

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

NOTICE OF BOARD MEETING

NOTICE IS HEREBY GIVEN by the Board of Directors of the Spokane Transit Authority of Spokane County, Washington, that the Board will hold a meeting at 1:30 p.m. on Thursday, April 21, 2022, via Webex video conference.

NOTICE IS FURTHER GIVEN that business to be discussed and/or action taken shall be in accordance with the attached agenda, which is also on file at the STA Administrative Offices.

THE MEETING SHALL BE OPEN TO THE PUBLIC.

BY ORDER OF THE STA BOARD OF DIRECTORS.

DATED this 21st day of April 2022.



Dana Infalt
Executive Assistant to the CEO
Clerk of the Authority

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

April 21, 2022

AGENDA ITEM 2: APPROVE BOARD AGENDA

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Chris Grover, STA Board Chair

SUMMARY:

At this time, the STA Board will review and approve the meeting agenda with any revisions provided.

RECOMMENDATION TO BOARD: Approve Board agenda.

FINAL REVIEW FOR BOARD BY:

Division Head // Chief Executive Officer // Legal Counsel //

Spokane Transit Authority
1230 West Boone Avenue
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BOARD MEETING

Thursday, April 21, 2022
1:30 – 3:00 p.m.

Via Webex Video Conference

Board Members: [Board Members Join Here](#)

General Public: [Guests/Public Join Here](#)

Audio Conference: 1-408-418-9388; Event #: 2495 725 0669; Password: 2022

AGENDA

1. Call to Order and Roll Call
2. Approve Board Agenda (*Chris Grover*)
3. Public Expressions
4. Recognitions and Presentations: *5 minutes*
 - A. Years of Service Awards – Recognition (*Nancy Williams*)
5. Public Hearing: *10 minutes*
 - A. Connect Spokane Phase I Draft Revisions for Public Comment (*Karl Otterstrom*)
Comments should be addressed to Karl Otterstrom, Chief Planning Officer:
kotterstrom@spokanetransit.com (*Action at the May Board meeting*)
6. Board Action - Consent Agenda: *5 minutes*
 - A. Minutes of the March 17, 2022, Board Meeting – Corrections/Approval
 - B. March 2022 Vouchers (*Monique Liard*)
 - C. Increase of Contract Value for the Fare Collection System (*Monique Liard*)
 - D. Plaza Security Office Carpet Contract: Final Acceptance (*Brandon Rapez-Betty*)
 - E. Bus Schedule Printing: Award of Contract (*Brandon Rapez-Betty*)
 - F. Web Development & Maintenance Services: Award of Contract (*Brandon Rapez-Betty*)
 - G. Federal Transit Administration Section 5310 Program Adjustments (*Karl Otterstrom*)
7. Board Action – Other: *10 minutes*
 - A. 2021 Year-End Performance Measures Summary and Proposed 2022 Goals
(*Brandon Rapez-Betty*)
8. Board Operations Committee: *5 minutes*
 - A. Chair Report (*Chris Grover*)
 - i. Washington State Transit Support Grant– Discussion (*Karl Otterstrom*)
9. Planning & Development Committee: *10 minutes*
 - A. Chair Report (*Al French*)
 - i. 2023-2028 Transit Development Plan: Planning Guidance (*Karl Otterstrom*)
 - ii. 2023-2028 Transit Development Plan: Review Preliminary Revenue and Expenditure Forecast Assumptions (*Monique Liard*)

10. Performance Monitoring & External Relations Committee: *5 minutes*
 - A. Chair Report (*Pam Haley*)
11. CEO Report: *15 minutes*
12. Board Information – *no action or discussion*
 - A. Committee Minutes
 - B. February 2022 Financial Results Summary (*Monique Liard*)
 - C. March 2022 Sales Tax Revenue (*Monique Liard*)
 - D. February 2022 Operating Indicators (*Brandon Rapez-Betty*)
 - E. May 2022 Minor Service Change (*Karl Otterstrom*)
13. New Business: *5 minutes*
14. Board Members' Expressions: *5 minutes*
15. Executive Session (*McAloon Law PLLC*): (*none*)
16. Adjourn

Cable 5 Broadcast Dates and Times of April 21, 2022, Board Meeting:

Saturday, April 23, 2022	4:00 p.m.
Monday, April 25, 2022	10:00 a.m.
Tuesday, April 26, 2022	8:00 p.m.

Next Committee Meetings (Via WebEx Virtual Conference) Wednesday:

Planning & Development	May 4, 2022, 10:00 a.m.
Performance Monitoring & External Relations	May 4, 2022, 1:30 p.m.
Board Operations	May 11, 2022, 1:30 p.m.

Next Board Meeting (Via WebEx Virtual Conference):

Thursday, May 19, 2022, 1:30 p.m.

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting on STA's website: www.spokanetransit.com. A video of the Board meeting may be viewed on the website the week after the meeting. Discussions concerning matters to be brought to the Board are held in Committee meetings. The public is welcome to attend and participate. Anyone wishing to address the Board of Directors on a specific subject at a Board meeting may do so by submitting written comments to the STA Chair of the Board (1230 West Boone Avenue, Spokane, WA 99201-2686) 24 hours prior to the Board meeting. Mail addressed to the Board of Directors will be distributed by STA at its next meeting. Mail addressed to a named Board Member will be forwarded to the Board Member, unopened. Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964. For more information, see 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.

3.

PUBLIC EXPRESSIONS

At this time, the STA Board of Directors will give the public the opportunity to express comments or opinions.

Anyone wishing to comment at the meeting should follow the directions below to sign up for Oral Public Expressions or to submit Written Public Expressions to be read at the meeting. Comments must be received by 9:00 a.m. the day of the meeting. Comments will be limited to three minutes per person and, if requested, answers will be provided by staff at a later date.

To provide **Oral Public Expressions** via telephone or computer, please complete this [form](#) and email it to clerk@spokanetransit.com to be added to the Public Expressions Speakers' list.

To provide **Written Public Expressions** to be read at the meeting, please complete this [form](#) and/or email your comments to clerk@spokanetransit.com.

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

April 21, 2022

AGENDA ITEM 4A : YEARS OF SERVICE AWARDS - 1ST QUARTER 2022– RECOGNITION

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Nancy Williams, Chief People Officer

SUMMARY: At the conclusion of each quarter, Spokane Transit acknowledges and recognizes its employees for their successive years of service with the organization and thanks them for their continued association with STA. The following individuals have been employed with STA for significant periods of time, and STA commends and recognizes them for their contribution to the success of the agency:

15 Years

Web Services Manager

Chris Tohm

Operations Technology

Manager

Michael Hill

Journeyman Vehicle Technician

William Callen

Wade Raymond

10 Years

Paratransit Supervisor

Lance Durbin

Matthew Kampster

Paratransit Dispatcher

Keith Smith

Paratransit Van Operator

Suzanne Paden

5 Years

Sr Manager – Zero Emission

Fleet Planning

Ralph Wilder

Purchasing Manager

Tammy Santana

Contract Compliance Specialist

Robert West

Sr Human Resources Specialist

Jeffrey Smith

Executive Assistant-Planning

Victoria Clancy

Maintenance Admin. Assistant

Rhonda Flock

Building Maintenance

Robyn Baugh

Fixed Route Supervisor

Ryan Flores

Eric Woods

Fixed Route Operator

Joseph Bourg

Christopher Coomes

Robert Davis

Zachary Flansaas

Carlos Gacusana

Candace Gow-Hanson

Nathan Haynes

Ryan Hess

Jorell McAuliffe

John Russell

Samuel Skogstad

Matthew Theis

Angela Toerner

Paratransit Van Operator

Cinda Rodgers

Dana Trantum

RECOMMENDATION TO BOARD: Information only.

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

April 21, 2022

AGENDA ITEM 5A : CONNECT SPOKANE: PHASE I DRAFT REVISIONS FOR PUBLIC COMMENT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Planning and Development Officer
Mike Tresidder, Associate Transit Planner

SUMMARY: The Chairman will conduct the public hearing as follows:

1. Open the public hearing.
2. Call upon staff for a presentation. *(Karl Otterstrom)*
Phase I Draft Revisions for Connect Spokane can be viewed at this link:
https://www.spokanetransit.com/files/content/Connect_Spokane_Phase_I_Draft_Chapter_Revisions_redline.pdf
3. Ask the board for questions or comments
4. Open for comments from the public (ask 3 times for comments)
5. Close the hearing

RECOMMENDATION TO BOARD: Conduct public hearing.
(Action scheduled for the May 19, 2022 Board Meeting)

FINAL REVIEW FOR BOARD BY:

Division Head KO Chief Executive Officer Legal Counsel LM

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

April 21, 2022

AGENDA ITEM 6A : MINUTES OF THE MARCH 17, 2022, BOARD MEETING - CORRECTIONS
AND/OR APPROVAL

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Dana Infalt, Executive Assistant to the CEO and Clerk of the Authority

SUMMARY: The minutes of the March 17, 2022, Board meeting are attached for your information,
corrections and/or approval.

RECOMMENDATION TO BOARD: Corrections and/or approval.

FINAL REVIEW FOR BOARD BY:

Division Head BRB Chief Executive Officer ESM Legal Counsel LM

Attachment

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

BOARD OF DIRECTORS

Draft Minutes of the March 17, 2022, Board Meeting
Via WebEx Video Conference

MEMBERS PRESENT

Chris Grover, Small Cities Representative (Airway Heights) *Chair*
Pamela Haley, City of Spokane Valley,
Josh Kerns, Spokane County
Karen Stratton, City of Spokane
Lori Kinnear, City of Spokane, *Chair Pro Tempore*
Tim Hattenburg, City of Spokane Valley
Zack Zappone, City of Spokane
Dan Sander, Small Cities Representative (Millwood)
Ex Officio
Veronica Messing, Small Cities Representative
(Cheney) *Ex Officio*
Rhonda Bowers, Labor Representative, *Non-Voting*

MEMBERS ABSENT

Al French, Spokane County
Betsy Wilkerson, City of Spokane
Dan Dunne, City of Liberty Lake

STAFF PRESENT

E. Susan Meyer, Chief Executive Officer
Monique Liard, Chief Financial Officer
Karl Otterstrom, Chief Planning & Development Officer
Brandon Rapez-Betty, Chief Operations Officer and
Interim Chief Communications & Customer Svc. Officer
Nancy Williams, Chief People Officer
Dana Infalt, Clerk of the Authority

PROVIDING LEGAL COUNSEL

Laura McAloon, McAloon Law PLLC

1. Call To Order and Roll Call

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

2. Approve Board Agenda

Ms. Meyer noted a New Business item added to the Agenda as item 12.A Recruitment and Retention Plan Action.

Ms. Stratton moved to approve the agenda as presented. Ms. Haley seconded, and the motion passed unanimously.

3. Public Expressions

There were no public expressions.

4. Recognitions And Presentations

A. Bert Simmons, Paratransit Van Operator – Retirement

Mr. Rapez-Betty recognized Mr. Simmons for his 30 years of service to STA as a Paratransit Van Operator. He noted that Bert joined STA in 1991 less than two months after the Americans with Disabilities Act (ADA) was established. He discussed Bert's contributions throughout the years and wished him a very happy retirement.

On behalf of the Board, Chair Grover thanked Bert for his years of service to STA and extended best wishes for the future.

B. 4th Quarter 2021 Employee Recognition Awards

Ms. Williams advised that the employees who received recognition awards are nominated by their peers and selected by the Employee Recognition Committee for embodying and displaying STA's core values. She advised that Ronette Richardson, Fixed Route Coach Operator, was the winner of the 4th quarter award. Runners up included Dan Eakin and Adam Reid, both Fixed Route Coach Operators.

Ms. Williams congratulated the winner, the runners up, and the employees who took the time to nominate their coworkers for an award.

Chair Grover offered his congratulations to all.

5. Board Action – Consent Agenda

A. Approval of Minutes of February 17, 2022, Board Meeting

B. Approval of the following February 2022 Vouchers:

DESCRIPTION	VOUCHER/ACH NUMBERS	AMOUNT
Accounts Payable Vouchers (February)	Nos. 615981 – 616358	\$ 2,963,508.76
Worker's Comp Vouchers (February)	ACH – 2286	\$ 109,149.65
Payroll 2/11/2022	ACH – 2/11/2022	\$ 2,004,100.86
Payroll 2/25/2022	ACH – 2/25/2022	\$ 1,426,194.14
WA State – DOR (Excise Tax)	ACH – 1767	\$ 4,137.84
FEBRUARY TOTAL		\$ 6,507,091.25

- C. Division Bus Rapid Transit Work Order Approval –Authorize the CEO negotiate and execute a work order for the Division BRT initiation of preliminary engineering, design, and environmental phase with Parametrix, Inc. under existing contract #2021-10610 for an amount not to exceed \$1.18 million, and to provide for 10% contingency for unforeseen additional requirements or services.
- D. Fuel Facility Project: Budget Adjustment & Award of Contract - 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.
- E. U-District Layover Contract: Final Acceptance - 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.
- F. Swiftly Software: Award of Contract - 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.
- G. Boone South Energy Savings Contract: Final Acceptance - 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.
- H. Fleet Electrification Expansion: Recommendation - Approve: 1) the replacement of 9 diesel buses with battery electric buses, 2) the purchase of an additional battery electric bus for the City Line project, and 3) the required charging infrastructure, at an incremental cost of \$4.9 million as part of its 2023 capital budget.

Mr. Hattenburg moved to approve Consent Agenda 5A through 5H. Ms. Stratton seconded, and the motion passed unanimously.

6. Board Action – Other: *No items presented this month.*

7. Board Operations Committee

A. Chair Report (*Chris Grover*)

Mr. Grover mentioned the trip to Washington DC and the great connections made with FTA and others. He expressed how much he appreciated the high regard that Board and Staff of STA are held in by FTA officials and others. He then introduced Ms. Meyer to provide an update on the May Service Change.

- i. 2022 May Service Change Update: Ms. Meyer noted she and Karl presented this report to the Board Operations Committee. She provided background and reviewed the May 2022 service revisions that were to take effect May 15th which included a 3.6% increase in fixed route service hours and related expansion of the Paratransit boundary.

Ms. Meyer said that STA has not been immune to labor trends and recruitment efforts have not yielded the employees required for the planned service growth. As such, additional time is needed to allow for expanded recruitment and retention strategies to reach targeted staffing levels. Staff are postponing Service Revisions Package 1 from May 15, 2022, to August 28, 2022. This date allows time for additional operator recruitment and training, including two additional coach operator training classes.

Mr. Otterstrom reviewed the improvement package highlights and the plan revisions that included a new Route 36 to North Central, a new Route 35 on Francis/Market, extended Route 27 Crestline, new service to Ridgeline High School in Liberty Lake though revised Route 98 Greenacres/Liberty Lake, new service to Spokane Valley Northeast Industrial area, a near-term investment selected by the Board in December 2021, and a revised Route 95 Mid-Valley. He noted planned changes to Route 74 Mirabeau/Liberty Lake to access I-90 using Hamilton Street have been deferred due to changed traffic operation conditions with the new ramp metering in place.

Mr. Otterstrom offered to answer questions. Mr. Zappone asked about the North Central route and if it were going to go by the new Northeast Middle School? Mr. Otterstrom confirmed it would travel on Perry and Foothills.

Ms. Meyer said staff will be communicating with involved parties now that the Board has been informed. She advised Mr. Rapez-Betty would help to get the news out and she asked if there were any questions. None were forthcoming.

8. Planning & Development Committee

A. Chair Report (*Al French*)

Chair Grover asked Mr. Otterstrom to provide an update in Mr. French's absence. Mr. Otterstrom reviewed the items recommended under the Board Consent Agenda. He advised staff presented on upcoming grant opportunities through SRTC and said we are looking to submit up to four grant requests – Division BRT, I-90 Valley HPT, early design & preliminary engineering work for Wellesley HPT, and Sunset Blvd. HPT – above and beyond STA Moving Forward but listed and identified in Connect Spokane. He noted this represents early planning work for Wellesley and Sunset grants if we are successful.

He advised the committee was also updated on the Coordinated Public Transit Human Services Transportation Plan and said SRTC is taking lead role. STA is partnering with them on an ongoing basis and will be sharing a draft plan with the Board in the fall.

Chair Grover asked if there were any questions. None were forthcoming.

9. Performance Monitoring & External Relations Committee

A. Chair Report (*Pam Haley*)

Ms. Haley said she appreciated the opportunity to attend the APTA Legislative Conference in Washington, DC. She said it was very informative and she enjoyed hearing all the wonderful feedback about STA, Susan, and the team. She turned over the report to Mr. Rapez-Betty to provide additional detail of the March meeting.

Mr. Rapez-Betty advised the Committee approved a Scope of Work for an On-Call Geotechnical Environmental and Special Services. He briefly reviewed the items approved under the Board Consent Agenda today and then he advised Ms. Liard would provide an update.

i. 2021 Unaudited Year-End Financial Report

Ms. Liard gave a report on the 2021 unaudited year-end financial results.

Ms. Liard provided a Revenue summary. STA ended the year 49.4% over budget/\$47.9M, and she provided detail and context of the variances.

She said STA did not meet budget in Fares and other Transit Revenue. The primary contributor to the \$1.4M shortfall in fares to the Revenue budget was that we budgeted a stronger recovery in 2021 for ridership. As reported, 8.5M budgeted turned into actual ridership of 5.6M.

Ms. Liard reviewed the additional categories of Sales Tax which came in a 36.7% better than budget/\$107.3M; Federal and State Grants which recorded \$20.3M improvement to the budget due to CRSSA not being included in the budget as that had not been awarded at the time the budget was completed; Miscellaneous revenue which represented a view of the average invested cash balance throughout the year.

Ms. Liard reviewed the different categories that impacted the 2021 operational performance of STA.

The 2021 Capital Budget Status summary was examined. STA finished the year with \$52M compared to the \$71.9M budget. The \$20M underspent will be rolled over into 2022 as STA continues to execute projects started during 2021. She reported on key highlights and cooperative projects.

She advised the financial statements throughout the year are shown on a cash basis. As we work and prepare to work with state auditors, everything must be reported on an accrual basis – the basis of accounting under which we are audited. A few of the items seen throughout the year get updated for purposes of presenting this year-end report – primarily around truing up the timing for sale tax distribution, grants expended but not yet been reimbursed, and expenses incurred in 2021 but paid in 2022.

The 2021 cash and reserve analysis were reviewed, which represented a recap from a cash perspective of the operational performance for 2021, on an unaudited basis. She showed a graph of the historical cash balances and noted the green bars represent our fleet replacement fund. She talked about the future capital & operating balances as well as the designated reserves.

Ms. Liard wrapped up by advising the report had been presented to the Performance Monitoring & External Relations Committee and the Board of Directors. The next steps include the 2021 Single Audit with the Office of the Washington State Auditor in March-May 2022, and a 2021 Audit Exit conference with the Performance Monitoring & External Relations Committee on July 6th.

Chair Grover asked for questions from members. None were forthcoming.

10. CEO Report

Ms. Meyer responded to a question posed by Ms. Wilkerson in a prior meeting this month wherein she asked about languages available for users on our website. Ms. Meyer advised that the Beta version of the new STA website has a drop-down menu that you can choose from languages of Arabic, Chinese, Dutch, English, French, German, Italian, Portuguese, Spanish, Russian, and Vietnamese. She thanked Emily Arneson for providing her with the information.

Ms. Kinnear asked if we are talking about all of the eastern European countries or just Russian? Ms. Meyer advised just the languages she identified and agreed that it would be amazing to have every available language to convert. Ms. Meyer advised she would follow up with Ms. Arneson on percentages of population for various languages and would follow up with the board after she receives it.

Ms. Meyer reported February ridership increased 29.8% in Fixed Route, with on-time performance of 96%. Paratransit ridership grew 36.9% in February, with 96% on-time performance. Vanpool posted a 4.2% increase in ridership in February and 3.4% year-to-date. They reported 61 vans versus 60 the prior month and 62 in February 2021.

Monthly Fare Revenue by service type graph was shown for the period January 2021 through February 2022.

February 2022 voter-approved Sales Tax Revenue, collected on December 2021 retail sales, were \$9.8M compared to budgeted of \$9.1M. As of February 2022, sales tax was approximately 11.4% above the February 2022 actual, 15.5% year-to-date above 2022 actual, and 12.2% year-to-date above budget.

Ms. Meyer discussed the changes in categories on the City Line Finance Update between January and March. In addition to the financial update, Ms. Meyer shared City Line construction underway with photographs of Station 13 at Riverside & Stevens, Station 15 at Riverside & Bernard; and Station 17 at Riverside & Division. She reported on the upcoming construction of City Line as well as other activities.

Ms. Meyer provided an update on Move Ahead Washington. She reviewed the sources and uses of funds included in the revenue package for transportation. She reported the Climate Commitment Act was passed last year and is expected to generate \$5.4B over the 16 years of the program. She reported federal and other funding did not require a gas tax increase.

Ms. Meyer reported Move Ahead Washington was passed by the conference committee and is expected to have the governor's signature within a week. She talked about the spending summary of the Climate Commitment Act Spending (including Transit Programs & Projects), resulting in a direct distribution to transit agencies, noting it carries two or three obligations for the Board of an agency to decide on. She said staff will come to STA's Board next month and the month after with a recommended strategy for considering whether STA would like to access this funding for use that we would decide, but it would include providing zero fare service to youth up to age 18.

The transit projects include Division BRT \$50M; and a number of other grants, including special needs which is a formula distribution. As it is currently understood, STA will receive approximately double what is currently being received of \$3.5M per biennium. There are grants to compete for, with bus and bus facilities being new, along with a green transit grant.

