

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, February 3, 2021, 1:30 p.m.

Via Video Conference

AGENDA

Committee Members: [Click here to join the meeting](#)

General Public: [Click here to view the meeting](#)

Audio Conference: Call the number below and enter the access code
+1-408-418-9388 | Access Code: 146 346 4352

Estimated meeting time: 65 minutes

1. Call to Order and Roll Call
2. Committee Chair Report
3. Committee Action (*5 minutes*)
 - A. Minutes of the December 2, 2020, Committee Meeting – *Corrections/Approval*
4. **Committee Action**
 - A. Board Consent Agenda (*40 minutes*)
 1. IRS Environmental Acceptance of Contract as Complete (*Nelson*)
 2. Scope of Work and Budget Approval - Non- Diesel Underground Storage Tank (UST) Replacement (*Nelson*)
 3. Spokane Falls Station Construction Final Acceptance (*Otterstrom*)
 4. Swiftly Software Contract Agreement (*Otterstrom*)
 - B. Board Discussion Agenda
 1. (*no items being presented this month*)
5. **Reports to Committee**
 - A. (*no items being presented this month*)
6. CEO Report (*10 minutes*)
7. Committee Information – *no discussion/staff available for questions*
 - A. December 2020 Operating Indicators (*Nelson*)
 - B. January 2021 Sales Tax Revenue Information (*Liard*)
 - C. 4th Quarter 2020 Service Planning Public Input Report (*Otterstrom*)
8. March 3, 2021, Committee Packet Draft Agenda Review
9. New Business (*5 minutes*)
10. Committee Members' Expressions (*5 minutes*)
11. Adjourn
12. Next Committee Meeting (Via WebEx Virtual Conference): March 3, 2021, 1:30 p.m.

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting on STA's website: www.spokanetransit.com. Discussions concerning matters to be brought to the Board are held in Committee meetings. The public is welcome to attend and participate.

Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964. For more information, see www.spokanetransit.com. Upon request, alternative formats of this information will be produced for people who are disabled. The meeting facility is accessible for people using wheelchairs. For other accommodations, please call 325-6094 (TTY Relay 711) at least forty-eight (48) hours in advance.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

February 3, 2021

AGENDA ITEM 2: COMMITTEE CHAIR REPORT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Chris Grover, Chair, Performance Monitoring and External Relations

SUMMARY: At this time, the Committee Chair will have an opportunity to comment on various topics of interest regarding Spokane Transit.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

February 3, 2021

AGENDA ITEM 3A : MINUTES OF THE DECEMBER 2, 2020, PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING – CORRECTIONS OR APPROVAL

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Sam Guzman, Executive Assistant to the Chief Operations Officer

SUMMARY: Attached are the minutes of the December 2, 2020, Performance Monitoring and External Relations Committee meeting for corrections or approval.

RECOMMENDATION TO COMMITTEE: Corrections or approval.

COMMITTEE ACTION:

RECOMMENDATION TO THE BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

Minutes of the December 2, 2020, Meeting
Virtual WebEx

MEMBERS PRESENT

Josh Kerns, Spokane County
Tim Hattenburg, City of Spokane Valley
Kate Burke, City of Spokane
Rhonda Bowers, Labor Representative
(*non-voting*)
E. Susan Meyer, CEO (Ex-Officio)

MEMBERS ABSENT

Lori Kinnear, City of Spokane *
Veronica Messing, City of Airway
Heights (Ex-Officio)
Mike Kennedy, City of Liberty Lake (Ex-
Officio)

GUESTS

none

STAFF PRESENT

Fred Nelson, Chief Operations Officer
Karl Otterstrom, Director of Planning and Development
Monique Liard, Chief Financial Officer
Brandon Rapez-Betty, Director of Communications and
Customer Service
Nancy Williams, Director of Human Resources & Labor
Relations
Sam Guzman, Executive Assistant to the Chief Operations
Officer

PROVIDING LEGAL COUNSEL

Laura McAloon, McAloon Law PLLC

*Chair

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

Chair Kinnear called the meeting to order at 1:32 p.m. Introductions were made.

2. **COMMITTEE CHAIR REPORT**

Chair Kinnear had no report at this time.

3. **COMMITTEE APPROVAL**

A. **Minutes of the November 4, 2020, Committee Meeting**

Ms. Burke moved to recommend approval of the November 4, 2020, Committee meeting minutes. Mr. Hattenburg seconded the motion, and it passed unanimously.

B. **Recommendation to Appoint New Members to the Citizen Advisory**

The Citizen Advisory Committee (CAC) is a Subcommittee of PMER that represents the citizens of Spokane to the Board. The CAC gets STA's message out into the community and creates another channel to collect feedback on various projects and initiatives. To increase membership on the Citizen Advisory Committee, STA is recommending three (3) new members.

The first candidate is Linda Carroll. Linda is a lifelong bus rider and a former professor at Gonzaga University. She is on the Committee of Academic Freedom and Professional Rights and Responsibilities. She's also active with the City of Spokane Sustainability Action Subcommittee, the Modern Language Association, and the Emerson Garfield Neighborhood Council. Carroll has experienced transit in many other cities throughout the world and has demonstrated the ability to gather and take information into the community.

Chris Fortensky is the second candidate and is retired. He is an avid bus rider and a member of the disability community. He is very knowledgeable about STA routes, how to ride the system, and is eager to give input to the CAC.

The third candidate is Dan Brown. He is a retired school psychologist, a former president of the Spokane AIDS Network, chair of the North Hill Neighborhood Council, and also still active with the Washington Education Association. Brown lives right off of Route 4, uses the bus regularly, and has also demonstrated his ability to share input with the community.

Mr. Hattenburg moved to recommend the Performance Monitoring and External Relations Committee approve the appointment of Dan Brown, Linda Carroll, and Chris Fortensky to serve on the Citizen Advisory Committee. Ms. Burke seconded the motion, and it passed unanimously.

4. COMMITTEE ACTION

A. Board Consent Agenda

1. 2021 Performance Measures

Mr. Nelson presented the updated performance measure goals for 2021, an in-depth review of the 2020 year-end goals will be reviewed in March.

Ridership: Adjusted during the budgeting process for revenue projections. Due to current COVID conditions, goals reflect ridership recovery.

- Fixed Route – 39.7% increase from 2020 ridership (approximately 8.1M trips)
- Paratransit – 15.0% increase from 2020 ridership (approximately 234K trips)
- Vanpool – 68.5% increase from 2020 ridership (approximately 155K trips)

Service Effectiveness: Reductions based on social distancing protocols.

