

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

## PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

August 31, 2022 (September Meeting)

1:30 p.m. – 3:00 p.m.

**Via Virtual Conference**

**Committee Members:** [AUGUST 31-SEPTEMBER COMMITTEE MEMBER LINK](#)

**General Public:** [AUGUST 31-SEPTEMBER GUEST AND ATTENDEE LINK](#)

**Audio Conference:** Call the number below and enter the access code.  
+1-408-418-9388 | Access code: 2481 600 5988 | 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 July 6, 2022, Committee Meeting -- *Corrections/Approval*
4. Committee Action *(20 minutes)*
  - A. Board Consent Agenda
    1. On-Call Architectural and Engineering Consulting Services: Award of Contract *(Otterstrom/Charlton)*
  - B. Board Discussion Agenda *(none)*
5. Reports to Committee *(30 minutes)*
  - A. 2021 Fixed Route System Performance Report *(Otterstrom)*
  - B. 2nd Quarter 2022 Performance Measures *(Rapez-Betty)*
  - C. Fare Collection System Update *(Liard)*
6. CEO Report *(E. Susan Meyer) (15 minutes)*
7. Committee Information (no discussion/staff available for questions)
  - A. July 2022 Operating Indicators *(Rapez-Betty)*
  - B. July 2022 Financial Results Summary *(Liard)*
  - C. August 2022 Sales Tax Revenue *(Liard)*
  - D. June 2022 Semi-Annual Financial Reports *(Liard)*
  - E. 2nd Quarter 2022 Service Planning Input Report *(Otterstrom)*
8. Review October 5, 2022, Committee Meeting Agenda
9. New Business
10. Committee Members' Expressions *(10 minutes)*
11. Adjourn
12. Next Committee Meeting: Wednesday, October 5, 2022, at 1:30 p.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**

AUGUST 31, 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**

August 31, 2022

**AGENDA ITEM 3A :** MINUTES OF THE JULY 6, 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 July 6, 2022, Performance Monitoring & 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 July 6, 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*)  
Don Kennedy, City of Medical Lake (*Ex-Officio*)  
Rhonda Bowers, Labor Representative (*non-voting*)  
E. Susan Meyer, CEO (*Ex-Officio*)

### **MEMBERS ABSENT**

Zack Zappone, City of Spokane

*\*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**

Walter Green, Washington State Auditor's Office,  
Audit Lead  
Alex Lycan, Washington State Auditor's Office, Audit  
Supervisor

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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 June 1, 2022, Committee Meeting**

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

##### B. **Passenger Shelter Scope of Work Approval**

Mr. Otterstrom explained STA's need for a new passenger shelters contract since the existing contract has reached its quantity limit and additional shelters are needed.

The new contract which would be for 5 years and up to 125 shelters, has a cost estimate ranging from \$1.45 million to \$1.82 million over the life of the contract. Mr. Otterstrom described the general scope of work and the proposal evaluation criteria.

**Mr. Kerns moved to approve the attached general scope of work as presented and authorize staff to release the request for proposals for the Passenger Shelters contract. Ms. Kinnear seconded, and the motion passed unanimously.**

#### 4. COMMITTEE ACTION

##### A. Board Consent Agenda

##### 1. Monroe-Regal High Performance Transit Phase II Construction Contract: Final Acceptance

Mr. Otterstrom provided information on the final phase II construction along Route 4 which included installation of four (4) HPT station platforms along with associated infrastructure, and installation of twelve (12) HPT enhanced stops. The total contract cost was \$734,212.06 and has a remaining budget of \$113,376.63.

**Ms. Kinnear moved to recommend the Board authorize the contract with Wm. Winkler Co. for the Monroe-Regal High Performance Transit Phase II project as complete and authorize release of retainage security subject to the receipt of such certificates and releases as are required by law. Mr. Kerns seconded, and the motion passed unanimously.**

##### 2. Division Street Stops Phase III Construction Contract: Final Acceptance

Mr. Otterstrom described the work completed on the installation of four (4) bus stop locations, which also included approximately 2,280 linear feet (0.42 miles) of sidewalk. The total contract cost was \$581,964.13 and has a remaining budget of \$50,190.97.

**Mr. Kerns moved to recommend the Board authorize the contract with NNAC, Inc. for the Division Street Stops Phase III project as complete and authorize release of retainage security subject to the receipt of such certificates and releases as are required by law. Ms. Kinnear seconded, and the motion passed unanimously.**

##### 3. Disadvantaged Business Enterprise Program and Proposed Goal for Federal Fiscal Years 2023, 2024 and 2025

Ms. Liard provided background information on the Disadvantaged Business Enterprise (DBE) Program and explained STA is required, as a recipient of federal funding, to participate in this program for the solicitation of procurements. STA is required to set a goal every three (3) years and to report progress on a semi-annual basis to the Federal Transit Administration. Ms. Liard described the DBE recruiting strategy which will help to ensure STA meets or exceeds this goal. The STA projected DBE goal for FFYs 2023, 2024, and 2025 is 0.753%.

**Ms. Kinnear moved to recommend the Board adopt by resolution the proposed 0.753% DBE Goal for federal fiscal years 2023, 2024, and 2025 and forward to the Board consent agenda. Mr. Kerns seconded, and the motion passed unanimously**

B. Board Discussion Agenda

1. Fare Policy Revisions: Final Recommendation-Zero-Fare for Youth (Resolution)

Mr. Otterstrom provided background information on the Transit Support Grant Program which was created to provide direct funding allocations for transit agencies for public transportation needs. To be eligible, transit agencies must enact a zero-fare policy for riders ages 18 years old and younger, and verification must be submitted to WSDOT by October 1, 2022. Based on programmed expenditures, STA could receive \$6.46 million annually. STA recommends updating its fare structure to reflect a zero-fare for youth by adding ages 13-18 to those eligible for zero-fare. Mr. Otterstrom discussed implementation steps, Title VI Requirement analysis, policy outreach summary, and implementation timeline.

**Mr. Kerns moved to recommend the Board adopt by resolution the revised STA Zero-Fare for Youth Policy as presented. Ms. Kinnear seconded, and the motion passed unanimously.**

5. REPORTS TO COMMITTEE

A. 2021 State Audit Exit Briefing

Ms. Liard explained that on June 27, 2022, the Washington State Auditor's Office held an Audit Exit Conference with STA staff regarding the 2021 Audit results.

Alex Lycan, Audit Supervisor, and Walter Green, Audit Lead, briefed the Committee on the 2021 Audit results. The State Auditor's Office determined STA's financial statements were fairly presented as of December 31, 2021, and issued an unmodified audit opinion on such statements dated June 14, 2022.

B. 2022 Equal Employment Opportunity Program Update

Ms. Williams provided background information on the purpose of the Equal Employment Opportunity (EEO) Program and gave a progress report on the 2021-2024 EEO Program. Job categories of focus for 2022 were discussed. Ms. Williams explained reviewing the data annually allows us to note areas of excellence as well as course-correct early in areas of concern.

C. STA-Spokane Public Schools Update

Mr. Otterstrom provided background information on how the partnership with Spokane Public Schools (SPS) developed and the goal of the partnership. Mr. Otterstrom explained the implementation efforts underway which include service requirements, Summer Youth Cards and Connect Card assignment and distribution, service agreement, communications plan, training/marketing materials, and addressing family expectations. The next steps needed to finalize the partnership were discussed.

6. CEO REPORT

- Ms. Meyer reported the June 2022 voter-approved sales tax revenue, collected on April sales, had a budget of \$9.3M. The actual receipts were \$9.2M, which is 1.4% below budget and totaling approximately \$129,412. Year-to-date is 5.0% above budget and totaling approximately \$2.6M.
- Ms. Meyer provided background information on the Van Grant Program and explained STA makes available approximately ten (10) retired vanpool or paratransit vehicles to organizations who provide transportation to those who are low-income, minorities, or disabled. Ms. Meyer announced the Van Grant application period is now open. STA staff will do the evaluations

internally and look for organization who meet certain criteria. The winners will be announced in September.

- Ms. Meyer discussed the STA Awards Banquet scheduled for July 17<sup>th</sup> and her excitement to have the opportunity to recognize the achievements of our STA employees after not being able to do it due to the pandemic. All Board members were sent an invitation to attend.
- Ms. Meyer announced the departure of Laura McAloon for a career opportunity in Nebraska. Laura will be with STA through mid-August. STA will have an opportunity to recognize Laura at the July board meeting. Ms. Meyer explained there is no time for a full RFP; therefore, STA will want a contract that is less than two (2) years and has a budget of no more than \$200,000. STA has reached out to a few legal firms to ask them to submit a letter of interest. After an interview process, we will need a special meeting in late July or early August to approve the recommended firm.

7. COMMITTEE INFORMATION

- A. May 2022 Operating Indicators
- B. May 2022 Financial Results Summary
- C. June 2022 Sales Tax Revenue

8. AUGUST 31, 2022 – COMMITTEE MEETING DRAFT AGENDA REVIEW

The August 31, 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, August 31, 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

August 31, 2022

**AGENDA ITEM 4A1:** ON-CALL ARCHITECTURAL AND ENGINEERING CONSULTING 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 five (5) year On-Call Architectural and Engineering Consulting Services contract. This contract is set to expire on October 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 (5) year contract with the most qualified engineering consultant team, Coffman Engineers, Inc., identified through an open, competitive procurement process as outlined below.

**BACKGROUND:** In preparation for acquiring a new five (5) year contract on May 4, 2022, the Performance Monitoring & External Relations (PMER) Committee approved the Scope of Work (SOW) for Architectural and Engineering On-Call Consulting Services and authorized staff to release a Request for Qualifications (RFQ).

Based on an analysis of the past five (5) years of similar work, the potential value for this contract is estimated at \$500K - \$4.5M per year, dependent on the type and volume of projects in any given year. The approved general scope of work includes all aspects and phases of architectural, engineering, design, and 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-three (23) firms on May 18, 2022. Two addenda were issued during the procurement. Statements of qualifications were due by June 16, 2022. STA received four (4) complete responses from interdisciplinary teams that included a number of subconsultants.

An evaluation committee composed of internal stakeholders participated in the review on June 23, 2022. The four (4) teams were evaluated and reduced to the two (2) most qualified firms. These two (2) firms were invited to make presentations on July 25, 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
Coffman Engineers, Inc.	96.4
KPFF, Inc.	91.1



While each of the firms had impressive credentials and expertise, Coffman Engineers, 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 architectural and engineering design and consulting 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 Coffman Engineers, Inc. and begin negotiations with the second-most qualified firm (KPFF, Inc.).

**RECOMMENDATION TO COMMITTEE:** Recommend the Board authorize contract negotiations between STA and Coffman Engineers, Inc., for the five (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.

**COMMITTEE ACTION:**

**RECOMMENDATION TO BOARD:**

**FINAL REVIEW FOR BOARD BY:**

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

## SPOKANE TRANSIT AUTHORITY

### PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

August 31, 2022

**AGENDA ITEM 5A:** 2021 FIXED ROUTE SYSTEM PERFORMANCE REPORT

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Karl Otterstrom, Chief Planning and Development Officer  
Lukas Yanni, Principal Transit Planner/Department Manager

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**SUMMARY:** Annex 1.4 of the adopted *Connect Spokane: A Comprehensive Plan for Public Transportation* calls for an annual report on the performance of each route based on established performance standards. This year marks the thirteenth publication of the Fixed Route System Performance Report and is available for review online at this location:

Link: <https://www.spokanetransit.com/about-sta/projects-plans/#documents>

**BACKGROUND:** For Spokane Transit to ensure the reliability, consistency, and proper development of its transit services, it must continually evaluate and understand the strengths and weaknesses of the products offered. Each year STA publishes the Annual Route and Passenger Facilities Performance Report to inform Spokane Transit staff, the public, and Board of Directors of the performance of each route compared to three (3) performance standards: Ridership, Equivalent Energy Consumption, and Fares. In addition, the report provides information regarding passenger facilities including bus stop level ridership, park & ride lot utilization, and passenger facilities projects delivery.