Ms. Meyer discussed the Direct Distribution Formula of \$6.4M annual amount from direct distribution or support grants. This is what happened in the supplemental budget. There is 33.6M which starts with the next biennium. This 2022 supplemental budget provides \$33.6M that is not an increment of the number of months. For the first year, if everyone accepted this grant, maintained or increased sales tax rate, had zero fare transit to age 18 and documented their service to underserved communities, \$2.396M is what STA is estimated to receive. However, if other agencies don't accept their distribution, that would go back into the fund and be redistributed amongst the participating agencies.

Ms. Meyer said that Mr. Otterstrom took the pictures on the slides for the APTA Legislative Conference report while in DC. She advised of the attendees and the purpose of the trip and talked about keynote conference speakers and the meetings attended by STA staff and guests

- US DOT Secretary Pete Buttigieg; FTA Administrator Nuria Fernandez; Congressman Peter DeFazio; Mike Murphy, Speaker, Republican political consultant
- STA Meetings during the conference:
 - Kendall Dehnel, Legislative Assistant to Congresswoman McMorris-Rodgers
 - FTA: Associate Administrators Paul Kincaid, Jamie Pfister, Regional Administrator Linda Gehrke
 - Cardinal Infrastructure, Sherry Little, Anja Graves

Ms. Meyer shared conference highlights and key takeaways that included:

- Funding from Bipartisan Infrastructure Law (aka IIJA) comes with big expectations for delivering transportation projects and benefits.
- Multiple speakers opined the biggest risk to future authorization is if IIJA funding is under or poorly utilized; Significant expected turnover in Congress highlights importance of continued education and advocacy in DC; Management/labor collaboration on workforce development with the transition to zero emission vehicles, is expected; Racial equity will continue to be an important focus of the Biden Administration in prioritizing and awarding funding; FTA is supportive of and pleased with STA's projects and progress and expressed interest in attending the City Line ribbon cutting

Spokane Transit's Rides for Seniors has been very successful during the pandemic as it was created in 2020 to help utilize the available capacity of the Paratransit vans. The plan allowed people aged 60+ to ride paratransit vans even if they didn't have eligibility. STA planned and communicated to end the program on March 31st in anticipation of the mask mandate being lifted, but that has been extended and STA is extending the deadline until April 20, 2022. There have been 295 unique riders who have taken just under 15,000 trips since the program's inception.

Ms. Meyer touched on the open positions and encouraged everyone to see the website for position details at <https://www.spokanetransit.com/employment/job-listings>

Chair Grover thanked Ms. Meyer and asked if anyone had questions. There were none.

11. Board Information – *no action or discussion*

- A. Committee Minutes
- B. January 2022 Financial Results Summary
- C. February 2022 Sales Tax Revenue
- D. January 2022 Operating Indicators

- E. 2021 State Audit Timeline
- F. 2023-2028 Transit Development Plan: Develop Mid-range Planning Guidance
- G. 2022 Spokane Regional Transportation Council Call for Projects Grant Applications
- H. Human Services Transportation Plan

12. New Business

- A. Recruitment & Retention – Ms. Meyer noted the theme of the meeting is staffing. She reminded of the discussion for the May Service change needing to be moved to late August and said staff have been working to prepare a strategy where we can retain and recruit employees during this difficult time.

She shared a service reliability challenge table which was completed a month or so ago which detailed the need for operators. Ms. Meyer said we can make good on all commitments and current service if we don't have this exact number of operators, but this table reflects the optimal number for providing a good, stable, predictable system of fixed route services.

The proposed retention and recruitment strategy is grounded in this being a highly competitive market and unemployment rates being low. STA's attrition, especially amongst operators, has been counterproductive. We have launched a campaign called "DRIVE YOUR CAREER!" This is a recruitment primarily aimed at coach operators but with links to the entire system.

Incentives are a means of attracting and retaining employees. Ms. Meyer said she is here to advise our incentive approach results in staff asking the board to approve an amendment to the 2022 budget to fund this retention & recruitment focus. She reviewed the proposed plan:

- Retention – four \$2,000 incremental incentive payments for dates worked between March 18, 2022, through November 30, 2023 – which aligns with current needs and future anticipated City Line needs - \$8,000 maximum payout per employee over 2 years. She clarified the March date was not a payment date, but the beginning of the program.
- Employee Referral – When an employee refers a candidate who is hired, that referring employee will receive \$1,000 after the new hire's successful completion of probation. For the initial referral only, the referring employee will receive \$500 upon hiring the candidate and the second \$500 at completion of probation of the new employee.
- Hiring Bonus – \$3,000 with 50% at hire and 50% after successful completion of probation

Ms. Meyer reviewed the financial summary for retention & recruitment plan in detail, showed the current year budget amendment, and the 2023 amount which will be included in the 2023 budget cycle. She reviewed the retention phases, the recruitment plan, and the \$3,139,039 Amendment to the 2022 budget.

Chair Grover expressed his agreement with the proposed plan and Ms. Kinnear said she was in support of this plan. She expressed her opinion regarding the living wage requirements in Spokane and discussion was held about the starting wage of Coach operators. Ms. Kinnear said she absolutely supports hiring bonuses. Ms. Meyer reinforced that the retention plan is for every employee. Ms. Kinnear thanked her for the clarification.

Mr. Kerns said he likes the referral, the concept of incentive, and the hiring bonus – as a follow up question, he clarified that the \$21.24 was salary, not including benefits? Ms. Meyer advised he was correct. There was discussion about exit interviews and if most of the people leaving were retiring. Ms. Williams advised there are a variety of reasons, but the biggest reason seen in the last several years is retirement.

Mr. Kerns asked if she thought the \$8,000 over two years would have enticed some of those people to extend their retirement date or if it was targeted more towards people leaving for reasons other than retirement? There was additional discussion regarding retirement and reasons for people leaving.

Mr. Kerns said he was wondering if people are leaving STA at a higher rate than they were pre-pandemic? He wasn't sure the incentive would delay a retirement.

Ms. Meyer noted that during the 2021 year, 31 coach operators left and was a combination of discipline related separation, separations based on someone getting a job someplace else, and retirements. Ms. Williams added that 13 of 31 separations of coach operators left during their first year had to do with the civility piece and the fact they didn't fully understanding the environment in which they would be working.

Mr. Dunne congratulated staff and said it was a good starting point.

Ms. Meyer reminded we are discussing the 2022 Budget and staff are asking to amend it by adding \$3,139,039 to Operating Budget. She advised that staff are proposing the funds come from the one-time American Rescue Plan Act (ARPA) which is apportioned to STA. It is intended to ensure transit service continues across the United States and can be used on compensation. She provided the background on ARPA funding. The balance of the ARPA funding is included in the long-range planning that the Board is currently working on that included \$18M of near-term improvements and will be finishing Phase I of the new strategic plan by the end of the year. That's where this revenue will be considered for investment in the community. She said she is looking forward to seeing this funding tangibly go to work and for the community to be able to see it.

Ms. Meyer reviewed the Plan Impact to the 2022 Adopted Budget as created by Ms. Liard which showed the 2022 Adopted Budget, the Recruitment & Retention Plan Impact, and the Proposed Amended Budget.

Mr. Zappone asked Ms. Meyer about the American Rescue Act Funds used to date of the \$30M and if she was referring to the amount that STA received? Ms. Liard responded that STA will be drawing down about \$16M in 2022 and will have \$19 or \$20M in 2023. Because we are currently drawing down the CRRSA funding, STA will not start accessing any of the ARPA funding until April/May timeframe. Mr. Zappone thanked Ms. Liard.

Ms. Meyer reviewed the recommendation and reviewed Resolution 793-22 for the members prior to the motion.

Chair Grover said it was a great discussion and congratulated staff. He asked for any further questions for Ms. Meyer or staff? None were forthcoming.

Ms. Kinnear moved to amend, by Resolution, the adopted 2022 Operating & Capital Budgets to reflect the proposed retention & recruitment plan cost of \$3,139,039. Mr. Hattenburg seconded, and the motion passed unanimously.

13. Board Members' Expressions: *5 minutes*

Chair Grover invited members to provide expressions. There were none. He thanked everyone for their continued support and leadership on the board and expressed his gratitude to everyone.

14. Executive Session (*McAloon Law PLLC*): (*none*)

15. Adjourn

With no further business to come before the Board, Chair Grover adjourned the meeting at 3:04 p.m.

Respectfully submitted,

A handwritten signature in cursive script that reads "Dana Infalt".

Dana Infalt
Clerk of the Authority

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

April 21, 2022

AGENDA ITEM 6B : MARCH 2022 VOUCHERS

REFERRAL COMMITTEE: n/a

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


SUMMARY: The following warrants and ACH transfers for the period of March 1 through 31, 2022, have been audited and processed for payment by the Finance Department in accordance with RCW 42.24.080 and are hereby recommended for STA Board approval. Supporting invoices are in the Finance Department for review.

DESCRIPTION	VOUCHER/ACH NUMBERS	AMOUNT
Accounts Payable Vouchers (March)	Nos. 616359 – 616775	\$ 7,858,738.11
Worker's Comp Vouchers (March)	ACH – 2286	\$ 149,101.75
Payroll 3/11/2022	ACH – 3/11/2022	\$ 1,916,709.30
Payroll 3/25/2022	ACH – 3/25/2022	\$ 1,494,539.48
WA State – DOR (Excise Tax)	ACH – 1767	\$ 5,418.03
MARCH TOTAL		\$ 11,424,506.67

Certified:


Tammy Johnston
Senior Financial Services Manager

This certifies that the above vouchers have been audited and certified as required by RCW 42.24.080


Monique Liard
Chief Financial Officer
(Auditing Officer)

RECOMMENDATION TO BOARD: Information only.

Spokane Transit Authority
Vouchers - March 2022

<u>Check Date</u>	<u>Check #</u>	<u>Payee</u>	<u>Reference</u>	<u>Amount</u>
03/01/2022	616359	Cameron-Reilly LLC	1137	651,024.54
03/01/2022	616360	Wesslen Construction Inc	2651	194,109.84
03/04/2022	616361	Inland Welding Supply Inc	1032	2,740.51
03/04/2022	616362	Continental American Insurance Company	2682	2,020.46
03/04/2022	616363	Alcobra Metals Inc	2140	184.82
03/04/2022	616364	Amazon Capital Services Inc	2098	3,693.24
03/04/2022	616365	Northwest Industrial Services LLC	1058	214.08
03/04/2022	616366	APS Inc	1841	327.00
03/04/2022	616367	Avista Corporation	1081	2,370.95
03/04/2022	616368	Battery Systems Inc	1089	360.73
03/04/2022	616369	Bixby Machine Tool Supply Inc	1106	21.22
03/04/2022	616370	BDI	1022	479.15
03/04/2022	616371	Clary Longview LLC	2611	50,927.40
03/04/2022	616372	Calvary Spokane	1136	843.99
03/04/2022	616373	Lithia Motors Support Services	1024	1,686.17
03/04/2022	616374	Canon Financial Services Inc	1154	334.06
03/04/2022	616375	Cardinal Infrastructure LLC	2059	12,500.00
03/04/2022	616376	Carquest Auto Parts	1025	33.00
03/04/2022	616377	The Coeur D'Alenes Company	2441	965.14
03/04/2022	616378	CDW-Government	1132	459.06
03/04/2022	616379	Consolidated Electrical Distributors	1133	1,728.36
03/04/2022	616380	City of Spokane	1601	8,424.83
03/04/2022	616381	COAST Transportation	2040	1,251.74
03/04/2022	616382	CompuNet Inc	1166	12,237.05
03/04/2022	616383	Washington State Dept of Corrections	1708	1,966.49
03/04/2022	616384	Creative Bus Sales Inc	1233	100.62
03/04/2022	616385	Cummins Inc	1027	27.93
03/04/2022	616386	Cummins Inc	1027	1,678.60
03/04/2022	616387	Dell Marketing LP	1204	17,010.70
03/04/2022	616388	Delta Dental of Washington	1726	58,761.61
03/04/2022	616389	Edge Construction Supply Inc	1224	100.42
03/04/2022	616390	El Jay Oil Co Inc	1003	20,213.41
03/04/2022	616391	Fastenal Company	1249	7,277.48
03/04/2022	616392	Ferguson Enterprises Inc	1252	28.15
03/04/2022	616393	First Transit Inc	2430	392,714.46
03/04/2022	616394	FP Mailing Solutions	1878	1,000.00
03/04/2022	616395	Gordon Truck Centers Inc	1018	16,383.70
03/04/2022	616396	Future Systems US Inc	2320	6,540.00
03/04/2022	616397	Galls LLC	1271	4,958.36
03/04/2022	616398	Gard Communications Inc	1272	1,322.50
03/04/2022	616399	General Parts Distribution, LLC	2690	18.97
03/04/2022	616400	The General Store	1956	19.39
03/04/2022	616401	SPX Corporation	1268	5,744.97
03/04/2022	616402	Gillig LLC	1279	12,830.82
03/04/2022	616403	GLACIER SUPPLY GROUP LLC	2695	64.75
03/04/2022	616404	Glass Doctor	1308	2,261.30
03/04/2022	616405	W.W. Grainger Inc	1285	546.14
03/04/2022	616406	Great Floors LLC	1288	33,710.04
03/04/2022	616407	H & H Business Systems	1298	386.04
03/04/2022	616408	Hogan Mfg Inc	1008	63.67
03/04/2022	616409	Hotsy of Spokane LLC	2370	599.50
03/04/2022	616410	Humanix Corp	1329	7,003.87
03/04/2022	616411	INIT Innovations in Transportation Inc	2392	978,522.42
03/04/2022	616412	Kaiser Foundation Health Plan of Washington	1296	343,616.00
03/04/2022	616413	Kaiser Foundation Health Plan of Washington	1296	45,773.45
03/04/2022	616414	Kaiser Foundation Health Plan of WA Options Inc	1295	24,083.44
03/04/2022	616415	Kaiser Foundation Health Plan of WA Options Inc	1295	3,940.72
03/04/2022	616416	Lithographic Reproductions Inc	1403	2,835.09
03/04/2022	616417	Michigan Truck Spring of Saginaw Inc	2634	266.00
03/04/2022	616418	Q49 Solutions LLC	2594	91.56
03/04/2022	616419	Mohawk Manufacturing & Supply Co	1011	810.42
03/04/2022	616420	NAPA Auto Parts Inc	1014	11,957.74
03/04/2022	616421	NATIONWIDE	2592	614.18
03/04/2022	616422	Nelson Nygaard Consulting Associates Inc	2185	8,570.00
03/04/2022	616423	The Aftermarket Parts Company LLC	1015	3,168.28
03/04/2022	616424	Norco Inc	1467	1,810.99
03/04/2022	616425	CSWW Inc	1102	386.92

<u>Check Date</u>	<u>Check #</u>	<u>Payee</u>	<u>Reference</u>	<u>Amount</u>
03/04/2022	616426	Novation Inc	2394	1,154.34
03/04/2022	616427	Office Depot Inc	1483	547.93
03/04/2022	616428	William Callen	903	198.72
03/04/2022	616429	Emily Courchaine	900	52.27
03/04/2022	616430	Pacific Office Solutions	2288	72.20
03/04/2022	616431	Pacific Office Solutions	2288	845.78
03/04/2022	616432	Pacific Power Group LLC	1496	18.03
03/04/2022	616433	Bag A Nickels INC	2673	2,794.50
03/04/2022	616434	Premera Blue Cross	1521	331,141.43
03/04/2022	616435	Proterra Inc	2519	287,199.58
03/04/2022	616436	Rehn & Associates	2395	230.00
03/04/2022	616437	Romaine Electric Corporation	1548	806.77
03/04/2022	616438	Safety-Kleen Systems Inc	1564	2,150.38
03/04/2022	616439	Securitas Security Services USA Inc	1574	15,868.35
03/04/2022	616440	Senske Lawn & Tree Care Inc	2194	215.72
03/04/2022	616441	Vanessa Bogensberger	1582	260.96
03/04/2022	616442	Six Robbles Inc	1017	29.97
03/04/2022	616443	Spaldings Inc	1771	110.05
03/04/2022	616444	Spokane House of Hose Inc	1605	2,146.97
03/04/2022	616445	Spokesman Review	1616	2,088.15
03/04/2022	616446	Sportworks Global LLC	1617	872.00
03/04/2022	616447	Summit Law Group PLLC	1637	6,470.00
03/04/2022	616448	Summit Rehabilitation Associates PLLC	1638	76.00
03/04/2022	616449	Symetra Life Insurance Company	1562	17,546.66
03/04/2022	616450	Terminal Supply Inc	1648	8,555.17
03/04/2022	616451	The Engraver Inc	1242	21.80
03/04/2022	616452	Thermo King Northwest	1650	547.85
03/04/2022	616453	Trapeze Software Group	1669	174,844.74
03/04/2022	616454	Jeffrey Oien	2155	163.50
03/04/2022	616455	Washington State	1209	4,641.24
03/04/2022	616456	Walter E Nelson Co	1721	150.38
03/04/2022	616457	Wendle Motors Incorporated	1021	979.38
03/04/2022	616458	Wesco Group LLC	2368	1,158.12
03/04/2022	616459	Zipline Communications Inc	2492	12,705.00
03/11/2022	616460	Inland Welding Supply Inc	1032	532.68
03/11/2022	616461	ABM Industry Groups LLC	1066	6,780.00
03/11/2022	616462	Jant Group II	2263	187.98
03/11/2022	616463	CBS Reporting Inc	1035	539.00
03/11/2022	616464	ADT Commercial	2462	1,637.30
03/11/2022	616465	AFSCME	1328	369.04
03/11/2022	616466	AFSCME	1328	118.00
03/11/2022	616467	Alcobra Metals Inc	2140	699.27
03/11/2022	616468	Amazon Capital Services Inc	2098	5,728.85
03/11/2022	616469	Arctic Lighting & Electric LLC	2100	2,725.00
03/11/2022	616470	Arnett Industries LLC	2331	102.32
03/11/2022	616471	Arrow Concrete & Asphalt Specialties Inc	1074	11,820.76
03/11/2022	616472	Amalg Transit Union #1015	1055	18,277.14
03/11/2022	616473	Amalg Transit Union #1598	1056	910.70
03/11/2022	616474	Avista Corporation	1081	53,515.89
03/11/2022	616475	Battery Systems Inc	1089	2,615.48
03/11/2022	616476	Daniel H Brunner Trustee	1124	2,454.13
03/11/2022	616477	Budinger & Associates Inc	2149	964.84
03/11/2022	616478	California Department of Child Support Services	1130	392.76
03/11/2022	616479	Cameron-Reilly LLC	1137	12,000.00
03/11/2022	616480	Lithia Motors Support Services	1024	907.50
03/11/2022	616481	Canon Financial Services Inc	1154	196.20
03/11/2022	616482	Carquest Auto Parts	1025	476.05
03/11/2022	616483	The Coeur D'Alenes Company	2441	1,178.84
03/11/2022	616484	Consolidated Electrical Distributors	1133	252.55
03/11/2022	616485	QWEST Corporation	1148	764.79
03/11/2022	616486	QWEST Corporation	1148	136.37
03/11/2022	616487	Child Support Enforcement Agency	1825	392.30
03/11/2022	616488	Cintas Corporation No 2	2383	504.21
03/11/2022	616489	City of Cheney - Utility	1158	254.54
03/11/2022	616490	City of Medical Lake	1424	75.61
03/11/2022	616491	City of Spokane	1601	3,361.10
03/11/2022	616492	Comcast	1170	113.65
03/11/2022	616493	Consolidated Irrigation	1177	22.00
03/11/2022	616494	Copiers Northwest Inc	2429	46.17
03/11/2022	616495	Washington State Dept of Corrections	1708	402.08
03/11/2022	616496	D-MCP CONSTRUCTION LLC	2536	100,225.00

