

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, December 2, 2020, 1:30 p.m.

Via Video Conference

AGENDA

Committee Members: [Click here to join the meeting](#)

General Public: [Click here to view the meeting](#)

Audio Conference: Call the number below and enter the access code
+1-408-418-9388 | Access Code: 146 668 4429

Estimated meeting time: 70 minutes

1. Call to Order and Roll Call
2. Committee Chair Report
3. Committee Action (*10 minutes*)
 - A. Minutes of the November 4, 2020, Committee Meeting – *Corrections/Approval*
 - B. Recommendation to Appoint New Members to the Citizen Advisory Committee (*Rapez-Betty*)
4. **Committee Action**
 - A. Board Consent Agenda (*20 minutes*)
 1. 2021 Performance Measures (Nelson)
 2. Approval of 2021 Spokane Police Department Agreement Renewal (*Williams*)
 - B. Board Discussion Agenda (*10 minutes*)
 1. Draft 2021 State Legislative Priorities (*Rapez-Betty*)
5. **Reports to Committee** (*10 minutes*)
 - A. Community Essentials' Marketing Campaign for Public Awareness (*Rapez-Betty*)
6. CEO Report (*10 minutes*)
7. Committee Information – *no discussion/staff available for questions*
 - A. October 2020 Operating Indicators (*Nelson*)
 - B. October 2020 Financial Results Summary (*Liard*)
 - C. November 2020 Sales Tax Revenue Information (*Liard*)
 - D. January 2021 Service Changes (*Otterstrom*)
8. February 3, 2021, Committee Packet Draft Agenda Review
9. New Business (*5 minutes*)
10. Committee Members' Expressions (*5 minutes*)
11. Adjourn
12. Next Committee Meeting: February 3, 2021, 1:30 p.m.

(STA Southside Conference Room, 1230 West Boone Avenue, Spokane, Washington)

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting on STA's website: www.spokanetransit.com. Discussions concerning matters to be brought to the Board are held in Committee meetings. The public is welcome to attend and participate.

Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964. For more information, see www.spokanetransit.com. Upon request, alternative formats of this information will be produced for people who are disabled. The meeting facility is accessible for people using wheelchairs. For other accommodations, please call 325-6094 (TTY Relay 711) at least forty-eight (48) hours in advance.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

December 2, 2020

AGENDA ITEM 2: COMMITTEE CHAIR REPORT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Lori Kinnear, Chair, Performance Monitoring and External Relations

SUMMARY: At this time, the Committee Chair will have an opportunity to comment on various topics of interest regarding Spokane Transit.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

December 2, 2020

AGENDA ITEM 3A : MINUTES OF THE NOVEMBER 4, 2020, PERFORMANCE
MONITORING AND EXTERNAL RELATIONS COMMITTEE
MEETING – CORRECTIONS OR APPROVAL

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Sam Guzman, Executive Assistant to the Chief Operations Officer

SUMMARY: Attached are the minutes of the November 4, 2020, Performance Monitoring and External Relations Committee meeting for corrections or approval.

RECOMMENDATION TO COMMITTEE: Corrections or approval.

COMMITTEE ACTION:

RECOMMENDATION TO THE BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

Draft Minutes of the November 4, 2020, Meeting
Virtual WebEx

MEMBERS PRESENT

Lori Kinnear, City of Spokane *
Josh Kerns, Spokane County
Tim Hattenburg, City of Spokane Valley
Rhonda Bowers, Labor Representative
E. Susan Meyer, CEO (Ex-Officio)

MEMBERS ABSENT

Kate Burke, City of Spokane
Veronica Messing, City of Airway
Heights (Ex-Officio)
Mike Kennedy, City of Liberty Lake (Ex-
Officio)

GUESTS

none

STAFF PRESENT

Fred Nelson, Chief Operations Officer
Karl Otterstrom, Director of Planning and Development
Monique Liard, Chief Financial Officer
Brandon Rapez-Betty, Director of Communications and
Customer Service
Nancy Williams, Director of Human Resources & Labor
Relations
Sam Guzman, Executive Assistant to the Chief Operations
Officer

PROVIDING LEGAL COUNSEL

Laura McAloon, McAloon Law PLLC

*Chair

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

Chair Kinnear called the meeting to order at 1:30 p.m. Introductions were made.

2. **COMMITTEE CHAIR REPORT**

Chair Kinnear had no report at this time.

3. **COMMITTEE APPROVAL**

A. **Minutes of the September 30, 2020, Committee Meeting**

Mr. Hattenburg moved to recommend approval of the September 30, 2020, Committee meeting minutes. Mr. Kerns seconded the motion, and it passed unanimously.

4. **COMMITTEE ACTION**

A. **Board Consent Agenda**

1. **Plaza Garage Doors Construction Final Acceptance**

The Plaza garage doors were original to the building and in the last several years became increasingly expensive to maintain. Several months before this project beginning, one became inoperable.

This project successfully removed two existing roll-up garage doors, motors, and wiring and replaced them with new. Additional safety features were also incorporated (audible and visual exiting, notification, reversing edge detection, and a second photo-eye at 36”).

The allocated budget for this project was \$85,000, however the contract with Modern Construction and Consulting Services, Inc. came in at \$120,954. Additional costs associated with the project include, but are not limited to, Architectural and Engineering Services, Advertising of the Invitation for Bid, the MCCA Contract, contingency funds, and sales tax. Upon completion, the project will be \$54,473 (45%) over budget. Savings from other capital projects throughout the year offset this variance to stay within the overall approved 2020 capital budget.

Mr. Hattenburg moved to recommend the Board approve a motion to accept the contract with Modern Construction and Consulting Service, Inc. for the Plaza Garage Doors Construction Project as complete and authorize release of retainage security subject to the receipt of such certificates and releases as are required by law. Mr. Kerns seconded the motion, and it passed unanimously.

2. Plaza 2nd Floor Restroom Remodel Construction Final Acceptance

The second-floor bathrooms at the Plaza were in significant disrepair and in need of full renovation. This project successfully renovated both the men's and women's bathrooms on the Plaza's second floor. It reduced the number of bathroom stalls and urinals, which in turn reduces the number of users, as well as effort and costs associated with maintenance and cleaning. Stall doors are made of HDPE were installed and they have a lower profile to assist in preventing inappropriate activity. The frame for the partitions was structurally mounted above the ceiling to increase strength and durability.

The allocated budget for this project was \$212,500, however the contract with Modern Construction and Consulting Services, Inc. came in just shy of that total at \$212,480. Changes were made due to varying unknown field conditions, resulting in a \$16,563 increase to the MCCS Contract. Costs associated with the project include but are not limited to Architectural and Engineering Services, Advertising of the Invitation for Bid, the MCCS Contract, contingency funds, and sales tax. Upon completion, the project will be \$63,889 (30%) over budget.

Mr. Hattenburg moved to recommend the Board approve a motion to accept the contract with Modern Construction and Consulting Services, Inc. for the Plaza Second Floor Restroom Remodel Project as complete and authorize release of retainage security subject to the receipt of such certificates and releases as are required by law. Mr. Kerns seconded the motion, and it passed unanimously.

3. 2019 Transit Enhancement Final Acceptance

The allocated budget for this project was \$100,000, and the contract with Toner's came in at \$88,470. Costs associated with the project include but are not limited to Architectural and Engineering Services and the Toners Excavating, Inc. contract. Upon completion, the project will be \$11,766.57 under budget.

This project successfully improved accessibility to eight (8) different bus stops within the City of Cheney. Five (5) of the bus stops also received improvements to provide for additional customer amenities that include the installation of a shelter with a bench and garbage can.

Mr. Hattenburg moved to recommend the Board approve a motion to accept the contract with Toners Excavating, Inc. for the 2019 Transit Enhancements Project as complete and authorize release of retainage security subject to the receipt of such certificates and releases as are required by law. Mr. Kerns seconded the motion, and it passed unanimously.

B. Board Discussion Agenda

1. *(no items presented this month)*

5. REPORTS TO COMMITTEE

A. 3rd Quarter Performance Measures

Mr. Nelson presented a condensed version of the 3rd quarter 2020 performance measures noting that the COVID pandemic has had significant impacts on STA's usual performance metrics.

Ridership:

- Fixed Route is down 37.8% year to date (YTD). With Eastern Washington University (EWU) and the Community Colleges of Spokane (CCS) canceling in-person classes, ridership recovery will continue to be a challenge.
- Paratransit YTD ridership is down 59.6%. Since Paratransit mainly serves a vulnerable population, many regular customers have not been inclined to book rides.
- Vanpool ridership is down 37.8% YTD. Many Vanpool groups have been closed or suspended due to work from home mandates.

Other performance measures reported included preventable accident rates, passengers per revenue hour (PPRH), professional and courteous, on-time performance, operator ride checks, cost per passenger, and cost recovery from user fees.

6. CEO REPORT

- October sales tax revenue was flat (\$1,600 different than budget). YTD it is 0.5% above budget.
- The City Line Steering Committee met last week for the first time in about a year. A new Chair and Vice-Chair were elected.
- City line construction has wrapped up for 2020.
- On November 12th, after the Spokane Regional Transportation Council (SRTC) Board meeting, there will be a special meeting of the signatories for the interlocal agreement that created SRTC. The process and schedule for extending an invitation to the tribes will be discussed.
- The draft 2022 service revisions will be presented to the city of Spokane Valley Council next week.
- The Downtown Spokane Partnership (DSP) has formed a transportation committee, the first meeting was Monday, November 2nd.

7. COMMITTEE INFORMATION

- September 2020 Operating Indicators – *as presented*
- September 2020 Financial Results Summary – *as presented*
- October 2020 Sales Tax Revenue Information – *as presented*
- 3rd Quarter Service Planning Input Report – *as presented*
- STA Moving Forward Quarterly Project Delivery Report – *as presented*
- STA's Holiday Services and Office Hours – *as presented*

8. DECEMBER 2, 2020 - COMMITTEE PACKET DRAFT AGENDA REVIEW

(No changes requested)

9. NEW BUSINESS

(none)

10. COMMITTEE MEMBERS' EXPRESSIONS

- Mr. Hattenburg extended thanks to the staff at STA for positively handling the difficulties the pandemic has created.
- Mr. Kerns echoed Mr. Hattenburg's sentiments and said that STA continues to make the entire Board proud.

