

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, February 5, 2020, 1:30 p.m.
Spokane Transit Southside Conference Room

AGENDA

Estimated meeting time: 60 minutes

1. Call to Order and Roll Call
2. Public Expressions
3. Committee Chair Report (*5 minutes*)
4. Committee Action (*5 minutes*)
 - A. Minutes of the December 4, 2019, Committee Meeting – *Corrections/Approval*
5. **Committee Action** (*20 minutes*)
 - A. Board Consent Agenda
 1. 2020 Performance Measures (*Watkins*)
 2. I-90/Valley Corridor Award of Contract for Design and Engineering Services (*Otterstrom*)
 - B. Board Discussion Agenda
 1. (*no items being presented this month*)
6. **Reports to Committee** (*20 minutes*)
 - A. 2021-2022 Service Revisions Preliminary Proposal (*Otterstrom*)
 - B. Legislative Report (*Rapez-Betty*)
7. Committee Information – *no discussion/staff available for questions*
 - A. December 2019 Operating Indicators (*Watkins*)
 - B. 2019 State Audit Timeline (*Liard*)
 - C. January 2020 Sales Tax Revenue Information (*Liard*)
 - D. 4th Quarter 2019 Service Planning Public Input Report (*Otterstrom*)
8. March 4, 2020, Committee Packet Draft Agenda Review
9. New Business (*5 minutes*)
10. Committee Members' Expressions (*5 minutes*)
11. Adjourn
12. Next Committee Meeting: March 4, 2020, 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

February 5, 2020

AGENDA ITEM 2: PUBLIC EXPRESSIONS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: N/A

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

Anyone wishing to speak should sign in on the sheet provided and indicate the subject of interest.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

February 5, 2020

AGENDA ITEM 3: 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

February 5, 2020

AGENDA ITEM 4A : MINUTES OF THE DECEMBER 4, 2019, PERFORMANCE
MONITORING AND EXTERNAL RELATIONS COMMITTEE
MEETING – CORRECTIONS OR APPROVAL

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Sam Guzman, Executive Assistant

SUMMARY: Attached are the minutes of the December 4, 2019, 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 December 4, 2019, Meeting
Southside Conference Room

MEMBERS PRESENT

Lori Kinnear, City of Spokane *
Josh Kerns, Spokane County
Mike Kennedy, City of Liberty Lake (Ex-Officio)
Rhonda Bowers, Labor Representative
E. Susan Meyer, CEO (Ex-Officio)

MEMBERS ABSENT

Kate Burke, City of Spokane
Sam Wood, City of Spokane Valley
Veronica Messing, City of Airway Heights (Ex-Officio)

* Chair

STAFF PRESENT

Roger Watkins, Chief Operations Officer
Karl Otterstrom, Director of Planning and Development
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

GUESTS

(none)

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

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

2. **PUBLIC EXPRESSIONS**

(none)

3. **COMMITTEE CHAIR REPORT**

Chair Kinnear had no report at this time.

4. **COMMITTEE APPROVAL**

A. Minutes of the November 6, 2019, Committee Meeting

Mr. Kerns moved to recommend approval of the November 6, 2019, Committee meeting minutes. Chair Kinnear seconded the motion, and it passed unanimously.

5. **COMMITTEE ACTION**

A. Board Consent Agenda

1. Approval of 2020 Spokane Police Department (SPD) Agreement Renewal

For nearly 15 years STA and SPD have utilized an interlocal agreement to provide additional SPD presence in and around the Plaza area downtown. The agreement has been modified and changed slightly over time, and there are a few additional changes for 2020. STA's goal is to provide a safe environment while being a good neighbor in the downtown Spokane area.

The 2020 agreement strategy is to increase SPD presence in and around the Plaza. The agreement will include:

- A designated full-time SPD officer assigned to the Plaza. An SPD officer will be present at the Plaza 5 days a week, 52 weeks a year. (The current agreement doesn't provide the same constant coverage. For example, when the officer is on vacation or otherwise gone from work there is no replacement.)
- Special communication protocol between STA officers and officers at the downtown precinct.
- Various SPD-lead trainings for new STA officers and refresher classes as needed.

The estimated cost of the agreement for 2020 is \$117,800. Ms. Williams requested that the Committee review and recommend the Board approve the SPD interlocal agreement as presented.

Discussion followed about the security impacts of the library opening on the 2nd floor of the Plaza.

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

B. Board Discussion Agenda

1. **Draft 2020 State Legislative Priorities**

Ms. Meyer deferred the presentation of item 5B1 to Mr. Ropez-Betty. Each year the Board adopts a list of priorities that allows the CEO to guide our government relations efforts for public policy as it's addressed by the state legislature during their sessions. The 2020 year will be an interesting year for the legislative session. There will be standard issues to keep an eye on, as well as I-976 implications.

The Transportation Secretary released a letter outlining WSDOT's plan to defer projects that were not yet underway to allow maximum flexibility for leadership to make funding decisions as they move forward. Mr. Ropez-Betty went over some of the anticipated account losses from I-976, as well as a list of evaluation criteria used to identify the projects that will be deferred for at least 6 months.

STA's state funded items include:

- Central City Line – assumed to be at low risk
- Cheney Line – deferred by WSDOT
- Special Needs (Paratransit) Funding – not at risk currently
- Vanpool Investment Program – deferred by WSDOT

Mr. Ropez-Betty went on to review the mitigation strategies specific to I-976 for the projects listed above. He then requested that the Committee recommend the Board approve the 2020 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 PMER Committee and the Board during the legislative session.

Mr. Kerns moved to approve item 5A1 as presented. Chair Kinnear seconded the motion, and it passed unanimously.

6. REPORTS TO COMMITTEE

A. **Purchase of Four 40' Battery Electric Fixed Route Replacement Coaches**

Mr. Watkins began by stating that the vehicles slated for purchase will be delivered in 2021 to meet the STA commitment of Battery Electric Buses for the Monroe-Regal line.

Background:

Over the last several months the Center for Transportation and the Environment (CTE) has conducted a study on the Monroe-Regal line, the Central City Line, and a full fleet transition plan. After reviewing the report from CTE, it was determined that both Proterra and New Flyer buses were very competitive in

terms of their performance in the modeling simulation. STA had intended to purchase the buses from the Washington State contract; however, several protests were filed in the heavy bus category, and the contract has been suspended. It must go out for rebid and is not expected to be available until after April of 2020. Both Proterra and New Flyer are available on the Virginia State contract; an FTA approved contract from which any transit agency can buy.

Action:

Rather than purchase all ten (10) buses identified in the Capital Improvement Plan at once, STA plans to implement a four (4) bus pilot, with two (2) buses from each manufacturer. This will allow STA to validate the modeling and simulation that CTE has done, as well as collect additional information through real-world performance. After internal data has been collected (estimated 12-16 months) STA will make a determination on the remaining six (6) buses to complete the Monroe-Regal purchase.

