

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

CITIZEN ADVISORY COMMITTEE MEETING
Wednesday, December 13, 2017
5:00 p.m.
Southside Conference Rooms

AGENDA

1. Call to Order & Roll Call
2. Public Expressions – *(Charlie Howell) – 3 minutes per person*
3. Committee Action: Review of Citizen Advisory Committee Minutes - Corrections or Approval
 - a. Minutes of November 8, 2017 – Regular Meeting – *(Charlie Howell) – 5 minutes*
4. Committee Reports:
 - a. 2018 Performance Measures – *(Steve Blaska) – 15 minutes*
 - b. Snow Plan - *(Steve Blaska) – 10 minutes*
 - c. Adjustment to Bus Procurement Plan - *(Steve Blaska) – 15 minutes*
 - d. Spokane Transit Authority Moving Forward (STAMF) Update - *(Karl Otterstrom) – 20 minutes*
 - e. Recruitment/Orientation Update– *(Charlie Howell) – 5 minutes*
 - f. PMER Observations – *(Charles Hansen) – 5 minutes*
5. General Business - *(Charlie Howell) – 5 minutes*
6. Set agenda items for future CAC meetings - *(Charlie Howell) – 5 minutes*
7. Adjourn

Next Citizen Advisory Meeting: **February 14, 2018** ****No meeting in January****
STA Conference Room, 1229 W. Boone Avenue, Spokane, WA 99201

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SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING OF

December 13, 2017

AGENDA ITEM 2: PUBLIC EXPRESSIONS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Stacia Bowers, Executive Assistant

At this time, the Citizens Advisory Committee will give the public the opportunity to express comments or opinions.

Anyone wishing to speak should sign in on the sheet provided and indicate the subject of interest. Comments will be limited to three minutes per person and, if requested, answers will be provided by staff at a later date.

**SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING OF**

December 13, 2017

**AGENDA ITEM 3: MINUTES OF THE NOVEMBER 8, 2017 COMMITTEE
MEETING - CORRECTIONS AND/OR APPROVAL**

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Stacia Bowers, Executive Assistant

SUMMARY: Attached for your information, corrections, and/or approval are the minutes of the November 8, 2017, Citizen Advisory Committee meeting.

RECOMMENDATION TO COMMITTEE: Corrections and/or approval.

CITIZEN ADVISORY COMMITTEE MEETING (CAC)

Meeting Minutes for November 8, 2017

Southside Conference Room

MEMBERS PRESENT

Victor Frazier
Charles Hansen
Charles Howell, Committee Chair
Brian Kamp
Larry Lapidus
Larry Luton
Michelle Rasmussen

STAFF PRESENT

Beth Bousley, Director of Communications & Customer Service
Stacia Bowers, Executive Assistant
Karl Otterstrom, Director of Planning & Development
Lynda Warren, Director of Finance & Information Systems
Hayley McAvoy, Intern, Communications

MEMBERS ABSENT

Dennis Anderson
Ann Campeau
Dick Denenny
Resa Hayes
Madison Leonard

GUESTS

1. CALL TO ORDER AND ROLL CALL

Charlie Howell called the meeting to order at 5:02 p.m. and conducted roll call.

2. PUBLIC EXPRESSIONS

None.

3. COMMITTEE ACTION:

a. Minutes of the Citizen Advisory Committee - Corrections or Approval

Charlie Howell asked the Committee to address the minutes of the October 11, 2017 meeting.

The minutes were approved.

4. COMMITTEE REPORTS:

a. Division Street HPT Lite Field Trip Discussion:

Karl Otterstrom verified the details for the Division Street HPT Lite field trip. The field trip will take place on Saturday, November 18th from 1000-1130. Anyone interested will meet at STA in meeting room NSB.

b. Fare System Upgrade Project Update:

Lynda Warren presented an update on the fare system upgrade. The current fare system was installed in 2006 and there is a need to upgrade or replace the system to utilize new technology. STA has engaged IBI Group as a consultant to assist in developing a Scope of Work (SOW). Ms. Warren reported that the kickoff meeting for the project was this week and they will be reviewing card-based versus account based fare collection systems. Ms. Warren noted that the fare system trends for the industry are moving to account based fare collections systems. The project milestones/timeline are:

- 12/14/17 Board Briefing
- 1/4/18 Final Strategic Plan

- 1/31/18 PMER approves Scope of Work (SOW)
- 2/12/18 RFP released
- May 2018 Award of Contract (AOC)
- Implementation is TBD dependent on the AOC

Brian Kamp indicated that he would be interested in being a member of the vendor evaluation committee when it is formed possibly in March 2018.