Performance Monitoring and External Relations Committee Meeting Minutes

November 4, 2020

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11. ADJOURN

Chair Kinnear adjourned the meeting at 2:02 p.m.

12. NEXT MEETING – WEDNESDAY, DECEMBER 2, 2020, 1:30 P.M, VIA WEBEX

Respectfully submitted,

Sam Guzman

Sam Guzman, Executive Assistant to the Chief Operations Officer

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

December 2, 2020

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

REFERRAL COMMITTEE: Citizen Advisory Committee

SUBMITTED BY: Brandon Rapez-Betty, Director of Communications and Customer
Service

SUMMARY: The Citizen Advisory Committee (CAC) was established in 2004 to represent the interests of the community and assist STA staff and the Board of Directors in making the region proud of its public transportation system. In 2015, the Citizen Advisory Committee became a subcommittee to Performance Monitoring and External Relations (PMER) Committee. The CAC shall be composed of no more than 15 members appointed by the Performance Monitoring and External Relations Committee. Membership shall reflect the STA service area and strive for regional representation and diversity of opinion. Selection of members is through an application process followed by a vote from the PMER Committee to appoint members of the CAC.

Mr. Brown is a retired school psychologist, former president of the Spokane AIDS Network and (Youth Family Adult) YFA Connection, a chapter chair of the Washington Education Association- Retired nonprofit organization and the Chair of the North Hill Neighborhood Council.

Ms. Carroll is a former Gonzaga University professor, member of the Committee on Academic Freedom and Professionally Responsibility, Sustainability Action subcommittee of the Spokane City Council and a member of the Emerson-Garfield Neighborhood Council.

Mr. Fortensky is medically retired, an avid transit rider, has served as a member of the Amateur Radio Emergency Services, Sports for the Blind and assists other blind transit riders.

RECOMMENDATION TO COMMITTEE: Approve appointment of Dan Brown, Linda Carroll, and Chris Fortensky to the Citizen Advisory Committee (CAC).

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

December 2, 2020

AGENDA ITEM 4A1 : 2021 PERFORMANCE MEASURES

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Fred Nelson, Chief Operations Officer

SUMMARY: The attached Staff Report presents the 2021 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 2021 Performance Measures with annotations comparing each measure with what was adopted for 2020 and the status as of the end of 3rd Quarter. Items printed in green are new measures or updates for 2021.

Staff will provide more complete review of how STA performed against each 2020 measure in March when financial data for the year has been finalized. Specific changes to current 2020 Performance Measures include:

- The Ridership goals reflect the goals set forth in the Annual Strategic Plan.
 - Fixed Route: 37.9% recovery from 2020 ridership (approximately 8.1M trips)
 - Paratransit: 15.0% recovery from 2020 ridership (approximately 234K trips)
 - Vanpool: 68.5% recovery from 2020 ridership (approximately 155K trips)
- Service Effectiveness goals have been revised to reflect reduced loads (social distancing protocols).
 - Fixed Route: 20 or above passengers per revenue hour (system wide average)
 - Paratransit: 2.1 or above passengers per revenue hour (system wide average)
- The Cost Recovery from User Fees goal for Vanpool was modified with the introduction of the flat fare program.
 - Vanpool: 85% of Operational/Administrative costs recovered by fare revenue
- Maintenance Cost goals are calculated based on historical spending and projected miles.
 - Fixed Route: \$1.30 (or less) per mile
 - Paratransit: \$1.27 (or less) per mile

RECOMMENDATION TO COMMITTEE: Review and recommend the Board approve the 2021 Performance Measures as presented.

COMMITTEE ACTION:

RECOMMENDATION TO THE BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

Annotated copy to show comparison to 2020

Staff Report

Approved: STA Board Meeting of *TBD*

SUBJECT: 2021 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

Measured - Quarterly

No change from 2020 Goal

2020 Actual: 0.07 Q3 YTD

Paratransit

Measurement – (1 measure) Preventable accidents

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

Measured - Quarterly

No change from 2020 Goal

2020 Actual: 0.04 Q3 YTD

• **Injury Rate (Employee Days Lost)**

Fixed Route

Measurement – Workdays lost due to injury

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

Measured - Quarterly

No change from 2020 Goal

2020 Actual: 0.03 Q3 YTD

Paratransit

Measurement – Workers Comp Lost Days

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

Measured – Quarterly

No change from 2020 Goal

2020 Actual: 0.05 Q3 YTD

Maintenance

Measurement – Workers Comp Lost Days

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

Measured - Quarterly

No change from 2020 Goal

2020 Actual: 0.03 Q3 YTD

• **Injury Rate (Employee Claims)**

Fixed Route

Measurement – Claims per 1,000 hours

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

Measured – Quarterly

No change from 2020 Goal

2020 Actual: 0.04 Q3 YTD

Paratransit

Measurement – Claims per 1,000 hours
Goal – 0.08 (or less) claims per 1,000 hours
Measured - Quarterly
No change from 2020 Goal
2020 Actual: 0.06 Q3 YTD

Maintenance

Measurement – Claims per 1,000 hours
Goal – 0.09 (or less) claims per 1,000 hours
Measured - Quarterly
No change from 2020 goal
2020 Actual: 0.10 Q3 YTD

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
2020 Goal – 5.0% increase from 2019
2021 Goal – 39.7% increase from 2020 (approximately 8.1 million trips)
Measured – Monthly
2020 Actual: 37.8% decrease Q3 YTD

Paratransit

Measurement – Number of unlinked trips
2020 Goal – 1.5% increase from 2019
2021 Goal – 15.0% increase from 2020 (approximately 234,000 trips)
Measured – Monthly
2020 Actual: 50.6% decrease Q3 YTD

Vanpool

Measurement – Number of unlinked trips
2020 Goal – 1.0% increase from 2019
2021 Goal – 68.5% increase from 2020 (approximately 155,000 trips)
Measured – Monthly
2020 Actual: 37.8% decrease Q3 YTD

- 66 vans total
 - 24 operating with 5 or more
 - 37 operating with less than 5
 - 5 on hold

• **Service Effectiveness**

Fixed Route

Measurement – Passengers per revenue hour
2020 Goal – 25 or above system wide average
2021 Goal – 20 or above system wide average
Measured – Quarterly
2020 Actual: 13.89 Q3 YTD

Paratransit

Measurement – Passengers per revenue hour

2020 Goal – 2.8 or above

2021 Goal – 2.1 or above

Measured – Quarterly

2020 Actual: 1.98 Q3 YTD

- **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

Measured – Annually

No change from 2020 goal

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

Measured – Annually

No change from 2020 goal

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

Measured – Annually

No change from 2020 goal

3.67 from last survey in 2020

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

Agency Wide

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

2020 Goal – 80%

Measured – Annually

No change from 2020 goal

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

2020 Goal – 60%

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

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

Goal – 93% on time

Measured – Monthly

No change from 2020 goal

2020 Actual: 96.0% Q3 YTD

Paratransit

Measurement – 0 to 30 minutes from scheduled pick up time

Goal – 93% on time

Measured – Monthly

No change from 2020 goal

2020 Actual: 97.0% Q3 YTD

- **Call Center**

Fixed Route Customer Service Abandon Rate

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

Goal – 4% or below

Measured – Monthly

No change from 2020 goal

2020 Actual: 6.9% Q3 YTD

Paratransit Reservationists Abandon Rate

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

Goal – 4% or below

Measured – Monthly

No change from 2020 goal

2020 Actual: 2.0% Q3 YTD

Fixed Route (Customer Service) Service Level

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

Goal – 90%/60 seconds

Measured – Monthly

No change from 2020 goal

2020 Actual: 90% Q3 YTD

Paratransit Reservationists Service Level

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

Goal – 90%/60 seconds

Measured – Monthly

No change from 2020 goal

2020 Actual: 91% 3Q YTD

- **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

- Measured – Monthly

- [No change from 2020 goal](#)

- 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

- Measured – Monthly

- [No change from 2020 goal](#)

- 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

- Measured – Monthly

- [No change from 2020 goal](#)

- 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

- Measured – Monthly

- [No change from 2020 goal](#)

- 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

- Measured – Monthly

- [No change from 2020 goal](#)

- 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

- Measured – Monthly

- [No change from 2020 goal](#)

- 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

- Measured – Monthly

- [No change from 2020 goal](#)

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

- **Complaint Rate**

- Fixed Route

- Measurement – Number of complaints received
2020 Goal – 8 complaints (or less) per 100,000 boardings

- Measured – Monthly

- No change from 2020 goal

- 2020 Actual Total Complaints: 17.4 Q3 YTD

- Paratransit

- Measurement – Number of complaints received
2020 Goal – 8 complaints (or less) per 10,000 boardings

- Measured – Monthly

- No change from 2020 goal

- 2020 Actual Total Complaints: 6.2 Q3 YTD

- **Maintenance Reliability**

- Fixed Route

- Measurement – Number of Road Calls
Goal – Less than 1 per 7,500 miles

- Measured - Monthly

- No change from 2020 goal

- 2020 Actual: 7,105 Q3 YTD

- Paratransit

- Measurement – Number of Road Calls
Goal – Less than 1 per 75,000 miles

- Measured – Monthly

- No change from 2020 goal

- 2020 Actual: 67,736 Q3 YTD

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

- Measured – Quarterly

- No change from 2020 goal

- Paratransit

- Measurement – Complete Advanced Operator Training
Goal – 8 hours per Operator annually

- Measured – Quarterly

- No change from 2020 goal

- Maintenance

- Measurement – 4 major component training events + variety of general professional classes
Goal – Invest average of 25 hours per maintenance employee per year

