

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, July 1, 2020, 1:30 p.m.

Via Video Conference

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

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

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AGENDA

Estimated meeting time: 60 minutes

1. Call to Order and Roll Call
2. Committee Chair Report
3. Committee Action
 - A. Minutes of the March 4, Committee Meeting – *Corrections/Approval*
4. **Committee Action**
 - A. Board Consent Agenda (10 minutes)
 1. Award of Contract for Third Party Workers' Compensation Claims Administration Services (*Williams*)
 2. Award of Contract for Content Management System for Digital Signage (*Rapez-Betty*)
 - B. Board Discussion/Action Agenda (30 minutes)
 1. Vanpool Fare Change (*Blaska*)
 2. Nonprofit Discount Program (*Blaska*)
5. **Reports to Committee** (15 minutes)
 - A. 2019 State Audit Exit Briefing (*Liard*)
 - B. System Performance Report (*Otterstrom*)
 - C. 2020 Van Grant Recipients (*Blaska*)
6. CEO Report (5 minutes)
7. Committee Information – *no discussion/staff available for questions*
 - A. May 2020 Operating Indicators (*Blaska*)
 - B. May 2020 Financial Results Summary (*Liard*)
 - C. June 2020 Sales Tax Revenue Information (*Liard*)
8. September 2, 2020, Committee Packet Draft Agenda Review
9. New Business
10. Committee Members' Expressions
11. Adjourn
12. Next Committee Meeting: September 2, 2020, 1:30 p.m.
(STA Southside Conference Room, 1230 West Boone Avenue, Spokane, Washington)

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

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SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

July 1, 2020

AGENDA ITEM 2 : COMMITTEE CHAIR REPORT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Lori Kinnear, Chair, Performance Monitoring and External Relations

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

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

July 1, 2020

AGENDA ITEM 3A : MINUTES OF THE MARCH 4, 2020, PERFORMANCE
MONITORING AND EXTERNAL RELATIONS COMMITTEE
MEETING – CORRECTIONS OR APPROVAL

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Sam Guzman, Executive Assistant

SUMMARY: Attached are the minutes of the March 4, 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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

Minutes of the March 4, 2020, Meeting
Southside Conference Room

MEMBERS PRESENT

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

MEMBERS ABSENT

Kate Burke, City of Spokane
Veronica Messing, City of Airway
Heights (Ex-Officio)
Mike Kennedy, City of Liberty Lake (Ex-
Officio)

GUESTS

(none)

STAFF PRESENT

Steve Blaska, Interim 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
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. Ms. Meyer requested that an item be added to the agenda to update the Committee on STA's response to the Coronavirus.

2. **PUBLIC EXPRESSIONS**

(none)

3. **COMMITTEE CHAIR REPORT**

Chair Kinnear had no report at this time.

4. **COMMITTEE APPROVAL**

A. Minutes of the February 5, 2020, Committee Meeting

Mr. Hattenburg moved to recommend approval of the February 5, 2020, Committee meeting minutes. Ms. Kinnear seconded the motion, and it passed unanimously.

B. Scope of work for Monroe-Regal Line Phase II

The Monroe-Regal project provides a one-seat ride from north to south Spokane and includes improved passenger amenities. The total project budget is \$5.4 M (including state, federal, and local sources). Phase I construction costs came in lower than the engineers estimate allowing sufficient budget for Phase II.

The Phase II Scope of Work (SOW) is for the continued investment in concentrated stop improvements, some stop consolidation, five (5) stations, and seventeen (17) enhanced stops.

Mr. Otterstrom shared photos of stop and station improvements completed in Phase I and discussed their components (junction boxes for future power needs, ADA accessible pad, etc.). He then provided

an overview of which stops had already been improved in Phase I, and which are slated to be included in Phase II.

The current Phase II construction estimate is \$1.1 M, however, like Phase I the contract cost could come back under the estimate and be within the CEO's authority.

Mr. Otterstrom recommended the Committee approve the scope of work for Monroe-Regal Line Phase II and authorize staff to release an Invitation for Bid (IFB) for its construction.

Ms. Bowers asked if all stops scheduled for consolidation had already been removed. Mr. Otterstrom replied that the stop at Central will still be taken out of service (there is already a stop one block south and two blocks to the north).

Ms. Kinnear requested the record show that Mr. Kerns had joined the meeting during the presentation.

Mr. Kerns moved to approve item 4B, Mr. Hattenburg seconded the motion, and it passed unanimously.

C. **Recommendation to Appoint New Member to the Citizen Advisory Committee (CAC)**

Caleb McDougall is a current student at Spokane Falls Community came across the CAC web page when he was researching transit. He was looking for more opportunities to be involved in the community and decided to submit an application. Mr. Rapez-Betty met with Mr. McDougall in-person, and the current CAC Chair, Michelle Rasmussen, was able to speak to him on the phone prior to the last CAC meeting in February. Ms. Rasmussen made a recommendation to appoint Mr. McDougall as a member on the CAC committee.

Mr. Rapez-Betty recommended that the PMER committee approve the appointment of Caleb McDougall to serve on the Citizen Advisory Committee.

Mr. Hattenburg moved to approve item 4C, Mr. Kerns seconded the motion, and it passed unanimously.

5. **COMMITTEE ACTION**

A. **Board Consent Agenda**

1. **Amended 2020 Spokane Police Department (SPD) Interlocal Agreement**

Ms. Williams presented item 5A1, seeking approval of the amended 2020 Spokane Police Department Interlocal Agreement.

In January 2020 the board approved the interlocal agreement between STA and SPD that provided one full-time officer at the plaza and one parking spot. Since that time STA's leadership was approached by the city and asked to partner with the City of Spokane to help facilitate the relocation of the police precinct to downtown. The biggest barrier to the relocation was a lack of parking for patrol vehicles.

In response to this issue STA is able to provide up to nine (9) additional parking spaces at the Plaza for SPD law enforcement patrol vehicles. The agreement is contingent on the prescient being located at the downtown location, effective upon the commencement of operations at the new location.

Ms. Kinnear asked for the address to be verified, and to adjust the language to allow some flexibility on the start date. Ms. Williams will reach out to the Chief to coordinate a date.

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

B. **Board Discussion Agenda**

(none)

6. REPORTS TO COMMITTEE

A. Paratransit Ridership Analysis

Mr. Blaska presented trends that led to a decline in 2019 Paratransit ridership levels and shared some action items to ensure STA is being proactive in meeting the communities needs.

Some of the trends identified were:

- Inclement weather in February and March 2019
- Fare increases lead to fewer monthly pass being purchased
- Application clarity (Personal Care Attendants (PCAs) ride free)
- Large decline in Special Use Vanpool (SUV) ridership

Some of the possible actionable items are:

- Consider new fare technology
- Relax requirement for monthly passes on SUV
- Institute new standing rides off-peak

B. Year End 2019 Performance Measures

Mr. Blaska presented the 2019 year end performance measures.