Mr. Watkins reviewed the pricing breakdown from the Virginia State contract. The estimated total for the four (4) 40' battery electric buses is \$3.7M.

7. COMMITTEE INFORMATION

- October 2019 Operating Indicators – *as presented*
- October 2019 Financial Results Summary – *as presented*
- November 2019 Sales Tax Revenue Information – *as presented*
- January 2020 Service Changes – *as presented*
- 2020-2022 Service Changes – Outreach Update – *as presented*

8. FEBRUARY 5, 2020 - COMMITTEE PACKET DRAFT AGENDA REVIEW

(No changes requested)

9. NEW BUSINESS

(No new business at this time)

10. COMMITTEE MEMBERS' EXPRESSIONS

- Mr. Kennedy asked if Small Cities members can send alternates to Committee meetings. Ms. McAloon affirmed that STA's bylaws include a provision for every jurisdiction to appoint alternates. The Small Cities, jointly, can designate their alternates.

11. ADJOURN

Chair Kinnear adjourned the meeting at 2:11 p.m.

11. NEXT MEETING – WEDNESDAY, FEBRUARY 5, 2020, 1:30 P.M, STA SOUTHSIDE CONFERENCE ROOM, 1230 WEST BOONE AVENUE

Respectfully submitted,



Sam Guzman, Executive Assistant

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

February 5, 2020

AGENDA ITEM 5A1 : 2020 PERFORMANCE MEASURES

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Roger Watkins, Chief Operations Officer

SUMMARY: The attached Staff Report presents the 2020 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 2020 Performance Measures with annotations comparing each measure with what was adopted for 2019 and the status as of the end of 3rd Quarter. Items printed in green are new measures or updates for 2020.

Staff will provide more complete review of how STA performed against each 2019 measure in March when financial data for the year has been finalized.

Specific changes to current 2019 Performance Measures include:

- The Ridership goals reflect the goals set forth in the Annual Strategic Plan:
 - Fixed Route: 5.0% growth from 2019 ridership.

RECOMMENDATION TO COMMITTEE: Recommend the Board approve the 2020 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 2019

Staff Report

Approved: STA Board Meeting of *TBD*

SUBJECT: 2020 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 2019 Goal

2019 Actual: 0.05 Q3 YTD

Paratransit

Measurement – (1 measure) Preventable accidents

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

Measured - Quarterly

No change from 2019 Goal

2019 Actual: 0.14 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 2019 Goal

2019 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 2019 Goal

2019 Actual: 0.08 Q3 YTD

Maintenance

Measurement – Workers Comp Lost Days

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

Measured - Quarterly

No change from 2019 Goal

2019 Actual: 0.05 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 2019 Goal

2019 Actual: 0.05 Q3 YTD

Paratransit

Measurement – Claims per 1,000 hours
Goal – 0.08 (or less) claims per 1,000 hours
Measured - Quarterly
 No change from 2019 Goal
 2019 Actual: 0.12 Q3 YTD

Maintenance

Measurement – Claims per 1,000 hours
Goal – 0.09 (or less) claims per 1,000 hours
Measured - Quarterly
 No change from 2019 goal
 2019 Actual: 0.13 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
2019 Goal – 2.0% increase from 2018
2020 Goal – 5.0% increase from 2019 (approximately 10.6 million trips)
Measured – Monthly
 2019 Actual: 0.7% decrease Q3 YTD

Paratransit

Measurement – Number of unlinked trips
Goal –1.5% increase from 2018 (approximately 472,000 trips)
Measured – Monthly
 No change from 2019 goal
 2019 Actual: 7.0% decrease Q3 YTD

Vanpool

Measurement – Number of unlinked trips
Goal – 1.0% increase from 2019 (approximately 163,000 trips)
Measured – Monthly
 No change from 2019 goal
 2019 Actual: 1.4% decrease Q3 YTD

• **Service Effectiveness**

Fixed Route

Measurement – Passengers per revenue hour
Goal –25 or above system wide average
Measured – Quarterly
 No change from 2019 goal
 2019 Actual: 22.63

Paratransit

Measurement – Passengers per revenue hour

Goal – 2.8 or above

Measured – Quarterly

2019 Actual: 2.71

- **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 2019 goal

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 2019 goal

- **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 2019 goal

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

Agency Wide

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

2019 Goal – 80%

Measured – Annually

No change from 2019 goal

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

2019 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 OUTSTANDING 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 2019 goal

2019 Actual: 92.9% Q3 YTD

Paratransit

Measurement – 0 to 30 minutes from scheduled pick up time

Goal – 93% on time

Measured – Monthly

No change from 2019 goal

2019 Actual: 92.0% 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 2019 goal

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 2019 goal

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 2019 goal

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 2019 goal

- **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 2019 goal

2019 Actual: 4.78 Q3 YTD

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 2019 goal

2019 Actual: 4.71 Q3 YTD

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 2019 goal

2019 Actual: 4.86 Q3 YTD

- **Driver Announcements / Introduction**

Fixed Route

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

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

Measured – Monthly

No change from 2019 goal

2019 Actual: 98.8% Q3 YTD

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 2019 goal

2019 Actual: 89.0% Q3 YTD

- **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 2019 goal

2019 Actual: 98.1% Q3 YTD

Paratransit

Measurement – Response to Quality Counts survey

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

Measured – Monthly

No change from 2019 goal

2019 Actual: 98.6% Q3 YTD

- **Complaint Rate**

- Fixed Route

- Measurement – Number of complaints received
2019 Goal – 8 complaints (or less) per 100,000 boardings
Measured – Monthly
 No change from 2019 goal
 2019 Actual Total Complaints: 10.4 Q3 YTD

- Paratransit

- Measurement – Number of complaints received
2019 Goal – 8 complaints (or less) per 10,000 boardings
Measured – Monthly
 No change from 2019 goal
 2019 Actual Total Complaints: 5.3 Q3 YTD

- **Maintenance Reliability**

- Fixed Route

- Measurement – Number of Road Calls
Goal – Less than 1 per 7,500 miles
Measured - Monthly
 No change from 2019 goal
 2019 Actual: 6,341 Q3 YTD

- Paratransit

- Measurement – Number of Road Calls
Goal – Less than 1 per 75,000 miles
Measured – Monthly
 No change from 2019 goal
 2019 Actual: 66,080 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 2019 goal

- Paratransit

- Measurement – Complete Advanced Operator Training
Goal – 8 hours per Operator annually
Measured – Quarterly
 No change from 2019 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 2019 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 2019 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 2019 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 2019 goal

- **Governance**

Board Development

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

Goal – Two Board members attend annually

Measured – Annually

No change from 2019 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 2019 goal