The report includes:

- An overview of 2021 ridership
- Individual route performance against three (3) established standards: Ridership, Equivalent Energy Consumption, and Fares
- Performance improvement concepts for routes not meeting standards
- Route indicators (length, capacity, revenue hours, revenue miles, etc.)
- Average daily ridership by stop
- Summary of 2021 operational improvements
- Park & ride and bike locker utilization
- Universal Transit Access Pass (UTAP) rates
- Route profile sheets (in the appendix)

**RECOMMENDATION TO COMMITTEE:** Information only.

## SPOKANE TRANSIT AUTHORITY

### PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

August 31, 2022

**AGENDA ITEM 5B :** 2nd QUARTER 2022 PERFORMANCE MEASURES

**REFERRAL COMMITTEE:** n/a

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

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**SUMMARY:** A complete set of the 2<sup>nd</sup> Quarter 2022 Performance Measures is attached to the end of this packet. Staff will be prepared to address any questions about any measure. The complete report has also been posted to the STA website at: [2nd Quarter 2022 Performance Measures](#)

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

#### Ensure Safety

##### **Preventable Accident Rate**

- At 0.11, Fixed Route was higher than STA's goal of 0.08 preventable accidents per 10,000 miles.
- At 0.06, Paratransit was significantly below STA's goal of 0.10 preventable accidents per 10,000 miles.

#### Earn and Retain the Community's Trust

##### **Ridership**

- Fixed Route second quarter 2022 year-to-date ridership was up 24.8% compared to our ridership in 2021. Fixed Route provided 3,083,782 in 2022 vs. 2,470,537 in 2021. The ridership goal for Fixed Route in 2022 is 20.3% increase from 2021 (approximately 6.3 million trips).
- Paratransit second quarter 2022 year-to-date ridership was up 41.0% compared to our ridership in 2021. Paratransit provided 156,193 in 2022 vs. 110,737 in 2021. The ridership goal for Paratransit in 2022 is 11.2% increase from 2021 (approximately 277,000 trips).
- Vanpool second quarter 2022 year-to-date ridership was up 21.7% compared to our ridership in 2021. Vanpool provided 42,210 in 2022 vs. 34,695 in 2021. The ridership goal for Vanpool in 2022 is 25.7% increase from 2021 (approximately 88,000 trips).

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

- Fixed Route PPRH was 13.75. The goal is to transport 15 or more passengers.
- Paratransit PPRH was 2.45. The goal is to transport 2.1 or more passengers.

**Provide Excellent Customer Service**

**On-Time Performance**

- Fixed Route on-time performance was 94.9%, exceeding STA's goal of 93% (on-time is measured as a bus departing between 0 to 5 minutes from the scheduled departure time).
- Paratransit on-time performance was 94.4%, meeting STA's goal of 93%.

**Professional and Courteous**

Quality Counts! has been suspended since March 2020 due to the pandemic.

**Operator Ride Checks**

Paratransit ride checks are on target. The Fixed Route ride check program has not re-started.

**Exemplify Financial Stewardship**

**Cost per Passenger**

Fixed Route and Paratransit continue to exceed STA's goal to keep the cost per passenger less than 95% of the average cost of the urban systems in Washington State.

- Fixed Route cost per passenger was \$11.07. This is 61.7% of the urban systems' average.
- Paratransit cost per passenger was \$52.05. This is 67% of the urban systems' average.

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

Fare collection continued to be significantly down due to lower ridership.

- Fixed Route farebox recovery is 11.07%, below the goal of 20%.
- Paratransit farebox recovery is 4.05%, below the goal of 5%.

**RECOMMENDATION TO COMMITTEE:** Information only

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

August 31, 2022

**AGENDA ITEM 5C :** 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 ahead of the launch in October 2022.

**RECOMMENDATION TO COMMITTEE:** Information only.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

August 31, 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

August 31, 2022

**AGENDA ITEM 7A:** JULY 2022 OPERATING INDICATORS  
**REFERRAL COMMITTEE:** n/a  
**SUBMITTED BY:** Brandon Rapez-Betty, Chief Operations Officer

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**SUMMARY:** There was one (1) less weekday in July 2022 compared to July 2021.

#### **FIXED ROUTE**

The total monthly ridership increased 17.4% (501,452 vs. 427,200) in July 2022 compared to July 2021.

Average weekday ridership increased 19.7% (19,795 vs. 16,535) in July 2022 compared to July 2021.

#### **Detailed breakdown:**

- Adult Ridership increased 19.2% (284,798 vs. 238,883) in July 2022 compared to July 2021
- Youth Ridership increased 75.4% (53,737 vs. 30,633) in July 2022 compared to July 2021.
- Reduced Fare/Paratransit Ridership remained steady (73,126 vs. 73,120) in July 2022 compared to July 2021.
- CCS Pass Ridership increased 116.2% (7,837 vs. 3,625) in July 2022 compared to July 2021.
- Eagle Pass Ridership increased 40.8% (4,981 vs. 3,537) in July 2022 compared to July 2021.

#### **PARATRANSIT**

Total ridership for Paratransit increased 21.1 % (26,210 vs. 21,649) in July 2022 compared to July 2021.

#### **Detailed breakdown:**

- Directly operated service increased 3.5% (12,146 vs. 11,750) in July 2022 compared to July 2021.
- Contracted service increased 46.7% (12,340 vs. 8,409) in July 2022 compared to July 2021.
- Special Use Van ridership increased 15.7% (1,724 vs. 1,490) in July 2022 compared to July 2021.

#### **VANPOOL**

Vanpool customer trips increased 36.7% (7,308 vs 5,346) in July 2022 compared to July 2021.

Vanpool vans in service increased 12.7% (71 vs. 63 in 2021) in July 2022 compared to July 2021.

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

Total monthly pass sales decreased 6.8% (4,444 vs. 4,769) in July 2022 compared to July 2021.

Adult Pass/Smartcard monthly pass sales decreased 13.5% (2,419 vs. 2,796) in July 2022 compared to July 2021.

- Shuttle Park monthly sales increased 38.5% (223 vs. 161) in July 2022 compared to July 2021.
- 7-Day Pass/Smartcard monthly sales decreased (64.0% 558 vs. 1,550) in July 2022 compared to July 2021.
- ESBP monthly sales increased 19.3% (346 vs. 290) in July 2022 compared to July 2021.
- Group Sales decreased 1.6% (13,918 vs. 14,151) in July 2022 compared to July 2021.

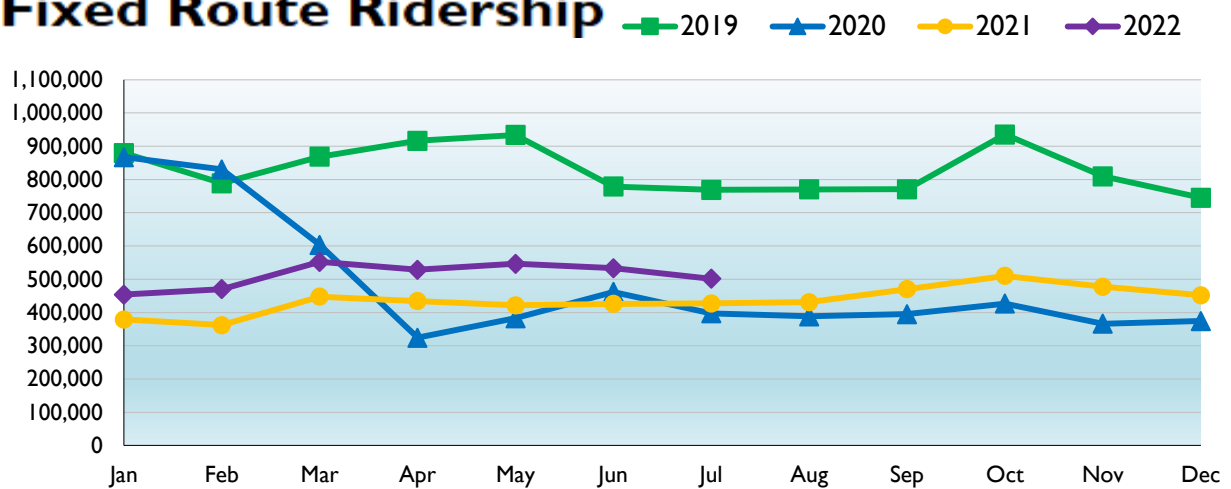
UTAP monthly rides increased 28.9% (24,678 vs. 15,258) in July 2022 compared to July 2021.

Community Access Pass (CAP) program 2 hr pass sales increased 104% (4,915 vs 2,414) in July 2022 compared to July 2021. Day Pass sales increased 0.52% (2,920 vs 2905) in July 2022 compared to July 2021.

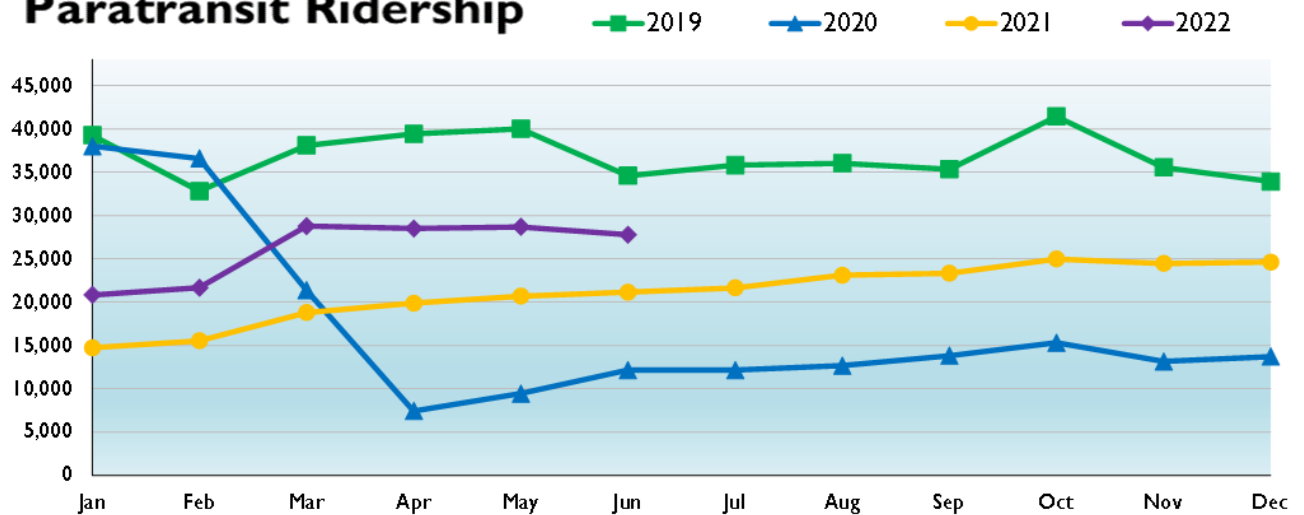
**RECOMMENDATION TO COMMITTEE:** Information only.

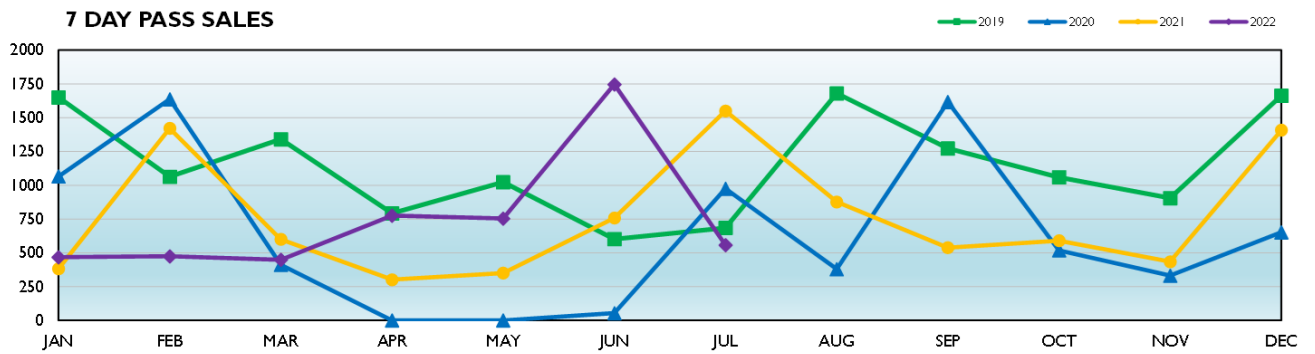
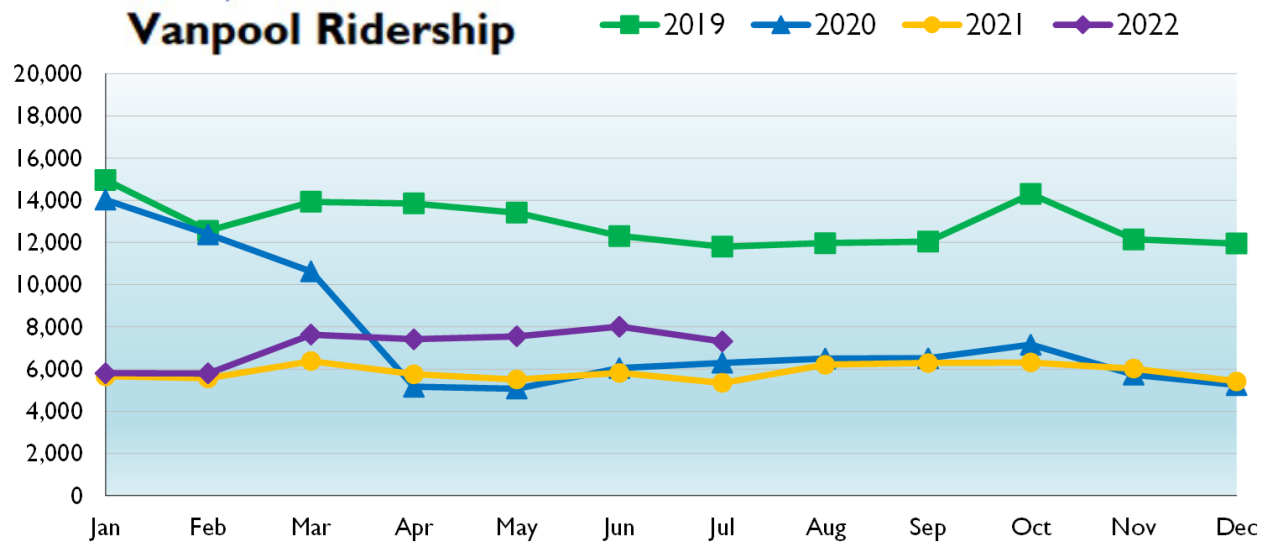


