

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

## PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, March 2, 2022, 1:30 p.m.

### Via Video Conference

**Committee Members:** [Committee Members Join Here](#)

**General Public:** [Attendees and Guests Join Here](#)

**Audio Conference:** Call the number below and enter the access code  
+1-408-418-9388 | Access Code: 2490 409 8039 | Password: 2022

### AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report (*5 minutes*)
3. Committee Action (*5 minutes*)
  - A. Minutes of the February 2, 2022, Committee Meeting – *Corrections/Approval*
  - B. Citizen Advisory Committee: New Member Appointment (*Rapez-Betty*)
  - C. On-Call Geotechnical Environmental and Special Inspection Services Scope of Work Approval (*Otterstrom*)
4. Committee Action
  - A. Board Consent Agenda (*10 minutes*)
    1. Boone South Energy Savings Contract: Final Acceptance (*Rapez-Betty*)
    2. Fuel Facility Project: Budget Adjustment and Award of Contract (*Rapez-Betty*)
    3. U-District Layover Contract: Final Acceptance (*Otterstrom*)
    4. Swiftly Software Award of Contract (*Otterstrom*)
  - B. Board Discussion Agenda (*none*)
5. Reports to Committee (*40 minutes*)
  - A. May 2022 Service Change Update (*Otterstrom*)
  - B. 2021 Unaudited Year-End Financial Report (*Liard*)
  - C. 2021 State Audit Timeline (*Liard*)
6. CEO Report (*15 minutes*)
7. Committee Information – no discussion/staff available for questions
  - A. February 2022 Sales Tax Revenue Information (*Liard*)
  - B. January 2022 Financial Results Summary (*Liard*)
  - C. January 2022 Operating Indicators (*Rapez-Betty*)
8. April 6, 2022, Committee Meeting Draft Agenda Review
9. New Business
10. Committee Members' Expressions
11. Adjourn

Next Committee Meeting: April 6, 2022, 1:30 p.m. via WebEx.

*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. Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964. 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 AND EXTERNAL RELATIONS COMMITTEE MEETING**

March 2, 2022

**AGENDA ITEM 2 :** 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:** Information only.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING**

March 2, 2022

**AGENDA ITEM 3A :** MINUTES OF THE FEBRUARY 2, 2021, PERFORMANCE  
MONITORING AND EXTERNAL RELATIONS COMMITTEE  
MEETING – CORRECTIONS OR APPROVAL

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** Molly Fricano, Executive Assistant to the Chief Operations Officer

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**SUMMARY:** Attached are the minutes of the February 2, 2021, Performance Monitoring and External Relations Committee meeting for corrections or approval.

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

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## PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

DRAFT

Minutes of the February 2, 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

\**Committee Chairwoman*

### STAFF PRESENT

Brandon Rapez-Betty, Chief Operations Officer/  
Interim Director of Communications & Customer  
Service  
Karl Otterstrom, Director of Planning and  
Development  
Monique Liard, Chief Financial Officer  
Nancy Williams, Director of Human Resources &  
Labor Relations  
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 the Clerk conducted roll call.

#### 2. COMMITTEE CHAIR REPORT

Chair Haley had no report at this time.

#### 3. COMMITTEE APPROVAL

##### A. Minutes of the December 1, 2021, Committee Meeting

**Mr. Kerns moved to approve the December 1, 2021, Committee meeting minutes. Ms. Kinnear seconded, and the motion passed unanimously.**

#### 4. COMMITTEE ACTION

##### A. Board Consent Agenda

##### 1. Fall Protection Contract: Final Acceptance

Mr. Rapez-Betty provided background on the Fall Protection contract. He advised the work was part of the Fall Protection capital project with an original budget of \$65,000. He noted costs associated with the project included but were not limited to A&E services, contingency funds, equipment purchases and sales tax. The project closed out at \$2,238 over its revised budget.

Staff recommended the Committee review and recommend the Board approve a motion to accept the contract with Walker Construction, Inc. for the Fall Protection project as complete, and authorize release of retainage security subject to receipt of such certificates and releases as are required by law.

**Ms. Kinnear moved to approve as presented. Mr. Kerns seconded, and the motion passed unanimously.**

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

5. REPORTS TO COMMITTEE

6. CEO REPORT

- Ms. Meyer reported on the January 2021 voter approved Sales Tax, which represents sales tax collected on sales two months prior. She explained the trend from 2021 continues where sales tax revenue of \$9M was received against a budget of \$7.7M. This is \$1.3M higher than budget or just under 17%.
- Ms. Meyer participated in a meeting with Governor Inslee about electrification of vehicles. In attendance were Transit General Managers, CEOs, Mayors, Council Members, and Council President Beggs from the City of Spokane.

Ms. Meyer reiterated STA's commitment to fleet electrification and noted STA can only replace clean diesel buses with electric if the funding to do so is available. It was discussed that battery technology continues to evolve. Since buses have not been operating on the road for several years yet, staff are watching bus performance and how the technology improves. Ms. Meyer also noted that while STA is not actively pursuing hydrogen fuel cell buses, staff are closely watching the development. One advantage of hydrogen buses is they require less physical space. Staff have planned, with Board approval, for forty battery electric buses to be received by the end of 2024. Currently, ten sixty-foot battery electric buses have been received for the City Line service. In 2023 there will be four additional battery electric buses, two from Proterra and two from New Flyer. The others will be purchased between now and 2024. Once those forty buses are received, STA will have maxed out the 68,000 square foot garage specifically built for battery electric buses.