2019 Actual: 80.7% 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 2019 goal

2019 Actual: 68.5 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 2019 goal

2019 Actual: 63.1% Q3 YTD

Paratransit

Measurement – Cost per Passenger

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

Measured – Quarterly

No change from 2019 goal

2019 Actual: 57.0% 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 2019 goal

2019 Actual: 17.5% Q3 YTD

Paratransit

Measurement – Farebox Return

Goal – at least 5%

Measured – Quarterly

No change from 2019 goal

2019 Actual: 5.4% Q3 YTD

Vanpool

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

Goal – 100%

Measured – Quarterly

No change from 2019 goal

2019 Actual: 95.3% Q3 YTD

- **Maintenance Cost**

- Fixed Route

- Measurement – Cost per total mile by fleet

- 2019 Goal – \$1.27 (or less) per mile

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

- Measured - Quarterly

- 2019 Actual: \$1.21 Q3 YTD

- Paratransit/Vanpool

- Measurement – Cost per total mile

- 2019 Goal – \$1.20 (or less) per mile – increase due to replacement of MDCs as Operations Expense vs. Capital Expense

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

- Measured – Quarterly

- 2019 Actual: \$1.34 Q3 YTD

- **Financial Capacity**

- Financial Management

- Measurement – Adherence to approved Operating Budget

- Goal – Operate at or below budgeted expenditures

- Measured – Quarterly

- No change from 2019 goal

- Service Level Stability

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

- Goal – 6 years

- Measured – Annually

- No change from 2019 goal

- Ability to Sustain Essential Capital Investments

- Measurement – Fully funded Capital Improvement Plan

- Goal – 6 years

- Measured – Annually

- No change from 2019 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 2019 goal

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

February 5, 2020

AGENDA ITEM 5A2 : I-90/VALLEY CORRIDOR AWARD OF CONTRACT FOR DESIGN AND ENGINEERING SERVICES

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning & Development
Daniel Wells, Deputy Director of Capital Development
Rob Bielaski, Capital Projects Manager

SUMMARY: The I-90/Valley High Performance Transit (HPT) project extends from downtown Spokane to Liberty Lake with potential future extension into Idaho. The corridor improvements are concentrated at stations, stops, key intersections, freeway interchanges, and corridor terminals. These projects may include relocation or enhancements to existing park and ride facilities, relocation and/or enhancement of existing stop locations, new station and stop design and construction, street and highway improvements, and right of way acquisition. Planning and design for this project are expected to begin immediately, with construction expected to begin as early as 2022. The planning and design for the corridor improvements are funded with a budget of \$812,500 made up of STA and federal funds. Two individual projects – the Mirabeau Transit Center and a new Liberty Lake Park & Ride – are programmed with budgets of \$8.488M and \$5.562M respectively made up of *STA Moving Forward* funds and anticipated grant opportunities.

On April 3, 2019, the Planning and Development Committee approved the Scope of Work for the I-90/Valley HPT corridor projects and authorized staff to issue a Request for Qualifications (RFQ). The scope of work includes planning, design, engineering construction management, and related services specific to the I-90/Valley HPT corridor. On November 13, 2019, an RFQ was issued, posted to the STA website and distributed to a list of potential proposers. Notice of the RFQ was published in the local newspaper and nationally in Transit Talent on November 13, 2019. On November 22, 2019, representatives from fourteen (14) firms attended a pre-proposal teleconference.

On December 20, 2019, Statements of Qualifications (SOQ) were received from Parametrix, KPFF, and All West. On January 8, 2020, an evaluation committee made up of STA staff and representatives from the City of Spokane Valley and WSDOT prepared evaluation and ratings for each firm. The SOQ from All West was deemed non-responsive because it did not include a description of qualifications for all the required consulting services. Given the quality of the SOQ submitted by Parametrix and KPFF, it was determined that it would be appropriate to advance both firms to the interview phase of the evaluation process.

On January 24, 2020, interviews were conducted with both firms by STA staff and representatives from the City of Spokane Valley and WSDOT. Based on independent scoring of the written materials and the presentations made by each firm, the internal evaluation committee reached the following composite scores:

Firm/Team	Score
KPFF	96.77
Parametrix	88.22

Both firms assembled qualified and experienced teams, all of which exceeded the minimum requirements of the Request For Qualifications. Presentations by each team clearly identified past performance and relevant

experience, identified key team members, and provided detailed experience of their Project Manager. While each of the firms had impressive credentials and experience, KPFF was determined to be the most qualified firm by the interview committee. Overall, KPFF's team was knowledgeable, had extensive working relationships with state and federal agencies, and their approach to completing this project appeared to be in the best interest of this project and STA.

The term of this contract will be five (5) years, with the option for two (2) one-year extensions. As a qualifications-based procurement process that is required for all engineering and architectural services, STA is required to negotiate final contract terms with KPFF. If STA and KPFF cannot successfully agree to a fair and reasonable price for services, negotiations will cease and negotiations would begin with the second-most qualified firm, Parametrix.

As the total outlay of funds for services provided under this scope will likely exceed \$1,000,000 on a work order basis, authorization to award a contract is subject to approval by the STA Board of Directors.

RECOMMENDATION TO COMMITTEE: Recommend the Board authorize contract negotiations between STA and KPFF for planning, design, and engineering services for the I-90/Valley HPT Corridor Improvements scope of work as issued on November 13, 2019; and, authorize the CEO to execute said contract if the terms are deemed to be fair, reasonable, and in the best interest of STA. Furthermore, if said terms cannot be agreed to, recommend the CEO be authorized to proceed with said negotiations and contract execution with Parametrix.

COMMITTEE ACTION:

RECOMMENDATION TO THE BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

February 5, 2020

AGENDA ITEM 6A: 2021-2022 SERVICE REVISIONS PRELIMINARY PROPOSAL

REFERRAL COMMITTEE: N/A

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

SUMMARY: The *STA Moving Forward* plan, as amended, and the Board-adopted 2019 Transit Development Plan (TDP) identify several significant service changes and improvements that would go into effect in 2021 and 2022. As required by *Connect Spokane: A Comprehensive Plan for Public Transit* the STA Board of directors has adopted a public outreach plan to guide these service changes in June of 2019. Shortly after the outreach plan was adopted, STA began the planned outreach to vet goals and identify opportunities for the service revisions including conducting rider round table discussions over the summer, engaging STA employees at the All Employee Meeting in fall, and conducting an online workshop. Informed by the collected input STA staff has prepared a Preliminary Proposal report that outlines proposed concepts for route changes that implement *STA Moving Forward* and make network adjustments called for in the 2019 TDP. The proposed concepts are focused on three areas for which changes would be made in two phases in May of 2021 and May of 2022. The changes in 2022 are predicated on the start of revenue service on the City Line and are generally focused in Airway Heights and Northeast Spokane, delivering on additional commitments made in *STA Moving Forward*.

May 2021 - Greater Spokane Valley Network Adjustments

Route changes are proposed in Spokane Valley, Millwood, Liberty Lake, and unincorporated Spokane County in order to serve new requested destinations. The proposed changes preserve service to destinations identified in *STA Moving Forward* while addressing under-performing segments of the existing Route 95 Mid Valley.