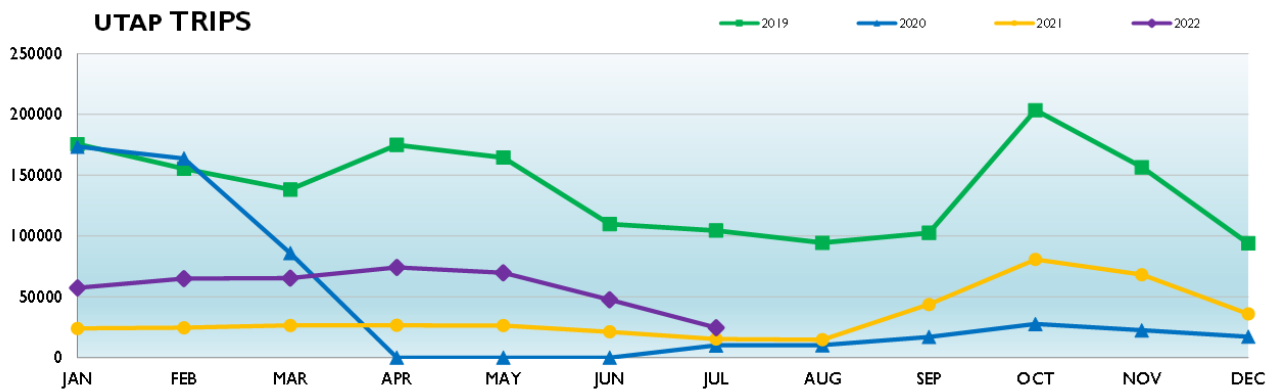
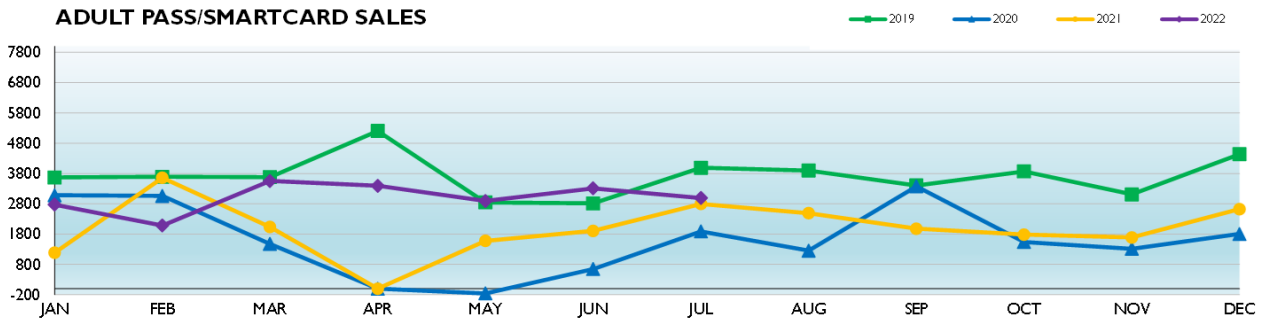
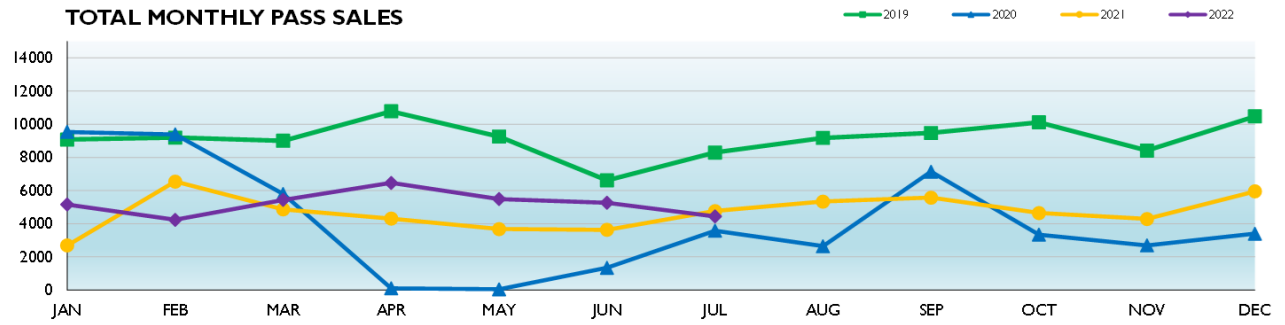
## Fixed Route Ridership



## Paratransit Ridership







**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

August 31, 2022

**AGENDA ITEM 7B :** JULY 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 July 2022 financial results. The charts are being shown with a comparison to the YTD budgetary and prior year actual values.

Revenue

Overall, July year-to-date revenue is 12.3% (\$10.3M) higher than budget impacted by the following:

- Fares & Other Transit Revenue is 1.4% lower than budget
- Sales Tax Revenue is 4.1% higher than budget
- Federal & State Grant Revenue is 44.0% higher than budget
- Miscellaneous Revenue is 14.9% higher than budget

Operating Expenses

Overall, July year-to-date operating expenses are 5.0% (\$2.7M) lower than budget, influenced by the timing of payments as follows:

- Fixed Route is 2.6% lower than budget
- Paratransit is 5.9% lower than budget
- Vanpool is 6.9% lower than budget
- Plaza is 21.6% lower than budget
- Administration is 10.4% lower than budget

**RECOMMENDATION TO COMMITTEE:** Information only.

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

70,000,000

60,000,000

50,000,000

40,000,000

30,000,000

20,000,000

10,000,000

### Totals:

2021 YTD Actual	\$ 84,927,329
2022 YTD Actual	\$ 93,372,188 (12.3%)
2022 YTD Budget	\$ 83,119,997
2022 Amended Budget	\$ 145,244,932

	Fares & Other Transit Revenue	Sales Tax	Federal & State Grants	Miscellaneous
2021 YTD Actual	3,574,126	58,514,855	21,697,273	1,141,075
2022 YTD Actual	4,289,308	62,727,085	25,269,289	1,086,506
2022 YTD Budget	4,351,026	60,270,302	17,552,998	945,671
2022 YTD Budget Variance	-1.4%	4.1%	44.0%	14.9%
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 July state capital grant reimbursements total \$347,256 and federal capital grant reimbursements total \$7,664,309.

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

50,000,000

45,000,000

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           \$ 44,978,840

2022 YTD Actual           \$ 51,818,323 (-5.0%)

2022 YTD Budget           \$ 54,518,301

2022 Amended Budget   \$ 93,987,403

### Fuel:

2021 YTD Actual           \$ 1,784,919

2022 YTD Actual           \$ 3,472,945 (29.5%)

2022 YTD Budget           \$ 2,681,663

2022 Amended Budget   \$ 4,576,971

	Fixed Route	Paratransit	Vanpool	Plaza	Administration
2021 YTD Actual	30,879,194	7,092,250	289,317	1,019,194	5,698,885
2022 YTD Actual	34,153,503	8,176,925	353,782	1,156,701	7,977,412
2022 YTD Budget	35,076,243	8,686,760	380,109	1,474,549	8,900,640
2022 YTD Budget Variance	-2.6%	-5.9%	-6.9%	-21.6%	-10.4%
2022 Amended Budget	60,436,032	14,855,728	645,413	2,509,662	15,540,568

Operating expenses exclude capital expenditures of \$14,073,688 and Street/Road cooperative projects of \$69,933 for year-to-date July 2022.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

August 31, 2022

**AGENDA ITEM 7C :** AUGUST 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 August 2022 voter-approved sales tax revenue information. August sales tax revenue, which represents sales for June 2022, was:

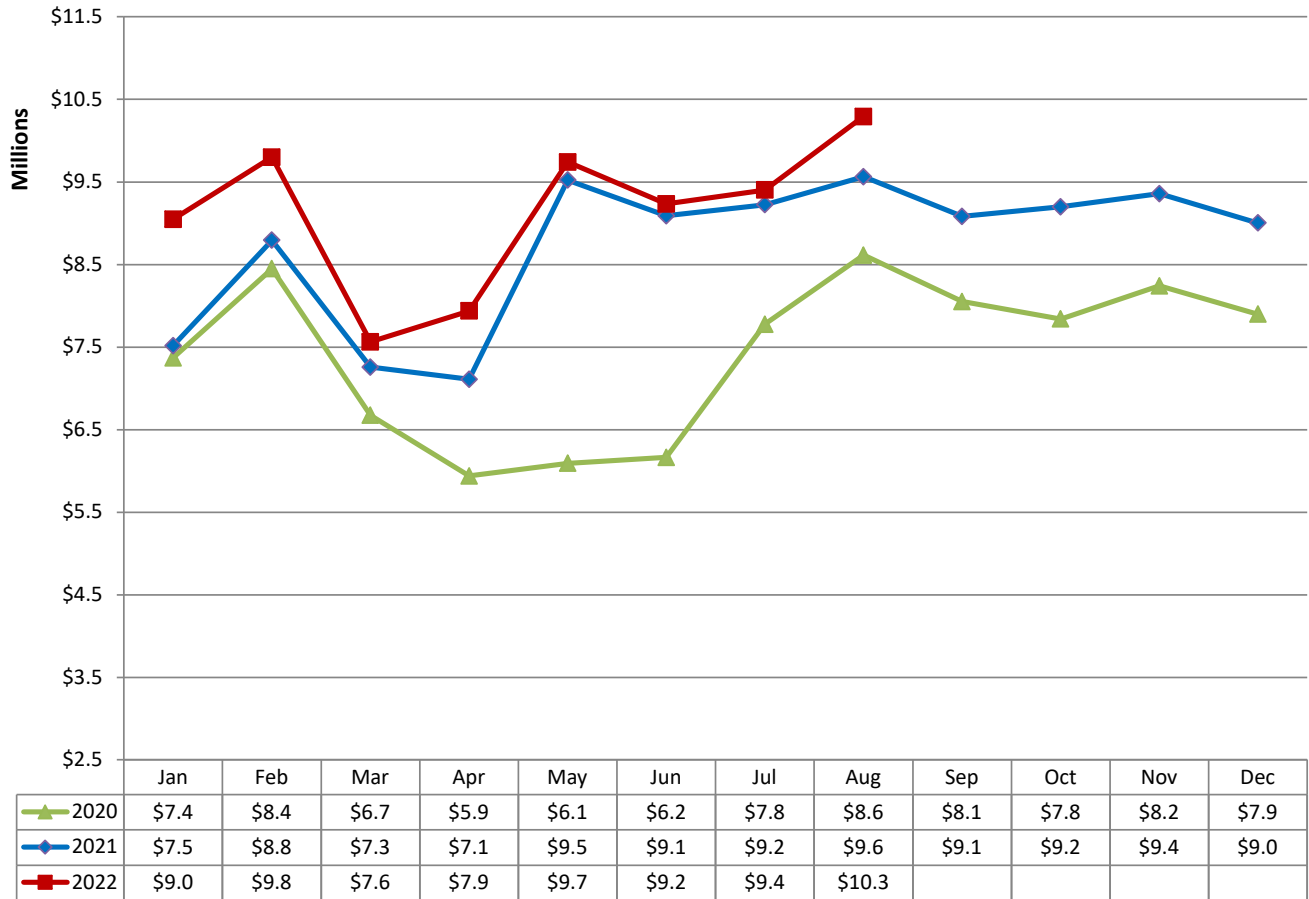
- 4.5% above 2022 budget
- 4.1% above YTD 2022 budget
- 7.6% above 2021 actual
- 7.3% above YTD 2021 actual