- Ms. Meyer provided a State Legislature Update which included a discussion regarding a potential transportation revenue package. She noted there is hope that this package will include the Division Street Bus Rapid Transit (BRT) project. Ms. Meyer reminded the committee members that last year when the House and Senate Transportation Committees developed project lists for a significant package that would have included a gas tax increase and required bonding, the Division BRT Project was included for \$50M on both lists. This list might not require any bonding and could be smaller than the considered packages in 2021. She noted staff are hopeful there will be additional special needs funding.
- After scaling back service by approximately 10% and suspending Express Service three days last week and this entire week due to Covid related absences, staff expect to be able to restore full service on Monday, February 7, 2022. We will be able to return to normal service levels since the number of Covid-related absences has decreased.

Ms. Meyer offered to answer any questions or comments.

Mr. Kerns inquired if we have any information on other communities with similar climates and weather patterns which have had electric buses in use for a lengthy period of time to evaluate how they hold up. Ms. Meyer responded that she does not believe any communities have had electric

buses for a long period of time since many are at the at the same stage as STA with phasing them in, but staff will investigate it and follow up with our findings.

7. COMMITTEE INFORMATION

- A. January 2022 Sales Tax Revenue Information
- B. December 2021 Operating Indicators
- C. 4<sup>th</sup> Quarter 2021 Service Planning Public Input Report

8. MARCH 2, 2022 - COMMITTEE MEETING DRAFT AGENDA REVIEW

The March 2, 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 1:49 p.m.

The next committee meeting will be held on Wednesday, March 2, 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 AND EXTERNAL RELATIONS COMMITTEE MEETING**

March 2, 2022

**AGENDA ITEM 3B** : RECOMMENDATION TO APPOINT NEW MEMBER TO THE  
CITIZEN ADVISORY COMMITTEE

**REFERRAL COMMITTEE:** Citizen Advisory Committee

**SUBMITTED BY:** Brandon Rapez-Betty, Chief Operations Officer  
Emily Arneson, Community Ombudsman & Accessibility Officer

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**SUMMARY:** The Citizen Advisory Committee (CAC) was established in 2004 to represent the interests of the community and assist STA staff and the Board of Directors in making the region proud of its public transportation system. Members serve as conduits of information between the agency and the community by both relating STA-related information to their networks and by providing input to STA. In 2015, the Citizen Advisory Committee became a subcommittee to Performance Monitoring and External Relations (PMER) Committee.

Per its charter, the CAC shall be composed of no more than 15 members who are appointed by the PMER Committee. Membership shall reflect the STA service area and strive for regional representation and diversity of opinion. Selection of members is through an application process followed by a vote from the PMER Committee to appoint members of the CAC. Currently, the CAC has ten (10) members.

At its February 9, 2022, meeting, the Citizen Advisory Committee voted to recommend the appointment of Kinzie Michael to the Committee. Ms. Michael is a local professional who works in the nonprofit sector. She is an avid and long-time bus rider with broad community service experience.

**RECOMMENDATION TO COMMITTEE:** Approve, by motion, the appointment of Kinzie Michael to the Citizen Advisory Committee, for a term of three years, commencing immediately.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING**

March 2, 2022

**AGENDA ITEM 3C**: ON-CALL GEOTECHNICAL, ENVIRONMENTAL, AND SPECIAL INSPECTION SERVICES SCOPE OF WORK APPROVAL

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** Karl Otterstrom, Director of Planning and Development  
Jessica Charlton, Senior Project Manager

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**SUMMARY:** Spokane Transit's current five-year contract for Geotechnical, Environmental and Special Inspections on-call consulting service will expire on July 31, 2022. To continue to support a variety of design, construction and maintenance activities, staff propose to procure a consultant that will continue this on-call service for a new, five-year term.

As required by STA's procurement policy, as this contract is expected to exceed an aggregate amount of \$1M, staff are seeking approval of the attached Scope of Work and authorization to release a Request for Qualifications (RFQ) for a new five-year on-call consulting services contract. As is typical of on-call engineering contracts, the current on-call contract has several open task orders, which are expected to overlap with this new, five-year contract.

**RECOMMENDATION TO COMMITTEE:** Recommend the committee approve the general Scope of Work as presented and authorize staff to release an RFQ for Geotechnical, Environmental, and Special Inspection On-Call Consulting Services.

## **On-Call Geotechnical, Environmental, and Special Inspections Services**

### **General Scope of Work**

Spokane Transit is seeking qualification responses from individual environmental, geotechnical, and special inspection firms for consultant services for a five-year period commencing on August 1, 2022. The work will include various projects, including but not limited to, passenger facilities, industrial office space, remodels or modifications of existing facilities, fabrication of tools/equipment, installation of premanufactured tools/equipment, as well as future construction of new operations and/or maintenance facilities, etc.

The selected firm or team of firms is expected to provide:

- All aspects of and all phases of engineering, design, consultation for geotechnical, environmental, and materials inspections consulting services:
  - o Environmental: engineering, design, drafting, consulting, exploration, sampling, laboratory testing, reporting (phase I/II/III environmental site assessments, technical memoranda, etc.), laboratory results evaluations and recommendations, assessments, checklists, NEPA and SEPA document preparation; UST or AST removals, replacements, or installs; construction phase observations, reporting, sampling, testing, monitoring, etc.
  - o Geotechnical: engineering, design, drafting consulting, exploration, sampling, laboratory testing, reporting (i.e., geotechnical engineering reports, technical memoranda, etc.), slope stability, shoring design, shoring observations, groundwater analysis and monitoring, pavement design, retaining wall and foundation design, seismic analysis, erosion control; construction phase observations, reporting, sampling, testing, monitoring, etc.
  - o Special Inspections: geotechnical, environmental and materials (concrete, asphalt, rebar, structural steel, post installed anchors, soils, fluids, etc.) sampling, testing, reporting, assessments, check lists; construction inspection (including grading retaining walls, deep excavations, shoring, vibration and noise monitoring, etc.), observation and testing; Good Faith Hazardous materials inspections, Non-Residential Energy Code (NREC) plan review and inspections, etc.
- Support or assistance for grants, compliance documentation required by various funding sources, community outreach, coordination and compliance documentation required by various jurisdictional and regulatory authorities, etc.
- During all phases of a project (feasibility, public outreach, design, permitting, bidding, construction, STA Committee & Board, etc.) support of and preparation for attending and/or hosting meetings, etc.
- Cost estimating through all phases of a project.
- Creation of construction plans and specifications to be used in bidding and permitting.
- Review of other consultants plans and specifications as well as providing parameters for other consultants (civil, structural, etc.) use in their designs.
- Coordination with other consulting teams contracted by STA.
- Other engineering-special inspections tasks as assigned.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

