

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

Minutes of the May 1, 2019, Meeting
Southside Conference Room

MEMBERS PRESENT

Lori Kinnear, City of Spokane *
Josh Kerns, Spokane County
Kate Burke, City of Spokane
Sam Wood, City of Spokane Valley
Veronica Messing, City of Airway
Heights (Ex-Officio)
Mike Kennedy, City of Liberty Lake (Ex-
Officio)
Rhonda Bowers, Labor Representative
E. Susan Meyer, CEO (Ex-Officio)

MEMBERS ABSENT

None

* Chair

STAFF PRESENT

Roger Watkins, Chief Operations Officer
Karl Otterstrom, Director of Planning and Development
Lynda Warren, Director of Finance and Information
Services
Brandon Rapez-Betty, Director of Communications &
Customer Svc
Nancy Williams, Director of Human Resources
Sam Guzman, Executive Assistant to the Chief Operations
Officer

PROVIDING LEGAL COUNSEL

Laura McAloon, McAloon Law PLLC

GUESTS

Sherry (Little) Lloyd, Cardinal Infrastructure

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

Chair Kinnear called the meeting to order at 1:31 p.m. Introductions were made.

2. **PUBLIC EXPRESSIONS**

Mrs. Lerria Schul introduced herself as the Community Advocate for the Smith-Barbieri Progressive Fund. Her organization became involved last winter in supporting the needs of unhoused people, giving the group insight to a wide range of people in our community. Mrs. Schuh went on to explain how the Fund views public transportation as life sustaining; the first criteria for the programs they fund is that it's on a transit line. They see constant requests for transportation support for a wide range of purposes. Mrs. Schul said that mobility is essential for individuals to participate in society and urged STA to consider an aggressive fare reduction program for low income people in Spokane County.

Mr. Mark Haberman, interim Planning and Research Director at Aging and Long-Term Care of Eastern Washington, spoke next. He explained that his organization helps older adults and people living with disabilities stay in their homes. They collaborate with local partners in the community to provide services, including transportation. Most of their clients live on social security income (SSI) and care providers are limited to 100 miles of transportation per month. The Health Homes program only has access to transportation through special mobility services, and many clients do not meet the requirements to take part. Mr. Haberman requested the Committee consider the incomes of these individuals, and how the increases in fares has exceeded the increases reflected in the Cost of Living Adjustments (COLA). Ultimately Mr. Haberman said that he was there to advocate for action that will increase access to fixed route transit for venerable adults.

Mr. John (last name not stated) began with a disclaimer, stating that he was there on behalf of People First, the Lilac City Chapter. They are an advocacy organization for individuals with developmental disabilities. He agreed with the comments Mr. Haberman made, and went on to further breakdown some of the numbers. John

stated that individuals on SSI receive \$771/month and pay \$708 to their Adult Family Home provider for room and board. This leaves them with \$63 for all other needs, and a monthly bus pass is \$60.

Mr. Ken Isserlis addressed the Committee on behalf of the SNAP Board. He said that he had looked at the Coordinated Public Transit Human Services Transportation Plan for Spokane County, and it stated in part, “cost is a transportation barrier to low income populations requiring efficient and affordable public transportation to access employment and services.” He added that the \$771/month is just math, people cannot afford bus passes, and that SNAP hosts poverty simulations if anyone would like to get a sense of what life is like for a low income person. Mr. Isserlis expressed that SNAP would be willing to work with STA to figure something out.

Mrs. Sima Thorne, the Executive Director of the Arc of Spokane, said that her comments are going to be more focused on paratransit service. She noted that STA does offer a reduced fair discount, but the discount is not sufficient and not extended to people who use paratransit. Mrs. Thorne expressed that she found this unfortunate, because people who use paratransit are more profoundly affected by their disability and fixed route is not an option for them. The Arc of Spokane supports a low income bus pass program for those who use paratransit services, do not get the benefit of a discounted fare, who are most in need of transportation services, and who have almost no discretionary income for bus fare.

Mrs. Nadine Vanstone, representing Catholic Charities, stated that they serve thousands of people in the community. She suggested that we look at this group of people in a different way; they cannot afford the standard fare, but they offer ridership. She said that the bus space is there anyway, and we should use it to get people in at a discounted rate.

3. COMMITTEE CHAIR REPORT

Chair Kinnear had no report at this time.

4. COMMITTEE APPROVAL

A. Minutes of the April 3, 2019, Committee Meeting

Mrs. Burke moved to recommend approval of the April 3, 2019, Committee meeting minutes. Mr. Kerns seconded the motion and it passed unanimously.

5. COMMITTEE ACTION

A. Board Consent Agenda

1. **Award of Contract: Security Services**

Security services routinely involve foot and vehicle patrol at all our STA facilities.

Timeline:

- February 22nd – RFP packages issued
- March 19th – Pre-proposal meeting
- March 28th – One amendment to RFP issued
- April 4th – Five responsive proposals received
- April 17th – Responses evaluated by committee

Committee looked at projected cost, qualifications of firm, ability to attract and retain quality employees, ability to meet RFP compliance, references, and completeness of proposals.