There will be another update on the Fare System Upgrade project in February which is after the next Board meeting (there are no meetings in January).

c. STAMF Performance Matrix:

Karl Otterstrom reviewed a new draft STAMF quarterly project report to enlist feedback of how to display projects and their progress, with transparency being a key factor.

The report is currently arranged by project, status, completion estimate and milestones and is published on a quarterly basis and uploaded to the website.

Suggestions were made by the CAC and Mr. Otterstrom made note of these and will report back next month.

d. Ridership/Communications Update:

Beth Bousley informed the CAC of two national awards that STA won last year for Communications and Marketing in Social Media. Ms. Bousley reviewed a presentation on Spokane Transit's Social Media Strategy. This strategy included how STA promotes transit through social, manages a consistent and effective social presence and data insights and best practices.

CAC members suggested more placards about our Facebook page, bus karaoke, Instagram, customer appreciation for EWU students and looking into grant writing for customer appreciation.

e. Recruitment/Orientation Update:

An application was sent out this week to an interested person at the request of a Fixed Route Trainer.

Charlie Howell requested the addresses of all the CAC to ensure the PTBA is represented.

f. PMER Observations:

Charles Hansen attended the PMER meeting and gave a brief of what the meeting covered including supplemental low income grant pass program, extension of plaza contract, and drug/alcohol testing.

5. GENERAL BUSINESS:

2018 Meeting schedule was reviewed and distributed in the packet.

6. SET MEETING SCHEDULE & AGENDA ITEMS:

- Minutes of the November 8, 2017, Committee meeting – *Corrections/Approval*
- Performance Measures
- Snow Plan
- STAMF Update
- Recruitment/Orientation
- PMER Observations\

7. **ADJOURN**

Respectfully submitted,

Stacia Bowers
Executive Assistant to the Director of
Communication & Customer Service

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

December 13, 2017

AGENDA ITEM 4a: STA MOVING FORWARD PERFORMANCE MATRIX AND 2018 PERFORMANCE MEASURES

REFERRAL COMMITTEE: N/A

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

SUMMARY:

STA Moving Forward Performance Matrix

The implementation of STA Moving Forward (STAMF) is essential to STA fulfilling its commitment to voters, and improving and expanding public transportation for the region. Measuring performance and tracking progress is key. Staff will share how projects are being tracked and progress reported via the web, to include a project-tracking matrix. During 2018 the following projects, or operable project phases, are expected to be complete:

- West Plains Transit Center (Phase I)
- Night and weekend bus service to Indian Trail
- Division Street corridor, shelter sidewalk and larger buses (Phase I)

Additionally, the project to expand vehicle maintenance and storage capacity will be under construction, with substantial completion expected in the first half of 2019.

These projects, along with all other STA Moving Forward projects that have milestones in 2018, will be subject to ongoing tracking on the web and through quarterly reports.

2018 Performance Measures

The attached Staff Report presents the 2018 update to STA's key operational Performance Measures. As in the past, each performance measure relates to a specific Spokane Transit priority. These quantifiable benchmarks demonstrate the agency's commitment to accountability. These goals are aspirational in that staff set a high bar, which represents excellent performance.

The report lists STA's proposed 2018 Performance Measures with annotations comparing each measure with what was adopted for 2017 and the status as of the end of 3rd Quarter. Items printed in red are new measures or updates for 2018.

Staff will provide more complete review of how STA performed against each 2017 measure in March when financial data for the year has been finalized.

Significant changes to current 2018 Performance Measures are:

- The ridership goals reflect the goals set forth in the Annual Strategic Plan:

- Fixed Route: 1.5% growth from 2017 ridership.
 - Paratransit: 1.5% growth from 2017 ridership.
 - Vanpool: 2.5% growth from 2017 ridership.
- Standardize Fixed Route and Paratransit On-Time Performance (OTP) goals at 93% for each service. This represents an increase to the Fixed Route goal and a slight decrease to the Paratransit goal. A 93% OTP would place STA in the top three ABBG performers for Fixed Route and the top 5 for Paratransit. A consistent goal between the two helps communicate that equal standards are applied when appropriate.

There are three new measures under Earn and Retain the Community's Trust that relate to ease of use of the Fixed Route system. There is one new measure under Exemplify Financial Stewardship that relates to park and ride utilization.

RECOMMENDATION TO COMMITTEE: Information Only.