- Measured - Annually

- No change from 2020 goal

Managers/Supervisors/Administrative

Measurement – Scheduled Professional Development Class

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

Measured – Annually

No change from 2020 goal

- **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

Measured - Quarterly

No change from 2020 goal

Paratransit

Measurement – Supervisor conducts formal ride check/ride along

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

Measured - Quarterly

No change from 2020 goal

- **Governance**

Board Development

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

Goal – Two Board members attend annually

Measured – Annually

No change from 2020 goal

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

Measured – Quarterly

No change from 2020 goal

2020 Actual: 80.3% Q3 YTD

Paratransit

Measurement – Cost per Revenue Hour

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

Measured – Quarterly

No change from 2020 goal

2020 Actual: 82.0 Q3 YTD

- **Cost Effectiveness**

- Fixed Route

- Measurement – Cost per Passenger

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

- Measured – Quarterly

- - No change from 2020 goal

- - 2020 Actual: 78.3% Q3 YTD

- Paratransit

- Measurement – Cost per Passenger

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

- Measured – Quarterly

- - No change from 2020 goal

- - 2020 Actual: 78.3% Q3 YTD

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

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

- Goal – 7 of 13

- Measured – Annually

- **Cost Recovery from User Fees**

- Fixed Route

- Measurement – Farebox Return

- Goal – at least 20%

- Measured – Quarterly

- - No change from 2020 goal

- - 2020 Actual: 7.8% Q3 YTD

- Paratransit

- Measurement – Farebox Return

- Goal – at least 5%

- Measured – Quarterly

- - No change from 2020 goal

- - 2020 Actual: 2.2% Q3 YTD

- Vanpool

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

- 2020 Goal – 100%

- 2021 Goal – 85%

- Measured – Quarterly

- 2020 Actual: 33.2% Q2 YTD

- **Maintenance Cost**

- Fixed Route

- Measurement – Cost per total mile by fleet

- 2020 Goal - \$1.28 (or less) per mile

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

- Measured - Quarterly

- 2020 Actual: \$1.28 Q3 YTD

Paratransit/Vanpool

Measurement – Cost per total mile

2020 Goal - \$1.02 (or less) per mile

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

Measured – Quarterly

2020 Actual: \$1.20 Q3 YTD

- **Financial Capacity**

Financial Management

Measurement – Adherence to approved Operating Budget

Goal – Operate at or below budgeted expenditures

Measured – Quarterly

No change from 2020 goal

Service Level Stability

Measurement – Number of years current service level can be sustained

Goal – 6 years

Measured – Annually

No change from 2020 goal

Ability to Sustain Essential Capital Investments

Measurement – Fully funded Capital Improvement Plan

Goal – 6 years

Measured – Annually

No change from 2020 goal

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

Measured – Annually

No change from 2020 goal

3.74 from last survey in 2019

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

December 2, 2020

AGENDA ITEM 4A2: APPROVAL OF SPOKANE POLICE DEPARTMENT AGREEMENT RENEWAL

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Nancy Williams, Director of Human Resources & Labor Relations

SUMMARY: Since 2005, Spokane Transit (STA) and Spokane Police Department (SPD) have utilized Interlocal Agreements to provide additional police presence in the vicinity of the STA Plaza.

The 2021-2023 Interlocal Agreement will provide a dedicated SPD Officer at the STA Plaza, Monday through Friday for eight (8) hours each day. The SPD Officer supplements STA's limited commissioned and contract security personnel and underscores the longstanding and strong partnership between the two entities. The agreement also establishes a special communications protocol between STA Transit Officers and the Downtown Precinct. This communications protocol allows for SPD to be alerted and respond accordingly to events that may not otherwise require a police response. Both measures help deter uncivil behavior that does not rise to the level of criminal conduct but may have an impact on the overall environment.

The cost to STA of the Interlocal Agreement is \$117,800 annually for each year of the agreement.

RECOMMENDATION TO COMMITTEE: Recommend the Board approve the Spokane Police Department Interlocal Agreement as presented.

COMMITTEE ACTION:

RECOMMENDATION TO BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

INTERLOCAL AGREEMENT

FOR SPOKANE POLICE DEPARTMENT PLAZA POLICE SERVICES AND STA SPECIAL COMMISSIONS AND TRAINING

This Interlocal Agreement (“Agreement”) is between the City of Spokane (“City”), a Washington State municipal corporation, and the Spokane Transit Authority (“STA”), a Washington State municipal corporation and special purpose district; individually referred to as “Party” and jointly referred to as the “Parties”.

WHEREAS, STA and the Spokane Police Department (“SPD”) have had a longstanding partnership in providing a safe and secure environment in downtown Spokane; and

WHEREAS, STA desires to continue to support the effort of the City and the SPD to increase the availability and visibility of SPD officers at STA’s downtown transit center, located at 701 W. Riverside Avenue, Spokane, WA (“The Plaza”); and

WHEREAS, a routine law enforcement presence consisting of SPD commissioned officers and STA Transit Officers (“STA Officers”) with SPD special commissions located in and around The Plaza helps to deter illegal activity in an area of high pedestrian activity in downtown Spokane; and

WHEREAS, the Parties desire to enhance police services provided at The Plaza and to assist in furthering law enforcement efforts in the areas immediately surrounding The Plaza; and

WHEREAS, Chapter 10.93 RCW, Washington Mutual Aid Peace Officers Powers Act, establishes the nature and scope of the authorization of and powers granted to specially commissioned officers by SPD, and STA Officers are recipients of such special commissions from SPD; and

WHEREAS, Chapter 39.34 RCW, Washington's Interlocal Cooperation Act, permits governmental units to make the most efficient use of their powers by enabling them to cooperate with other localities on the basis of mutual advantage to perform functions, and provide services and facilities to each other and the public; and

NOW, THEREFORE, the Parties agree as follows:

1. **PURPOSES.** The purposes of this Agreement are to:
 - A. enable the City and STA to establish a dedicated, full-time SPD police officer presence at The Plaza and to jointly facilitate law enforcement efforts for the benefit of the public in and around the immediate vicinity of The Plaza; and
 - B. provide STA Officers with required certifications and recertification for SPD special commissions and control device training and certification; and

C. provide STA Officers with additional law enforcement training opportunities as available and desired, under the following terms and conditions:

- (1) SPD Officers. SPD shall assign an officer to The Plaza to perform general patrol functions in and around the Plaza Service Area described in 1.C(5) below. An SPD officer will be assigned to and based out of The Plaza for eight (8) hours during the hours of operation, Monday through Friday, for the term of this Agreement. Hours of the officer's shift will be mutually agreed upon by the SPD Downtown Precinct Captain and STA and are subject to change pending agreement by both Parties.
- (2) Equipment. The City shall provide all equipment, including a marked police vehicle and/or bicycle for the SPD.
- (3) Office and Supportive Facilities. STA shall provide SPD with administrative workspace in the STA Plaza Security Office for the assigned officer and a parking space for one (1) SPD vehicle in The Plaza garage.
- (4) Additional Parking Spaces. Upon commencement of the operations of the SPD Downtown Precinct located at 710 W. Riverside Ave., Spokane, WA, STA shall provide nine (9) additional parking spaces for SPD patrol vehicles. Provision of the additional parking spaces is contingent upon the continued operation of the SPD Downtown Precinct at 710 W. Riverside Ave., Spokane, WA.
- (5) Plaza Service Area. The Plaza Service Area is defined as: The Plaza, the STA boarding zones surrounding The Plaza, including boarding/alighting zones located in the 600, 700 and 800 blocks of Riverside and Sprague Avenues, and on Post Street and Wall Street between Riverside and Sprague Avenues or at other locations as mutually agreed upon in writing by both Parties.
- (6) Adherence to City Policy and Procedures. While providing services pursuant to this Agreement, the SPD Officer is obligated to discharge all duties of his or her office and to adhere to SPD policy and procedures at all times.
- (7) Duty to City. The SPD Officer has a primary obligation to the City to discharge all duties of his or her office, to enforce all laws and ordinances, and to adhere to all police department policies, procedures, rules and regulations. The Parties acknowledge that SPD Officers based at The Plaza may sometimes need to be dispatched to calls outside of the assigned Plaza Service Area based on SPD's call prioritization system and/or emergency law enforcement needs.
- (8) Communication. STA Officers shall have direct communication with the SPD's Downtown Precinct. SPD shall respond to such calls in accordance with precinct priorities.

2. MANDATORY CERTIFICATION AND TRAINING OF STA OFFICERS.

- A. Special Police Officer Training Certification. The SPD shall provide initial and annual Special Police Officer Training ("SPOT") to STA Officers at no additional cost to STA. Successful completion of the 40-hour SPOT course is mandatory for all STA Officers prior to initially entering service as a SPD "specially commissioned Washington peace officer" as defined in RCW 10.93.020(5). To maintain certification as a SPD special commission officer, STA Officers are required to attend the 8-hour SPOT recertification course offered by the SPD each calendar year. Upon issuance of a SPD special commission, STA Officers shall be authorized to enforce

provisions of the Spokane Municipal Code (SMC) as set forth on Exhibit A, attached hereto and incorporated herein.

- B. Control Device Certification. The SPD will provide STA Officers initial certification and annual recertification training in baton and oleoresin capsicum (OC) control devices. STA Officers are required to successfully complete this training and attend annual recertification training in order to carry and deploy these control devices. No other control devices may be used by STA Officers.
 - C. Crisis Intervention Training. The SPD shall provide a 40-hour Crisis Intervention Training course for at least two (2) STA Officers each calendar year.
3. TERM. This Agreement shall commence January 1, 2021, and continue through December 31, 2023, unless terminated earlier in accordance with Section 10 herein.
 4. COMPENSATION. STA shall pay the City an annual fee of \$117,800 and 00/100 dollars as full compensation for everything furnished and performed under this Agreement.
 5. PAYMENT. The City shall submit monthly applications for payment addressed to the address specified in Section 7 herein. Payment to the City will be made by check within thirty (30) days of receipt of invoice to the remittance address specified in Section 7 herein.
 6. ADMINISTRATORS. This Agreement shall be administered by the Parties' designated representatives below:

City of Spokane	Spokane Transit Authority
Craig Meidl Chief of Police Spokane Police Department Administration Office 1100 W Mallon Ave Spokane, WA 99260-0001 E: cmeidl@spokanepolice.org P: (509) 625-4115	Nancy Williams Director, Human Resources Spokane Transit Authority 1230 W Boone Ave Spokane, WA 99201 E: nwilliams@spokanetransit.com P: (509) 325-6081

7. NOTICES. All notices, requests, claims, demands and other communications shall be in writing and shall be signed by a person duly authorized to provide such notice. Notices permitted or requested to be given hereunder shall be deemed sufficient if given (1) in person; (2) by regular mail, postage prepaid; (3) by registered or certified mail, postage prepaid, return receipt requested; or (4) by facsimile or email, addressed to the respective contact of the Parties as set forth below, or as may be revised by like notice from time to time.