<u>Check Date</u>	<u>Check #</u>	<u>Payee</u>	<u>Reference</u>	<u>Amount</u>
03/11/2022	616497	Employee Advisory Council	1236	506.50
03/11/2022	616498	El Jay Oil Co Inc	1003	5,125.07
03/11/2022	616499	Robert S Letson	2206	3,380.29
03/11/2022	616500	Fastenal Company	1249	3,344.87
03/11/2022	616501	FedEx	1808	80.14
03/11/2022	616502	Gordon Truck Centers Inc	1018	12,150.69
03/11/2022	616503	Galls LLC	1271	1,266.21
03/11/2022	616504	Gillig LLC	1279	7,603.38
03/11/2022	616505	Imagine GPS Inc	2568	307.36
03/11/2022	616506	W.W. Grainger Inc	1285	1,633.91
03/11/2022	616507	GTS Interior Supply	1994	242.72
03/11/2022	616508	H & H Business Systems	1298	287.11
03/11/2022	616509	H W Lochner Inc	1405	11,632.48
03/11/2022	616510	Humanix Corp	1329	6,026.63
03/11/2022	616511	I/O Controls	1334	805.81
03/11/2022	616512	ICMA Retirement Corporation	1335	66.15
03/11/2022	616513	John Hanke	1303	225.00
03/11/2022	616514	Jacobs Engineering Group Inc	2285	28,585.82
03/11/2022	616515	Jarms Hardware Inc	2548	113.54
03/11/2022	616516	Johnson Controls Fire Protection LP	1584	2,653.00
03/11/2022	616517	William Corp	1363	315.27
03/11/2022	616518	Liberty Lake Sewer and Water District	1396	134.03
03/11/2022	616519	Loomis Armored US LLC	1408	5,243.31
03/11/2022	616520	LPM Supply Inc	1382	568.36
03/11/2022	616521	Magnetic Ticket & Label Corporation	2627	6,399.00
03/11/2022	616522	Maintenance Solutions	1418	693.24
03/11/2022	616523	McGuire Bearing Company	1010	81.46
03/11/2022	616524	Q49 Solutions LLC	2594	82.30
03/11/2022	616525	Modern Electric Water Co Inc	1439	1,232.37
03/11/2022	616526	Mohawk Manufacturing & Supply Co	1011	733.62
03/11/2022	616527	North Idaho Metal Works Inc	2601	316.45
03/11/2022	616528	MultiCare Health Systems	2453	2,604.00
03/11/2022	616529	Black Realty Management Inc	1658	27,510.28
03/11/2022	616530	NAPA Auto Parts Inc	1014	3,108.77
03/11/2022	616531	The Aftermarket Parts Company LLC	1015	1,710.94
03/11/2022	616532	Norco Inc	1467	1,810.99
03/11/2022	616533	Norlift Inc	1470	364.56
03/11/2022	616534	CSWW Inc	1102	246.92
03/11/2022	616535	North Coast Electric Company	1469	420.41
03/11/2022	616536	Northwest Lift & Equipment LLC	1952	355.61
03/11/2022	616537	Tammy Lynne Glidewell	1282	1,434.50
03/11/2022	616538	Office Depot Inc	1483	638.92
03/11/2022	616539	Oxarc Inc	1002	285.66
03/11/2022	616540	Pacific Office Solutions	2288	789.56
03/11/2022	616541	Pacific Power Group LLC	1496	42.77
03/11/2022	616542	Platt Electric Supply	1517	15.15
03/11/2022	616543	Power Machine Service Inc	1519	4,791.49
03/11/2022	616544	Raymond Handling Concepts Corporation	2311	52,619.78
03/11/2022	616545	S T A - Well	1557	372.50
03/11/2022	616546	Safety-Kleen Systems Inc	1564	8,838.56
03/11/2022	616547	SBA Towers II LLC	1569	2,309.96
03/11/2022	616548	Securitas Security Services USA Inc	1574	57,319.34
03/11/2022	616549	The Sherwin-Williams Co	1580	227.58
03/11/2022	616550	Vanessa Bogensberger	1582	312.41
03/11/2022	616551	SiteOne Landscape Supply LLC	2557	286.04
03/11/2022	616552	Six Robbles Inc	1017	467.68
03/11/2022	616553	Spokane County Treasurer	1603	75.82
03/11/2022	616554	Spokane House of Hose Inc	1605	842.50
03/11/2022	616555	Spokane Optical Company LLC	1607	587.00
03/11/2022	616556	Spokane Power Tool	1608	2,005.01
03/11/2022	616557	Spray Center Electronics Inc	1619	155.33
03/11/2022	616558	Standard Digital Print Co Inc	1623	98.10
03/11/2022	616559	Stoneway Electric Supply Co	1633	13.15
03/11/2022	616560	Tennant Sales & Service Company	1647	239.80
03/11/2022	616561	Terminal Supply Inc	1648	113.35
03/11/2022	616562	Trapeze Software Group Inc	1669	226,243.67
03/11/2022	616563	United Way of Spokane County	1684	181.15
03/11/2022	616564	URM Stores Inc	1677	11.41
03/11/2022	616565	Verizon Wireless LLC	1686	12,131.37
03/11/2022	616566	American Federation of State County 2 WA Council	1705	1,570.43
03/11/2022	616567	Washington State	1209	366.26

<u>Check Date</u>	<u>Check #</u>	<u>Payee</u>	<u>Reference</u>	<u>Amount</u>
03/11/2022	616568	Washington State Dept of Labor and Industries	1208	559.89
03/11/2022	616569	Walter E Nelson Co	1721	4,281.90
03/11/2022	616570	Waste Management Spokane	1702	373.55
03/11/2022	616571	Wells Fargo Financial Leasing Inc	1735	75.21
03/11/2022	616572	Wesco Group LLC	2368	2,318.30
03/11/2022	616573	Wesslen Construction Inc	2651	20,785.00
03/11/2022	616574	Westmatic Corporation	1742	549.08
03/11/2022	616575	Whites Boots Inc	1744	811.37
03/11/2022	616576	Whitworth Water District	1746	25.53
03/11/2022	616577	Wm. Winkler Company	1752	178,497.20
03/11/2022	616578	Younker Bros Inc	1971	116.04
03/11/2022	616579	Zayo Group LLC	2321	12,630.36
03/17/2022	616580	Access Information Holdings	2340	420.62
03/17/2022	616581	ADT Commercial	2462	592.83
03/17/2022	616582	Air Electric Equipment & Tools Inc	1044	218.98
03/17/2022	616583	Alsco Inc	2196	5,483.64
03/17/2022	616584	Amazon Capital Services Inc	2098	1,819.55
03/17/2022	616585	Northwest Center Services	2271	30,769.88
03/17/2022	616586	Avista Corporation	1081	18,983.66
03/17/2022	616587	BDI	1022	84.98
03/17/2022	616588	Cameron-Reilly LLC	1137	8,894.44
03/17/2022	616589	Lithia Motors Support Services	1024	41.49
03/17/2022	616590	The Coeur D'Alenes Company	2441	697.02
03/17/2022	616591	Consolidated Electrical Distributors	1133	30.85
03/17/2022	616592	QWEST Corporation	1148	1,327.76
03/17/2022	616593	Comcast	1170	196.65
03/17/2022	616594	Comcast	1170	161.21
03/17/2022	616595	Complete Office LLC	2202	181.57
03/17/2022	616596	Occupational Health Centers of Washington PS	2313	315.00
03/17/2022	616597	Conseal Containers LLC	1176	347.65
03/17/2022	616598	DeVries Business Records Management Inc	1766	160.00
03/17/2022	616599	Downtown Spokane Development Association	1217	4,382.00
03/17/2022	616600	El Jay Oil Co Inc	1003	7,654.58
03/17/2022	616601	FedEx	1808	404.96
03/17/2022	616602	The Fig Tree	2465	150.00
03/17/2022	616603	First Data Merchant Services Corporation	1257	4,306.73
03/17/2022	616604	Francotyp-Postalia Inc	1878	147.15
03/17/2022	616605	Freedman Seating Company	1827	3,615.20
03/17/2022	616606	Gordon Truck Centers Inc	1018	7,444.76
03/17/2022	616607	Galls LLC	1271	6,363.13
03/17/2022	616608	The General Store	1956	19.39
03/17/2022	616609	SPX Corporation	1268	2,465.97
03/17/2022	616610	Gillig LLC	1279	17,228.63
03/17/2022	616611	W.W. Grainger Inc	1285	75.94
03/17/2022	616612	H & H Business Systems	1298	687.39
03/17/2022	616613	HRA Veba Trust	1415	23,371.62
03/17/2022	616614	Humanix Corp	1329	6,800.79
03/17/2022	616615	Idaho State Tax Commission	2504	4,326.91
03/17/2022	616616	IR Specialty Foam LLC	1345	522.84
03/17/2022	616617	Kershaw's Inc	1374	132.46
03/17/2022	616618	Kirk's Automotive Inc	1007	90.00
03/17/2022	616619	L&E Park LLC	2391	3,978.38
03/17/2022	616620	Lewis & Ellis , Inc.	2689	5,000.00
03/17/2022	616621	Mascott Equipment Company	2650	407.63
03/17/2022	616622	McKinstry	2493	815.00
03/17/2022	616623	Car Wash Partners Inc	1436	235.37
03/17/2022	616624	Q49 Solutions LLC	2594	50.14
03/17/2022	616625	Mohawk Manufacturing & Supply Co	1011	1,075.53
03/17/2022	616626	Motion Auto Supply Inc	1012	150.44
03/17/2022	616627	Black Realty Management Inc	1658	31,746.99
03/17/2022	616628	NAPA Auto Parts Inc	1014	1,818.07
03/17/2022	616629	Nelson Nygaard Consulting Associates Inc	2185	15,042.05
03/17/2022	616630	Argosy Credit Partners Holdings LP	2006	299.18
03/17/2022	616631	Netmotion Software Inc	1461	420.61
03/17/2022	616632	The Aftermarket Parts Company LLC	1015	7,708.79
03/17/2022	616633	Norco Inc	1467	1,891.56
03/17/2022	616634	Norlift Inc	1470	217.80
03/17/2022	616635	CSWW Inc	1102	167.54
03/17/2022	616636	North 40 Outfitters	1102	506.34
03/17/2022	616637	CSWW Inc	1102	98.09
03/17/2022	616638	Novation Inc	2394	261.36

<u>Check Date</u>	<u>Check #</u>	<u>Payee</u>	<u>Reference</u>	<u>Amount</u>
03/17/2022	616639	Northwest Business Stamp	1472	32.50
03/17/2022	616640	Office Depot Inc	1483	105.74
03/17/2022	616641	Emily Courchaine	900	52.27
03/17/2022	616642	Platt Electric Supply	1517	190.31
03/17/2022	616643	Multi Service Technology Solutions Inc	2146	117.23
03/17/2022	616644	Romaine Electric Corporation	1548	2,071.00
03/17/2022	616645	Safety-Kleen Systems Inc	1564	12,932.85
03/17/2022	616646	Six Robbles Inc	1017	619.12
03/17/2022	616647	Snap-On Incorporated	1592	1,524.91
03/17/2022	616648	Spokane Public Facilities District	1941	2,324.00
03/17/2022	616649	Spokane County Environmental Services	1603	440.51
03/17/2022	616650	U S Postal Service	1680	265.00
03/17/2022	616651	Uline Inc	2401	104.10
03/17/2022	616652	Caracal Enterprises LLC	2419	9,990.16
03/17/2022	616653	Veracity Networks	2461	1,157.55
03/17/2022	616654	State of Washington	1208	621.06
03/17/2022	616655	Walker Construction Inc	1913	2,924.22
03/17/2022	616656	West Central Community Development Association	2262	875.00
03/17/2022	616657	Wells Fargo Financial Leasing Inc	1735	735.76
03/17/2022	616658	Wesco Group LLC	2368	1,519.87
03/17/2022	616659	Whitley Fuel LLC	2016	112.71
03/17/2022	616660	Verizon	2142	5,091.58
03/17/2022	616661	Zayo Group LLC	2321	12,630.36
03/25/2022	616662	Inland Welding Supply Inc	1032	109.00
03/25/2022	616663	Jant Group II	2263	22.80
03/25/2022	616664	Coeur D'Alene Tractor Co Inc	1038	65.90
03/25/2022	616665	ADT Commercial	2462	213.91
03/25/2022	616666	AFSCME	1328	344.56
03/25/2022	616667	AFSCME	1328	116.00
03/25/2022	616668	Alcobra Metals Inc	2140	134.72
03/25/2022	616669	Alliant Insurance Services Inc - NPB Main	1914	163,688.00
03/25/2022	616670	AlSCO Inc	2196	3,848.60
03/25/2022	616671	Amazon Capital Services Inc	2098	2,619.54
03/25/2022	616672	Northwest Industrial Services LLC	1058	214.08
03/25/2022	616673	Amerigas 1790	1064	6.37
03/25/2022	616674	Amalg Transit Union #1015	1055	21,271.53
03/25/2022	616675	Amalg Transit Union #1598	1056	940.15
03/25/2022	616676	Amalgamated Transit Union	1057	195.52
03/25/2022	616677	Appleway Chevrolet Inc	1068	68.35
03/25/2022	616678	Avista Corporation	1081	1,466.90
03/25/2022	616679	Battery Systems Inc	1089	232.01
03/25/2022	616680	Blanchard Electric & Fleet Supply	2589	497.35
03/25/2022	616681	BL Best	1083	51.78
03/25/2022	616682	The Braun Corporation	1117	663.81
03/25/2022	616683	BDI	1022	72.14
03/25/2022	616684	Daniel H Brunner Trustee	1124	2,454.13
03/25/2022	616685	Budinger & Associates Inc	2149	4,069.27
03/25/2022	616686	California Department of Child Support Services	1130	392.76
03/25/2022	616687	Calvary Spokane	1136	103.46
03/25/2022	616688	Cameron-Reilly LLC	1137	89,247.48
03/25/2022	616689	Lithia Motors Support Services	1024	661.80
03/25/2022	616690	Canon Financial Services Inc	1154	1,070.72
03/25/2022	616691	Carquest Auto Parts	1025	224.26
03/25/2022	616692	QWEST Corporation	1148	249.87
03/25/2022	616693	Child Support Enforcement Agency	1825	392.30
03/25/2022	616694	City Glass Spokane Inc	2599	119.90
03/25/2022	616695	City of Spokane	1601	1,759.45
03/25/2022	616696	City of Spokane	1601	130.86
03/25/2022	616697	Clean Concepts Group Inc	1471	747.34
03/25/2022	616698	COAST Transportation	2040	1,962.33
03/25/2022	616699	Coffman Engineers Inc	1162	20,675.61
03/25/2022	616700	Kathleen M Collins	1163	5,000.00
03/25/2022	616701	Occupational Health Centers of Washington PS	2313	105.00
03/25/2022	616702	Copiers Northwest Inc	2429	239.13
03/25/2022	616703	Washington State Dept of Corrections	1708	656.53
03/25/2022	616704	Cummins Inc	1027	839.30
03/25/2022	616705	D-MCP CONSTRUCTION LLC	2536	98,705.00

<u>Check Date</u>	<u>Check #</u>	<u>Payee</u>	<u>Reference</u>	<u>Amount</u>
03/25/2022	616706	Digi-Key Corporation	1213	47.91
03/25/2022	616707	Dow Jones S Company,	2698	158.05
03/25/2022	616708	Leslie Enterprises Inc	1891	20,928.00
03/25/2022	616709	Employee Advisory Council	1236	513.50
03/25/2022	616710	Fastenal Company	1249	361.52
03/25/2022	616711	FedEx	1808	279.63
03/25/2022	616712	Gordon Truck Centers Inc	1018	7,963.21
03/25/2022	616713	Future Systems US Inc	2320	2,095,481.58
03/25/2022	616714	Galls LLC	1271	1,877.86
03/25/2022	616715	The General Store	1956	98.09
03/25/2022	616716	Gillig LLC	1279	14,905.84
03/25/2022	616717	Glass Doctor	1308	533.41
03/25/2022	616718	GMCO Corporation	2623	12,529.50
03/25/2022	616719	W.W. Grainger Inc	1285	175.53
03/25/2022	616720	H & H Business Systems	1298	1,570.28
03/25/2022	616721	H W Lochner Inc	1405	7,909.51
03/25/2022	616722	Hogan Mfg Inc	1008	96.54
03/25/2022	616723	Humanix Corp	1329	7,004.40
03/25/2022	616724	IBI Group	1336	36,378.15
03/25/2022	616725	Internet Archive	1354	1,000.00
03/25/2022	616726	KEPRO	2258	1,092.92
03/25/2022	616727	Kershaw's Inc	1374	11.49
03/25/2022	616728	McAloon Law PLLC	2178	4,796.80
03/25/2022	616729	McKinstry	2493	708.50
03/25/2022	616730	Q49 Solutions LLC	2594	25.07
03/25/2022	616731	Mohawk Manufacturing & Supply Co	1011	261.64
03/25/2022	616732	Mouser Electronics Inc	1449	20.93
03/25/2022	616733	NAPA Auto Parts Inc	1014	7,354.34
03/25/2022	616734	The Aftermarket Parts Company LLC	1015	2,978.12
03/25/2022	616735	Norco Inc	1467	3,795.45
03/25/2022	616736	J Beau Hanson	903	55.09
03/25/2022	616737	Jacob Stout	903	55.09
03/25/2022	616738	Kolten Missamore	903	55.09
03/25/2022	616739	Leland Crawn	903	55.09
03/25/2022	616740	Mark Green	903	55.09
03/25/2022	616741	Karen Farley	900	20.01
03/25/2022	616742	Pacific Office Solutions	2288	114.62
03/25/2022	616743	Pacific Power Group LLC	1496	784.57
03/25/2022	616744	Pure Filtration Products Inc	1531	219.40
03/25/2022	616745	News Radio 920	2318	375.00
03/25/2022	616746	Rehn & Associates	2395	158.00
03/25/2022	616747	Romaine Electric Corporation	1548	4,235.54
03/25/2022	616748	S & A Systems Inc	2223	591.70
03/25/2022	616749	S T A - Well	1557	374.50
03/25/2022	616750	Safety-Kleen Systems Inc	1564	1,400.17
03/25/2022	616751	Schetky Northwest Sales Inc	1570	343.05
03/25/2022	616752	Securitas Security Services USA Inc	1574	28,507.19
03/25/2022	616753	Senske Lawn & Tree Care Inc	2194	107.91
03/25/2022	616754	Shelly L Hansen	2701	81.25
03/25/2022	616755	Vanessa Bogensberger	1582	398.13
03/25/2022	616756	Six Robbles Inc	1017	2,096.68
03/25/2022	616757	Spokane Neighborhood Action Partners	2571	6,742.23
03/25/2022	616758	Source Incorporated of Missouri	2074	1,896.60
03/25/2022	616759	Spokane County Treasurer	1603	9,542.01
03/25/2022	616760	Spokane House of Hose Inc	1605	350.19
03/25/2022	616761	Summit Law Group PLLC	1637	945.00
03/25/2022	616762	The Engraver Inc	1242	50.69
03/25/2022	616763	Titan Truck Equipment Inc	1655	169.64
03/25/2022	616764	Torre Refuse & Recycling LLC	2676	2,036.00
03/25/2022	616765	United Way of Spokane County	1684	181.15
03/25/2022	616766	Utilities Plus	2606	42.00
03/25/2022	616767	Verizon Wireless LLC	1686	2,610.32
03/25/2022	616768	Washington State	1704	580.50
03/25/2022	616769	American Federation of State County 2 WA Council	1705	1,549.39
03/25/2022	616770	Walter E Nelson Co	1721	5,342.47

<u>Check Date</u>	<u>Check #</u>	<u>Payee</u>	<u>Reference</u>	<u>Amount</u>
03/25/2022	616771	Waste Management Recycle America	1702	383.62
03/25/2022	616772	Wesco Group LLC	2368	7,436.46
03/25/2022	616773	Wex Bank	2642	11,815.95
03/25/2022	616774	Verizon	2142	5,385.79
03/25/2022	616775	Zipline Communications Inc	2492	1,400.00
TOTAL MARCH ACCOUNTS PAYABLE				7,858,738.11
3/01/2022-3/31/2022	ACH	WORKER'S COMPENSATION	2286	149,101.75
TOTAL MARCH WORKER'S COMPENSATION DISBURSEMENTS				149,101.75
03/11/2022	728124-728145	PAYROLL AND TAXES PR 05,2022	VARIES	1,916,709.30
03/25/2022	728102-728123	PAYROLL AND TAXES PR 06, 2022	VARIES	1,494,539.48
TOTAL MARCH PAYROLL AND TAXES				3,411,248.78
03/15/2022	ACH	WA STATE - DOR (EXCISE TAX)	1767	5,418.03
TOTAL MARCH EXCISE TAX DISBURSEMENT				5,418.03
TOTAL MARCH DISBURSEMENTS FROM TO1 ACCOUNTS				11,424,506.67
TOTAL MARCH DISBURSEMENTS FROM TO5 TRAVEL ADVANCE ACCOUNT				0.00
TOTAL MARCH DISBURSEMENTS TO1 & TO5 ACCOUNTS				11,424,506.67

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

April 21, 2022

AGENDA ITEM 6C : INCREASE OF CONTRACT VALUE FOR THE FARE COLLECTION SYSTEM

REFERRAL COMMITTEE: Board Operations (*Grover*)

SUBMITTED BY: Monique Liard, Chief Financial Officer

SUMMARY: In October 2020, the Board of Directors approved the award of contract for a Fare Collection System to INIT Innovations in Transportation, Inc. (INIT) and authorized the CEO to execute a five (5) year contract for a rounded price not to exceed \$8,186,000, inclusive of Washington State sales tax, broken out as follows between capital and operating costs:

Description	Capital Costs	Operating Costs	Total
INIT Contract	\$5,146,333	\$1,598,689	\$6,745,022
Contingency – 15%	771,950		771,950
Sales Tax (at 8.9% when approved)	<u>526,727</u>	<u>142,283</u>	<u>669,010</u>
Total Board-Approved Contract Authority	\$6,445,010	\$1,740,972	\$8,185,982

The project funding for the capital portion of the Fare Collection System is provided by the City Line (CIP 347) and the Fare Collection Project (CIP 431) with a combined budgetary value of \$11,726,870 in October 2020 as shown below:

CIP #	Description	Oct-2020 Budgeted Amount
347	City Line – Fare Collection SCC 50.06	\$ 3,336,870
431	Fare Collection Project	<u>8,390,000</u>
Total		\$11,726,870

During the Board-approved 2022-2027 Capital Improvement Program cycle in July 2021, CIP 431 was reduced by \$2,500,000 to reallocate the farebox upgrade component, previously included in CIP 431, into its own project, Genfare Farebox Upgrade (CIP 907), thereby reducing the overall Fare Collection project budget to \$9,226,870, as detailed in the following table:

CIP #	Description	Current Budgeted Amount
347	City Line – Fare Collection SCC 50.06	\$ 3,336,870
431	Fare Collection Project - revised	<u>5,890,000</u>
Total		\$9,226,870

Staff has been working on the Fare Collection System implementation with INIT over the past 15 months and is moving toward a go live date of October 2022. Commensurate with these implementation efforts, staff is recommending the exercise of certain optional features, which were included in INIT's proposal, to further enhance the functionality of the system for riders. The key **optional features** include:

- 1) Switch to a retail network from point-of-sale system installed at various locations – this will allow riders many more options to purchase STA smart cards for use with the system and reduce the amount of equipment and space required of retailers to sell STA smart cards
- 2) Open payments – this allows riders to pay with a credit card directly on the fare validator
- 3) Mobile application enhancements – provide better functionality to the rider and more integration from the website
- 4) Integration with Paratransit – this will allow Paratransit riders to have their fare deducted from their customer account after their ride is complete rather than paying at boarding
- 5) Translation of mobile app – this will provide alignment between the new STA website and the fare collection mobile application to provide additional languages beyond English.