- Fixed Route – 20 (or more) passengers per revenue hour
- Paratransit – 2.1 (or more) passengers per revenue hour

Cost Recovery from User Fees:

- Vanpool – 85% (or more) of Operations and Administrative expenses recovered by fare revenue

Maintenance costs: Based on budgeted maintenance expenses and projected miles.

- Fixed Route – \$1.30 (or less) per mile
- Paratransit – \$1.27 (or less) per mile

Mr. Hattenburg moved to recommend the Board approve the 2021 Performance Measures as presented. Ms. Burke seconded the motion, and it passed unanimously.

2. Approval of 2021 Spokane Police Department (SPD) Agreement Renewal

Since 2005 STA and SPD have utilized an interlocal agreement to provide additional SPD presence in and around the Plaza area downtown. The 2021 agreement strategy is to increase SPD presence in and around the Plaza. The agreement will include:

- A designated full-time SPD officer assigned to the Plaza.
- Special communication protocol between STA officers and officers at the downtown precinct.
- Various SPD-lead trainings for new STA officers and refresher classes as needed.

The estimated cost of the agreement for 2021-2023 is \$117,800 per year.

Discussion ensued by Committee Members about community members' views about police presence at the Plaza and possible alternatives.

Mr. Hattenburg moved to recommend the Board approve the Spokane Police Department Interlocal Agreement as presented. Ms. Burke seconded the motion, and it passed 2-1.

B. Board Discussion Agenda

1. Draft 2021 State Legislative Priorities

Each year the PMER Committee hears from staff and recommends to the board a list of legislative priorities that guide the CEO in her responsibility to care for the agency as STA requests funding and monitors legislation during the upcoming legislative session.

Background: Last year, focus was on maintaining and preserving funding for various transit programs. The Washington state Supreme Court found I-976 unconstitutional, however the legislature is still considering the will of the voters who approved it and the need to preserve and maintain funding remains. The current pandemic has also created some uncertainty about state funding availability in 2021, so STA will be actively advocating for those projects that benefit our community members who are seeking transit improvements throughout the area.

Priorities to Preserve and Maintain Funding:

- City Line – Approximately \$4.8M in State funding remaining
- Cheney Line – \$3.89M awarded Regional Mobility Grant funding for 2021-2023
- Special Needs (Paratransit) Formula Grant Funding
- Vanpool Investment Grant

New Funding and Legislation Priorities:

- Funding Requests
 - I-90 Valley Line – \$1,013,900 requested for 2021-2023
 - Sprague Line - \$920,000 requested for 2021-2023
 - Green Transportation Grant - \$900,000 requested
 - Vanpool Program Update

Developing Priorities:

- Division Line
- Zero-Emission Transit Vehicles

Discussion introduced by Ms. Burke about possibility of reducing Paratransit costs.

Ms. Burke moved to recommend the Board approve the 2021 Legislative Priorities as presented and grant authority to the CEO to determine STA’s interest on specific pieces of legislation, convey those interests to the legislators and others, and report to the Performance Monitoring and External Relations Committee and the Board during the legislative season. Mr. Hattenburg seconded the motion, and it passed unanimously.

5. REPORTS TO COMMITTEE

A. Community Essentials’ Marketing Campaign for Public Awareness

The goal of the Community Essentials’ campaign is to earn and retain the communities’ trust, highlight the essential role of transit, and to make people feel safe about taking public transit by knowing the precautions STA is taking to keep employees and passengers safe.

The media buy for the campaign over about a two-month period was just under \$56,000 and included:

- Broadcast TV ads and internet video ads (about 7.4 million impressions across KHQ and KREM)
- Billboards (North Division, Hamilton, Monroe, and Sprague)
- Social media (about 523K impressions)
- Print (Black Lens, Liberty Lake Splash, Cheney Free Press, Fig Tree. About 165K impressions)
- Radio (480 spots total, almost 1.4 million impressions)

Total impressions for the campaign or just under 11 million over the two-month campaign.

STA had planned to wrap up the campaign at the end of November, however with the additional wave of positive cases out in the Community, the campaign will be extended, and some new content will be developed.

6. CEO REPORT

- November sales tax revenue was 4.0% above November 2019 actual, and 1.7% above budget year to date (\$1.3M).
- Employees who are able are now on a telework schedule.
- Vans are being provided to the Health District to transport COVID positive individuals and to SMS for meal delivery.
- Spokane Regional Transportation Council (SRTC) discussions about extending an invitation to Spokane Tribes to join the SRTC.
- The Executive Director of the SRTC has resigned, and a subcommittee has formed to find an interim director, search for a permanent replacement, and find new legal counsel.

7. COMMITTEE INFORMATION

- October 2020 Operating Indicators – *as presented*
- October 2020 Financial Results Summary – *as presented*
- November 2020 Sales Tax Revenue Information – *as presented*
- January 2021 Service Changes – *as presented*

8. FEBRUARY 3, 2021 - COMMITTEE PACKET DRAFT AGENDA REVIEW

(No changes requested)

9. NEW BUSINESS

(none)

10. COMMITTEE MEMBERS' EXPRESSIONS

(none)

11. ADJOURN

Chair Kinnear adjourned the meeting at 3:38 p.m.

12. NEXT MEETING – WEDNESDAY, FEBRUARY 3, 2021, 1:30 P.M, VIA WEBEX

Respectfully submitted,



Sam Guzman, Executive Assistant to the Chief Operations Officer

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

February 3, 2021

AGENDA ITEM 4A1 : IRS ENVIRONMENTAL ACCEPTANCE OF CONTRACT AS COMPLETE

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Fred Nelson, Interim Chief Operations Officer
Jessica Charlton, Capital Projects Manager

SUMMARY: On August 5, 2020, a purchase order was executed with IRS Environmental to perform lead abatement of existing coatings in Spokane Transit Authority's (STA) three (3) maintenance pits such that they could be repaired under a separate contract with a general contractor. The purchase order was authorized for an amount of \$76,188.62 which included an additive option that was not selected due to budget constraints, reducing the overall contracted amount to \$62,207.00.

The work by IRS Environmental began in August 2020 and reached substantial completion in November 2020. Abatement had to be done one pit at a time allowing the other contractor to perform their work in between and allowing STA to continue bus maintenance in the other two pits. No changes were required during the project as all materials removed and tested were able to be disposed of locally and no other surprises were encountered during this effort.

All progress payments have been made and the affidavit of wages paid has been received. On January 15, 2021, the notice of completion was sent to the Department of Revenue, the Department of Labor and Industries, and the Employment Security Department as required for any public works project over \$35,000.