March 2, 2022

AGENDA ITEM **4A1** : BOONE SOUTH ENERGY SAVINGS CONTRACT: FINAL ACCEPTANCE

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer  
Jessica Charlton, Senior Project Manager

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**BACKGROUND:** In 2013, STA’s Board of Directors authorized the CEO to enter into an agreement with Washington State Department of Enterprise Services (DES), to undertake energy savings projects. Since that time STA has successfully completed three projects with DES through its contractor, McKinstry, and in coordination with Avista Utilities.

In accordance with closeout requirements for Public Works contracts in excess of \$35,000, staff are seeking this Committee’s recommendation that the Board of Directors accept the McKinstry Essention, LLC contract as complete.

**SUMMARY:** An Investment Grade Audit was completed in April 2019 to evaluate the potential for energy savings for capital improvement projects at STA’s Maintenance and Fixed Route Garage otherwise known as Boone South. The audit resulted in a contract to upgrade two existing mechanical air handling units and adjustments to the automated building controls for the facility.

Agreements were signed in February and March 2020. Work began immediately thereafter and continued up until substantial completion in late October 2020. The work by McKinstry and their subcontractors came in at a total of \$475,305.

A key requirement of the DES energy savings projects is to report on the benefits created by the projects. As such, monitoring and verification of the energy usage and proper function of the improvements began upon substantial completion and wrapped up in December 2021. The project resulted in approximate utility cost savings of \$4,125 per year. Per McKinstry's final report, the implementation of the projects resulted in CO<sub>2</sub> emissions being “reduced by 39.3 metric ton equivalents annually, which is the equivalent to removing 8 average size cars from the road or 11 acres of trees planted annually.”

The Board approved budget for the Project was \$566,000. The total project cost upon completion was \$521,294, a total of \$44,706 under budget.

**RECOMMENDATION TO COMMITTEE:** Recommend the Board approve a motion to accept the contract, made by DES on behalf of STA, with McKinstry Essention, LLC for the Boone South Energy Savings Project as complete subject to receipt of such certificates and releases as required by law.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING**

March 2, 2022

**AGENDA ITEM 4A2 :** FUEL FACILITY PROJECT: BUDGET ADJUSTMENT AND AWARD OF CONTRACT

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** Brandon Rapez-Betty, Chief Operations Officer  
Jessica Charlton, Senior Project Manager

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**SUMMARY:** As part of its efforts to replace STA’s aging diesel fuel underground storage tanks, staff is seeking Board approval to award a construction contract for this mission-critical project and request a budgetary increase to accommodate the expected amounts required to deliver the project.

**BACKGROUND:** The Fuel Facility project will result in construction of three (3) below grade vaults to house three (3) 20,000-gallon above grade tanks that will contain diesel fuel. New driveways, swales, and landscaping improvements will be made around the new fuel facility as well as repairs to sidewalks and replacement of select trees along Gardner Avenue. The project will also include abandonment of six (6) existing 20,000-gallon single walled underground storage tanks that are thirty-eight (38) years old. This Committee approved the project scope of work, entitled at the time as “Diesel Underground Storage Tank Replacement and Grounds Landscaping” in June 2021. This locally-funded project has a current Board Approved budget of \$5.008M (approved in 2021).

The Invitation for Bid was advertised in the Spokesman Review on December 19, 2021. On-site pre-bid meetings were held on January 12, 2022. Bids were received on February 10, 2022. STA received three (3) qualifying bids.

Three responsive bids were received from responsible contractors as follows:

	<b>Name of Firm</b>	<b>Total Bid Amount</b>
1	Halme Construction, Inc.	<b>\$5,222,000</b>
2	Garco Construction, Inc.	<b>\$5,737,000</b>
3	Granite Petroleum	<b>\$6,106,480</b>

Halme Construction, Inc. has been determined to be the lowest bidder. As such, staff recommend Award of Contract to Halme Construction, Inc. for the Total Bid Amount of \$5,222,000 plus applicable Washington State sales tax. Staff recommend retention of a construction contingency equal to 20% of the construction contract value given the perceived level of risk associated with this work.

In light of the size of the winning bid combined with other required expenses, including but are not limited to A&E design and engineering, special inspections, secure access, permitting fees with jurisdictional authorities, diesel fuel, advertising, Washington State sales tax, and reserved construction contingency, the overall budget requires a budgetary increase.

Staff therefore recommend a revised project budget of \$8,008,000 to accommodate necessary costs to complete the project.

<b>Description</b>	<b>Expense</b>
Halme Construction, Inc.	\$5,222,000
STA Reserved Construction Contingency (20% of Construction)	\$1,044,400
WSST (Estimated)	\$150,000
Consulting Services (actuals and expenses during construction)	\$1,000,000
Secure Access Services	\$8,000
Miscellaneous costs such as advertising, permits, fuel, risk, etc.	\$80,000
Project Contingency	\$503,600
<b>REQUESTED OVERALL BUDGET AMOUNT</b>	<b>\$8,008,000</b>

**RECOMMENDATION TO COMMITTEE:** Recommend the Board approve, by motion, the award of contract for the Fuel Facility project to Halme Construction, Inc. for \$5,222,000 plus applicable Washington State sales tax, and allow the CEO to apply contingency funds, as necessary. Further recommend the Board approve, by motion, an increase to the overall project budget of \$5,008,000 for a revised total of \$8,008,000.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

March 2, 2022

AGENDA ITEM 4A3 : U-DISTRICT LAYOVER CONTRACT: FINAL ACCEPTANCE

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning and Development  
Rob Bielaski, Capital Projects Manager

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**SUMMARY:** In accordance with closeout requirements for Public Works contracts exceeding \$35,000, staff are seeking this Committee's recommendation that the Board of Directors accept the Corridor Contractors contract for the construction of University District Layover as complete.