Further, staff adapted to a few **technical changes and the delay of the City Line** launch which triggered some incremental costs such as splitting the installation of onboard validators into 2 phases and changing the communication technology on board the bus so the operator can do a single sign-on with the Computer-Aided Dispatch/Automated Vehicle Location (CAD/AVL) system and the onboard fare validators.

Lastly, commensurate with the switch to a retail network and the global shortage of chips, STA ordered larger quantities of **fare media inventory** to ensure sufficient stock was available at launch.

The exercise of the options along with the technical specification changes and added smart cards inventory has extended the overall value beyond the 15% contingency which was established when the INIT contract was authorized, and staff requests the Committee recommend the Board approve additional funds to complete the contract. This amendment is being requested as a sole source arrangement as it is an extension of existing work which only the current contractor can provide as part of its fare collection solution.

The overview of the INIT contract including details of the additional requested funds is summarized below:

Description	Capital Costs	Operating Costs	Total
INIT Contract	\$5,146,333	\$1,598,689	\$6,745,022
Contingency – 15%	771,950		771,950
Sales Tax (at 8.9% when approved)	<u>526,727</u>	<u>142,283</u>	<u>669,010</u>
Total INIT Contract as Awarded	\$6,445,010	\$1,740,972	\$8,185,982
Proposed INIT Contract Amendment:			
Optional Features	\$ 617,156	\$ 167,536	\$ 784,692
Technical Changes and City Line Delay	263,470	31,142	294,612
Fare Media Inventory	265,120		265,120
Sales Tax (currently at 9%)	<u>109,035</u>	<u>19,480</u>	<u>128,515</u>
<i>Subtotal Proposed Contract Amendment</i>	<i>\$1,254,781</i>	<i>\$ 218,158</i>	<i>\$1,472,939</i>
Less Contingency including Sales Tax	<u>(841,425)</u>		<u>(841,425)</u>
<i>Proposed INIT Contract Amendment, Net</i>	<i>\$ 413,356</i>	<i>\$ 218,158</i>	<i>\$ 631,514</i>
Total Proposed INIT Contract	\$6,858,366	\$1,959,130	\$8,817,496

The project budget is currently forecasted to be underspent by \$1.4 million including the requested increase to the INIT contract with the detail captured in the following table:

Capital Costs	CIP #431 – Fare Collection System	CIP #347 – City Line	Total
Project Budget	\$5,890,000	\$3,336,870	\$9,226,870
<i>Project Expenditures:</i>			
Proposed INIT Contract	4,115,020	2,743,346	6,858,366
Other Project Expenditures	<u>781,436</u>	<u>189,495</u>	<u>970,931</u>
Remaining Project Budget	\$ 993,544	\$ 404,029	\$1,397,573

RECOMMENDATION TO COMMITTEE: Recommend the Board of Directors authorize the CEO to amend STA's contract with INIT for a fare collection system for an additional value of \$632,000 for a revised aggregate value of \$8,818,000.

COMMITTEE ACTION: Approved as presented and forwarded to the Board consent agenda.

RECOMMENDATION TO THE BOARD: Authorize the CEO to amend STA's contract with INIT for a fare collection system for an additional value of \$632,000 for a revised aggregate value of \$8,818,000.

FINAL REVIEW FOR BOARD BY:

Division Head ML

Chief Executive Officer ESM

Legal Counsel LM

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

April 21, 2022

AGENDA ITEM 6D: PLAZA SECURITY OFFICE CARPETING – FINAL CONTRACT ACCEPTANCE

REFERRAL COMMITTEE: Performance Monitoring & External Relations (*Haley*)

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: On November 18, 2021, a Purchase Order was issued to Great Floors, LLC using Washington State DES Contract # 01820 in the amount of \$35,330.72 for new carpeting in the Security Office at the Plaza using local funds from the Plaza's maintenance budget. The work was completed on February 9, 2022.

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 Great Floors LLC contract as complete.

RECOMMENDATION TO COMMITTEE: Recommend the Board approve a motion to accept the contract with Great Floors, LLC for the carpeting project as complete and authorize release of retainage security subject to receipt of such certificates and releases as required by law.

COMMITTEE ACTION: Approved as presented and forwarded to the Board consent agenda.

RECOMMENDATION TO BOARD: Approve a motion to accept the contract with Great Floors, LLC for the carpeting project as complete and authorize release of retainage security subject to receipt of such certificates and releases as required by law.

FINAL REVIEW FOR BOARD BY:

Division Head BRB

Chief Executive Officer ESM

Legal Counsel LM

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

April 21, 2022

AGENDA ITEM 6E : AWARD OF CONTRACT: BUS SCHEDULE PRINTING

REFERRAL COMMITTEE: Performance Monitoring & External Relations (*Haley*)

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer
Marc Morris, Communications Specialist II

SUMMARY: Contract 17-STA-563 for bus schedule printing services will expire on April 30, 2022. These services are still required, and STA solicited proposals for a new contract for such services. The CEO approved the Scope of Work on January 6, 2022, and on January 12, 2022, an RFP to provide Bus Schedule Printing Services was advertised in the Spokesman-Review and on the STA website. The RFP was sent to 23 potential proposers during the solicitation period, with the deadline to receive submittals posted as February 11, 2022.

One (1) proposal was received and deemed responsive to the RFP from responsible firm National Color Graphics (current firm awarded contract 17-STA-563). Because this was a single bid response, a cost analysis was performed, and the quoted pricing was deemed to be fair and reasonable.

The evaluation committee meeting was held on February 17, 2022, and was comprised of Marc Morris, Matt Kenney, Mike Tresidder, Delana Combs, Jenni Knoll and Kimberly Smallwood. Criteria for evaluation included (1) Demonstrated Ability to Provide Requested Services, (2) Qualifications & Experience of Firm & Personnel, (3) Cost, (4) References and (5) RFP Compliance.

After careful consideration of the single submission, the committee selects National Color Graphics as the recommended firm to provide Bus Schedule Printing Services.

This project will be supported by local funds allocated to operating budget.

The value for the Independent Cost Estimate was \$540,000 for a five (5) year contract. Based upon proposal pricing, the Contract is estimated to be valued at \$ 555,000. The value is within 3% of the ICE and is deemed fair & reasonable.

Prices are firm for contract year one (1). Price adjustments, if any, for years two (2) through five (5) will be allowed in accordance with the annual non-seasonally adjusted percentage change in the Consumer Price Index – Urban Consumers (CPI-U) for the month of December. In no case shall unit prices be adjusted more than once per contract year.

RECOMMENDATION TO COMMITTEE: Review and recommend the Board approve an award of contract, effective May 1, 2022, to National Color Graphics with prices held firm for the first year and price adjustments for years two through five tied to the Consumer Price Index for All Urban Consumers/All Cities Average (CPI-U).

COMMITTEE ACTION: Approved as presented and forwarded to the Board consent agenda.

RECOMMENDATION TO BOARD: Approve an award of contract, effective May 1, 2022, to National Color Graphics with prices held firm for the first year and price adjustments for years two through five tied to the Consumer Price Index for All Urban Consumers/All Cities Average (CPI-U).

FINAL REVIEW FOR BOARD BY:

Division Head BRB

Chief Executive Officer BSM

Legal Counsel LM

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

April 21, 2022

AGENDA ITEM 6F : SOLE SOURCE CONTRACT AWARD: WEB DEVELOPMENT & MAINTENANCE SERVICES

REFERRAL COMMITTEE: Performance Monitoring & External Relations (*Haley*)

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: STA entered into a Professional Services Agreement with Zipline Communications Inc. (DBA: Zipline Interactive) on February 1, 2020, for Web Development Services after committee review of proposals submitted by three (3) contractors. The initial term of the contract was for two (2) years, ending January 31, 2022, subject to a contract NTE amount of \$200,000, with the ability to extend the contract for a period not to exceed five (5) years in length. An Amendment to Agreement 2019-10330 was issued on November 22, 2021, to extend the term of the agreement for five (5) months, ending June 30, 2022.

Zipline Interactive has exceeded STA's expectations in providing essential services based on their web development skills and their strong marketing and design capabilities in digital environments as well as their proven ability to stay within budget.

In accordance with the sole source justification, substantial duplicative costs would be incurred for the continued development of Web Development Services and unacceptable delays would result in fulfilling STA's needs if required to obtain Requests for Proposals from additional contractors for a follow-on contract.

The Communications Department is seeking a five (5) year, sole source contract with Zipline Communications Inc., in the amount of \$500,000.00.

BACKGROUND: STA's Web Services requires ongoing maintenance, development, technical support, training and technical integration with other vendors for existing and future STA websites, and other web-based applications and/or technologies. Zipline Interactive, has provided web services since February 1, 2020, and is currently providing services under an amendment to that agreement to extend services through June 30, 2022. Zipline has been proficient in consolidating the hosting of the websites into a single Amazon Web Services hosting account, rebuilding existing sites into a consolidated content management system while training STA staff to work in those environments, developing the STA API, multiple microsites and web-based displays for special considerations and assisting with development issues with vendor provided sites.

RECOMMENDATION TO COMMITTEE: Recommend the Board approve a motion to give CEO authority to negotiate and award a five (5) year, sole source contract to Zipline Communications, Inc. for Web Development & Maintenance Services, not to exceed \$100,000 annually.

COMMITTEE ACTION: Approved as presented and forwarded to the Board consent agenda.

RECOMMENDATION TO BOARD: Approve a motion to give CEO authority to negotiate and award a five (5) year, sole source contract to Zipline Communications, Inc. for Web Development & Maintenance Services, not to exceed \$100,000 annually.

FINAL REVIEW FOR BOARD BY:

Division Head BRB

Chief Executive Officer ESM

Legal Counsel LM

Web Development & Maintenance Services:
Sole Source Contract Award

SCOPE OF WORK: STA has multiple web properties: two major, www.spokanetransit.com and www.stamovingforward.com; five micro-websites, www.spokanetransit-coronavirus.com, www.citylinespokane.com, www.cityline-construction.com, www.spokanetransit.com/drive and spokanetransit.com/vehicles; and three vendor provided web applications, www.commutefindernw.com, www.passweb.spokanetransit.com and www.realtime.spokanetransit.com.

Another vendor-built website, www.connectcard.spokanetransit.com is expected to go online in October 2022, to replace the current STA webstore as the agency transitions to a new fare collection system. A partner app for the fare collection system will use web views of the new spokanetransit.com website to provide users with navigation to engage STA information such as routes and schedule information.

Another site, www.beta.spokanetransit.com, is in development with Zipline to replace the current www.spokanetransit.com website and is expected to become the main STA website by May 1, 2022.

Zipline also created and maintains many web-based displays currently in use with the Nanonation signage Content Management system including the Plaza Departure boards, the STAInformed employee information platform and a customized display for FR Operations to inform drivers of specific information that may affect their work. Developments currently in progress with Zipline include a new notification system for fixed-route bus riders, a newly designed trip planner interface and a real-time bus map display for the new website.

Another major web development project with Zipline is the creation of STA's Application Programming Interface (API) that pulls data from the GTFSr feed and makes it available for web development subscribers and partners. Subscribers include third-party app developers such as Transit App and Moovit. Nanonation, STA's contracted digital signage content management partner also uses specific data from the STA API to display bus arrival times throughout the STA system. That project, and the data feed usage, will expand dramatically with the expansion of STA's digital sign system to include signage for the City Line stations and other HPT locations. The STA API is also serving as the data throughput mechanism for a new customer notification system also in development with Zipline Interactive.

STA's websites are robust portals of information for fixed-route bus service, paratransit service, and vanpool (rideshare) service, as well as information about public meetings, employment opportunities, special events, and projects in all stages of development. While most information about STA and the service it provides can be found at www.spokanetransit.com, a partner site, www.stamovingforward.com, serves to educate the public about the projects being carried out to help maintain, improve, and expand public transit in Spokane Transit's service area.

The microsites, all developed with Zipline Interactive, provide specific content about the topics they portray because of a heightened need for awareness of those topics. The Coronavirus site, for example, has served to inform the public of STA's response to the pandemic and serves to educate the public about health concerns and STA's activities to keep the public safe.

The vendor provided websites serve very specific purposes and act like web-based applications with very little capability to manipulate content. The most recent development of a vendor provided site is the new www.connectcard.spokanetransit.com site which is expected to launch in fall of 2022. Zipline Interactive has assisted with the design aspects of the build and the new partner app for the fare collection system will use web views of the new spokanetransit.com website that is currently in a testing, or beta phase as www.beta.spokanetransit.com

Web Development & Maintenance Services:
Sole Source Contract Award

Zipline Interactive will provide web development services with emphasis on the following competencies:

- Laravel API framework software for API development and modification.
- Wordpress and Elementor Content Management Systems (CMS) with knowledge of trends and developments in the field of CMS
- Remote website hosting including configuration of server software, security certificates, back-end structure of Content Management Systems and integration of e-commerce platforms using Plesk web hosting management tools
- Google Analytics, site metrics, and performance monitoring tools
- Web Content Accessibility Guidelines and implementation methods
- Understanding of developing internet trends and data integration methods
- Ability to work with other STA vendors in a supportive and cooperative manner
- Provision of emergency maintenance support services at any time with a response required within two (2) hours of request

Technical/Design Requirements

General Requirements

- Perform design and layout improvements to existing sites in coordination with STA's Communication Department.
- Install and maintain all necessary back-end software and database configurations including but not limited to WHS/C-panel and Amazon Web Services (AWS) hosting, PHP environments, ASP.net scripting, Apache/Tomcat servers, and SQL database management for successful outcomes.
- Provide integration support with web applications and data feeds such as STA's Real-time web application provided by Trapeze Software Group and the General Transit Feed Specifications (GTFS) and GTFS-R (real-time) data supplied to the public, Google Maps, and third-party software providers.
- Train STA staff on existing and future content management systems and best practices.
- Provide input for long-term planning for the future of STA web properties.
- Provide necessary implementation of software and best practices to ensure STA meets any web accessibility requirements or desired outcomes to enhance web accessibility for customers.

Content Management System (CMS) Support

- Provide updates to current CMS builds (Wordpress and Elementor) as needed.
- Provide training to STA staff on features and functions of CMS and interfaces.
- Conduct research and provide options when necessary to deliver desired outcomes within existing and future CMS.

Future Growth

As needed, provide recommendations for redesign of existing websites (external view as well as internal configuration).

As STA encounters opportunities to utilize newer transit technologies, Zipline Interactive will provide service and support for technologies such as:

- GTFS and GTFS-R technology including API support
- Mobile (phone/tablet) apps
- Payment processing and electronic gateways

Web Development & Maintenance Services:
Sole Source Contract Award

Web Hosting and ongoing Support

STA has secured and retained Amazon Web Hosting Services (AWS) for all website hosting, and Zipline Interactive, has transitioned STA's websites into the AWS environment. They have also installed management software for all the previous sites and the new microsites to ensure successful credentials, software upgrades, certificates and enhancements that require changes in the hosting environment. STA will grant Zipline Interactive access to its AWS environment and require contractor to complete development work and provide final web and content management system builds in the STA-owned AWS environment.

Zipline Interactive will work with STA and its contractors to ensure the hosting environment is configured for the most efficient utilization of resources including memory and bandwidth.

Zipline Interactive will work with STA to maintain DNS (Domain Name Service) records and provide appropriate records management.

Website Configurations

Zipline Interactive will work with STA and its contractors to assess and understand the current website configurations to provide immediate enhancements and improve functionality.

Additional Expectations

All work performed by Zipline Interactive, whether complete or in process, becomes the sole property of STA. Any and all software procurement for the direct application of STA's websites will be made with STA formally named as the owner and license holder.

Contractor agrees to keep all work confidential.

Zipline Interactive is to provide SSL certificates and other security requirements for all builds. Each Work Order will define the necessary security requirements.

General

Services required by STA shall be ordered on a "Work Order" basis. STA shall provide Zipline Interactive with a desired Scope of Work and require the contractor to provide STA a written proposal with Not-to-Exceed (NTE) expenditure limits, based upon final negotiated contract rates specified in the executed contract. Work Orders shall be executed by the Contractor and STA and assigned a Work Order number for job reference and invoicing purposes. Any modifications to the Scope of Work shall require an amendment to the Work Order authorizing the change in scope.

Deliverables

The schedule of deliverables shall be outlined on each individual Work Order.

Acceptance Criteria

Acceptance of work completed on Work Order will be established through testing methods that are agreed upon between STA and the Contractor per the identified deliverables as part of each Work Order scope. The acceptance of the functionality (work) rests on STA, both with the Web Services Manager and any identified parties at STA for which that functionality (work) is being provided.

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

April 21, 2022

AGENDA ITEM 6G : FEDERAL TRANSIT ADMINISTRATION SECTION 5310 PROGRAM ADJUSTMENTS

REFERRAL COMMITTEE: Planning & Development (*French*)

SUBMITTED BY: Karl Otterstrom, Chief Planning and Development Officer
Madeline Arredondo, Assistant Transit Planner

SUMMARY: Staff propose adjustments to the Section 5310 Program to address funding awards approved by the STA Board of Directors in a way consistent with recent guidance from the Federal Transit Administration (FTA).

BACKGROUND: Spokane Transit Authority (STA) is a designated FTA recipient of federal funds for the Enhanced Mobility of Seniors and Individuals with Disabilities Program, known as the Section 5310 Program. The primary goal of the 5310 Program is to improve mobility for seniors and individuals with disabilities by removing barriers to transportation services and expanding transportation options when public transportation is unavailable, insufficient, or inappropriate to meeting these needs. As the designated recipient, STA is responsible for contracting with and providing oversight of non-profit and other organizations selected through the annual Section 5310 Call for Projects.

On June 25, 2021, the Fiscal Year 2021 Call for Projects was issued and included a total of \$683,500 in federal grants and STA local funds. Seven projects were selected for funding in September 2021, of which six were awarded to non-profit organizations in the community and one to the City of Spokane Valley. The funding sources for the projects was later revised by the Board of Directors on December 16, 2021, to more accurately reflect funding availability.

During the course of preparing grant documentation with the FTA, STA staff learned one of the seven projects selected for funding, the City of Spokane Valley's ADA Pedestrian Hybrid Beacon Signal project, does not meet the overall intent of the Section 5310 program and is ineligible for funding under this program.

Given statutory requirements unique to Section 5310, FTA's determination poses a risk to the overall program of projects as originally selected. Of the \$419,427 available in FY 2021 Section 5310 funds, a total of \$297,608 will be required to be held until another call for projects can be prepared.

It is STA's desire to ensure continuity of operations for non-profit agencies who are intended recipients of federal funds, and to identify an alternative funding source for the City of Spokane Valley's project. The following actions are proposed for action through board-approved plans or approval as recommended.

Action 1: Enter into a Cooperative Project agreement for the City of Spokane Valley ADA Pedestrian Hybrid Beacon Signal project. The board-approved Capital Improvement Program (CIP) includes STA project #894, which is intended for cooperative projects with jurisdictions to make improvements within public rights of way to support transit passengers and operations. The agreement would adhere to the \$163,385 originally awarded and is within the CEO's authority to grant through existing CIP.

Action 2: Provide \$138,507 in STA local funds to support projects selected under the Section 5310 Program to maintain continuity in funding and project operations. Board approval is requested for this action. These funds would be allocated as follows:

- \$37,214 to match an existing Section 5310 grant for COAST for its Demand Response Transportation service to allow the program to continue through 2023 in lieu of a new grant award.
- \$62,709 to match new federal grant awards to SNAP and Special Mobility Services to allow the combined federal and STA funds to match the original award amounts.
- \$38,584 to Cancer Can't to extend the Transportation Support for Cancer Patients project for an additional twelve months.

The funding revisions proposed as part of Action 1 are represented in the table below.

Funding Source	Amount as of Dec. 2021	Changes	Revised Amount
FY 2021 5310 Apportionment	\$419,427	Defer award \$297,608 in funds to future call for projects and remove Spokane Valley's project from the program (see Action 1)	\$121,819
CRRSAA 5310 Apportionment	\$71,213	No change	\$71,213
ARPA 5310 Apportionment	\$71,214	No change	\$71,214
STA Local	\$121,646	Increase by \$138,507 to address deferred funding awards and extend existing and pending projects	\$260,153
FY 2017/2018 Apportionment (project extension)		Extend the existing COAST Demand Response Transportation Project to end of 2023	\$34,000
Total Funds	\$683,500		\$558,399

STA believes there will be a better opportunity to solicit project as the Coordinated Public Transit – Human Services Transportation Plan is prepared through this year. STA's strategic planning effort may also inform project opportunities to expand use of federal funding opportunities.

RECOMMENDATION TO COMMITTEE: Recommend the Board approve \$138,507 in additional STA local funding to provide additional funding for, and extend the terms of, eligible Section 5310 Program projects selected in September 2021.

COMMITTEE ACTION: Approved as presented and forwarded to the Board consent agenda.

RECOMMENDATION TO BOARD: Approve a motion to authorize the Board approve \$138,507 in additional STA local funding to provide additional funding for, and extend the terms of, eligible Section 5310 Program projects selected in September 2021.