All notices shall be deemed to have been duly given (1) when delivered in person; (2) three (3) business days after the date of mailing by regular mail, postage prepaid; (3) upon receipt after dispatch by registered or certified mail, postage prepaid; or (4) upon confirmation of receipt when transmitted by facsimile or a read receipt when transmitted by email.

City of Spokane	Spokane Transit Authority
Craig Meidl Chief of Police Spokane Police Department Administration Office 1100 W Mallon Ave Spokane, WA 99260-0001 E: cmeidl@spokanepolice.org P: (509) 625-4115	Robert West Contracts Compliance Specialist Spokane Transit Authority 1230 W Boone Ave Spokane, WA 99201 E: rwest@spokanetransit.com P: (509) 325-6062
Remittance Address: Spokane Police Department Administration Office 1100 W Mallon Ave Spokane, WA 99260-0001	Accounts Payable: Accounts Payable Spokane Transit Authority 1230 W Boone Ave Spokane, WA 99201

8. **INSURANCE.** During the term of the Agreement, each Party shall maintain in force at its sole expense, the following insurance coverage(s):

A. The City is self-funded for its liability exposures including General Liability and Automobile Liability (\$1.5 Million SIR) as well as Workers' Compensation (\$1.5 Million SIR). The City also carries excess General Liability Insurance to \$15 Million and excess Workers' Compensation Insurance to \$10 Million. Should a covered loss occur in the fulfillment of this Agreement, the City shall provide payment under the terms of its self-funded insurance program.

B. STA shall maintain:

(1) General Liability Insurance on an occurrence basis, with minimum limits of not less than \$1,000,000 per occurrence and \$2,000,000 in the aggregate for bodily injury and property damage to protect against legal liability arising out of the performance of this Agreement; and

(2) Automobile Liability Insurance with a combined single limit, or the equivalent of not less than \$1,000,000 each accident for bodily injury and property damage, including coverage for owned, hired and non-owned vehicles; and

(3) Workers' Compensation Insurance in compliance with Chapter 51.12.020 RCW, which requires subject employers to provide workers' compensation coverage for all their subject workers, and Employer's Liability Insurance in the amount of \$1,000,000 per occurrence.

C. There shall be no cancellation, material change, reduction of limits or intent not to renew the insurance coverage(s) without sixty (60) days written notice from a Party or its insurer(s) to the other Party.

9. **INDEMNIFICATION.**

A. In addition to the duties of a commissioning agency under Ch. 10.93 RCW, the City shall defend, indemnify and hold harmless STA, its officers, employees and agents from any claim, damage,

loss, liability, injury, cost and expense arising out of the negligence of the City, its officers, employees and agents in connection with this Agreement, except to the extent of the negligence of STA, its officers, employees and agents. If an action, claim or proceeding instituted by a third party is directed at work or action taken by the City solely on behalf of STA, its officers, employees and agents, STA shall defend, indemnify and hold harmless the City from any expenses connected with the defense, settlement or monetary judgment ensuing from such actions, claims or proceedings.

- B. STA shall defend, indemnify and hold harmless the City, its officers, employees and agents from any claim, damage, loss, liability, injury, cost and expense arising out of the negligence of STA, its officers, employees and agents in connection with this Agreement, except to the extent of the negligence of the City, its officers, employees and agents or as provided by Ch. 10.93 RCW. If an action, claim or proceeding instituted by a third party is directed at work or action taken by STA solely on behalf of the City, its officers, employees and agents, the City shall defend, indemnify and hold harmless STA from any expenses connected with the defense, settlement or monetary judgment ensuing from such actions, claims or proceedings.
- C. Each Party specifically assumes potential liability for actions brought by its own employees against the other Party, and solely for the purposes of this indemnification, each Party specifically waives any immunity under Title 51 RCW. The parties have specifically negotiated this provision.

- 10. TERMINATION. This Agreement may be terminated by either Party by submitting a written Notice of Termination to the other Party in accordance with Section 7 herein. The effective date of termination shall not be less than sixty (60) days from the date of Notice of Termination.
- 11. COMPLIANCE WITH LAWS. The Parties shall observe all federal, state and local laws, ordinances and regulations, to the extent they may be applicable to the terms of this Agreement.
- 12. VENUE. This Agreement shall be construed under the laws of the State of Washington. Any action at law, suit in equity or judicial proceeding regarding this Agreement or any provision hereto shall be instituted only in courts of competent jurisdiction within Spokane County, Washington.
- 13. ASSIGNMENT. Neither Party may assign its interest in this Agreement without the express written consent of the other Party.
- 14. ENTIRE AGREEMENT. This Agreement constitutes the entire agreement between the Parties and supersedes all prior negotiations, representations and agreements between the Parties relating to the subject matter hereof.
- 15. MODIFICATION. No modification or amendment to this Agreement shall be valid until put in writing and signed with the same formalities as this Agreement.
- 16. SEVERABILITY. In the event any portion of this Agreement should become invalid or unenforceable, the remainder of the Agreement shall remain in full force and effect.
- 17. NONDISCRIMINATION. No individual shall be excluded from participation in, denied the benefit of, subjected to discrimination under, or denied employment in the administration of or in connection with this Agreement because of age, sex, race, color, religion, creed, marital status, familial status, sexual orientation including gender expression or gender identity, national origin, honorably discharged veteran or military status, the presence of any sensory, mental or physical disability, or use of a service animal by a person with disabilities. The Parties agree to comply with, and to require that all subcontractors comply with, federal, state and local nondiscrimination laws, including but not limited

to: the Civil Rights Act of 1964, the Rehabilitation Act of 1973, the Age Discrimination in Employment Act, and the American's With Disabilities Act, to the extent those laws are applicable.

18. ANTI-KICKBACK. No officer or employee of the City of Spokane or the Spokane Transit Authority, having the power or duty to perform an official act or action related to this Agreement, shall have or acquire any interest in the Agreement, or have solicited, accepted or granted a present or future gift, favor, service or other thing of value from or to any person involved in this Agreement.
19. COUNTERPARTS. This Agreement may be executed in any number of counterparts, each of which, when so executed and delivered, shall be an original, but such counterparts shall together constitute but one and the same.
20. RCW 39.34 REQUIRED CLAUSES.
 - A. Purpose. See Section 1 above.
 - B. Duration. See Section 3 above.
 - C. Organization of Separate Entity and Its Powers. No new or separate legal or administrative entity is created to administer the provisions of this Agreement.
 - D. Responsibilities of the Parties. See provisions above.
 - E. Agreement to be Filed. The City shall file this Agreement with its City Clerk and post it on its internet website, and STA shall file this Agreement in its usual fashion.
 - F. Financing. Each Party shall advise the other Party, during its yearly regular budget hearings, on the proposed budget changes (only) affecting this Agreement. Each Party shall be solely responsible for the financing of its contractual obligations under its normal budgetary process.
 - G. Termination. See Section 10 above.
 - H. Acquisition / Disposition of Property. Title to all property acquired by any Party in the performance of this Agreement shall remain with the acquiring Party upon termination of the Agreement. Jointly acquired property shall be divided in proportion to the percentage share of each Party contributing to its acquisition.

[signatures on the following page]

21. **SIGNATURES.** The Parties affirm that the individuals signing this Agreement have been granted the authority to do so and by their signature affirm that the Parties will comply with the terms and conditions of this Agreement.

City of Spokane

Spokane Transit Authority

By: Nadine Woodward
Title: Mayor

By: E. Susan Meyer
Title: Chief Executive Officer

Date: _____

Date: _____

By: Craig Meidl
Title: Chief of Police

Date: _____

Attest:

Attest:

By: Terri Pfister
Title: City Clerk

By: Dana Infalt
Title: Clerk of the Authority

Date: _____

Date: _____

Approved as to form:

Approved as to form:

By: Michael Ormsby
Title: City Attorney

By: Laura McAloon
Title: STA Attorney

Date: _____

Date: _____

EXHIBIT A

STA TRANSIT OFFICERS AUTHORITY

Offenses related to safety and sanitation	SMC/INFR	10.03.100
Possession of Stolen Property 3rd degree	SMC	10.05.064
Theft	SMC	10.05.100
Urinating in Public	SMC	10.06.015
Lewd Conduct	SMC	10.06.020
Making a False/ Misleading Statement to a Public Servant; False Reporting.	SMC	10.07.020.A
Obstructing A Law Enforcement Officer	SMC	10.07.032
Resisting Arrest	SMC	10.07.034
Unlawful Discharge of a Laser (Adult - Criminal)	SMC	10.07.142
Unlawful Discharge of a Laser (Juvenile-Civil)	SMC	10.07.144
Littering less than or equal to 1 cu ft. Sidewalk	SMC/INFR	10.08.010.C.E1
Littering more than 1 CU FT Sidewalk	SMC/INFR	10.08.010.C.E2
Providing Tobacco to A Minor	SMC	10.08.050
MIP Tobacco	SMC/INFR	10.08.055
Littering Lit Tobacco Products	SMC/INFR	10.08.112.D
Open/Consume Alcohol in A Public Place	SMC/INFR	10.08.200
MIP/Consuming Liquor Possess, Consume, or otherwise acquire.	SMC	10.08.210.A.1
MIP/Consuming Liquor Public Place or Motor Vehicle exhibiting effects	SMC	10.08.210.A.2
Disorderly Conduct	SMC	10.10.020
Pedestrian Interference	SMC	10.10.025
Sit and Lie on Sidewalk in Retail Zone	SMC	10.10.026
Regulation of Solicitation	SMC	10.10.027
Unlawful Bus Conduct	SMC	10.10.100
Assault	RCW	9A.36.041
Dangerous Weapons	RCW	9.41.250
Weapons Apparently Capable of Producing Bodily Harm--Unlawful Carrying or Handling	RCW	9.41.270
Criminal Trespass 1st	SMC	10.12.050.A
Criminal Trespass 2nd	SMC	10.12.050.C
Malicious Mischief Personal Property	SMC	10.12.020.A.1
Malicious Mischief Graffiti	SMC	10.12.020.A.2
Minor Possessing MJ	SMC	10.15.100
Open Possession/Consumption Of MJ	SMC/INFR	10.15.220
DOL auto reg. "when associated with investigations with report number." Commissioning authority only resides on the property of commissioned and county has not restricted what we can write for. To include buses, bus stops and park and ride lots. All minors are written under the RCW.		

