

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, November 1, 2017, 1:30 p.m.
Spokane Transit Southside Conference Room

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 *(5 minutes)*
 - A. Minutes of the October 4, 2017, Committee Meeting – *Corrections/Approval*
5. **Committee Action** *(50 minutes)*
 - A. Board Consent Agenda
 1. Supplemental Low Income Pass Grant – Approval *(Blaska)*
 2. Flexible Vanpool Service Program *(Blaska)*
 3. Request for Extension of Plaza Property Management Contract *(Bousley)*
 4. Award of Contract for Drug and Alcohol Testing, Medical Review Officer, and Occupational Health Services *(Williams)*
 - B. Board Discussion Agenda
 1. *(No Items being presented this month)*
6. **Reports to Committee** *(10 minutes)*
 - A. Communications Update *(Bousley)*
7. CEO Report *(10 minutes)*
8. Committee Information – *no discussion/staff available for questions*
 - A. September Financial Results Summary *(Warren)*
 - B. October Sales Tax Revenue Information *(Warren)*
 - C. September 2017 Operating Indicators *(Blaska)*
 - D. Spokane Transit Holiday Services and Office Hours *(Watson)*
9. November 29, 2017, Committee Packet Draft Agenda Review
10. New Business *(5 minutes)*
11. Committee Members' Expressions *(5 minutes)*
12. Adjourn
13. Next Committee Meeting: November 29, 2017, 1:30 p.m. **(December Meeting)**
(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.

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SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

November 1, 2017

AGENDA ITEM 4A : **MINUTES OF THE OCTOBER 4, 2017, PERFORMANCE
MONITORING AND EXTERNAL RELATIONS COMMITTEE
MEETING – CORRECTIONS OR APPROVAL**

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Dana Infalt, Executive Assistant

SUMMARY: Minutes of the meeting are attached for corrections or approval.

RECOMMENDATION TO COMMITTEE: Corrections or approval.

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

Draft Minutes of the October 4, 2017, Meeting
Southside Conference Room

MEMBERS PRESENT

Amber Waldref, City of Spokane*
John Higgins, City of Medical Lake
Odin Langford, City of Liberty Lake
Tom Trulove, City of Cheney (Ex-Officio)
Rhonda Bowers, Labor Representative
E. Susan Meyer, CEO (Ex-Officio)

MEMBERS ABSENT

Josh Kerns, Spokane County

STAFF PRESENT

Karl Otterstrom, Director of Planning and Development
Lynda Warren, Director of Finance and Information Services
Nancy Williams, Director of Human Resources
Jessica Charlton, Capital Projects Manager
Dan Wells, Deputy Director of Capital Development
Ralph Wilder, Manager Maintenance / Facilities & Grounds
Fred Nelson, Transportation Manager
Mike Kunder, 3939 Representative

GUESTS

Charles Hansen, Citizen Advisory Committee Member
Brian Newberry

* Chair

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

Chair Waldref called the meeting to order at 1:34 p.m. Introductions were made.

2. **PUBLIC EXPRESSIONS**

Charles Hansen, Citizen Advisory Committee member, spoke about the signal at Ermina/Green - Agenda Item 5A1. Mr. Hansen noted he believes it would be great to have a stop light at that corner. He said that he uses that corner very often. Chair Waldref thanked him for his positive feedback and noted the City has wanted to do something there for a long time, saying also that it is great the City could collaborate with STA on this item.

Brian Newberry offered his thanks to everyone at STA for allowing so many to get around the great Spokane community. He spoke regarding the Van Grant proposal – Agenda Item 5A5. Mr. Newberry advised the *Veterans First* Board was created by the Veterans Administration about a year ago. He is working with Goodwill to chair the committee and said the job of the Board is to improve the veteran experience.

Mr. Newberry said the first item he came across when he joined the Board was transportation and noted the Board came by STA and met with Mr. Otterstrom who provided data that indicated why bus transportation could not go to their location. He stated that in the patriotic vein that exists in STA (a company that has “*We Support Our Veterans*” on the billboards on its buses); staff all said maybe there is another answer. He listened to STA and put forth a van grant proposal that he hopes will help some veterans out there with transportation needs so that veterans transporting veterans do not have to use their personal vehicles. He noted the Veterans’ Center in the Valley is not able to take ownership of the van and *Inland Northwest Disabled Vets’ Sports Association* said, “We have some needs for that and will let it be used for other vets to be helped as well.”

Mr. Newberry noted their group is here for every veteran who puts up a hand and says, “I need help”. He thanked the Committee for everything they are already doing and noted they could make good use of a van (if granted) to give vets a chance to get to medical care and all the other things they want to get out there for in the community. He said, “Thanks for your leadership and listening to our request.”

Chair Waldref and Ms. Meyer both thanked Mr. Newberry for coming and sharing his thoughts.

3. **COMMITTEE CHAIR REPORT**

Chair Waldref noted that Mr. Blaska is not present and that she and Ms. Warren went through the Agenda to prepare for today.

4. COMMITTEE APPROVAL

A. MINUTES OF SEPTEMBER 9, 2017 COMMITTEE MEETING

Mr. Langford moved to recommend approval of the September 9, 2017, Committee meeting minutes. The motion was seconded by Mayor Higgins and passed unanimously.

B. SCOPE OF WORK APPROVAL - DIVISION PASSENGER AND OPERATIONAL IMPROVEMENTS

Mr. Otterstrom advised the overall project scope is in excess of \$1M and the procurement policy says if under \$1M and if in the Capital Improvement Project (CIP), it does not need to go beyond the CEO's approval. However, he noted staff are likely going to break up the contracts based on phasing of work and expressed that staff wanted to ensure the committee has visibility that staff's intent was not to avoid the purview of the PMER Committee.

Mr. Otterstrom informed that Division Route 95 is STA's busiest route, with over 1M annual boardings and has been identified as a high performance corridor. *STA Moving Forward* (STAMF) provides the beginning of that and its primary intent is to improve bus stops and pedestrian improvements. In 2012/2013, a corridor panel was established and it was determined they would like to see the whole performance transit line using Bus Rapid Transit (BRT) implemented. In the absence of funding for that project at this time, they recommended a project focused on the pedestrian amenities in that corridor. He showed specific examples and provided explanations of why they need to be changed.

Mr. Otterstrom reviewed the General Scope of Work – construction of sidewalks where none exist, infill of 5 existing buss bulbs, construction of ADA pads, and shelter pads where warranted (at nearly every stop). He showed some of the details of the different elements and noted there may be adjustments required to existing utilities.

He informed the project is split into two phases. Stop Improvements in Phase 1 require no right of way and/or easement and will be bid/built in 2018. Stop Improvements in Phase 2 require right of way and/or easement and are anticipated to bid/built in 2019. Staff expects individual construction phases to be within CEO authority to award. Procurement of Shelters are to be separate from construction. To ensure transparency, staff are presenting the entire scope for approval prior to the phased bid approach.

Mr. Otterstrom mentioned that it is expected Phase II will have more work involved with it due to the necessity of working with all the individual property owners and obtaining easements from them. Chair Waldref clarified that staff are looking at the difficulty of each particular area. She asked if Mr. Otterstrom thought that would be more effective than spending next year developing all the details. Chair Waldref asked if STA would get a better deal if it was all bid out and then had the construction completed in one year or a year and a half. Mr. Otterstrom replied that he did not think there would be a significant enough difference to warrant delaying improvements. He also said it is going to be a spread out project no matter which way it is phased. Brief discussion ensued.

He reminded the committee of Spokane Transit's submittal for and receipt of a 2018-2020 Congestion Mitigation and Air Quality Improvement (CMAQ) Grant for the Division Street High Performance Transit (HPT) Improvements. He advised the Grant has a value of \$1.5M. The City of Spokane and Spokane Transit (STA) entered into an Interlocal Agreement to which the City of Spokane will reimburse STA local money in the amount of \$220,000 in return for design and construction of a sidewalk between Francis and Magnesium. Additional funding of \$280,000 was added due to favorable bids from other projects.

Mr. Otterstrom stated staff are asking for approval of the Scope of Work, noting it is an Action by Committee Item and will not go to the full Board because it falls within the CIP.

Mr. Langford moved to approve the Scope of Work and authorize staff to release an Invitation for Bids (IFB) for passenger and operational improvements along the Division Corridor as presented. The motion was seconded by Mayor Higgins and passed unanimously.

5. COMMITTEE ACTION

A. Board Consent Agenda

1. APPROVAL OF CITY OF SPOKANE INTERLOCAL AGREEMENT FOR ERMINA/GREENE TRAFFIC SIGNAL

Mr. Otterstrom provided background, saying this is part of a long-standing need to provide safe access and egress to the Transit Center at Spokane Community College (SCC), reducing schedule delays, and improving reliability of the service, as well as providing a safe signalized crossing for pedestrians.

He noted that this is part of the SCC Master Plan in the context of the North Spokane Corridor. He believes STA would have proposed this item many years ago in partnership with the City of Spokane had there not been a recession. He noted the neighborhood became the driving force to use traffic-calming money in designing and completing initial work with the City. At this point, while this project is still important for transit customers and pedestrians that cross Greene Street, staff expects that not too far after the implementation of this signal, STA will be moving away from the current area to the south central portion of campus. STA will continue to receive benefit from this traffic light by the support it provides to the overall circulation at SCC, which becomes something of interest to STA as staff works with SCC in securing a site for the ultimate transit center location in the south central area. Mr. Otterstrom noted that in partnership with the Community College, the City, and the neighborhood, the long-term benefits to transit riders are there as well. He advised the individuals in this neighborhood will have transit access because of the signal to get them to the Community College and staff envisions a pair of bus stops there once the North Spokane Corridor is complete.

Due to the mutual benefits of the project, a partnership between the City of Spokane and Spokane Transit is proposed. He noted the attached draft agreement for sharing the cost of the signal in which it proposes STA contribute up to \$600,000 or 80% of the cost of the signal, whichever is less. The City of Spokane is to contribute \$150,000 or 20% of the cost of the signal, whichever is less. The most recent estimate for the total cost of the project is \$435,698.

Mr. Otterstrom advised that to maximize the short-term benefits, it is critical to construct the signal as soon as possible. As such, the attached proposed agreement includes a default termination clause that states if construction of the signal does not start before April 30, 2018, STA will have no responsibility for costs of the signal.

Staff have included this signal project in the approved Capital Improvement Program (CIP) that the Board passed in July, but STA has an Interlocal Agreement that staff are proposing be approved by the Board and placed on the Consent Agenda.

Chair Waldref asked if there were any questions. Mr. Langford asked why the committee needs to authorize this for an apparently short-term period of time. He asked what was the benefit being reaped in the long-term. Mr. Otterstrom replied that in the near term, STA has 16 buses each hour coming in and out of the college; all exiting onto Greene Street, many turning left (about 10 per hour are traveling southbound). Mr. Langford asked how long that has been the practice. Mr. Otterstrom replied it has been since 1985 that STA has been traveling on the campus. He noted that as traffic volumes have increased, this crossing has been a growing safety concern and there have been accidents involving buses.

Mr. Otterstrom explained that the buses exit the campus at the Clock tower unaided by a signal. He said the near-term benefit would be to have that resolved as soon as possible for the buses exiting and entering the campus. Southbound buses, due to heavy traffic volumes, are currently traveling under the bridge onto south Riverton, which causes more travel time as a result. Near-term, there is a travel savings and long-term there are a couple pieces; one being our partnership with the Community Colleges. STA has a Memorandum of Understanding (MOU) that SCC will provide a location for STA's Transit Center free of cost for the long-term, as staff works with them recognizing the partnership at this light. He said if STA had located in the current area rather than the south, STA would have paid for the light. As a transit operator, it is an ongoing liability to STA for buses accessing that street, as well as pedestrians, with no signal. When looking at transit, FTA considers things that are within the Transit Pedestrian Network within a mile or so of buses as being eligible expenses for transit projects if they are supporting a pedestrian network. There is a long-term benefit of that transit pedestrian access across Greene Street at Ermina.

Mr. Langford asked when the plan was to move to the south side and Mr. Otterstrom said that project is expected to be completed in late 2019. Chair Waldref asked if that was contingent on SCC getting state funding. She wondered how quickly SCC would be implementing their Master Plan that they just adopted. Mr. Otterstrom advised SCC's Master Plan is unfunded, but STA's Transit Center is funded. Discussion ensued.

Mr. Otterstrom said STA provides support to the college campus in consideration of them providing a free location for STA's Transit Center. He noted the long-term benefits are the pedestrian access across Greene Street. Chair Waldref clarified that there will still be bus traffic on Greene where people need to cross to access buses and Mr. Otterstrom agreed.

Mayor Higgins asked if STA had the same issue at Spokane Falls Community College (SFCC). Mr. Otterstrom explained it was a different situation. Discussion ensued.

Mr. Langford asked how much it would cost when STA relocates to the south side of SCC. Mr. Otterstrom stated the overall project budget is \$5M for STA. Mr. Langford questioned \$5M to go from existing to the south side. Mr. Otterstrom advised it was for the new Transit Center and explained that the Transit Center is well above a replacement for the existing (the existing is under capacity) for improvements such as the Central City Line (CCL), and will include driver breakroom and bathrooms dedicated to STA drivers. He said it is not a one for one replacement – it is a more robust facility and is where staff assumes future charging of CCL vehicles. He noted STA has relatively little invested at the existing location.

Mr. Langford asked if Paratransit would be incorporated in that area. Mr. Otterstrom explained that Paratransit travels to the nearest access point of a person's final destination. However, he said that just as Paratransit utilizes the Plaza, customers intending to make a connection at the SCC Transit Center would utilize the location. Mr. Langford questioned if Paratransit goes door to door, what was the purpose of a trade for property for Paratransit. Mr. Otterstrom clarified that he was not speaking specifically about Paratransit. Mr. Langford asked what the assistance at the red light is in exchange for and Mr. Otterstrom advised that for the fixed route buses, the benefit is this light is something that is important for their college Master Plan. SCC would like to see it implemented. SCC would also like to (if out of the context of us funding this signal) be recognized for a value added for STA imposing on their property for a Transit Center. The value to STA, while not a direct cost born by the college, is working with the City of Spokane and the benefit to the college in exchange for a Transit Center location, is embodied in that agreement as well.

Mr. Langford asked if that was already a “done deal” and inquired if staff have that in writing before spending \$300,000 to \$600,000. Mr. Otterstrom stated staff has an MOU between the Community College, the City, and STA. He noted if STA were not to move, STA still derives value from the light because buses will continue to be accessing the light from the current location. (16 buses an hour throughout the day, every hour of the day, plus evenings and weekends).

Ms. Meyer commented that she understood Mr. Langford's questions and said they are worth having a conversation about because three parties are working together on something that has multiple agendas. Chair Waldref noted it is as if the committee are looking at a bunch of different pieces. She asked about Mr. Langford's comment of having anything in writing. Mr. Otterstrom clarified the MOU says STA agrees the south is the best location from the Community College's standpoint, and that they would provide that... Chair Waldref said it does talk about that.

Mr. Langford asked if the purpose of this was to bring this before the full Board or if this would go into the full Board's Consent Agenda. Chair Waldref said he could make a motion to add it to the Consent or the Legislative Agenda.

Mr. Langford made a motion to move it to the full Board for approval.

Chair Waldref stated the motion is to add it to the regular agenda for action. She recapped for clarification, asking, “Are you making the motion that we approve the agreement; that you would like it on the regular part of the agenda?”

Mr. Langford said he would like to have it available for all members to review and get their input on before saying yay or nay to the item.

Ms. Meyer commented she did not think he is recommending it for approval. Chair Waldref further clarified that Mr. Langford is recommending it be placed on the Board Agenda. She asked if there were a second for that.

Mr. Higgins said \$600,000 is a lot of money and he agreed with Mr. Langford and would 2nd the motion.

Chair Waldref asked for discussion on the motion.

Chair Waldref noted she would like to vote against the motion because she felt the committee should recommend that the Board authorize it and that is why she voted no on the motion because she thinks PMER Committee should just recommend it. She stated she does not mind it being placed on the regular agenda, but supports the project and thinks staff has discussed with the community several times, so it is not out of what has been discussed and planned for in the past.

Mr. Langford asked if staff were up against a timeframe. Mr. Otterstrom said yes, in terms of the benefits that STA would be able to have, staff are seeking approval so the City can go out to bid and begin construction by April 30, 2018. If the City does not meet that deadline, then this Interlocal Agreement would not offer them any money for the construction improvements.

Mr. Langford withdrew his motion.