May 2022 - Increased Service to Airway Heights

Two different concepts are proposed to increase service to Airway Heights consistent with *STA Moving Forward*.

May 2022 - Expand Hillyard and Northeast Spokane Routes

Two different concepts are proposed to increase service, improve connections to other parts of the region and serve new destinations in northeast Spokane and enhance connectivity to other markets. These changes include discontinuing existing routes or route segments that duplicate the City Line.

The full preliminary report detailing the proposed concepts is available online here:

<https://www.spokanetransit.com/projects-plans/2021-2022-service-revisions>

An online survey to get feedback on these concepts is available here and will be open until March 2, 2020.

<https://sta-servicechanges.participate.online/>

The table on the next page outlines the service change planning process. Based on the input received from the online survey, adopted policy, and additional analysis, STA will develop a draft recommendation for service changes. A follow-up survey will then be distributed to get feedback on the draft recommendation. The STA Board of Directors will hold a public hearing on the draft recommendation in July 2020. The STA Board of Directors will take action on the changes in October 2020, and route changes will go into effect in two phases in 2021 and 2022.

Earlier outreach efforts sought input from changes that would take effect in 2020, 2021 and 2022. Since that time the scope of possible improvements for 2020 has been reduced to be improvements and adjustments within the CEO's approval authority. This includes making service enhancements as part of the phased implementation of the Cheney Line. The implementation of the service and capital improvements for Cheney HPT will be finalized with the Board Planning and Development Committee through a separate process in early 2020, addressing proposed revisions from earlier planning efforts.

Revised September 2021-2022 Service Revision Planning Schedule¹	
Phase/Task	Date
Inventory Opportunities & Goal Vetting	June 2019 – October 2019
Public Outreach Plan approved by STA Board	June 2019
Rider round table discussions	Summer 2019
All Employee Meeting Workshops	October 2019
Online workshop	October 11, 2019 - November 7, 2019
Preliminary Proposal	November 2019 – February 2020
Staff develop Preliminary Proposal	October 2019- January 2020
Preliminary Proposal presented to Board Performance Monitoring and External Relations Committee (PMER)	February 2020
Online Survey	February 2020
Draft Recommendation	March 2020 – July 2020
Staff Prepare Draft Recommendation report	March 2020 - April 2020
Staff Prepare Title VI Equity report	April- May 2020
Draft Recommendation presented to PMER	June 2020
Follow-up online survey	June 2020
Public Hearing	July 2020
Final Recommendation	July 2020 - October 2020
Staff develop the Final Recommendation	July 2020 - September 2020
Final Recommendation presented to PMER	October 2020
STA Board action	October 2020
Implementation	October 2020 – May 2022
First phase of service revisions	May 2021
Second phase of service revisions including the City Line	May 2022

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

February 5, 2020

AGENDA ITEM 6B : LEGISLATIVE REPORT

REFERRAL COMMITTEE: N/A

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

SUMMARY: Staff will provide an update on current legislative proceedings.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

February 5, 2020

AGENDA ITEM 7A: DECEMBER 2019 OPERATING INDICATORS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Roger Watkins, Chief Operations Officer

SUMMARY: There was one more weekday in December 2019 compared to December 2018.

FIXED ROUTE

Average weekday ridership increased 0.5% (30,192 vs. 30,042 in December 2018) and is down 0.9% (33,776 vs. 34,078) Year to Date (YTD). Total monthly ridership increased 2.0% (745,083 vs. 730,276 in December 2018) and is down 1.0% (9,971,798 vs. 10,069,599) YTD. Adult ridership increased 1.6% (465,539 vs. 458,063 in December 2018) and is down 0.1% (6,234,120 vs. 6,238,883) YTD.

- CCS Pass ridership decreased 9.5% (36,969 vs. 40,839 in December 2018) and is up 0.2% (619,122 vs. 617,983) YTD.
- Eagle Pass ridership increased 98.2% (38,169 vs. 19,255 in December 2018), and is down 4.4% (661,621 vs. 691,773) YTD.
- GU Bulldogs Pass ridership decreased 6.4% (2,643 vs. 2,823 in December 2018) and is down 1.4% (45,834 vs. 46,477) YTD.

Youth ridership decreased 4.7% (47,568 vs. 49,914 in December 2018) and is up 9.0% (732,484 vs. 671,846) YTD.

Reduced Fare / Para ridership increased 0.5% (107,096 vs. 106,528 in December 2018) and is down 2.0% (1,370,556 vs. 1,398,864) YTD.

PARATRANSIT

Monthly ridership had a decrease of 3.2% (33,914 vs 35,020 in December 2018) and is down 7.1% (442,186 vs 476,020) YTD.

- Special Use Van ridership decreased 20.2% (1,943 vs 2,434 in December 2018) and has decreased 23.4% (28,860 vs 37,678 in 2018) YTD.
- On-Time Performance reflects a 2.7% improvement for December (92.0% vs 89.6% in December 2018). The goal is 93%.
- Passengers Per Hour were down 3.4% (2.58 vs 2.67 in December 2018). The goal is 2.8.

VANPOOL

Vanpool customer trips were up 3.5% (11,949 vs 11,540 in December 2018) and is down 1.4% (155,262 vs. 157,433) YTD.

- Vanpool vans in service increased 5.3% (80 vs 76 in December 2018). November 2019 also had 80 vans operating.
- Average daily vanpool ridership decreased 4.7% (694 trips vs 728 last month) and the average participant per van was 6.78 vs 6.79 last month

CUSTOMER SERVICE/PASS SALES

Total monthly pass sales increased 25% (10,472 vs. 8,378 in December 2018) and decreased 3.0% (109,848 vs. 113,200) YTD.

- Adult Pass/Smartcard sales increased 44.4% (4,437 vs. 3,073 in December 2018) and decreased 4.9% (44,617 vs. 46,922) YTD.
- Shuttle Park sales increased 20.5% (534 vs. 443 in December 2018) and increased 9.4% (6,272 vs 5,731) YTD.
- 7-Day Pass/Smartcard sales increased 151.2% (1,663 vs 662 in December 2018) and increased 14.5% (13,736 vs. 11,993) YTD.
- ESBP sales increased 34.9% (1,411 vs 1,046 in December 2018) and increased 8.3% (12,615 vs. 11,643) YTD.

December 2019 Group Sales decreased 30.1 % (14,359 passes vs. 20,538 in December 2018) and decreased 21.6% (224,287 passes vs. 272,825) YTD.