**BACKGROUND:** STA advertised an Invitation for Quotes via local plan centers and contractor-direct solicitations and received three (3) quotes for the work on July 1, 2021. Corridor Contractors, LLC was identified as the low quote and was subsequently determined to be responsive and responsible with a total quote of \$120,000, including sales tax. Notice of Intent to Award was provided to Corridor Contractors on July 8, 2021.

The U-District Layover project consisted of completion of a cul-de-sac along East Front Avenue on WSU – Spokane's campus adjacent to the new Student Teaching Health Clinic to facilitate a bus stop, layover, and turnaround location as the Spokane terminus for the Cheney Line. Work included installation of concrete sidewalk and asphalt pavement primarily within the right-of-way, except for a small portion of pavement which is on WSU property. The City of Spokane and WSU Spokane are in the process of a right-of-way dedication transfer from WSU-Spokane to the City of Spokane.

Work began on August 19, 2021, and substantial completion was achieved on September 17, 2021 with no punch list work required. No change orders were executed for this project resulting in a final contract value of \$120,000. This project was funded by CIP 480 for Downtown Layover as included in adopted capital budget with \$250,000 programmed in 2021.

All affidavits of wages paid have been submitted by the Contractor. The Notice of Completion was sent to the Department of Revenue and the Employment Security Department on October 18, 2021, and to the Department of Labor and Industries on February 15, 2022.

**RECOMMENDATION TO COMMITTEE:** Recommend the Board approve a motion to accept the contract with Corridor Contractors for the University District Layover project as complete and subject to the receipt of such certificates of release as are required by law which will then allow payment of retainage funds.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING**

March 2, 2022

**AGENDA ITEM 4A4 :** SWIFTLY SOFTWARE AWARD OF CONTRACT

**REFERRAL COMMITTEE:** N/A

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

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**SUMMARY:** Staff is recommending the purchase of two new fixed-route analytical and visualization software modules, as well as the extension of the contract for three other modules already in use by STA.

**BACKGROUND:** STA has been using three Swiftly modules over the last two years to assist with customer service and fixed-route scheduling:

- The Run Time module visualizes aggregated historical actual fixed route running times to be compared with scheduled running times and recommends adjusted running times using a proprietary algorithm. This tool enables quick schedule analysis and adjustments.
- The GPS Playback module easily replays any fixed-route vehicle movement to reveal historical schedule adherence, speeds, and vehicle position.
- The Live Operations module provides an intuitively queried display of current fixed-route vehicle location and status.

Staff is now recommending subscribing to two new modules to aid in fixed route scheduling, stop placement and capital investment decision making:

- The On-Time Performance (OTP) module provides a detailed picture of how STA vehicles are adhering to scheduled service. STA staff will be able to instantly see on-time performance metrics for any route in the network. This means identifying which routes, trips, and stops impact on-time performance the most. Planning staff will use the module to diagnose issues with STA public schedules. Dispatch can also use the module to identify operational concerns.
- Swiftly GPS Speed Map helps identify the route segments, stops, and intersections that cause avoidable slowdowns. STA staff will be able to create intuitive visualizations of vehicle speeds and dwell times for any route and direction. The information provided can be used to aid in scheduling, and to identify route segments for reliability capital improvements such as Transit Signal Priority (TSP).

The STA Board of Directors approved the renewal of the subscriptions for the Run Time, GPS Playback, and Live Operations modules in February 2021 for a two-year period. Staff now recommend that STA subscribe to the On-Time Performance and Speed Map modules, as well as extend the contract for the other three modules, for a three-year period. This will put all modules on the same renewal schedule and the cost of the subscription reflects discounts derived from price negotiations and bundling of modules.

These subscriptions have been and will be purchased through a sole-source procurement under STA's procurement resolution given that Swiftly is the sole provider of a cloud-based platform that provides in-depth fixed-route schedule analysis and intuitive access to vehicle location data with unlimited logins.

Over the last two years, staff has found the current modules to be useful tools in furthering STA's commitment to its riders, allowing for efficiencies in customer service and scheduling, and greater responsiveness in addressing schedule-based on-time performance issues. STA participated in a two-week trial of the two new modules in October 2021 and found them to provide insightful data in supporting scheduling, dispatch, and stop placement decisions. Staff also identified further potential uses in ongoing projects such as the Division BRT, I-90 HPT and City Line implementation.

The total cost for subscribing to the two new software modules and extending access to three existing software modules through February 2025 is \$375,280 before sales tax, which will be funded through the operating budget.

**RECOMMENDATION TO COMMITTEE:** Recommend that the Board of Directors authorize the CEO to execute a software agreement with Swiftly to encompass two new software modules and three existing modules for a three-year term ending February 2025 for \$375,280 not including sales tax.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING**

March 2, 2022

**AGENDA ITEM 5A:** MAY 2022 SERVICE UPDATE

**REFERRAL COMMITTEE:** N/A

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

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**SUMMARY:** An updated on the May 2022 service changes will be provided at the meeting.