Total taxable sales for June were *up* 7.2% from June 2021 while June 2022 YTD sales were *up* 4.7% compared with June 2021 YTD. Retail, Construction and Accommodation and Food Services continue to be the top 3 rankings YTD:

- Retail Trade *decreased* by 2.1% (\$-12.3M) in June 2022 vs June 2021 and is *down* by 1.1% (\$-35.4M) June 2022 YTD vs 2021 YTD
  - Other Misc. Store Retailers *increased* 12.3% or \$47.7M June 2022 YTD over 2021 YTD
  - Grocery Stores *increased* 7.7% or \$11.7M June 2022 YTD over 2021 YTD
  - Automobile Dealers *decreased* 6.6% or (\$-40.0M) June 2022 YTD over 2021 YTD
  - Furniture and Home Furnishing Retailers *decreased* 12.7% or (\$-21.4M) June 2022 YTD over 2021 YTD
  - Other Motor Vehicle Dealers *decreased* 9.8% or (\$-14.7M) June 2022 YTD over 2021 YTD
- Construction *increased* by 22.6% (\$40.8M) in June 2022 vs June 2021 and is *up* by 2.0% (\$20.1M) June 2022 YTD vs 2021 YTD
- Accommodation and Food Services *increased* by 17.8% (\$19.0M) in June 2022 vs June 2021 and is *up* 27.2% (\$143.6M) June 2022 YTD vs 2021 YTD

**RECOMMENDATION TO COMMITTEE:** Information only.

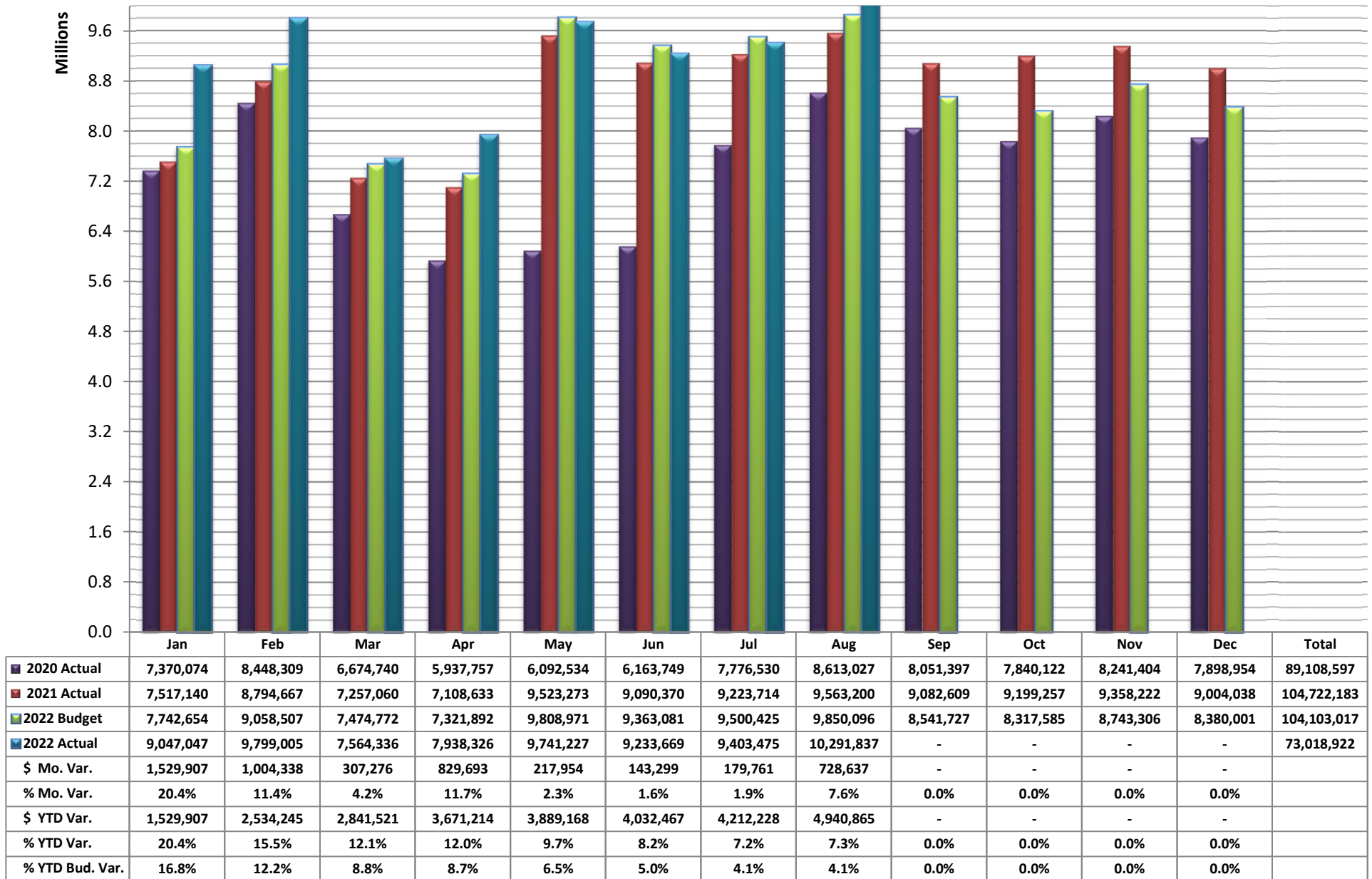
## Sales Tax Revenue History-August 2022<sup>(1)</sup>



(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**

August 31, 2022

**AGENDA ITEM 7D :** JUNE 2022 SEMI-ANNUAL FINANCIAL REPORTS

**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 June 2022 semi-annual financial reports.

❖ Capital Budget

- 14.3% of the Capital budget has been spent.
- Due to timing of projects, higher level of expenditures will be made in the last half of the year.
- 2022 forecasted capital spend to budget is expected to amount to 85.5% or \$58.1 million.

❖ Federal Grants

- Federal capital grants cover multiple years and plans have been made for the expenditure of these grants.

❖ Cash Balance

- The cash balance of \$202.8 million includes the fleet replacement fund of \$23.6 million.

**RECOMMENDATION TO COMMITTEE:** Information only.

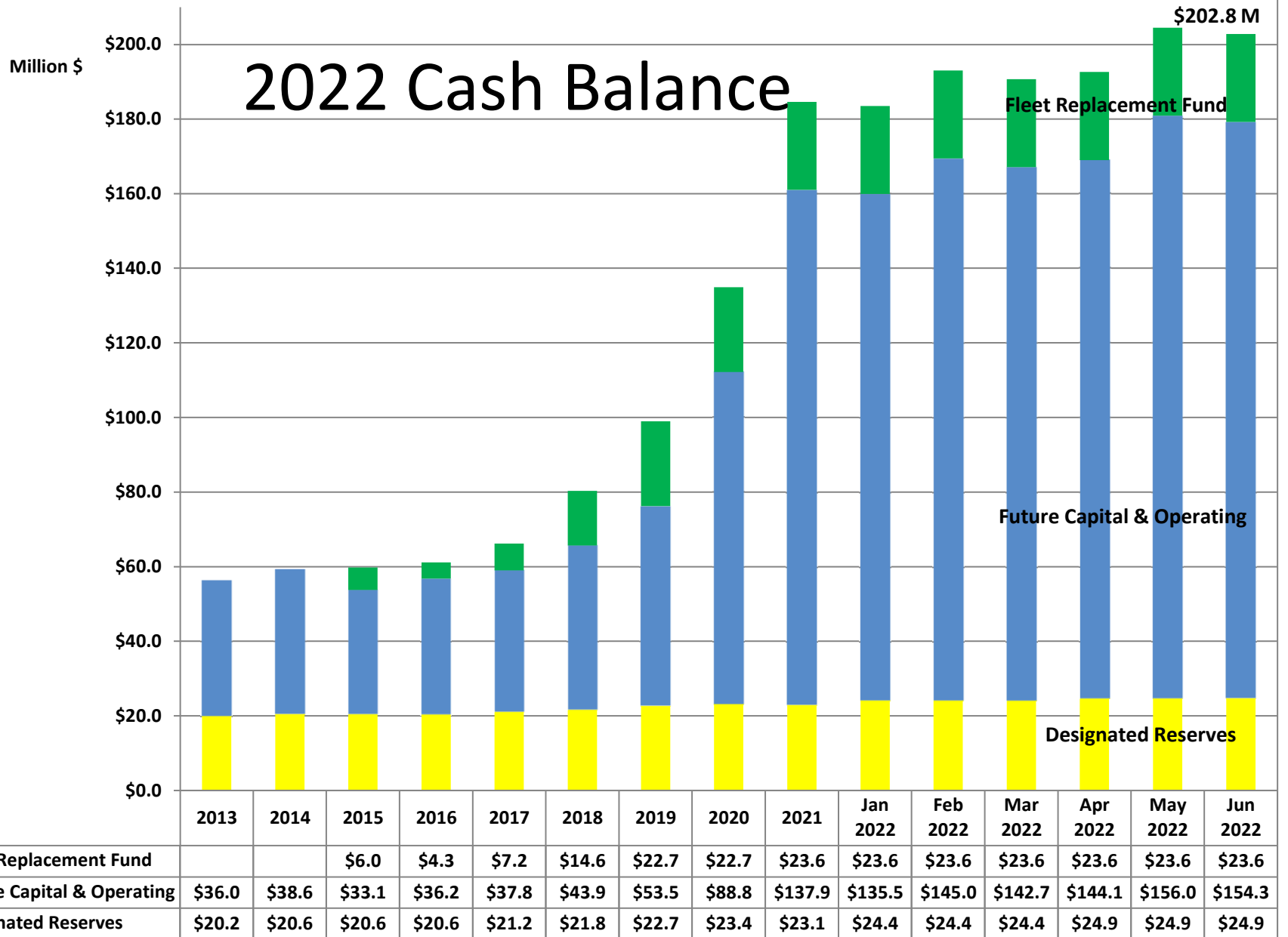
**SPOKANE TRANSIT**  
**CAPITAL BUDGET STATUS**  
**Through June 30, 2022**