Five percent, or, \$3,110.35 has been withheld as retainage as required by RCW 60.28.011 and an additional ten percent, or, \$6,220.70, withheld in lieu of bond as selected by the contractor per RCW 39.08.010.

This work was part of the Lighted Pit Repair project with a Board approved budget of \$380,000.00. Once all contracts have been accepted and all retained funds paid, the project will be within budget.

RECOMMENDATION TO COMMITTEE: Recommend the Board approve a motion to accept the IRS Environmental contract, as related to the Lighted Pit Repair project, as complete subject to the receipt of such certificates of release as are required by law followed by approval to release retainage and bond.

COMMITTEE ACTION:

RECOMMENDATION TO THE BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

February 3, 2021

AGENDA ITEM 4A2 : SCOPE OF WORK AND BUDGET APPROVAL – NON-DIESEL UNDERGROUND STORAGE TANK (UST) REPLACEMENT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Fred Nelson, Interim Chief Operations Officer
Jessica Charlton, Capital Projects Manager

SUMMARY: The Non-Diesel Underground Storage Tank (UST) Replacement project was included and approved in Spokane Transit Authority's (STA) Capital Improvement Program in 2015. Spokane Transit has nine (9) USTs that were installed between 1985 and 1986 and are used to store a variety of new and used motor oil, new and used anti-freeze, automatic transmission fluid, and gasoline. The life expectancy of a typical Underground Storage Tank (UST) is between 30 and 40 years. Their age and changes in UST requirements dictate the need to replace and/or close the tanks.

Budinger & Associates, Inc. and Coffman Engineers have been tasked to aid STA in the design, engineering, permitting, and construction inspections for the project. The engineering and design are complete, and the team is working to prepare and submit applications for review and permitting with the City of Spokane Fire Department and Department of Ecology. The general scope of work for the project is attached on the following page for your review.

The current budget, as approved in the Capital Improvement Program, is \$1.48M. The estimate was based on early evaluations prior to scoping and design. The engineers estimate for the construction contract is approximately \$1.5M. This does not include the contract amounts for the design efforts themselves, or other costs like advertising the bid, permitting, environmental fees, STA's own contingency for risks, and unknown or variable conditions, etc. In order to accommodate estimated costs for successful completion of the work, the project budget is being revised to \$2.1M or an increase of \$620,000 which is greater than 10% of the project budget and requires Board approval in accordance with Section 4 (f) (1) c. of Board Resolution No. 702-13.

As required by STA's Procurement Policy, Committee review and approval of the scope of work is required prior to advertising the project and inviting contractors to bid. If approved, an Invitation for Bid (IFB) will be issued for procurement of a general contractor that will carry out the scope of work. The tanks must be installed by a qualified contractor that has been approved and registered with the City of Spokane Fire Department.

Once bids have been received, as required by STA's Procurement Policy, the Performance Monitoring and External Relations committee will then be tasked to recommend Award of Contract to the Board of Directors. Any further adjustments, if needed, to the project budget would also be made at that time once the actual potential construction costs are known. There are inherent risks to this type of project as it involves working in as-built conditions that requires excavations, shoring, vintage infrastructure, and deals with materials that present potential for environmental impacts.

RECOMMENDATION TO COMMITTEE: Recommend the board approve a budgetary increase of \$620,000 to the Non-Diesel Underground Storage Tank Project in accordance with Resolution No. 702-13. Conditioned on Board approval of the budgetary increase, approve the general scope of work and authorize staff to release an invitation for bid for the construction of the Non-Diesel Underground Storage Tank Project.

COMMITTEE ACTION:

RECOMMENDATION TO BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

Non-Diesel Underground Storage Tank Project

General Scope of Work

All Locations

- Excavations & shoring
- Remove existing Cathodic protection
- Replace leak detection where needed with new tanks
- Reuse leak detection where suitable
- Reuse tank monitoring
- Replace all single walled metal piping and replace with new non-metal piping
- Reuse wiring where feasible otherwise replace
- Reuse existing trenches where feasible otherwise fill-in
- Remove all piping and wiring above grade for tanks closed in place or removed entirely
- Patch roof penetrations where applicable after removal of vent stacks
- Reuse vent stacks where feasible otherwise replace with new and patch roof around penetration
- Repair concrete surfaces after tanks are closed in place or removed in their entirety

Boone North

- Gasoline – exterior, north side of the Garage
 - Install new 8,000-gallon, double walled UST beneath the employee parking lot along with reinforced concrete slab surface
 - Replace two fuel dispensers
 - Repair asphalt surface and striping where affected by the work
 - Close in place existing 20,000-gallon single walled UST and repair concrete surface.
- New Motor Oil – interior, bays 1 & 2
 - Close in place or remove in its entirety the existing 550-gallon UST. (A new above ground double walled tank has been installed allowing closure of this UST.)
- Used Motor Oil – interior, bays 3 & 4
 - Remove existing 550-gallon UST
 - Replace with new 500-gallon UST
 - Upgrades to the waste oil collection sump at bay 4 to meet current code

Boone South

- New Motor Oil (Light Weight) – interior, near diesel fueling
 - Close existing 500-to-1000-gallon UST and piping. Remove existing cathodic protection. This tank contains what is now a motor oil weight that is no longer used allowing for the closure
- Used Antifreeze – interior, near steam pit
 - Close in place existing 500-gallon UST
 - All used antifreeze will now be handled above ground.
- New Antifreeze & Automatic Transmission Fluid (ATF) – interior, parking row 1-3
 - Remove existing single walled 2,000-gallon UST containing Antifreeze
 - Remove existing single walled 4,000-gallon UST containing ATF
 - Install new dual compartment, double walled UST with 500- 600-gal capacity for each Antifreeze and ATF.
- New Motor Oil – interior, parking row 1-3
 - Remove existing single walled 8,000-gallon UST
 - Install new dual compartment, double walled UST with 3,000-gallon capacity for each – new motor oil and new synthetic motor oil (future use).
- Used Motor Oil – interior, parking row 1-3
 - Remove existing 2,000-gallon UST
 - Replace with new 2,000-gallon double walled UST
 - Install new holding tanks and pumps to collect waste oil at the west end of maintenance pits #1 - #3 and run piping to existing piping duct, through wall separating the maintenance bays from the parking bays and replumb to new UST.
 - Upgrades to the waste oil collection tank and pump near pit #1 to meet current code

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

February 3, 2021

AGENDA ITEM 4A3: SPOKANE FALLS STATION CONSTRUCTION FINAL ACCEPTANCE

SUBMITTED BY: Karl Otterstrom, Director of Planning and Development
Jessica Charlton, Capital Projects Manager

SUMMARY: On April 19, 2019, the Board of Directors authorized the CEO to award a contract to NNAC, Inc. in the amount of \$1,995,524 to perform construction activities associated with the construction of a transit station on the Spokane Falls Community College campus. NNAC, Inc. and their subcontractors began work on May 13, 2019, and reached substantial completion on December 1, 2019. All clean-up and punch list items were complete in June 2020 after a brief work stoppage related to COVID-19.

