

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

Minutes of the March 4, 2020, Meeting
Southside Conference Room

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

Steve Blaska, Interim 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
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 1:32 p.m. Introductions were made. Ms. Meyer requested that an item be added to the agenda to update the Committee on STA's response to the Coronavirus.

2. **PUBLIC EXPRESSIONS**

(none)

3. **COMMITTEE CHAIR REPORT**

Chair Kinnear had no report at this time.

4. **COMMITTEE APPROVAL**

A. Minutes of the February 5, 2020, Committee Meeting

Mr. Hattenburg moved to recommend approval of the February 5, 2020, Committee meeting minutes. Ms. Kinnear seconded the motion, and it passed unanimously.

B. Scope of work for Monroe-Regal Line Phase II

The Monroe-Regal project provides a one-seat ride from north to south Spokane and includes improved passenger amenities. The total project budget is \$5.4 M (including state, federal, and local sources). Phase I construction costs came in lower than the engineers estimate allowing sufficient budget for Phase II.

The Phase II Scope of Work (SOW) is for the continued investment in concentrated stop improvements, some stop consolidation, five (5) stations, and seventeen (17) enhanced stops.

Mr. Otterstrom shared photos of stop and station improvements completed in Phase I and discussed their components (junction boxes for future power needs, ADA accessible pad, etc.). He then provided

an overview of which stops had already been improved in Phase I, and which are slated to be included in Phase II.

The current Phase II construction estimate is \$1.1 M, however, like Phase I the contract cost could come back under the estimate and be within the CEO's authority.

Mr. Otterstrom recommended the Committee approve the scope of work for Monroe-Regal Line Phase II and authorize staff to release an Invitation for Bid (IFB) for its construction.

Ms. Bowers asked if all stops scheduled for consolidation had already been removed. Mr. Otterstrom replied that the stop at Central will still be taken out of service (there is already a stop one block south and two blocks to the north).

Ms. Kinnear requested the record show that Mr. Kerns had joined the meeting during the presentation.

Mr. Kerns moved to approve item 4B, Mr. Hattenburg seconded the motion, and it passed unanimously.

C. **Recommendation to Appoint New Member to the Citizen Advisory Committee (CAC)**

Caleb McDougall is a current student at Spokane Falls Community came across the CAC web page when he was researching transit. He was looking for more opportunities to be involved in the community and decided to submit an application. Mr. Rapez-Betty met with Mr. McDougall in-person, and the current CAC Chair, Michelle Rasmussen, was able to speak to him on the phone prior to the last CAC meeting in February. Ms. Rasmussen made a recommendation to appoint Mr. McDougall as a member on the CAC committee.

Mr. Rapez-Betty recommended that the PMER committee approve the appointment of Caleb McDougall to serve on the Citizen Advisory Committee.

Mr. Hattenburg moved to approve item 4C, Mr. Kerns seconded the motion, and it passed unanimously.

5. **COMMITTEE ACTION**

A. **Board Consent Agenda**

1. **Amended 2020 Spokane Police Department (SPD) Interlocal Agreement**

Ms. Williams presented item 5A1, seeking approval of the amended 2020 Spokane Police Department Interlocal Agreement.

In January 2020 the board approved the interlocal agreement between STA and SPD that provided one full-time officer at the plaza and one parking spot. Since that time STA's leadership was approached by the city and asked to partner with the City of Spokane to help facilitate the relocation of the police precinct to downtown. The biggest barrier to the relocation was a lack of parking for patrol vehicles.

In response to this issue STA is able to provide up to nine (9) additional parking spaces at the Plaza for SPD law enforcement patrol vehicles. The agreement is contingent on the prescient being located at the downtown location, effective upon the commencement of operations at the new location.

Ms. Kinnear asked for the address to be verified, and to adjust the language to allow some flexibility on the start date. Ms. Williams will reach out to the Chief to coordinate a date.

Mr. Kerns moved to approve item 5A1, Mr. Hattenburg seconded the motion, and it passed unanimously.

B. **Board Discussion Agenda**

(none)

6. REPORTS TO COMMITTEE

A. Paratransit Ridership Analysis

Mr. Blaska presented trends that led to a decline in 2019 Paratransit ridership levels and shared some action items to ensure STA is being proactive in meeting the communities needs.

Some of the trends identified were:

- Inclement weather in February and March 2019
- Fare increases lead to fewer monthly pass being purchased
- Application clarity (Personal Care Attendants (PCAs) ride free)
- Large decline in Special Use Vanpool (SUV) ridership

Some of the possible actionable items are:

- Consider new fare technology
- Relax requirement for monthly passes on SUV
- Institute new standing rides off-peak

B. Year End 2019 Performance Measures

Mr. Blaska presented the 2019 year end performance measures.