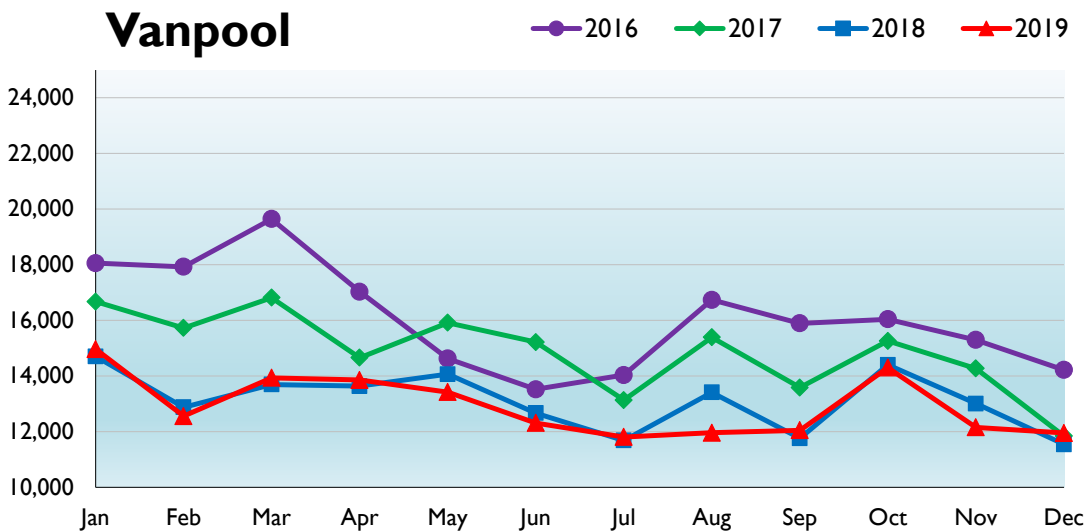
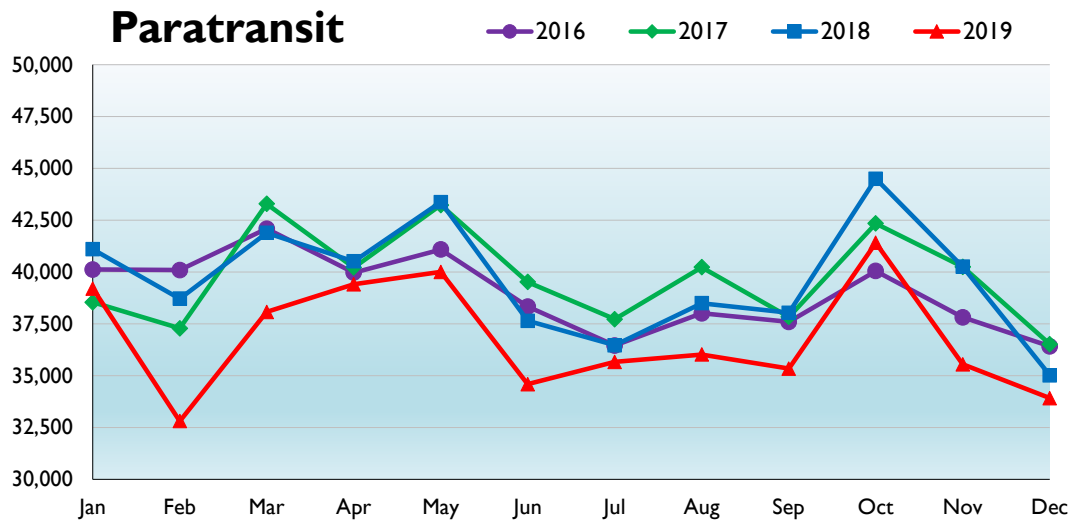
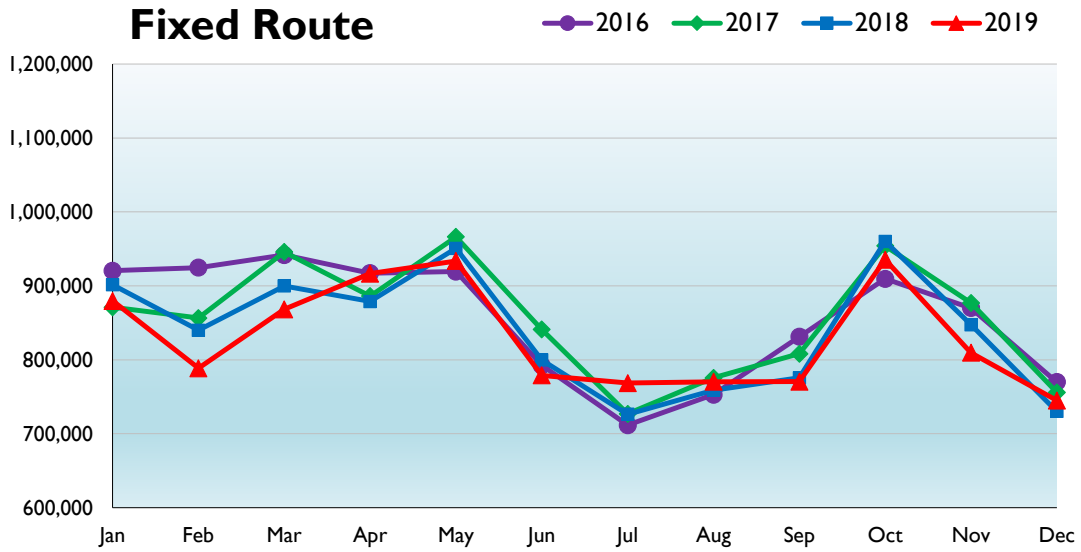
Youth Pass/Smartcard monthly sales decreased 12.5% (1,380 vs. 1,577 in December 2018) and decreased 0.4% (17,946 vs. 18,021) YTD.