<b>Capital Projects</b>	<b>State Funding</b>	<b>Federal Funding</b>	<b>Local Funding</b>	<b>2022 Budget Total</b>	<b>Expensed to Date</b>	<b>Remaining Balance</b>
<u><b>Revenue Vehicles</b></u>						
Fixed Route Coaches (Replacement)			\$ 5,547,768	\$ 5,547,768	\$ -	\$ 5,547,768
Fixed Route Coaches (Replacement)		\$ 2,038,943	2,165,416	4,204,359	-	4,204,359
Paratransit Vans (Replacement)			1,338,793	1,338,793	-	1,338,793
Vanpool Vans (Replacement)			482,227	482,227	-	482,227
<b>Total Revenue Vehicles</b>	\$ -	\$ 2,038,943	\$ 9,534,204	\$ 11,573,147	\$ -	\$ 11,573,147
<u><b>Non-Revenue Vehicles</b></u>						
Service Vehicles			\$ 90,000	\$ 90,000	\$ -	\$ 90,000
Fixed Route Tow Truck Upgrades			125,000	125,000	-	125,000
Facilities & Grounds Service Trucks			227,000	227,000	-	227,000
<b>Total Non-Revenue Vehicles</b>	\$ -	\$ -	\$ 442,000	\$ 442,000	\$ -	\$ 442,000
<u><b>Vehicle - Miscellaneous Equipment &amp; Fixtures</b></u>						
MG90 Router Retrofit			\$ 315,000	\$ 315,000	\$ -	\$ 315,000
Driver Barriers			995,776	995,776	-	995,776
<b>Total Vehicle - Miscellaneous Equipment &amp; Fixtures</b>	\$ -	\$ -	\$ 1,310,776	\$ 1,310,776	\$ -	\$ 1,310,776
<u><b>Facilities - Maintenance and Administration</b></u>						
Boone - Facility Master Plan Program			\$ 1,150,000	\$ 1,150,000	\$ -	\$ 1,150,000
Boone - Preservation and Improvements		\$ 200,000	6,813,008	7,013,008	229,065	6,783,943
Miscellaneous Equipment and Fixtures			162,250	162,250	109,014	53,236
<b>Total Facilities - Maintenance and Administration</b>	\$ -	\$ 200,000	\$ 8,125,258	\$ 8,325,258	\$ 338,079	\$ 7,987,179
<u><b>Facilities - Passenger and Operational</b></u>						
Park and Ride Upgrades		\$ 150,700	\$ 164,300	\$ 315,000	\$ 3,842	\$ 311,158
Plaza Preservation and Improvements			535,125	535,125	111,615	423,510
Route and Stop Facility Improvements			3,098,284	3,098,284	79,570	3,018,714
<b>Total Facilities - Passenger and Operational</b>	\$ -	\$ 150,700	\$ 3,797,709	\$ 3,948,409	\$ 195,028	\$ 3,753,381
<u><b>Technology Projects</b></u>						
Communications Technology Upgrades			\$ 620,000	\$ 620,000	\$ 121,447	\$ 498,553
Computer Equipment Preservation and Upgrades			175,000	175,000	13,795	161,205
Fare Collection and Sales Technology			2,240,350	2,240,350	678,769	1,561,581
Operating and Customer Service Software			128,000	128,000	-	128,000
Security and Access Technology			100,000	100,000	-	100,000
Smart Bus Implementation-Fiber Communications			100,000	100,000	30,617	69,383
Projects Management Software			100,000	100,000	-	100,000
<b>Total Technology Projects</b>	\$ -	\$ -	\$ 3,463,350	\$ 3,463,350	\$ 844,628	\$ 2,618,722
<u><b>High Performance Transit</b></u>						
Central City Line		\$ 17,256,532	\$ 12,791,485	\$ 30,048,017	\$ 4,529,637	\$ 25,518,380
HPT Implementation - Incremental HPT Investments			1,792,259	1,792,259	163,779	1,628,480
Monroe-Regal Line			3,193,499	3,193,499	170,730	3,022,769
Cheney Line	\$ 350,000		310,000	660,000	479,659	180,341
I-90/Valley Line	225,000	209,257	249,314	683,571	299,096	384,475
Sprague Line	498,200		501,800	1,000,000	54,105	945,895
Division Line			1,250,000	1,250,000	73,915	1,176,085
<b>Total High Performance Transit</b>	\$ 1,073,200	\$ 17,465,789	\$ 20,088,357	\$ 38,627,346	\$ 5,770,920	\$ 32,856,426
<b>GRAND TOTAL</b>	\$ 1,073,200	\$ 19,855,432	\$ 46,761,654	\$ 67,690,286	\$ 7,148,655	\$ 60,541,631
<b>RECONCILING ITEMS (ITEMS BUDGETED AND ANTICIPATED TO HAVE BEEN PAID IN 2021 BUT PAYMENTS DELAYED TO 2022):</b>						
Paratransit Vans (Replacement)(2020)					\$ 352,185	\$ (352,185)
Paratransit Vans (Replacement)(2021)					1,056,554	(1,056,554)
Service Vehicles (2021)					50,927	(50,927)
Facilities & Grounds Service Trucks (2021)					59,789	(59,789)
Service Vehicle Replacement-2021					40,626	(40,626)
UST Non-Diesel Replacement Boone Ave					843,688	(843,688)
Miscellaneous Equipment and Fixtures-2021					33,518	(33,518)
Cisco Network Switches					44,735	(44,735)
Network Equipment					24,498	(24,498)
Computer Equipment-2022					20,411	(20,411)
Division Passenger and Operational Treatments					1,046	(1,046)
Division Line					26	(26)
<b>Subtotal RECONCILING ITEMS</b>	\$ -	\$ -	\$ -	\$ -	\$ 2,528,004	\$ (2,528,004)
<b>GRAND TOTAL</b>	\$ 1,073,200	\$ 19,855,432	\$ 46,761,654	\$ 67,690,286	\$ 9,676,659	\$ 58,013,627

**SPOKANE TRANSIT**  
**STATUS OF FEDERAL CAPITAL GRANTS**  
**June 30, 2022**

<u>GRANTS</u>	<u>LATEST APPROVED BUDGET</u>	<u>CUMULATIVE AMOUNT EXPENDED</u>	<u>UNEXPENDED BALANCE</u>	<u>UNEXPENDED LOCAL BALANCE</u>	<u>UNEXPENDED FEDERAL BALANCE</u>
WA-95-X092 SMART CARD/FAREBOX UPGRADE	\$1,400,000	\$1,400,000	\$0	\$0	\$0
WA-2018-067 MOBILITY MANAGEMENT, OPERATIONS, VANS, ENHANCED ADA ACCESS	1,120,832	1,054,077	66,756	33,378	33,378
WA-2018-069 I-90 HPT CORRIDOR IMPROVEMENTS	751,445	603,140	148,305	20,021	128,284
WA-2018-076 STBG DIVISION HPT ALIGNMENT & STATION LOCATION STUDY	462,428	329,164	133,264	17,991	115,274
WA-2019-073 REPLACEMENT FIXED ROUTE COACHES - ELECTRIC (QTY 6)	3,086,705	1,897,866	1,188,839	160,493	1,028,345
WA-2020-009 CENTRAL CITY LINE BRT	84,886,657	45,437,051	39,449,606	16,585,269	22,864,336
WA-2020-025 PARATRANSIT VANS (4) & EQUIP, PARATRANSIT OPERATIONS	362,076	338,051	24,025	3,639	20,386
WA-2021-010 REPLACEMENT FIXED ROUTE COACHES (Qty 2)	1,244,592	0	1,244,592	186,689	1,057,903
WA-2021-014 METROPOLITAN PLANNING - FIVE MILE HUB STUDY	231,214	10,820	220,394	29,753	190,641
WA-2021-023 MOBILITY MANAGEMENT, OPERATIONS, VANS (Qty 2)	410,414	191,460	218,954	0	218,954
WA-2021-027 EXPANSION DOUBLE DECKER DIESEL BUS (Qty 7)	8,240,000	0	8,240,000	5,289,998	2,950,002
WA-2021-029 EMERGENCY RELIEF OPERATING ASSISTANCE	100,000	33,039	66,961	0	66,961
WA-2021-034 REPLACEMENT 60' DIESEL BUS (Qty 2)	1,154,165	0	1,154,165	173,125	981,040
WA-2021-122 STATIONS, STOPS, TERMINALS	5,754,747	4,643,814	1,110,933	0	1,110,933
WA-2022-011 REPLACEMENT 40' BEB BUS (Qty 10)	11,815,000	0	11,815,000	5,434,900	6,380,100
WA-2022-022 EMERGENCY RELIEF OPERATING ASSISTANCE (CRRSAA)	71,213	0	71,213	0	71,213
<b>FEDERAL GRANTS TOTAL</b>	<b>\$121,091,488</b>	<b>\$55,938,482</b>	<b>\$65,153,007</b>	<b>\$27,935,256</b>	<b>\$37,217,751</b>

# 2022 Cash Balance



## SPOKANE TRANSIT AUTHORITY

### PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

August 31, 2022

**AGENDA ITEM 7E:** 2<sup>nd</sup> QUARTER 2022 SERVICE PLANNING INPUT REPORT

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Karl Otterstrom, Chief Planning and Development Officer  
Lukas Yanni, Principal Planner / Department Manager

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**SUMMARY:** A total of 23 comments related to fixed route service and stops were received by the Planning and Development Department during the second quarter of 2022. Of the comments received, seven were related to requests for new service, two were related to existing service, and 14 were related to bus stops. The comments are summarized below. It is also noted if any applicable comments are addressed by the *STA Moving Forward* plan.

**BACKGROUND:** The Planning and Development Department receives comments from external sources and itemizes each comment to follow up and document feedback used for emerging opportunities for future service changes. These comments are obtained from a variety of sources since customer engagement cannot be a one-size-fits-all approach. Planning Department staff obtains feedback from customers at public meetings, through the Customer Service Department, phone calls, letters, emails, voice messages, emails from STA Questions (STA's website comment portal), and feedback from coach operators and supervisors. Planning staff may also receive inquiry requests from STA Board Members. STA's planning staff responds to every comment received when valid contact information is provided. Comments are also discussed at the internal Service Improvement Committee meetings if deemed appropriate.

The purpose of this summary is to inform the Performance Monitoring and External Relations Committee of the feedback received by the Planning and Development Department in the second quarter of 2022. It should be noted that this feedback summary applies only to department-related activities which include, but are not limited to, existing and potential bus service and/or feedback related to specific bus stops.

#### NEW SERVICE COMMENTS

One request for extended service in Airway Heights along 6<sup>th</sup> Avenue. The customer feels it is too far to walk from her residence on the W. 13300 block of 6<sup>th</sup> Avenue to 6<sup>th</sup> Avenue and Lawson Road where the existing stop is.

*The 2023-2025 Service Improvement Plan anticipates introducing bus service along 6<sup>th</sup> Avenue between Craig and Lawson roads, subject to the completion of the extension of 6<sup>th</sup> Avenue. The STA Board of Directors allocated \$2 million toward completion of the extension and associate transit infrastructure.*

#### NEW SERVICE COMMENTS

One request for new service to Nine Mile area neighborhood at North Royal Drive, including paratransit service.

*No service currently planned for this area.*

One request to provide bus shuttle service on Fairchild AFB.

*No shuttle service planned at this time.*

One request to add outbound Route 124 trip between 3:00 pm and 4:00 pm.

*STA added a second outbound trip on Route 124 between 3:00 pm and 4:00 pm beginning August 29, 2022.*

One request to add a bus stop at Deer Heights Road and US Route 2.

*Bus stop scheduled to be added at this location with the 2023 service change.*

One request for earlier service on Sunday.

*Earlier Sunday service added on six major routes in Aug 2022 service change.*

One request for service on Upriver Drive.

*Service for Upriver Drive between Frederick Avenue and Argonne Road will be introduced in 2023 alongside the City Line.*

#### EXISTING SERVICE COMMENTS

One request to have Route 20 arrive at the plaza earlier by 6:00 am to connect to desired route.

Not able to change Route 20 schedule which would have caused impact to a much higher used Route 33 schedule.

*New Route 36 North Central with a connection to the 21 West Broadway will address the rider's commute needs.*

One request by a passenger to add a bus stop at Wellesley and Maple. The passenger feels walking an extra Block to Wellesley and Ash is too far.

*No plan to add a stop currently. Stop at Maple and Ash is one block away*

#### BUS STOP COMMENTS

One complaint from a passenger about temporary bus stops around NE Community Center are hard to see while riding the bus.

*STA is working with the city to get permanent stops installed.*

One complaint from the manager of Airport Business Park about trash buildup at Flightline and Spotted Road and wanted to have a trash can installed at stop.