PREVENTABLE ACCIDENTS:

- Fixed Route's goal was .08 accidents for 10,000 miles and ended with .06. Out of 38 total accidents 31 were in the lowest two severity ratings with no damage and no injuries or damage less than \$2,500 and no injuries.
- Paratransit's goal was .10 accidents per 10,000 miles and ended with .13. Out of 18 total accidents 9 had no damage or injuries. Both departments had a record low in actual dollars spend on accident claims.

RIDERSHIP:

- Fixed Route ridership was down 1.0% for 2019. All of the decrease in Fixed Route ridership was non-revenue ridership. The goal was to increase 1.5% over 2018.
- Paratransit ridership was down 7.1% and the goal was to manage growth at no more than 1.5% increase over 2018.
- Vanpool ridership was down 1.4%. The goal was to increase ridership 1.0% over 2018.

SERVICE EFFECTIVENESS:

- Fixed Route goal was to transport 25.0 or more passengers per revenue hour (PPRH). Coming in at 22.39 the goal was not met for 2019. However, King County Metro is the only transit agency in the state to be doing better.
- Paratransit goal was to transport 2.8 or more passengers per revenue hour. This goal was barely missed, ending the year at 2.69 PPRH. The goal of 2.8 PPRH is very aspirational.

ON TIME PERFORMANCE:

- Fixed Route ended 2019 with an average of 93.0%, meeting the goal of 93%.
- Paratransit had a challenging February and March but have since gotten back on track. They ended the year at 92.4%.

COST EFFECTIVENESS:

- STA looks to constrain our operating costs to no more than 95% of the state wide average for urban systems.
- Fixed Route came in at \$5.57 which is only 63.1% of the urban average of \$8.83.

- Paratransit finished the year at \$33.41 which is 57.7% of the urban average of \$57.86. Both departments highly exceeded their goals and were the best in the state.

C. **Spokane Transit Authority (STA) Alternate Fuel Strategy**

Mr. Blaska presented the short term and long term strategy for buying, testing, deploying Battery Electric Buses (BEBs).

D. **Capital Improvement Program (CIP) Adjustment – Battery Electric Bus (BEB) Infrastructure**

Mr. Blaska explained the plan to adjust current Capital Improvement Program (CIP) budgets to finance the charging infrastructure needed for the Boone NW Garage, Spokane Community College, and Moran Station. These changes will be picked up in the 2021-2026 CIP proposal brought to the Board in July.

E. **Year End 2019 Unaudited Financial Results Summary**

Ms. Liard provided a review of the Revenue, Expense, Operating Budget, and Capital, as well as the Federal Grant Report. She also provided an overview of Accrual versus Cash reporting and additional information about year-end cash balances.

The single audit will take place in March and April. The exit conference and final audited numbers will be presented to the Committee on July 1st.

F. **2019 Community Perception Survey Results**

STA procured Critical Data, Inc.'s services to conduct a telephone survey of 400 adults who reside within Spokane Transit Authority's Public Transportation Benefit Area (PTBA). The survey was conducted from in December 2019.

At a 95% confidence level, the margin of error for this study is +/- 2.7% which represents a random survey of 400 adults within the specific STA service area. The community interviews were performed using landline and cell phone interviews with residents over the age of 18.

Key Findings:

- Overall approval rating of STA services is higher than all previous years
- Key opinion indicator responses are similar to previous studies

G. **Legislative Report**

Mr. Rapez-Betty briefed the Committee about the proposed Supplemental Transportation Budget. Both the Senate and the House passed slightly different versions of the budget. There will be a formal conference committee or informal negotiations, a final version must be approved by both chambers.

7. **COMMITTEE INFORMATION**

- January 2020 Operating Indicators – *as presented*
- January 2020 Financial Results Summary – *as presented*
- February 2020 Sales Tax Revenue Information – *as presented*

8. **April 1, 2020 - COMMITTEE PACKET DRAFT AGENDA REVIEW**

(No changes requested)

9. **NEW BUSINESS**

Ms. Meyer provided an update on the status of STA's efforts to prepare for the Coronavirus and steps taken to date.

10. COMMITTEE MEMBERS' EXPRESSIONS

(none)

11. ADJOURN

Chair Kinnear adjourned the meeting at 3:00 p.m.

11. NEXT MEETING – WEDNESDAY, APRIL 1, 2020, 1:30 P.M, STA SOUTHSIDE CONFERENCE ROOM,
1230 WEST BOONE AVENUE

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Sam Guzman". The signature is fluid and cursive, with a large initial "S" and "G".

Sam Guzman, Executive Assistant