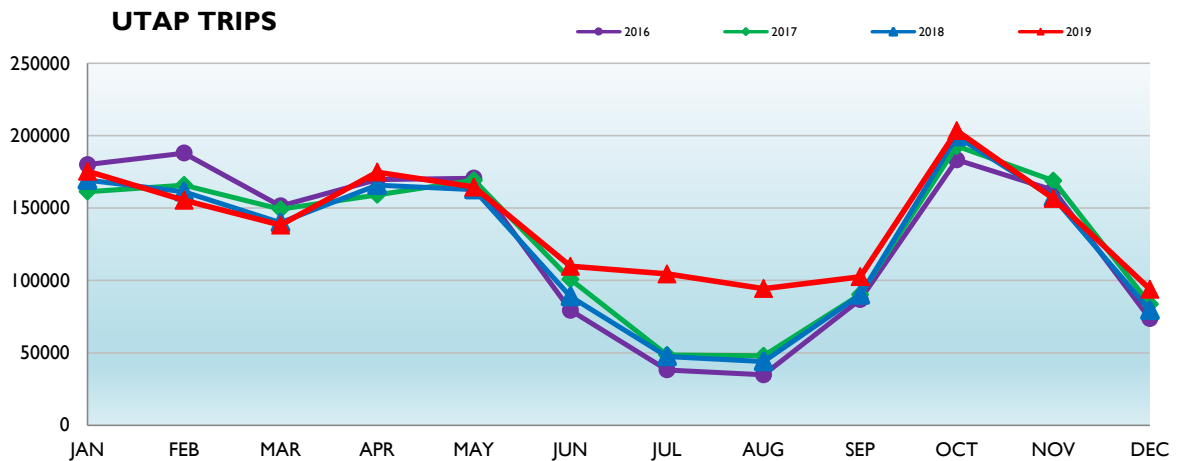
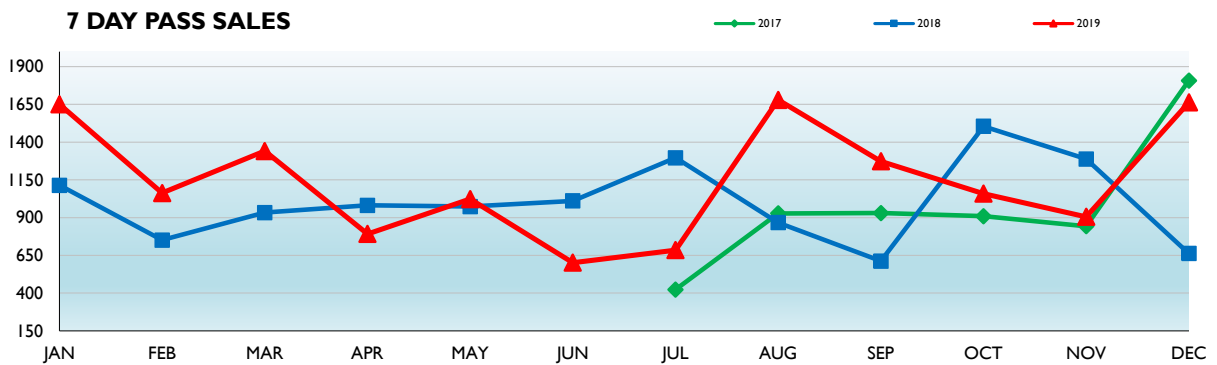
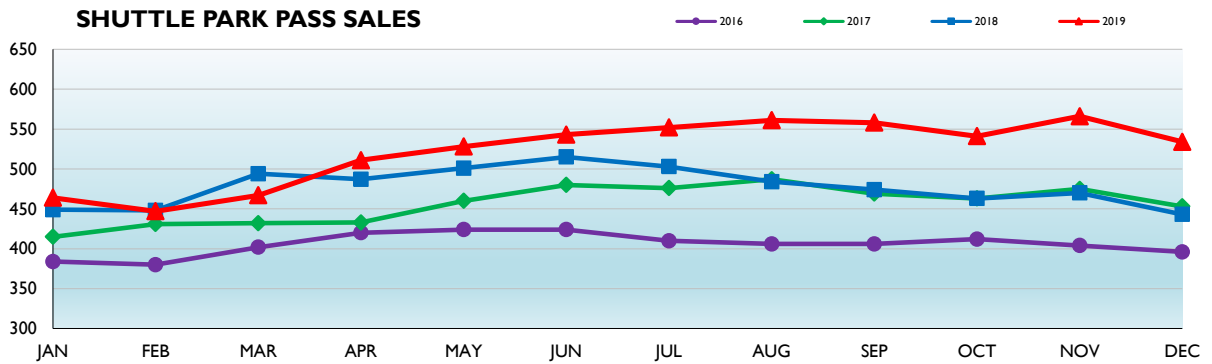
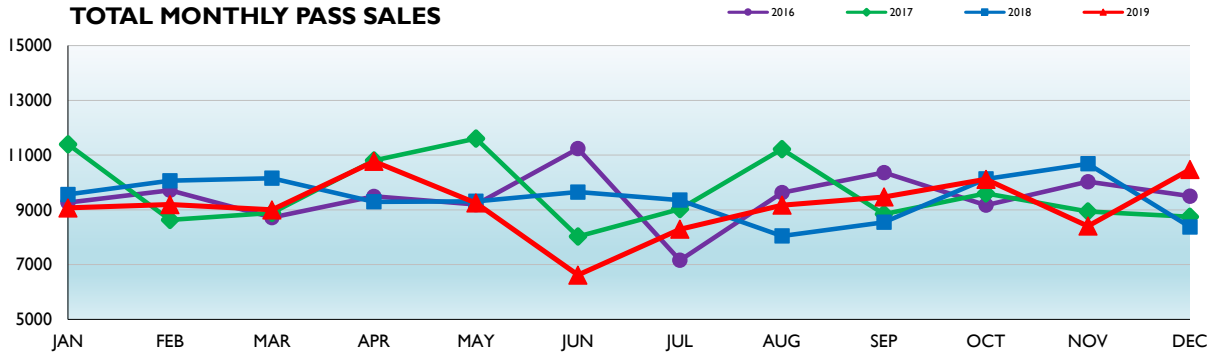
Reduced Fare Pass/Smartcard monthly sales increased 34.9% (1,977 vs. 1,466 in December 2018) and decreased 4.6% (19,226 vs. 20,153) YTD.

Paratransit Pass/Smartcard sales decreased 5.2% (729 vs. 769 in December 2018) and decreased 8.7% (8,813 vs 9,656) YTD.

UTAP rides increased 18.4% (93,906 vs 79,339 in December 2018) and increased 11.2% (1,673,728 vs 1,505,434) YTD.

RECOMMENDATION TO BOARD: Information only.





SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

February 5, 2020

AGENDA ITEM 7B : 2019 STATE AUDIT TIMELINE

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Monique Liard, Chief Financial Officer
E. Susan Meyer, Chief Executive Officer

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

Week of March 23.....SAO Entrance Conference
May TBD.....Exit conference with STA Administration
July 1.....Exit conference with Performance Monitoring & External Relations Committee

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

February 5, 2020

AGENDA ITEM 7C: JANUARY 2020 SALES TAX REVENUE

REFERRAL COMMITTEE: N/A

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

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

January sales tax revenue, which represents sales for November 2019, was:

19.4% over January 2019 actual

19.4% YTD above 2019 actual

4.4% YTD above budget

RECOMMENDATION TO COMMITTEE: Information only.