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

December 2, 2020

AGENDA ITEM 4B1 : DRAFT 2021 LEGISLATIVE FOCUS AND PRIORITIES

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Brandon Rapez-Betty, Director of Communications and Customer Service

SUMMARY: Each year the Board of Directors adopts a Legislative agenda to guide the CEO during the session as she communicates Spokane Transit (STA) interests and priorities to the legislature. During the session, staff will watch for and analyze legislation that may pose a threat or offer new opportunities to Spokane Transit.

Because legislation affecting STA's operations and/or service on the street may come forward at any time, the CEO requests authority from the Board to determine STA's interest on specific pieces of legislation, convey those interests to legislators and others, and report to the Performance Monitoring and External Relations Committee and the Board during the legislative session.

The draft Spokane Transit Priorities for the 2021 Legislative session will be provided at the meeting.

RECOMMENDATION TO COMMITTEE: Review and recommend the Board approve the 2021 Legislative Priorities as presented and grant authority to the CEO to determine STA's interest on specific pieces of legislation, convey those interests to legislators and others, and report to the Performance Monitoring and External Relations Committee and the Board during the legislative session.

COMMITTEE ACTION:

RECOMMENDATION TO BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

December 2, 2020

AGENDA ITEM 5A: COMMUNITY ESSENTIALS' MARKETING CAMPAIGN FOR
PUBLIC AWARENESS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Brandon Rapez-Betty, Director of Communications & Customer Service

SUMMARY: Staff will provide a performance summary of the Community Essentials marketing campaign.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

December 2, 2020

AGENDA ITEM 6 : CEO REPORT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: N/A

SUMMARY: At this time, the CEO will have an opportunity to comment on various topics of interest regarding Spokane Transit.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

December 2, 2020

AGENDA ITEM **7A** : OCTOBER 2020 OPERATING INDICATORS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Fred Nelson, Chief Operations Officer

SUMMARY: There was one less weekday in October 2020 compared to October 2019. Covid-related restrictions to businesses and other activities continue to suppress mobility.

FIXED ROUTE

Average weekday ridership decreased 55.5% (16,199 vs. 36,408 in 2019) and is down 41.5% (19,945 vs. 34,070) Year to Date (YTD). Total monthly ridership decreased 54.4% (427,003 vs. 935,442 in 2019) and is down 39.7% (5,077,280 vs. 8,416,814) YTD.

- Adult ridership decreased 58.4% (255,906 vs. 615,880 in 2019) and is down 54.4% (2,392,094 vs. 5,242,182) YTD.
 - CCS Pass ridership decreased 81.1% (14,393 vs. 76,214 in 2019) and is down 64.6% (184,441 vs. 520,544) YTD.
 - Eagle Pass ridership decreased 93.9% (6,315 vs. 103,443 in 2019) and is down 59.7% (220,968 vs. 548,640) YTD.
- Youth ridership decreased 83.7% (10,270 vs. 63,127 in 2019) and is down 70.1% (188,379 vs. 629,737) YTD.
- Reduced Fare / Para ridership decreased 40.4% (72,425 vs. 121,526 in 2019) and is down 50.1% (577,227 vs. 1,155,884) YTD.

PARATRANSIT

Monthly ridership decreased 63.0% (15,313 vs 41,409 in 2019) and is down 52.0% (178,957 vs 372,584) YTD.

- Special Use Van ridership decreased 70.9% (847 vs. 2,908 in 2019) and has decreased 67.2% (8,160 vs. 24,889) YTD.

VANPOOL

Vanpool customer trips were down 49.9% (7,161 vs. 14,300 in 2019) and are down 39.2% (79,793 vs 131,162) YTD.

- Vanpool vans in service decreased 15.6% (65 vs 77 in 2019). September 2020 had 66 vans. However, there is a significant decrease in use due to the pandemic:
 - 24 vans are operating with 5 or more participants
 - 36 vans are operating with less than 5 participants
 - 5 vans are on hold due to worksite restrictions or temporary closures

CUSTOMER SERVICE/PASS SALES

Total monthly pass sales decreased 67.0% (3,343 vs. 10,117 in 2019) and decreased 53.0% (48,202 vs. 90,966) YTD.

- Adult Pass/Smartcard monthly pass sales decreased 60.2% (1,540 vs. 3,868 in 2019) and decreased 56.4% (16,172 vs. 37,068) YTD.
- Shuttle Park monthly sales decreased 74.3% (139 vs. 541 in 2019) and decreased 58.8% (2,132 vs. 5,172) YTD.
- 7-Day Pass/Smartcard monthly sales increased 51.0% (519 vs. 1,059 in 2019) and decreased 40.4% (6,660 vs. 11,168 YTD).
- ESBP monthly sales decreased 67.5% (316 vs. 973 in 2019) and decreased 57.5% (4,361 vs. 10,256) YTD.

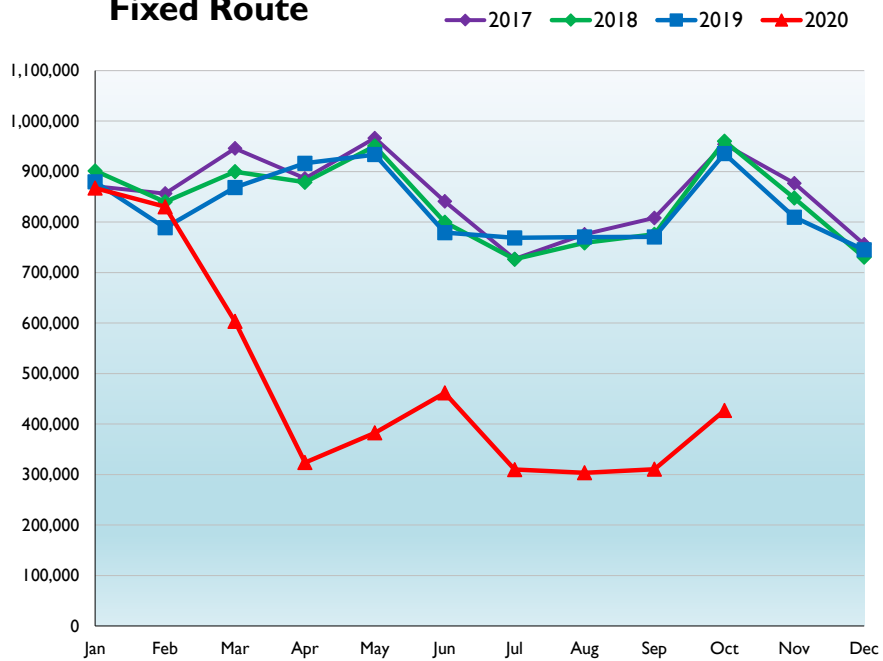
October 2020 Group Sales decreased 66.9% (6,485 passes vs. 19,594 in 2019) and decreased 50.1% (94,616 passes vs. 189,567) YTD.

UTAP monthly rides decreased 86.6% (27,650 vs. 206,879 in 2019) and decreased 65.8% (488,108 vs. 1,426,656) YTD. 2019 included City Summer Youth UTAP rides of 132,982 October YTD.

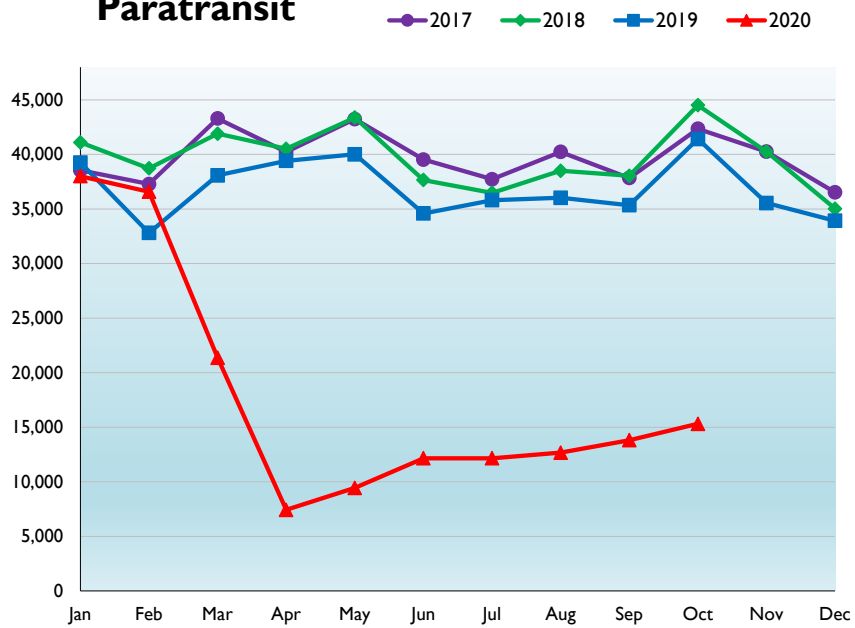
Community Access Program (CAP) sold 3,276 2hr passes and 1,545 Day passes in October. These passes are included in the pass sales above. This is the 2nd month of this pilot program.

RECOMMENDATION TO COMMITTEE: Information only.