*Informed the manager that the bus stop does not show enough ridership to warrant a trash receptacle.*

BUS STOP COMMENTS
<p>One complaint from resident next to stop at Lidgerwood and Everett. She feels there is too much crime at this stop and the stop must be removed. <i>Stop is in the process of being moved to Lidgerwood and Sanson.</i></p>
<p>A maintenance worker at the Spokane International called to report a sign down at Flightline and Spotted Road. <i>Contacted Facilities and Grounds to re-install the sign.</i></p>
<p>One request from Progressions Credit Union to install a trash can at Mission and Regal (inbound stop for routes 39 and 29). <i>A trash can will be installed at the bus stop.</i></p>
<p>Worker at White Dog coffee near Chase Bank on Northwest Blvd. called to report the advertising bench at the bus stop Northwest Blvd and Hemlock (Route 22 inbound) had trash dumped all over the properties around there. <i>Creative Outdoors agreed to pick up the trash by the end of the day. A message was sent back to the worker at White Dog Coffee that the issue was being addressed.</i></p>
<p>One request from a resident to move the bus stop in front of his house at Wellesley and Perry (Route 33 Westbound). The resident feels trash and other items are being left at the bus stop. <i>The bus stop is under consideration to be moved to another location.</i></p>
<p>One request from a passenger to have a bus stop closer to Wellesley and Sullivan (detoured Route 96). <i>Normally there is a stop at Wellesley and Sullivan, but the route is on detour. Requested fixed-route supervisor place a temporary stop closer to the intersection if possible.</i></p>
<p>A concerned citizen called about bus stop at US Route 2 and Flint Road to state shopping carts and trash are piling up at bus stop. The citizen observed the carts were being used as benches. The citizen wanted to know if STA could do something about it. <i>Contacted citizen to let them know we are going to get a hold of Creative Outdoors to see if they can add a bench there. The ridership at the stop did not warrant the addition of any amenities.</i></p>
<p>One request from a commuter who parks at Fairwood Park &amp; Ride to fix a large pothole in the Fairwood Park &amp; Ride parking area. <i>The parking lot owner, Calvary Spokane, is working with contractors to make the repairs.</i></p>
<p>A resident is concerned about noise, garbage, and traffic safety at stop at 17221 E. Mission (Flora and Mission). <i>STA called back resident to state bus stop would be located 40 feet west of her property. Routes 95 and 74 will start using these stops in August of 2022.</i></p>
<p>Multiple residents signed a petition stating they did not want a bus stop at Barker and Mission due to concerns of increased traffic and vandalism. <i>STA is working on a solution to place the bus stops on Barker and Mission on the northeast side of the intersection.</i></p>



BUS STOP COMMENTS
One request from a resident to install a trash can at University and 16 <sup>th</sup> along Route 97. <i>Have called back twice but no response or answering machine.</i>

**RECOMMENDATION TO COMMITTEE:** Information only.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

August 31, 2022

**AGENDA ITEM 8 :** OCTOBER 5, 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 & 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 October 5, 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

October 5, 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 August 31, 2022, Committee Meeting -- *Corrections/Approval*
  - B. Cheney Line Corridor Improvements Scope of Work *(Otterstrom)*
4. Committee Action *(30 minutes)*
  - A. Board Consent Agenda
    1. Non-Diesel Underground Storage Tank Replacements Contract: Final Acceptance *(Rapez-Betty)*
    2. Four Lakes Station Contract: Final Acceptance *(Otterstrom)*
    3. Approval of the Spokane Police Department Amended Interlocal Agreement *(Williams)*
  - B. Board Discussion Agenda *(none)*
5. Reports to Committee *(20 minutes)*
6. CEO Report *(E. Susan Meyer) (15 minutes)*
7. Committee Information (no discussion/staff available for questions)
  - A. August 2022 Operating Indicators *(Rapez-Betty)*
  - B. August 2022 Financial Results Summary *(Liard)*
  - C. September 2022 Sales Tax Revenue *(Liard)*
8. Review November 9, 2022, Committee Meeting Agenda
9. New Business
10. Committee Members' Expressions *(10 minutes)*
11. Adjourn
12. Next Committee Meeting: Wednesday, November 9, 2022, at 1:30 p.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**

AUGUST 31, 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 & External Relations.

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

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

AUGUST 31, 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 & External Relations Committee will have an opportunity to express comments or opinions.

**RECOMMENDATION TO COMMITTEE:** For discussion.



1

## Priorities and Objectives

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

Spokane Transit      Second Quarter 2022 Performance Measures      8/31/2022      2

2

## Ensure Safety

### Performance Measures:

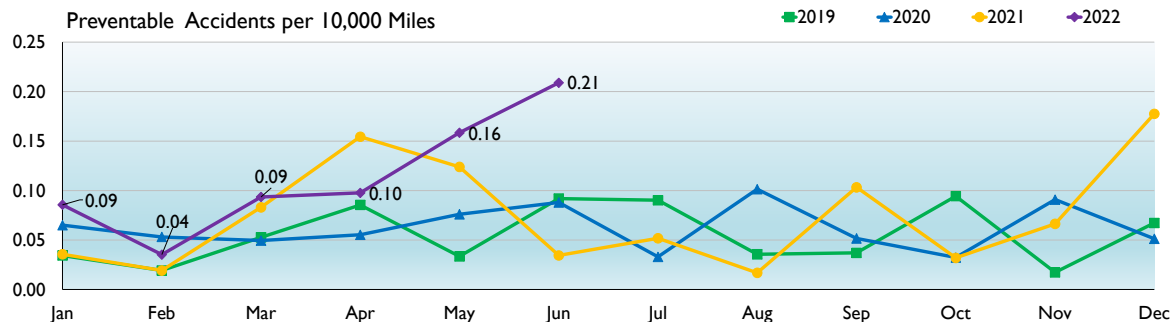
- Preventable Accident Rate
- Injury Rate
  - Workers Comp Time Loss
  - Claims per 1,000 Hours

3

## Preventable Vehicle Accidents Fixed Route

Goal:  
≤ 0.08 per  
10,000 miles

	2019	2020	2021	2022
January	2	4	2	5
February	1	3	1	2
March	3	3	5	6
April	5	3	9	6
May	2	4	7	10
June	5	5	2	13
July	5	2	3	0
August	2	6	1	0
September	2	3	6	0
October	6	2	2	0
November	1	5	4	0
December	4	3	11	0
Total Prev. Accidents	38	43	53	42
YTD Preventables per 10,000 miles	0.06	0.06	0.08	0.11

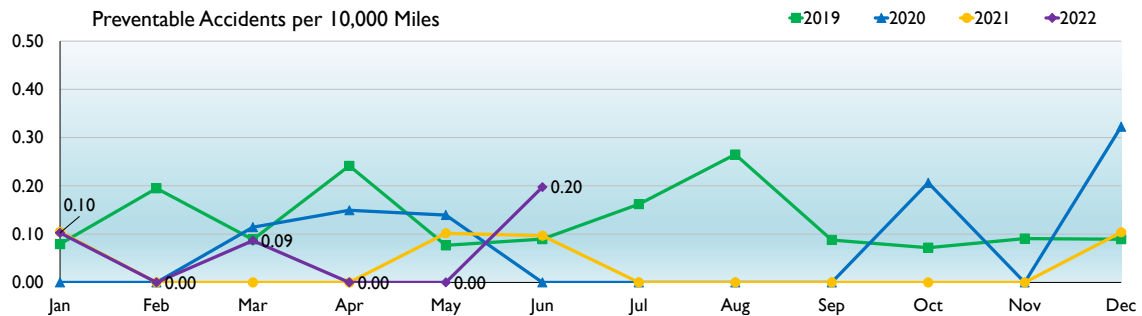


4

## Preventable Vehicle Accidents Paratransit

**Goal:**  
≤ 0.10 per  
10,000 miles

	2019	2020	2021	2022
January	1	0	1	1
February	2	0	0	0
March	1	1	0	1
April	3	1	0	0
May	1	1	1	0
June	1	0	1	2
July	2	0	0	0
August	3	0	0	0
September	1	0	0	0
October	1	2	0	0
November	1	0	0	0
December	1	3	1	0
<b>Total Prev. Accidents</b>	<b>18</b>	<b>8</b>	<b>4</b>	<b>4</b>
<b>YTD Preventables per 10,000 miles</b>	<b>0.13</b>	<b>0.07</b>	<b>0.04</b>	<b>0.06</b>



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## Workers' Compensation - Time Loss

### Lost Time Days per 1,000 Hours

	2019	2020	2021	2022	Goal
<b>Fixed Route</b>	0.03	0.03	0.02	0.02	≤ 0.02
<b>Paratransit</b>	0.04	0.05	0.01	0.00	≤ 0.04
<b>Maintenance</b>	0.08	0.04	0.05	0.05	≤ 0.05

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## Workers' Compensation – Claims

### Claims per 1,000 Hours

	2019	2020	2021	2022	Goal
<b>Fixed Route</b>	0.05	0.04	0.05	<b>0.07</b>	≤ 0.05
<b>Paratransit</b>	0.12	0.06	0.10	<b>0.03</b>	≤ 0.08
<b>Maintenance</b>	0.11	0.10	0.12	<b>0.08</b>	≤ 0.09

7

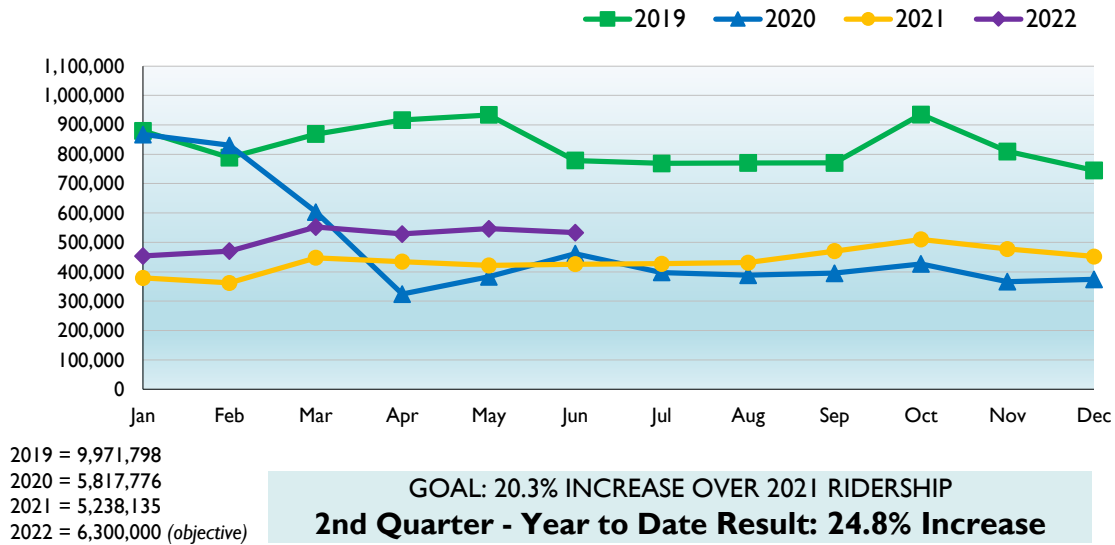
## Earn & Retain the Community'