Chair Waldref asked if there was another motion on the floor. Mr. Langford replied he did not. Chair Waldref informed them it was fine, that she personally would not support it but if the two of them wanted to put it on the agenda, that was fine, or she could entertain another motion. None were forthcoming.

Mr. Langford asked to explain his position. He advised that he is relatively new to the board so he is not privy to many of the conversations that have already happened. He stated he does not doubt staff, never had any reason to, and if staff says it is a good idea, his first inclination is it is a great idea. However, when talking about stoplights, it has been his experience (not with STA) that it is city funded because there has been a traffic study done because they need one. He personally does not know if STA has the authority to put in a traffic light or not. If staff want a traffic light in the middle of I-90 or wherever, you have the authority to go install it. He noted he did not have an idea. In the back of his mind, he advised he is thinking this is a municipal project so, why isn't the city putting it in if it is really a benefit. Why, with a year and a half left, are we hurrying up and spending money on something that has been like that since 1985, but suddenly staff are up against a deadline of April 2019, in consideration of something that has not been firmed up. He sees nothing that he can objectively hang his hat on and say, "I like it." He realizes it is not, in the grand scheme of things, a lot of money, but it is other people's money and that gives him pause. He noted if those several objections can be overcome, he might be able to say okay, I get it, but right now, he advised he does not get it.

Mr. Langford further stated that when he made the motion, his thought was simply to have it brought before the Board where he could hear other people who have more experience and hear what they have to say about it and he might actually learn something. At that point, he could either get fully behind it or just stay away from it. He said he did not want to be in a position to deny something that staff wants at this time, but could not, in good faith, make a motion and then vote no against it. He said that is his objection and if there are "handy dandy" answers to them, he would listen.

Mr. Otterstrom offered clarification. He stated it is a city project, it is a municipal project, and STA would be a funding partner, but it is subject to the city's traffic study and analysis that they have done, as well as their design. He said the fact behind the project is a city project and STA often work cooperatively with the city's own projects that have a transit benefit.

Rhonda Bowers offered that the signal in question would be a continually used light, regardless of whether the Transit Center moves or not. She said routes would continue on that street for a great deal of time. Mr. Otterstrom said STA buses would be on Greene Street indefinitely. Ms. Bowers said that light will always be of use to STA. Discussion ensued regarding benefit to STA.

Chair Waldref stated she believes the City Engineers were under the impression that STA wanted the signal and so they put the traffic calming from the neighborhood towards the design of it. She said she did not know if it would meet the City's warrants by itself or not. Mr. Otterstrom stated the neighborhood and the Community College wanted it. Chair Waldref stated the intention was everyone coming together to help fund it. Her concern was that the reason why the city did the design on it and started to move forward was an understanding that there would be partners helping to fund it. Mr. Otterstrom said the timing was such that if this had been a decade ago, staff would have preferred to do it then. He said there is still a long-term benefit beyond those buses exiting the colleges – it provides STA leverage for negotiating the south side because STA has an MOU that recognizes the benefit, and the pedestrian access at the location. He said staff could certainly provide additional background for a full Board discussion later this month.

Mr. Langford asked if that bus stop would be continually used as a bus stop even though STA has a transit center around the corner. Mr. Otterstrom said CCL, the five routes that serve the Community Colleges today, and STA would still have buses on Greene Street and with the lack of bus stops in the area, staff would work to add buses on the street – today they are at the Transit Center just east of the street. STA typically likes to be a quarter mile apart.

Ms. Meyer asked if Mr. Langford meant to ask if STA would be putting bus stops on Greene between Mission and Ermina. Mr. Langford said he was not sure it would be a fluid stop for the school after the Transit Center is relocated. Chair Waldref said there are people who come from the north and use different lines, cross the street, and walk on to campus. Mr. Otterstrom noted it is more nuanced than that and is why he complicated the answer. He clarified that all buses go into the Transit Center now and as there becomes no transit center in this vicinity, for the buses that continue north and south on Greene, STA would work to have bus stops at the light. Staff prefer the stops be at a light from the standpoint of customers. Customers need to be able to cross to both sides of the street to effectively use the bus.

Chair Waldref said if the committee is concerned about an item, they could place it on the agenda without a recommendation. She noted her preference would be to recommend the Board go ahead do it. However, she said she understood Mr. Langford's desire for additional Board input. She asked if he would like to go back to his original motion to place it on the Board Agenda without a recommendation from the committee.

Mr. Langford moved to place on the Board Agenda without a recommendation. Mayor Higgins seconded the motion and it passed unanimously.

To answer the question of timing, Mr. Otterstrom advised that when the city rebuilt Greene Street and put in concrete panels 15 years ago, they placed conduit underneath at Indiana. STA had discussed in the past signaling that intersection. Over time, there have been different discussions on this item. The city's work and traffic signal study and developing a plan at Ermina is what prompted that, but STA has an internal safety committee and those members identified this issue quite a number of years ago. Mr. Langford asked if the school has done anything to improve the safety of their own people coming to school. Mr. Otterstrom said he was not privy to how the school's budget and expenses go. Discussion ensued.

Chair Waldref noted that Mr. Hansen was attempting to comment. She informed him that the committee does not take comments on the different items outside of Public Expressions. She extended an invitation to have him attend the Board meeting on October 19, 2017, and bring a couple other people who care about this issue to comment at the beginning of the meeting. She also noted he could chat with committee members after the meeting today.

2. ACCEPTANCE OF PLAZA UPGRADE AND RELEASE OF RETAINAGE

Mr. Otterstrom noted this project requires the Committee's acceptance before staff can pay the retainage. He reviewed the overall budget was \$4.95M and after expenses, staff has a favorable variance of over \$115,000. He credited Jessica Charlton with the fluidity of project in working with the contractors in a very busy environment.

He provided slides of before and after pictures and noted staff are asking the Committee recommend the Board accept the Plaza Upgrade Contract as complete and conditionally authorize release of \$178,778.30 in retainage to Walker Construction. He said it is contingent upon final releases from Department of Revenue, Labor and Employment Security Department.

Mayor Higgins moved to approve as presented. Chair Waldref seconded and the motion passed unanimously.

Discussion ensued.

3. AWARD OF CONTRACT – ON CALL ARCHITECTURAL AND ENGINEERING SERVICES

Mr. Otterstrom provided an overview of the On-Call Architectural and Engineering Services. He noted STA's typical contract for this type of service is 5 years. Staff expects the overall payout to be above \$1M over the term of the contract, on a time and effort basis.

He said the contract scope included engineering services as noted in the agenda item and slide. Staff went out in July for the approval of the Scope of Work that was approved in July; staff advertised July 17, 2017, received four complete responses. After an evaluation, the top three moved on to interviews where final scoring recommendations were achieved. He said this is not a referendum on the current on-call but a statement of who is most qualified of the firms involved. That is the basis when conducting procurement for Architectural Engineering services.

Mr. Otterstrom reviewed the scoring and noted that Coffman Engineers received a combined score of 96.4, followed by Parametrix at 93.6, and Cortner Architectural Company at 87.4. The scoring was close but Coffman has developed a lot of local expertise with transit facilities, bus stops, and those types of improvements that occur on an "On-Call" basis. He said Parametrix has strong team members and staff hopes to work with them in the future.

Mr. Otterstrom informed that staff are asking the Committee recommend the Board of Directors authorize contract negotiations between STA and Coffman Engineers, Inc. for the 5-year On-Call A&E Consulting Services as published July 16, 2017, and authorize the CEO to execute said contract if the terms are deemed to be fair and 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.

Mr. Langford moved to approve as presented. Mayor Higgins seconded and the motion passed unanimously.

4. 2018 SPECIAL COMMUNITY EVENTS FARE STRUCTURE AND PROPOSED CHANGES TO TARIFF POLICY

Ms. Warren noted she would be presenting on behalf of Ms. Bousley. She advised that staff are proposing to change a few items and informed that there is a new Resolution in member's folders with the chair information updated.

Ms. Warren presented the proposed changes for Bloomsday, Hoopfest, Valleyfest and First Night. She advised the Bloomsday and Hoopfest tickets are proposed at \$1.75 for a day pass and that Valleyfest and First Night are being recommended as no cost. The reason for the no cost recommendation is due to potential conflict with fare collection and FTA Charter Service Exception requirements that may outweigh potential accrued revenue. Ms. Warrant asked if there were any questions. None were forthcoming.

She advised that another proposed change to the Tariff policy is associated with the new 7-Day Pass that would enable retail pass outlets to begin carrying the new 7- Day Pass (\$15) on January 1, 2018. Currently, retail pass outlets carry Adult (\$50), Youth (\$35), and Reduced Fare (\$25) 31-Day Passes, and receive a \$3 handling fee for each pass. Staff is proposing to institute a \$1 handling fee for the new 7-Day.

The final recommendation involves the Employer Sponsored Bus Pass Program. STA's Employer Sponsored Bus Pass (ESBP) program allows employers to purchase discounted passes for sale to employees. Currently, STA sells monthly passes to the company or organization at a discount of \$3.00 per pass if the company or organization agrees to pass that savings on to the employees and offer an additional discount of not less than \$3.00 per pass. With the increase of the Adult 31-Day rolling pass from \$45 to \$50 effective July 1, 2017, and to \$60 effective July 1, 2018, staff requests increasing the discount per pass to \$4.00 for a total possible discount of \$8 to the employee.

Staff recommends the Board approve, by resolution, the adoption of an amended Tariff Policy to reflect the \$1 7-Day Pass handling fee, the \$4 match for the Employer Sponsored Bus Pass program, and the 2018 Special Events fare structure for Bloomsday, Hoopfest, Valleyfest, and First Night.

Mr. Langford moved to approve as presented. Mayor Higgins seconded and the motion passed unanimously.

Ms. Bowers said she was approached twice in the past week by passengers asking why they couldn't purchase a \$15.00, 7-Day Pass at the outlets. Discussion ensued.

5. APPROVAL OF VETERANS FIRST VAN GRANT

Ms. Meyer advised that Mr. Newberry met with staff and she noted how much staff appreciates the collaboration he brought to STA to speak about the transportation needs of the veterans. She reminded that the Valley Veteran's Center never approached staff before they moved into the building in Spokane Valley. A year later, they came to STA asking for ridership. STA has concluded there is not enough predicted ridership at that location and, therefore, it is not prioritized.

Mr. Newberry was able to bring together Spokane Veterans Administration (VA) Medical Center, Goodwill of the Inland NW, Spokane Valley Veterans Center, Spokane County Veterans Services, and the Inland Northwest Disabled Veterans Sports Association who are collaborating on an initiative to fill transportation gaps for local veterans. A large van, operated by volunteer drivers, could address many of these needs.

The *Veterans First* Board sought out Spokane Transit to support this endeavor through the donation of a 15-seat, large passenger van. Inland Northwest Disabled Veterans Sports Association are able to take ownership of the van. Staff would use the title transfer process and a similar release agreement that we use for awardees under the Van Grant program.

Staff recommends the Board approve the transfer of one retired vanpool vehicle to Inland Northwest Disabled Veterans Sports Association to fulfill the transportation objectives as outlined by the Veterans First Board.

Brief discussion ensued. Mayor Higgins noted that as a Vietnam Veteran, he has seen a real need and expects the program will expand services once people see this come to the community.

Mayor Higgins moved to approve as presented. Mr. Langford seconded and the motion passed unanimously.

Chair Waldref asked if they would be able to qualify for the regular Van Grant program next time and Ms. Meyer advised staff would want them to apply to that program next time. They would be more likely to qualify with an ability to quantify how the van would be used after having a van in service for a year before applying for the Van Grant. Chair Waldref said that perhaps staff and the committee should review the criteria going forward.

B. Board Discussion Agenda

(No items presented this month)

6. REPORTS TO COMMITTEE

A. SEPTEMBER 2018 SERVICE REVISION-PRELIMINARY PROPOSAL

Chair Waldref asked if Mr. Otterstrom could hit the highlights of the proposal and, if possible, keep it to about ten minutes so there is time for questions and/or discussion at the end.

Mr. Otterstrom stated this is staff's preliminary proposal for changes on September 2018. He noted there are three categories: 1) More service on existing routes, 2) Modifying Service, and 3) Modifying Routes.

The big move next year is the West Plains Transit Center (WPTC) and staff are on schedule and on budget. The other big change involves the EWU Pierce Union Building (PUB) remodel that will be completed and staff are expecting to have finality on where buses will layover there in the future. Those two items introduce us to a series of potential changes. He noted there are two options – one very much like status quo (Option B) and Option A is saying this is not the status quo but more like where we are going. In either case, the ultimate recommendation or action will not look like either of these but some sort of compromise between the two. Staff are looking for input.

He reviewed the two options as presented and explained the differences.

In addition to the West Plains Options A and B noted, proposed changes also involve Sprague "Load and Go" at the Plaza; Route 23 on Maple / Ash; Route 2 Medical Shuttle; 124 North Express Safety Improvements; 173 VTC Express; and a couple other changes to further improve 25 Division reliability with a downtown layover and "load and go"; Route 27 Hillyard reliability improvements; and revision of out of direction inbound routing on the 94 East Central/Millwood route.

Ms. Meyer asked some clarifying questions. Discussion ensued.

Staff are seeking feedback through an online survey starting next week. There will be sharing through social media and staff are planning to make multiple presentations to neighborhoods. Staff would be pleased to come out to the City Council Member meetings. STA staff plans to meet with staff at Medical Lake and Cheney, as well.

The service change timeline was presented for the Preliminary Proposal, Draft Recommendation, Final Recommendation, and Services Changes. Full details are in the proposal.

Mayor Trulove asked if WAsDOT had programmed their improvements. Mr. Otterstrom replied it is in the current program budget cycle for the design phase and they have the funding program for the 2019-2021 budget for the actual construction. Mr. Otterstrom provided additional details.

Ms. Meyer noted it is complicated (Option A and Option B) and asked to meet with members in Cheney and Medical Lake and Airway Heights to review.

Mr. Langford asked what ridership to/from Whitworth was like. Mr. Otterstrom noted he did not have it off the top of his head but thought it was relatively low among all the universities and colleges. Ms. Meyer noted staff are working on a Pass Program with Whitworth. Discussion ensued.

Chair Waldref thanked Mr. Otterstrom for his report.

B. CITIZEN ADVISORY COMMITTEE (CAC) UPDATE

Ms. Warren advised that Mr. Charlie Howell was elected the CAC Chair.

The recommendation to align the Charter and remove the \$15.00 travel stipend and to continue with the only a bus pass was discussed and understood.

7. CEO REPORT

- Ms. Meyer reported recruiting for a Chief Operating Officer (replacing current Director of Operations, Steve Blaska) has begun. Staff will hold initial interviews towards the end of next week. Human Resources department is acting as an “in-house search firm” and reaching out to people who are not looking for jobs, which is what a search firm would do, but they are doing it themselves. STA has received approximately 70 applications.
- Pam Haley, Al French, Josh Kerns, Kevin Freeman, Steve Blaska, Ralph Wilder, Nancy Williams, and Ms. Meyer are all attending the APTA Expo 2017 next week and have appointments with five bus manufacturers to talk about battery electric technology, charging stations, and vehicle design for bus rapid transit for Central City Line routes.
- She reported having an appointment with the new acting administrator of the Federal Transit Association (K. Jane Williams) and advised she was appointed as the Deputy Administrator and, in the absence of an administrator, she serves in an acting capacity. Staff are looking forward to meeting with her and discussing the Central City Line project.
- Staff received news on Monday that FTA has given a rating to STA on the project that allows STA to be eligible for funds. She noted staff asked for an early rating and FTA gave it. She noted that while staff would like to shout it from the mountaintops, FTA would like it to not be vocalized because it is an early rating. The first time it will be in writing will be next February in the FTA Annual Report. Staff have the validation that the project is rated highly enough to be eligible for funding and that rating is actually a statutory requirement. By law, agencies must receive a medium or greater rating.

8. COMMITTEE INFORMATION

- A. August Financial Results Summary - *as presented*
- B. September Sales Tax Revenue Information - *as presented*
- C. August 2017 Operating Indicators - *as presented*
- D. 2017 Outreach Communications Update - *as presented*

9. NOVEMBER 1, 2017 COMMITTEE PACKAGE AGENDA REVIEW

10. NEW BUSINESS

None.

11. COMMITTEE MEMBERS' EXPRESSIONS

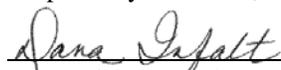
None.

12. ADJOURN

Chair Waldref adjourned the meeting at 3:17 p.m.