SPOKANE TRANSIT AUTHORITY

Annotated copy to show comparison to 2017

Staff Report

Approved: STA Board Meeting of December 21, 2017

SUBJECT: 2018 PERFORMANCE MEASURES

MISSION

- We are dedicated to providing safe, convenient and accessible public transportation services to Spokane region neighborhoods, businesses, and activity centers.
- We are leaders in transportation and a valued partner in the community's social fabric, economic infrastructure, and quality of life.

OUR VISION

- STA aspires to be a source of pride for the region.

PRIORITIES AND OBJECTIVES

1. Safety

Emphasize safety of our customers and employees in all aspects of our operations

2. Earn and Retain the Community's Trust

Engender trust and accountability and satisfy and exceed the expectations of citizens, customers, and employees; increase ridership; operate an efficient, cost-effective operation; maintain tight control of operational, administrative, and capital expenditures of public resources; provide service that is responsive and tailored to the area's needs.

3. Provide Excellent Customer Service

Provide consistently high-quality service to customers at every interaction with Spokane Transit; be rated by customers, the community, and employees as providing excellent customer service as measured annually in surveys.

4. Enable Organizational Success

Have a well-trained and highly productive workforce; promote healthy dialogue on important issues; reduce employee injuries.

5. Exemplify Financial Stewardship

Operate an efficient, cost-effective operation; maintain tight control of operational, administrative, and capital expenditures of public resources; establish reasonable, user-based revenue targets; plan for future operational and capital needs

PERFORMANCE MEASURES

1. **ENSURE SAFETY**

Emphasize safety of our customers and employees in all aspects of our operations.

Performance Measures

• **Accident Rate**

Fixed Route

Measurement – (1 measure) Preventable accidents

Goal - 0.08 (or less) per 10,000 miles

Measured - Quarterly

No change from 2017 goal

2017 Actual: 0.09 Q3 YTD

Paratransit

Measurement – (1 measure) Preventable accidents

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

Measured - Quarterly

No change from 2017 goal

2017 Actual: 0.16 Q3 YTD

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

Fixed Route

Measurement – Work days lost due to injury

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

Measured - Quarterly

No change from 2017 goal

2017 Actual: 0.02 Q3 YTD

Paratransit

Measurement – Workers Comp Lost Days

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

Measured – Quarterly

No change from 2017 goal

2017 Actual: 0.04 Q3 YTD

Maintenance

Measurement – Workers Comp Lost Days

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

Measured - Quarterly

No change from 2017 goal

2017 Actual: 0.03 Q3 YTD

• **Injury Rate (Employee Claims)**

Fixed Route

Measurement – Claims per 1,000 hours

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

Measured – Quarterly

No change from 2017 goal

2017 Actual: 0.07 Q3 YTD

Paratransit

Measurement – Claims per 1,000 hours

Goal – 0.08 (or less) claims per 1,000 hours

Measured - Quarterly

No change from 2017 goal

2017 Actual: 0.09 Q3 YTD

Maintenance

Measurement – Claims per 1,000 hours
Goal – 0.09 (or less) claims per 1,000 hours
Measured - Quarterly
No change from 2017 goal
2017 Actual: 0.07 Q3 YTD

2. EARN AND RETAIN THE COMMUNITY’S TRUST

Engender trust and accountability and satisfy and exceed the expectations of citizens, customers, and employees; increase ridership; provide service that is responsive and tailored to the area’s needs.

Performance Measures

• **Ridership**

Fixed Route

Measurement – Number of unlinked trips
Goal – 1.5% increase from 2017 (approximately 10.45 million trips)
Measured – Monthly
2017 Goal -- Sustain 2016 ridership level (approximately 10.3 million trips)
2017 Actual: -0.4% decrease Q3 YTD

Paratransit

Measurement – Number of unlinked trips
Goal – 1.5% increase from 2017 (approximately 477,000 trips)
Measured – Monthly
0.5 % increase from 2016 (approximately 470,000 trips)
2017 Actual: 1.2% increase Q3 YTD

Vanpool

Measurement – Number of unlinked trips
Goal – 2.5% increase from 2017 (approximately 190,000 trips)
Measured – Monthly
Sustain 2016 ridership level (approximately 190,000 trips)
2017 Actual: -7.0% decrease Q3 YTD

• **Service Effectiveness**

Fixed Route

Measurement – Passengers per revenue hour
Goal –25 or above system wide average
Measured – Quarterly
No change from 2017 goal
2017 Actual: 25.34 / -2.0% Q3 YTD