### 4 Performance Measures:

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

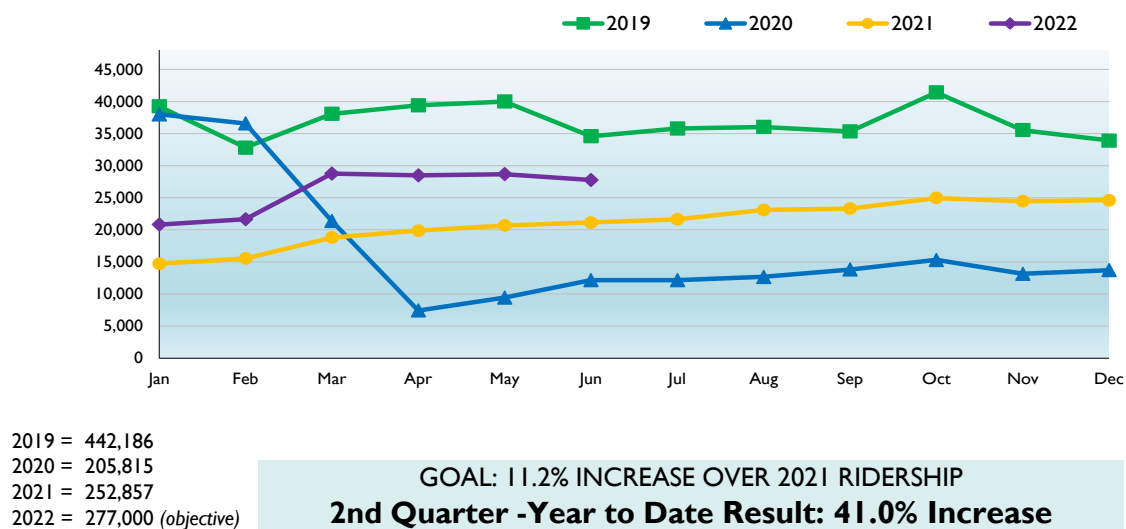
8

## Ridership – Fixed Route



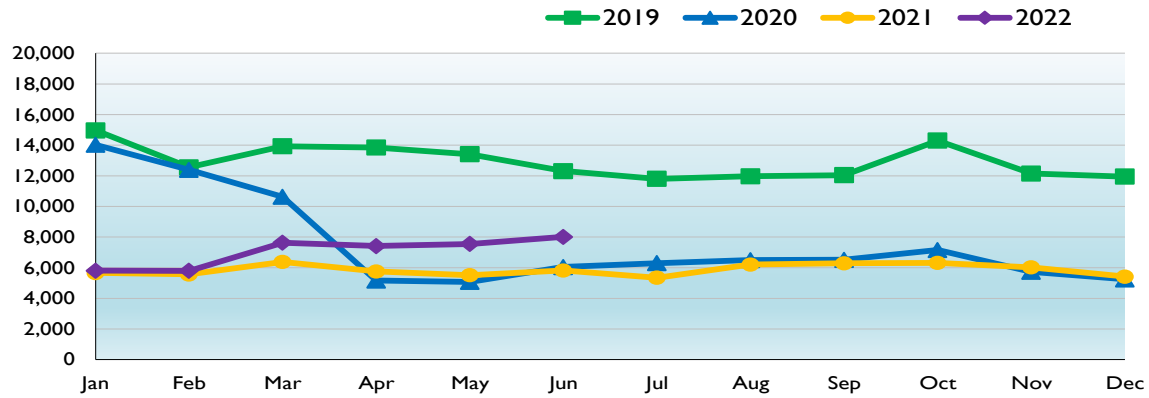
9

## Ridership – Paratransit



10

## Ridership – Vanpool

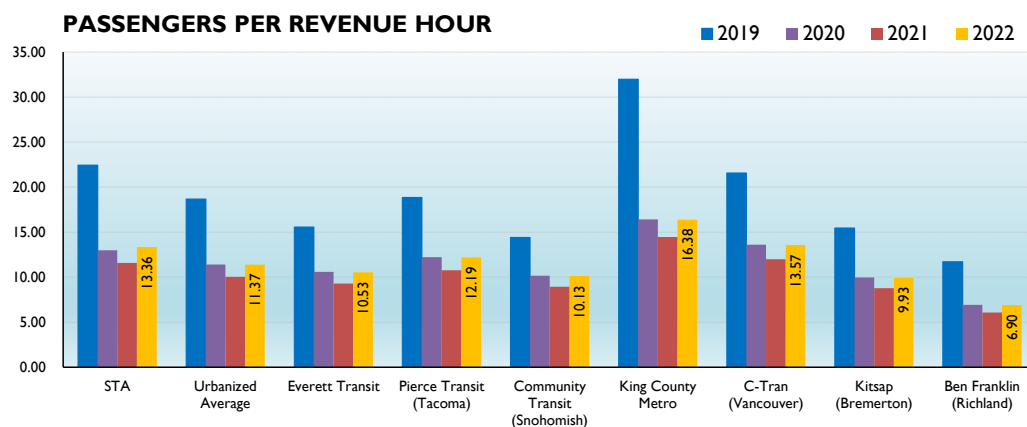


2019 = 155,262  
 2020 = 90,770  
 2021 = 70,298  
 2022 = 88,000 (objective)

**GOAL: 25.7% INCREASE OVER 2021 RIDERSHIP**  
**2nd Quarter - Year to Date Result: 21.7% Increase**

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## Service Effectiveness – Fixed Route

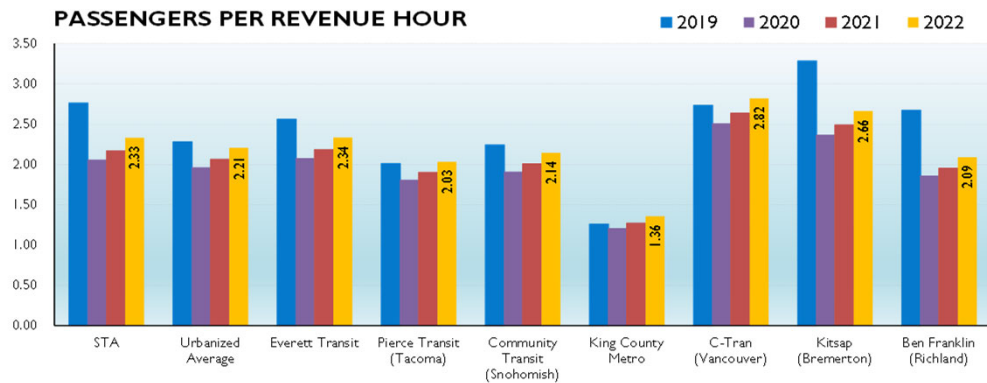


**GOAL: TRANSPORT 15 OR MORE PASSENGERS PER REVENUE HOUR**

\* System averages assume a performance equal to STA for 2021

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## Service Effectiveness – Demand Response (Paratransit)



**GOAL: TRANSPORT 2.1 OR MORE PASSENGERS PER REVENUE HOUR**

\* System averages assume a performance equal to STA for 2021

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## Customer Security

Fixed Route	2019	2020	2021	2022	GOAL
Personal Safety on Bus	4.1	No survey	4.2	Scheduled for Fall 2022	Score 4.5 on a scale of 1-5 (Std. = 4.5)
Driver Driving Safely	4.3	No survey	4.4	Scheduled for Fall 2022	Score 4.5 on a scale of 1-5 (Std. = 4.5)

Paratransit	2019	2020	2021	2022	GOAL
Personal Safety on Van	Non survey year	Delayed due to Covid	4.7	Scheduled for Fall 2022	Score 4.5 on a scale of 1-5 (Std. = 4.5)
Driver Driving Safely	Non survey year	Delayed due to Covid	4.8	Scheduled for Fall 2022	Score 4.5 on a scale of 1-5 (Std. = 4.5)

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## Community Perception

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

2019	2020	2021	2022	GOAL
3.67	3.68	3.86	Schedule for Fall	Score 4.5 on a scale of 1-5

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## Provide Excellent Customer Service

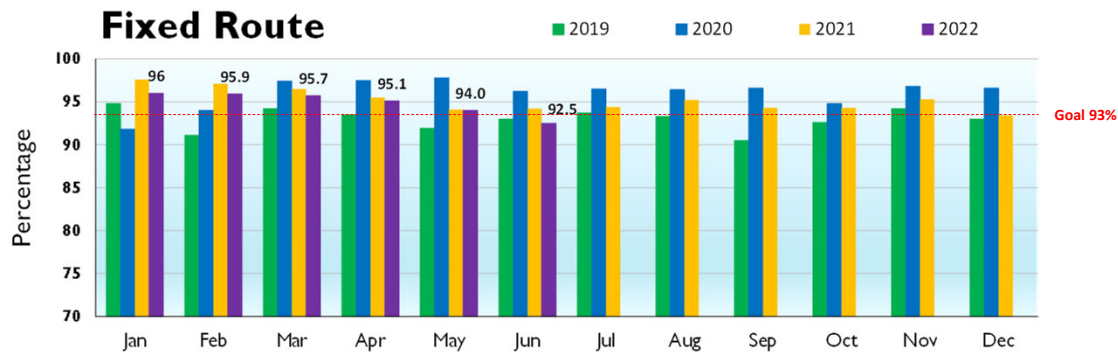
### 7 Performance Measures:

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

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## On-Time Performance

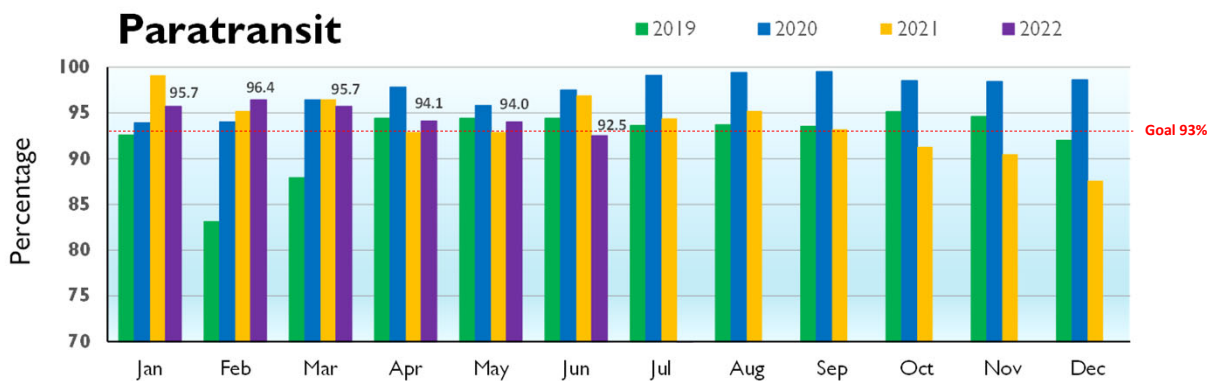
YTD  
Average =  
95%



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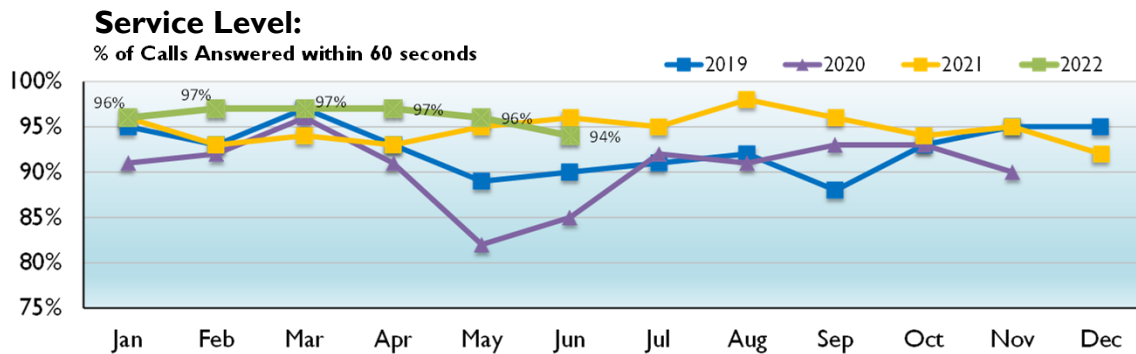
## On-Time Performance

YTD  
Average =  
95%



18

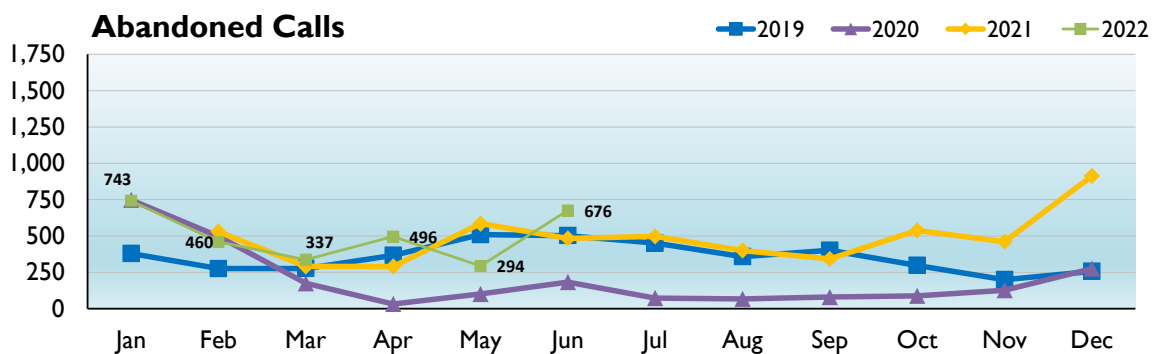
## Customer Service: 328-RIDE Call Center Performance



19

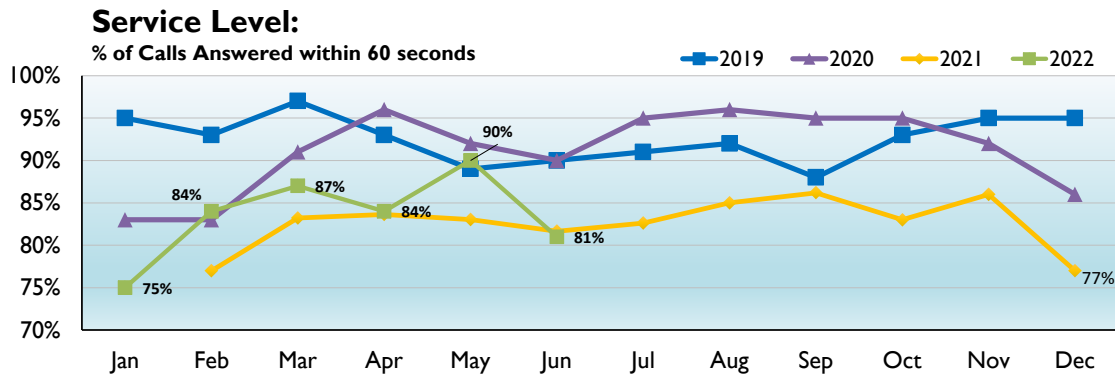
## Customer Service: 328-RIDE Call Center Performance