PREVENTABLE ACCIDENTS:

- Fixed Route's goal was .08 accidents for 10,000 miles and ended with .06. Out of 38 total accidents 31 were in the lowest two severity ratings with no damage and no injuries or damage less than \$2,500 and no injuries.
- Paratransit's goal was .10 accidents per 10,000 miles and ended with .13. Out of 18 total accidents 9 had no damage or injuries. Both departments had a record low in actual dollars spend on accident claims.

RIDERSHIP:

- Fixed Route ridership was down 1.0% for 2019. All of the decrease in Fixed Route ridership was non-revenue ridership. The goal was to increase 1.5% over 2018.
- Paratransit ridership was down 7.1% and the goal was to manage growth at no more than 1.5% increase over 2018.
- Vanpool ridership was down 1.4%. The goal was to increase ridership 1.0% over 2018.

SERVICE EFFECTIVENESS:

- Fixed Route goal was to transport 25.0 or more passengers per revenue hour (PPRH). Coming in at 22.39 the goal was not met for 2019. However, King County Metro is the only transit agency in the state to be doing better.
- Paratransit goal was to transport 2.8 or more passengers per revenue hour. This goal was barely missed, ending the year at 2.69 PPRH. The goal of 2.8 PPRH is very aspirational.

ON TIME PERFORMANCE:

- Fixed Route ended 2019 with an average of 93.0%, meeting the goal of 93%.
- Paratransit had a challenging February and March but have since gotten back on track. They ended the year at 92.4%.

COST EFFECTIVENESS:

- STA looks to constrain our operating costs to no more than 95% of the state wide average for urban systems.
- Fixed Route came in at \$5.57 which is only 63.1% of the urban average of \$8.83.

- Paratransit finished the year at \$33.41 which is 57.7% of the urban average of \$57.86. Both departments highly exceeded their goals and were the best in the state.

C. **Spokane Transit Authority (STA) Alternate Fuel Strategy**

Mr. Blaska presented the short term and long term strategy for buying, testing, deploying Battery Electric Buses (BEBs).

D. **Capital Improvement Program (CIP) Adjustment – Battery Electric Bus (BEB) Infrastructure**

Mr. Blaska explained the plan to adjust current Capital Improvement Program (CIP) budgets to finance the charging infrastructure needed for the Boone NW Garage, Spokane Community College, and Moran Station. These changes will be picked up in the 2021-2026 CIP proposal brought to the Board in July.

E. **Year End 2019 Unaudited Financial Results Summary**

Ms. Liard provided a review of the Revenue, Expense, Operating Budget, and Capital, as well as the Federal Grant Report. She also provided an overview of Accrual versus Cash reporting and additional information about year-end cash balances.

The single audit will take place in March and April. The exit conference and final audited numbers will be presented to the Committee on July 1st.

F. **2019 Community Perception Survey Results**

STA procured Critical Data, Inc.'s services to conduct a telephone survey of 400 adults who reside within Spokane Transit Authority's Public Transportation Benefit Area (PTBA). The survey was conducted from in December 2019.

At a 95% confidence level, the margin of error for this study is +/- 2.7% which represents a random survey of 400 adults within the specific STA service area. The community interviews were performed using landline and cell phone interviews with residents over the age of 18.

Key Findings:

- Overall approval rating of STA services is higher than all previous years
- Key opinion indicator responses are similar to previous studies

G. **Legislative Report**

Mr. Rapez-Betty briefed the Committee about the proposed Supplemental Transportation Budget. Both the Senate and the House passed slightly different versions of the budget. There will be a formal conference committee or informal negotiations, a final version must be approved by both chambers.

7. **COMMITTEE INFORMATION**

- January 2020 Operating Indicators – *as presented*
- January 2020 Financial Results Summary – *as presented*
- February 2020 Sales Tax Revenue Information – *as presented*

8. **April 1, 2020 - COMMITTEE PACKET DRAFT AGENDA REVIEW**

(No changes requested)

9. **NEW BUSINESS**

Ms. Meyer provided an update on the status of STA's efforts to prepare for the Coronavirus and steps taken to date.

10. COMMITTEE MEMBERS' EXPRESSIONS

(none)

11. ADJOURN

Chair Kinnear adjourned the meeting at 3:00 p.m.

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

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Sam Guzman". The signature is fluid and cursive, with a large initial "S" and "G".

Sam Guzman, Executive Assistant

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

July 1, 2020

AGENDA ITEM 4A1 : AWARD OF CONTRACT FOR THIRD PARTY WORKERS
COMPENSATION CLAIMS ADMINISTRATION SERVICES

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Nancy Williams, Director of Human Resources
Mike Toole, Manager of Safety & Security

SUMMARY: Spokane Transit self-insures workers compensation for its approximately 600 employees and utilizes the services of third-party claims administration. STA's current contract for this service will expire on July 31, 2020.

The Scope of Work for Third Party Administration was reviewed and approved by the CEO in March 2020. A Request for Proposals (RFP) was issued on April 6, 2020 to eleven (11) potential contractors as well as being advertised nationally and on the STA website.

Six (6) responsive proposals were received from responsible vendors, BroadSpire, CorVel, Eberle Vivian, OH Solutions, Sedgwick, and TRISTAR by the May 18th deadline.

Proposals were evaluated based on the following criteria: (1) Claims Handling, Best Practices, Training, & Staff Qualifications, (2) References, (3) System Ease of Use & Interface, (4) Report Type & Functionality and (5) Price, by a committee comprised of Mike Toole, Safety & Security Manager; Ellen Sizer, Claims Specialist, Tammy Johnston, Senior Accounting Manager, Jacque Tjards, Senior Procurement Manager and Kimberly Smallwood, Procurement Coordinator. The final evaluation results are as follows:

PROPOSER	AVERAGE EVALUATION POINTS EARNED	ESTIMATED 5-YEAR COST (including estimated CPI-U adjustment for Years 4-5)
BROADSPIRE	76.6	\$351,313
CORVEL	78.9	\$398,575
EBERLE VIVIAN	87.0	\$343,636
OH SOLUTIONS	86.8	\$288,993
SEDGWICK	80.5	\$300,363
TRISTAR (Current Contractor)	97.4	\$290,064

This represents a 7% increase above the 2017 pricing in the current contract.

The evaluation committee recommends an award of contract be made to TRISTAR of Long Beach, CA with the continued administration from their Portland, OR office over the next five years with two one-year options available. Prices are held firm for the first three (3) contract years, with adjustments for years four (4), five (5) and option years tied to the Consumer Price Index for all Urban Consumers (CPI-U), U.S. City Average.

RECOMMENDATION TO COMMITTEE: Recommend the Board award a five-year contract with two (2) additional one-year options beginning August 1, 2020 to TRISTAR of Long Beach, CA for third party workers compensation claims administration services for an estimated five-year value of \$290,064.

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

July 1, 2020

AGENDA ITEM 4A2 : AWARD OF CONTRACT FOR A CONTENT MANAGEMENT SYSTEM FOR DIGITAL SIGNAGE

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Brandon Rapez-Betty, Director of Communications & Customer Service
Chris Tohm, Web Services Manager

SUMMARY: STA identified 193 locations where site-specific information would be beneficial to riders' and employees' using a software system provider for an expandable content management system that would provide both static and real-time digital signage messages with STA personnel managing the content from a central user interface based on changing messaging needs. The Scope of Work to provide a Content Management System for Digital Signage was approved by CEO, Susan Meyer on January 3, 2020.