FINAL REVIEW FOR BOARD BY:

Division Head KO

Chief Executive Officer BSM

Legal Counsel LM

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

April 21, 2022

AGENDA ITEM 7 : 2021 YEAR-END PERFORMANCE MEASURE SUMMARY AND PROPOSED 2022 GOALS

REFERRAL COMMITTEE: Performance Monitoring & External Relations (*Haley*)

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: A full set of the 2021 Year-End Performance Measures are posted to the STA website at [Year-End 2021 Performance Measures](#). Staff will be prepared to address any questions about any measure. The following is a summary of significant measures that are of interest or that the Committee has provided guidance for staff to highlight on a routine basis.

Ensure Safety

Preventable Accident Rate

- At 0.07, Fixed Route came in just below STA's standard of 0.08 per 10,000 miles.
 - The Fixed Route 2022 goal remains the same as 2021 which is 0.08 per 10,000 miles.
- At 0.03, Paratransit exceeded the goal of 0.10 or less per 10,000 miles.
 - The Paratransit 2022 goal remains the same as 2021 which is 0.10 per 10,000 miles.

Earn and Retain the Community's Trust

Ridership:

- Fixed Route ended the year with a 10% decrease in ridership compared to 2020, falling short of the goal to increase ridership by 39.7% over 2020. Ridership continues to be impacted by the continuing effects of the pandemic.
 - The Fixed Route 2022 goal is a 20.3% increase over 2021 which is approximately 6.3 million trips.
- Paratransit ridership finished 2021 with an 22.9% increase over 2020 year-end, surpassing the goal to increase ridership by 15%.
 - The Paratransit 2022 goal is a 11.2% increase over 2021 which is approximately 277,000 trips.
- Vanpool ridership decreased in 2021 by 22.6%. STA's goal was to increase ridership by 68.5%.
 - The Vanpool 2022 goal is a 25.7% increase over 2021 which is approximately 88,000 trips.

Passengers per Revenue Hour (PPRH):

- Fixed Route year end PPRH was 11.59 vs. goal of 20 but ended the year above the urban average of 10.04.
 - The Fixed Route 2022 Goal is 15 or above the system wide average, which is lower than the 2021 goal of 20.
- Paratransit PPRH year end PPRH was 2.17 vs. goal of 2.1, comparing favorably to the Urban average of 2.04.
 - The Paratransit 2022 goal is 2.1 or above system wide average which is the same as the 2021 goal.

On Time Performance (OTP):

- At 95.2% OTP, Fixed Route met STA's goal of 93% of trips running on time (on time is measured as a bus departing between 0 to 5 minutes from the departure time at scheduled stops).
 - The Fixed Route 2022 Goal is to have 93% of trips running on time, which is the same as the 2021 goal.
- At 93.8% OTP, Paratransit OTP came in just slightly above the goal of 93% set for 2021.
 - The Paratransit 2022 Goal is to have 93% of trips running on time, which is the same as the 2021 goal.

Enable Organizational Success

Training Rate:

- Fixed Route completed 8 hours of advanced training per operator annually and met their 2021 goal.
- Paratransit completed 8 hours of advanced training per operator annually and met their 2021 goal.
 - The 2022 goal for Fixed Route will remain 8 hours of advanced training per operator annually.
 - The 2022 goal for Paratransit will remain 8 hours of advanced training per operator annually.

Exemplify Financial Stewardship

Cost per Passenger:

- Fixed Route and Paratransit exceeded the goal of performing at below 95% of average cost of urban systems in Washington State, with Fixed Route being 61.0% and Paratransit achieving 66.1%.
 - The Fixed Route 2022 goal is to perform at/or below 95% of average cost of urban systems in Washington State, which is the same as the 2021 goal.
 - The Paratransit 2022 goal is to perform at below 95% of average cost of urban systems in Washington State, compared to the 2021 goal of 95%.

Proposed 2022 Goals

The attached Staff Report presents the 2022 update to STA's key operational Performance Measures. As in the past, each performance measure relates to a specific Spokane Transit priority. These quantifiable benchmarks demonstrate the agency's commitment to accountability. These goals are aspirational in that staff set a high bar, which represents excellent performance.

The report lists STA's proposed 2022 Performance Measures with annotations comparing each measure with what was adopted for 2021 and the status as of the year end. Items printed in green are new measures or updates for 2022.

The 2022 Performance Measure goals, as outlined in the 2022 Action Plan, note that Ridership projections for 2022 are necessary for budgeting purposes notwithstanding the uncertainty surrounding such figures.

- Fixed-Route Bus goal to begin to recover ridership; the budget assumes 6.3 million rides which represents a 20.3% increase from 2021 year-end ridership of 5,238,135 trips, which represented a 10% decrease over 2020.

2021 Year-End Performance Measure Summary and 2022 Performance Measure Goals

- Paratransit 2022 goal projects 277,000 passengers on the service, with an 11.2% increase in ridership.
- Vanpool goal is to stabilize Vanpool ridership at 88,000 rides in 2022. Vanpool ridership is expected to continue to be sensitive to shifts in telecommute policies and staff have set a goal to increase ridership 25.7% above 2021 year-end ridership of 70,298.

RECOMMENDATION TO COMMITTEE: Review the 2021 Year-End Performance Measure results and recommend the Board approve the 2022 Performance Measure goals as presented on the attached Staff Report.

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE ACTION: Approved as presented and forwarded to the Board consent agenda.

BOARD OPERATIONS COMMITTEE ACTION: Upon review of the April 21, 2022, Board Meeting Agenda, Ms. Haley moved to have the 2021 Year-End Performance Measure Summary and the Proposed 2022 Performance Measure Goals be presented to the Board as a Board Action item rather than a Board consent item. Mr. French seconded, and the motion passed unanimously.

RECOMMENDATION TO BOARD: Review the 2021 Year-End Performance Measure results and recommend approve the 2022 Performance Measure goals as presented on the attached Staff Report.

FINAL REVIEW FOR BOARD BY:

Division Head BRB

Chief Executive Officer ESAM

Legal Counsel LM

SPOKANE TRANSIT AUTHORITY

Annotated copy to show comparison to 2021

Staff Report

Approved: TBD

SUBJECT: 2022 PERFORMANCE MEASURES

MISSION

- We are dedicated to providing safe, convenient and accessible public transportation services to Spokane region neighborhoods, businesses, and activity centers.
- We are leaders in transportation and a valued partner in the community's social fabric, economic infrastructure, and quality of life.

OUR VISION

- STA aspires to be a source of pride for the region.

PRIORITIES AND OBJECTIVES

1. Safety

Emphasize safety of our customers and employees in all aspects of our operations

2. Earn and Retain the Community's Trust

Engender trust and accountability and satisfy and exceed the expectations of citizens, customers, and employees; increase ridership; operate an efficient, cost-effective operation; maintain tight control of operational, administrative, and capital expenditures of public resources; provide service that is responsive and tailored to the area's needs.

3. Provide Excellent Customer Service

Provide consistently high-quality service to customers at every interaction with Spokane Transit; be rated by customers, the community, and employees as providing excellent customer service as measured annually in surveys.

4. Enable Organizational Success

Have a well-trained and highly productive workforce; promote healthy dialogue on important issues; reduce employee injuries.

5. Exemplify Financial Stewardship

Operate an efficient, cost-effective operation; maintain tight control of operational, administrative, and capital expenditures of public resources; establish reasonable, user-based revenue targets; plan for future operational and capital needs

PERFORMANCE MEASURES**1. ENSURE SAFETY**

Emphasize safety of our customers and employees in all aspects of our operations.

Performance Measures

- Accident Rate**

- Fixed Route

- Measurement – (1 measure) Preventable accidents

- Goal - 0.08 (or less) per 10,000 miles

- No change from 2021 Goal

- Measured - Quarterly

- 2021 Actual: 0.07

- Paratransit

- Measurement – (1 measure) Preventable accidents

- Goal - 0.10 (or less) per 10,000 miles

- No change from 2021 Goal

- Measured - Quarterly

- 2021 Actual: 0.03

- Injury Rate (Employee Days Lost)**

- Fixed Route

- Measurement – Workdays lost due to injury

- Goal – 0.02 (or less) per 1,000 employee hours

- No change from 2021 Goal

- Measured - Quarterly

- 2021 Actual: 0.03

- Paratransit

- Measurement – Workers Comp Lost Days

- Goal – 0.04 (or less) per 1,000 employee hours

- No change from 2021 Goal

- Measured – Quarterly

- 2021 Actual: 0.04

- Maintenance

- Measurement – Workers Comp Lost Days

- Goal – 0.05 (or less) per 1,000 employee hours

- No change from 2021 Goal

- Measured - Quarterly

- 2021 Actual: 0.07

- Injury Rate (Employee Claims)**

- Fixed Route

- Measurement – Claims per 1,000 hours

- Goal – 0.05 claims (or less) per 1,000 hours

- No change from 2021 Goal

- Measured – Quarterly

- 2021 Actual: 0.05

Paratransit

Measurement – Claims per 1,000 hours

Goal – 0.08 (or less) claims per 1,000 hours

No change from 2021 Goal

Measured - Quarterly

2021 Actual: 0.10

Maintenance

Measurement – Claims per 1,000 hours

Goal – 0.09 (or less) claims per 1,000 hours

No change from 2021 goal

Measured - Quarterly

2021 Actual: 0.12

2. **EARN AND RETAIN THE COMMUNITY'S TRUST**

Engender trust and accountability and satisfy and exceed the expectations of citizens, customers, and employees; increase ridership; provide service that is responsive and tailored to the area's needs.

Performance Measures

• **Ridership**

Fixed Route

Measurement – Number of unlinked trips

2021 Goal – 39.7% increase from 2020

2022 Goal – 20.3% increase from 2021 (approximately 6.3 million trips)

Measured – Monthly

2021 Actual: 10% decrease (5,238,135 trips)

Paratransit

Measurement – Number of unlinked trips

2021 Goal – 15.0% increase from 2020

2022 Goal – 11.2% increase from 2021 (approximately 277,000 trips)

Measured – Monthly

2021 Actual: 15.0% increase (252,857 trips)

Vanpool

Measurement – Number of unlinked trips

2021 Goal – 68.5% increase from 2020

2022 Goal – 25.7% increase from 2021 (approximately 88,000 trips)

Measured – Monthly

2021 Actual: 68.5% increase (70,298 trips)

• **Service Effectiveness**

Fixed Route

Measurement – Passengers per revenue hour

2021 Goal – 20 or above system wide average

2022 Goal – 15 or above system wide average

Measured – Quarterly

2021 Actual: 11.59

Paratransit

Measurement – Passengers per revenue hour

2021 Goal – 2.1 or above

No change from 2021 Goal

Measured – Quarterly

2021 Actual: 2.17

- **Customer Security**

- Fixed Route

- Measurement – Response to two questions on annual survey: Customer assessment of personal safety & drivers' driving safe

- Goal – 4.5 (or above) average

- No change from 2021 Goal

- Measured – Annually

- 4.1 & 4.3 from last survey in 2019

- Paratransit

- Measurement – Response to two questions on annual survey: Customer assessment of personal safety & drivers driving safe

- Goal – 4.5 (or above) average

- No change from 2021 Goal

- Measured – Annually

- 4.8 & 4.8 from last survey in 2018 (2020 survey delayed due to COVID)

- **Public Outreach**

- Agency Wide

- Measurement – Response to question on annual community survey: STA does a good job listening to the public.

- Goal – 4.5 (or above) average

- No change from 2021 Goal

- Measured – Annually

- 2021 Survey: 3.8

- **Fixed Route Ease of Use (*not included in slide deck*)**

- Agency Wide

- Measurement – % of urbanized population with basic bus service within ½ mile walk

- 2021 Goal – 80%

- No change from 2021 goal

- Measured – Annually

- Measurement – % of Fixed Route Passenger boardings occurring at locations where passenger shelter is provided

- 2021 Goal – 60%

- No change from 2021 goal

- Measured – Annually

- Measurement – % of Population within area within ½ mile 15-minute frequency (minimum 12 hours per weekday)

- Goal – +4% basis point increase from 2016 baseline

- No change from 2021 goal

- Measured – Annually

3. **PROVIDE EXCELLENT CUSTOMER SERVICE**

Provide consistently high-quality service to customers at every interaction with Spokane Transit; be rated by customers, the community, and employees as providing excellent customer service as measured annually in surveys.

Performance Measures

- **On Time Performance**

Fixed Route

Measurement – 0 to 5 minutes from scheduled time point

2021 Goal – 93% on time

No change from 2021 Goal

Measured – Monthly

2021 Actual: 95.2%

Paratransit

Measurement – 0 to 30 minutes from scheduled pick up time

Goal – 93% on time

No change from 2021 goal

Measured – Monthly

2021 Actual: 93.8%

- **Call Center**

Fixed Route Customer Service Abandon Rate

Measurement – Percent of calls abandoned in comparison to the total call volume

Goal – 4% or below

No change from 2021 Goal

Measured – Monthly

2021 Actual: 2.0%

Paratransit Reservationists Abandon Rate

Measurement – Percent of calls abandoned in comparison to the total call volume

Goal – 4% or below

No change from 2021 Goal

Measured – Monthly

2021 Actual: 3.18%

Fixed Route (Customer Service) Service Level

Measurement – The percent of time calls are answered within the goal period

Goal – 90%/60 seconds

No change from 2021 Goal

Measured – Monthly

2021 Actual: 92%

Paratransit Reservationists Service Level

Measurement – The percent of time calls are answered within the goal period

Goal – 90%/60 seconds

No change from 2021 goal

Measured – Monthly

2021 Actual: 82.0%

- **Professionalism and Courtesy**

- Fixed Route

- Measurement – Quality Counts survey response to: “Operator professional and courteous throughout the trip”

- Goal – 4.5 (or above) average on a scale of 1 to 5

- No change from 2021 goal

- Measured – Monthly

- 2020 Actual: 4.93 Q3 YTD (QC! Program suspended March – October due to COVID)

- Paratransit

- Measurement – Quality Counts survey response to: “Operator professional and courteous throughout the trip”

- Goal – 4.5 (or above) average on a scale of 1 to 5

- No change from 2021 goal

- Measured – Monthly

- 2020 Actual: 4.76 Q3 YTD (QC! Program suspended March – October due to COVID)

- Administration/Customer Service/Paratransit Reservations/Security

- Measurement – Quality Counts survey response to: “Employee was professional and courteous throughout the call/interaction”

- Goal – 4.5 (or above) average on a scale of 1 to 5

- No change from 2021 goal

- Measured – Monthly

- 2020 Actual: 4.82 Q3 YTD (QC! Program suspended March – October due to COVID)

- **Driver Announcements / Introduction**

- Fixed Route

- Measurement – Quality Counts survey response to: “Published stops are announced”

- 2020 Goal – 95% (or above) average on Quality Counts surveys

- No change from 2021 goal

- Measured – Monthly

- 2020 Actual: 98.8% Q3 YTD (QC! Program suspended March – October due to COVID)

- Paratransit

- Measurement – Quality Counts survey response to: “Operator identifying himself/herself at pick-up”

- Goal – 90% (or above) average on Quality Counts surveys

- No change from 2021 goal

- Measured – Monthly

- 2020 Actual: 86.8% Q3 YTD (QC! Program suspended March – October due to COVID)

- **Cleanliness of coach / van**

- Fixed Route

- Measurement – Response to Quality Counts survey

- Goal –90% (or above) average on Quality Counts surveys

- No change from 2021 goal

- Measured – Monthly

- 2020 Actual: 98.8% Q3 YTD (QC! Program suspended March – October due to COVID)

- Paratransit

- Measurement – Response to Quality Counts survey

- Goal –90% (or above) on Quality Counts surveys

- No change from 2021 goal

- Measured – Monthly

- 2020 Actual: 98.6% Q3 YTD (QC! Program suspended March – October due to COVID)

- **Complaint Rate**

- Fixed Route

- Measurement – Number of complaints received

- Goal – 8 complaints (or less) per 100,000 boardings

- No change from 2021 goal

- Measured – Monthly

- 2021 Actual Total Complaints: 11.4

- Paratransit

- Measurement – Number of complaints received

- Goal – 8 complaints (or less) per 10,000 boardings

- No change from 2021 goal

- Measured – Monthly

- 2021 Actual Total Complaints: 6.1

- **Maintenance Reliability**

- Fixed Route

- Measurement – Number of Road Calls

- Goal – Less than 1 per 7,500 miles

- No change from 2021 goal

- Measured – Monthly

- 2021 Actual: 6,752 miles

- Paratransit

- Measurement – Number of Road Calls

- Goal – Less than 1 per 75,000 miles

- No change from 2021 goal

- Measured – Monthly

- 2021 Actual: 64,626

4. **ENABLE ORGANIZATIONAL SUCCESS**

Have a well-trained and highly productive workforce; promote healthy dialogue on important issues.

Have an active and engaged Board of Directors.

Performance Measures

- **Training Rate (Employee)**

- Fixed Route

- Measurement – Complete Advanced Operator Training

- Goal – 8 hours per Operator annually

- No change from 2021 goal

- Measured – Quarterly

- 2021 Actual: 8 hours

- Paratransit

- Measurement – Complete Advanced Operator Training

- Goal – 8 hours per Operator annually

- No change from 2021 goal

- Measured – Quarterly

- 2021 Actual: 8 hours

Maintenance

Measurement – 4 major component training events + variety of general professional classes

Goal – Invest average of 25 hours per maintenance employee per year

No change from 2021 goal

Measured – Annually

2021 Actual: 8 hours

Managers/Supervisors/Administrative

Measurement – Scheduled Professional Development Class

Goal – 100% of population receive either on-site or off-site training event per year

No change from 2021 goal

Measured – Annually

2021 Actual: 8 hours

- **Annual Employee Feedback**

Fixed Route

Measurement – Supervisor conducts formal ride check/ride along

Goal – 100% of operators receive a successful evaluation on a ride check/ride along annually

No change from 2021 goal

Measured – Annually

2021 Actual: Completed

Paratransit

Measurement – Supervisor conducts formal ride check/ride along

Goal – 100% of operators receive a successful evaluation on a ride check/ride along annually

No change from 2021 goal

Measured – Annually

2021 Actual: Completed

- **Governance**

Board Development

Measurement – Attendance at a transit-related conference/training event

Goal – Two Board members attend annually

No change from 2021 goal

Measured – Annually

2021 Actual: Completed

5. **EXEMPLIFY FINANCIAL STEWARDSHIP**

Operate an efficient, cost-effective operation; maintain tight control of operational, administrative, and capital expenditures of public resources; establish reasonable, user-based revenue targets; plan for future operational and capital needs.

Performance Measures

- **Cost Efficiency**

Fixed Route

Measurement – Cost per Revenue Hour

Goal – below 95% of average cost of urban systems in Washington State

No change from 2021 goal

Measured – Quarterly

2021 Actual: 70.1%

Paratransit

Measurement – Cost per Revenue Hour

2021 Goal – below 95% of average cost of urban systems in Washington State

No change from 2021 goal

Measured – Quarterly

2021 Actual: 68.2%

- **Cost Effectiveness**

Fixed Route

Measurement – Cost per Passenger

Goal – below 95% of average cost of urban systems in Washington State

No change from 2021 goal

Measured – Quarterly

2021 Actual: 61.0%

Paratransit

Measurement – Cost per Passenger

2021 Goal – below 95% of average cost of urban systems in Washington State

No change from 2021 goal

Measured – Quarterly

2021 Actual: 66.1%

Park and Ride Performance *(not included in slide deck)*

Measurement – # of Park and Ride Lots performing to targeted utilization rates

Goal – 7 of 13

No change from 2021 goal

Measured - Annually

2021 Actual:

- **Cost Recovery from User Fees**

Fixed Route

Measurement – Farebox Return

Goal – at least 20%

No change from 2021 goal

Measured – Quarterly

2021 Actual: 8.6%

Paratransit

Measurement – Farebox Return

Goal – at least 5%

No change from 2021 goal

Measured – Quarterly

2021 Actual: 3.2%

Vanpool

Measurement – Fare revenue compared to Operational and Administrative expenses (not including Special Use Vanpool)

Goal – 85%

No change from 2021 goal

Measured – Quarterly

2021 Actual: 38.8%

- **Maintenance Cost**

- Fixed Route

- Measurement – Cost per total mile by fleet

- 2021 Goal - \$1.30 (or less) per mile

- No change from 2021 goal

- Measured - Quarterly

- 2021 Actual: \$1.39

- Paratransit

- Measurement – Cost per total mile

- 2021 Goal - \$1.27 (or less) per mile

- 2022 Goal - \$1.13 (or less) per mile

- Measured – Quarterly

- 2021 Actual: \$1.08

- **Financial Capacity**

- Financial Management

- Measurement – Adherence to approved Operating Budget

- Goal – Operate at or below budgeted expenditures

- No change from 2021 goal

- Measured – Quarterly

- Service Level Stability

- Measurement – Number of years current service level can be sustained

- Goal – 6 years

- No change from 2021 goal

- Measured – Quarterly

- Ability to Sustain Essential Capital Investments

- Measurement – Fully funded Capital Improvement Plan

- Goal – 6 years

- No change from 2021 goal

- Measured – Quarterly

- Public Perception

- Measurement – Answer to question on annual community survey: STA is financially responsible

- Goal – 4.5 (or above) on a scale of 1 to 5

- No change from 2021 goal

- Measured – Quarterly

- 2020 Survey: 3.74

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

April 21, 2022

AGENDA ITEM 8A: BOARD OPERATIONS COMMITTEE CHAIR'S REPORT

REFERRAL COMMITTEE: Board Operations (*Grover*)

SUBMITTED BY: Chris Grover, Committee & Board Chair

SUMMARY:

A verbal report will be given at the Board meeting.