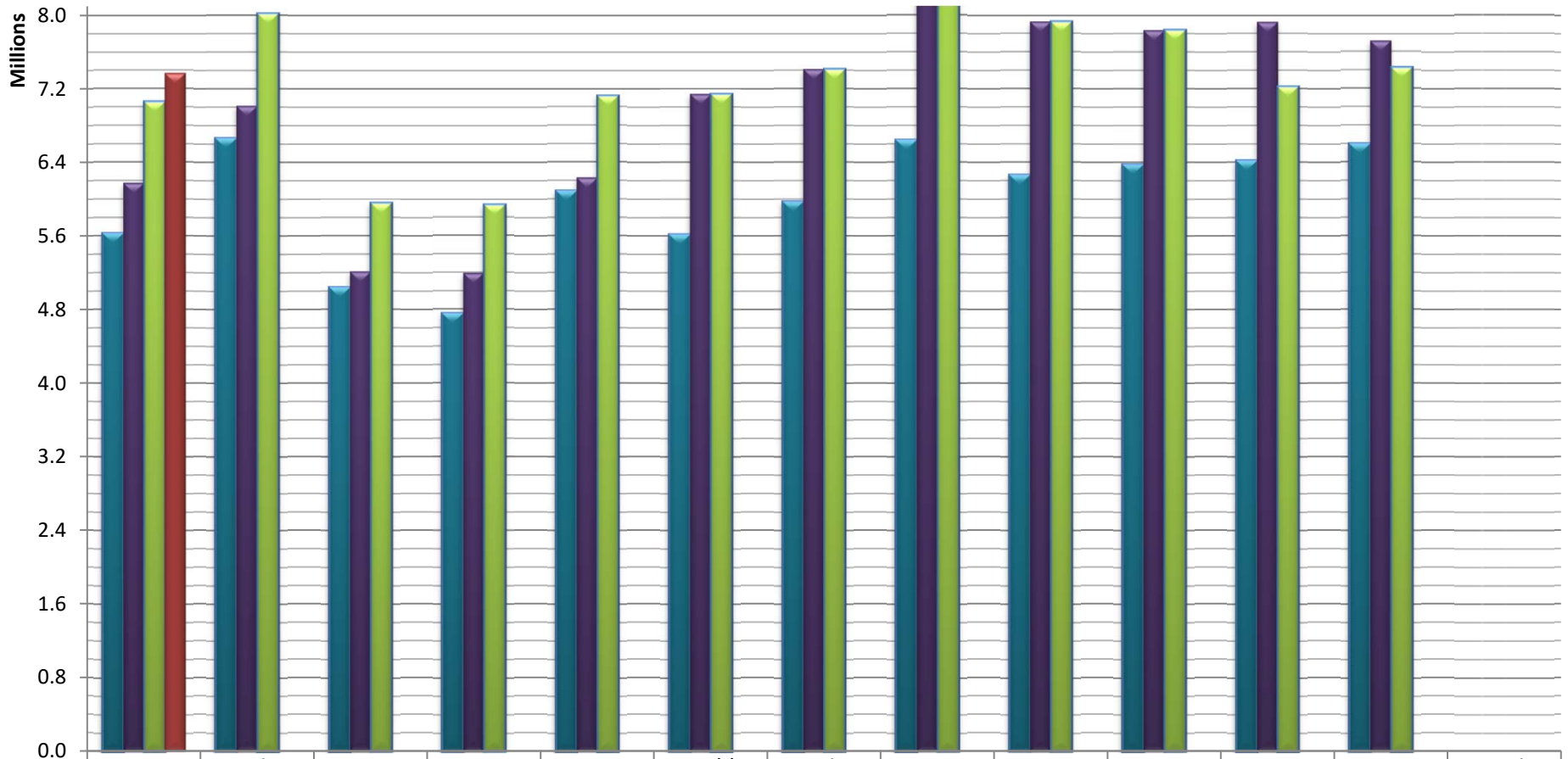
Sales Tax Revenue History-January 2020⁽¹⁾



(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.	6,174,965	7,017,558	5,212,448	5,191,296	6,230,069	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	-	-	-	-	-	-	-	-	-	-	-	7,370,074
\$ Mo. Var.	1,195,109	-	-	-	-	-	-	-	-	-	-	-	
% Mo. Var.	19.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
\$ YTD Var.	1,195,109	-	-	-	-	-	-	-	-	-	-	-	
% YTD Var.	19.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
% YTD Bud. Var.	4.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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.

Sales Tax Update

■ **January 2020 Voter-Approved Sales Tax Revenue (November Sales)**

- 19.4%* over January 2019 actual
- 19.4% YTD above 2019 actual
- 4.4% YTD above budget

*Additional 0.001 Sales Tax Rate:

- ✓ Approved by voters November 2016
- ✓ Collection began April 2019
- ✓ First payment received June 2019

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

February 5, 2020

AGENDA ITEM **7D** : 4TH QUARTER 2019 SERVICE PLANNING PUBLIC INPUT REPORT

REFERRAL COMMITTEE: N/A

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

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

The purpose of this summary is to inform the Performance Monitoring & External Relations Committee of the feedback received by the Planning and Development Department in the 4th Quarter of 2019. It should be noted that this feedback summary applies only to department-related activities which include, but are not limited to, existing and potential bus service and/or feedback related to specific bus stops.

A total of 66 comments were received by the Planning and Development Department during the quarter. Of the comments received, 8 were related to requests for new service, 33 were related to existing service, and 25 were related to bus stops. The comments are summarized below. It is also noted if any comments are addressed by the *STA Moving Forward* plan.

NEW SERVICE COMMENTS
2 requests for service on 6 th Avenue in Airway Heights. <i>Included in the 2021-2022 Service Revisions Preliminary Proposal.</i>
1 request for service to the SNAP apartments on E. Upriver Drive. <i>Service on nearby Frederick Avenue included in a 2021-2022 Service Revisions Preliminary Proposal concept.</i>
1 request for service to the Nine Mile area. <i>Not included in STA Moving Forward.</i>
1 inquiry regarding service to Barker Road @ Euclid Avenue. <i>Not included in STA Moving Forward.</i>
1 request for service to Vinegar Flats in South Spokane. <i>Not included in STA Moving Forward.</i>
1 request for better bus service (more scheduled trips) on weekends. <i>Not included in STA Moving Forward.</i>
1 request for service at Wellesley Avenue and Harvard Road. This location is outside of the Public Transportation Benefit District.