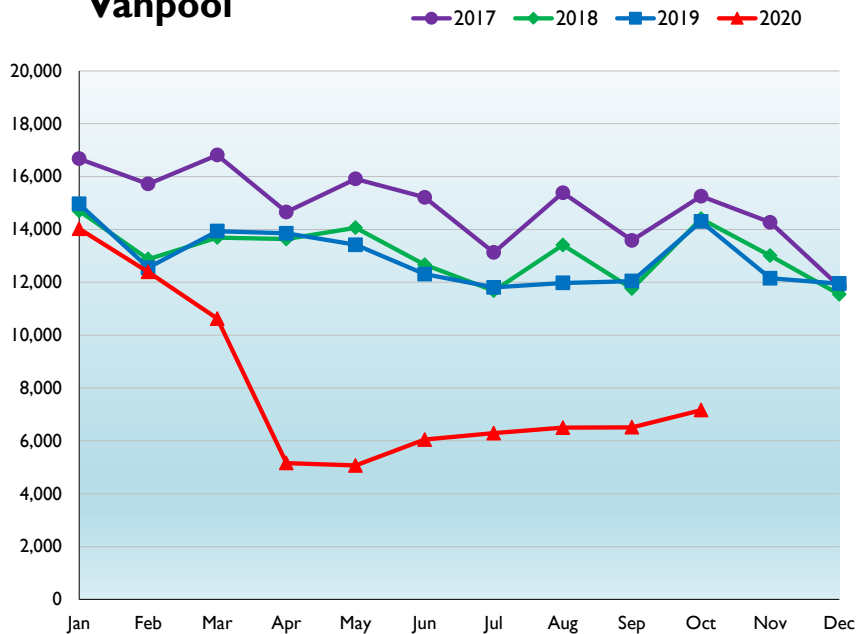
Fixed Route



Paratransit



Vanpool



SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS MEETING

December 2, 2020

AGENDA ITEM 7B: OCTOBER 2020 FINANCIAL RESULTS SUMMARY

REFERRAL COMMITTEE: N/A

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

SUMMARY: Attached are the October 2020 financial results. The emphasis is on what percent of the budget has been received or expended to date compared to where we are in the year. October equates to 83.3% of the year.

Revenue

Overall, year-to-date revenue is at 99.5% of budget (\$110.7M) which is 19.4% higher than the expected \$92.7M.

Fares & Other Transit Revenue is lower than the budget at 38.6%.

Sales Tax Revenue is slightly higher than the budget at 83.6%.

Federal & State Grants is higher than the budget at 309.5%.

Miscellaneous Revenue is higher than the budget at 115.8%.

Operating Expenses

Year-to-date operating expenses at 75.9% of budget (\$63.9M) are 8.9% below the expected amount of \$70.1M.

Fixed Route 79.8% of budget expended

Paratransit 61.1% of budget expended

Vanpool 56.3% of budget expended

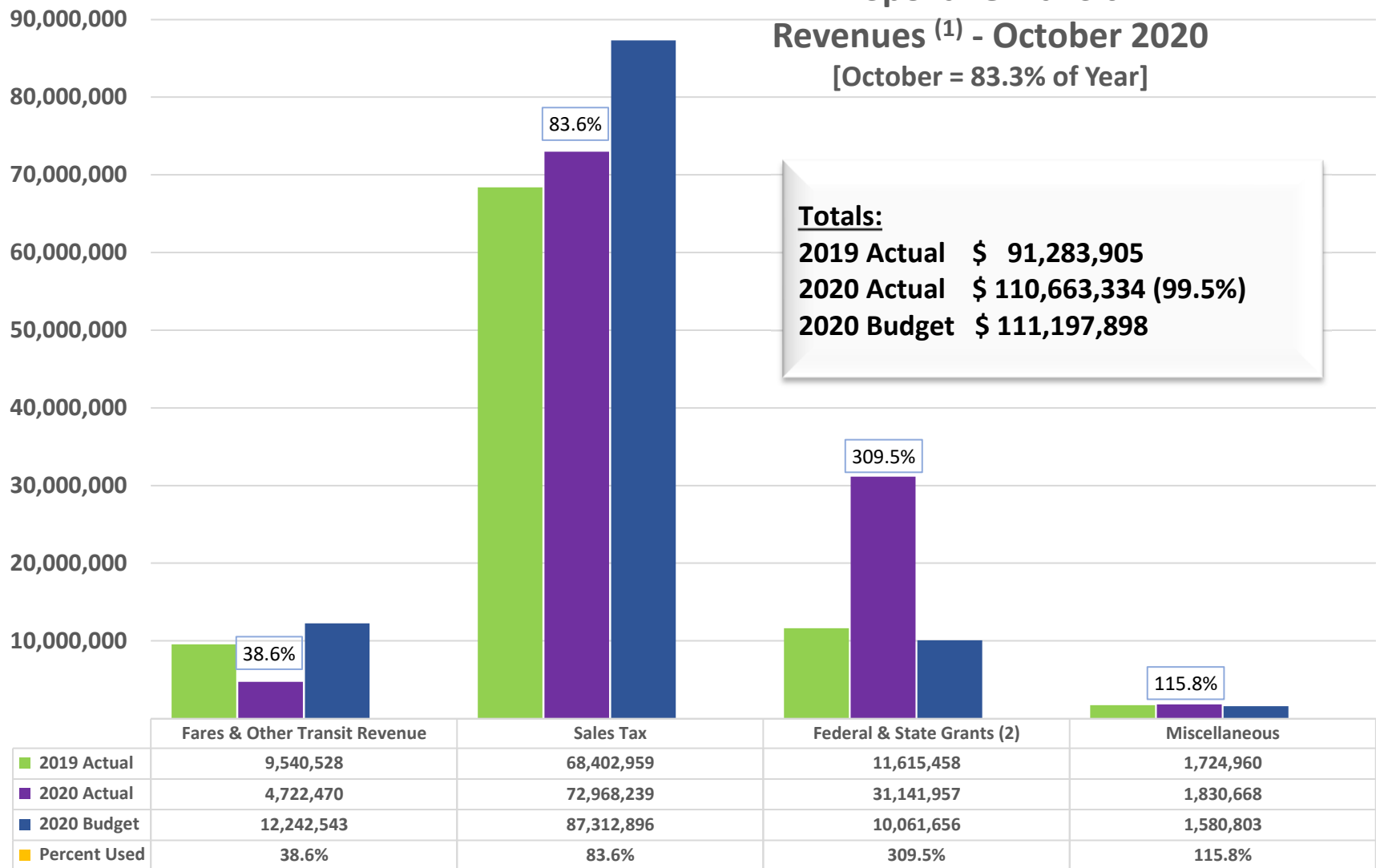
Plaza 94.4% of budget expended

Administration 77.7% of budget expended

Operating expenses are greatly influenced by the timing of payments.

RECOMMENDATION TO COMMITTEE: Information only.

Spokane Transit Revenues ⁽¹⁾ - October 2020 [October = 83.3% of Year]

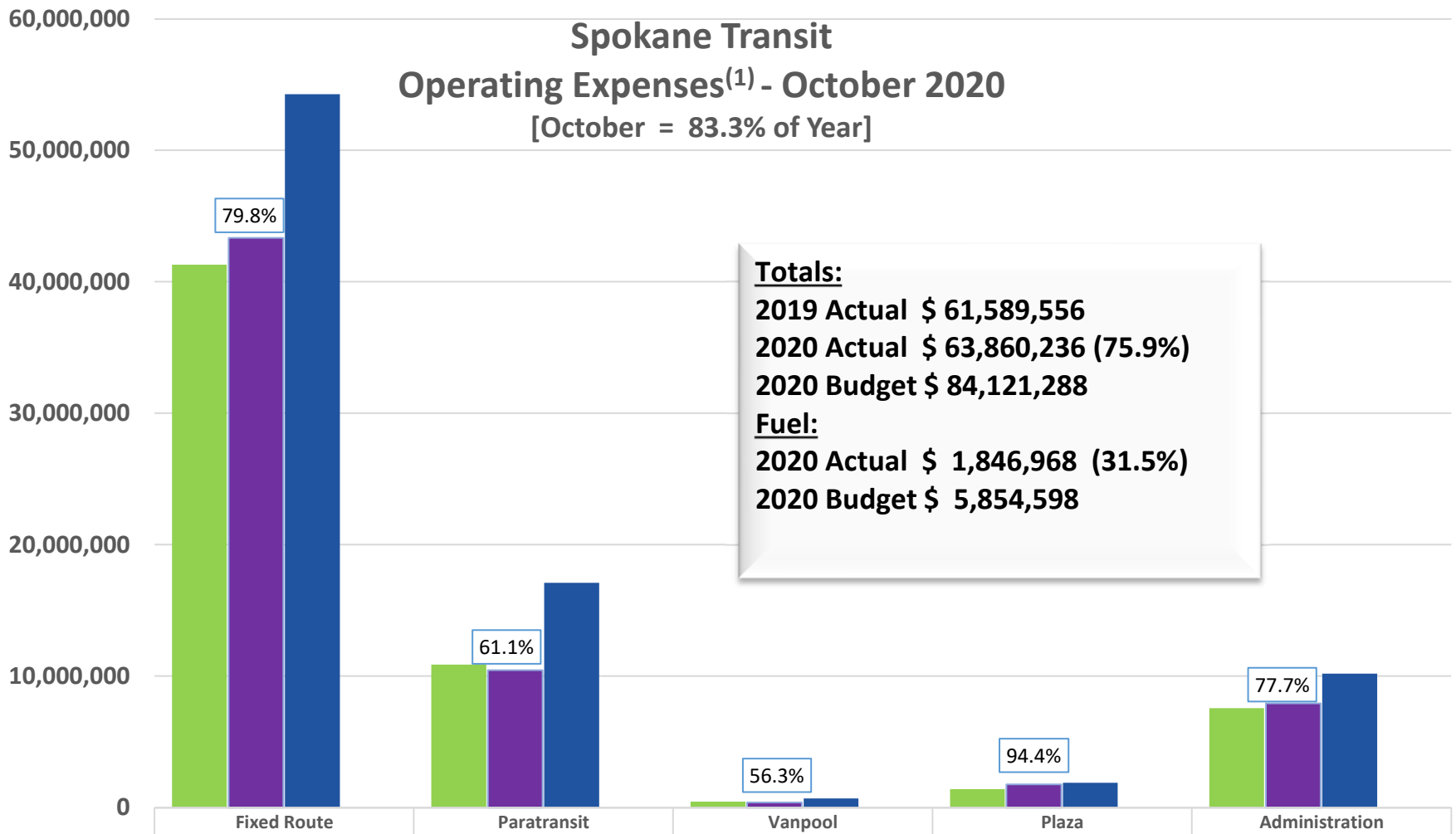


Totals:
2019 Actual \$ 91,283,905
2020 Actual \$ 110,663,334 (99.5%)
2020 Budget \$ 111,197,898

(1) Above amounts exclude grants used for capital projects. Year-to-date October state capital grant reimbursements total \$8,348,052 and federal capital grant reimbursements total \$982,905.