The RFP was released on March 3, 2020, to seventy-four (74) interested firms with fifty-eight (58) additional firms requesting a copy of the RFP for a total of one hundred thirty-two (132) interested firms.

On March 3, 2020, the RFP was advertised on WEBS (Washington's Electronic Business Solution) website, STA's website, and on Transit Talent's website.

A pre-proposal conference call meeting was held on March 12, 2020, with representatives from twenty-two (22) firms in attendance.

A total of Three (3) Amendments to the RFP were issued; the first one was issued on March 13, 2020; the second one was issue on March 18, 2020; and the third one was issued on April 3, 2020.

On April 17, 2020, a total of seventeen (17) proposals were received along with two (2) No Proposal Forms. Ten (10) of the seventeen (17) proposals were deemed non-responsive upon initial review. Seven (7) proposals were deemed responsive and moved forward to the Evaluation Committee. On May 11, 2020, the Evaluation Committee met to discuss each proposal based on the scoring criteria of the total base cost of services; proposers experience, qualifications and financial stability; quality of the technical solution, installation requirements, and responsiveness to STA requirements; project management and delivery approach; software license, warranty and service agreements; and references (minimum of 5).

A second Evaluation Committee meeting was held on May 14, 2020.

Second round interviews were scheduled with the top four (4) ranked firms. Each firm provided a one (1) hour presentation, demonstrating their user interface and displays, troubleshooting, escalation, and responsibilities. Warranty coverage was also discussed. After the presentation, the committee allowed time for questions and answers by both parties.

During the final Evaluation Committee meeting on June 17, 2020, the evaluation team decided to request Best and Final Offers (BAFO) from the top two (2) ranked firms, Connectpoint, Inc. and Nanonation, Inc.

The Evaluation Committee included Brandon Rapez-Betty, Chris Tohm, Nathan Mauger, Emily Arneson, Nick Hanson, John Rockwell, Jacque Tjards (non-voting member), and Tammy Santana.

The Evaluation Committee recommendation is to award a five (5) year contract with an optional extended warranty for an estimated contract value of up to \$656,784.00 for a Content Management System for Digital Signage to Nanonation, Inc., effective August 1, 2020. The table below demonstrates the base cost per year in the 5-year contract, as well as the additional cost of the optional extended warranty to be purchased in year's four (4) and five (5).

5-Year Contract Period plus Optional Warranty for Years 6-7	Base Cost/Year	Base Cost/Year With Optional Extended Warranty for Years 6-7
YEAR 1 (2020)	\$181,206.00	\$181,206.00
YEAR 2 (2021)	\$32,636.00	\$32,636.00
YEAR 3 (2022)	\$241,256.00	\$241,256.00
YEAR 4 (2023)	\$68,516.00	\$104,993.00
YEAR 5 (2024)	\$60,216.00	\$96,693.00
YEAR 6 (2025)	-	\$0
YEAR 7 (2025)	-	\$0
TOTAL	\$583,830.00	\$656,784.00

The costs listed above include a three-year comprehensive warranty on parts and labor, media players and operating software and related hardware including applicable media player firmware and software upgrades throughout the warranty period. An extended warranty option is available beginning in the fourth year and ending in the seventh year. Years four (4) and five (5) are at a cost of \$36,477.00 per year. Years six (6) and seven (7) have no cost associated with those years as Contractor will cover hardware using the spare pool of equipment.

RECOMMENDATION TO COMMITTEE: Recommend the Board award a five (5) year contract for a Content Management System for Digital Signage to Nanonation, Inc., for an estimated base value of \$583,830.00 and an optional extended warranty cost of \$72,954.00 for total estimated contract value up to \$656,784.00. If approved by the Board, this contract would be funded by STA's operating budget.

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

July 1, 2020

AGENDA ITEM **4B1** : VANPOOL FARE CHANGE

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Steve Blaska, Chief Operations Officer
Janet Stowe, Senior Paratransit Manager
Greg Garrett, Vanpool Manager

SUMMARY: Staff recommends updating the Vanpool Program fare structure to a simpler model. The strategy is to reduce rider attrition and increase ridership by making to program easier to understand and market. The intended result is to sustain a high cost recovery objective through retention and increased participation in the program.

Background:

Spokane Transit's Vanpool Program is one of our three modes of service. Commuters traveling to/from work or school with an origination or destination within the Public Transportation Benefit Area (PTBA) may participate in an STA vanpool. A group of five to fifteen participants share the monthly cost of operating a van.

Vanpools are well suited to our region. They provide commute options in areas where it is not productive to provide scheduled, fixed route service. Vanpools are very effective for large employers that locate in lower density industrial areas. They are also a great option for employees with residences in lower density residential environments which are not near a bus route.

Vanpool experienced its highest growth when fuel prices reached record highs from 2008 to 2012. Since fuel prices stabilized, the program has experienced a steady decline in ridership.

Currently there are 77 active vanpool groups with a total of 505 members.

There are two factors challenging program growth:

- 1) Complicated Fare Structure - Currently the vanpool fare structure is based on a complicated relationship between distance traveled and number of passengers on each van. This is a commonly used model in the industry. However, it produces a complicated, unpredictable billing process from month to month and from vanpool group to vanpool group. This lack of cost predictability makes it very difficult to market the program to new users and to employers who provide transit subsidies to employees.
- 2) High Cost Recovery Objective - The Board has an aggressive fare recovery objective for this program. The objective is for passenger fares to recover 100% of the operating and administrative costs of the program. As the number of vanpools decline, we are struggling to meet the 100% cost recovery objective. In 2019, we achieved 85.5%.

The current recovery objective of 100% operating and administrative expense is much more aggressive than comparable transit agencies which average below 70% recovery. At this point, at current ridership levels, STA would need to consider a vanpool fare increase to meet the 100% goal.

Proposal:

The Board’s overall fare philosophy is ridership-based. The fare policy objective is to increase revenue by increasing ridership. It also states that our fare structure should be simple and easy to use.

Simplify fare structure

Staff is recommending a simplified vanpool fare structure that establishes a base fare for vanpools operating in Spokane County. Two zonal fares would apply to participants outside Spokane County. In all cases, the origin or destination of the vanpool must be in the Public Transportation Benefit Area (PTBA). Zone 3 vanpool groups would require a minimum of 7 participants per van.

Zone	1	2	3
	Spokane County	Stevens County Kootenai County	All Others
Monthly Fare	\$60	\$80	\$100

We believe this predictable fare structure will encourage more participants in the program

Adjust cost recovery objective

Staff recommends that the Board also establish the cost recovery objective at 85% of operating and administrative costs.

Some current customers, who pay a larger fare under the existing structure, would see a fare reduction in this model. Other current customers, whose cost would increase, would be frozen at their current billing rate so as not to experience a fare increase.