RECOMMENDATION TO BOARD: Receive report.

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

April 21, 2022

AGENDA ITEM 9A : PLANNING AND DEVELOPMENT COMMITTEE CHAIR'S REPORT

REFERRAL COMMITTEE: Planning & Development (*French*)

SUBMITTED BY: Al French, Committee Chair

SUMMARY:

A verbal report will be given at the Board meeting.

RECOMMENDATION TO BOARD: Receive report.

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

April 21, 2022

AGENDA ITEM 9Ai : 2023-2028 TRANSIT DEVELOPMENT PLAN: PLANNING GUIDANCE

REFERRAL COMMITTEE: Planning & Development (*French*)

SUBMITTED BY: Karl Otterstrom, Chief Planning and Development Officer
Mike Tresidder, Associate Transit Planner

SUMMARY: A step in the annual preparation of the agency's transit development plan, the Committee prepares and recommends to the Board of Directors guidance statements that help frame priorities to be included in the plan. The Committee was offered an opportunity during the April Planning and Development Committee meeting to review the proposed guiding statements for the 2023-2028 Transit Development Plan (TDP) that have been updated based on discussion from the March Planning & Development Committee meeting.

BACKGROUND: According to STA Board Resolution 681-11, the Planning and Development Committee is accountable for designing and coordinating the Board's participation in Spokane Transit's strategic and operational planning. The 2023-2028 TDP is expected to be adopted in July 2022 and will include the Capital Improvement Program and the Service Improvement Program.

The Planning & Development Committee began the process of updating the TDP at their March meeting by reviewing last year's Mid-Range Planning Guidance. The Committee indicated an interest in adding a diversity and equity statement to the guidance. The 2023-2028 TDP Mid-Range Planning Guidance, as edited with additions underlined in red, is shown below and is now proposed to be adopted by the Board for inclusion in the 2023-2028 Transit Development Plan.

Board Guidance from the 2022-2027 TDP

- **Foster and Sustain Quality.** Continue initiatives and projects that improve the quality and usefulness of STA's services, facilities, information, and customer service. Affordable public transportation adds value to the community and improves the quality of life in the region and the efficiency of the region's road system through congestion relief. Employ new technologies and industry trends that advance these ends.
- **Maintain a State of Good Repair.** Continue vehicle replacement and facility maintenance/improvement programs in order to avoid the problematic consequences of deferred action.
- **Recover and Expand Ridership.** Identify and leverage the factors that drive ridership, especially as the economy and travel patterns transition out of the COVID-19 pandemic. Continue to foster ridership markets in line with the principles of Connect Spokane and in conjunction with the launch of the City Line BRT project and other improvements as part of STA Moving Forward. Work and school trips make up the majority of trips taken on STA services. Continue to foster these foundational markets while expanding the usefulness of service for other travel purposes.

- **Proactively Partner in the Community.** Coordinate with jurisdictions and other agencies to implement community planning and economic development strategies and pursue the agency's sustainability goals. Be a leader in implementing the regional transportation visions.
- **Advance and Adapt the System Growth Strategy.** Grow the transit system consistent with community growth and resources, recognizing there are underserved areas of the PTBA. Respond to changing demographic and behavioral trends in population and job densities. Ensure that maintenance and operations facilities are sized to accommodate cost-effective growth plans. Continue to maximize outside funding sources, providing opportunities for increased strategic investments for system growth.
- **Respect and Reflect the People of our Region.** As the public transit provider for the Spokane region, we are committed to attracting and retaining a staff that reflects the people of our region that we serve daily. We listen and engage with our diverse communities, as we know that having varied perspectives helps generate better ideas to serve the region.

RECOMMENDATION TO BOARD:

For information.

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

April 21, 2022

AGENDA ITEM 9Aii : 2023-2028 TRANSIT DEVELOPMENT PLAN: REVIEW PRELIMINARY
REVENUE AND EXPENDITURE FORECAST ASSUMPTIONS

REFERRAL COMMITTEE: Planning & Development (*French*)

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

SUMMARY: As part of the preparation of the 2023-2028 Transit Development Plan (TDP), STA is required to incorporate financial projections for this 6-year period. The initial step in this preparation is to seek affirmation by the Committee of the financial assumptions used in deriving the 2023-2028 forecast.

Staff is recommending that the financial assumptions generally remain in line with those reviewed and approved by the Board in 2021, as detailed below:

Revenue

- Sales Tax will increase from a 3% to a 3.5% annual growth trend applied to 2022 budgeted levels.
- There are no future planned fare changes during the 2023-2028 TDP period.
- FTA Section 5307 Urbanized Area Formula grant funds are used primarily for preventive maintenance. This is the third largest source of operating revenue, and is forecasted to grow at a 1% rate after taking the 30% increase from the Infrastructure Investment and Jobs Act (IIJA) into consideration through 2026. 2027 and 2028 are assumed to stay at 2026 levels.
- State operating funding through the Paratransit/Special Needs formula grant is expected to double from prior years in 2023 and then grow at 1% per year from this new baseline.

Expenditures

- The annual budget provides the baseline for operating expenses.
- *STA Moving Forward* service changes, including City Line are incorporated into the budget and the forecast based on their year of introduction, as are near-term investments which were approved by the Board in December 2021.
- Operating expenses grow at 3% beginning in 2023, accounting for added costs from *STA Moving Forward* and near-term investment service changes and continue at the same 3% rate through 2028.
- The Capital Improvement Program is fully funded through the TDP period.

RECOMMENDATION TO BOARD: Information only.

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

April 21, 2022

AGENDA ITEM 10A: PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE
CHAIR'S REPORT

REFERRAL COMMITTEE: Performance Monitoring & External Relations (*Haley*)

SUBMITTED BY: Pam Haley, Committee Chair

SUMMARY:

A verbal report will be given at the Board meeting.

RECOMMENDATION TO BOARD: Receive report.

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

April 21, 2022

AGENDA ITEM 12A : COMMITTEE MINUTES – INFORMATION

- Board Operations Committee
- Planning & Development Committee
- Performance Monitoring & External Relations Committee

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Dana Infalt, Executive Assistant to CEO & Clerk of the Authority

SUMMARY: Approved Minutes of the March 2, 2022, Planning and Development Committee, the March 2, 2022, Performance Monitoring and External Relations Committee, and the March 9, 2022, Board Operations Committee meeting are attached.

RECOMMENDATION TO BOARD: Information only.

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

BOARD OPERATIONS COMMITTEE MEETING

Minutes of the March 9, 2022, Meeting

Via Webex Video Conference

MEMBERS PRESENT

Chris Grover, Small Cities Representative
(Airway Heights), *Chair*
Pamela Haley, City of Spokane Valley,
*Performance Monitoring & External
Relations Committee Chair*
E. Susan Meyer, Chief Executive Officer,
Ex Officio

STAFF PRESENT

Brandon Rapez-Betty, *Chief Operations Officer
& Interim Chief Communications and Customer
Experience Officer*
Karl Otterstrom, *Chief Planning and
Development Officer*
Monique Liard, *Chief Financial Officer*
Nancy Williams, *Chief People Officer*
Emily Arneson, *Ombudsman & Accessibility
Officer*
Dana Infalt, *Clerk of the Authority*
Amie Blain, *Executive Assistant to the Chief
Financial Officer*

MEMBERS ABSENT

Al French, Spokane County, *Planning &
Development Committee Chair*
Lori Kinnear, City of Spokane, *Chair Pro Tem*

PROVIDING LEGAL COUNSEL

Laura McAloon, McAloon Law PLLC

1. CALL TO ORDER AND ROLL CALL

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

2. APPROVE COMMITTEE AGENDA

Ms. Haley moved to approve the agenda as presented, Chair Grover seconded and the motion passed unanimously.

3. CHAIR'S COMMENTS

Chair Grover mentioned that he is looking forward to the Fleet Electrification Expansion discussion, as well as the Board's trip to Washington DC the following week.

4. COMMITTEE ACTION/DISCUSSION

a. February 9, 2022, Committee Minutes

Ms. Haley moved to approve the February 9, 2022, committee meeting minutes as submitted, Chair Grover seconded, and the motion passed unanimously.

5. COMMITTEE CHAIR REPORTS

a. Al French, Chair, Planning & Development (P&D)

Mr. Otterstrom provided the update in lieu of Mr. French. Items discussed during the Planning and Development Committee meeting include the Division Bus Rapid Transit work order, the grant applications for Spokane Regional Transportation Council (SRTC) projects, project implementation for the I-90 Corridor, and the next phase of development for the Transit Development Plan. A report for the Transit Development Plan will be brought forward to the Board at the next Board meeting on March 17. The Human Services Transportation Plan for Spokane County was introduced as a coordinated effort between STA and SRTC, with SRTC leading the effort.

b. Pamela Haley, Chair, Performance Monitoring & External Relations (PMER)

Mr. Rapez-Betty provided the update on the items brought forward during the Performance Monitoring & External Relations Committee meeting. Final Acceptance contracts presented during the PMER Committee meeting include the Boone South Energy Savings Contract, Fuel Facility Budget Adjustment and Award of Contract, U-District Layover Contract, and the Swiftly Software Award of Contract. The On-Call Geotechnical, Environmental and Special Inspection Services Scope of Work was submitted and recommended by the committee. Kinzie Michael was appointed to the Citizen Advisory Committee for a three-year term.

6. FLEET ELECTRIFICATION EXPANSION

Mr. Rapez-Betty presented and shared that STA's goal is to obtain up to 40 Battery Electric Buses (BEBs) in the Boone NW Garage by the end of 2024. STA received 10 new 60 ft. New Flyer electric buses for City Line, and 2 new 40 ft. New Flyer electric buses and 2 new 40 ft. Proterra electric buses for Monroe-Regal. Six additional electric buses will be ordered. The charging infrastructure at BNWG, SCC and Moran Station has been commissioned. STA was awarded a Low-No grant for 10 additional 40 ft. Proterra electric buses with an anticipated delivery date in Quarter 1 of 2023. Further electrification expansion potential includes the following additional buses and infrastructure totaling \$4.9 million:

- a.** One additional 60 ft. articulated battery electric coach
- b.** Three 35 ft. battery electric coaches – delivery in 2023
- c.** Three 60 ft. three-door battery electric articulated coaches replacing 60 ft. articulated diesel coaches
- d.** Three 40 ft. battery electric coaches replacing 60 ft. articulated diesel coaches

Ms. Haley moved the Board of Directors approve the recommendation as presented, Chair Grover seconded, and the motion passed unanimously.

7. 2022 MAY SERVICE CHANGE UPDATE

Ms. Meyer shared information with the Board regarding an update on the 2022 May Service Change. In May 20, 2021, the STA Board of Directors adopted a plan for fixed-route bus service changes that implemented STA Moving Forward improvements including the City Line. This was a culmination of 2 years of community input on specific route changes. In the Fall of 2021, the FTA approved a revised Revenue Service Date for the City Line BRT, beginning July 15, 2023. The revised date was influenced by supply chain delays and data obtained from an implementation study. The service revisions will be divided into two packages. Package 1 is scheduled to be implemented on May 15, 2022, and to be completed within the year. This package is independent of the City Line. Package 2 service revisions must be completed at the same time as the City Line.

STA has not been immune to current labor trends which are impacting recruitment and retention of its coach operator workforce. Recruitment efforts have not yielded the number of staff required for planned service growth. Coach operator numbers are approximately sixteen below optimal target for current service levels. The extra board and overtime strategy compensates for having fewer operators. Nine coach operators will be needed for the next service change. Additional time is needed to allow expanded recruitment and retention strategies to reach targeted staffing levels. Service revisions will be postponed from May 15, 2022, to August 28, 2022. This will ensure improved access to schools provided from day one of the academic calendar. It also allows for additional recruitment and training, including two additional coach operator training classes. In addition, STA will implement retention and recruitment strategies to ensure workforce availability. Mr. Rapez-Betty is leading a campaign called “Drive Your Career” to recruit coach operators. A website has been developed that steps interested candidates through the process of becoming a coach operator.

Mr. Otterstrom shared the 2022 Service Improvement Package Highlights which include the following new or revised routes:

- a. Route 36 North Central
- b. Route 35 Francis/Market
- c. Extended Route 27 Crestline
- d. Revised Route 98 Greenacres/Liberty Lake
- e. Revised Route 95 Mid-Valley
- f. Revised Route 74 Mirabeau/Liberty Lake

Chair Grover inquired as to whether STA will have any service revisions in September, to which Mr. Otterstrom replied and explained all revisions will take place in August and last through January 2023.

8. BOARD OF DIRECTORS AGENDA MARCH 17, 2022

Ms. Haley moved to approve the Board of Directors agenda as presented, Chair Grover seconded, and the motion passed unanimously.

9. BOARD OPERATIONS COMMITTEE DRAFT AGENDA APRIL 13, 2022

There were no questions or comments.

10. CEO REPORT

Ms. Meyer shared that the Conference Committee approved the supplemental transportation budget, the resources for a \$17 billion, 16-year transportation package and the spending. This is awaiting passage by the legislature. More information will be available at next week's Board meeting. The Board will need to consider whether it is interested in offering a zero-fare fare for riders aged 0 to 18 in order to be eligible for additional state grant funds. Also, sales tax revenues must not be diminished to maintain eligibility for the grant. Zero-fare is already available by Board approval, for riders aged 0-12, and a 50% discount was approved by the Board for riders aged 13-18. The Board must decide by October 1, 2022, or the funding will be inaccessible until the following year. The grant would benefit STA approximately \$6.5 million per year, and Susan will confirm that information next week. Chair Grover mentioned that discussion has been surrounding the source of the grant revenue, which seems to be leaning toward the Public Works Trust Fund. He noted that cities rely on that resource for infrastructure support. Ms. Meyer mentioned that there seems to be less intent to sweep from the Public Works Trust Fund, and more from the Operating Fund. The funding source information will be available soon.

11. NEW BUSINESS

There was no new business.

12. ADJOURN

With no further business to come before the Committee, Chair Grover adjourned the meeting at 2:11 p.m.

Respectfully submitted,

Amie Blain

Amie Blain
Executive Assistant to the Chief Financial Officer

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

PLANNING AND DEVELOPMENT COMMITTEE MEETING

Minutes of the March 2, 2022, Meeting
Via Video Conference

MEMBERS PRESENT

Karen Stratton, City of Spokane – *Acting Chair*
Betsy Wilkerson, City of Spokane
Tim Hattenburg, City of Spokane Valley
Dan Sander, Small Cities Representative
(Millwood) *Ex Officio*
E. Susan Meyer, Chief Executive Officer
Ex Officio

MEMBERS ABSENT

Al French, Spokane County – *Chair*
Dan Dunne, Small Cities Representative
(Liberty Lake), *Ex Officio*

STAFF PRESENT

Karl Otterstrom, Director of Planning & Development
Brandon Rapez-Betty, Chief Operations Officer /
Interim Director of Communications & Customer
Service
Monique Liard, Chief Financial Officer
Nancy Williams, Director of Human Resources &
Labor Relations
Vicki Clancy, Executive Assistant to the Director of
Planning & Development

PROVIDING LEGAL COUNSEL

Laura McAloon, McAloon Law PLLC

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

Acting Chair Karen Stratton called the meeting to order at 10:00 a.m. and Ms. Vicki Clancy conducted roll call.

2. **COMMITTEE CHAIR REPORT**

(No items being presented this month.)

3. **COMMITTEE ACTION**

A. **MINUTES OF THE FEBRUARY 2, 2022, COMMITTEE MEETING**

Mr. Tim Hattenburg moved to approve the February 2, 2022, Planning and Development Committee meeting minutes. Ms. Betsy Wilkerson seconded, and the motion was approved unanimously.

4. **COMMITTEE ACTION**

A. **BOARD CONSENT AGENDA**

1. **DIVISION BUS RAPID TRANSIT WORK ORDER APPROVAL**

Mr. Karl Otterstrom presented. The Division Bus Rapid Transit (BRT) project is envisioned to be the second BRT line in the region. It extends from downtown Spokane along the Division Street corridor for approximately nine miles to the Mead area and includes 28 substantial stations. It will operate in Business Access & Transit (BAT) lanes for most of the corridor. There has been \$50 million identified in *Move Ahead Washington* for this project. STA is following requirements in order that this project becomes a candidate for a Small Starts project under the Federal Transit Administration (FTA) Capital Investment Grant (CIG) program. Mr. Otterstrom reviewed the Design and Engineering Services Contract timeline, the work order scope of work for the initiation of preliminary engineering phase, and budget

and expenditures. This work order is within budget. The proposed \$1.18 million not-to-exceed value has been determined to be fair and reasonable. Following a competitive procurement process, the STA Board of Directors authorized an award of contract to Parametrix, Inc. on October 21, 2021. Project staff have worked with Parametrix, Inc. to prepare a first work order for the initiation of the preliminary engineering, design, and environmental scoping phase.

Ms. Betsy Wilkerson moved to approve the recommendation to the Board of Directors to authorize the CEO negotiate and execute a work order for the Division BRT initiation of preliminary engineering, design, and environmental phase with Parametrix, Inc. under existing contract #2021-10610 for an amount not to exceed \$1.18 million, and to provide for 10% contingency for unforeseen additional requirements or services. Mr. Tim Hattenburg seconded, and the motion was approved unanimously.

B. BOARD DISCUSSION AGENDA

(No items being presented this month.)

5. REPORTS TO COMMITTEE

A. 2022 SPOKANE REGIONAL TRANSPORTATION COUNCIL CALL FOR PROJECTS GRANT APPLICATIONS

Mr. Otterstrom presented. The Spokane Regional Transportation Council (SRTC) released the 2024-2026 SRTC Call for Projects on February 2, 2022. Grant funds available total approximately \$43 million over three years and include multiple federal grant programs. STA has been awarded funds in the past for a variety of projects including City Line Project Development, Computer-Aided Dispatching and Automatic Vehicle Location (CAD/AVL), Battery electric buses, bus stop improvements and Division BRT planning. STA anticipated applications include I-90 Valley High Performance Transit (HPT) Park and Ride – Construction, Division BRT – project development phase, Wellesley HPT – preliminary engineering, and the Sunset Boulevard HPT – preliminary engineering. Grant applications do not require additional board approval.

Ms. Wilkerson asked for more details regarding the Wellesley HPT scope of work. Mr. Otterstrom explained that this corridor spans along Wellesley from Market Street to Driscoll and extends to the Spokane Falls Station, and then to Spokane Community College Transit Center driving north on Market and Greene Street. He noted the end points could shift through the public process.

Application materials are due April 4, 2022. Project selection is anticipated in July 2022.

B. 2023-2028 TRANSIT DEVELOPMENT PLAN: DEVELOP MID-RANGE PLANNING GUIDANCE

Mr. Otterstrom presented. The Transit Development Plan (TDP) is in the center of the Hierarchy of STA Plans. Mr. Otterstrom reviewed the sections of the plan, and the existing guidance statements. The Committee was offered an opportunity to consider revisions to 2023-2028 mid-range planning guidance statements. The TDP project schedule proposes that the Planning and Development Committee develop the mid-range planning guidance over the next two meetings. Beginning in May, the Committee will review other draft sections of the plan, working toward board approval of the plan in July. Mr. Otterstrom discussed potential revisions and additions and will craft some language accordingly for the Committee's review next month. Mr. Otterstrom reviewed the TDP Project Timeline. Next steps include continued discussion on the mid-range guidance and major activities for the TDP.

C. HUMAN SERVICES TRANSPORTATION PLAN

Mr. Otterstrom presented. The Spokane County Coordinated Public Transit – Human Services Transportation Plan (CPT – HSTP, or HSTP) identifies strategies and objectives to enhance transportation access, minimize duplication of services, and implement the most cost-effective transportation services with available resources throughout Spokane County. The HSTP focuses on populations with special transportation needs including low-income, seniors, and individuals with disabilities. The HSTP is a required plan to be eligible for federal and state funding programs, such as the Washington State Department of Transportation (WSDOT) Consolidated Grant Program, and necessary for STA to award and distribute funds out of the Section 5310 program. STA is an essential partner in preparing and delivering the plan. The Spokane County HSTP was last updated in November 2018 and is required to be updated every four years. SRTC has created a project page to access plan update information which can be found at <https://www.srtc.org/human-services-transportation-plan/>. SRTC began conducting community outreach in February 2022. STA will gather final feedback from the committee in October. Final draft plan and SRTC Board approval are scheduled to take place in November 2022.

Mr. Dan Dunne asked if the 2020 Census provided data to consider when planning transportation. Mr. Otterstrom responded that a key part of this exercise is to review the most recent data. The Census Bureau also provides additional data resources.

6. CEO REPORT

Ms. E. Susan Meyer presented the CEO Report:

State Legislative Session – The session ends on March 10, 2022.

Move Ahead Washington provides a number of resources for the \$16 billion-over-16 years. The House passed both the funding package and the spending package for this 16-year plan. The Chair removed the \$.06/gallon fuel export tax and replaced it with an annual \$100 million transfer from the public works trust fund.

Senator King introduced a competing \$23 billion package. Funding came from the Climate Commitment Act, a one-time transfer from the state operating fund, and federal funding for transportation.

Governor Inslee's Visit – Governor Inslee visited STA on Friday, February 18 to see STA's Boone Northwest Garage where battery electric buses are charging, and to see the electric buses, including the City Line buses. Governor Inslee spoke and took a bus ride on a City Line bus.

STA Director Title Changes – Ms. Meyer is changing the job titles of two of STA's directors to a "Chief" position in recognition that they all have organization wide responsibility. Ms. Nancy Williams' title is now Chief People Officer and Mr. Karl Otterstrom will now be Chief Planning and Development Officer.