Paratransit

Measurement – Passengers per revenue hour
Goal – 3.0
Measured – Quarterly
No change from 2017 goal
2017 Actual: 2.79 / -0.8% Q3 YTD

• **Customer Security**

Fixed Route

Measurement – Response to two questions on annual survey: Customer assessment of personal safety & drivers’ driving safe
Goal – 4.5 (or above) average
Measured – Annually
No change from 2017 goal

Paratransit

Measurement – Response to two questions on annual survey: Customer assessment of personal safety & drivers driving safe

Goal – 4.5 (or above) average

Measured – Annually

No change from 2017 goal

- **Public Outreach**

Agency Wide

Measurement – Response to question on annual community survey: STA does a good job listening to the public.

Goal – 4.5 (or above) average

Measured – Annually

No change from 2017 goal

- **Fixed Route Ease of Use**

Agency Wide

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

Goal – 80%

Measured – Annually

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

Goal – 58%

Measured – Annually

Measurement – % of Population within area within ½ mile 15 minute frequency (minimum 12 hours per weekday)

Goal – No change from 2016 baseline

Measured – Annually

3. **PROVIDE OUTSTANDING CUSTOMER SERVICE**

Provide consistently high-quality service to customers at every interaction with Spokane Transit; be rated by customers, the community, and employees as providing excellent customer service as measured annually in surveys.

Performance Measures

- **On Time Performance**

Fixed Route

Measurement – 0 to 5 minutes from scheduled time point

Goal – 93% on time

Measured – Monthly

Goal increased based on experience in 2017.

2017 Goal: 90%

2017 Actual: 92.2% Q3 YTD

Paratransit

Measurement time – 0 to 30 minutes from scheduled pick up time

Goal – 93% on time

Measured – Monthly

Goal decreased slightly to mirror the Fixed Route goal. Both goals put STA in the top tier of American Bus Benchmarking Group performance.

2017 Goal: 95%

2017 Actual: 93.5% Q3 YTD

- **Call Center**

- Fixed Route Abandon Rate

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

- Goal – 4% or below

- Measured – Monthly

- No change from 2017 goal

- Paratransit Abandon Rate

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

- Goal – 4% or below

- Measured – Monthly

- No change from 2017 goal

- Fixed Route Service Level

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

- Goal – 90%/60 seconds

- Measured – Monthly

- No change from 2017 goal

- Paratransit Service Level

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

- Goal – 90%/60 seconds

- Measured – Monthly

- No change from 2017 goal

- **Professionalism and Courtesy**

- Fixed Route

- Measurement – Quality Counts survey response to: “Operator professional and courteous throughout the trip”

- Goal – 4.5 (or above) average on a scale of 1 to 5

- Measured – Monthly

- No change from 2017 goal

- 2017 Actual: 4.78% Q3 YTD

- Paratransit

- Measurement – Quality Counts survey response to: “Operator professional and courteous throughout the trip”

- Goal – 4.5 (or above) average on a scale of 1 to 5

- Measured – Monthly

- No change from 2017 goal

- 2017 Actual: 4.83% Q3 YTD

- Administration/ Customer Service/Paratransit Reservations/Security

- Measurement – Quality Counts survey response to: “Employee was professional and courteous throughout the call/interaction”

- Goal – 4.5 (or above) average on a scale of 1 to 5

- Measured – Monthly

- No change from 2017 goal

- 2017 Actual: 4.86% Q3 YTD

- **Driver Announcements / Introduction**

- Fixed Route

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

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

- Measured – Monthly

- No change from 2017 goal

- 2017 Actual: 100% Q3 YTD

Paratransit

Measurement – Quality Counts survey response to: “Operator identifying himself/herself at pick-up”