EXISTING SERVICE COMMENTS

3 complaints that the old City Loop (routes 20/33/34/44 interlined) has been disconnected to create the new 4.
2 complaints regarding the decrease in frequency on the Route 34 Freya. <i>Additional peak period trips were added on Route 34 Freya in January 2020.</i>
2 comments regarding making connection between the routes 4 and 34 at the South Hill Park & Ride.
2 comments regarding routes 74/172 arriving late to the Plaza in the afternoon. <i>This issue was addressed during the mid-mark-up service change.</i>
2 comments regarding conflicts between the routes 74 and 172 in Plaza Zone 1. <i>This issue was addressed during the mid-mark-up service change.</i>
1 request from more frequency on the Route 45 Perry District.
1 request for Route 45 Perry District to leave South Hill Park and Ride 4 minutes earlier to downtown.
1 request for better timepoint alignments between the Route 94 East Central/Millwood and Route 45 Perry District along 2 nd Ave and 3 rd Ave.
1 request for 2-minute timepoint adjustment outbound Route 45 Perry District at 9 th Ave @ Perry St to prevent early arrival.
1 request for outbound the Route 23 Maple/Ash at Maple Street @ Wellesley Avenue to have a 1-minute timepoint adjustment.
1 request for outbound Route 23 Maple/Ash at Alberta Street @ Decatur Avenue to have a 2-minute timepoint adjustment.
1 complaint that the inbound Route 20 SFCC constantly runs late causing the customer to miss the connection with the 4.
1 comment regarding the September change to departure times of the Route 124 North Express.
1 request for the Route 34 to be rerouted to go to Ferris High School.
1 comment that STA should consolidate early inbound Route 74 trips. <i>The schedule was adjusted in January.</i>
1 comment regarding over full buses on the morning trips of the Route 66.
1 comment from a rider who was upset that the Route 34 no longer serves the Spokane County Fairgrounds as she rode the bus there to volunteer for the Christmas Bureau. <i>STA provided a Christmas Bureau shuttle.</i>
1 request for the Route 172 Liberty Lake Express to continue northwest of the Plaza to Monroe Street and Broadway Avenue to eliminate a transfer for some passengers at the Plaza. <i>A similar concept is included in the 2021-2022 Preliminary Proposal.</i>
1 request to improve the frequency of the Route 60 Airport.
1 comment regarding difficulty making a connection between the routes 61 Hwy 2 and 63 Airway Heights/West Plains.
1 comment that bigger buses are needed on the 7:30 AM and 7:30 PM departures of the Route 90 Sprague from the Plaza.
1 request that the Route 64 serve the West Plains Transit Center with more trips. <i>More trips will serve the West Plains Transit Center this September after WSDOT completes improvements around the Medical Lake interchange that enable buses to enter and exit the facility more quickly.</i>
1 request for a trip of the Route 66 that leaves EWU at 10:50 AM.
1 request for more trips of the Route 62 Medical Lake that travel between the Downtown Spokane and Medical Lake.
1 complaint that the Route 34 is frequently late due to delays from train crossings.
1 complaint about difficulty connecting between the Route 27 Hillyard and the Route 25 Division.
1 complaint about the connection between the Route 63 Airway Heights West Plains and Route 64 Cheney/West Plains on Sundays.

BUS STOP COMMENTS

2 comments that the new shelters the have been installed on the Route 4 and in other locations do not provide much seating, lighting or wind protection.
2 inquiries regarding why the shelter at Regal Street @ 53 rd Avenue is only a narrow shelter with one side panel instead of two side panels. <i>The required sight distance triangles at the location do not allow for the full-size shelter.</i>
1 request for to move stop at from Greene @ Carlisle back to Carlisle @ Thor. <i>Stop was removed due to property owner complaint</i>
1 comment that outbound Route 90 at Sprague @ Sherman there is no sign or pole. <i>F&G reinstalled sign</i>
1 comment that multiple bus stops had incorrect signage. (4206, 2296, 2297, 4229, 2820, 1954) <i>Sticker were placed on signs to fix incorrect information until new signs can be ordered.</i>
1 complaint about the removal of stop at 2 nd Avenue @ Washington Street.
1 request for a shelter at the outbound stop at Monroe Street @ Broadway Avenue. <i>One is planned to be installed in the Summer of 2020.</i>
1 comment that bus stop signs are difficult to see.
1 request for location of stop at Rowan Avenue @ Assembly Street to be moved closer to the stop sign.
1 request for a bus stop to the Route 124 North Express at Wall Street and Holland Avenue.
1 request to move the Route 172 Liberty Lake Express stop at NE Country Vista Blvd. @ Mission Avenue around the corner.
1 request to move the Route 23 stop at Alberta Street @ Midwick Avenue to Francis Avenue @ Alberta. <i>The stop was relocated as suggested after improvements to the turning radius were completed.</i>
1 comment that the westbound bus stop at Wellesley Avenue @ Haven Street is not accessible to those who use wheelchairs.
1 comment regarding the bay signage at the new Spokane Community College Transit Center.
1 request for the Route 25 to stop at Stevens Street @ Main Avenue. <i>The route cannot legally stop at the requested stop as it is currently located. Improvements are proposed to enable the route to stop at the stop.</i>
1 comment that the outbound Route 12 stop at Cowley Street and 6 th Avenue is not accessible to passengers who use wheelchairs.
1 request for a stop on the Route 94 between Washington Street @ 2 nd Avenue and Lincoln Street @ Sprague Avenue.
1 complaint regarding the closure of stops on Garfield Street near Super One Foods and Grand Blvd. @ 12 th Avenue. <i>The inbound stop at 12th Ave and Grand Blvd. will be replaced in response to public comment.</i>
1 complaint about the stops that were closed after the Route 44 was discontinued and replaced the 4.
1 comment that more seating is needed at the Spokane Falls Community College Transit Center and suggesting that the new location is less safe than the old location closer to the street.
1 comment that routes 66 EWU and 68 Cheney Loop bus stops should be closer on Elm Street at Eastern Washington University. <i>A new station will be constructed this summer that will bring the stops closer together.</i>
1 request for a bench at the stop at 29 th Avenue and Pittsburg Street.
1 request for benches at Sprague Ave @ Freya St to alleviate the long wait for the Route 34 delayed by trains.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

February 5, 2020

AGENDA ITEM 8: MARCH 4, 2020, 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 March 4, 2020.

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, March 4, 2020, 1:30 p.m.
Spokane Transit Southside Conference Room

DRAFT AGENDA

Estimated meeting time: 90 minutes

1. Call to Order and Roll Call
2. Public Expressions
3. Committee Chair Report (*5 minutes*)
4. Committee Action (*20 minutes*)
 - A. Minutes of the February 5, 2020, Committee Meeting – *Corrections/Approval*
 - B. Scope of Work for Monroe-Regal Line Phase II (*Otterstrom*)
 - C. Scope of Work for Battery Electric Bus Charging Infrastructure (*Blaska*)
5. **Committee Action**
 - A. Board Consent Agenda
 1. (*no items being presented this month*)
 - B. Board Discussion Agenda
 1. (*no items being presented this month*)
6. **Reports to Committee** (*40 minutes*)
 - A. Year End 2019 Performance Measures (*Blaska*)
 - B. Year End 2019 Unaudited Financial Report (*Liard*)
 - C. 2019 Community Perception Survey Results (*Rapez-Betty*)
 - D. Communications Plan Overview (*Rapez-Betty*)
 - E. Legislative Report (*Rapez-Betty*)
7. Committee Information – *no discussion/staff available for questions*
 - A. January 2020 Operating Indicators (*Blaska*)
 - B. January 2020 Financial Results Summary (*Liard*)
 - C. February 2020 Sales Tax Revenue Information (*Liard*)
8. April 1, 2020, Committee Packet Draft Agenda Review
9. New Business (*5 minutes*)
10. Committee Members' Expressions (*5 minutes*)
11. Adjourn
12. Next Committee Meeting: April 1, 2020, 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

February 5, 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 imitate 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

February 5, 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.