-6.1%
2022 Amended Budget	60,436,032	14,855,728	645,413	2,509,662	15,540,568

(1) Operating expenses exclude capital expenditures of \$5,359,861 and Street/Road cooperative projects of \$11,699 for year-to-date April 2022.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

June 1, 2022

**AGENDA ITEM 7C :** MAY 2022 SALES TAX REVENUE

**REFERRAL COMMITTEE:** n/a

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

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**SUMMARY:** Attached is the May 2022 voter-approved sales tax revenue information. May sales tax revenue, which represents sales for March 2022, was:

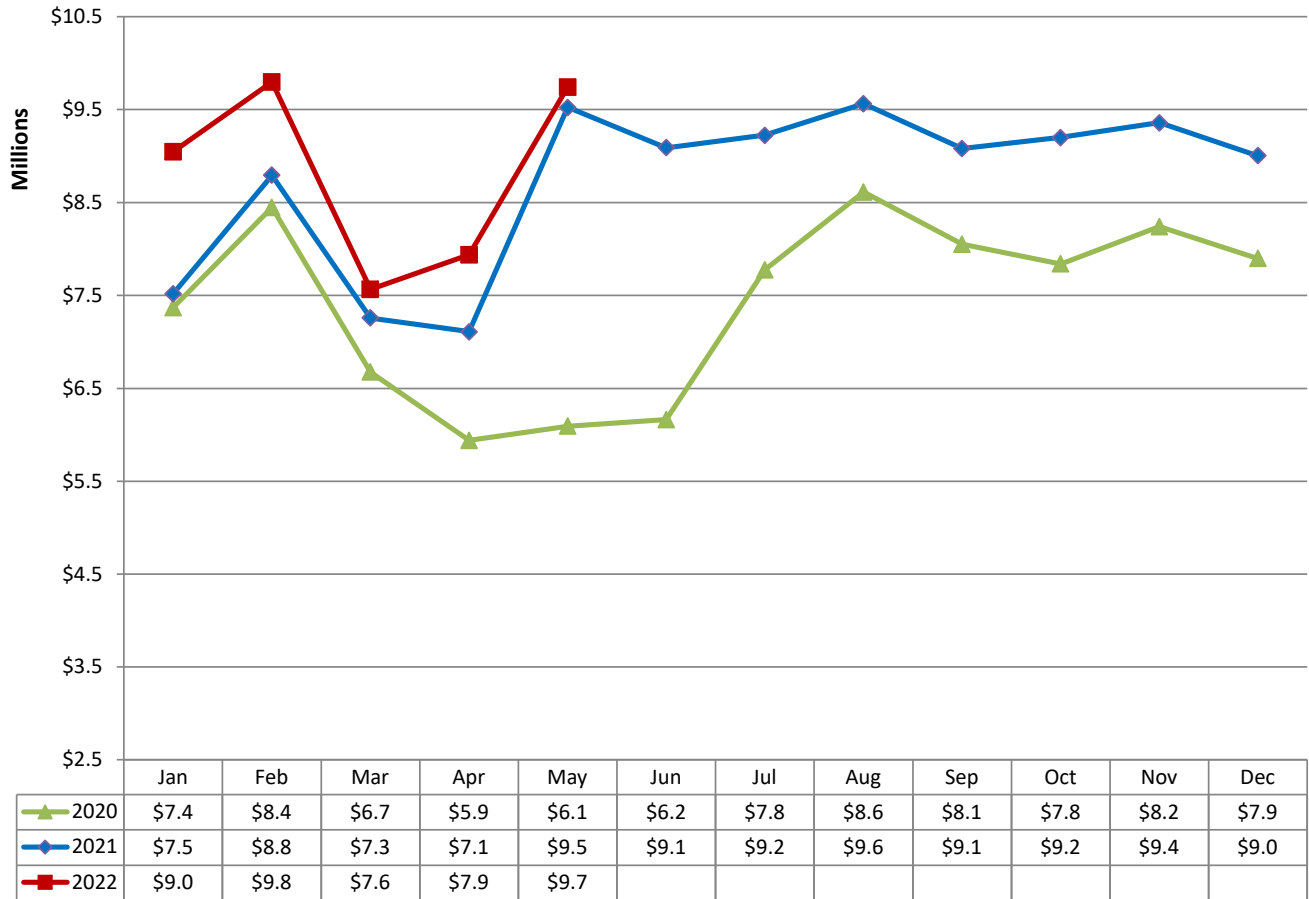
- 0.7% below 2022 budget
- 6.5% above YTD 2022 budget
- 2.3% above 2021 actual
- 9.7% above YTD 2021 actual

Total taxable sales for March were *up* 2.4% from March 2021 while March 2022 YTD sales were *up* 5.7% compared with March 2021 YTD. Retail, Construction and Accommodation and Food Services continue to be the top 3 rankings YTD:

- Retail Trade *decreased* by 4.6% (-\$27.9M) in March 2022 vs March 2021 and is *up* by 1.4% (\$20.7M) March 2022 YTD vs 2021 YTD
  - Other Misc. Store Retailers *increased* 7.8% or \$14.5M March 2022 YTD over 2021 YTD
  - Automobile Dealers *increased* 2.1% or \$6.1M March 2022 YTD over 2021 YTD
  - Grocery Stores *increased* 8.1% or \$5.7M March 2022 YTD over 2021 YTD
  - Electronics and Appliance Stores *increased* 4.5% or \$4.1M March 2022 YTD over 2021 YTD
  - Gasoline Stations *increased* 8.9% or \$3.2M March 2022 YTD over 2021 YTD
- Construction *decreased* by 5.8% (-\$10.4M) in March 2022 vs March 2021 and is *down* by 10.7% (-\$50.8M) March 2022 YTD vs 2021 YTD
- Accommodation and Food Services *increased* by 31.7% (\$30.2M) in March 2022 vs March 2021 and is *up* 39.5% (\$88.4M) March 2022 YTD vs 2021 YTD

**RECOMMENDATION TO COMMITTEE:** Information only.

## Sales Tax Revenue History-May 2022<sup>(1)</sup>



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

## 2020 - 2022 SALES TAX RECEIPTS <sup>(1)</sup>



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

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

June 1, 2022

**AGENDA ITEM 8 :** July 6, 2022 DRAFT COMMITTEE 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 Draft Agenda for the meeting of July 6, 2022.

**RECOMMENDATION TO COMMITTEE:** For discussion.

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

## PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, July 6, 2022  
1:30 p.m. – 3:00 p.m.

### Via Virtual Conference

**Committee Members:** [Insert Link here](#)

**General Public:** [Insert Link here](#)

**Audio Conference:** Call the number below and enter the access code.  
+1-408-418-9388 | Access code: **xx** | Password: 2022

### DRAFT AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report *(10 minutes)*
3. Committee Action *(5 minutes)*
  - A. Minutes of the June 1, 2022, Committee Meeting -- *Corrections/Approval*
  - B. Passenger Shelter Scope of Work Approval *((Otterstrom)*
4. Committee Action *(25 minutes)*
  - A. Board Consent Agenda
    1. Non-Diesel Replacements Contract: Final Acceptance *(Rapez-Betty)*
    2. Employee Vanpool Subsidy *(Williams)*
    3. Disadvantaged Business Enterprise Program and Proposed Goal for Federal Fiscal Years 2023, 2024 and 2025
  - B. Board Discussion Agenda *(none)*
    1. Fare Policy Revisions: Final Recommendation-Zero-Fare for Youth *(Otterstrom/Liard)*
5. Reports to Committee *(30 minutes)*
  - A. 2021 State Audit Exit Briefing *(Liard)*
  - B. 2022 Equal Employment Opportunity Program *(Williams)*
  - C. 2021 System Performance Report *(Otterstrom)*
  - D. 2022 Surplus Van Grant Program *(Rapez-Betty)*
6. CEO Report *(E. Susan Meyer) (15 minutes)*
7. Committee Information (no discussion/staff available for questions)
  - A. May 2022 Operating Indicators *(Rapez-Betty)*
  - B. May 2022 Financial Results Summary *(Liard)*
  - C. June 2022 Sales Tax Revenue *(Liard)*
8. Review August 31, 2022, Committee Meeting Agenda (September Meeting)
9. New Business

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting at the 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. Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act. For more information, see [www.spokanetransit.com](http://www.spokanetransit.com). Upon request, alternative formats of this information will be produced for people who are disabled. The meeting facility is accessible for people using wheelchairs. For other accommodations, please call 325-6094 (TTY Relay 711) at least forty-eight (48) hours in advance.



Spokane Transit Authority  
1230 West Boone Avenue  
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(509) 325-6000

10. Committee Members' Expressions (*10 minutes*)

11. Adjourn

12. Next Committee Meeting: Wednesday, August 31, 2022, at 1:30 a.m. via WebEx (September meeting)

*Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting at the 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. Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act. For more information, see [www.spokanetransit.com](http://www.spokanetransit.com). Upon request, alternative formats of this information will be produced for people who are disabled. The meeting facility is accessible for people using wheelchairs. For other accommodations, please call 325-6094 (TTY Relay 711) at least forty-eight (48) hours in advance.*

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

June 1, 2022

**AGENDA ITEM 9:** NEW BUSINESS

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** n/a

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

**RECOMMENDATION TO COMMITTEE:** For Information only.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

June 1, 2022

**AGENDA ITEM 10 :** 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:** For discussion.