13. NEXT MEETING – WEDNESDAY, NOVEMBER 1, 2017, 1:30 P.M, STA SOUTHSIDE CONFERENCE ROOM, 1230 WEST BOONE AVENUE

Respectfully submitted,



Dana Infalt, Executive Assistant

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

November 1, 2017

AGENDA ITEM 5A1: SUPPLEMENTAL LOW INCOME PASS SUBSIDY PROGRAM – APPROVAL

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Steve Blaska, Director of Operations

SUMMARY: Staff recommends the Board of Directors offer a grant solicitation for an agency, or group of agencies, to initiate and operate a Supplemental Low Income Pass Subsidy Program. Staff proposes funding for the pilot program not to exceed \$50,000 for 2018 and \$100,000 for 2019. The source of revenue is tied to funding STA receives through the Washington State Special Needs Grant program.

BACKGROUND

In 2016, the Board approved a fare increase for Fixed Route and Paratransit service. In order to minimize the impact on customers, the Board phased the increase over two years. The first phase went into effect on July 1, 2017. The second phase is scheduled for July 1, 2018.

During the public process for the proposed fare increase, several advocacy groups expressed concern on the impact of a fare increase to individuals with very low income. They worried these individuals would be challenged to afford the second phase of the fare increase.

In response to this concern, staff committed to continue working with other agencies to seek alternatives for customers with very low income. This Low Income Working Group has met on several occasions. They outlined three objectives for the group:

- Objective 1: Establish a comprehensive list of existing opportunities for individuals to receive free/reduced price transit passes.
- Objective 2: Identify and quantify the individuals whose needs are not met through existing programs.
- Objective 3: Identify potential funding and distribution mechanisms that specifically address these unmet needs.

The first objective, to create a list of existing sources of free/reduced transit passes, is complete. There is a vast array of existing programs for needy individuals to receive assistance in obtaining passes free or at reduced cost. The list created by the Low Income Working Group is an unofficial catalogue. Many of the sources staff surveyed asked that the list not be published as an official document due to the varying status of transit pass resources they have available at any given time. However, this unofficial list can be helpful to members of the Low Income Working Group to refer individuals to existing sources of transit passes.

The third objective - to fill existing gaps – ideally would follow resolution of the second objective – identification of the unmet need. However, after much outreach and networking, it was clear that this was a very complex issue. Consequently, some stimulus is needed to help sift through the many challenges to identify the target population and demonstrate that a responsible agency could manage an accountable program.

We propose that the Supplemental Low Income Pass Subsidy Program act as this stimulus. In April, the Board concurred with the concept for this program prior to staff collaboration with other community agencies. The following program is the result of that collaboration.

PROGRAM DESCRIPTION

The staff proposal is to offer an STA-funded grant program similar to one the Board approved for the last fare increase in 2010. This grant-funded opportunity is for one or more social service entities, advocacy organizations, or other government service agencies to distribute discounted passes to very low-income transit users.

The concept is that an agency, or group of agencies, would distribute passes on a consignment basis. To qualify as the host agency, grant applicants would have demonstrated a plan that:

- Identifies criteria they would use to determine income eligibility;
- Demonstrates how this program is not redundant to other mechanisms customers have available to obtain free or reduced cost passes;
- Maintains accountability of distribution of passes;
- Reaches the target population and controls misuse in a manner STA can verify.

A copy of the coordinated draft for the grant solicitation is attached.

Since the Low Income Working Group was not able to identify the size of the population requiring this special assistance, staff made some assumptions to scope the potential need.

- Staff calculated the maximum grant amount based on pass sales and Spokane County statistics regarding the percent of population below poverty level. Staff set an upper limit on the total amount of the grant based on the \$10 differential between the cost of a current 31-Day / Paratransit Monthly pass and the new cost in July 2018. This is a program to address the increase in cost, not necessarily further reduce current costs. However, grant applicants may make a case in their application of how they will distribute this benefit differently.

This program is a pilot project for 18 months. Long-term solutions or other funding sources may replace this initiative based on what staff learns.

Staff will provide a presentation covering this proposal at the Committee meeting.

RECOMMENDATION TO COMMITTEE: Request Committee recommend the Board of Directors approve the Supplemental Low Income Pass Subsidy Program as a pilot project for 2018 and 2019.

COMMITTEE ACTION:

RECOMMENDATION TO BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

Spokane Transit
Rules/Requirements and Selection Criteria for the
Pilot Supplemental Low Income Pass Subsidy Program

Background

On July 1, 2017, Spokane Transit fares increased to \$1.75 per 2-Hour Pass and \$50.00 per Monthly Pass. On July 1, 2018, fares will become \$2.00 per 2-Hour Pass and \$60.00 per Monthly Pass. This transition may present a financial hardship to some low-income customers. In order to ease the transition, Spokane Transit is establishing a competitive pilot grant program to be awarded to one or more organizations or agencies, with one agency designated as the primary or lead agency, for the administration of a Supplemental Low Income Pass Subsidy Program.

STAs' Board of Directors as a pilot program authorizes funding for the Supplemental Low Income Pass Subsidy Program. Funding up to \$50,000 in 2018 and \$100,000 in the 2019 budget is available for this pilot program.

The Supplemental Low Income Pass Subsidy Program allows subsidized transit passes to accommodate the transportation needs of low-income persons who lack the means to afford public transportation. This funding source is intended to be transitional. If this program is successful, it is intended to be sustained by other agencies or operational resources in the community beginning January 1, 2020.

Key parameters of Spokane Transit's Supplemental Low Income Pass Subsidy Program include:

Limited to individuals/families who:

- Limited to people whose yearly income from all sources falls below an established low-income level.
- Already have been engaged in services of a partner agency (e.g. an enrolled or otherwise engaged client)
- Who are willing and can self-attest (by either individual) and/or organization that individual is low income. (A form will be provided to client/organization to attest to income verification)
- Who have no other means to financially afford the fares and are not eligible for other existing sources of free or reduced cost transit passes.*
- Have demonstrated need (e.g. looking for housing, food/shelter/treatment/access to benefits/medical appointment).

* Partner agency distributing bus passes will check against list of subsidized resources for free passes prior to distributing.

Program Description

Administered solely by an outside organization or agency for travel within the Spokane Transit service area. Eligible applicants include non-profit organizations, municipal governments, private for-profit business and other community and social organizations.

Organization or Agency Responsibilities:

- Successful applicants will meet or exceed Spokane Transit's financial viability standards.
- Applicant is responsible to disclose their existing general liability insurance.
- Applicant must demonstrate the capacity to provide financial accountability of the passes and the pass distribution process.
- Successful applicants must sign an 18 month agreement for participation. A sample agreement is included in this packet.

Revised: July 3, 2017

Other Rules and Requirements

- The application must include clear designation of the primary applicant.
- Applicants must certify they will complete all required paperwork to record pass type and pass sale counts.

Supplemental Low Income Pass Subsidy Program Application Schedule

_____ Deadline for submitting applications
_____ Review and scoring of applications by Spokane Transit (*interview with applicant may be scheduled*).
_____ Award to a Designated Agency(ies)

Application Submittal

A paper copy of the application is attached. The application is available on Spokane Transit's website: www.spokanetransit.com under _____ program or via e-mail from _____ at the e-mail address below.

Electronic copies can be obtained by contacting _____ at (509)325-xxxx.

Paper applications must be post marked no later than (Date). Electronic or hand delivered applications must be received no later than 5pm on (Date). Electronic applications must be followed by a hard copy containing appropriate certification signatures, sent to:

Spokane Transit
C/O _____
1230 W. Boone Ave.
Spokane, WA 99201-2686
E-mail: ***name***@spokanetransit.com

The pilot program may be terminated if there are no successful applications.

Supplemental Low Income Pass Subsidy Program Selection Criteria Summary

The selection process is competitive and involves a review and evaluation process using the criteria identified below. In addition to these specific criteria, geographic equity, diversity in population of groups served, and whether an agency has other financial supplement options available will be used as balancing factors in making final selections.

CRITERIA	WEIGHT
1. Identify need and collaboration with other agencies	25%
2. Demonstrated community benefit / outreach plan	25%
3. Documented financial viability verification /oversight processes/ administrative costs	25%
4. Plan for program sustainability beyond the grant term	15%
5. Clarity and quality of application	10%
	100%

Selection Criteria

1. Participants to be Served/Collaboration with other Agencies

Clearly define and document the need for supplemental funding required. Graduated projections are acceptable for startup. Describe how your proposal collaborates with other agencies and social services in the area to attract and/or ensure broad community benefit and coordination.

2. Demonstrated Community Benefit and Community Outreach

Explain clearly the scope and nature of your agency's services and what population you plan to serve. Include information on the data you have to back up that need.

3. Documented Financial Verification / Oversight Process/Administrative Costs

Please provide the following:

- Clear statements and formulas that you will use to define low-income eligibility requirements. Also, state your methodology to ensure recipients do not have access to free or subsidized transit passes through another existing program.
- Most recent audited financial statements (or substitution with prior approval by Spokane Transit); and
- Insurance documents demonstrating fulfillment of general liability insurance requirements.
- Documented internal controls must ensure:
 - Accountability of passes and types of passes sold and issued.
 - Method to verify low-income eligibility, including monthly support from family.
 - Method to validate those recipients do not have access to passes or transportation funds issued by other programs or services such as transportation offered through Medicaid / WorkSource / Division of Vocational Rehabilitation (DVR), etc.
 - Method to identify the most effective fare instrument to meet each participant's need.
 - Applicants may allocate up to 15% (\$22,500) of total monies requested for the 18-month period to pay for administrative expenses associated with the project. Clear documentation, tracking, auditing, and reporting must be presented to ensure accountability.

4. Program Sustainability

The Supplemental Low Income Pass Subsidy Program grant will end after January 2020. Explain if and how you plan to financially sustain the program beyond this date.

5. Clarity and Quality

Applications will be rated on content, clarity, presentation, and quality of application / proposal based on legibility, completeness, provision of data, and clear definition of the identification of low-income persons to be served.

SPOKANE TRANSIT
Supplemental Low Income Pass Subsidy Program Application Section 1:

General Information

1 Primary Applicant Name: _____

Agency / Organization: _____

Type of Entity Non Profit Business or Corp. Public Agency
 Individual Other (explain)

2 In business since: _____

3 Mailing Address: _____

4 Contact Name / Phone: _____

5 Email Address: _____

6 Partner (if applicable) Non Profit Business or Corp. Public Agency
Agency / Organization: Individual Other (explain)

Partner Contact Person: _____

Type of Entity: _____

7 Partner (if applicable) Non Profit Business or Corp. Public Agency
Agency / Organization: Individual Other (explain)

Partner Contact Person: _____

Type of Entity: _____

8 Partner (if applicable) Non Profit Business or Corp. Public Agency
Agency / Organization: Individual Other (explain)

Partner Contact Person: _____

Type of Entity: _____

Please attach a separate sheet to list additional partner agencies (if needed)

9 Explain the program you are proposing. What are the recipients' needs and how would your organization effectively meet this need with the Supplemental Pass Program?

10 Describe the participants to be served and their unique transportation needs.

11 Estimated total number supplemental passes per month:

2018 (6 months)	<u>Total # Passes</u>	<u>% Subsidized</u>	<u>\$ Amt. Subsidized by Grant</u>
Monthly/31 Day Passes			
7-Day Passes			
2-Hour Passes			
Day Passes			
Year 1 Total Passes			

2019 (12 months)	<u>Total # Passes</u>	<u>% Subsidized</u>	<u>\$ Amt. Subsidized by Grant</u>
Monthly/31 Day Passes			
7-Day Passes			
2-Hour Passes			
Day Passes			
Year 2 Total Passes			

12 Estimated total number of one way trips to be subsidized per month: 2017 _____ 2018 _____

13 Are any special equipment or special considerations needed for this agreement? YES NO
If YES, what is the needed equipment / considerations?

14 Describe the methodology you will use to identify and verify a person's level of need, including financial monthly income from all sources. Please report participant's available personal monthly needs allowance, if one exists.

15 Explain the process and procedure that will ensure the participant is not qualified for or receiving other money/resources to offset transportation costs.

16 Describe a proposed collaboration of community services that will maximize the usage of this grant program. Explain the role of each agency.

17 Explain the methodology to determine that the lowest cost fare instrument (2-Hour Pass versus a Monthly/31-Day Pass) will be subsidized to meet the transportation needs. Note: In 2017, a total of 14 round trips will validate the cost of a subsidized monthly pass. In 2018, a total of 15 round trips will validate the cost of a subsidized monthly pass.

18 Describe how you will conduct outreach and educate potential participants of this program.

19 Describe the distribution process for the subsidized passes.

20 Explain your strategy to obtain funding to sustain this program beyond January 2020.

Section 3: Certification

I certify that, to the best of my knowledge, the information in this application is true and accurate and that this agency/organization has the necessary financial and managerial capability to adequately operate and maintain the subsidy program for which this application is being made.

Signature of Lead Agency/Organization

Executive Officer: _____

Typed Name/Title: _____

Date: _____

Governing Board Authorization

Board Chair/Executive Officer: _____

Typed Name/Title: _____

Date: _____

Signature of Partner Agency/Organization

Board Chair/Executive Officer: _____

Typed Name/Title: _____

Date: _____

Signature of Partner Agency/Organization (if applicable)

Board Chair/Executive Officer: _____

Typed Name/Title: _____

Date: _____

RESOLUTION NO. _____

A RESOLUTION FOR THE PURPOSE OF ADOPTING THE SPOKANE TRANSIT AUTHORITY PILOT SUPPLEMENTAL LOW INCOME PASS SUBSIDY GRANT PROGRAM AND OTHER MATTERS PROPERLY RELATING THERETO.

SPOKANE TRANSIT AUTHORITY
Spokane County, Washington

BE IT RESOLVED BY THE SPOKANE TRANSIT AUTHORITY as follows:

WHEREAS, the Spokane Transit Authority (STA) is a municipal corporation operating and existing under and pursuant to the Constitution and Laws of the State of Washington, pursuant to RCW Title 36, Chapter 57A, Public Transportation Benefit Area; and

WHEREAS, on July 1, 2017, Spokane Transit fares increased to \$1.75 per 2-Hour Pass and \$50.00 per Monthly Pass and, on July 1, 2018, fares will become \$2.00 per 2-Hour Pass and \$60.00 per Monthly Pass; and

WHEREAS, during the public process for the proposed fare increase, several advocacy groups expressed concern on the impact of a fare increase to individuals with very low incomes; and

WHEREAS, Article 8, Section 7 of the Washington State Constitution permits the use of public funds for the support of the "poor and infirm"; and

WHEREAS, in April 2017, staff proposed and the Board concurred with the concept of a pilot subsidy program to provide an STA-funded grant program for one or more social service entities, advocacy organizations, or other government service agencies to distribute discounted passes on a consignment basis to very low-income transit users.

NOW, THEREFORE, be it resolved by the Board of Directors of STA as follows:

Section 1. The STA Board of Directors hereby adopts and authorizes the implementation of the Pilot Supplemental Low Income Pass Subsidy Program, a copy of which is attached hereto, marked Exhibit A, and incorporated herein by reference.

Section 2. The STA Board of Directors hereby authorizes the implementation of the Pilot Supplemental Low Income Pass Subsidy Program for 2018 and 2019.

Section 3. The STA Board of Directors hereby authorizes the Chief Executive Officer to administer the Pilot Supplemental Low Income Pass Subsidy Program.

Section 4. This resolution shall take effect and be in force immediately upon passage.

Section 5. All prior resolutions inconsistent herewith are repealed.

Adopted by STA at a regular meeting thereof held on the ____ day of November 2017.

ATTEST:

SPOKANE TRANSIT AUTHORITY

Jan Watson
Clerk of the Authority

Pamela Haley
Chair of the Board

APPROVED AS TO FORM:

Laura McAloon
Legal Counsel

Exhibit A

Pilot Supplemental Low Income Pass Subsidy Program

Background

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STAs' Board of Directors as a pilot program authorized funding for the Supplemental Low Income Pass Subsidy Program. Funding up to \$50,000 in 2018 and \$100,000 in the 2019 budget is available for this pilot program.

The Supplemental Low Income Pass Subsidy Program allows subsidized transit passes to accommodate the transportation needs of low-income persons who lack the means to afford public transportation. This funding source is intended to be transitional. If this program is successful, it is intended to be sustained by other agencies or operational resources in the community beginning January 1, 2020.