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

Measured – Monthly

No change from 2017 goal

2017 Actual: 87.5% Q3 YTD

- **Cleanliness of coach / van**

Fixed Route

Measurement – Response to Quality Counts survey

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

Measured – Monthly

No change from 2017 goal

2017 Actual: 100% Q3 YTD

Paratransit

Measurement – Response to Quality Counts survey

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

Measured – Monthly

No change from 2017 goal

2017 Actual: 100% Q3 YTD

- **Complaint Rate**

Fixed Route

Measurement – Number of complaints received

Goal – 8 complaints (or less) per 100,000 boardings

Measured – Monthly

No change from 2017 goal

2017 Actual: 8.8 Q3 YTD

Paratransit

Measurement – Number of complaints received

Goal – 8 complaints (or less) per 10,000 boardings

Measured - Monthly

No change from 2017 goal

2017 Actual: 8.5 Q3 YTD

- **Maintenance Reliability**

Fixed Route

Measurement – Number of Road Calls

Goal – Less than 1 per 7,500 miles

Measured - Monthly

No change from 2017 goal

2017 Actual: 6,693 Q3 YTD

Paratransit

Measurement – Number of Road Calls

Goal – Less than 1 per 75,000 miles

Measured – Monthly

No change from 2017 goal

2017 Actual: 66,283 Q3 YTD

4. **ENABLE ORGANIZATIONAL SUCCESS**

Have a well-trained and highly productive workforce; promote healthy dialogue on important issues. Have an active and engaged Board of Directors.

Performance Measures

• **Training Rate (Employee)**

Fixed Route

Measurement – Complete Advanced Operator Training

Goal – 8 hours per Operator annually

Measured – Quarterly

No change from 2017 goal

2017 Actual: 77% Q3 YTD

Paratransit

Measurement – Complete Advanced Operator Training

Goal – 8 hours per Operator annually

Measured – Quarterly

No change from 2017 goal

2017 Actual: 49% Q3 YTD

Maintenance

Measurement – 4 major component training events + variety of general professional classes

Goal – Invest average of 25 hours per maintenance employee per year

Measured - Annually

No change from 2017 goal

Managers/Supervisors/Administrative

Measurement – Scheduled Professional Development Class

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

Measured – Annually

No change from 2017 goal

• **Annual Employee Feedback**

Fixed Route

Measurement – Supervisor conducts formal ride check/ride along

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

Measured - Quarterly

No change from 2017 goal

Paratransit

Measurement – Supervisor conducts formal ride check/ride along

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

Measured - Quarterly

No change from 2017 goal

• **Governance**

Board Development

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

Goal – Two Board members attend annually

Measured – Annually

No change from 2017 goal

2017 Actual Q3 YTD: Three Board members attended APTA Legislative Conference and Four Board members attended APTA Annual Meeting / Expo

5. **EXEMPLIFY FINANCIAL STEWARDSHIP**

Operate an efficient, cost-effective operation; maintain tight control of operational, administrative, and capital expenditures of public resources; establish reasonable, user-based revenue targets; plan for future operational and capital needs.

Performance Measures

- **Cost Efficiency**

- Fixed Route

- Measurement – Cost per Revenue Hour

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

- Measured – Quarterly

- No change from 2017 goal

- 2017 Actual: 81.2% Q3 YTD

- Paratransit

- Measurement – Cost per Revenue Hour

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

- Measured – Quarterly

- No change from 2017 goal

- 2017 Actual: 70.3% Q3 YTD

- **Cost Effectiveness**

- Fixed Route

- Measurement – Cost per Passenger

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

- Measured – Quarterly

- No change from 2017 goal

- 2017 Actual: 64.8% Q3 YTD

- Paratransit

- Measurement – Cost per Passenger

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

- Measured – Quarterly

- No change from 2017 goal

- 2017 Actual: 58.1% Q3 YTD

- Park and Ride Performance - New

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

- Goal – 7 of 12

- Measured – Annually

- **Cost Recovery from User Fees**

- Fixed Route

- Measurement – Farebox Return

- Goal – at least 20%

- Measured – Quarterly

- No change from 2017 goal

- 2017 Actual: 17.7% Q3 YTD

- Paratransit

- Measurement – Farebox Return

- Goal – at least 5%

- Measured – Quarterly

- No change from 2017 goal

- 2017 Actual: 5.4% Q3 YTD

- Vanpool
Measurement – Fare revenue compared to Operational and Administrative expenses (not including Special Use Vanpool)
Goal – 100%
Measured – Quarterly
No change from 2017 goal
2017 Actual: 104.5% Q3 YTD
- **Maintenance Cost**
 - Fixed Route
Measurement – Cost per total mile by fleet
Goal – \$1.28 (or less) per mile
Measured - Quarterly
No change from 2017 goal until budget is approved in December
2017 Actual: \$1.28 Q3 YTD
 - Paratransit/Vanpool
Measurement – Cost per total mile
Goal – \$0.92 (or less) per mile
Measured – Quarterly
Slight increase from 2017 goal due to increase in parts and labor costs
2017 Actual: \$0.91 Q3 YTD
- **Financial Capacity**
 - Financial Management
Measurement – Adherence to approved Operating Budget
Goal – Operate at, or below, budgeted expenditures
Measured – Quarterly
No change from 2017 goal
2017 Actual: Currently tracking below operating budget.
 - Service Level Stability
Measurement – Number of years current service level can be sustained
Goal – 6 years
Measured – Annually
No change from 2017 goal
 - Ability to Sustain Essential Capital Investments
Measurement – Fully funded Capital Improvement Plan
Goal – 6 years
Measured – Annually
No change from 2017 goal
 - Public Perception
Measurement – Answer to question on annual community survey: STA is financially responsible
Goal – 4.5 (or above) on a scale of 1 to 5
Measured – Annually
No change from 2017 goal