The project successfully improved the safety, on-time performance, and customer waiting experience by eliminating a pair of on-street transit bus stops and creating an on-campus Transit Station. The station consists of three (3) bus bays, a platform for customer boarding/alighting, and amenities. A new signalized intersection was also constructed and several on campus roadways were improved.

Throughout construction, additive and deductive change orders were executed. Changes were made as a result of requests by jurisdictions of authority as well as variable and unknown field conditions. In all, changes during construction resulted in an increase of \$75,154 to the NNAC, Inc. contract resulting in a final contract value of \$2,070,678.

All affidavits of wages paid have now been received. On January 14, 2021, the Notice of Completion was sent to the Department of Revenue, the Department of Labor and Industries, and the Employment Security Department as required for any project over \$35,000.

The project was included in the Capital Improvement Program with a budget of \$2.96M and was funded in part by a Washington State Regional Mobility Grant. Costs associated with the project include but are not limited to, Architectural and Engineering Services, Advertising of the Invitation for Bid, the NNAC, Inc. Contract, contingency funds, permitting fees, jurisdictional fees, utility fees, installation of security cameras, and sales tax. The project is estimated to come in under budget by approximately \$298,000.

RECOMMENDATION TO COMMITTEE: Recommend the Board approve a motion to accept the contract with NNAC, Inc. for the Spokane Falls Station project as complete subject to the receipt of such certificates of release as are required by law which will then allow the release of the retainage bond.

RECOMMENDATION TO THE BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

February 3, 2021

AGENDA ITEM 4A4 : SWIFTLY SOFTWARE CONTRACT AGREEMENT

REFERRAL COMMITTEE: N/A

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

SUMMARY: Swiftly is cloud-based software that displays and analyzes transit vehicle location data. Spokane Transit Authority (STA) has been using three (3) swiftly modules over the last year to assist with customer service and fixed route scheduling:

- The Run Time module visualizes aggregated historical actual fixed route running times to be compared with scheduled running times and recommends adjusted running times using a proprietary algorithm. This tool enables quick schedule analysis and adjustments.
- The GPS Playback module easily replays any fixed route vehicle movement to reveal historical schedule adherence, speeds, and vehicle position allowing immediate authentication of customer complaints by customer service representatives.
- The live operations module provides an intuitively queried display of current vehicle fixed route location and status.

STA purchased a one-year license of these three (3) products last year. The cost of the license was within the CEO's signing authority. The license was a sole-source procurement under STA's procurement resolution given that Swiftly is the sole provider of a cloud-based platform that provides in-depth fixed route schedule analysis and intuitive access to vehicle location data with unlimited logins. Over the last year staff has found the tools to be useful in furthering STA's mission, allowing for efficiencies in customer service and scheduling, and greater responsiveness in addressing schedule-based on-time performance issues. Staff recommends securing a license for two (2) more years. The total cost for all three (3) modules for an additional two (2) more years is \$156,000 plus sales tax. The cumulative contract value for this operating budget item will exceed \$200,000, so Board authority of the contract extension is required by STA's procurement policy.

RECOMMENDATION TO COMMITTEE: Recommend that the Board of Directors authorize the CEO to extend the agreement for three (3) Swiftly Modules for two (2) years for a total of \$156,000 plus sales tax.

COMMITTEE ACTION:

RECOMMENDATION TO THE BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

February 3, 2021

AGENDA ITEM 6 : 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: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

February 3, 2021

AGENDA ITEM **7A** : DECEMBER 2020 OPERATING INDICATORS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Fred Nelson, Chief Operations Officer

SUMMARY: There was one more weekday in December 2020 compared to December 2019. Covid-related restrictions to businesses and other activities continue to suppress mobility.

FIXED ROUTE

Average weekday ridership decreased 52.3% (14,399 vs. 30,192 in 2019) and is down 43.5% (19,080 vs. 33,776) Year to Date (YTD). Total monthly ridership decreased 49.8% (374,129 vs. 745,083 in 2019) and is down 41.7% (5,817,776 vs. 9,971,798) YTD.

- Adult ridership decreased 52.5% (221,292 vs. 465,939 in 2019) and is down 54.5% (2,833,685 vs. 6,234,120) YTD.
 - CCS Pass ridership decreased 80.6% (7,182 vs. 36,969 in 2019) and is down 67.2% (203,052 vs. 619,122) YTD.
 - Eagle Pass ridership decreased 88.7% (4,309 vs. 38,169 in 2019) and is down 65.2% (230,523 vs. 661,621) YTD.
- Youth ridership decreased 81.3% (8,905 vs. 47,568 in 2019) and is down 71.8% (206,503 vs. 732,484) YTD.
- Reduced Fare / Para ridership decreased 42.4% (61,715 vs. 107,096 in 2019) and is down 49.0% (699,230 vs. 1,370,556) YTD.

PARATRANSIT

Monthly ridership decreased 59.5% (13,719 vs 33,914 in 2019) and is down 53.4% (205,815 vs 442,044) YTD.

- Special Use Van ridership decreased 75.1% (483 vs. 1,943 in 2019) and has decreased 67.8% (9,290 vs. 28,860) YTD.

VANPOOL

Vanpool customer trips were down 56.1% (5,240 vs. 11,949 in 2019) and are down 41.5% (90,770 vs 155,262) YTD.

- Vanpool vans in service decreased 16.3% (67 vs 80 in 2019). November 2020 had 66 vans. However, there is a significant decrease in use due to the pandemic:
 - 26 vans are operating with 5 or more participants
 - 35 vans are operating with less than 5 participants
 - 6 vans are on hold due to worksite restrictions or temporary closures

CUSTOMER SERVICE/PASS SALES

Total monthly pass sales decreased 67.5% (3,402 vs. 10,473 in 2019) and decreased 55.5% (48,859 vs. 109,848) YTD.

- Adult Pass/Smartcard monthly pass sales decreased 59.3% (1,806 vs. 4,437 in 2019) and decreased 56.8% (19,293 vs. 44,617) YTD.
- Shuttle Park monthly sales decreased 74.7% (135 vs. 534 in 2019) and decreased 61.6% (2,406 vs. 6,272) YTD.
- 7-Day Pass/Smartcard monthly sales decreased 60.7% (653 vs. 1,663 in 2019) and decreased 44.3% (7,645 vs. 13,736 YTD).
- ESBP monthly sales decreased 84.1% (225 vs. 1,411 in 2019) and decreased 62.0% (4,791 vs. 12,615) YTD.