Key parameters of Spokane Transit's Supplemental Low Income Pass Subsidy Program include:

Limited to individuals/families who:

- Limited to people whose yearly income from all sources falls below an established low-income level.
- Already have been engaged in services of the partner agencies (e.g. an enrolled or otherwise engaged client)
- Who are willing and can self-attest (by either individual) and/or organization that individual is low income. (A form will be provided to client/organization to attest to income verification)
- Who have no other means to financially afford the fares and are not eligible for other existing sources of free or reduced cost transit passes.*
- Have demonstrated need (e.g. looking for housing, food/shelter/treatment/access to benefits/medical appointment)

* Partner agency distributing bus passes will check against list of subsidized resources for free passes prior to distributing.

Program Description

Administered solely by an outside organization or agency for travel within the Spokane Transit service area. Eligible applicants include non-profit organizations, municipal governments, private for-profit business and other community and social organizations. Spokane Transit shall prepare and distribute materials and applications outlining organization or agency responsibilities and the administrative process for application and award of grants.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

November 1, 2017

AGENDA ITEM 5A2: FLEXIBLE VANPOOL SERVICE PROGRAM - APPROVAL

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Steve Blaska, Director of Operations
Janet Stowe, Paratransit & Vanpool Manager
Greg Garrett, Vanpool Manager

SUMMARY: The Vanpool Flexible Service Program is a new STA initiative to address the “First / Last Mile Challenge” for potential transit commuters.

STA’s Vanpool Program is an important transportation alternative in our region. It provides an option for commuters and employers to have cost effective transportation in locations where the fixed route bus system may not meet all needs. It is especially useful for individuals with relatively long commutes from distributed locations.

However, the existing vanpool program does not offer flexibility for commuters and employers who may be located close to fixed route service but are outside of walking distance to a bus stop. This situation is often referred to as the “First / Last Mile Challenge.” Several locations in our service area have expressed interest in some mechanism to meet this challenge. Employment locations in Liberty Lake, Mirabeau Park, and the West Plains are prime candidates for this service.

Using the current Vanpool program as a model, STA Vanpool Flexible Service incentivizes fixed route commuters to create small vanpool groups to drive from park and ride lots or bus stops to the front door of their worksite. Vanpool Flexible Service groups would be funded and operated through STA’s Vanpool Program using a similar fare payment system. A Vanpool Flexible Service user’s cost to join a group would be cost-comparable to the cost of joining a traditional vanpool. Due the fact Vanpool Flexible Service groups purchase bus passes and use the fixed route system for part of their commute, they benefit from lower vanpool charges because their vanpool commute distance is shorter than a traditional vanpool.

The Vanpool Flexible Services Plan works as follows:

- Use the current, widely accepted Vanpool model
- As few as four individuals could form a Flexible Services group. This is less than the minimum of five for a regular vanpool group.
- Cost of a Flexible Services van would be \$120/month per van. In addition, each member of the group would purchase a 31-Day Pass or a Paratransit Monthly Pass.
- Mileage would be limited to 220 miles per month. This would equate to a daily 5-mile vanpool trip each way.
- Miles and trips would be tracked and reported through Vanpool’s Tripspark program.
- The group would meet at a designated park and ride or parking lot with a bus stop.
- The group would drive to their worksite(s) and park in Vanpool designated parking. (Most, if not all employers, provide prime parking spaces for Vanpool vehicles).
- The group would leave the worksite(s) together and return to the designated park and ride or parking lot.

The Board can authorize this program through a minor change to the existing Vanpool Fare Policy. The recommended Resolution and Policy are attached.

RECOMMENDATION TO COMMITTEE: Review and recommend the Board adopt by resolution the Vanpool Fare Policy and Procedures for the Vanpool Program.

COMMITTEE ACTION:

RECOMMENDATION TO BOARD:

FINAL REVIEW BY BOARD:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

POLICIES AND PROCEDURES

- I. **TITLE:** **VANPOOL FARE POLICY**
- II. **EFFECTIVE DATE:** January 1, 2018
- III. **APPLICABILITY:** This regulation applies to Spokane Transit Authority's (STA) Vanpool Program.
- IV. **AUTHORIZATION:** _____
(Chief Executive Officer) Date
- V. **SUPERSEDES:** 05-001-01

VI. **PURPOSE:**

Spokane Transit Authority's goal is to meet continuing demand and encourage increased Vanpool Program participation by providing a convenient and cost effective method for citizens to commute to/from work by riding in an STA van. The vanpool program is a subsidized public transit service. Fares are evaluated based on the total cost to operate the program. The program goal is to recover 100% of the operational and administrative costs of the program. By doing so, STA is able to maintain a quality program and meet future demands.

VII. **DEFINITIONS & PROCEDURES:**

A. ELIGIBLE PARTICIPANTS

Commuters traveling to/from work or school with an origination or destination within the Public Transportation Benefit Area (PTBA) may utilize an STA vanpool under the guidelines of this program. A group of four to fifteen participants share the monthly cost of operating a van. Participants must be 18 years of age. Individuals must complete necessary paperwork through STA's Vanpool program prior to participating in the program.

B. PROGRAM COST CALCULATIONS

Vanpool fares are based on a combination of a standard monthly charge for administrative and capital costs plus a variable mileage charge for operational costs. Administrative and a factor for capital replacement expenses represent the standard portion for every Vanpool group's monthly cost. All Vanpool groups are billed equally for administrative and capital replacement expenses.

Administrative costs consist of all labor, utilities, other expenses dedicated to the Vanpool program. The monthly cost per vanpool group represents these expenses distributed at a ratio of one STA administrative staff person in support of fifty vans.

Capital replacement costs consist of the replacement expense for program vehicles on a 9-year replacement cycle. Fifteen to twenty percent (15% to 20%) of the acquisition cost is expected to be recovered by STA as salvage value when the vehicle is retired from service.

Operational expenses represent the variable portion of each individual Vanpool group's monthly costs. Each Vanpool group is billed in accordance with pre-established mileage bands. Vanpool groups are assigned to a mileage band based on commute miles traveled per month.

Operational costs consist of maintenance, tires, insurance, and fuel. These expenses are used to determine a fleet-wide cost per mile. This cost per mile factor is used to determine the monthly billing rate for each of the mileage bands.

C. FARE STRUCTURE

See **ANNEX A** for current fare structure.

Each passenger's monthly fare equals the monthly rate for their group, divided by the total number of passengers in the van. Each rider "leases" a vanpool seat from STA. The fare for the seat must be paid even if the seat is not occupied. In cases of long-term absences, such as vacation, the vanpool rider can "sub-lease" his/her seat to a person on the van's waiting list, but the original rider is responsible for assuring that STA receives the proper monthly fare regardless of how often they ride.

Standard Vanpool Program

Each Vanpool group's cost remains constant month to month, changing only if the van's standard monthly commute miles change. A change in a Vanpool group's monthly miles traveled may occur due to a route change or other factors and may place the group into a different monthly mileage band.

It is the Vanpool group's responsibility to notify the STA Vanpool office if their situation warrants moving to a lower mileage band. Occasional or unexpected fluctuations of the van mileage within a particular month is not sufficient justification for a lower fare or refund. If it is determined that a longstanding route change has occurred, the fare will be adjusted for the following months.

It is STA's responsibility to notify a Vanpool group if the group is experiencing mileage in excess of its established monthly mileage band. STA's Vanpool Office will conduct a routine quarterly evaluation of mileage and subsequently notify a group if a fare adjustment is necessary.

Flexible Vanpool Program

There is a special fare band for vanpools in which vanpool members pair use of the fixed route system with a short vanpool commute at the beginning or end of their trip. To qualify for this program all vanpool members must purchase a current 31-Day pass or Monthly Paratransit pass.

D. FARE COLLECTION

Monthly fares are collected from passengers for the current month. STA requests that fares be paid to the Vanpool group's bookkeeper. Fares should be submitted to the bookkeeper on the first of the month. This enables the bookkeeper to prepare and submit fare, ridership, and fuel reports to Spokane Transit no later than the 10th of the month. Groups submitting payments and reports arriving at STA after the 10th may be assessed a late fee of \$20.

E. MILEAGE

Total miles include commute miles, maintenance miles, personal use miles, and extra allowable miles. Total mileage is used by STA for external reporting requirements and program management.

Commute miles are miles a van and/or spare van travels from the driver's home or overnight parking location to the work destination and back. These are the miles used to determine the Vanpool's monthly mileage band.

Maintenance miles are miles consumed to perform scheduled and unscheduled maintenance activity.

Personal miles are limited to 50 miles per month of personal van use by approved drivers. Personal Use miles are recorded appropriately on each group's month end report.

Additional commute miles above the approved allowable miles will be approved by the Spokane Transit Vanpool staff as extra allowable miles and are charged an additional fee. To find the additional mileage cost, multiply the operational mileage fee times the number of miles traveled.

VIII. RESPONSIBILITIES:

A. SPOKANE TRANSIT

The Spokane Transit Vanpool office is the program manager for the Vanpool Program. This office is the resource for all vanpool customer support.

STA provides the fuel, maintenance, insurance and tires for Vanpool vehicles. Insurance is provided by the Washington State Transit Insurance Pool.

STA provides training, instructions, and assigns vans to vanpool participants.

Upon request, STA will provide an unlimited use bus pass to all Standard Vanpool Program participants for the entire time they are in the program. This is a personalized pass valid for unlimited use of Spokane Transit services by the vanpool member only. STA accounts for all bus rides associated with Vanpool users and tracks them as an overall program administrative expense.

Upon request, STA will provide a City Ticket parking pass for a Vanpool vehicle using the Arena Park & Ride. All parking terms and conditions for the City Ticket program apply.

B. VANPOOL PARTICIPANTS:

Each vanpool will consist of a driver, back-up drivers, a bookkeeper and other assigned riders.

1. Driver responsibility: As the driver of the vanpool, he/she must attend a mandatory defensive driving training program conducted by the STA Vanpool staff. Vanpool participants are responsible for the cleanliness and washing of the assigned vehicle.
2. Bookkeeper responsibility: As the bookkeeper for the vanpool, he/she is responsible for obtaining payment, by check, from each rider and submitting them to STA along with monthly ridership reports at the beginning of each month.
3. Vanpool Rider responsibility: As a rider of a vanpool, he/she must complete the necessary paperwork through STA's Vanpool office and is responsible for payment to STA each month.

ANNEX A: Fare Structure

Vanpool Fares (Effective January 1, 2018)		
Round Trip Miles	Average Monthly Miles	Monthly Fare
FS*	230**	\$120
20	420	\$305
25	525	\$342
30	630	\$380
35	735	\$416
40	840	\$454
45	945	\$490
50	1050	\$528
55	1155	\$565
60	1260	\$602
65	1365	\$640
70	1470	\$677
75	1575	\$715
80	1680	\$752
85	1785	\$789
90	1890	\$826
95	1995	\$863
100	2100	\$900
105	2205	\$938
110	2310	\$975
115	2415	\$1,012
120	2520	\$1,050

Vanpool Fares (Effective January 1, 2018)		
Round Trip Miles	Average Monthly Miles	Monthly Fare
125	2625	\$1,087
130	2730	\$1,124
135	2835	\$1,162
140	2940	\$1,199
145	3045	\$1,236
150	3150	\$1,273
155	3255	\$1,311
160	3360	\$1,348
165	3465	\$1,385
170	3570	\$1,422
175	3675	\$1,460
180	3780	\$1,497
185	3885	\$1,534
190	3990	\$1,572
195	4095	\$1,609
200	4200	\$1,646
205	4305	\$1,683
210	4410	\$1,721
215	4515	\$1,758
220	4620	\$1,795
225	4725	\$1,833
230	4830	\$1,870

Round up to the next 5-mile increment. Example: A van traveling 23 miles round trip, would round up to 25 miles.

*Flexible Services requires purchase of bus pass and use of vanpool van for first, or last, leg of the commute.

**Flexible Services is limited to 230 miles per month to complete a commute using fixed route.

RESOLUTION NO. _____

A RESOLUTION FOR THE PURPOSE OF UPDATING THE EXISTING VANPOOL FARE POLICY FOR THE PROVISION AND USE OF SUCH TRANSIT SERVICES OF THE SPOKANE TRANSIT AUTHORITY, RESCINDING RESOLUTION NO. 719-14 AND OTHER MATTERS PROPERLY RELATING THERETO.

**SPOKANE TRANSIT AUTHORITY
Spokane County, Washington**

BE IT RESOLVED BY THE BOARD OF DIRECTORS OF THE SPOKANE TRANSIT AUTHORITY
as follows:

WHEREAS, the Spokane Transit Authority (STA) is a municipal corporation operating and existing under and pursuant to the Constitution and the laws of the state of Washington, pursuant to RCW Title 36, Chapter 57.A, Public Transportation Benefit Area; and

WHEREAS, pursuant to Resolution 700-12 the STA Board established the Vanpool Fare Policy for the provision and use of Spokane Transit Vanpool services and by Resolution No. 719-14, the STA Board subsequently amended the Vanpool Fare Policy; and

WHEREAS, flexible vanpool opportunities exist for multi-modal trips between fixed route services and vanpools and staff have prepared and recommend the addition of a flexible vanpool service and fare structure to the existing Spokane Transit Vanpool services.

NOW, THEREFORE BE IT RESOLVED by the Board of Directors of STA as follows:

Section 1: The STA Board of Directors hereby adopts and establishes a new Vanpool Fare Policy, attached hereto as Exhibit A and incorporated herein by reference, to implement a flexible service component to the Spokane Transit Vanpool program and provide for applicable fares.

Section 2: The STA Board of Directors hereby authorizes the Chief Executive Officer to administer the Vanpool program pursuant to the policy adopted herein.

Section 3. This resolution shall take effect and be in force immediately upon passage.

Section 4. All prior resolutions inconsistent herewith, including Resolution No. 719-14, are repealed.

ADOPTED by the Spokane Transit Authority at a regular meeting thereof, held on the 16th day of November 2017.

ATTEST:

SPOKANE TRANSIT AUTHORITY:

Jan Watson
Clerk of the Authority

Pamela Haley
STA Board Chairman

Approved as to form:

Laura McAloon
Attorney for Spokane Transit Authority

RESOLUTION NO. _____

A RESOLUTION FOR THE PURPOSE OF ~~ESTABLISHING~~ UPDATING THE EXISTING VANPOOL FARE POLICY FOR THE PROVISION AND USE OF SUCH TRANSIT SERVICES OF THE SPOKANE TRANSIT AUTHORITY, RESCINDING RESOLUTION NO. 719-14 AND OTHER MATTERS PROPERLY RELATING THERETO.

SPOKANE TRANSIT AUTHORITY
Spokane County, Washington

BE IT RESOLVED BY THE BOARD OF DIRECTORS OF THE SPOKANE TRANSIT AUTHORITY as follows:

WHEREAS, the Spokane Transit Authority (STA) is a municipal corporation operating and existing under and pursuant to the Constitution and the laws of the state of Washington, pursuant to RCW Title 36, Chapter 57.A, Public Transportation Benefit Area; and

WHEREAS, ~~after a public hearing to consider the revised fare structure, the STA Board adopted pursuant to Resolution 700-12 the STA Board in a public meeting held December 20, 2012, which established the Vanpool Fare Policy for the provision and use of Spokane Transit Vanpool services and by Resolution No. 719-14, the STA Board subsequently amended the Vanpool Fare Policy; and~~

WHEREAS, flexible vanpool opportunities exist for multi-modal trips between fixed route services and vanpools and staff have prepared and recommend the addition of a flexible vanpool service and fare structure to the existing Spokane Transit Vanpool services.

~~WHEREAS, this resolution rescinds Resolution 719-14 and will be in effect January 1, 2018;~~

~~WHEREAS, the STA Board determines the following action is in the interest of the public welfare and benefit;~~

~~NOW, THEREFORE BE IT RESOLVED by the Board of Directors of STA as follows:~~

Section 1:- The STA Board of Directors hereby adopts and establishes a new Vanpool Fare Policy, attached hereto as Exhibit A and incorporated herein by reference, to implement a flexible service component to the Spokane Transit Vanpool program and provide for applicable fares.

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~~The STA Board of Directors rescinds Resolution 719-14~~

Section 2: The STA Board of Directors hereby authorizes the Chief Executive Officer to administer the Vanpool program pursuant to the policy adopted herein.

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~~Section 3. This resolution shall take effect and be in force immediately upon passage.~~

~~Section 4. All prior resolutions inconsistent herewith, including Resolution No. 719-14, are repealed.~~

~~The STA Board of Directors hereby adopts and establishes a change to the fare table that accommodates short distance vanpool trips that are paired with fixed route trips. A description of the updated policy as adopted by the Board on December 20, 2012, with the addition of this parking benefit attached hereto.~~

ADOPTED by the Spokane Transit Authority at a regular meeting thereof, held on the 16th day of November 2017.