I-90 / Valley HPT Project Presentations – Ms. Meyer and Mr. Otterstrom have made presentations to the cities of Liberty Lake, Spokane Valley, and to the Spokane (?) City Council in their Public Infrastructure, Environment and Sustainability (PIES) Committee, and to the County Commissioners, to ensure that the elected officials in the jurisdictions affected by this project have the appropriate information. Ms. Meyer and Mr. Otterstrom welcome presentation requests regarding the details of this robust project.

February 2022 Voter-Approved Sales Tax Update – Revenue collected on December retail sales: 11.4% above February 2021 actual (\$1.0M), 15.5% YTD above 2021 actual (\$2.5M), and 12.2% YTD above budget (\$2.0M).

Mask Mandate – STA is required under the Transportation Security Administration (TSA) to wear masks on buses, trains, planes, and stations through March 18. The Washington Governor’s Mask Mandate ends on March 11.

7. COMMITTEE INFORMATION --None

8. APRIL 6, 2022, COMMITTEE MEETING DRAFT AGENDA REVIEW

9. NEW BUSINESS

St. Patrick’s Day Parade – Ms. Wilkerson noted the St. Patrick’s Day Parade is back and scheduled for Saturday, March 12, 2022, in downtown Spokane.

10. COMMITTEE MEMBER’S EXPRESSIONS -- None

11. ADJOURN

With no further business to come before the Board, Chair French adjourned the meeting at 11:07 a.m.

NEXT COMMITTEE MEETING: WEDNESDAY, APRIL 6, 2022, at 10:00 a.m. VIA WEBEX.

Respectively submitted,



Vicki Clancy, Executive Assistant
Planning and Development Department

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Minutes of the March 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*)
Don Kennedy, City of Medical Lake (*Ex-Officio*)
Rhonda Bowers, Labor Representative (*non-voting*)
E. Susan Meyer, CEO (*Ex-Officio*)

MEMBERS ABSENT

None

**Committee Chairwoman*

STAFF PRESENT

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

PROVIDING LEGAL COUNSEL

Laura McAloon, McAloon Law PLLC

GUESTS

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

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 February 2, 2022, Committee Meeting**

Ms. Kinnear moved to approve the February 2, 2022, Committee meeting minutes. Mr. Kerns seconded, and the motion passed unanimously.

B. **Citizen Advisory Committee: New Member Appointment**

Ms. Arneson provided background of the Citizen Advisory Committee (CAC) and advised they are requesting approval of the nomination of Ms. Kinzie Michael to the committee. She provided information on the CAC's charter and Ms. Michael's qualifications. **Ms. Kinnear moved to recommend the appointment of Kinzie Michael to the Citizen Advisory Committee, for a term of three years, commencing immediately. Mr. Kerns seconded, and the motion passed unanimously.**

C. **On-Call Geotechnical Environmental and Special Inspection Services Scope of Work Approval**

Mr. Otterstrom explained 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 the facilitation of maintenance, growth, and development of STA, staff propose to procure a consultant that will continue this on-call service for a new, five-year term commencing on August 1, 2022.

This contract is expected to exceed an aggregate amount of \$1M. As required by STA's procurement policy, staff are seeking approval of the 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.

The scope of work will include the following:

- All aspects of and all phases of geotechnical, environmental, and materials inspections consulting services
- Cost estimating through all phases of a project
- Creation of construction plans and specifications to be used in bidding and permitting
- All aspects of construction phases of a project
- Coordination with other consulting teams contracted by STA
- Other engineering-special inspections tasks as assigned
- Work performed on a work-order basis

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

4. COMMITTEE ACTION

A. Board Consent Agenda

1. Boone South Energy Savings Contract: Final Acceptance

Mr. Rapez-Betty noted Committee approval is required since this public works contract is over \$35K.

Mr. Rapez-Betty explained this is an energy savings project for our sanding booth, tire shop and building control systems. The majority of the work has to do with HVAC, electrical wiring and the use of gas. There were two HVAC replacements. The total annual savings was \$4,125 and we ended up \$44,706 under budget.

Staff recommended the Committee review and 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 are required by law.

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

2. Fuel Facility Project: Budget Adjustment and Award of Contract

Mr. Rapez-Betty provided the project summary and explained this is a diesel fuel storage tank replacement project. The project plan is to have three (3) below grade vaults constructed to house three (3) 20,000-gal above ground storage tanks (AST's). Civil site improvements include new driveways, walkways, landscaping, and fencing. Six (6) existing underground storage tanks (UST's), originally installed between 1984 and 1985, to be decommissioned. Three (3) new product dispensers will replace existing vintage units. The location of these tanks will be at 1229 W. Boone Ave. near the REI building.

Mr. Rapez-Betty explained staff's request for a proposed budget adjustment. The proposed budget for this project was initially \$5,008,000, and the lowest bid received was from Halme Construction, Inc. at \$5,222,000. Contractors will have to go through basalt rock, which increases the level of risk and expenses due to shoring to stabilize the earth

and on-site daily monitoring. Mr. Rapez-Betty gave a break-down of additional expenses, which also includes an estimated Washington State Sales Tax in the amount of \$150,000. The total proposed adjusted budget comes to \$8,008,000.

Staff recommended the Committee review and recommend the Board approve a motion to award 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.

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

3. U-District Layover Contract: Final Acceptance

Mr. Otterstrom explained the contract summary includes construction of bus stop and layover for the Spokane terminus of the Cheney Line. The project work consists of the following: completion of cul-de-sac along East Front Avenue on WSU Spokane's campus adjacent to the Student Teaching Health Clinic; installation of concrete sidewalk; asphalt pavement for roadway and connection to Ben Burr trail; and ADA improvements. The project budget was \$250,000, and the total project expense came to \$159,771. The total remaining budget is \$90, 229.

Staff recommended the Committee review and recommend the Board approve a motion to accept the contract with Corridor Contractors, LLC for the University District Layover 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.

4. Swiftly Software Award of Contract

Mr. Otterstrom explained that Swiftly is a cloud-based, software-as-a-service (SaaS) that displays and analyzes transit vehicle location data leveraging STA's existing Computer-Aided Dispatch & Automated Vehicle Location (CAD/AVL) software. STA currently uses Swiftly products for run times, GPS playback and live operations, and would like to add an On-Time Performance (OTP) Module and Speed Map Module. The On-Time Performance Module provides a detailed picture of how buses are adhering to scheduled service; visualizes on-time performance metrics for any route in the network; and identifies which routes, trips, and stops impact on-time performance the most. The Speed Map Module provides visualizations of route vehicle speeds and dwell times for any route and direction; shows speeds at stop-to-stop level or in 25-meter segments; and integrates with the Remix platform so historic speed data will show on their map as well.

Staff recommended the Committee review and recommend the Board approve a motion to 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.

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

A. 2021 Unaudited Year-End Financial Report

Ms. Liard presented the financials to show we ended 2021 with \$144.9M in overall revenues. We were 49.4% over budget which is a difference of \$97M. We had 11.1% additional revenue over the 2020 actual revenue. Significant variances to note were that we had budgeted ridership at 8.5M riders and actual was 5.6M. Sales tax revenue was budgeted to be \$78.5M and the actual was \$107.3M.

The GAAP results were under budget by 16.4% which is \$13.4M. We received an \$11M credit from the pension system. From an operational performance perspective, we ended the year with \$2.7M which is 3.3% favorable to our budget. Total expenses were \$79.5M compared to a \$82.2M approved budget.

B. 2021 State Audit Timeline

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

- Week of March - SOA Entrance Conference
- May 27 - Exit Conference with STA Administration
- July 6 - Exit Conference with Performance Monitoring & External Relations Committee

6. CEO REPORT

- Ms. Meyer provided an update on the Washington State Legislature. During their sixty-day short session, there was discussion and hearings on the creation of a supplemental transportation revenue package called *Move Ahead Washington*. This plan does not have a gas tax increase. Ms. Meyer reported that on the previous day, the House passed both the funding bill and spending bill that was received from the Senate. There was one change from the original plan which was the elimination of a proposed export tax on exported fuel, and it was proposed that it be replaced with funding from the Public Works Trust Fund. This proposed option received a significant amount of push back. Ms. Meyer explained she had just found today they are considering another option which would include Model Toxic Control Act revenue to be used in place of utilizing the Public Works Trust Fund. These funds are for environmental clean-up.

The Senate has requested a formal conference on the supplemental transportation budget. This revenue package will be a sixteen year, approximately \$17B package. The proposed drafts show significant funding for transit which totals about 18% of the total budget. There are increased grants and proposed direct distribution to transit for unrestricted operating expenses. The project list includes the Division BRT currently estimated at \$50M.

- Governor Inslee and Mrs. Inslee came to visit the STA Boone NW Garage to see our electric buses. We took them on a ride which consisted of traveling along part of the City Line route and part of the way on the proposed Division route. Ms. Meyer thanked Council Member Lori Kinnear for attending and representing the Board. Governor Inslee and Mrs. Inslee enjoyed their visit and learning about our electric bus fleet.
- There have been a lot of questions regarding masks. The Governor made two separate announcements regarding ending the state mask mandate and the latest information is that it will end on March 11th. There is a gap between when the state mandate will end on March 11th compared to the end of the Transportation Security Administration mandate which is March

18th. There will be a week when people will still have to wear their mask on the bus even after the Governor's state mandate ends.

- Ms. Meyer and Karl Otterstrom have given presentations on I-90 Spokane Valley High Performance Transit Project to the City of Spokane Valley, City of Liberty Lake, Spokane County Commissioners, and the City of Spokane PIES Committee. We will continue to make the rounds to the rest of the jurisdictions.
- Ms. Meyer announced title changes for some of her Executive Team. Monique Liard is the Chief Financial Officer and Brandon Rapez-Betty is our Chief Operations Officer, but their peers hold the title of Director. They all hold the same organizational impact and Ms. Meyer will change them to the title of Chief. Karl Otterstrom's new title is Chief Planning and Development Officer, Nancy Williams' new title will be Chief People Officer, and the new position we will be recruiting for will hold the title of Chief Communications and Customer Experience Officer. These titles better reflect the level of leadership and responsibility in the STA organization.

7. COMMITTEE INFORMATION

- A. February 2022 Sales Tax Revenue
- B. January 2022 Financial Results Summary
- C. January 2022 Operating Indicators

8. April 6, 2022 - COMMITTEE MEETING DRAFT AGENDA REVIEW

The April 6, 2022, Performance Monitoring and External Relations Committee Meeting draft agenda was reviewed. There were no changes at this time.

9. NEW BUSINESS

None

10. COMMITTEE MEMBERS' EXPRESSIONS

None

11. ADJOURN

With no further business to come before the Committee, Chair Haley adjourned the meeting at 2:45 p.m.

The next committee meeting will be held on Wednesday, April 6, 2022, at 1:30 p.m. via WebEx.

Respectfully submitted,

Molly Fricano

Molly Fricano

Executive Assistant to the Chief Operations Officer

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

April 21, 2022

AGENDA ITEM 12B : FEBRUARY 2022 FINANCIAL RESULTS SUMMARY

REFERRAL COMMITTEE: Performance Monitoring & External Relations (*Haley*)

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

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

Revenue

Overall, February year-to-date revenue is 14.3% (\$3.3M) higher than budget impacted by the following:

- Fares & Other Transit Revenue is 10.2% lower than budget
- Sales Tax Revenue is 12.2% higher than budget
- Federal & State Grants is 29.4% higher than budget
- Miscellaneous Revenue is 21.9% lower than budget

Operating Expenses

Overall, February year-to-date operating expenses are 10.5% (\$1.6M) lower than budget influenced by the timing of payments as follows:

- Fixed Route is 10.6% lower than budget
- Paratransit is 11.2% lower than budget
- Vanpool is 22.8% lower than budget
- Plaza is 11.1% lower than budget
- Administration is 9.0% lower than budget

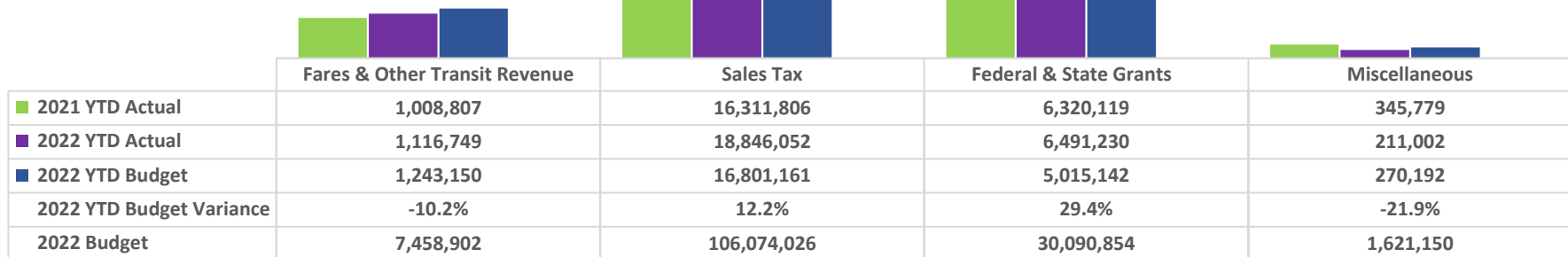
RECOMMENDATION TO BOARD: Information only.

Spokane Transit Revenues ⁽¹⁾ - February 2022

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

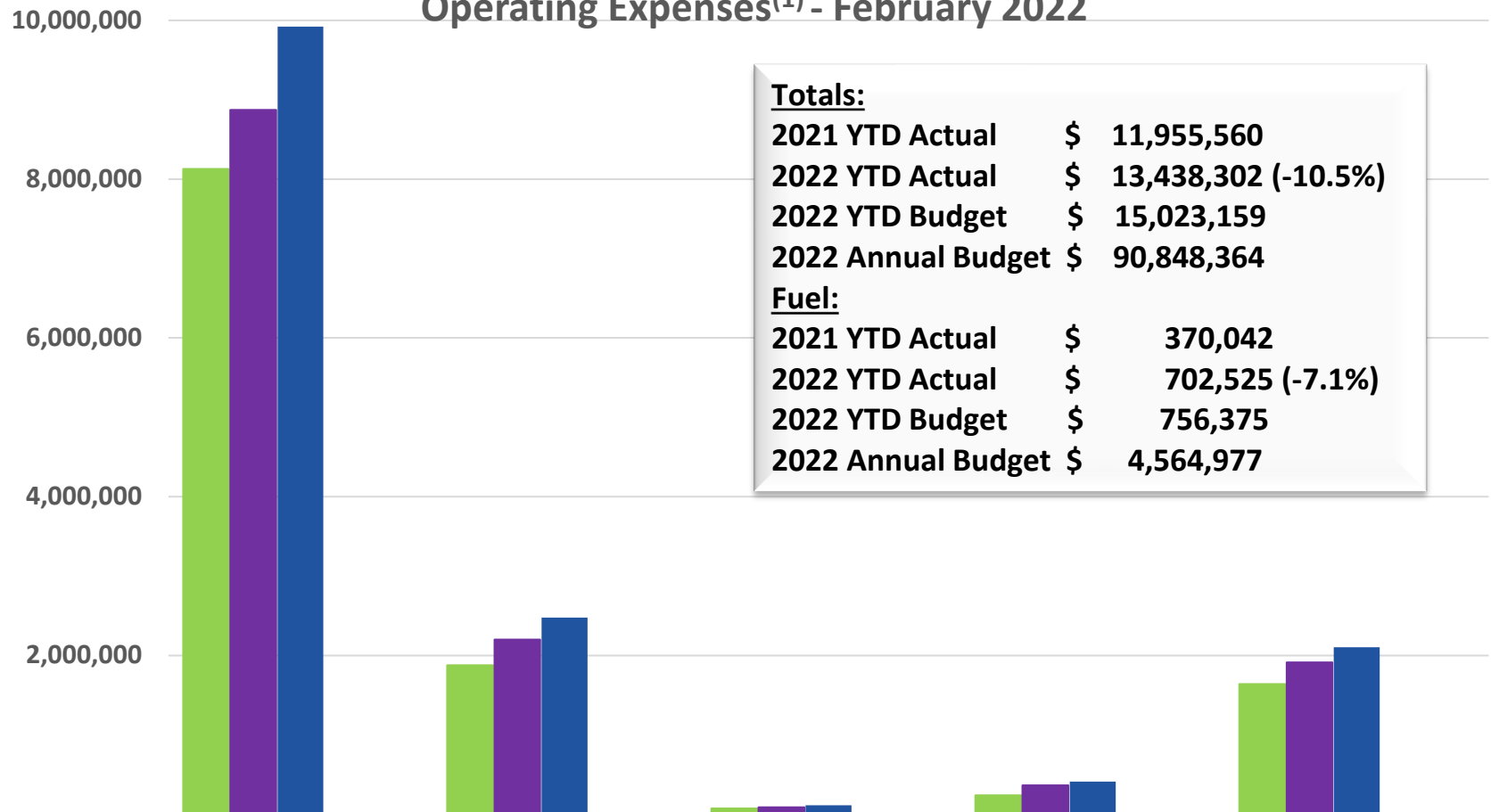
Totals:

2021 YTD Actual \$ 23,986,511
2022 YTD Actual \$ 26,665,033 (14.3%)
2022 YTD Budget \$ 23,329,645
2022 Annual Budget \$ 145,244,932



(1) Above amounts exclude grants used for capital projects. Year-to-date February state capital grant reimbursements total \$0 and federal capital grant reimbursements total \$394,109.

Spokane Transit Operating Expenses⁽¹⁾ - February 2022



	Fixed Route	Paratransit	Vanpool	Plaza	Administration
2021 YTD Actual	8,127,913	1,878,159	72,202	238,555	1,638,731
2022 YTD Actual	8,872,458	2,200,065	86,964	365,105	1,913,710
2022 YTD Budget	9,920,293	2,477,603	112,697	410,527	2,102,039
2022 YTD Budget Variance	-10.6%	-11.2%	-22.8%	-11.1%	-9.0%
2022 Total Budget	60,436,032	14,855,728	645,413	2,509,662	12,401,529

(1) Operating expenses exclude capital expenditures of \$1,055,912 and Street/Road cooperative projects of \$0 for year-to-date February 2022.

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

April 21, 2022

AGENDA ITEM 12C : MARCH 2022 SALES TAX REVENUE

REFERRAL COMMITTEE: Performance Monitoring & External Relations (*Haley*)

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

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

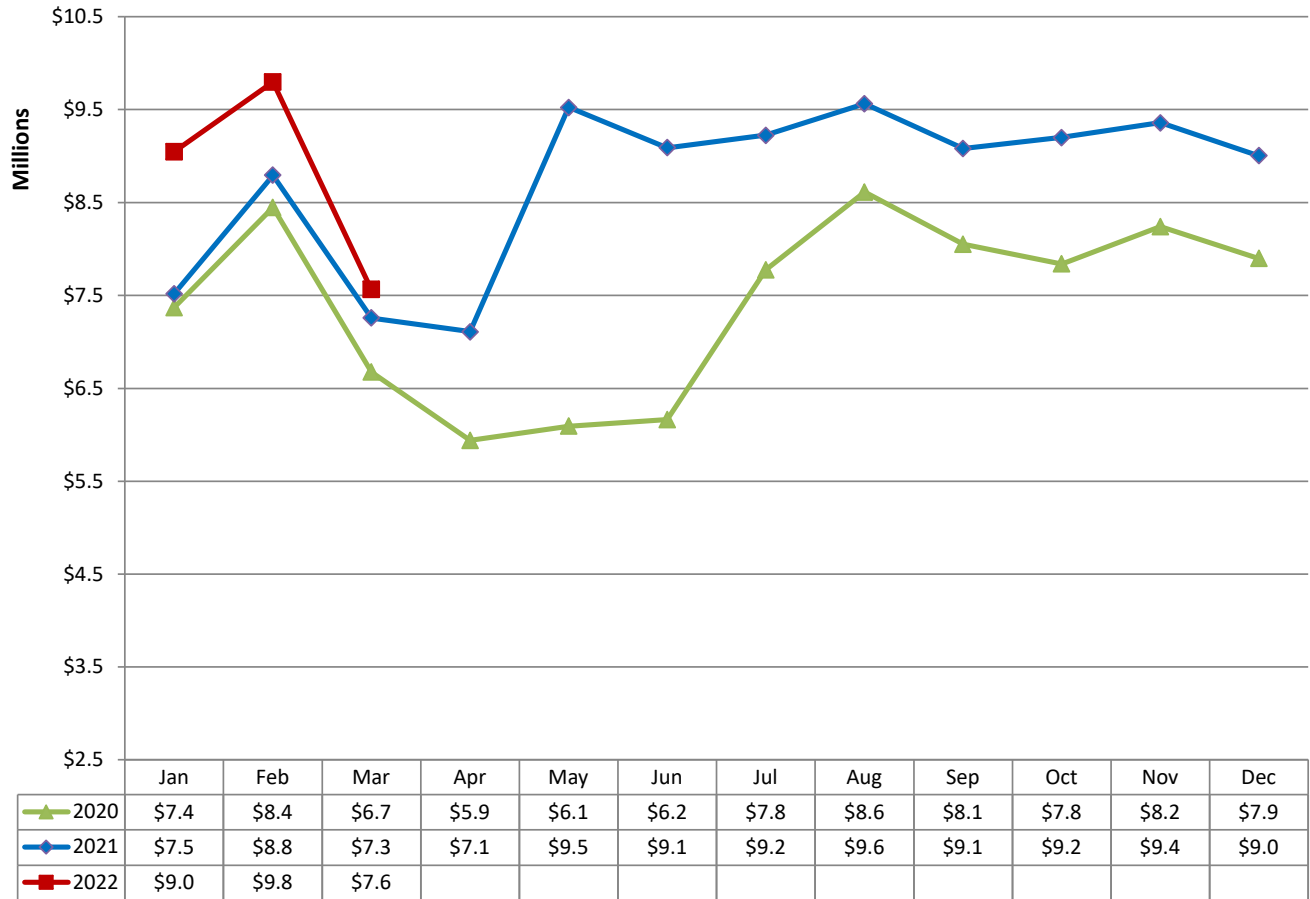
- 1.2% above 2022 budget
- 8.8% above YTD 2022 budget
- 4.2 % above 2021 actual
- 12.1 % above YTD 2021 actual