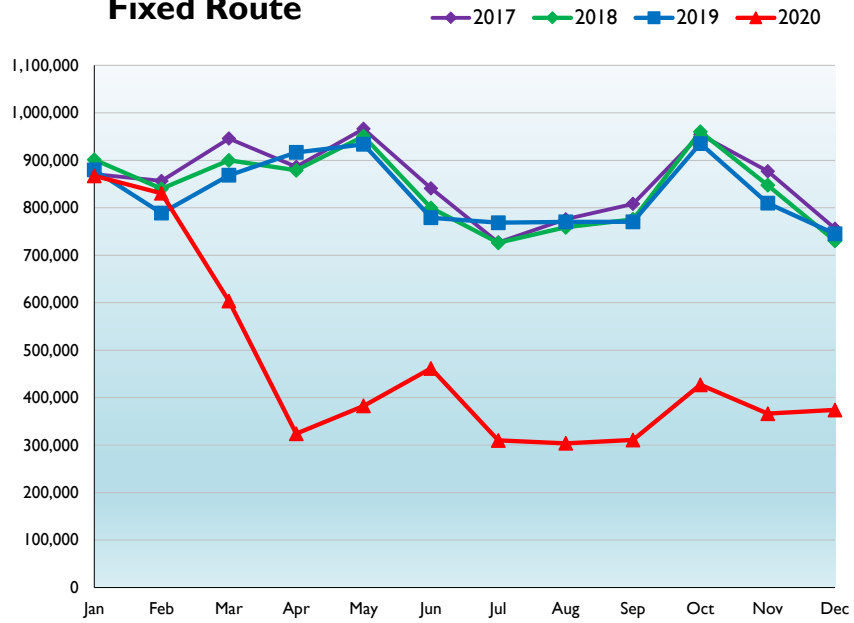
December 2020 Group Sales increased 5.7% (15,177 passes vs. 14,359 in 2019) and decreased 49.3% (119,233 passes vs. 235,363) YTD.

UTAP monthly rides decreased 81.7% (17,216 vs. 96,906 in 2019) and decreased 68.5% (527,804 vs. 1,673,905) YTD. 2019 included City Summer Youth UTAP rides of 132,996 December YTD.

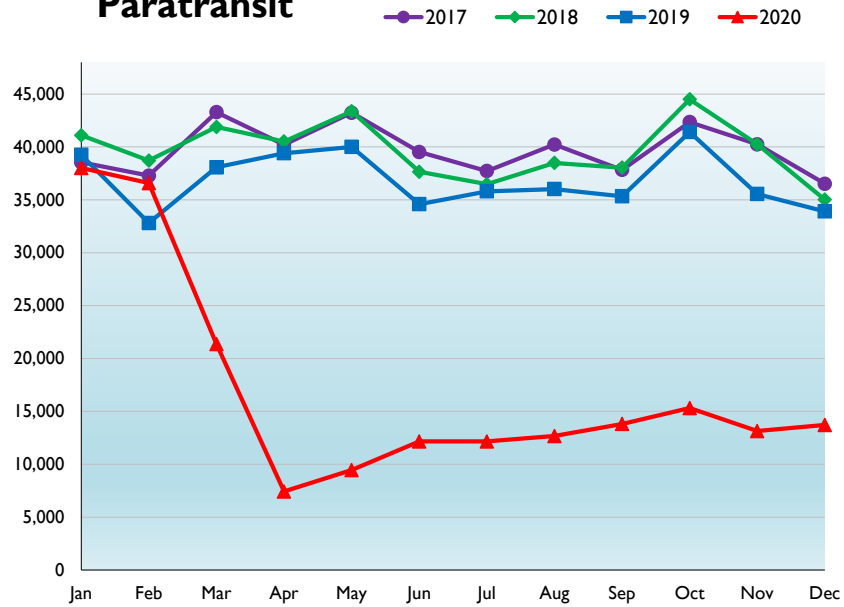
Community Access Pass (CAP) pilot program sold 2,950 2hr passes and 2,065 Day passes in December and 14,640 2hr and 8,062 Day passes YTD. These passes are included in the pass sales above. This is the 4th month of this pilot program.

RECOMMENDATION TO COMMITTEE: Information only.