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ATTEST:

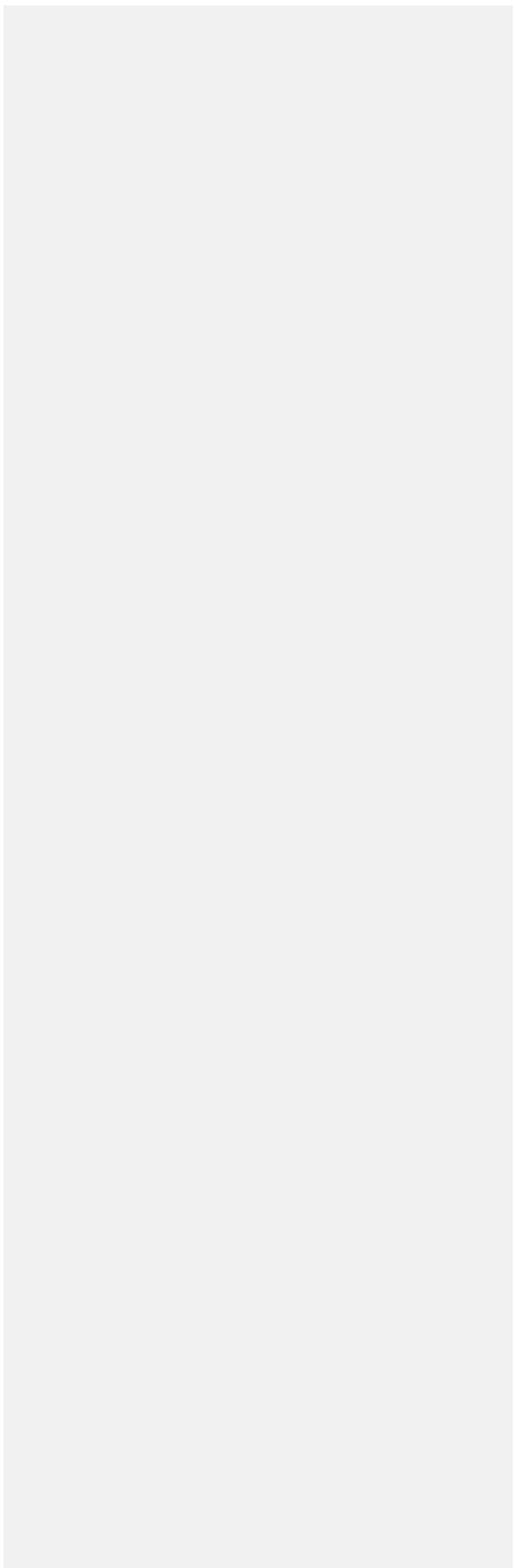
Jan Watson
Clerk of the Authority

Approved as to form:

Laura McAloon
Attorney for Spokane Transit Authority

SPOKANE TRANSIT AUTHORITY:

Pamela Haley
STA Board Chairman



SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

November 1, 2017

AGENDA ITEM 5A3: REQUEST FOR EXTENSION OF PLAZA PROPERTY MANAGEMENT CONTRACT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Beth Bousley Director of Communications and Customer Service
Lynda Warren, Director of Finance and Information Services

SUMMARY: The current contract for Property Management of the STA Plaza with NAI Black will expire on December 31, 2017. Staff is proposing a six-month extension to the current contract due to the acquisition of a tenant for the first floor rotunda and the resulting tenant improvements. Retaining NAI Black will ensure a smooth transition for leasing to the new tenant.

NAI Black will provide the commercial and retail leasing expertise, tenant management, contracted maintenance and janitorial services, administrative supervision, and the on-site engineering maintenance to ensure the optimum operation of the Plaza during all hours and days of operation, including all holidays.

STA currently pays NAI Black \$2,800 per month for their professional services.

RECOMMENDATION TO COMMITTEE: Review and recommend the Board authorize the CEO to negotiate an extension to the STA Property Management contract with NAI Black not to exceed six months.

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

November 1, 2017

AGENDA ITEM 5A4 : AWARD OF CONTRACT FOR DRUG AND ALCOHOL TESTING, MEDICAL REVIEW OFFICER SERVICES, AND OCCUPATIONAL HEALTH SERVICES

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Nancy Williams, Human Resources Director

SUMMARY: By federal regulation, STA is required to maintain a drug and alcohol testing program for its safety sensitive employees. In addition to laboratory testing, the program requires the utilization of medical review services. The Medical Review Officer (MRO) is responsible for reviewing positive tests and recommending appropriate treatment and continued employment plans.

In addition to drug and alcohol testing, STA requires occupational health services for pre-employment physicals, Commercial Driver's License (CDL) recertification exams, and fitness for duty exams.

The current contract for the services described above expires December 31, 2017. Following STA's standard procurement process, a Request for Proposals (RFP) for a new five-year contract was advertised and sent to seventeen (17) prospective vendors. Two (2) responsive proposals were received from responsible vendors. The evaluation committee, comprised of Nancy Williams, Janet Stowe, Diana Broach, Frank Bezemer, Todd Griffith, Jacque Tjards, and Laurie Hitchcock rated the proposals on the following criteria: price, experience and reliability, expertise of personnel, and proposed method of performance.

<u>Vendor Name</u>	<u>Average Points Earned</u>	<u>*Estimated Five-Year Cost</u>
Occupational Medicine Associates (OMA)	98.57	\$171,445
U.S. Healthworks	70.43	\$329,917

*For evaluation purposes, the estimated cost was based upon five of the most commonly performed services. Actual contract value will be higher.

OMA is STA's current contractor. They performed well and did not raise their prices from the contract awarded in 2012.

RECOMMENDATION TO COMMITTEE: Recommend the Board approve a contract with Occupational Medicine Associates for drug and alcohol testing, medical review officer services, and occupational health service for a five-year period at a cost of approximately \$230,000 for the entire term of the contract.

COMMITTEE ACTION:

RECOMMENDATION TO BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____



Performance Monitoring & External Relations Committee Meeting

November 1, 2017



Item 5A7:

AWARD OF CONTRACT FOR DRUG
AND ALCOHOL TESTING, MEDICAL
REVIEW OFFICER SERVICES, AND
OCCUPATIONAL HEALTH SERVICES

Purpose: For decision.

Requirement: By federal regulation, STA is required to maintain a drug and alcohol testing program for its safety sensitive employees. The current contract will expire on December 31, 2017.



Background

- New contract will be for five years and is estimated to cost approximately \$230K over the contract period.
- Funding for this service is included in the 2018 Budget and will be budgeted each subsequent year.

Services

- A Medical Review Officer (MRO) will:
 - Review of all drug and alcohol test results
 - In the case of positive tests, recommend appropriate treatment options
 - General occupational health services for pre-employment physical exams and other relevant occupational health services

Evaluation Results

Vendor Name	Average Points Earned	Cost Proposals were evaluated based on five tests most frequently performed
Occupational Medicine Associates	98.57	\$171,445
U.S. Healthworks	70.43	\$329,917

Recommendation

Approve a contract with Occupational Medicine Associates for drug and alcohol testing, medical review officer services, and occupational health services for five years at a cost of approximately \$230,000 for the term of the contract.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

November 1, 2017

AGENDA ITEM **6A** : STA OUTREACH UPDATE

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Beth Bousley, Director of Communications and Customer Service

SUMMARY: Staff is making an effort to integrate outreach efforts system-wide, in the areas of Fixed Route, Mobility Mentor & Training, and Vanpool. When possible, staff leverages outreach opportunities to promote all of Spokane Transit's (STA) services. This report provides an update on current outreach efforts.

Vanpool:

Goal: Increase number of vans to 88 by end of 2017

Outreach Summary:

- Spokane Transit Vanpool held 14 outreach events in the month of October to local businesses, business parks, and organizations. Among these are PAML – Ironbridge, Meadowwood Technology Park, and Guardian Life. Year-to-Date, Vanpool has held 81 outreach events.
- Compass Vanpool Trial is a promotion by Avista, Ecova, and Gonzaga to try Vanpool for one day from each of the points of a compass (North, South, East, and West). Employees who do not use vanpool can sign up for a one-day trial based on the area of town in which they live. Vanpool Manager, Greg Garrett, is driving the vanpool for each of those days.
- November presentations include Travelers, Umpqua Bank, DSHS on Maple, and Zak Designs.

Mobility Training and Mobility Mentor Programs:

Goal: Increase independence for people with disabilities by training them to use the Fixed Route system. Not only does this provide more independence, it is also a more cost-effective solution both for the individual and Spokane Transit.

Outreach Summary:

- Total contacts in the community for October (including group orientations, meetings, group presentations, material drop-off, calls, resource fairs): 204 contacts via 40 events.
- Total contacts in the community for the month of September: 531 contacts via 65 events.
- Future events continue to be planned with different school districts throughout the area (including classroom trainings, open houses, and orientation). This month, both Mobility Training and Mobility Mentor will be attending two Resource Fairs at Spokane Falls Community College (SFCC) including the Access Job Fair. Staff will also be attending two transportation workshops.

Fixed Route:

Goal: Increase ridership; improve community perception

Outreach Summary:

- Whitworth University will fund a Universal Transit Access Pass (UTAP) program beginning in the Fall of 2018. Spokane Transit will now have UTAP agreements with all of the major universities and colleges in the Public Transportation Benefit Area.
- Ecova is the newest member of our Employer Sponsored Bus Pass Program (ESBP).
- Albertson's has just signed on to sell STA passes at five of their stores in the PTBA. List of outlets now includes: Albertson's, Cenex Zip Trip, Rosauers, Safeway, Super One Foods, Huckleberry's, and Yoke's.

Community Relations

STA staff attended the following October outreach events:

- Spokane Falls Community College “*Club Day*” booth
- Gonzaga University “*Fall Family Weekend*” booth
- “*First Friday*” in collaboration with *The Arc of Spokane*
- International Students and Scholars Reception
- University District “*Put Your Paddle In*” Event
- Gonzaga University “*Benefits Fair*”
- Central City Line Open House

Media Relations

- Please see attached document for an overview of September media results.

Commuter Benefits/Pass Sales

- Renewed Universal Transit Access Pass Program (UTAP) agreements with City of Spokane and Spokane County.
- Ongoing efforts to target and meet with organizations who would benefit from commuter options.
- Developing new sales tools to integrate outreach efforts. Design and distribute new commuter options toolkit to priority organizations.

Universities and Colleges

- Whitworth University has decided to fund a UTAP program beginning in the Fall of 2018. A meeting was held on October 26, 2017, with the Student Senator and Vice President of Finance and Administration to discuss the agreement, the fare media, and a potential pilot in the Spring of 2018.
- Renewed UTAP agreements for the 2017-2018 school year with Community Colleges of Spokane, Eastern Washington University (EWU), Gonzaga University, and Washington State University – Spokane.
- Participate in on-campus events to promote ridership.
- Pilot program to promote public transportation to and from EWU football games.

New Fare

- Communications strategy is under way for the 2nd Phase fare change going into effective July 1, 2018.

Real Time Information

- Developed a “*Frequently Asked Questions*” (FAQ) document, brochure, Plaza display, and digital signs to promote Real Time Information.
- When an official launch date of Real Time Information is determined, staff will implement a media relations strategy.

STA Moving Forward

- Conduct ongoing outreach to educate and engage our audiences about STA Moving Forward projects and progress, including Central City Line and 2018 September Service Change Proposal Outreach.
- Developing an online project tracker to demonstrate that STA is fulfilling our promises through consistent, transparent, and accessible information.

Internal Communications

- Maximize internal communications to improve employee engagement. Results from the most recent employee engagement survey were shared at the October All Employee Meeting and an action plan is being developed by Human Resources.
- Efforts are underway to enhance internal communications, perhaps through digital communications made possible with the advent of STARS Employee Self Service (ESS)

Customer Service

- Enhance quality of customer service to increase community perception and ridership. Customer Service representatives are being trained to respond to basic Route questions received through STA communication channels, and on “beyond the counter” customer service to allow them to be more proactive in engaging with and helping customers.

Web Development

- Ensure systems are in place so that web properties are able to accommodate continually increasing traffic.

RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

EXECUTIVE SUMMARY

Spokane Transit saw a wide variety of coverage in September that included topics such as STA Moving Forward, construction updates, holiday schedules and local events.

Most news coverage had a customer service focus. For example, six news broadcasts shared STA's adjusted Labor Day bus schedules, and four broadcasts spotlighted the complimentary shuttles at Valleyfest. Thanks to STA's proactive media efforts, local media outlets shared STA Moving Forward-related improvements and other service change announcements three times. These articles directed audiences to the STA website for more information.

A mid-month highlight was Mass Transit Magazine's re-share of their Top 40 Under 40 list (published in July 2017) further raising the profile for STA's Brandon Rapez-Betty as an outstanding young transit leader.

Media outlets also produced five articles mentioning STA's involvement in local constructions efforts, such as the Monroe Street updates and Sprague Avenue renovations. An article by The Spokesman-Review about Sprague improvements gave attention to the new STA bus shelters and amenities that will be a part of the Central City Line (CCL).

Overall, the tone of coverage in September was neutral to positive.

KEY OBSERVATIONS

- Service change communications were well received, especially on social media.
- Video was a powerful medium for educating audiences in broadcast coverage and on social platforms.
- STA saw increased social media engagement of 9.44% in September, up from 3.19% in August.

EARNED MEDIA HIGHLIGHTS

FOX 28



Labor Day Holiday Schedule

KAYU-TV Good Day - SEPTEMBER 1, 2017

KAYU-TV shared STA's special holiday schedule for Labor Day in several broadcasts throughout the weekend.

JOURNAL OF BUSINESS

Serving Spokane & Kootenai Counties
In Print · Online · On the Go



Spokane to Court Amazon

Journal of Business - SEPTEMBER 28, 2017

As local business leaders shared how they are working together to attract large employers to land in Spokane, Spokane Transit was asked to share about the services provided to the area.

THE SPOKESMAN-REVIEW



City Unveils a New and Improved East Sprague Avenue

The Spokesman-Review - SEPTEMBER 18, 2017

This article mentions the city's renovations to East Sprague Avenue, including improved bus shelters. traffic revisions, STA will have the ability to better serve customers in the area.

KXLY.com

Spokane - Coeur d'Alene



Spokane Transit Partnering with Valleyfest

KXLY-TV at 5pm - SEPTEMBER 21, 2017

Local news channel KXLY-TV highlighted Spokane Transit's free shuttle service during Valleyfest online and via broadcast.

RECOMMENDATIONS

- Continue to proactively engage media outlets to share customer service-related content.
- Identify unique angles for the media to utilize, particularly around service improvements and new or updated amenities.