Securitas North America, Inc. was ranked as #1 with an estimated cost of \$2.26M for the first three years and an average score of 90.3.

Mrs. Williams recommended that the Committee recommend the Board award a contract to Securitas North America, Inc. for security services for a 5-year period at an estimated cost of \$3.8M (based on current service levels).

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

2. Board Discussion Agenda

(No items presented this month)

6. REPORTS TO COMMITTEE

A. Central City Line: Readiness Review Update

Mr. Otterstrom differed to Mrs. Meyer for this item. Mrs. Meyer introduced Sherry Little, the former acting administrator of the Federal Transit Administration. She and her firm have been supporting STA's endeavors to develop the CCL project so it would be eligible for federal funding. There is a readiness review May 2nd and 3rd with the Project Manager Oversight Contractor, who is going to, on behalf of the FTA, evaluate STA's readiness for a Small Starts Grant Agreement. Mrs. Meyer turned the floor over to Mrs. Little.

Mrs. Little started with "awesome" news from the administration. This is the first time they have received a formalized signal from the Trump administration that they are interested in moving the CCL to a full funding grant agreement. STA isn't quite at the pot of gold at the end of the rainbow, there is still some time, effort, and energy that needs to be devoted to getting the grant agreement, but the administration has signaled that this project has some features that they'd like to see advance, and is worthy of investment.

Key Features:

- STA is a debt-free agency
- Relentless advocacy by Board and STA staff (over three administrations)
- Focus on cost effective "rubber tire transit"
- Right sized for community

On April 9, 2019, an allocation was announced, providing STA keeps on track and continues to demonstrate that the Board is committed to getting the project across the finish line.

Mrs. Little gave a brief overview of what the readiness and risk review workshop will entail. She concluded with expressing her congratulations but stressing that there is more work still to be done.

B. System Performance Report

Mr. Otterstrom shared highlights from the 165 page System Performance Report (linked in May packet). This report focuses on STA's fixed route system, and in past years there has been an annual route report and a passenger facilities report; this year the reports have been combined into one 'data dump'.

The report measures Route Performance Standards with three different metrics from Connect Spokane. These are:

- Ridership Productivity – Measures by boardings per revenue hour (People Metric)
- Energy Consumption – Compared to the private automobile (Environment Metric)
- Farebox Recovery – Measured by farebox recovery ratio (Financial/Economic Metric)

Of STA's routes, 18 meet all three benchmarks, which is slightly down from the 2017 report. There are 16 routes that do not meet all three benchmarks; these are the routes that will be looked at and tracked for remediation improvements. Mr. Otterstrom presented three charts that showed how each route did in each category, briefly went over the highs and lows, and clarified some of the reasons for them. A few of the top performing routes were:

- 25 Division – 931,056 annual passenger boardings, 3,357,318 annual passenger miles, and \$933,303 in fare revenue
- 90 Sprague – 925,798 annual passenger boardings, 3,891,597 annual passenger miles, and \$821,510 in fare revenue
- 66 Cheney/EWU – 7,268,307 annual passenger miles and \$581,850 in farebox revenue

Mr. Otterstrom then moved on to the passenger facilities portion of the report. In 2018 STA had 1,666 bus stops with 81% of the urban PBTA residing within one-half mile of a bus stop as the crow flies. There are 107 bus stops with a transit shelter (in addition to all transit centers and park & ride lots) and at year's end 57% of passenger boardings took place at one of these locations. The 2019 goal is 60%. The top 5 park & rides by utilization are:

- Jefferson Lot – 100% utilization
- Five Mile – 100% utilization
- Hastings – 84% utilization
- Mirabeau – 82% utilization
- Liberty Lake – 79% utilization

New to the report this year (adding roughly 100 pages) is a route profile for each route.

C. Moran Station Park and Ride Project and Budget Update

Mr. Otterstrom next presented an update on the Moran Station. The project is a park and ride at the southern end of the Monroe-Regal High-Performance Transit (HPT) line, to be completed by the end of 2019. The property STA acquired last year is 2.25 acres and surrounded by the Palouse Hwy to the west, 57th Ave on the south, County storm water facility to the north, and County trail property to the east.

Existing Project Budget:

- Total existing budget (design and construction) is \$2.57M
 - Based on 2017 concept design that assumed all the work would be on STA property, stormwater facility would be straightforward, minimal landscaping and lighting, singular passenger area and minimal passenger amenities.

Notable Changes Since Conceptual Design:

- Need for on-route charging for battery electric buses
- Challenging site conditions (elevation changes and site grading)
- Added HPT passenger amenities (improved integration with trail, water station and landscaping)
- Incorporated County right-of-way for stormwater treatment (parking for passengers and trail users)

The expected budget, including these revisions, is \$5.1M, an increase of \$2.5M which will come from STAMF funds. This estimate is still pre-bid opening and may be adjusted. To offset this extra cost STA will be pursuing additional Regional Mobility Grant (RMG) funds in 2020 for the Mirabeau Transit Center.