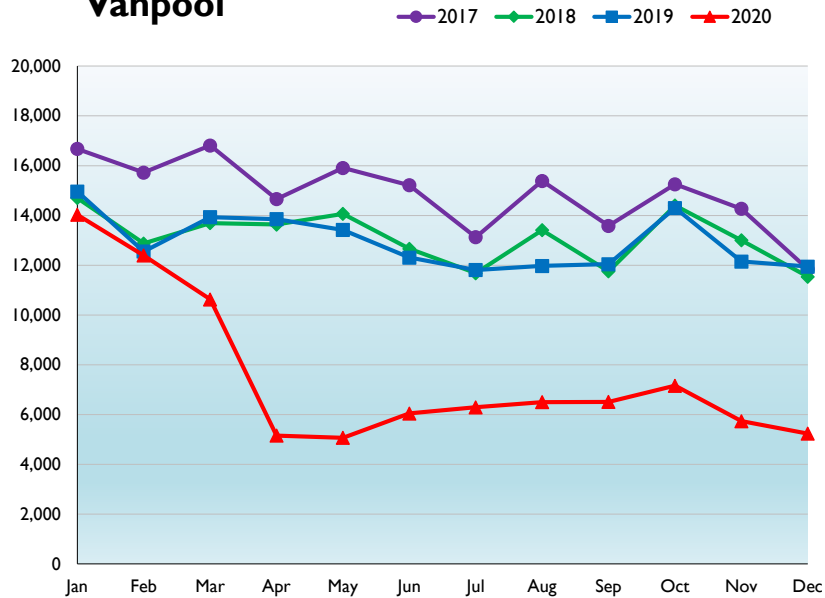
Fixed Route

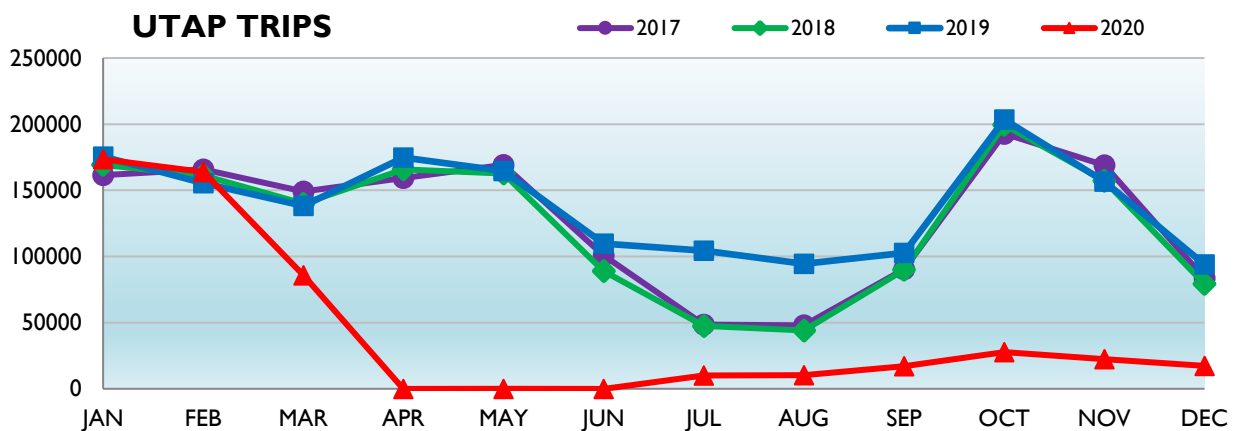
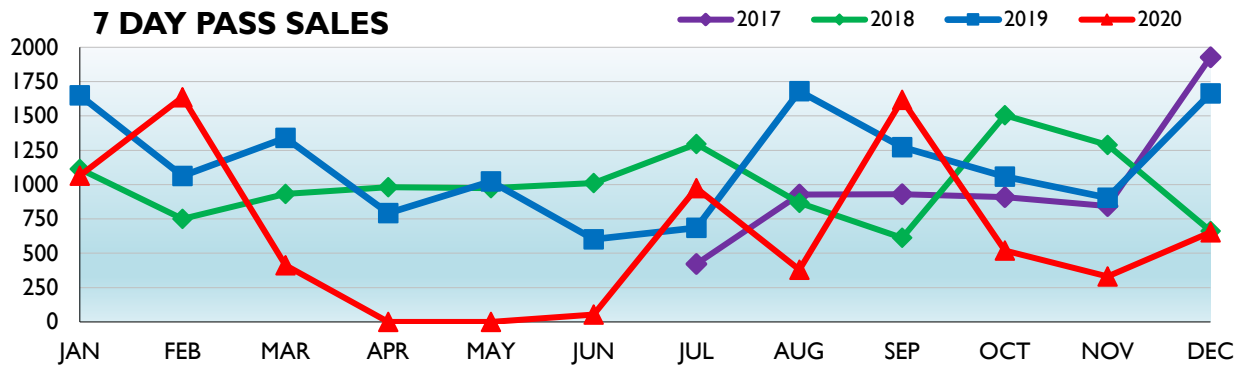
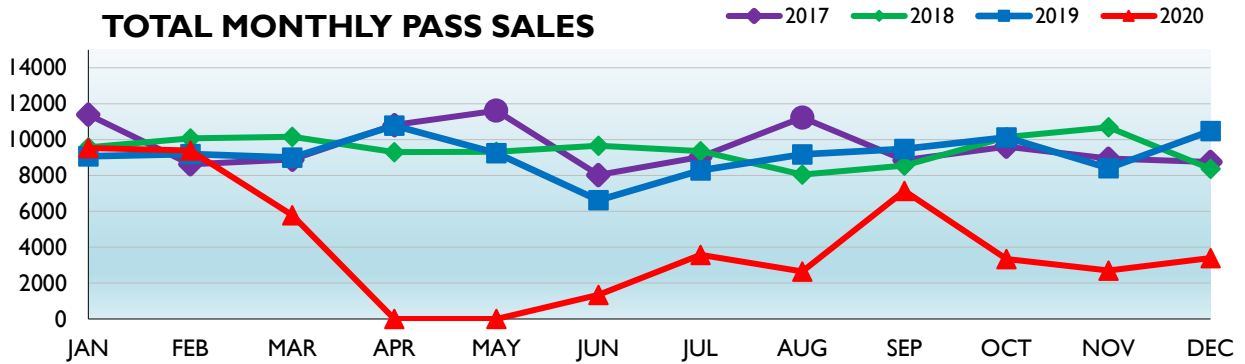
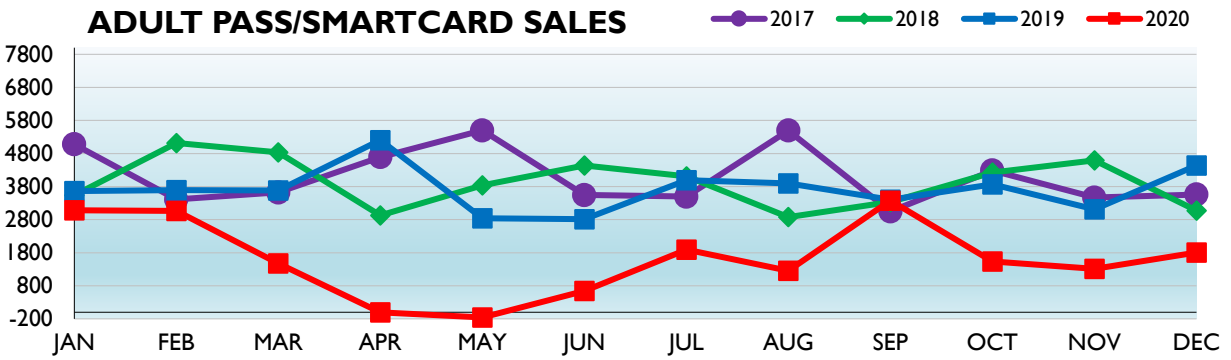


Paratransit



Vanpool





SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS MEETING

February 3, 2021

AGENDA ITEM **7B** : JANUARY 2021 SALES TAX REVENUE

REFERRAL COMMITTEE: N/A

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

SUMMARY: Attached is January 2021 voter-approved sales tax revenue information.