TOP INTERNET STA MENTIONS BY IMPRESSIONS

"Getting There: Tallying the transportation tab"

THE SPOKESMAN-REVIEW, IMPRESSIONS: 864,334

"STA expands service"

THE SPOKESMAN-REVIEW, IMPRESSIONS: 864,334

TOP PRINT STA MENTIONS BY CIRCULATION

"Monroe group seeks damages \$15M tort claim filed over street makeover set to begin next year"

THE SPOKESMAN-REVIEW, CIRCULATION: 71,677

"Century-old transit maps tell a tale"

THE SPOKESMAN-REVIEW, CIRCULATION: 71,677

TOP BROADCAST STA MENTIONS BY VIEWERSHIP

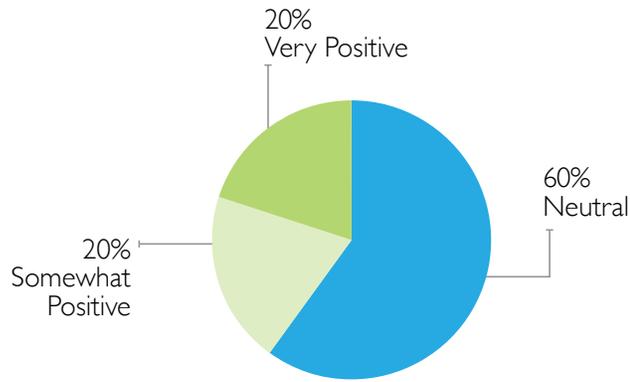
"Spokane Transit Partnering with Valleyfest"

KXLY-TV AT 5PM, VIEWERSHIP: 28,509

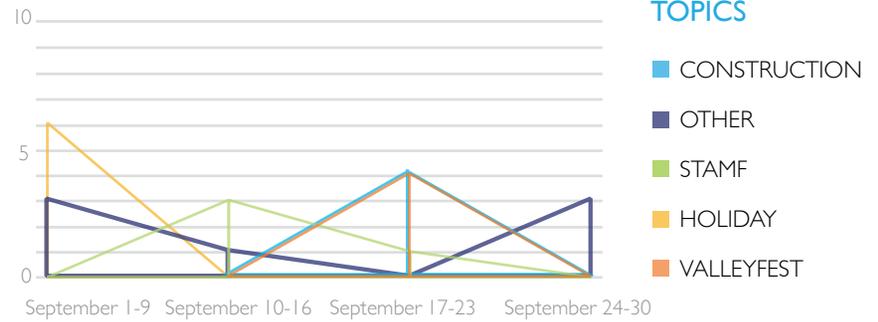
"Spokane Transit Partnering with Valleyfest"

KXLY-TV AT 6:30PM, VIEWERSHIP: 19,894

MEDIA COVERAGE BY SENTIMENT



MEDIA COVERAGE BY TOPIC



MEDIA COVERAGE

25 STORIES <i>Instances of Media Coverage</i>	5,287,587 INTERNET IMPRESSIONS <i>Audience Reached by Online Coverage</i>	58,933 BROADCAST VIEWERSHIP <i>Audience Reached by Television</i>
354,956 PRINT CIRCULATION <i>Number of Newspaper Subscribers Reached</i>	\$33,968.54 PUBLICITY VALUE <i>Estimated Earned Media Value</i>	

FACEBOOK

20,710 TOTAL IMPRESSIONS	3,452 TOTAL PAGE LIKES	22,700 TOTAL IMPRESSIONS	1,971 FOLLOWERS
364 PAGE VIEWS	28 NEW LIKES	20 PROFILE VISITS	12 NEW FOLLOWERS
56 POSTS	0.82% GROWTH	38 TWEETS	0.61% FOLLOWER GROWTH
1,954 ENGAGEMENTS	9.44% ENGAGEMENT RATE	28 RETWEETS	1.20% ENGAGEMENT RATE

TWITTER

22,700 TOTAL IMPRESSIONS	1,971 FOLLOWERS
20 PROFILE VISITS	12 NEW FOLLOWERS
38 TWEETS	0.61% FOLLOWER GROWTH
28 RETWEETS	1.20% ENGAGEMENT RATE

NOTABLE SOCIAL MEDIA STORIES

Spokane Transit @spokanetransit

The Central City Line will offer a variety of amenities that will improve transit for our region. Visit bit.ly/1JJ3Mbl for info.

EASY on easy off

TOP MEDIA TWEET

IMPRESSIONS: 398 | ENGAGEMENTS: 7 | RETWEETS: 1 | LIKES: 2

Spokane Transit @spokanetransit

Welcome back @EWUEagles! Did you know you can use your EagleCard as valid fare to ride STA? Visit spokanetransit.com/ewu for more info.

TOP TWEET

IMPRESSIONS: 4,050 | ENGAGEMENTS: 74 | RETWEETS: 8 | LIKES: 6

Spokane Transit Authority added a new photo. September 22 at 5:05pm

BE FIT FOR LIFE
Join the 3 month CHALLENGE

Where Everyone Wins When They Lead A Healthier Wealthier & Wiser Life Style

TOP MENTION

REACH: 2,385 | SHARES: 0 | ENGAGEMENTS: 10 | LIKES: 3

Spokane Transit Authority September 6

Hey STA riders, there are upcoming September service changes happening to routes near you! Keep an eye out for them and visit <http://bit.ly/2wEIT46> for more information.

1.5K Views

LARGEST REACH

REACH: 5,334 | SHARES: 26 | ENGAGEMENTS: 602 | LIKES: 135

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

November 1, 2017

AGENDA ITEM 7: 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: N/A

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

November 1, 2017

AGENDA ITEM 8A : SEPTEMBER 2017 FINANCIAL RESULTS SUMMARY

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Lynda Warren, Director of Finance & Information Services
Lynn Holmes, Financial Services Manager
Tammy Johnston, Budget and Accounting Manager

SUMMARY: Attached are the September 2017 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. September equates to 75% of the year.

Revenue

Overall, revenue is at 78.8% of budget (\$61.0M) which is higher than the expected \$58.0M.
Fares & Other Transit Revenue is slightly higher than the budget at 75.9%.
Sales Tax Revenue is slightly higher than the budget at 78.7%.
Federal & State Grants is higher than the budget at 80.7%.
Miscellaneous Revenue is higher than the expected budget at 115.3%.*

*Includes McKinstry Energy Savings Project/Avista Rebate Incentive of \$273,389.

Operating Expenses

Operating expenses at 67.4% of budget (\$46.6M) are 10% below the expected amount of 75% (\$51.8M).

Fixed Route	69.5% of budget expended
Paratransit	64.7% of budget expended
Vanpool	56.1% of budget expended
Plaza	56.3% of budget expended
Administration	64.4% of budget expended

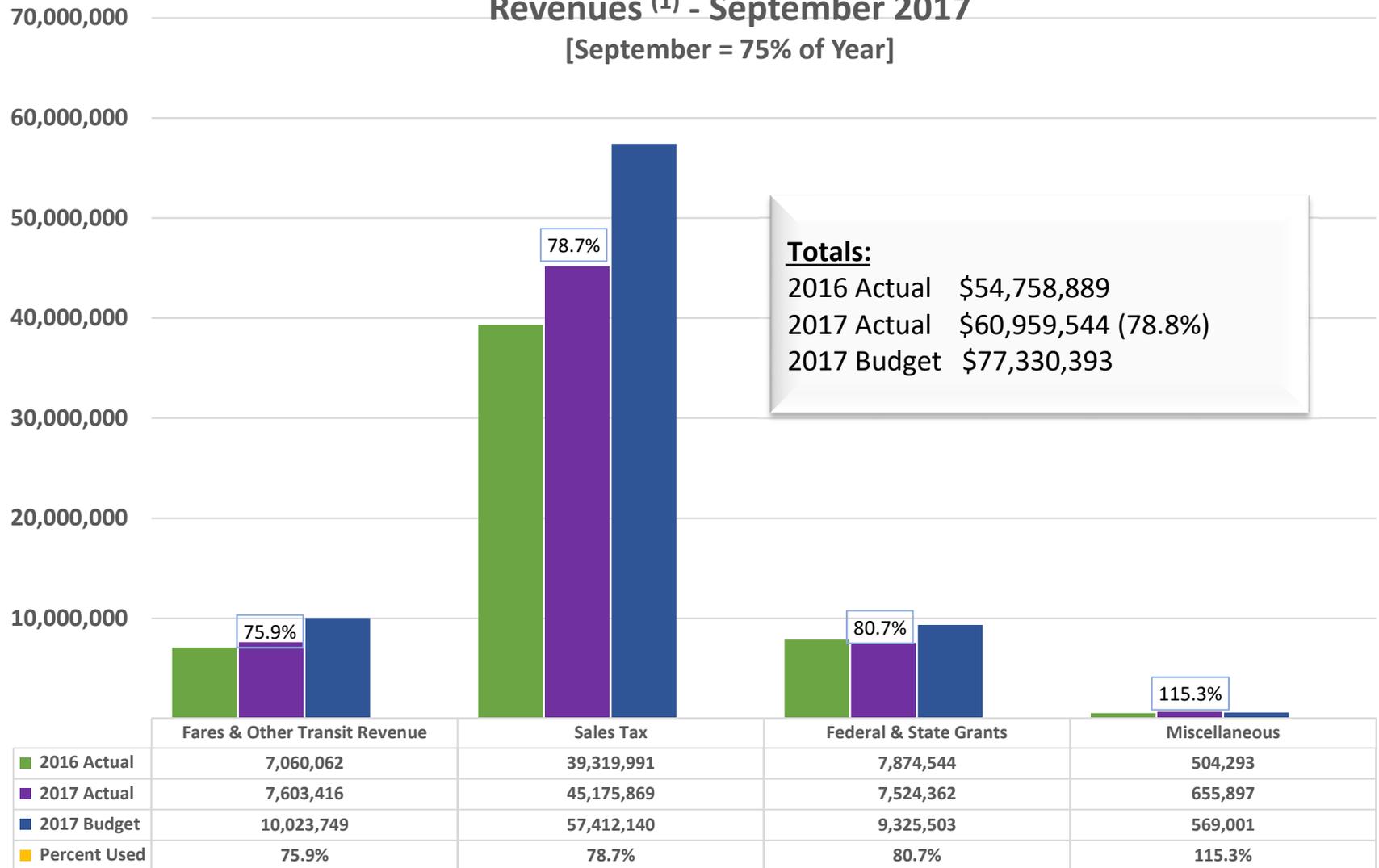
Operating expenses are greatly influenced by timing of payments. For example, only 46.8% (\$1.9M) of the fuel budget has been spent to date and we expect that to change significantly as we approach the end of the year.

RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

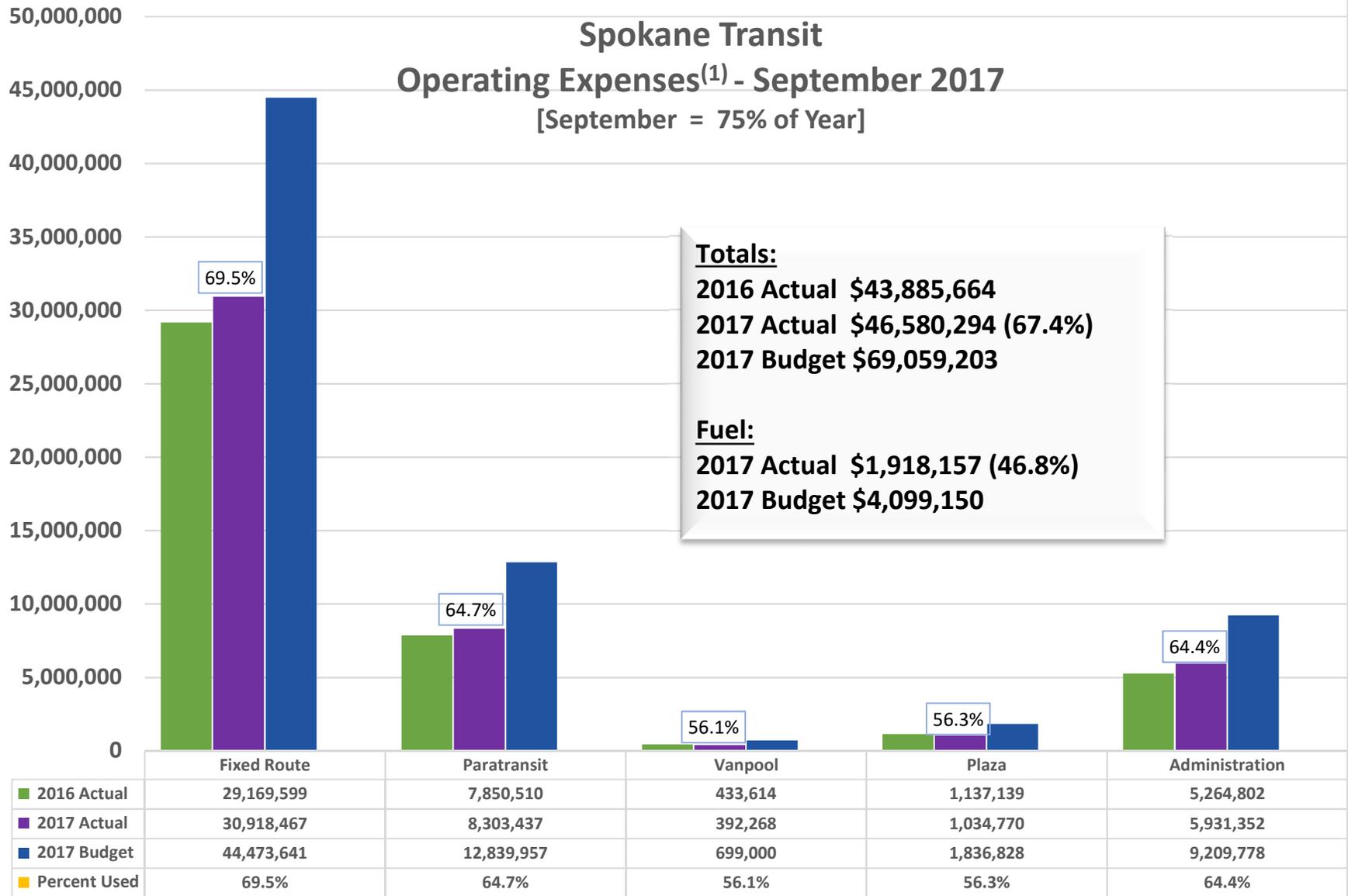
Spokane Transit Revenues ⁽¹⁾ - September 2017 [September = 75% of Year]



Totals:
 2016 Actual \$54,758,889
 2017 Actual \$60,959,544 (78.8%)
 2017 Budget \$77,330,393

⁽¹⁾ Above amounts exclude grants used for capital projects. Year-to-date September state capital grant reimbursements total \$915,847 and federal capital grant reimbursements total \$3,159,777.

Spokane Transit Operating Expenses⁽¹⁾ - September 2017 [September = 75% of Year]



Totals:
2016 Actual \$43,885,664
2017 Actual \$46,580,294 (67.4%)
2017 Budget \$69,059,203

Fuel:
2017 Actual \$1,918,157 (46.8%)
2017 Budget \$4,099,150

⁽¹⁾ Operating expenses exclude capital expenditures of \$8,081,924 and Street/Road cooperative projects of \$134,319 for year-to-date September 2017.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

November 1, 2017

AGENDA ITEM 8B : OCTOBER 2017 SALES TAX REVENUE INFORMATION

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Lynda Warren, Director of Finance & Information Services
Lynn Holmes, Financial Services Manager
Tammy Johnston, Budget and Accounting Manager

SUMMARY: Attached is October 2017 sales tax revenue information.

October sales tax revenue, which represents sales for August 2017, was:

+32.9% over October 2016 actual*

+16.9% above YTD actual

+10.4% YTD above budget

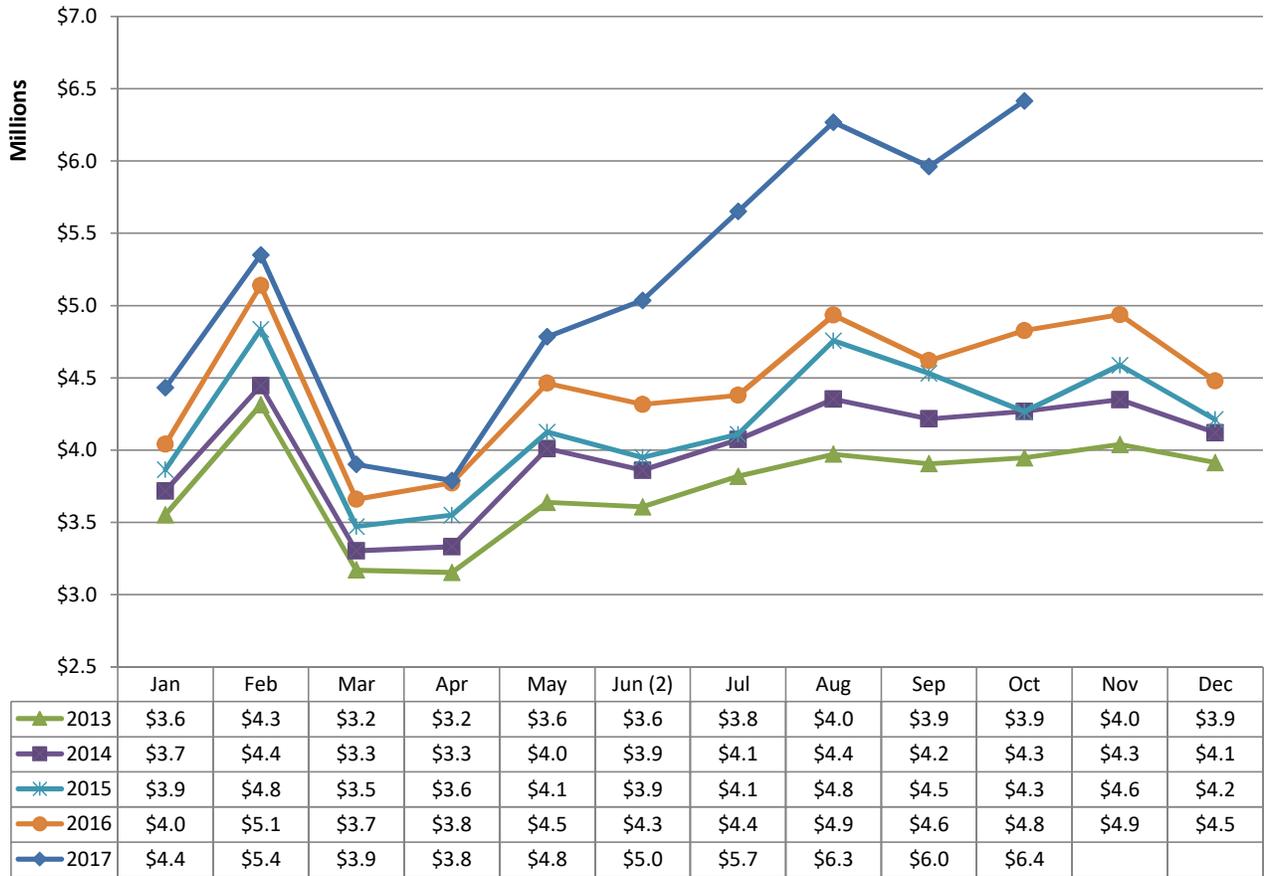
*October 2017 sales tax revenue includes a one-time use tax amount of \$334,000.

RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

Sales Tax Revenue History-October 2017⁽¹⁾

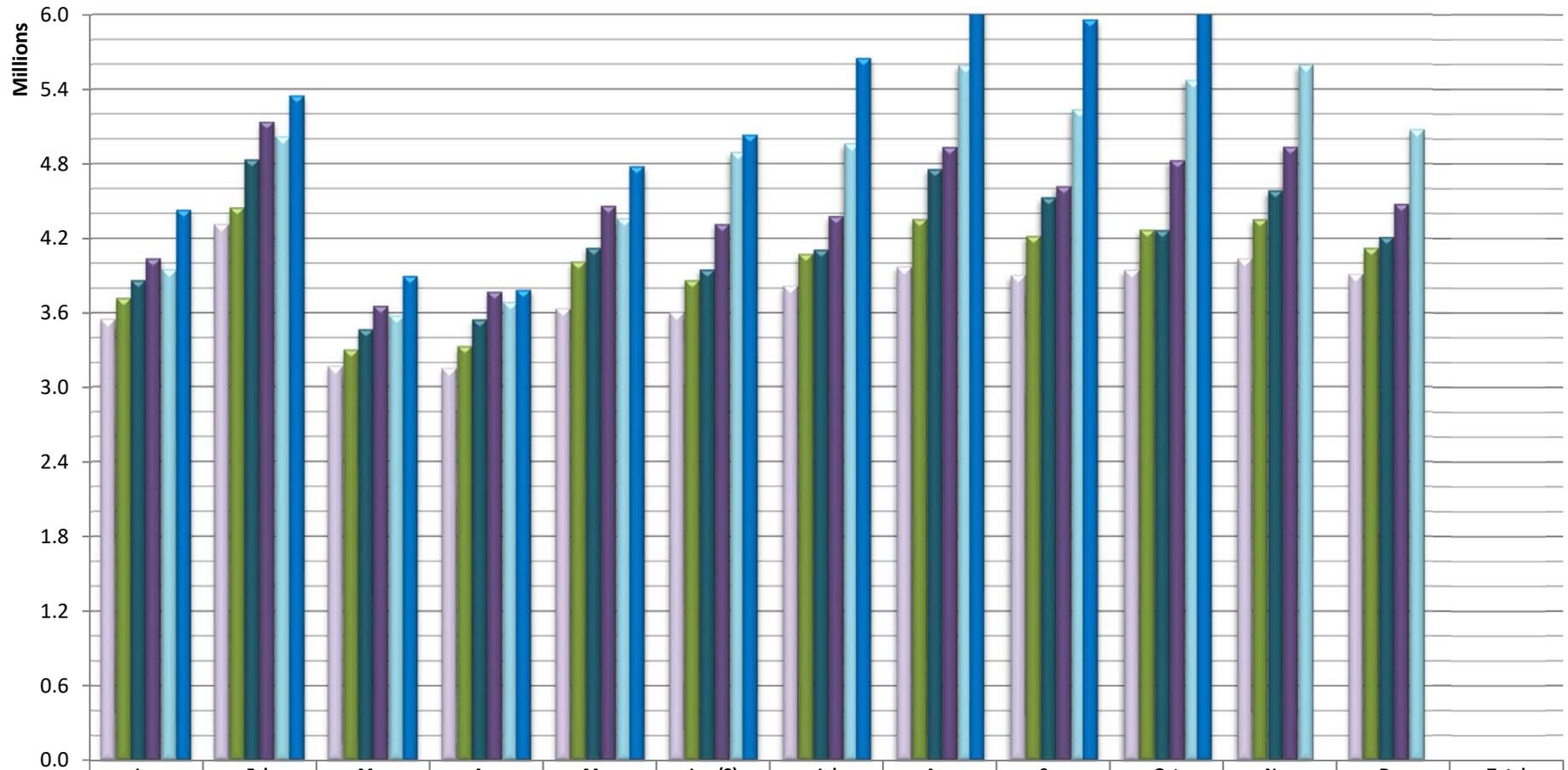


(1) Sales tax distributions lag two months after collection by the state. For example, collection of January taxable sales are distributed in March.

(2) June distribution is April taxable sales in which the sales and use tax rate increased one-tenth of one percent (.001) from .006 to .007.

Sales Tax Summary (with Mitigation for All Jurisdictions)					
Oct-17					
	YTD 2016	YTD 2017	\$ CHANGE	% CHANGE	
STA	44,146,468	51,592,176	7,445,708	16.9%	
AIRWAY HEIGHTS	1,418,312	1,649,122	230,810	16.3%	
LIBERTY LAKE	\$ 2,489,030	\$ 2,814,314	\$ 325,284	13.1%	
CHENEY	1,104,560	1,231,887	127,327	11.5%	
MEDICAL LAKE	230,391	254,181	23,790	10.3%	
MILLWOOD	393,113	431,245	38,132	9.7%	
SPOKANE COUNTY	20,470,927	22,091,667	1,620,739	7.9%	
PFD	7,823,978	8,415,899	591,921	7.6%	
SPOKANE	35,203,498	37,641,541	2,438,043	6.9%	
SPOKANE VALLEY	16,609,064	17,643,262	1,034,198	6.2%	
ALL	\$ 129,889,342	\$ 143,765,294	\$ 13,875,952	10.7%	

2013 - 2017 SALES TAX RECEIPTS ⁽¹⁾



	Jan	Feb	Mar	Apr	May	Jun (2)	Jul	Aug	Sep	Oct	Nov	Dec	Total
2013 Act.	3,552,629	4,313,315	3,170,287	3,152,776	3,638,110	3,607,445	3,818,364	3,971,379	3,905,284	3,946,531	4,038,362	3,913,617	45,028,101
2014 Act.	3,717,183	4,445,759	3,303,019	3,331,820	4,010,737	3,860,469	4,073,091	4,352,108	4,215,907	4,267,406	4,349,765	4,119,702	48,046,965
2015 Act.	3,865,250	4,835,478	3,471,459	3,550,797	4,124,484	3,949,801	4,109,906	4,756,705	4,530,359	4,265,975	4,587,132	4,211,936	50,259,282
2016 Act.	4,040,342	5,138,043	3,659,616	3,772,996	4,462,273	4,315,784	4,378,473	4,933,936	4,618,531	4,826,474	4,936,883	4,477,725	53,561,075
2017 Bud.	3,947,098	5,019,467	3,575,159	3,685,923	4,359,292	4,891,978	4,963,036	5,592,658	5,235,144	5,470,849	5,595,998	5,075,538	57,412,140
2017 Act.	4,432,233	5,350,787	3,901,562	3,790,349	4,783,883	5,035,578	5,651,610	6,268,031	5,961,836	6,416,307	-	-	
\$ Mo. Var.	391,892	212,744	241,946	17,353	321,610	719,794	1,273,138	1,334,095	1,343,305	1,589,833	-	-	
% Mo. Var.	9.7%	4.1%	6.6%	0.5%	7.2%	16.7%	29.1%	27.0%	29.1%	32.9%	0.0%	0.0%	
\$ YTD Var.	391,892	604,635	846,582	863,934	1,185,545	1,905,339	3,178,476	4,512,571	5,855,876	7,445,708	-	-	
% YTD Var.	9.7%	6.6%	6.6%	5.2%	5.6%	7.5%	10.7%	13.0%	14.9%	16.9%	0.0%	0.0%	
% YTD Bud. Var.	12.3%	9.1%	9.1%	7.7%	8.1%	7.1%	8.2%	8.8%	9.5%	10.4%	0.0%	0.0%	

⁽¹⁾ 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 .006 to .007.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

November 1, 2017

AGENDA ITEM 8C : SEPTEMBER 2017 OPERATING INDICATORS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Steve Blaska, Director of Operations
Karl Otterstrom, Director of Planning and Development

SUMMARY: Ridership in September shows indications that STA's ridership's recovery has slowed. There was one less weekday in September 2017 compared to September 2016.

FIXED ROUTE

Fixed Route 2017 ridership goal is to sustain 2016 ridership levels. Total ridership decreased 2.7% (808,229 vs. 830,427) in September 2017 and is down 0.4% (7,677,977 vs. 7,706,238) Year-to-Date (YTD).

This month experienced a decline in the ridership growth trend for the first time in months, with year-to-date ridership decreasing slightly. Average weekday ridership continued to increase. Adult 31 Day Pass ridership decreased September to September and is up slightly when comparing YTD. There may have been some migration to the new 7 Day Pass (15,299 trips).

Detailed breakdown:

Adult ridership decreased 1.0% (487,097 vs. 491,782) in September 2017 and is up 0.7% (4,729,121 vs. 4,694,658) YTD.

- Adult 31 Day Pass ridership decreased 4.7% (233,520 vs. 244,924) in September 2016 and increased 0.9% (2,204,150 vs. 2,184,275) YTD.
- CCS Pass ridership increased 13.8% (31,548 vs. 27,715) in September 2017 and is up 2.2% (444,604 vs. 435,056) YTD.
- Eagle Pass ridership increased 2.2% (44,468 vs. 43,493) in September 2017 and is down 1.1% (518,903 vs. 524,597) YTD.
- GU Bulldogs Pass ridership decreased 0.6% (3,843 vs. 3,866) in September 2017 and is down 17.5% (29,763 vs. 36,095) YTD.

Youth ridership decreased 11.5% (53,077 vs. 59,987) in September 2017 and is down 2.7% (480,077 vs. 493,492) YTD.

Reduced Fare / Para ridership increased decreased 5.8% (116,890 vs. 124,108) in September 2017 and is down 6.9% (1,042,809 vs. 1,119,952) YTD.

Fixed Route On Time Performance for September 2017 was 92%. The goal for 2017 is 90%.

PARATRANSIT

Paratransit 2017 ridership goal is manage growth to a 0.5% increase over 2016 ridership level. Total ridership in September increased 0.2% (37,656 vs. 37,593) and is up 1.1% (357,709 vs. 353,766) YTD. Combined total ridership for Paratransit has increased 1.2% YTD. Non-revenue ridership continues to increase and YTD is up 16.1%. SUV ridership continues its downward trend, dropping 16.1% YTD. On a positive note, a home site that closed last month has been re-configured and will continue, under new management, to provide SUV service to Paratransit customers. We should see their increased ridership in November.

Detailed breakdown:

- Directly Operated service increased 1.7% (17,713 vs 17,425) in September and is up 0.1% (165,477 vs 157,991) YTD.
- MV Contracted service decreased 0.7% (14,288 vs 14,384) in September and is down 1.4% (139,833 vs 141,803) YTD.
- SUV ridership decreased 11.4% (3,044 vs 3,437) in September and is down 16.0% (26,425 vs 31,441) YTD.
- Non-revenue ridership increased 18.9% (2,790 vs 2,347) in September and is up 16.1% (26,153 vs 22,531) YTD.

Paratransit's On-Time Performance for September 2017 was 92.96%. The goal for 2017 is 95%.

VANPOOL

Vanpool ridership is down this month, with the main contributor being the number of vans on the road. Vanpool is reporting six fewer vans than September 2016 and averaged 8 to 12 vans less each month over the same month of last year.

Additionally, vanpool groups this year have operated an average of 8.1% fewer days than 2016. Vanpool is up against some big numbers these last three months so staff is pushing for new van starts and maximizing van capacities.

Staff has completed the preparation of 12 new replacement vans: Eight (8) Toyota Sienna and Four (4) Ford 15 Passenger Transit vans and will use these vehicles in part to promote starting a new vanpool group.

Staff are projecting to end 2017 at a negative 2.5% in ridership (currently down 7%) and with 88 vans in service, which is also the goal for 2018 and the number needed to have in service to achieve a 2.5% increase over 2016.

Detailed Breakdown:

Vanpool customer trips were down 14.5% in September 2017 vs 2016 (13,584 vs 15,892) and down 7.0% YTD (137,094 vs. 147,459). There were 83 vans in service in September 2017 vs 89 in September 2016, and one more van in service for September 2017 vs August 2017 (83 vs 82).

617 riders took at least one trip in September 2017 vs 674 in September of 2016

- Riders added in September this year 15 vs 29 in September 2016
- Riders removed in September this year 24 vs 40 in 2016 vs 11 in September of 2015.

CUSTOMER SERVICE

Pass sales generally trend with ridership. The City Ticket continues to grow as a popular option since the closure of the Bosch parking lot on the north side of the Spokane River.

The Student Pass program is all but dead. Only 16 passes were sold in September and 170 YTD.

Detailed breakdown:

Total monthly pass sales decreased 14.6% (8,849 vs. 10,365 in September 2016) YTD pass sales increased 4.3% (88,456 vs. 84,786 in 2016)