**RECOMMENDATION TO COMMITTEE:** Information only.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING**

March 2, 2022

**AGENDA ITEM 5B**: 2021 UNAUDITED YEAR-END FINANCIAL REPORT

**REFERRAL COMMITTEE:** N/A

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

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**SUMMARY:** The 2021 unaudited year-end financial report will be provided at the meeting.

**RECOMMENDATION TO COMMITTEE:** Information only.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING**

March 2, 2022

**AGENDA ITEM 5C :** STATE AUDIT TIMELINE

**REFERRAL COMMITTEE:** N/A

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

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**SUMMARY:** The Washington State Auditor will begin the National Transit Database (NTD) and Financial Audit in March. Following is the draft audit schedule with dates to be confirmed by the State Auditor's Office (SAO).

Week of March 21 ..... SAO Entrance Conference  
May 27 ..... Exit conference with STA Administration  
July 6 ..... Exit conference with Performance Monitoring & External Relations Committee

**RECOMMENDATION TO COMMITTEE:** Information only.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

March 2, 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

March 2, 2022

**AGENDA ITEM 7A** : FEBRUARY 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 February 2022 voter-approved sales tax revenue information. February sales tax revenue, which represents sales for December 2021, was:

- 8.2% above 2022 budget
- 12.2% above YTD 2022 budget
- 11.4% above 2021 actual
- 15.5% above YTD 2021 actual

Total taxable sales for December 2021 were *up* 11.3% from December 2020, while December 2021 YTD sales were *up* 19.7% compared with December 2020 YTD. Retail, Construction, and Accommodation and Food Services continue to be the top three rankings YTD.

- Retail Trade *increased* by 11.5% (\$66.6M) in December 2021 vs December 2020 and is *up* by 18.3% (\$1.0B) December 2021 YTD vs 2020 YTD
  - Automobile Dealers *increased* 24.7% (\$236.9M) for December 2021 YTD over 2020 YTD
  - Other Miscellaneous Store Retailers *increased* 22.1% (\$149.2M) for December 2021 YTD over 2020 YTD
  - General Merchandise Stores, including Warehouse Clubs and Supercenters, *increased* 12.3% (\$104.6M) for December 2021 YTD over 2020 YTD
  - Clothing Stores *increased* 47.5% (\$93.8M) for December 2021 YTD over 2020 YTD
  - Building Material & Supplies Dealers *increased* 14.3% (\$88.2M) for December 2021 YTD over 2020 YTD
- Construction *decreased* by 3.6% (\$-6.12M) in December 2021 vs December 2020 and is *up* by 16.7% (\$288.3M) December 2021 YTD vs 2020 YTD
- Accommodation and Food Services *increased* by 60.3% (\$38.0M) in December 2021 vs December 2020 and is *up* 35.7% (\$308.0M) December 2021 YTD vs 2020 YTD. However, it remains 0.9% (\$10.1M) *below* December 2019 YTD.

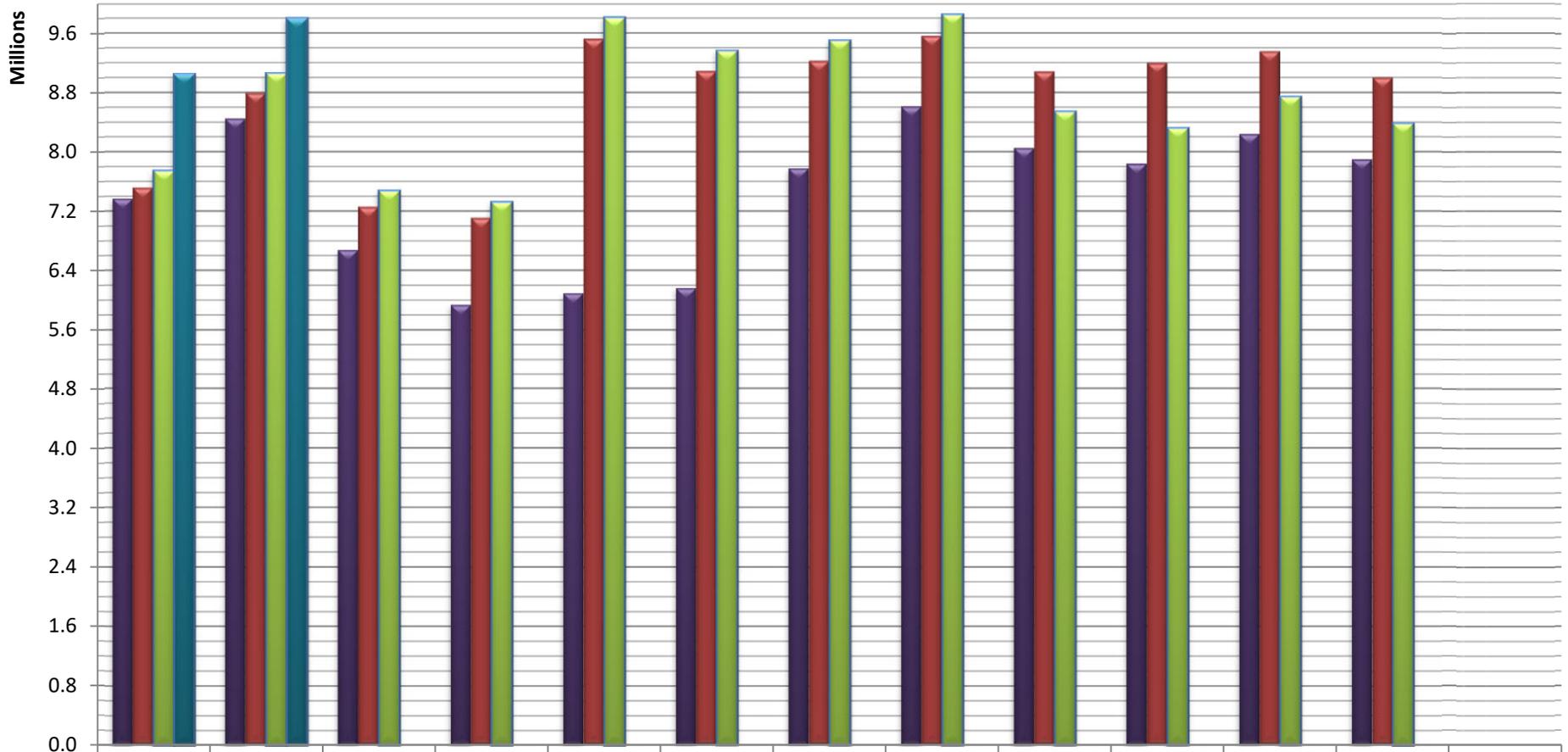
**RECOMMENDATION TO COMMITTEE:** Information only.