We expect this to temporarily bring us below our 85% revised objective. However, the intended increase in overall fare-paying riders through growth of the program will eventually result in the cost recovery to increase.

Attached is a presentation of the details and analysis behind this recommendation as well as a draft Vanpool Fare Policy.

RECOMMENDATION TO COMMITTEE: By motion, recommend approval of the attached resolution adopting a revised Vanpool Fare Policy.

COMMITTEE ACTION:

RECOMMENDATION TO THE BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

RESOLUTION NO. _____

A RESOLUTION FOR THE PURPOSE OF ESTABLISHING THE VANPOOL FARE POLICY FOR THE PROVISION AND USE OF SUCH TRANSIT SERVICES OF THE SPOKANE TRANSIT AUTHORITY, RESCINDING RESOLUTION NO. 756-17 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;

WHEREAS, on November 16, 2017, the STA Board has previously adopted Resolution 756-17 establishing the Vanpool Fare Policy for the provision and use of Spokane Transit Vanpool services;

WHEREAS, flexible vanpool opportunities exist for multi-modal trips between fixed route services and vanpools and staff have prepared and recommend adjustments to the Vanpool Fare Policy to provide for a fixed fare structure, accompanied by zonal fares for vanpools originating or having a destination outside of Spokane County, to provide additional flexibility in structuring fares while retaining consistent rates, to be effective August 1, 2020 and attached hereto and incorporated herein as Exhibit A.

WHEREAS, the STA Board has determined it is in the interest of the public welfare and benefit to adjust the existing Vanpool Fare Policy as recommended by staff.

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 the Vanpool Fare Policy attached hereto as Exhibit A and effective as of August 1, 2020.

Section 2: Resolution No. 756-17 is hereby rescinded in its entirety as of the effective date of the new Vanpool Fare Policy adopted herein.

Section 3. This Resolution shall be effective upon adoption, provided the new Vanpool Fare Policy shall have the effective date set forth herein.

ADOPTED by the Spokane Transit Authority at a regular meeting thereof, held on the 16 day of July, 2020.

ATTEST:

SPOKANE TRANSIT AUTHORITY:

Dana Infalt
Clerk of the Authority

Al French
STA Board Chairman

Approved as to form:

Laura McAloon
Attorney for Spokane Transit Authority

POLICIES AND PROCEDURES

I. **TITLE:** **Vanpool Fare Policy**

II. **EFFECTIVE DATE:**

III. **APPLICABILITY:** This regulation applies to Spokane Transit Authority's (STA) Vanpool Program.

IV. **AUTHORIZATION:** _____
(Chief Executive Officer) Date

V. **SUPERSEDES:** Resolution _____

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. The flat rate fares are based on the origin and destination of the rider. The program goal is to recover 85% of the operational and administrative costs of the program.

VII. **DEFINITIONS & PROCEDURES:**

A. ELIGIBLE PARTICIPANTS

Commuters traveling to/from work or school with an origin or destination within the Public Transportation Benefit Area (PTBA) may utilize an STA vanpool under the guidelines of this program. A group of five to fifteen participants share the commute using an STA provided 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

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

Capital replacement consist of the replacement expense for program vehicles on an 11-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 costs consist of maintenance, tires, insurance, and fuel.

The Cost Recovery ratio is calculated by dividing the revenue into the sum of the administrative and operations expenses. The program goal is to reach an 85% operational and administrative cost recovery using expenses as calculated with data provided to the National Transit Database (NTD)..

C. FARE STRUCTURE

The fare structure establishes a base fare for vanpools operating in Spokane County. Two zonal fares would apply to participants outside Spokane County. In all cases, the origin or destination of the vanpool must be in the Public Transportation Benefit Area (PTBA). Vanpool groups in Zone 3 require a minimum of seven (7) passengers per van.

Zone	1	2	3
	Spokane County	Stevens County Kootenai County	All Others
Monthly Fare	\$60	\$80	\$100

D. FARE COLLECTION

Monthly fares are collected from passengers for the current month. STA requests that fares be paid online, or to the Vanpool group's bookkeeper if using a check. Fares should be paid online, or submitted to the bookkeeper, on the first of the month. Passengers submitting payments after the 10th may be assessed a late fee of \$20.

E. MILEAGE

Total vehicle miles include commute miles, maintenance miles, and incidental commute miles.

- 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.
- Maintenance miles are miles consumed to perform scheduled and unscheduled maintenance activity.
- Incidental commute trip miles are limited to 50 miles per month of use by approved drivers. Incidental commute trips are recorded appropriately on each group's month end report.

VIII. RESPONSIBILITIES:

A. SPOKANETRANSIT

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 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 Shuttle Park pass for a Vanpool vehicle using the Arena Park & Ride. All parking terms and conditions for the Shuttle Park 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 any rider payments made by check 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.

Vanpool Fare

Creating a simplified, sustainable solution to increase Vanpool ridership

Challenge

- Multiple Interdependent Variables
 - Number of participants
 - Roundtrip length
- Potential Customers Do Not Know Cost of Participation
- Complicates Employer Subsidies
- Varies Month to Month & Van to Van
- Relatively Complex Vanpool Group Admin Responsibilities

Current Vanpool Fare Structure

- Fare is intended to encourage larger groups through cost sharing
- Based on expected usage of the van per month.

Information needed:

- Round trip mileage
- Weekly schedule
- Passenger count

Current Vanpool Fare Structure

- For example: A van that has a 40-mile round trip, operates Monday – Thursday with and expected 7 people on the van

Monthly miles	Monthly Fare	Number of workdays in a week																	
		5	7	6	9/80	4	3	5	6	7	8	9	10	11	12	13	14	15	
		Maximum Daily Round Trip Miles							Monthly Fare per rider based on number of riders										
420	\$305	20	14	17	22	25	32	\$61.00	\$50.83	\$43.57	\$38.13	\$33.89	\$30.50	\$27.73	\$25.42	\$23.46	\$21.79	\$20.33	
525	\$342	25	17	21	28	31	40	\$68.40	\$57.00	\$48.86	\$42.75	\$38.00	\$34.20	\$31.09	\$28.50	\$26.31	\$24.43	\$22.80	
630	\$380	30	21	25	33	38	48	\$76.00	\$63.33	\$54.29	\$47.50	\$42.22	\$38.00	\$34.55	\$31.67	\$29.23	\$27.14	\$25.33	
735	\$416	35	24	29	39	44	57	\$83.20	\$69.33	\$59.43	\$52.00	\$46.22	\$41.60	\$37.82	\$34.67	\$32.00	\$29.71	\$27.73	

- This van's monthly fare would be \$416 a month. Each person would pay \$59.43 each.
 - If one person leaves the van, the individual fare would change to \$69.33 a month. If the van adds a rider, the individual fare would be \$52 a month.