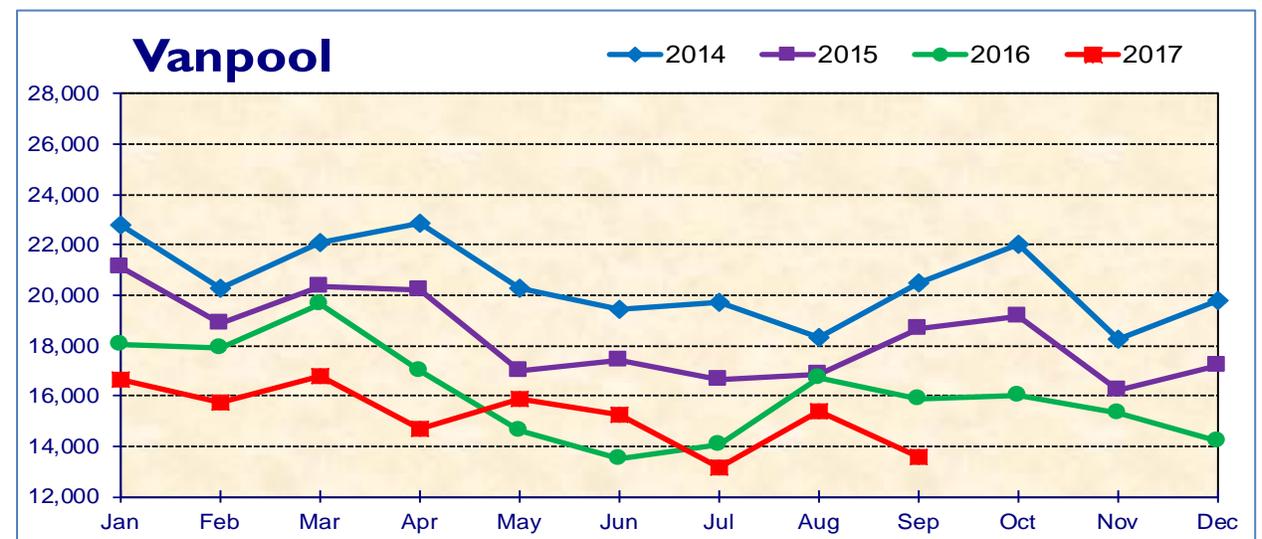
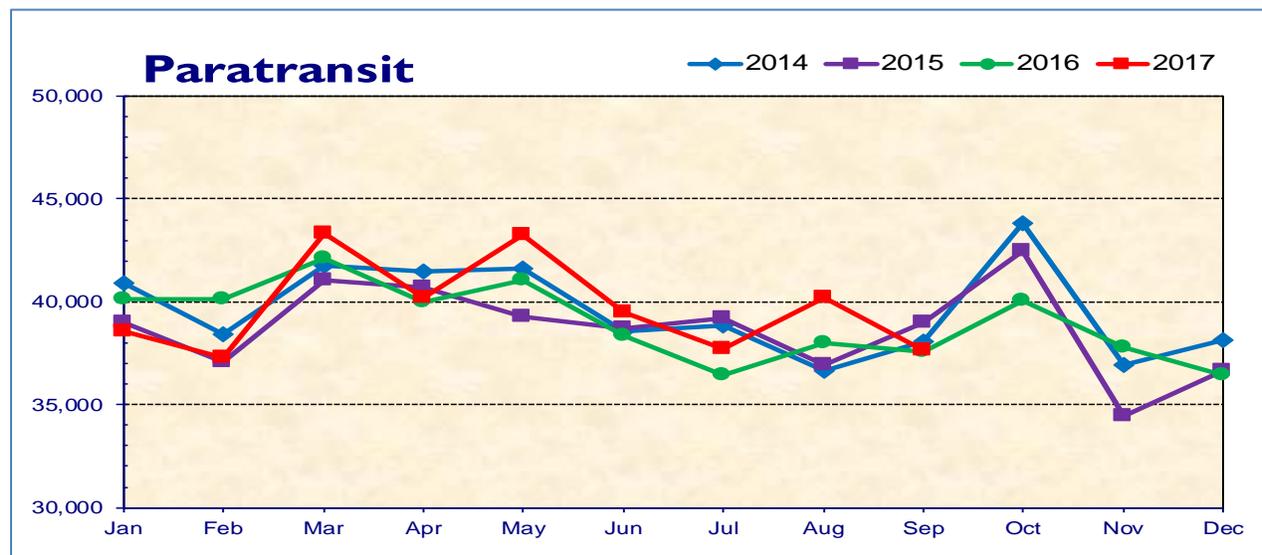
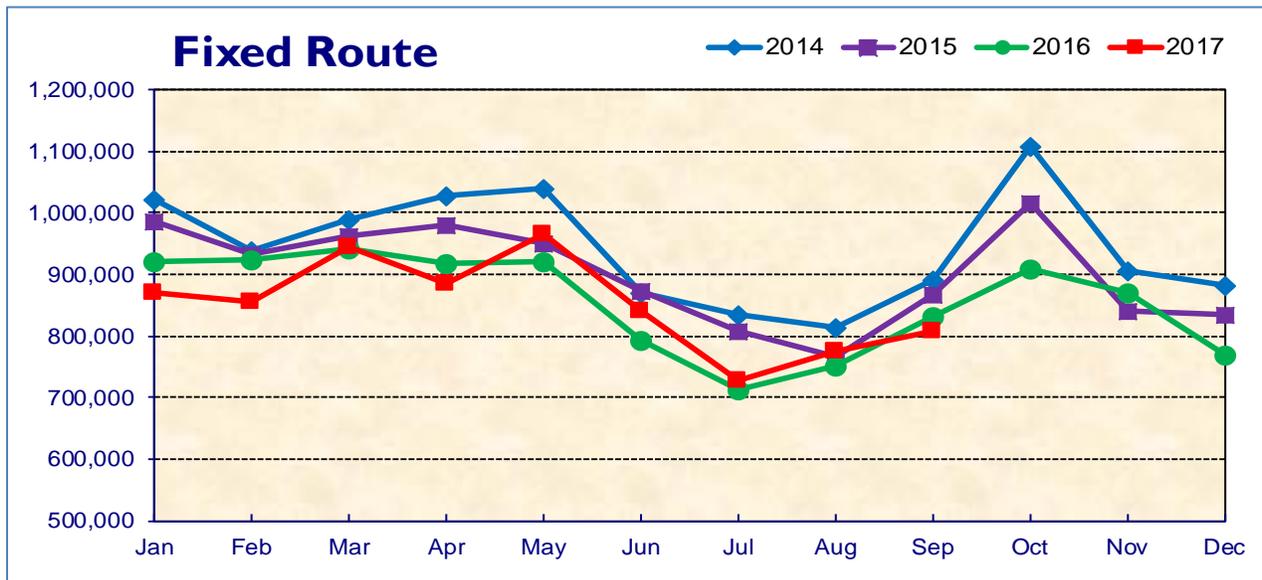
- Adult Pass/Smartcard sales decreased 22.0% (2,770 vs. 3,550 in September 2016). YTD sales increased 3.4% (35,471 vs. 34,305 in September 2016).
- Employer Sponsored Bus Pass (ESBP) sales increased 6.1% (910 vs 858 in September 2016). YTD pass sales increased 10.8% (8,306 vs 7,495 in September 2016).
- Student Pass sales decreased 68.6% (16 vs. 51 in September 2016). YTD pass sales decreased 56.5% (170 vs. 390 in September 2016).
- Youth Pass monthly sales decreased 21.4% (1,882 vs.2,393 in September 2016). YTD sales increased 15.0% (14,063 vs. 12,227 in September 2016).
- Youth Smart Card monthly sales increased 110.5% (40 vs 19 in September 2016). YTD sales increased 33.3% (156 vs. 117 in September 2016).
- City Ticket monthly sales increased 15.5% (469 vs. 406) in September of 2016). YTD pass sales increased 11.7% (4,083 vs. 3,656) in September of 2016).
- Reduced Fare monthly pass sales decreased 26.6% (591 vs. 805 in September 2016). YTD pass sales increased 0.4% (5,923 vs. 5,900 in September 2016).
- Reduced Fare Smartcard monthly sales decreased 15.4% (1,055 vs. 1,347 in September 2016). YTD pass sales decreased 7.7% (9,589 vs. 10,389 in September 2016).
- Paratransit monthly pass sales increased 4.3% (804 vs. 771 in September 2016). YTD pass sales increased 3.8% (7,265 vs. 7,002 in 2016).
- Paratransit Smartcard sales increased 17.2% (34 vs. 29 in September 2016). YTD sales increased 0.4% (285 vs. 284 in July 2016).

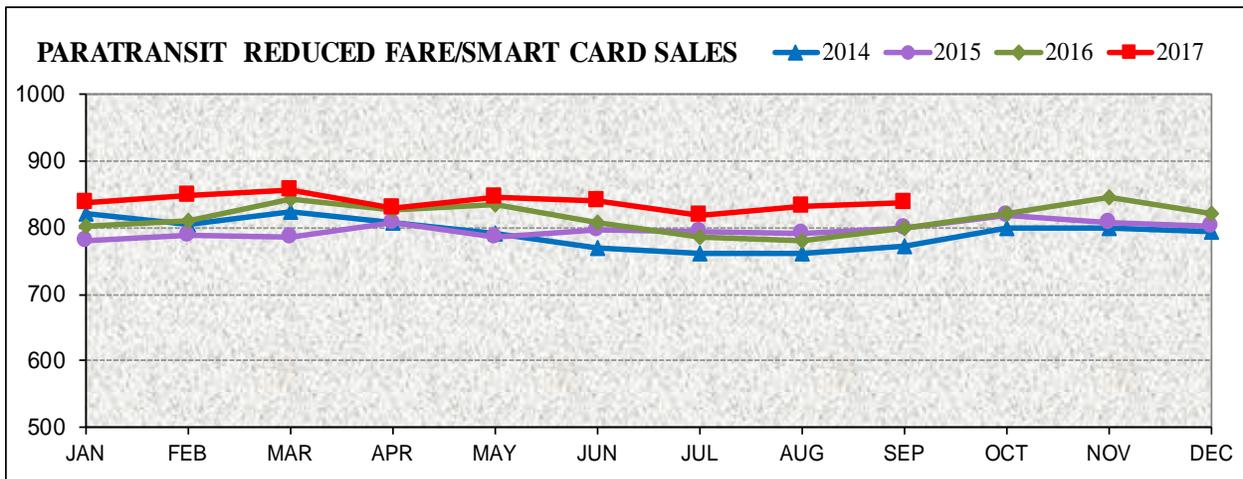
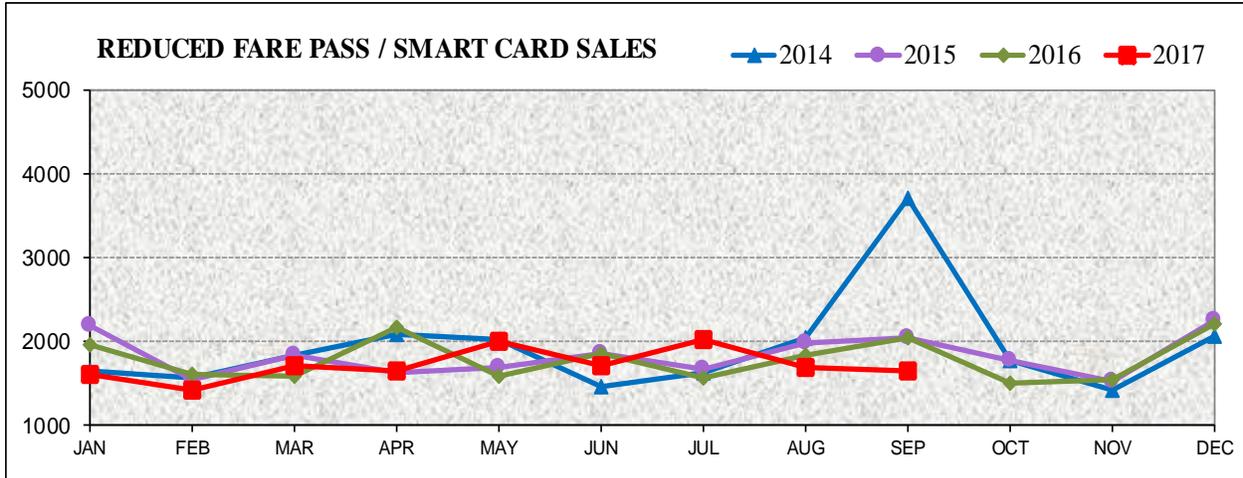
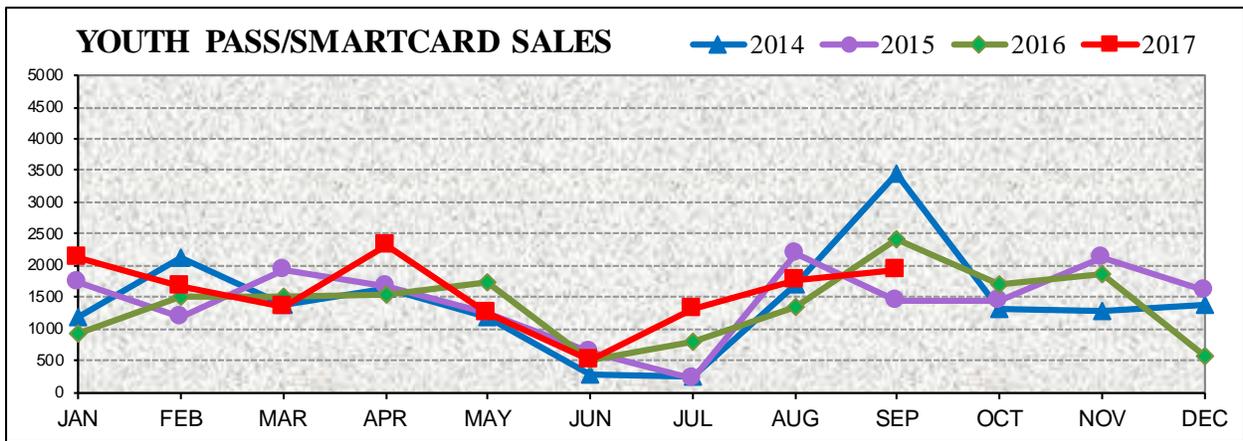
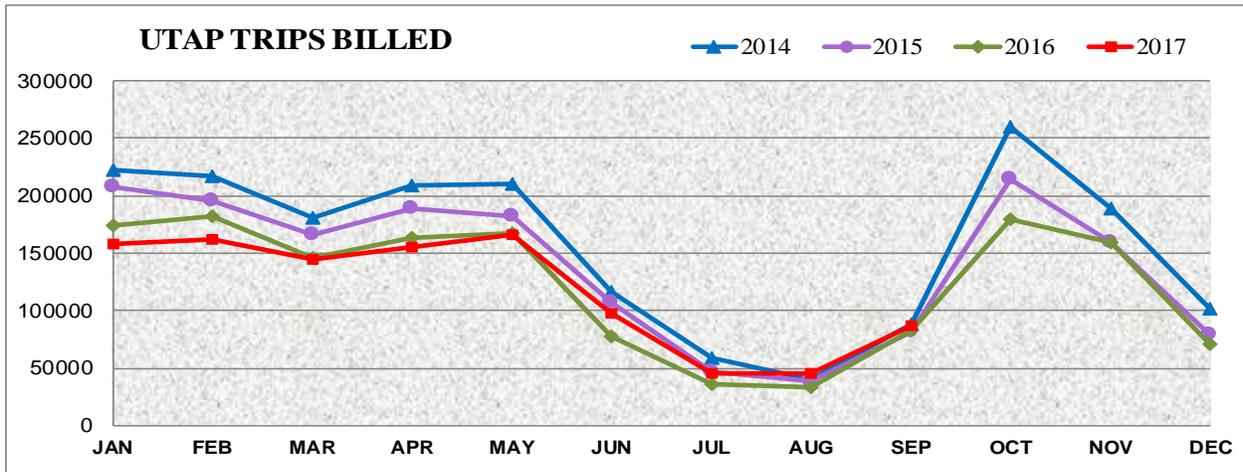
RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

RIDERSHIP





SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

November 1, 2017

AGENDA ITEM 8D : STA'S HOLIDAY SERVICES AND OFFICE HOURS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Jan Watson, Executive Assistant to the CEO and Clerk of the Authority

SUMMARY: The administrative office at Boone Avenue will be closed Thursday, November 23, 2017, to observe the Thanksgiving holiday; Monday, December 25, 2017, to observe the Christmas holiday; and Monday, January 1, 2018, to observe the New Year's holiday. Holiday Fixed Route and Paratransit service will be provided on these days.

The following schedule outlines STA's holiday services:

Date:	Paratransit Service and Reservations	Fixed Route Service	The Bus Shop (at the Plaza)
November 23 (Thursday)	Holiday Service/ 8:00 am - 8:00 pm Paratransit Reservations 8:00 am - 5:00 pm	Holiday Service 8:00 am - 8:00 pm	Closed Call Center open 8:00 am - 6:00 pm
December 25 (Monday)	Holiday Service/ 8:00 am - 8:00 pm Paratransit Reservations 8:00 am - 5:00 pm	Holiday Service 8:00 am - 8:00 pm	Closed Call Center open 8:00 am - 6:00 pm
January 1 (Monday)	Holiday Service/ 8:00 am - 8:00 pm Paratransit Reservations 8:00 am - 5:00 pm	Holiday Service 8:00 am - 8:00 pm	Closed Call Center open 8:00 am - 6:00 pm

RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

November 1, 2017

AGENDA ITEM 9: DECEMBER 2017 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 November 29, 2017, meeting.

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, November 29, 2017, 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 *(15 minutes)*
 - A. Minutes of the November 1, 2017, Committee Meeting – *Corrections/Approval*
5. **Committee Action** *(30 minutes)*
 - A. Board Consent Agenda
 1. Award of Contract for Fluid Management System *(Blaska)*
 2. Purchase of Six (6) Expansion 40' Diesel Coaches *(Blaska)*
 3. Approval of Spokane Police Department Agreement Renewal *(Williams)*
 4. Approval of City of Spokane Design/Construction Interlocal Agreement *(Otterstrom)*
 - A. Board Discussion Agenda
 1. Draft 2018 State Legislative Priorities *(Meyer)*
6. **Reports to Committee** *(20 minutes)*
 - A. 3rd Quarter Performance Measures *(Blaska)*
 - B. Fixed Route Passenger Survey Results *(Bousley)*
7. CEO Report *(10 minutes)*
8. Committee Information – *no discussion/staff available for questions*
 - A. October Financial Results Summary *(Warren)*
 - B. November Sales Tax Revenue Information *(Warren)*
 - C. October 2017 Operating Indicators *(Blaska)*
 - D. STA Moving Forward (STAMF) Performance Matrix *(Otterstrom)*
 - E. 3rd Quarter Service Planning Input Report *(Otterstrom)*
 - F. Communications Update *(Bousley)*
9. February 7, 2018, Committee Packet Draft Agenda Review
10. New Business *(5 minutes)*
11. Committee Members' Expressions *(5 minutes)*
12. Adjourn
13. Next Committee Meeting: February 7, 2018, 1:30 p.m. **(No January Committee Meeting)**
(STA Southside Conference Room, 1230 West Boone Avenue, Spokane, Washington)

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

November 1, 2017

AGENDA ITEM 11 : 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: N/A

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____