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING OF

December 13, 2017

AGENDA ITEM 4b: SNOW PLAN

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Steve Blaska, Director of Operations

SUMMARY: Spokane Transit (STA) has a standing Emergency Operations Plan that outlines the measures staff implement in the event of extreme weather conditions.

The bulk of the plan consists of a set of standing detours if snow and ice conditions force STA to modify the normal bus routes. The concept of this plan is:

- Under most conditions, the jurisdictions' snow removal operations allow STA to maintain service on the regular routes without detours. All of the routes are prioritized in coordination with the street plowing priorities/plans of the jurisdictions.
- However, despite the best efforts of the jurisdictions, there are segments of routes that are known problem areas where traffic becomes blocked. On each route where one or more of these segments have been identified, STA has constructed a standing detour. The snow detours are reflected on the respective passenger schedules and are also integrated into the jurisdictions' snow plowing plans. These detours are designed to be reliable even under extreme conditions.
- If conditions deteriorate to the degree that even a standing detour cannot be used, then service must be temporarily suspended on that route.

By standardizing the contingency plan to these options, it allows STA to communicate very simply to the public. The result is greater reliability for our customers.

Internally, STA has assigned responsibilities to augment key areas at the Plaza, Park & Ride lots, and Dispatch. Additionally, extra operators are called in to "stand by" to fill critical gaps in service.

Internal preparations include:

- Facilities and Grounds.
 - Department work schedule shifts to support up to five simultaneous snow removal / plowing operations to prepare for morning and afternoon commutes.
 - First priority is to support buses in service. STA personnel receive snowplowing certification from City of Spokane to plow specific, known problem areas.
 - Next in sequence/priority is park and ride parking lots
 - Next in sequence/priority are pedestrian access and waiting areas at park and ride lots
 - Next in sequence/priority are STA bus shelters
 - Stops with advertising benches and regular bus stops are part of the public right of way and the responsibility of the jurisdiction or property owners to clear. However, STA has a plan to enlist Department of Corrections' work crews to assist at these locations.
- Vehicle Maintenance.

- Maintenance department has recovery vehicles for buses or vans that may get stuck
- There is a contingency plan to chain select vehicles if necessary
- Fixed Route Operations
 - Additional operators are planned to augment regular service when delays occur
 - A third dispatch position is staffed for morning and evening commute
 - All supervisor road trucks are equipped with de-ice and the ability to push stuck buses
 - An individual is assigned to pass information updates to customer service and communications and monitor status of real time location information on buses
 - A contingency plan is in place to augment the Plaza with personnel in zones to provide bus location information and help manage the insertion of additional buses if available. Planning Department provides personnel to augment this operation as needed.
- Paratransit Operations
 - A contingency plan is in place to augment Reservationists to notify customers if changes to service is required
- Customer Service and Communications
 - Communications provides on call personnel to disseminate information
 - STA's main effort is to do our best to inform customers of changing conditions. Depending on the situation, staff will publish reports from one to three times a day to update customers on expected conditions for the upcoming commute times. Customers have the ability, through STA LINKED, to sign up to get messages pushed to them as we are able to communicate

Staff will provide a short presentation on the plan.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

December 13, 2017

AGENDA ITEM 4c: ADJUSTMENT TO BUS PROCUREMENT STRATEGY

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Steve Blaska, Director of Operations
 Ralph Wilder, Maintenance and Facilities Manager

SUMMARY: Spokane Transit is increasing our commitment to battery-electric buses in our fleet procurement strategy.

Our procurement strategy projects funding requirements for the life of our current fleet. In the case of fixed route buses, this planning horizon is 15 years out. Every year, staff updates our Capital Improvement Program (CIP) that documents the next six years of the fleet procurement strategy.

For the last three years, the fleet plan included scenarios to adopt battery-electric buses into the fleet. The Central City Line vehicles will be battery-electric 60' coaches. These vehicles are scheduled for delivery in 2021.