(2) Federal/State Grants over budget in 2020 due to Cares Act Funding of \$23,222,456 to date which is partially offset by the amount of the Washington State Consolidated Grant (Special Needs) drawn down in 2019 - \$1,604,616 in 2020 budget.

Spokane Transit Operating Expenses⁽¹⁾ - October 2020 [October = 83.3% of Year]



Totals:
2019 Actual \$ 61,589,556
2020 Actual \$ 63,860,236 (75.9%)
2020 Budget \$ 84,121,288

Fuel:
2020 Actual \$ 1,846,968 (31.5%)
2020 Budget \$ 5,854,598

	Fixed Route	Paratransit	Vanpool	Plaza	Administration
2019 Actual	41,300,929	10,880,805	444,260	1,399,299	7,564,263
2020 Actual	43,339,773	10,442,850	389,539	1,770,102	7,917,972
2020 Budget	54,276,944	17,089,208	691,704	1,876,076	10,187,356
Percent Used	79.8%	61.1%	56.3%	94.4%	77.7%

(1) Operating expenses exclude capital expenditures of \$16,551,097 and Street/Road cooperative projects of \$324,890 for year-to-date October 2020.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS MEETING

December 2, 2020

AGENDA ITEM 7C: NOVEMBER 2020 SALES TAX REVENUE

REFERRAL COMMITTEE: N/A

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

SUMMARY: Attached is November 2020 voter-approved sales tax revenue information.

November sales tax revenue, which represents sales for September 2020, was:

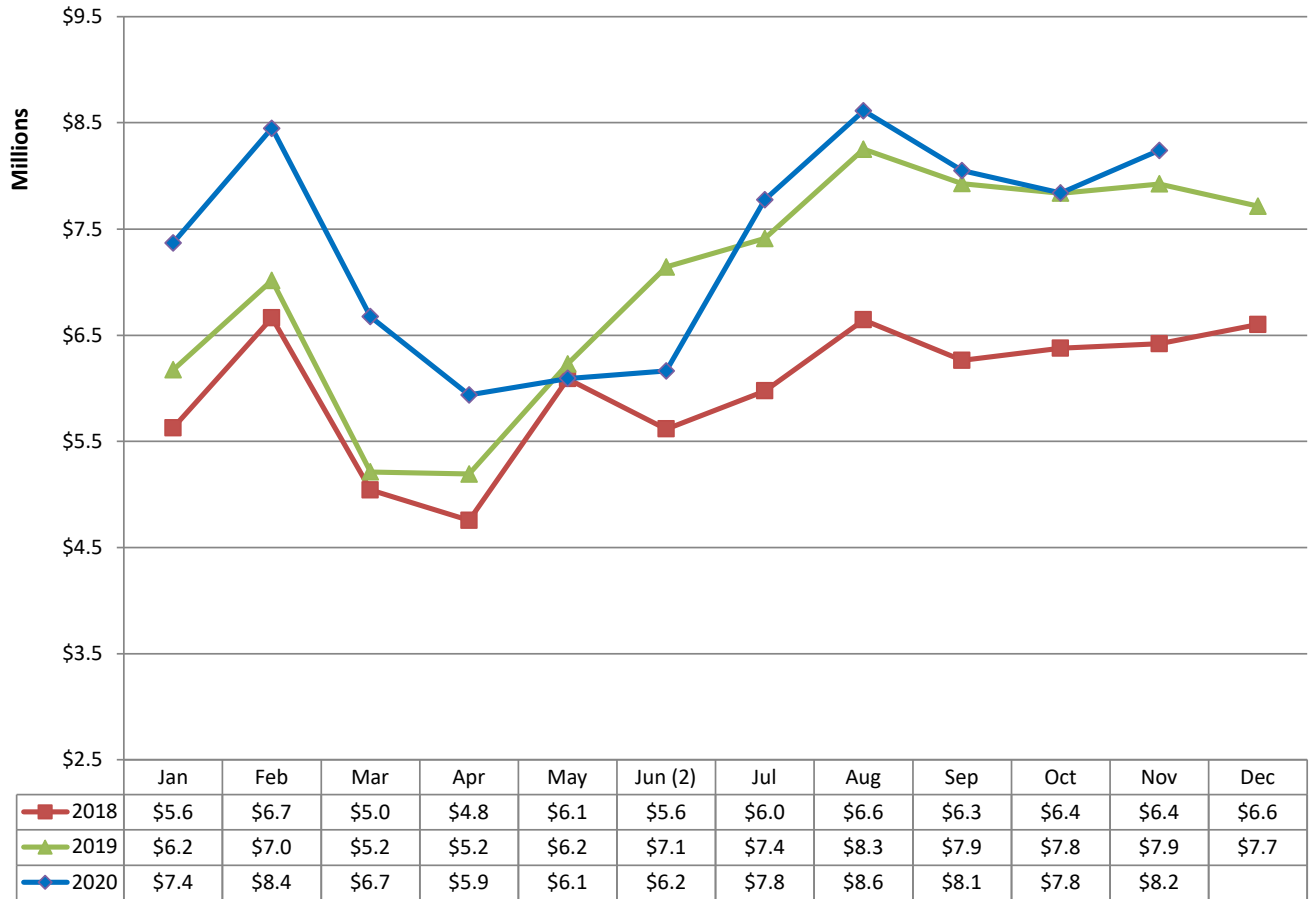
- 4.0% above budget and November 2019 actual
- 6.4% YTD above 2019 actual
- 1.7% YTD above budget

Total taxable sales for September 2020 were *up* 3.4% from September 2019. September YTD is 0.4% *below* September 2019 YTD. Retail, Construction, and Accommodation and Food Services continue to be the top three rankings YTD, with Accommodation and Food Services experiencing significant decreases from prior years:

- Retail Trade *increased* by 14.2% in September 2020 vs September 2019 and is *up* by 6.6% (\$255.9M) September 2020 YTD vs September 2019 YTD
 - Other Miscellaneous Store Retailers *increased* 23.1% (\$90.1M) YTD over September 2019 YTD
 - Building Material & Supplies Dealers *increased* 18.4% (\$73.1M) YTD over September 2019 YTD
 - Electronics and Appliance Stores *increased* 29.2% (\$58.3M) YTD over September 2019 YTD
 - Clothing Stores *decreased* 26.5% (\$46.2M) YTD from September 2019 YTD
 - Automobile Dealers *decreased* 3.6% (\$26.1M) YTD from September 2019 YTD
- Construction *decreased* by 5.0% in September 2020 vs September 2019 and is *down* by 0.4% (\$4.7M) from September 2019 YTD
- Accommodation and Food Services *decreased* by 22.2% in September 2020 vs September 2019 and is *down* 26.2% (\$232.4M) from September 2019 YTD

RECOMMENDATION TO COMMITTEE: Information only.

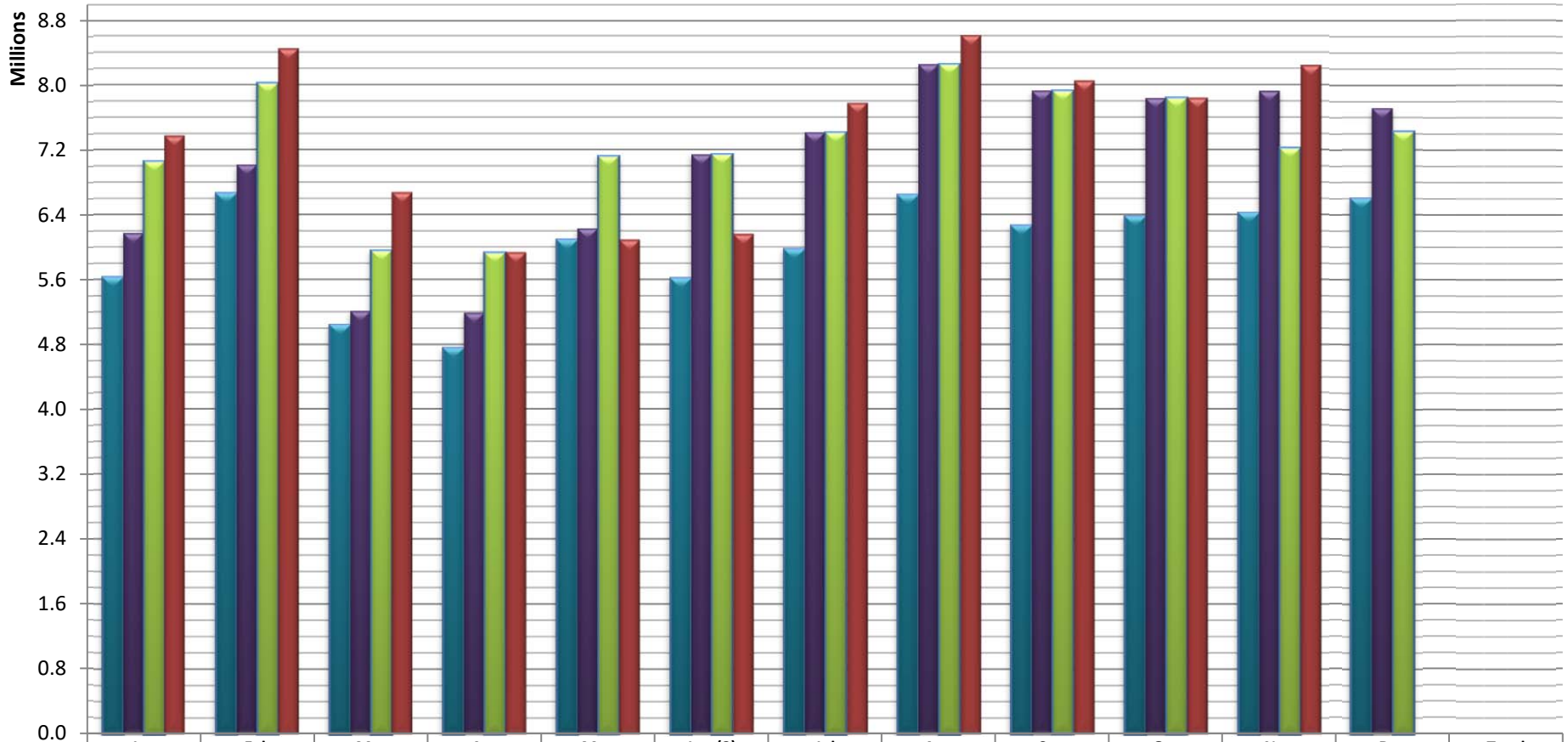
Sales Tax Revenue History-November 2020⁽¹⁾



(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.