Proposed Vanpool Fare Structure

Flat Fares

- Zone 1: Spokane County - \$60 a month
 - Fare will be equivalent to Fixed Route Monthly pass
- Zone 2: Stevens & Kootenai County - \$80 a month
- Zone 3: All others - \$100 a month
 - Minimum of 7 passengers

Representative Vanpool Distribution*

- Spokane County
 - 48 Groups
- Origin or destination in Stevens or Kootenai County
 - 34 Groups
- Origin or destination outside Spokane, Stevens, or Kootenai County
 - 8 Groups

* December 2019 Vanpool Groups

Transition Plan

- No current customer or employer will experience a fare increase.
 - Freeze fares for current participants (40% of customers pay less than new flat fare)
 - Worksites that provides a percentage-based subsidy will see a decrease in their invoice
- New rate in effect for all other existing and new customers effective August 1st

Cost Recovery Objective

- Current
 - Objective: Recover 100% of STA Budgeted Administrative and Operational Costs
 - Internal Measurement of Costs
 - Higher than other transit agencies
 - Comparisons are harder to audit
- Proposed
 - Objective: Recover 85% of NTD Reported Operating Expenses
 - Formula more easily replicated and use for comparisons
 - Current aggressive objective may be hampering program growth
 - Increased ridership / program participation may increase cost recovery over time

2018 Cost Recovery Comparisons

Per NTD reporting

Agency	Cost Recovery
• Spokane Transit Authority	83%
• Ben Franklin Transit	76%
• C-Tran	34%
• Intercity Transit	63%
• King County	69%
• Kitsap Transit	42%
• Pierce Transit	61%
• Community Transit	66%
• Lane Transit (Eugene, OR)	68%

Associated Risks

- Lose cost incentive for larger groups
 - May result in smaller average size of vanpool groups
 - Our experience shows that convenience of larger groups actually more powerful than cost incentive

Benefits of Flat Fare Structure

- Best chance at ridership growth
- Sustainable when roster size fluctuates
 - Loss of one rider would not cause the entire van to fold
- Easier to market Vanpool
- Fixed fare works well with high turnover industries like Engie and Amazon
- Solves Fairchild AB Vanpool subsidy issue
 - FAFB has a complicated equation for determining subsidy amount. Flat fare solves that problem
- Companies that have FR subsidies can easily duplicate it with Vanpool
- Per person fares means no fare lost when rider switches to another van group

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

July 1, 2020

AGENDA ITEM **4B2** : NONPROFIT DISCOUNT PROGRAM

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Steve Blaska, Chief Operations Officer
Emily Arneson, Ombudsman and Accessibility Officer

SUMMARY: Staff recommends that this Committee recommend to the Board of Directors a 12-month pilot Nonprofit Discount Program (“Program”) to offer certain half-price fare media to approved nonprofit human service agencies for distribution to their clients at no charge. This Program is intended to be revenue-neutral. The source of revenue is tied to existing bulk pass sales to nonprofit entities, with the goal that these organizations will be able to purchase twice the number of passes for the same amount they typically spend on transit fares.

BACKGROUND: STA’s Board of Directors has requested that staff prepare a pilot program for a new fare structure to increase access to transit passes by nonprofit agencies. Staff is to define the scope, criteria for measuring success, and eligibility requirements for the program. Importantly, the Board would like to see a pilot program that does not supplant or alter existing nonprofit spending on transit passes.

At the February 20, 2020 Board Meeting, Chief Operations Officer Steve Blaska reported to the Board about the human services agency (HSA) program offered by Pierce Transit. This Program provides a more holistic mechanism to address the Board’s concern about low-income population access to transit passes. Members of the Board were in favor of seeing a proposal similar to Pierce Transit’s program, although no official action was taken. Some Board Members are particularly interested in what types of passes will be offered through the program (e.g., 2-hour versus 31-day).

In 2018, staff met with several nonprofit agencies that had expressed interest in providing passes to their clients. They indicated that 2-hour or day passes would be most useful to them for a few reasons. First, they are aware of the minority of individuals who try to resell the passes for a profit. Passes with less cash value are less likely to be resold or traded. Second, they can assist more people with their limited budgets by purchasing more of the cheaper passes. STA’s bulk pass sales to nonprofits in 2019 reflect a very strong preference for 2-hour Fixed Route and Paratransit passes. HSAs bought just over 4,000 31-day passes (adult, youth, and paratransit combined) and 2,700 day passes; in contrast, they purchased over 50,000 2-hour passes (31,000 Fixed Route and 20,000 Paratransit).

It is also important to note that almost all of the 31-day passes purchased by HSAs in 2019 were bought by agencies that were likely giving them to their employees, rather than clients. For instance, 2,100 of the 3,700 adult 31-day passes and almost half of the 400 Paratransit monthly passes were purchased by just two agencies. These entities are primarily supportive employment programs. Nonprofit entities that provide monthly passes to their employees as a benefit of employment are not likely to double their impact by purchasing twice as many passes for the same amount, as was the intention of the Board in exploring this Program. Passes purchased through this pilot Program are intended to be distributed to clients of the HSAs, not employees.

The goal of this Program is to maintain current levels of spending by nonprofit organizations purchasing passes. Therefore, if successful, the Program should be revenue neutral. Based on 2019 bulk pass sales to HSAs, staff expects that if spending habits remain the same (i.e., HSAs spend the same amount to get twice the passes), STA will forego \$60,000 in revenue while realizing over 50,000 additional trips. A staff report is attached.

PROGRAM DESCRIPTION: There are two objectives of the Nonprofit Discount Program. First, by offering twice the number of passes to HSAs for the same price they have historically paid allows them to double the impact of their investment while utilizing existing channels of distribution to their clients. Second, using a defined set of numerical identifiers on the passes for this Program, STA can track when and where they are used. This information, along with rider surveys and census data, will provide valuable context to improve the agency’s understanding of the transportation needs of our most vulnerable riders.

All of the passes distributed through this Program will expire at the end of the 12-month pilot period. This safeguard will prevent agencies from purchasing more passes than they intend to distribute throughout the year, thus skewing the data collected through the Program.

After the initial 12-month period of this pilot Program, staff will evaluate whether each of the objectives has been met. Staff will then provide a report to the Board along with a recommendation whether to amend the Tariff Policy and continue the Program indefinitely.

In the event that this Program is retained indefinitely, HSAs would be required to submit an application annually to confirm 501(c)(3) status and continuing interest in the Program.

The full description of the Program is attached, along with the application.

NEXT STEPS: Coordination with partner agencies has been delayed due to the “Stay Home, Stay Healthy” mandate. Staff recommends commencing the pilot Program as soon as possible in order to partner with nonprofits as the community deals with the impacts of COVID-19 and its effects on the local, regional, and national economies.

RECOMMENDATION TO COMMITTEE: Recommend the Board approve the pilot Nonprofit Discount Program as presented.

COMMITTEE ACTION:

RECOMMENDATION TO THE BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

Staff Report

Approved: STA Board Meeting of *TBD*

SUBJECT: NONPROFIT DISCOUNT PROGRAM

STA's Board of Directors has requested that staff prepare a pilot program for a new fare structure to increase access to transit passes by nonprofit agencies. Staff is to define the scope, criteria for measuring success, and eligibility requirements for the program. Importantly, the Board would like to see a pilot program that does not supplant or alter existing nonprofit spending on transit passes.