Total taxable sales for January 2022 were *up* 4.1% from January 2021. Retail, Construction and Accommodation and Food Services continue to be the top 3 rankings:

- Retail Trade *increased* by 2.9% (\$13.3M) in January 2022 vs January 2021
 - Other Misc. Store Retailers *increased* 19.8% or \$11.6M in January 2022 vs 2021
 - Automobile Dealers *increased* 4.4% or \$3.8M in January 2022 vs 2021
 - Grocery Stores *increased* 7.6% or \$1.7M in January 2022 vs 2021
 - Other Motor Vehicle Dealers *increased* 11.5% or \$1.7M in January 2022 vs 2021
 - Gasoline Stations *increased* 10.5% or \$1.1M in January 2022 vs 2021
- Construction *decreased* by 17.0% (\$-25.5M) in January 2022 vs 2021
- Accommodation and Food Services *increased* by 26.2% (\$16.8M) in January 2022 vs 2021

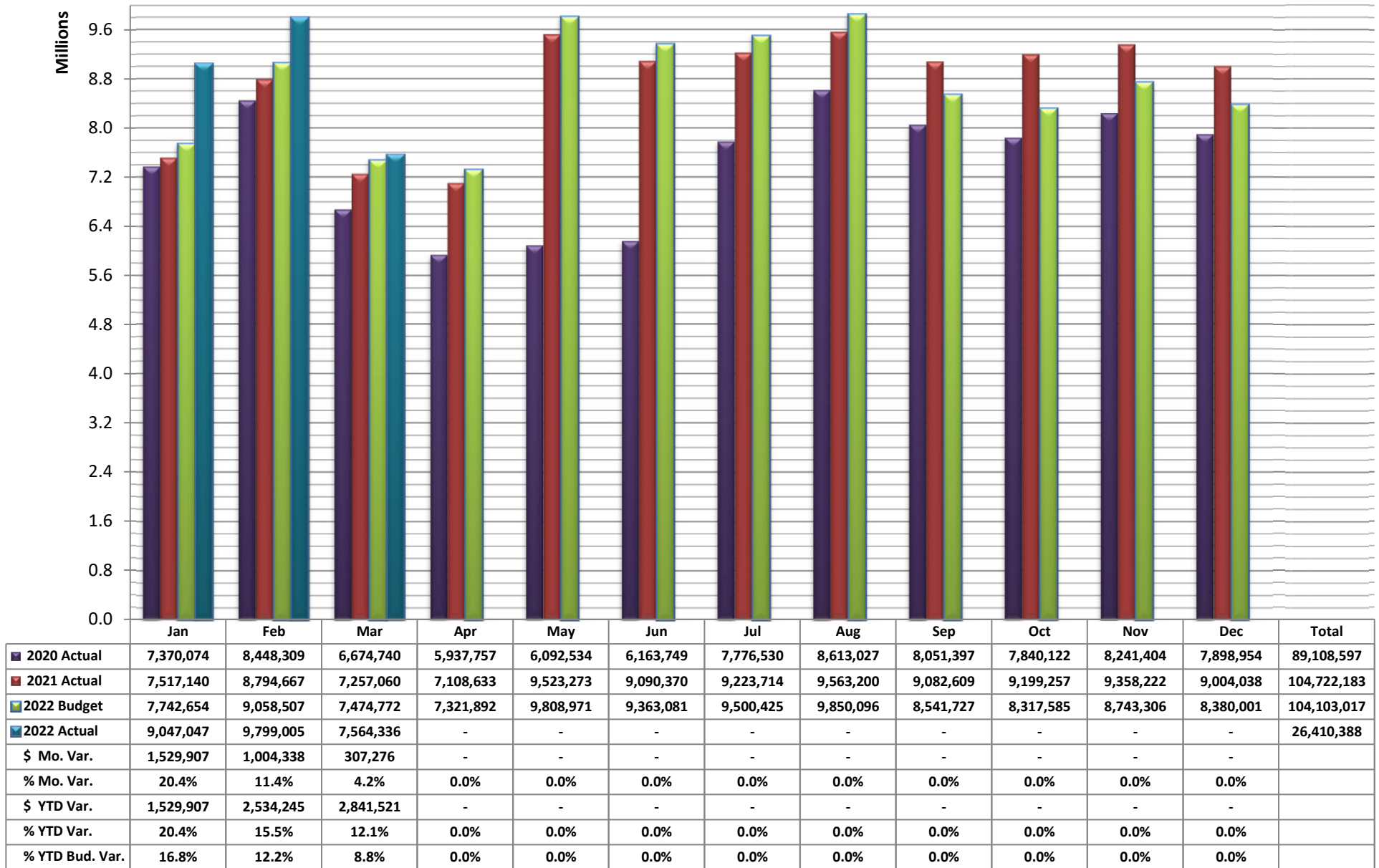
RECOMMENDATION TO BOARD: Information only.

Sales Tax Revenue History-March 2022⁽¹⁾



(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 ⁽¹⁾



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

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

April 21, 2022

AGENDA ITEM 12D : FEBRUARY 2022 OPERATING INDICATORS

REFERRAL COMMITTEE: Performance Monitoring & External Relations (*Haley*)

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: February 2022 had the same number of weekdays compared to February 2021.

FIXED ROUTE

The February 2022 total monthly ridership increased 29.8% (470,084 vs. 362,147 in 2021). Average weekday ridership increased 32.8% (20,695 vs. 15,589) in February 2022 compared to February 2021.

Detailed breakdown:

- Adult ridership increased 33.9% (293,784 vs. 219,357) in Feb. 2022 vs. 2021
- Youth ridership increased 175% (1,983 vs. 720) in Feb. 2022 vs. 2021
- Reduced Fare / Para ridership increased 9.0% (61,575 vs. 59,509) in Feb. 2022 vs. 2021
- CCS Pass ridership increased 47.4% (18,772 vs. 12,736) in Feb. 2022 vs. 2021
- Eagle Pass ridership increased 564.6% (35,374 vs. 5,323) in Feb. 2021 vs. 2021

PARATRANSIT

Total Ridership for Paratransit has increased 41.0% in Feb 2022 (20,923 vs. 14,941 in 2021)

Detailed breakdown:

- Directly operated service increased 24.2% (12,130 vs. 9,760) in February 2022
- Contracted service increased 69.7% (8,793 vs. 5,181) in February 2022
- Special Use Van ridership decreased 42.1% (344 vs. 595 in 2021) in February 2022

VANPOOL

Vanpool customer trips were up 4.2% in February 2022 vs. 2021 (5,797 vs. 5,565)

- Vanpool vans in service decreased 1.6% (61 vs 62 in 2021) in February 2022

CUSTOMER SERVICE/PASS SALES

Total monthly pass sales decreased 35.3% (4,233 vs 6,540 in 2021).

Adult Pass/Smartcard monthly pass sales decreased 57.6% (1,553 vs. 3,659 in 2021)

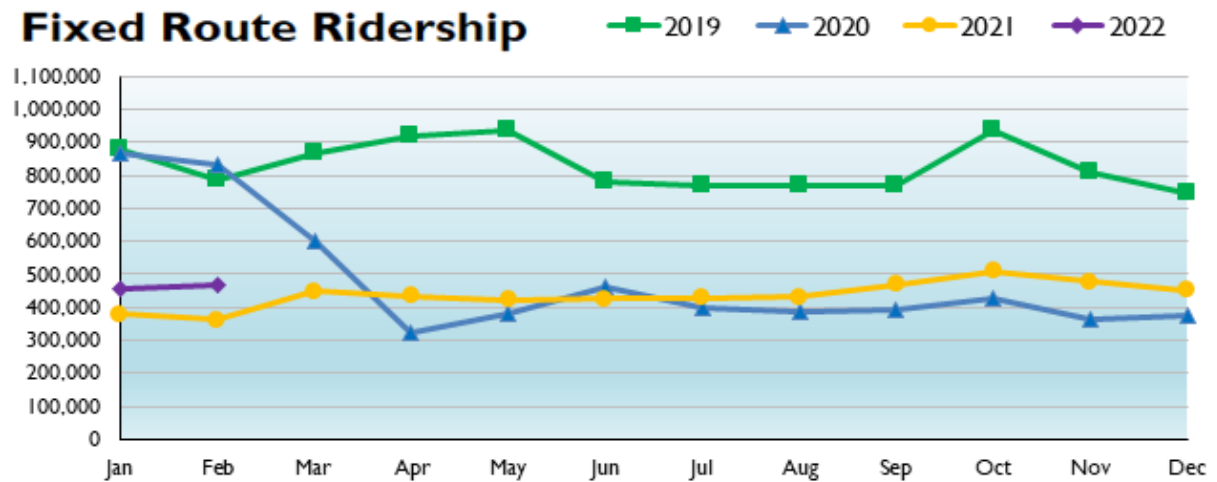
- Shuttle Park monthly sales decreased 6.2% (166 vs. 177 in 2021)
- 7-Day Pass/Smartcard monthly sales decreased 66.6% (475 vs. 1,421 in 2021)
- ESBP monthly sales increased 47.8% (365 vs. 247 in 2021)
- Group Sales increased 52.4% in February 2022 (16,596 passes vs. 10,887 in 2021)

UTAP monthly rides increased 165.0% (64,973 vs. 24,558 in 2021)

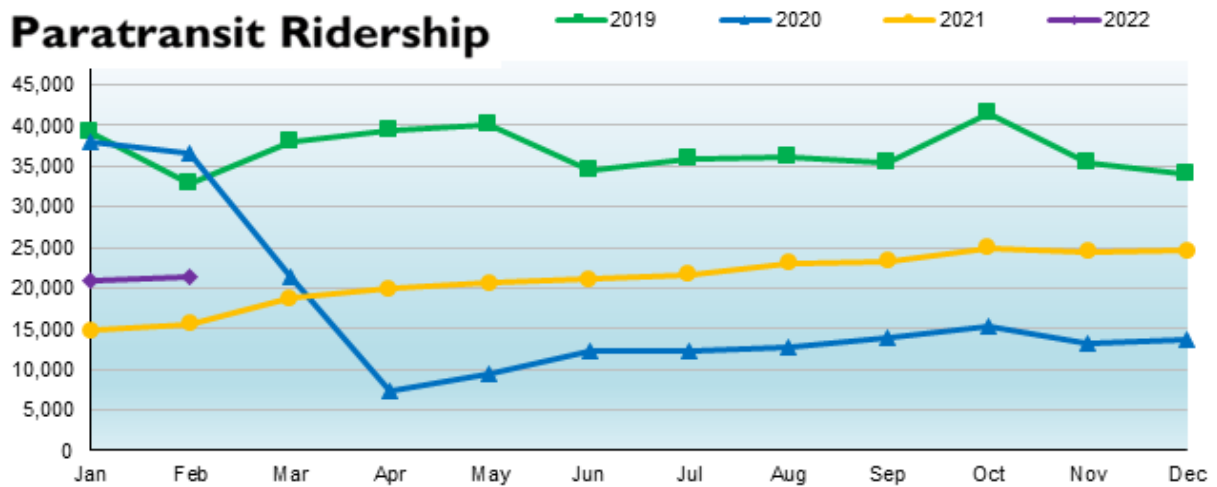
Community Access Pass (CAP) program sold 4,965 2hr passes and 4,715 Day passes in February. These passes are included in the pass sales above.

RECOMMENDATION TO BOARD: Information Only

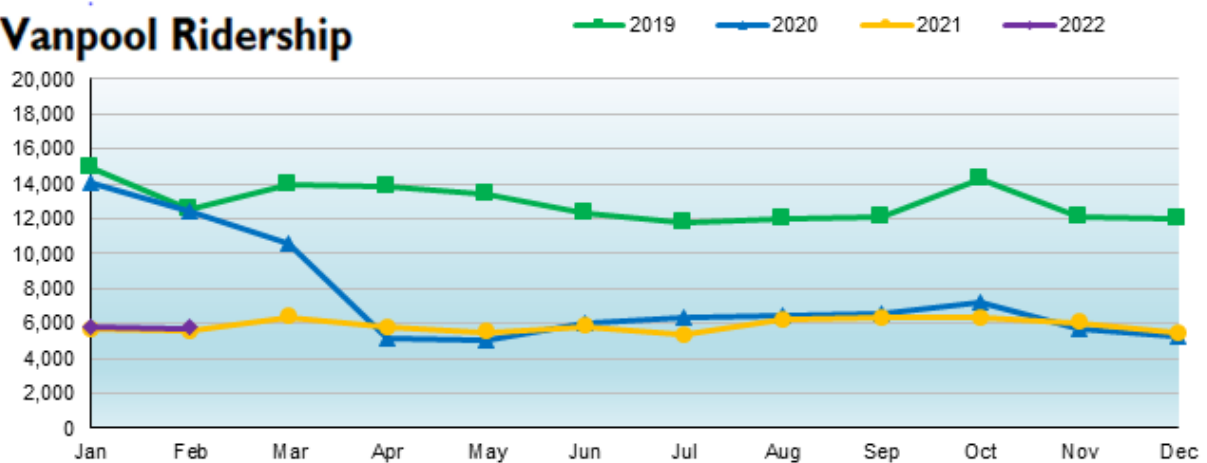
Fixed Route Ridership



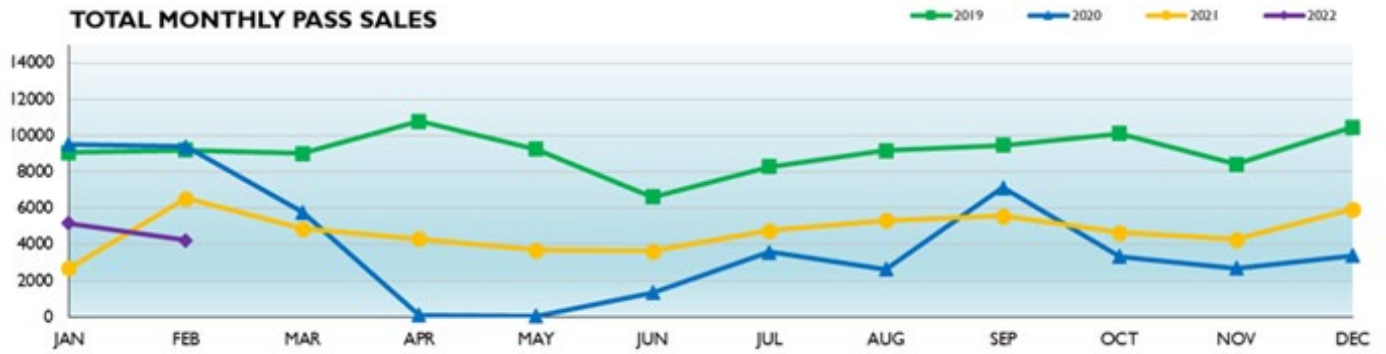
Paratransit Ridership



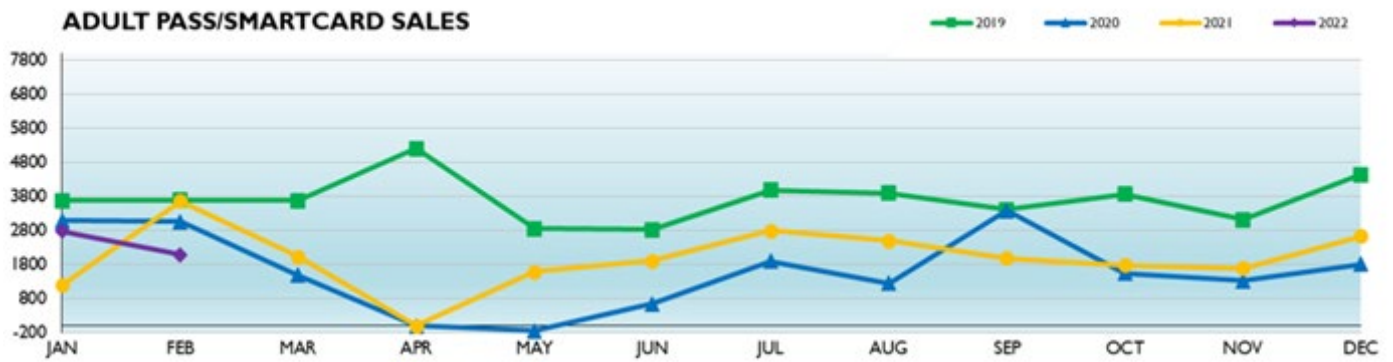
Vanpool Ridership



TOTAL MONTHLY PASS SALES



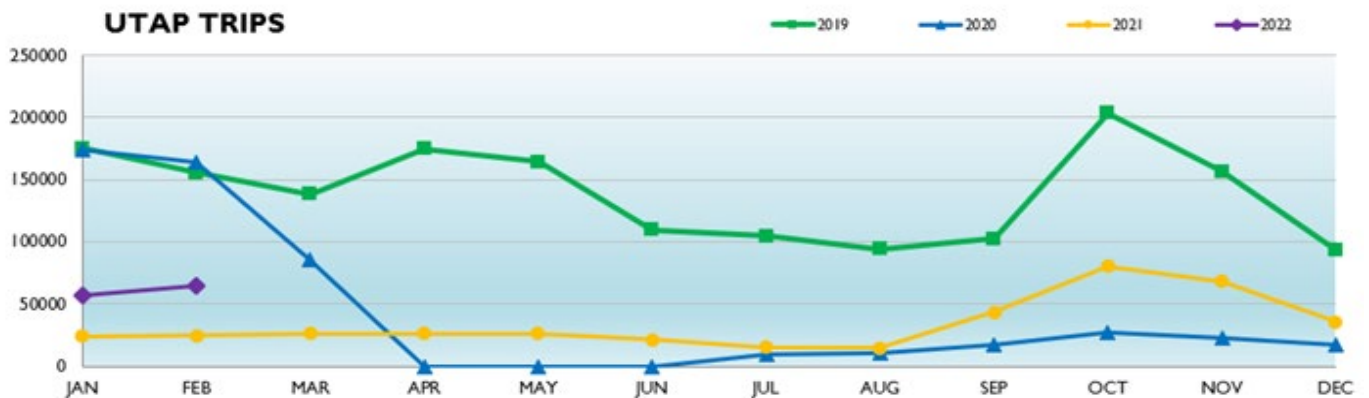
ADULT PASS/SMARTCARD SALES



7 DAY PASS SALES



UTAP TRIPS



SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

April 21, 2022

AGENDA ITEM 12E : MAY 2022 MINOR SERVICE CHANGE

REFERRAL COMMITTEE: Performance Monitoring & External Relations (*Haley*)

SUBMITTED BY: Karl Otterstrom, Chief Planning and Development Officer
Matt Kenney, Senior Transit Planner/Scheduler

SUMMARY: On May 15, 2022, STA will implement minor routing and schedule adjustments as needed based on planned road construction which are anticipated to cause delays.

BACKGROUND: According to the Service Improvement Program (2022-2024) contained in the current Transit Development Plan: 2022-2027, STA was set to implement more *STA Moving Forward* service improvements in May 2022. In March 2022, the STA CEO postponed the service improvements to August 2022 to allow time for recruiting additional operators. As a result, only minor schedule changes will take place in May.

Changes summarized in the table below are related to disconnecting Route 34 Freya from routes 29 SCC and 43 Lincoln/37th interline due to existing freight train traffic impacts on Freya Street combined with factors of major road reconstruction project impacting Thor and Freya Streets. This change allows Routes 29 and 43 to remain reliable and not be impacted by delays Route 34 will face during construction. Route 34 will have ample recovery on both ends of the route to help minimize schedule failures.

The Communications and Public Input section of *Connect Spokane*, STA's Comprehensive Plan, authorizes the CEO to approve minor changes that do not result in significant modifications to existing routes, schedules or levels of service, and changes that do not meet the adopted threshold for holding a public hearing (less than 1.0% growth or reduction in revenue hours in any calendar year or less than .5% of annualized system ridership negatively impacted by loss of bus stop, trips or route at any given service change). All the May 2022 service changes fall below these adopted thresholds.

The table below summarizes the service changes which will become effective May 15, 2022.

Route	Planned Adjustment(s)	Rationale
29 SCC	Disconnect Route 29 from Routes 34 and 43 weekdays (no impacts to public schedules)	Prevent reliability impacts to Route 29 that would otherwise be anticipated if interlined to Route 34 Freya during this summer's planned construction project.

Route	Planned Adjustment(s)	Rationale
34 Freya	Weekday timepoint adjustments related to disconnecting Route 34 from Routes 29 and 43	Anticipated road construction delays on Freya and Thor Streets; Any delays caused on Route 34 will not impact reliability Routes 29 and 43; Route 34 is also routinely impacted by freight trains.
43 Lincoln/37th Ave	Minor weekday timepoint adjustments related to disconnecting Route 34 from Routes 29 and 43	Prevent reliability impacts to Route 43 that would otherwise be anticipated if interlined to Route 34 Freya during this summer's planned construction project.
45 Perry District	Minor weekday early AM timepoint adjustments	Related to Route 34 schedule changes

RECOMMENDATION TO BOARD: Information only.