Discussion ensued about possible effects on the project timeline. Mr. Otterstrom explained that the design phase did take longer than anticipated, and the project will likely not be completed until November. This means there will be an interim period where a contingency plan will be needed for layovers and temporary restrooms.

D. 1st Quarter 2019 Performance Measures

Mr. Watkins went over the highlights from the 1st Quarter 2019 Performance Measures.

Ridership:

- Fixed Route was following the historical trend of a decrease in February and rebound in March; however, it is below the 2018 numbers. This is partly due to record setting cold and snow, and there was one less weekday in March (this accounts for a roughly 35,000 rider decrease). Overall Fixed Route was down 3.9% for the 1st quarter.
- Paratransit showed the same trends, but even steeper. Since Paratransit offers door-to-door service, they had to deal with unplowed and icy side streets and increased cancellations.
- Vanpool had a modest increase for much the same reasons the other departments has a decrease. People seemed to prefer to ride with a local group, so they didn't have to drive in the bad weather themselves.

Other Highlights:

- Fixed Route exceeded the on time performance goal by 0.4%, however Paratransit fell short by 5.1%. This is likely due to them having to traverse the icy side streets.
- Professional and courteous, ride checks, and cost effectiveness benchmarks were all exceeded for the 1st quarter.
- Fixed Route had a great 1st quarter in safety, far surpassing their goal of 0.08 preventable accidents per 10,000 miles at 0.04. Paratransit missed their goal by one accident and came in just 0.02 over.

E. 2019 Van Grant Recipients Award

Mr. Watkins began with a quick review of the van grant program. For 2019 there were 8 vans available and 31 applications were received. The 2019 van grant recipients are:

- Artisans
- Daybreak Youth Services
- The Arc of Spokane
- Sunshine Health Facilities
- Franklin Hills
- Northview Bible Church
- Spokane Housing Ventures
- The City of Spokane (for the EnVision Center)

Discussion ensued about selection criteria and average amount of applicants yearly.

F. Legislative Report

Ms. Meyer reported on the status of the legislative session which adjourned on Sunday, April 28th with all the budgets approved and business concluded.

- STA applied for an RMG and was approved for Cheney HPT at \$6.3M, over two biennia, for vehicles and improvements on the Cheney line.
- All projects STA had previously won grants for were appropriated (Monroe-Regal Line, Spokane Falls Station, Spokane Community College Transit Center, and the West Plains Transit Center).
- The Central City Line (CCL) received \$15M programmed in the Connecting Washington Package in 2015. The remaining funds have been moved forward so all of it is available in the 2019-2021 biennia. On a pilot basis, the state is allowing appropriations that can't be used for current biennium projects to advance to other projects, the CCL is queued to be one of the recipients of those funds.
- Green Transportation bill is a \$12M competitive grant program for agencies to apply for electrifying their fleets and facilities. The grant includes a sales tax exemption for zero emission buses and batteries. STA would save \$1.3M on electric bus purchases with this grant.
- The Special Needs grant, a formula fund, was also approved. This represents the only operating funding STA receives from the state of Washington. This funds about 2% of STA operations.
- There is going to be a summer student pass pilot in King County. The expanded pilot program will provide certain students in Highline, Tukwila, and Lake Washington School Districts with an Orca

card during summer vacation. Qualifying students must be in high school, be eligible for free/reduced priced lunches, and have a job or other responsibility during the summer.

6. CEO REPORT

- Bloomsday is Sunday, May 5th, and it's a big event for the community and Spokane Transit. About 70 STA volunteers help provide transit to and from the event. Participants can take a shuttle bus from a shuttle lot or use regular service. Approximately 18% of runners use this service. This service is highlighted on the STA website and there will be a booth at the tradeshow at the convention center.

7. COMMITTEE INFORMATION

- March 2019 Operating Indicators – *as presented*
- March 2019 Financial Results Summary – *as presented*
- April 2019 Sales Tax Revenue Information – *as presented*
- 1st Quarter 2019 Service Planning Input Report – *as presented*

8. June 5, 2019 - COMMITTEE PACKET DRAFT AGENDA REVIEW

- Mrs. Kinnear noted that she would like enough time allocated to the Low Income Pass Update to allow for questions and conversation.
- Mrs. Burke drew attention to the email in each committee members folder regarding the low income bus pass.

9. NEW BUSINESS

- Mr. Gavin Cooley, CFO for the City of Spokane, addressed the Committee about the Summer Youth Pass pilot and STA's possible involvement.

10. COMMITTEE MEMBERS' EXPRESSIONS

- Mr. Kennedy, Mr. Woods, Mr. Kerns, and Mrs. Kinnear all expressed their thanks to Mrs. Little for her for attending the Committee meeting and participating in the Small Starts grant process.

11. ADJOURN

Chair Kinnear adjourned the meeting at 3:02 p.m.

12. NEXT MEETING – WEDNESDAY, JUNE 5, 2019, 1:30 P.M, STA SOUTHSIDE CONFERENCE ROOM, 1230 WEST BOONE AVENUE

Respectfully submitted,



Sam Guzman, Executive Assistant