At the February 20, 2020 Board Meeting, COO Steve Blaska reported to the Board about the human services agency (HSA) program offered by Pierce Transit. Members of the Board were in favor of seeing a proposal similar to Pierce Transit's program, although no official action was taken. Some Board Members are particularly interested in what types of passes will be offered through the program (e.g., 2-hour versus 31-day).

This memo summarizes the Pierce Transit program and provides a draft proposal for a similar program at STA. Soliciting feedback from stakeholders will further refine the contours of the pilot program.

Pierce Transit HSA Program

Pierce Transit has had a bulk pass program for use by human services agencies since 2014, but it did not offer any discount on tickets. Through the combined energy of the Board, the staff, and the community, they created a one year pilot program to offer discounted passes to 501(c)(3) HSAs. It began in September 2018 and ended in August of 2019. The agency offered certain fare media at half price to these nonprofits for distribution to their clients. The intent of the program was to distribute as many passes as possible; therefore, the agency focused more on the characteristics of the nonprofits than the clients they intended to serve. In other words, they were not trying to get the tickets into the hands of any particular subset of people (e.g., low income). For that reason, they didn't ask the agencies to report back with any data on the population(s) served.

Pierce Transit does not do paper transfers, and monthly passes are done through the ORCA program. Therefore, the types of tickets they offered were limited to one-ride (adult, senior/youth/disabled, paratransit) and one-day (adult, senior/youth/disabled, paratransit). They sold 52,720 units over the course of 12 months:

- 47% adult day passes (24,716)
- 39% adult one ride tickets (20,659)
- 8% senior/youth/disabled day passes (4,040)
- 4% senior/youth/disabled one ride ticket (2,180)
- 2% paratransit one ride ticket (1,125)

By selling these passes to HSAs for half price, Pierce Transit recognized almost \$90,000 in foregone fare revenue. Because almost half of the passes purchased were adult day passes (\$2.50 rather than \$5.00), these passes constituted 69% of the cost of the program (\$61,790).

To receive half-price passes, the nonprofit submits an order form online which is processed by one staff member. If it is the nonprofit's first order, the staff member confirms on the IRS website that they have

current 501(c)(3) status. Then the order is processed, and they have to pick up their passes and pay at the customer service counter. The process is hit-and-miss in terms of staff time processing these orders; staff can go days without getting one, and then get 10 in one day. The staff member also checks the IRS website annually on a rolling basis to confirm each HSA still has 501(c)(3) status.

Pierce Transit's Board voted to make this program permanent. As of early March 2020, the agency was planning a targeted outreach program to find more HSA partners. Currently, 333 agencies purchase passes in bulk from them, and 127 of them are 501(c)(3) agencies. When technology and fare media allow it, Pierce Transit anticipates offering monthly passes through the program in the future.

Spokane Transit Proposed Program

We propose that STA adopt a program similar to Pierce Transit's program on a one-year pilot bases. Because this would be a pilot program, it would not be necessary to amend the Tariff Policy. The mechanism for purchasing passes is already in place through the existing bulk pass program. The following questions need to be answered internally and through solicitation of feedback from potential nonprofit partners.

1. What forms of fare media should be offered through this program?

In 2018 we spoke with several nonprofit agencies that had expressed interest in providing passes to their clients. They indicated that 2-hour or day passes would be most useful to them for a few reasons. First, they are aware of the minority of individuals who try to resell the passes for a profit. Passes with less cash value are less likely to be resold. Second, they can assist more people with their limited budgets by purchasing more of the cheaper passes. STA's bulk pass sales for 2019 reflect a very strong preference for 2-hour Fixed Route and Paratransit passes. HSAs bought just over 4,000 31-day passes (adult, youth, and paratransit combined) and 2,700 day passes; in contrast, they purchased over 50,000 2-hour passes (31,000 Fixed Route and 20,000 Paratransit).

It is also important to note that almost all of the 31-day passes purchased by HSAs in 2019 were bought by agencies that were likely giving them to their employees, rather than clients. For instance, 2,100 of the 3,700 adult 31-day passes were bought by one large agency, and almost half of the 400 Paratransit monthly passes went to a second large agency. These entities are primarily supportive employment programs. STA will want to consider whether this type of distribution is the intention of the pilot program. Agencies providing direct services that wish to hand out passes to clients who are not performing a job for them is a very different situation than an employer, which happens to be a nonprofit, wanting to provide a bus pass as a benefit of employment. This is especially true given the significant increase in budget that including 31-day passes would cause (see below). Not only that, but these agencies are not likely to increase the number of passes purchased over previous years because they are not employing more individuals; essentially, they would get to pay half as much for the same product, which runs contrary to the Board's direction. We perceive that such a result was not the Board's intention.

Given the desire of the Board to maintain current bulk sales purchasing habits, and the statements of the nonprofits themselves, a strong argument is made for offering only 2-hour and day passes through the program. Outreach to stakeholders should further illuminate this issue.

2. What should the budget be? (i.e., What is the foregone revenue?)

Pierce Transit offers only one-ride and one-day passes; if STA offered 2-hour and day passes through such a program, we could model a budget loosely on Pierce Transit's pilot. Based on their numbers, we might expect the following, resulting in a budget of about \$75,000:

- 25,000 one-day passes (\$50,000 foregone revenue)
- 20,000 2-hour passes (\$20,000 foregone revenue)
- 1,500 Paratransit one-ride passes (\$1,500 foregone revenue)
- 6,000 Reduced Fare 2-hour passes (\$3,000 foregone revenue)

STA's bulk pass sales report shows different trends than Pierce Transit's numbers. If we model a budget based on our 2019 bulk pass sales to HSAs, it will result in a budget of about \$60,000. If our goal is to increase HSA pass purchases, the budget would then need to increase as well:

- 31,000 2-hour passes (\$31,000 foregone revenue)
- 20,000 one-ride Paratransit passes (\$20,000 foregone revenue)
- 3,000 day passes (\$6,000 foregone revenue)
- 1,500 2-hour Reduced Fare passes (\$750 foregone revenue)

If STA chose to offer 31-day passes, based on 2019 purchasing habits, the cost of the program would skyrocket. This estimate is assuming that HSAs are not enticed by the discount to purchase more 31-day passes than usual. If we include monthly passes, we might expect a budget of about \$200,000:

- \$60,000 foregone revenue as explained in the previous paragraph
- 4,000 adult 31-day passes (\$120,000 foregone revenue)
- 100 youth 31-day passes (\$2,000 foregone revenue)
- 500 Paratransit monthly passes (\$15,000 foregone revenue)
- 250 Reduced Fare 31-day passes (\$3,750 foregone revenue)

3. What can be done to ensure this program does not supplant existing bulk sales purchases?

The nature of a program like Pierce Transit's makes it very difficult to have oversight over how the passes are distributed. When we do outreach to stakeholders, we will ask for frank and honest feedback about how such a program might affect the budgeting/purchasing decisions of the HSAs. Without a concrete way to predict changes in buying behavior, a pilot program is the best mechanism to test the effects. Upon the completion of the pilot program, staff can make a recommendation to the Board whether a change in the Tariff Policy is necessary and prudent to either maintain, alter, or sunset the program.