**YTD  
Abandon Rate  
= 3.1%**



20

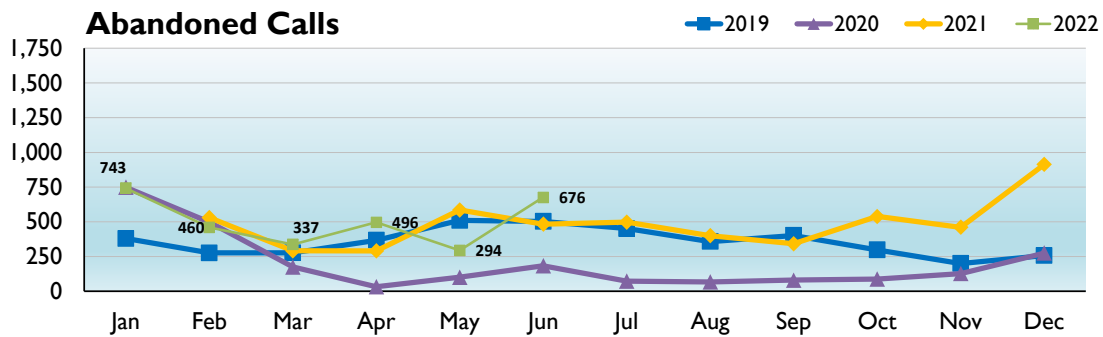
## Paratransit Reservations: 328-1552 Call Center Performance



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## Paratransit Reservations: 328-1552 Call Center Performance

**YTD  
Abandon Rate  
= 3.1%**



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## Comment Rate

### Comment Rate

	2020	2021	2022	Goal
<b>Fixed Route</b>	<b>18.1</b>	<b>11.4</b>	<b>6.3</b>	≤ 8.0 (per 100K passengers)
<b>Paratransit</b>	<b>6.0</b>	<b>6.1</b>	<b>6.2</b>	≤ 8.0 (per 10K passengers)

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## Maintenance Reliability

### Average Miles Between Road Calls

	2021	2022	GOAL
<b>Fixed Route</b>	<b>6,752</b>	<b>6,806</b>	< 1 / 7,500 miles
<b>Paratransit</b>	<b>64,626</b>	<b>87,425</b>	< 1 / 75,000 miles

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## Enable Organizational Success

### 3 Performance Measures:

- Training Rate
- Annual Employee Evaluations
- Governance

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## Training

	2020	2021	2022	Goal
<b>Fixed Route</b>	Delayed due to Covid	Completed	Scheduled for Fall	8 hours Advanced Training per Operator annually
<b>Paratransit</b>	Completed	Completed	Schedule for Fall	8 hours Advanced Training per Operator annually

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## Ride Checks / Ride Along

	2020	2021	2022	Goal
<b>Fixed Route</b>	88 of 295 completed*	Suspended due to COVID	0 out of 284 Completed	100% of operators checked annually
<b>Paratransit</b>	53 of 53 completed	Suspended due to COVID	31 out of 48	100% of operators checked annually

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## Training: Maintenance

2022	Goal	Status
Measured Annually	25 hours per employee per year	1467

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## Training: Managers/Supervisors/Administrative

2022	Goal	Status
Measured Annually	100% receive on-site or off-site training each year	In progress

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## Governance

### Board Development

Attendance at a transit-related conference/training event

Event	Location	Attendee(s)
APTA Annual Meeting October 9-12, 2022	Seattle, WA	TBD

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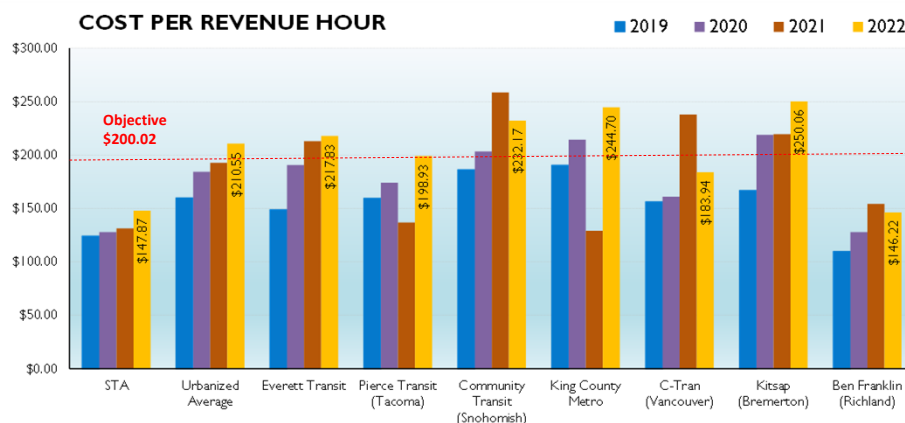
## Exemplify Financial Stewardship

### 5 Performance Measures:

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

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## Cost Efficiency – Fixed Route



**Previous year results**

- 2019 data from NTD reports
- 2020 & 2021 STA data reflect year-end

**STA 2022 data reflects year-to-date 2nd quarter**

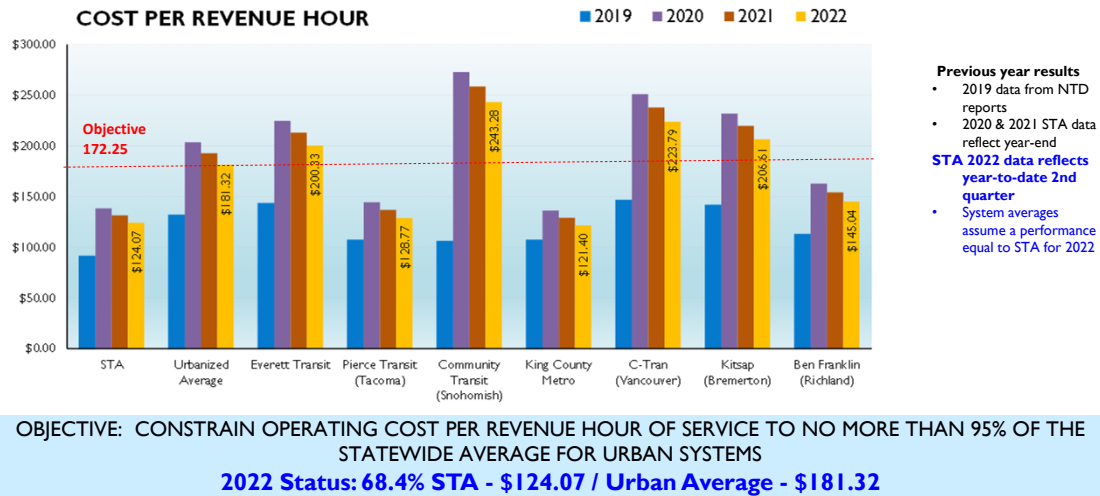
- System averages assume a performance equal to STA for 2022

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

**2022 Status: 70.2% STA - \$147.87 / Urban Average - \$210.55**

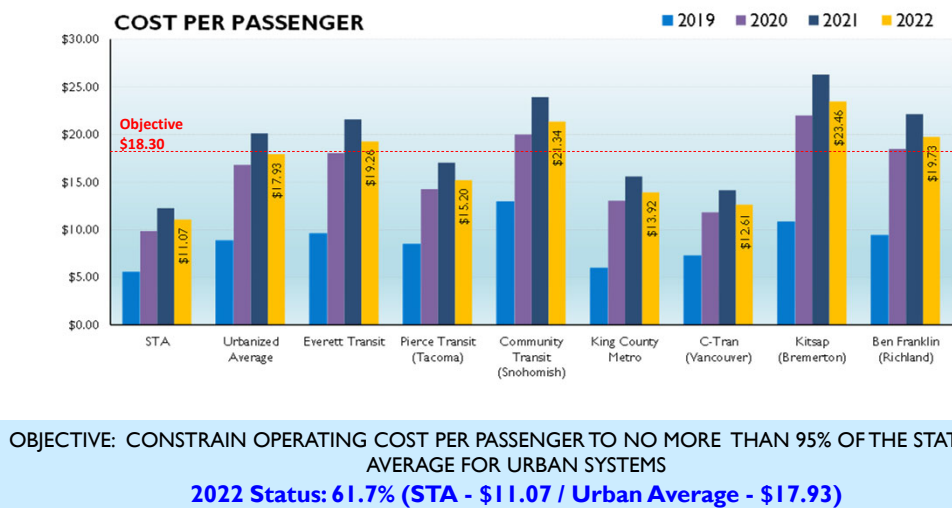
32

## Cost Efficiency – Demand Response (Paratransit)



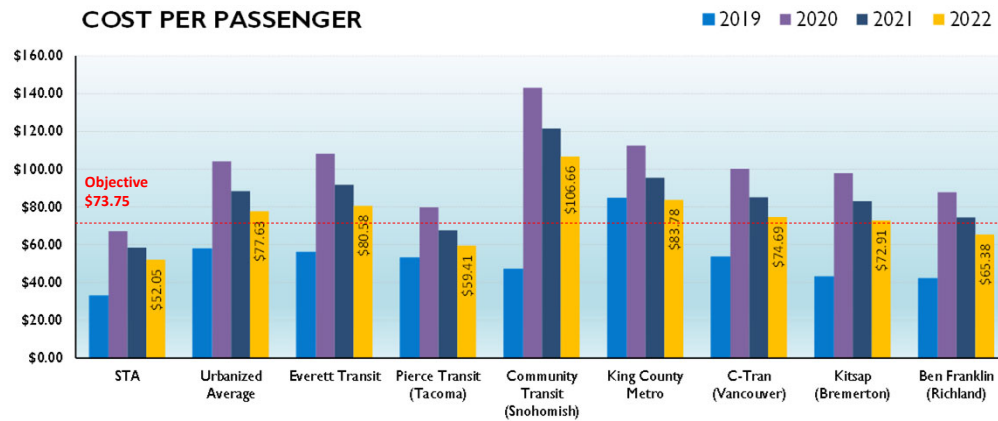
33

## Cost Effectiveness – Fixed Route



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## Cost Effectiveness-Demand Response (Paratransit)



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

**2022 Status: 67% (STA - \$52.05 Urban Average - \$77.63)**

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## Cost Recovery from User Fees



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## Cost Efficiency – Rideshare

	2019	2020	2021	2022
<b>Operating/Admin Cost per Mile</b>	\$0.53	\$0.69	\$0.80	\$0.59
<b>Revenue per Mile</b>	\$0.51	\$0.28	\$0.31	\$0.26
<b>Cost Recovery</b>	<b>95.2%</b>	<b>35.8%</b>	<b>38.8%</b>	<b>44.0%</b>

**GOAL: RECOVER 85% OF OPERATING/ADMINISTRATIVE COSTS**

*\*Fare collection suspended March 26 – July 1, 2020*

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## Cost Efficiency – Maintenance

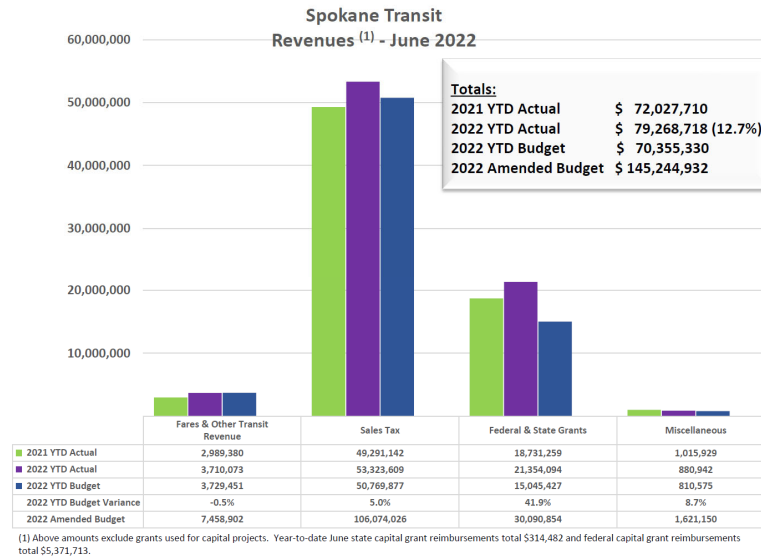
### Cost per Total Mile

	2021	2022	GOAL
<b>Fixed Route</b>	<b>\$1.39</b>	<b>\$1.27</b>	<b>\$1.45</b>
<b>Paratransit</b>	<b>\$1.08</b>	<b>\$1.09</b>	<b>\$1.13</b>

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## Financial Management



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## Service Level Stability & Ability to Sustain Essential Capital Investments

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

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## Public Perception

Community Survey Question	2021 Response	2022 Response	Goal
STA is Financially Responsible	3.86	Scheduled for Fall	Score 4.5