January sales tax revenue, which represents sales for November 2020, was:

- 2.0% above budget and January 2020 actual
- 2.0% YTD above 2020 actual
- 18.4% YTD above budget

Total taxable sales for November 2020 were *up* 1.8% from November 2019. November YTD is *flat* (0.0%) compared with November 2019 YTD. Retail, Construction, and Accommodation and Food Services continue to be the top three rankings YTD. Construction and Accommodation and Food Services have *decreased* from the prior year:

- Retail Trade *increased* by 9.7% in November 2020 vs November 2019 and is *up* by 7.5% (\$357.4M) November 2020 YTD vs November 2019 YTD
 - Other Miscellaneous Store Retailers *increased* 25.8% (\$122.6M) YTD over November 2019 YTD
 - Building Material & Supplies Dealers *increased* 18.7% (\$90.2M) YTD over November 2019 YTD
 - Electronics and Appliance Stores *increased* by 27.7% (\$69.5M) YTD over November 2019 YTD
 - Clothing Stores *decreased* 22.6% (\$49.3M) YTD from November 2019 YTD
 - Department Stores *decreased* 41.6% (\$40.4M) YTD from November 2019 YTD
- Construction *decreased* by 8.5% in November 2020 vs November 2019 and is *down* by 2.2% (\$34.6M) from November 2019 YTD
- Accommodation and Food Services *decreased* by 29.6% in November 2020 vs November 2019 and is *down* 26.3% (\$285.1M) from November 2019 YTD

RECOMMENDATION TO COMMITTEE: Information only.

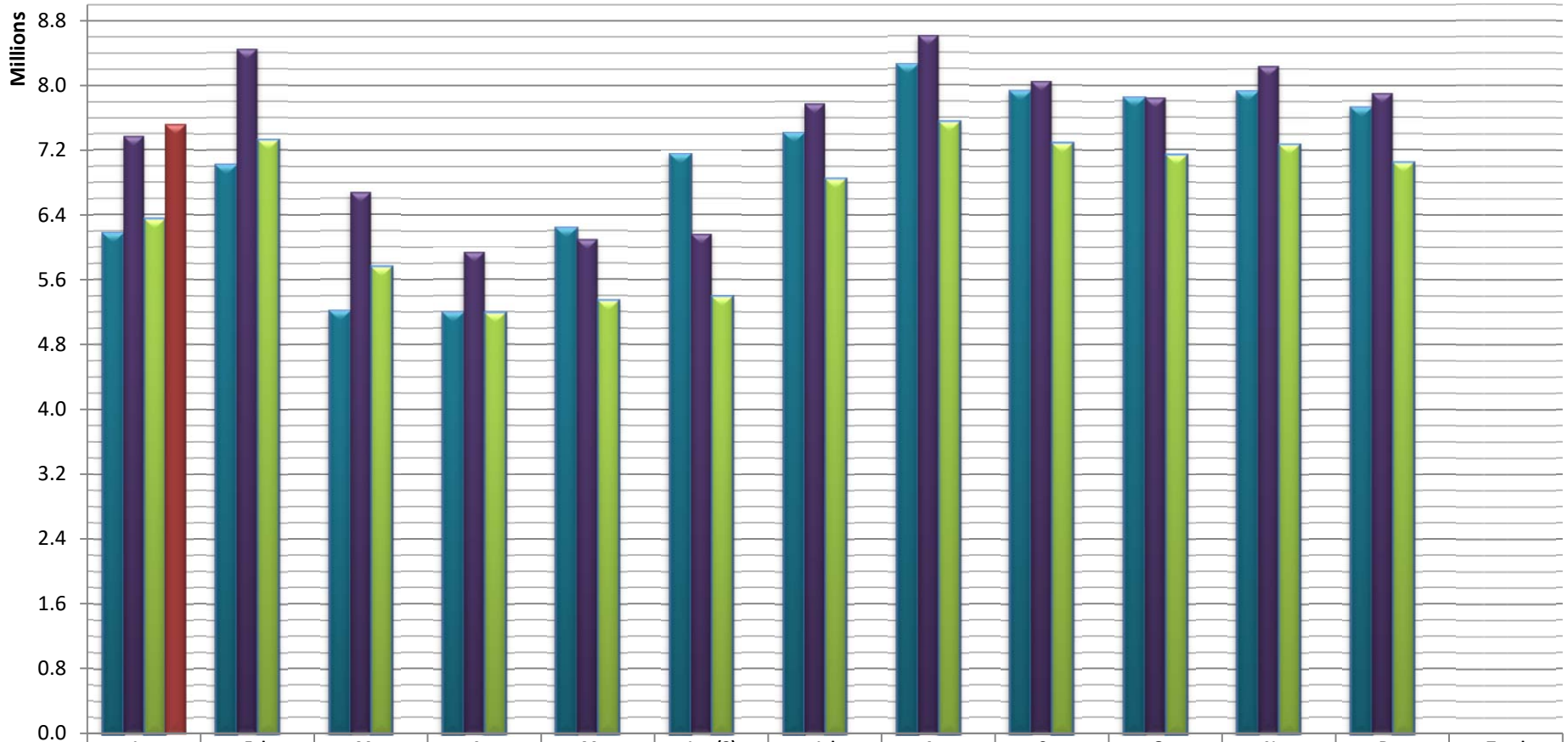
Sales Tax Revenue History-January 2021⁽¹⁾



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

(2) June distribution is April taxable sales in which the sales and use tax rate increased one-tenth of one percent (.001) from .007 to .008 in 2019.

2019 - 2021 SALES TAX RECEIPTS ⁽¹⁾



	Jan	Feb	Mar	Apr	May	Jun (2)	Jul	Aug	Sep	Oct	Nov	Dec	Total
2019 Act.	6,174,964	7,017,558	5,212,448	5,191,296	6,230,070	7,142,964	7,412,766	8,253,600	7,928,815	7,838,478	7,925,862	7,717,259	84,046,080
2020 Act.	7,370,074	8,448,309	6,674,740	5,937,757	6,092,534	6,163,749	7,776,530	8,613,027	8,051,397	7,840,122	8,241,404	7,898,954	89,108,597
2021 Bud.	6,348,654	7,325,498	5,755,272	5,190,084	5,339,536	5,394,743	6,848,141	7,548,469	7,286,779	7,133,050	7,273,215	7,043,085	78,486,526
2021 Act.	7,517,140	-	-	-	-	-	-	-	-	-	-	-	7,517,140
\$ Mo. Var.	147,066	-	-	-	-	-	-	-	-	-	-	-	
% Mo. Var.	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
\$ YTD Var.	147,066	-	-	-	-	-	-	-	-	-	-	-	
% YTD Var.	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
% YTD Bud. Var.	18.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

⁽¹⁾ Voter approved sales tax distributions lag two months after collection. For example, collection of January taxable sales are distributed in March.

⁽²⁾ June distribution is April taxable sales in which the sales and use tax rate increased one-tenth of one percent (.001) from .007 to .008 in 2019.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

February 3, 2021

AGENDA ITEM 7C: 4TH QUARTER 2020 SERVICE PLANNING PUBLIC INPUT REPORT

REFERRAL COMMITTEE: N/A

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

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

The purpose of this summary is to inform the Performance Monitoring and External Relations Committee of the feedback received by the Planning and Development Department in the 4th Quarter of 2020. It should be noted that this feedback summary applies only to department-related activities which include, but are not limited to, existing and potential bus service and/or feedback related to specific bus stops.