4. How will we measure success?

This program will be successful if HSAs increase the number of passes, they are buying—particularly if they double their previous purchases while paying the same amount.

APPLICATION FOR CERTIFICATION
STA Nonprofit Discount Program

Section 1: General Information

1. Agency/Organization Name: _____
Are you a 501(c)(3) entity? _____ Yes _____ No (*You do not qualify for this Program*)
 2. Years in Existence: _____
 3. Mailing Address: _____

 4. Contact Name and Phone: _____
 5. Contact Email Address: _____
-

Section 2: Description of Population(s) Served

6. To whom do you intend to distribute passes through this Program? Check all that apply:
 - Patients in programs treating illness or substance abuse.
 - Clients receiving children and family services, including children living in foster care.
 - Clients of programs that provide food, shelter, or employment opportunities.
 - Clients of programs serving victims of domestic violence.
 - Clients of programs serving refugees and other populations with limited English proficiency.
 - Individuals with disabilities.
 - Individuals living at/below 200% of the Federal Poverty Level.
7. Describe the population(s) you serve and their unique transportation needs.

8. Describe the distribution process for the subsidized passes.

9. Approximately how many passes do you anticipate purchasing during calendar year 2021?

Section 3: Certification

With my signature below, I acknowledge and agree to the following:

- My organization will not re-sell the passes purchased through this Program.
- Passes purchased through this Program must be given to individuals in the population(s) listed in #6 above free of charge.
- Passes purchased through this Program may not be distributed or sold to employees of my organization.
- All pass sales are final, and no exchanges or refunds will be made.

I further acknowledge that Spokane Transit Authority may, in its sole discretion, revoke certification if my organization has: made any material misrepresentation in this Application for Certification or in a Pass Purchase Request; violated any of the rules for use of passes set forth above; or otherwise no longer meets the qualifications for the Nonprofit Discount Program. I certify that the foregoing is true and correct to the best of my knowledge.

Executive Officer: _____

Name/Title: _____

Date: _____

SPOKANE TRANSIT AUTHORITY
Certified Human Services Agency
Pass Purchase Request

Agency Name	
Agency Mailing Address	
Primary Contact Name	
Primary Contact Email and Phone	

1. Has the above listed organization been certified by Spokane Transit Authority to participate in the Human Services Pass Program in the past 12 months?

- Yes. *Please continue to question #2.*
- No. *Please contact STA Vanpool Manager at (509) 325-6048 to apply.*

2. To whom will you distribute the requested passes? Please check all that apply:

- Patients in programs treating illness or substance abuse.
- Clients receiving children and family services, including children living in foster care.
- Clients of programs that provide food, shelter, or employment opportunities.
- Clients of programs serving victims of domestic violence.
- Clients of programs serving refugees and other populations with limited English proficiency.
- Individuals with disabilities.
- Individuals living at/below 200% of the Federal Poverty Level.

3. How many passes are you requesting?

_____ 2-hour passes _____ day passes

With my signature below, I acknowledge and agree to the following:

- My organization will not re-sell the passes purchased through this Program.
- Passes purchased through this Program must be given to individuals in the population(s) listed in #2 above free of charge.
- Passes purchased through this Program may not be distributed or sold to employees of my organization.
- All pass sales are final, and no exchanges or refunds will be made.

I further acknowledge that Spokane Transit Authority may, in its sole discretion, revoke certification if my organization has: made any material misrepresentation in its Application for Certification or this Pass Purchase Request; violated any of the rules for use of passes set forth above; or otherwise no longer meets the qualifications for the Human Services Agency Pass Program.

Signature: _____ Date: _____

Printed Name: _____

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

July 1, 2020

AGENDA ITEM 5A : 2019 STATE AUDIT EXIT BRIEFING

REFERRAL COMMITTEE: N/A

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

SUMMARY: On May 27, 2020, the Washington State Auditor's Office held an Audit Exit Conference with STA Directors regarding the 2019 Audit results.

Walter Green, Audit Lead, will brief the Committee on the 2019 Audit results.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

July 1, 2020

AGENDA ITEM 5B : SYSTEM PERFORMANCE REPORT

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

SUMMARY: Annex 1.4 of the adopted *Connect Spokane: A Comprehensive Plan for Public Transportation*, states the Planning Department will report on the performance of each fixed route based on established performance standards. This year marks the eleventh publication of such report. Additionally, information regarding passenger facilities is included. Some highlights of the report include:

- an overview of 2019 fixed route ridership,
- individual route performance against three established standards: Ridership, Equivalent Energy Consumption, and Fares,
- a remediation plan for non-compliant routes,
- route indicators (length, capacity, revenue hours, revenue miles, etc.),
- average daily ridership by stop,
- Summary of 2019 operations improvements,
- park & ride and bike locker utilization,
- Universal Transit Access Pass (UTAP) rates, and
- route profile sheets (appendix).

The report is available for review online at this link:

https://www.spokanetransit.com/files/projects-plans/2019_Annual_Perf_Report_and_Prof_sheets.pdf

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

July 1, 2020

AGENDA ITEM 5C : 2020 VAN GRANT RECIPIENTS AWARD

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Steve Blaska, Chief Operations Officer
Janet Stowe, Senior Paratransit Manager

SUMMARY: At the regular Board meeting on July 20, 2011, Spokane Transit Authority approved the Surplus Van Grant Program to meet unmet transportation needs of qualified Human Service Organizations (HSOs). Each year, in accordance with Board Resolution 677-11, up to ten surplus vans will be made available to eligible community agencies to enhance transportation service provided within Spokane Transit's Public Transportation Benefit Area (PTBA).

Human Service Organizations that serve individuals of the Spokane Transit Public Transportation Benefit Area (PTBA) who have a disability, are of low income, or have mobility limitations due to advanced age are eligible to apply.

Since 2012, Spokane Transit has granted 77 vans to eligible applicants.

2020 Van Grant Selection Committee Results

Ten vans were available for Van Grant this year. Twenty-seven applications for these vans were received. It was the consensus of the selection committee and approved by the CEO that the following applicants should receive vehicles:

- Catholic Charities Eastern Washington-Provides permanent supportive housing for formerly homeless families
- Cherrywood Place- Provides short or long term assisted living and/or convalescing care
- Excel Supported Living- Provides 24 hour, in-home, support for developmentally disabled adults
- Grace Support Services- Provides supported living assistance to adults with developmental disabilities
- Hillyard Baptist Church- Provides place of worship and weekly programs for low-income, at-risk, youth, elderly, and disabled individuals
- If You Could Save Just One- Mentor at-risk, special needs, youth and adults to ensure their success in their community
- Northeast Youth Center- Provides culturally enriching educational and recreational activities for at-risk, special needs children
- Our Place Community Outreach- Providing basic needs and services to at-risk, elderly, youth, low income and persons with disabilities
- Pioneer Human Services-Provide individuals with criminal histories the opportunity to lead productive lives
- World Relief Spokane-Serves refugees that are at-risk, low income and unfamiliar with their surroundings

RECOMMENDATION TO COMMITTEE: Information Only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

July 1, 2020

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

July 1, 2020

AGENDA ITEM 7A : MAY 2020 OPERATING INDICATORS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Steve Blaska, Chief Operations Officer

SUMMARY: There were two less weekdays in May 2020 compared to May 2019. Service was significantly impacted by the COVID-19 pandemic. Fixed Route service was at our emergency Level 2, which eliminates peak express routes and some related trips on regular routes. There was a slight increase in Fixed Route and Paratransit ridership compared to April.