## Sales Tax Revenue History-February 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>



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2020 Actual	7,370,074	8,448,309	6,674,740	5,937,757	6,092,534	6,163,749	7,776,530	8,613,027	8,051,397	7,840,122	8,241,404	7,898,954	89,108,597
2021 Actual	7,517,140	8,794,667	7,257,060	7,108,633	9,523,273	9,090,370	9,223,714	9,563,200	9,082,609	9,199,257	9,358,222	9,004,038	104,722,183
2022 Budget	7,742,654	9,058,507	7,474,772	7,321,892	9,808,971	9,363,081	9,500,425	9,850,096	8,541,727	8,317,585	8,743,306	8,380,001	104,103,017
2022 Actual	9,047,047	9,799,005	-	-	-	-	-	-	-	-	-	-	18,846,052
\$ Mo. Var.	1,529,907	1,004,338	-	-	-	-	-	-	-	-	-	-	
% Mo. Var.	20.4%	11.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
\$ YTD Var.	1,529,907	2,534,245	-	-	-	-	-	-	-	-	-	-	
% YTD Var.	20.4%	15.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
% YTD Bud. Var.	16.8%	12.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

<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**

March 2, 2022

**AGENDA ITEM 7B :** JANUARY 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 January 2022 financial results. Consistent with 2021, the charts are being shown with a comparison to the YTD budgetary values which are an accumulation of monthly budgeted revenue and expenses.

Revenue

Overall, January year-to-date revenue is 18.5% (\$2.0M) higher than budget impacted by the following:

- Fares & Other Transit Revenue is 8.6% lower than budget
- Sales Tax Revenue is 16.8% higher than budget
- Federal & State Grants is 32.9% higher than budget
- Miscellaneous Revenue is 25.8% lower than budget

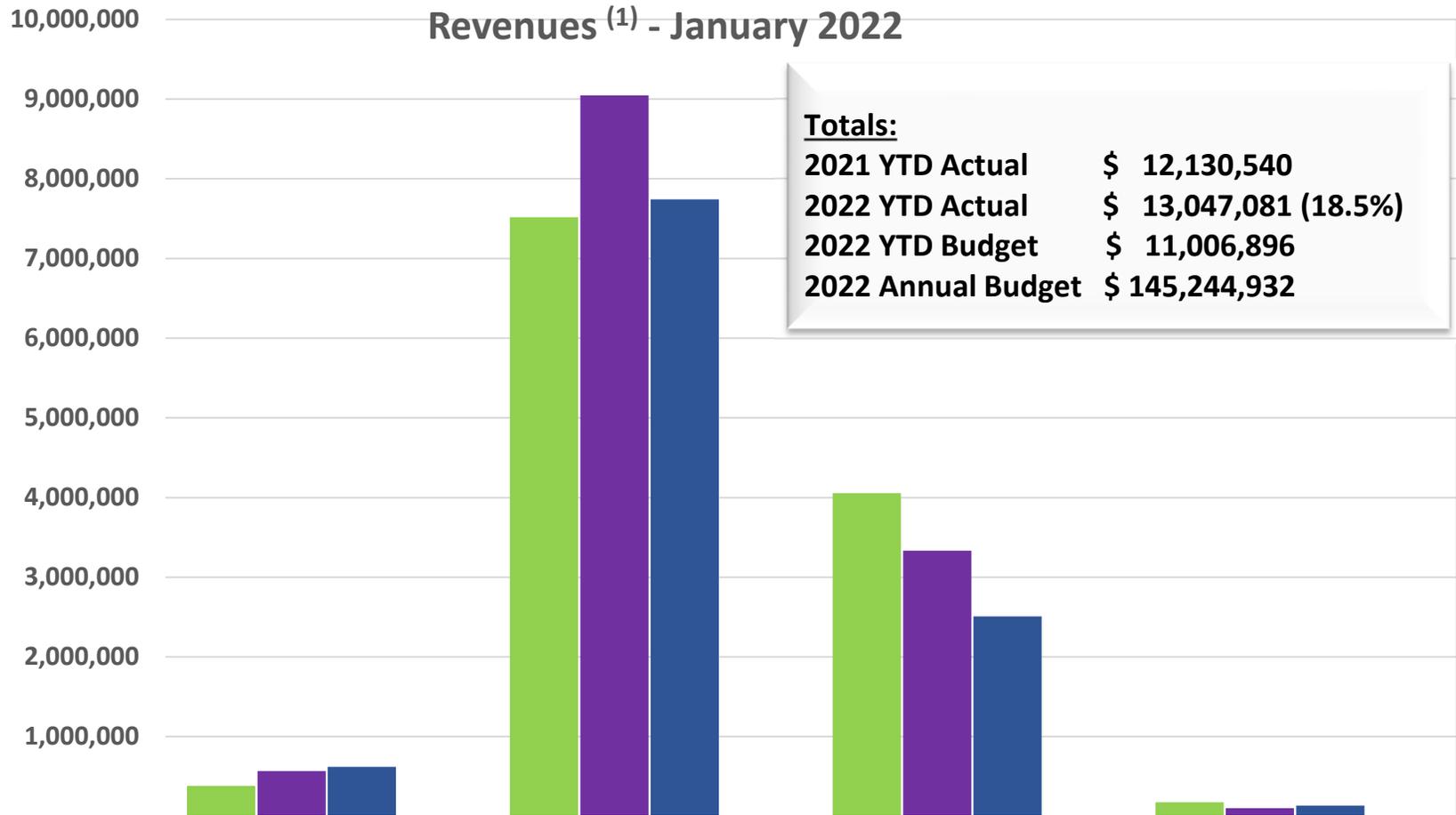
Operating Expenses

Overall, January year-to-date operating expenses are 11.5% (\$0.9M) lower than budget influenced by the timing of payments as follows:

- Fixed Route is 8.4% lower than budget
- Paratransit is 10.3% lower than budget
- Vanpool is 28.0% lower than budget
- Plaza is 23.7% lower than budget
- Administration is 24.5% lower than budget

**RECOMMENDATION TO COMMITTEE:** Information only.

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



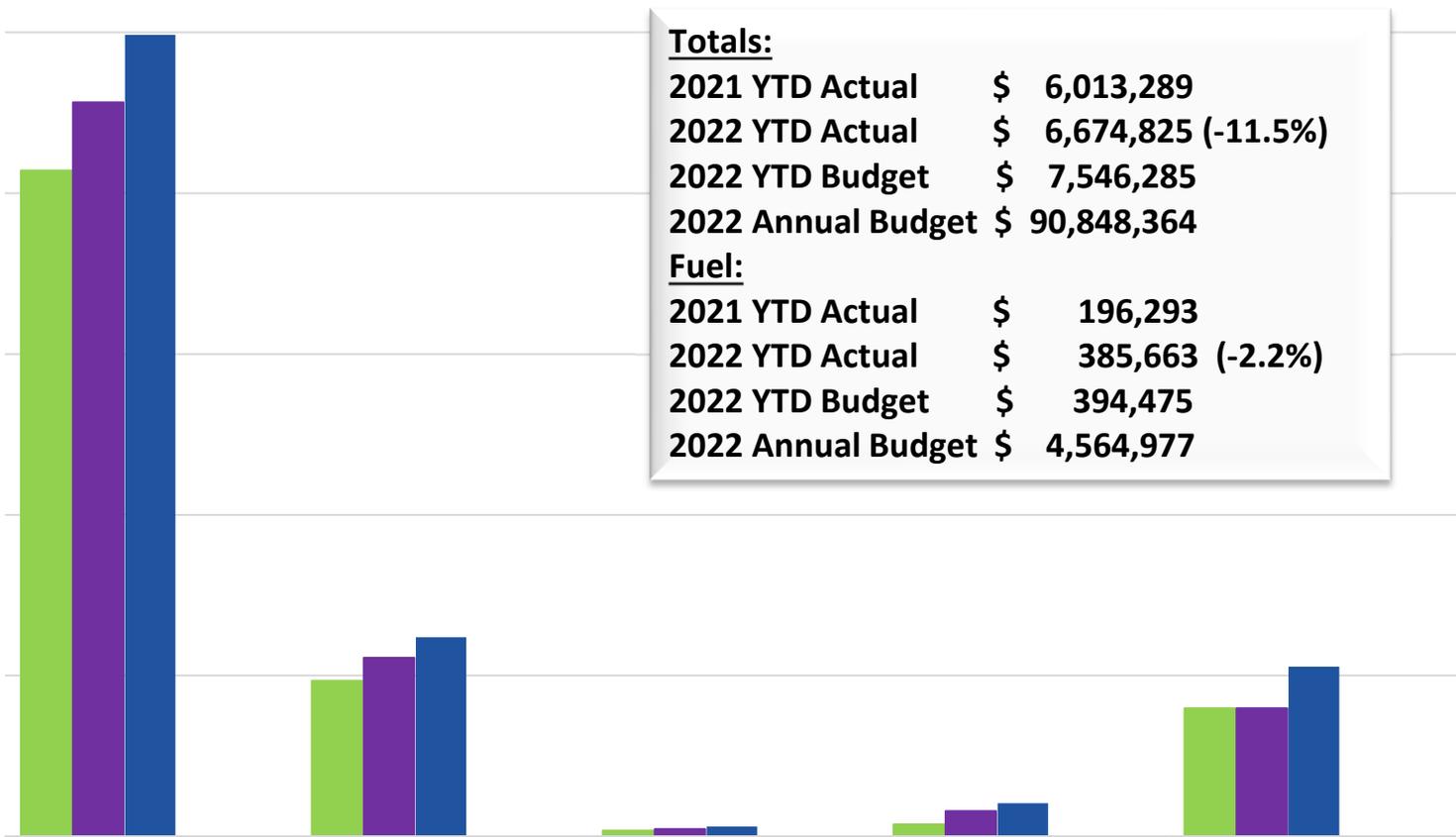
**Totals:**  
**2021 YTD Actual**      \$ 12,130,540  
**2022 YTD Actual**      \$ 13,047,081 (18.5%)  
**2022 YTD Budget**     \$ 11,006,896  
**2022 Annual Budget** \$ 145,244,932

	Fares & Other Transit Revenue	Sales Tax	Federal & State Grants (2)	Miscellaneous
■ 2021 YTD Actual	381,811	7,517,140	4,054,738	176,851
■ 2022 YTD Actual	567,961	9,047,048	3,331,836	100,236
■ 2022 YTD Budget	621,575	7,742,654	2,507,571	135,096
2022 YTD Budget Variance	-8.6%	16.8%	32.9%	-25.8%
2022 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 January state capital grant reimbursements total \$0 and federal capital grant reimbursements total \$0.