A total of 20 comments were received by the Planning and Development Department during the quarter. Of the comments received, seven were related to requests for new service, two were related to existing service, and 11 were related to bus stops. The comments are summarized below. It is also noted if any comments are addressed by the *STA Moving Forward* plan.

NEW SERVICE COMMENTS
1 request for service to Coeur d’Alene. <i>A pilot project for service to Post Falls and Coeur d’Alene was included in STA Moving Forward for 2026.</i>
1 request for service to Post Falls, ID. <i>A pilot project for service to Post Falls and Coeur d’Alene was included in STA Moving Forward for 2026.</i>
1 request for service to the Mead area. <i>Not included in STA Moving Forward.</i>
1 request for service to the Deer Park area. <i>Not included in STA Moving Forward and not in PTBA.</i>
1 request for a shuttle between hotels and the Intermodal Center. <i>Not included in STA Moving Forward. The Intermodal Center is served by Route 90.</i>
1 request for service to the Humane Society at N. Havana St. <i>Not included in STA Moving Forward.</i>
1 suggestion to extend service to S. Bowdish Street in Spokane Valley. <i>Not included in STA Moving Forward.</i>

EXISTING SERVICE COMMENTS

1 comment that Route 34 is impaired by train crossings at E. Sprague Avenue and N. Freya Street.

1 request to make the buses more friendly to people with disabilities. *Staff requested more information. No reply was received.*

BUS STOP COMMENTS

1 request for a shelter at N. Napa Street and Boone Avenue *Stop does not qualify for a shelter based on thresholds established in STA's Comprehensive Plan, Connect Spokane.*

1 request for a shelter at E. Mission Avenue @ Marshall Street. *Stop will be replaced by a City Line station in 2022.*

1 request for a stop at Hwy 902 and S. Bartholomew Road. *It would be expensive to add a safe bus stop pair to this intersection in its current state. The speed limit is 55 MPH with one lane of travel in each direction.*

1 request to relocate a stop at E. 36th Avenue and S. Thor Street because waiting bus passengers appear to be waiting to use the crosswalk. *Stop was adjusted to address concern.*

1 complaint about a layover location at W. 2nd Avenue and S. Lincoln Street decreasing visibility of crossing pedestrians and causing confusion for motorists. *Downtown layover locations are critical to fixed-route operations but difficult to establish due to competing demands for curb space. STA is seeking an alternative to the 2nd and Lincoln location, but one has not yet been secured.*

1 proposal to have a Park & Ride at Key Tronic at N. Sullivan Road and E. Trent Avenue for the Route 96.

1 complaint about buses stopping at bus stops on N. Division Street causing traffic to back up. *Data suggests that the delay at bus stops is minimal and N. Division is a multi-lane roadway which does allow vehicles to go around a stopped bus.*

1 inquiry regarding the removal of the sidewalk and shelter at a bus stop at N. Monroe and W. Indiana. *Monroe-Regal HPT stop improvements were under construction.*

1 Operator suggestion for more stops on the 663 EWU VTC Express. *No new stops are recommended at this time.*

1 inquiry from a trainer regarding if there could be intersection controls at the cross streets intersecting N. G Street where the Route 22 operates. *A request was submitted to the City of Spokane. It was denied because G Street is not an arterial.*

1 request from an Operator to improve the accessibility of the bus stop at the E. Indiana Avenue at Sullivan Road. *STA is working to prioritize and program accessibility improvements while also partnering with jurisdictions to improve accessibility when work is done in adjacent right-of-ways or on adjacent properties.*

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

February 3, 2021

AGENDA ITEM 8 : MARCH 3, 2021, DRAFT COMMITTEE PACKET AGENDA
REVIEW

REFERRAL COMMITTEE: N/A

SUBMITTED BY: STA Staff

SUMMARY: At this time, members of the Performance Monitoring and External Relations Committee will have an opportunity to review and discuss the items proposed to be included on the agenda for the meeting of March 3, 2021.

RECOMMENDATION TO COMMITTEE: For discussion.

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, March 3, 2021, 1:30 p.m.

Via Video Conference

DRAFT AGENDA

Estimated meeting time: 60 minutes

1. Call to Order and Roll Call
2. Committee Chair Report
3. Committee Action (*5 minutes*)
 - A. Minutes of the February 3, 2021, Committee Meeting – *Corrections/Approval*
4. **Committee Action**
 - A. Board Consent Agenda (*10 minutes*)
 1. Spokane Community College Transit Center Construction Final Acceptance (*Otterstrom*)
 - B. Board Discussion Agenda
 1. (*no items being presented this month*)
5. **Reports to Committee** (*25 minutes*)
 - A. 2020 Year End Performance Measures (*Nelson*)
 - B. 2021 Unaudited Year-End Financial Report (*Liard*)
 - C. 2020 State Audit Timeline (*Liard*)
6. CEO Report (*10 minutes*)
7. Committee Information – *no discussion/staff available for questions*
 - A. January 2021 Operating Indicators (*Nelson*)
 - B. January 2021 Financial Results Summary (*Liard*)
 - C. February 2021 Sales Tax Revenue Information (*Liard*)
 - D. May 2021 Service Revisions: Draft Recommendation Report (*Otterstrom*)
8. March 31, 2021 (April meeting), Committee Packet Draft Agenda Review
9. New Business (*5 minutes*)
10. Committee Members' Expressions (*5 minutes*)
11. Adjourn
12. Next Committee Meeting (Via WebEx Virtual Conference): March 31, 2021 (April meeting), 1:30 p.m.

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting on STA's website: www.spokanetransit.com. Discussions concerning matters to be brought to the Board are held in Committee meetings. The public is welcome to attend and participate.

Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964. For more information, see www.spokanetransit.com. Upon request, alternative formats of this information will be produced for people who are disabled. The meeting facility is accessible for people using wheelchairs. For other accommodations, please call 325-6094 (TTY Relay 711) at least forty-eight (48) hours in advance.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

February 3, 2021

AGENDA ITEM 9: NEW BUSINESS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: N/A

SUMMARY: At this time, the Committee will have the opportunity to initiate discussion regarding new business relating to Performance Monitoring and External Relations.

RECOMMENDATION TO COMMITTEE: For discussion.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

February 3, 2021

AGENDA ITEM 10 : COMMITTEE MEMBERS' EXPRESSIONS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: N/A

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

RECOMMENDATION TO COMMITTEE: For discussion.