In addition, the fleet replacement plan provided for an option to introduce 40' battery-electric buses into our regular service as early as 2019. This option in the plan was contingent upon:

1. The advancement of technology to make these vehicles feasible;
2. The identification of routes where these buses could be deployed (with or without in route charging); and
3. Receiving federal grant assistance to offset the increased capital cost for these vehicles.

It is clear that battery-electric bus technology is now a feasible alternative to diesel buses. Many transit agencies are introducing these vehicles into their fleets. We also have concluded that can effectively deploy battery-electric buses as part of the STA Moving Forward plan on the new Monroe – Regal corridor. Since these conditions existed, staff applied for a Federal Transit Administration (FTA) grant for delivery of battery-electric buses in 2019.

If awarded a grant, we would have ordered nine (9) battery-electric vehicles for delivery in 2019 for the Monroe-Regal corridor. Six (6) additional diesel buses would also have been ordered to meet other expansion requirements system-wide.

Unfortunately, STA was not a recipient of this year's grant. As planned, we will proceed with the purchase of the six (6) diesel buses required for service expansion in September 2019. Staff is requesting approval of an award of contract for this purchase at the December Board Meeting. Due to the eighteen (18) to twenty (20) month lead-time for delivery, it is essential we order these buses now to meet our September 2019 service requirements.

However, we are still pursuing opportunities for battery-electric buses in regular service prior to the CCL.

Staff is preparing a financial plan to order battery-electric buses for ten (10) vehicles planned in the CIP for delivery in 2020. This plan will not be contingent on receipt of Federal funding. The details of this plan will be included in the 2018 update to the CIP.

Staff will make a short presentation at the Committee meeting covering the logic behind this proposed adjustment to our current plan. This presentation provides context for the award of contract for the six (6)

diesel buses for 2019 delivery. It is also a preview of the recommended changes to the bus procurement strategy to support early introduction of battery-electric technology.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

December 13, 2017

**AGENDA ITEM 4d: SPOKANE TRANSIT AUTHORITY MOVING FORWARD
(STAMF) UPDATE**

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning and Development

SUMMARY:

Staff will present the final format and first edition of the *STA Moving Forward* Project Quarterly Progress Report and review with the committee its 2018 work plan items that intersect with *STA Moving Forward* projects and associated public outreach efforts.

During 2018 the following project updates and reviews are scheduled:

- September 2018 Service Revisions Draft Recommendation (February)
- Monroe-Regal HPT Lite and Moran Prairie Park and Ride (February)
- Upriver Transit Center at SCC (April)
- September 2019 Service Revisions Preliminary Proposal (May and September)

There are also three bus tours planned in 2019 for projects included in *STA Moving Forward*:

- West Plains Transit Center construction tour (March)
- Monroe-Regal HPT Lite Corridor tour (June)
- Central City Line and Upriver Transit center corridor tour (October)

RECOMMENDATION TO COMMITTEE: Information only.

STA Moving Forward Projects Quarterly Progress Report

Reporting Period: Q3 - 2017 (as of September 30, 2017)

<input checked="" type="checkbox"/>	Project Completed
<input type="checkbox"/>	Project in Progress
<input type="checkbox"/>	Project Not Started