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

6,000,000  
5,000,000  
4,000,000  
3,000,000  
2,000,000  
1,000,000



<b>Totals:</b>	
2021 YTD Actual	\$ 6,013,289
2022 YTD Actual	\$ 6,674,825 (-11.5%)
2022 YTD Budget	\$ 7,546,285
2022 Annual Budget	\$ 90,848,364
<b>Fuel:</b>	
2021 YTD Actual	\$ 196,293
2022 YTD Actual	\$ 385,663 (-2.2%)
2022 YTD Budget	\$ 394,475
2022 Annual Budget	\$ 4,564,977

	Fixed Route	Paratransit	Vanpool	Plaza	Administration
2021 YTD Actual	4,142,199	966,561	35,188	73,499	795,842
2022 YTD Actual	4,566,041	1,110,879	44,096	156,933	796,876
2022 YTD Budget	4,985,890	1,238,352	61,205	205,603	1,055,235
2022 YTD Budget Variance	-8.4%	-10.3%	-28.0%	-23.7%	-24.5%
2022 Total Budget	60,436,032	14,855,728	645,413	2,509,662	12,401,529

(1) Operating expenses exclude capital expenditures of \$0 and Street/Road cooperative projects of \$0 for year-to-date January 2022.

## SPOKANE TRANSIT AUTHORITY

### PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

March 2, 2022

**AGENDA ITEM 7C:** January 2022 OPERATING INDICATORS

**REFERRAL COMMITTEE:** N/A

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

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**SUMMARY:** January 2022 had one additional weekday compared to January 2021.

#### **FIXED ROUTE**

The January 2022 total monthly ridership increased 19.8% (453,872 vs. 378,829 in 2021). Average weekday ridership increased 20.7% (18,205 vs. 15,086) in January 2022 compared to January 2021.

#### **Detailed breakdown:**

- Adult ridership increased 24.4% in January 2022 (283,185 vs. 227,570 in 2021)
- Youth ridership increased 130.7% in January 2022 (1,663 vs. 721 in 2021)
- Reduced Fare / Para ridership decreased 0.8% in January 2022 (60,032 vs. 60,490 in 2021)
  - CCS Pass ridership increased 31.4% in January 2022 (16,511 vs. 12,570 in 2021)
  - Eagle Pass ridership increased 484.2% in January 2022 (30,953 vs. 5,298 in 2021)

#### **PARATRANSIT**

Total ridership for Paratransit has increased 41.5% (20,227 vs. 14,721) in January 2022.

#### **Detailed breakdown:**

- Directly operated service increased 40.7% (11,683 vs. 9,597) in January 2022
- Contracted service increased 88.7% (8,516 vs. 4,528) in January 2022
- Special Use Van ridership increased 5.5% (628 vs. 595 in 2021) in January 2022

#### **VANPOOL**

Vanpool customer trips were up 2.6% in January 2022 vs. 2021 (5,807 vs. 5,659)

- Vanpool vans in service decreased 6.25% (59 vs 64 in 2021) in January 2022

**CUSTOMER SERVICE/PASS SALES**

Total monthly pass sales increased 91.6% (5,157 vs 2,691 in 2021).

Adult Pass/Smartcard monthly pass sales increased 82.8% (2,168 vs. 1,186 in 2021).

- Shuttle Park monthly sales increased 20.9% (156 vs. 129 in 2021)
- 7-Day Pass/Smartcard monthly sales increased 22.26% (468 vs. 383 in 2021)
- ESBP monthly sales increased 97.8% (447 vs. 226 in 2021)
- Group Sales increased 34.8% in January 2022 (12,1073 passes vs. 8,980 in 2021)

UTAP monthly rides increased 138.8% (57,417 vs. 24,042 in 2021)

Community Access Pass (CAP) program sold 2,155 2hr passes and 1,410 Day passes in January. These passes are included in the pass sales above.

**RECOMMENDATION TO COMMITTEE:** Information only.





**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING**

March 2, 2022

**AGENDA ITEM 8:** April 6, 2022, DRAFT COMMITTEE AGENDA REVIEW

**REFERRAL COMMITTEE:** N/A

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

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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 April 6, 2022.

**RECOMMENDATION TO COMMITTEE:** For discussion.

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

## PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, April 6, 2022, 1:30 p.m.

### Via Video Conference

**Committee Members:** [Join Here](#)

**General Public:** [Join 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 *(5 minutes)*
3. Committee Action *(5 minutes)*
  - A. Minutes of the March 2, 2022, Committee Meeting – *Corrections/Approval*
4. Committee Action
  - A. Board Consent Agenda *(10 minutes)*
    1. City of Airway Heights West Plains Connector Project Cooperative Agreement Approval *(Otterstrom)*
    2. 2022 Performance Measures *(Rapez-Betty)*
  - B. Board Discussion Agenda *(none)*
5. Reports to Committee *(40 minutes)*
  - A. 2021 Year End Performance Measures *(Rapez-Betty)*
  - B. 2021 Bus Rider Survey *(Rapez-Betty)*
6. CEO Report *(15 minutes)*
7. Committee Information – no discussion/staff available for questions
  - A. March 2022 Sales Tax Revenue *(Liard)*
  - B. February 2022 Financial Results Summary *(Liard)*
  - C. February 2022 Operating Indicators *(Rapez-Betty)*
  - D. March 2022 Sales Tax Revenue *(Liard)*
8. May 4, 2022, Committee Meeting Draft Agenda Review
9. New Business
10. Committee Members' Expressions
11. Adjourn

Next Committee Meeting: May 4, 2022, 1:30 p.m. via WebEx.

*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. Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964. 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 AND EXTERNAL RELATIONS COMMITTEE MEETING**

March 2, 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 discussion.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING**

March 2, 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.