(2) June distribution is April taxable sales in which the sales and use tax rate increased one-tenth of one percent (.001) from .007 to .008 in 2019.

2018 - 2020 SALES TAX RECEIPTS ⁽¹⁾



	Jan	Feb	Mar	Apr	May	Jun (2)	Jul	Aug	Sep	Oct	Nov	Dec	Total
■ 2018 Act.	5,628,134	6,664,160	5,042,196	4,754,750	6,090,019	5,616,550	5,975,411	6,645,055	6,263,667	6,377,811	6,420,673	6,601,135	72,079,561
■ 2019 Act.	6,174,964	7,017,558	5,212,448	5,191,296	6,230,070	7,142,964	7,412,766	8,253,600	7,928,815	7,838,478	7,925,862	7,717,259	84,046,080
■ 2020 Bud.	7,057,102	8,020,066	5,957,084	5,932,909	7,120,079	7,142,964	7,412,766	8,253,600	7,928,815	7,838,478	7,223,009	7,426,024	87,312,896
■ 2020 Act.	7,370,074	8,448,309	6,674,740	5,937,757	6,092,534	6,163,749	7,776,530	8,613,027	8,051,397	7,840,122	8,241,404	-	81,209,643
\$ Mo. Var.	1,195,110	1,430,751	1,462,292	746,461	(137,536)	(979,215)	363,764	359,427	122,582	1,644	315,542	-	
% Mo. Var.	19.4%	20.4%	28.1%	14.4%	-2.2%	-13.7%	4.9%	4.4%	1.5%	0.0%	4.0%	0.0%	
\$ YTD Var.	1,195,110	2,625,861	4,088,153	4,834,614	4,697,078	3,717,863	4,081,627	4,441,054	4,563,636	4,565,280	4,880,822	-	
% YTD Var.	19.4%	19.9%	22.2%	20.5%	15.7%	10.1%	9.2%	8.4%	7.5%	6.7%	6.4%	0.0%	
% YTD Bud. Var.	4.4%	4.9%	6.9%	5.4%	1.3%	-1.3%	-0.4%	0.3%	0.5%	0.4%	1.7%	0.0%	

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

⁽²⁾ June distribution is April taxable sales in which the sales and use tax rate increased one-tenth of one percent (.001) from .007 to .008 in 2019.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

December 2, 2020

AGENDA ITEM 7D: JANUARY 2021 SERVICE CHANGES

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning and Development
Kathleen Weinand, Principal Transit Planner

SUMMARY: STA continues to monitor the fixed-route system for opportunities to improve customer information, connectivity, reliability, and mobility. Per the Service Improvement Program (SIP) contained in the adopted 2020 Transit Development Plan (TDP), STA will implement minor routing and schedule adjustments as needed in January 2021. One programmed improvement to extend the Route 64 to the Spokane University District has been temporarily deferred as EWU students are not attending in-person classes.

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 the loss of bus stop, trips or route at any given service change). All the January 2021 service changes fall below these adopted thresholds.

The table below summarizes the service changes which will become effective January 17, 2021.

JANUARY SERVICE CHANGES		
ROUTE(S)	PLANNED ADJUSTMENT(S)	RATIONALE
21 West Broadway	Modify to depart the Plaza from Zone 6; Schedule changes to reduce dwell time from the inbound Route 90 to the interlined outbound Route 21	The Route 90 and the interlined Route 21 are operating with a 60-foot-long coach to provide more space on board for social distancing; Zone 6 at the Plaza better accommodates the longer vehicle; Schedule adjustments are needed to avoid zone conflicts.
25 Division	Inbound Plaza zone arrival changes on weeknights.	Related to Route 21 moving to Plaza Zone 6.
26 Lidgerwood	Inbound Plaza zone arrival changes on Saturdays	Related to Route 21 moving to Plaza Zone 6.
27 Hillyard	Inbound timepoint adjustments.	Improve schedule reliability by addressing early arriving buses.
28 Nevada	Inbound Plaza arrival zone changes weeknights, Saturdays, and Sundays/Holidays.	Related to Route 21 moving to Plaza Zone 6.
43 Lincoln/37 th Ave	Last weeknight outbound trip changed to depart two minutes sooner.	Related to Route 21 moving to Plaza Zone 6.

JANUARY SERVICE CHANGES		
ROUTE(S)	PLANNED ADJUSTMENT(S)	RATIONALE
61 Hwy 2 via Browne's Addition	Inbound timepoint adjustments.	Improve schedule reliability by addressing early arriving buses.
62 Medical Lake	Timepoint adjustments.	Adjust travel times due to the new transit only lanes that provide faster access to the West Plains Transit Center; Schedule changes are also necessary to maintain connections to the adjusted Route 64.
63 Airway Heights/West Plains	Timepoint adjustments.	Adjust travel times due to the new transit only lanes that provide faster access to the West Plains Transit Center; Schedule changes are also necessary to maintain connections to the adjusted Route 64.
64 Cheney/West Plains	Timepoint adjustments; Early weekday outbound trip adjustments to serve the West Plains Transit Center connecting to Route 633; Last outbound weekday trip modified to depart two minutes later; One PM inbound Route 66 trip converted to a Route 64 trip; New weekend trips connecting to Route 633	Adjust travel times due to the new transit only lanes that provide faster access to the West Plains Transit Center; Improve access to the Amazon Fulfillment Center served by Route 633.
66 EWU	One inbound trip converted to a Route 64 trip	Improve access to the West Plains Transit Center and Amazon Fulfillment Center served by Route 633.
90 Sprague	Inbound Plaza arrival zone changes on weekdays	Related to Route 21 moving to Plaza Zone 6.
124 North Express	Modify to depart the Plaza from Zone 9; AM outbound timepoint adjustments	Related to Route 21 moving to Plaza Zone 6.
144 South Express	Inbound Plaza arrival zone changes when interlined with Route 124; One inbound AM trip modified to arrive sooner (interlined with adjusted Route 124 trip)	Related to Route 21 moving to Plaza Zone 6.
633 Geiger Shuttle	Timepoint adjustments as well as new trips all service days	Serve more Amazon Fulfillment Center shifts; Adjust travel times due to the new transit only lanes that provide faster access to the facility; Schedule changes are also necessary to maintain connections to the adjusted Route 64.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

December 2, 2020

AGENDA ITEM 8 : FEBRUARY 3, 2021, DRAFT COMMITTEE PACKET AGENDA
REVIEW

REFERRAL COMMITTEE: N/A

SUBMITTED BY: STA Staff

SUMMARY: At this time, members of the Performance Monitoring and External Relations Committee will have an opportunity to review and discuss the items proposed to be included on the agenda for the meeting of February 3, 2021.

RECOMMENDATION TO COMMITTEE: For discussion.

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, February 3, 2021, 1:30 p.m.

Via Video Conference

DRAFT AGENDA

Estimated meeting time: 50 minutes

1. Call to Order and Roll Call
2. Committee Chair Report
3. Committee Action (*5 minutes*)
 - A. Minutes of the December 2, 2020, Committee Meeting – *Corrections/Approval*
4. **Committee Action**
 - A. Board Consent Agenda (*25 minutes*)
 1. Spokane Community College Transit Center Construction Final Acceptance (*Otterstrom*)
 2. Spokane Falls Station Construction Final Acceptance (*Otterstrom*)
 - B. Board Discussion Agenda
 1. (*no items being presented this month*)
5. **Reports to Committee**
 - A. (*no items being presented this month*)
6. CEO Report (*10 minutes*)
7. Committee Information – *no discussion/staff available for questions*
 - A. January 2021 Operating Indicators (*Nelson*)
 - B. February 2021 Sales Tax Revenue Information (*Liard*)
8. March 3, 2021, Committee Packet Draft Agenda Review
9. New Business (*5 minutes*)
10. Committee Members' Expressions (*5 minutes*)
11. Adjourn
12. Next Committee Meeting: March 3, 2021, 1:30 p.m.
(STA Southside Conference Room, 1230 West Boone Avenue, Spokane, Washington)

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting on STA's website: www.spokanetransit.com. Discussions concerning matters to be brought to the Board are held in Committee meetings. The public is welcome to attend and participate.

Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964. For more information, see www.spokanetransit.com. Upon request, alternative formats of this information will be produced for people who are disabled. The meeting facility is accessible for people using wheelchairs. For other accommodations, please call 325-6094 (TTY Relay 711) at least forty-eight (48) hours in advance.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

December 2, 2020

AGENDA ITEM 9: NEW BUSINESS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: N/A

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

RECOMMENDATION TO COMMITTEE: For discussion.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

December 2, 2020

AGENDA ITEM 10 : COMMITTEE MEMBERS' EXPRESSIONS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: N/A

SUMMARY: At this time, members of the Performance Monitoring and External Relations Committee will have an opportunity to express comments or opinions.

RECOMMENDATION TO COMMITTEE: For discussion.