Target Completion Estimate	STAMF Project	Status	Notes
2017	Extend Saturday night service past 11 pm	<input checked="" type="checkbox"/>	
	Better weekend service on Wellesley Avenue in North Spokane	<input checked="" type="checkbox"/>	
	Add weekday service on Indiana Avenue between Spokane Valley Mall and Greenacres (Phase 1)	<input checked="" type="checkbox"/>	
	Additional weekend trips and buses to Airway Heights (Phase 1)	<input checked="" type="checkbox"/>	
	New Sunday service on North Nevada	<input checked="" type="checkbox"/>	
	Improve reliability for bus service on Division and Sprague	<input checked="" type="checkbox"/>	
	Add sidewalks and shelters along North Division (Phase 1)	<input type="checkbox"/>	Finalizing Phase I for bid in Spring 2018. Phase II in 2019.
2018	Introduce more mid-day weekday trips along I-90 between Spokane and Liberty Lake (Phase 1)	<input checked="" type="checkbox"/>	
	Nights and weekend service on Indiana Avenue between Spokane Valley Mall and Greenacres (Phase 2)	<input checked="" type="checkbox"/>	
	New night and weekend service to Indian Trail	<input type="checkbox"/>	
	Expand and upgrade maintenance facilities to meet existing and projected growth requirements	<input type="checkbox"/>	Award of construction contract expected in January 2018, completion in spring 2019.
2019	Construct West Plains Transit Center with Park & Ride at exit 272 on I-90 (Phase 1)	<input type="checkbox"/>	
	Construct Moran Prairie Park & Ride	<input type="checkbox"/>	Property acquisition underway.
	Create frequent HPT "Lite" from North Monroe to South Regal with more sheltered stops	<input type="checkbox"/>	
	Create new south commuter express from Moran Prairie Park & Ride	<input type="checkbox"/>	Timing will depend on Moran Prairie Park & Ride completion
2020	Plan and construct Upriver Transit Center at SCC	<input type="checkbox"/>	Working with SCC and WSDOT; progress will depend on final agreements.
	Construct West Plains Transit Center interchange improvements (Phase 2)	<input type="checkbox"/>	WSDOT now expects to phase-in improvements 2020-2021.
	Direct service between Airway Heights and Medical Lake via WPTC	<input type="checkbox"/>	
2021	Improve West Plains Rural Highway Stops	<input type="checkbox"/>	
	Implement Cheney HPT service	<input type="checkbox"/>	
	Additional weekday trips and buses to Airway Heights (Phase 2)	<input type="checkbox"/>	
	Add larger buses to North Division routes (Phase 2)	<input type="checkbox"/>	Buses on order and will be deployed Fall 2018 once curb changes allow for it at Plaza.
	Central City Line (CCL) opens and Plaza bus operations are streamlined	<input type="checkbox"/>	Will seek board affirmation of station locations in Q4 2017.
	Improved routes/frequency to Hillyard	<input type="checkbox"/>	
	Direct service between Logan and Lincoln Heights neighborhoods	<input type="checkbox"/>	
2022	Add and improve service in West Central Spokane	<input type="checkbox"/>	
	Construct a new Mirabeau Transit Center	<input type="checkbox"/>	
2023	Relocate and expand the Liberty Lake Park & Ride	<input type="checkbox"/>	
	Provide Improved amenities and infrastructure for HPT Lite service on East Sprague Avenue	<input type="checkbox"/>	Completed Phase I in Fall 2017. City is currently in design for Phase II.
2024	Direct, non-stop peak hour service between Liberty Lake and Spokane	<input type="checkbox"/>	Introduced 3 round trips in September 2017.
	Introduce more nights and weekend service along I-90 between Spokane and Liberty Lake (Phase 2)	<input type="checkbox"/>	
2025	Create an extension of HPT Lite service on I-90 to Post Falls (ID) and Coeur d'Alene (ID) on a pilot basis	<input type="checkbox"/>	

**SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING**

December 13, 2017

AGENDA ITEM 4e: RECRUITMENT/ORIENTATION UPDATE

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Charlie Howell, CAC Chair

SUMMARY: Chair will provide an update on recruitment and orientation.

- A CAC application was emailed 11/27/17 per Brian Kamp referral
- 3 vacancies
- June 2018 three members term out (second term expires)
- June 2018 two members first term expires

RECOMMENDATION TO COMMITTEE: Information only.

**SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING**

December 13, 2017

AGENDA ITEM 4f: PMER OBSERVATIONS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Charles Hansen, CAC PMER Representative

SUMMARY: CAC Representative to give a summary of recent PMER meeting.

RECOMMENDATION TO COMMITTEE: Information only.

**SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING OF**

December 13, 2017

AGENDA ITEM 5: GENERAL BUSINESS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Stacia Bowers, Executive Assistant

2018 CAC MEETING SCHEDULE

(Second Wednesday) 5:30pm
January – no meeting
February 14
March 14
April 11
May 9
June 13
July 11
August – no meeting
September 12
October 10
November 14
December 12

**SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING**

December 13, 2017

AGENDA ITEM 6: REVIEW FEBRUARY 14, 2018, DRAFT AGENDA ITEMS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Stacia Bowers, Executive Assistant

SUMMARY:

At this time, members of the Citizens Advisory Committee will have an opportunity to review and discuss the items proposed to be included on the agenda for the February 14, 2018 Committee meeting.

Proposed agenda items include:

- Minutes of the December 13, 2017, Committee meeting – *Corrections/Approval*
- Performance Measures
- 2018 Service Improvements
- Communications Update
- Monroe Regal HPT Corridor Overview
- Recruitment/Orientation
- PMER Observations

RECOMMENDATION TO COMMITTEE: Review and discuss.