FIXED ROUTE

Average weekday ridership decreased 60.2% (14,642 vs. 36,766 in May 2019) and is 32.8% (21,197 vs. 35,982) Year to Date (YTD). Total monthly ridership decreased 59.2% (382,549 vs. 938,548) in May 2019 and is down 31.5% (3,007,734 vs. 4,392,435) YTD.

- With suspension of fares, ridership classification by type is unreportable.

PARATRANSIT

Monthly ridership had a decrease of 76.4% (9,448 vs 40,008 in May 2019) and is down 40.6% (1112,557 vs 189,417) YTD.

- Special Use Van ridership decreased 93.9% (171 vs 2,796 in May 2019) and has decreased 53.9% (5,427 vs. 11,776 in 2019) YTD.

VANPOOL

Vanpool customer trips were down 62.2% (5,069 vs 13,418 in May 2019) and are down 31.2% (47,278 vs 68,723) YTD.

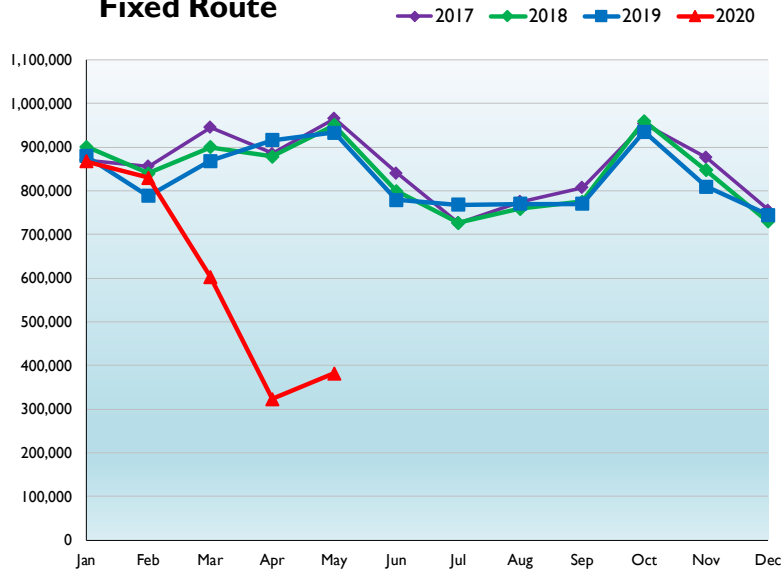
- Vanpool vans in service increased 1.3% (77 vs 76 in May 2019). April 2020 had 79 vans. However, there is a significant decrease in use due to the pandemic:
 - Only 15 vans are operating with 5 or more participants
 - 36 vans are operating with less than 5 participants
 - 26 vans are on hold due to worksite restrictions or temporary closures

CUSTOMER SERVICE/PASS SALES

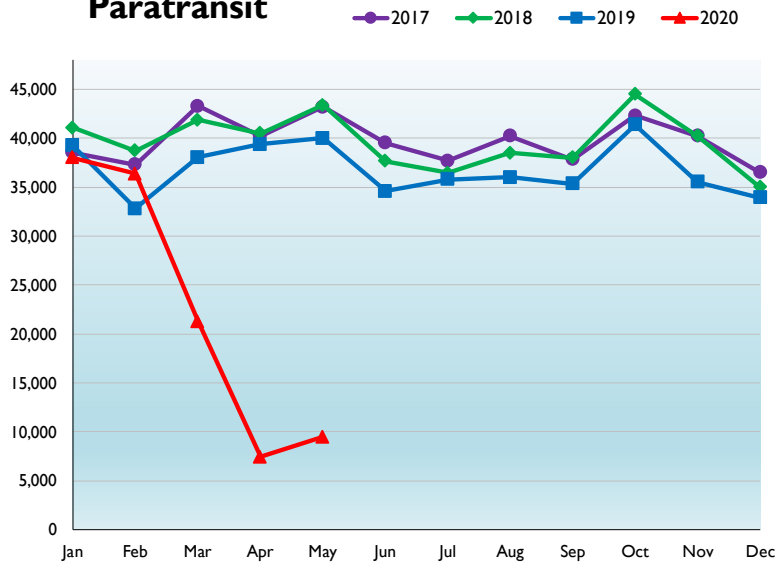
With suspension of fares, monthly pass sales by type are unreportable.

RECOMMENDATION TO COMMITTEE: Information only.

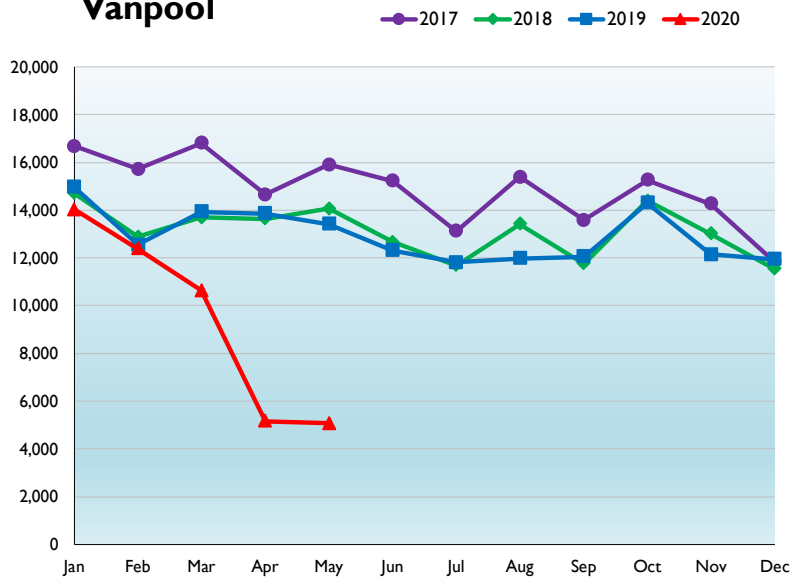
Fixed Route



Paratransit



Vanpool



SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS MEETING

July 1, 2020

AGENDA ITEM 7B : MAY 2020 FINANCIAL RESULTS SUMMARY

REFERRAL COMMITTEE: N/A

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

SUMMARY: Attached are the May 2020 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. May equates to 41.7% of the year.

Revenue

Overall, year-to-date revenue is at 37.8% of budget (\$42.0M) which is 9.4% lower than the expected \$46.3M.

Fares & Other Transit Revenue is lower than the budget at 22.3%.

Sales Tax Revenue is lower than the budget at 39.5%.

Federal & State Grants is lower than the budget at 37.6%.

Miscellaneous Revenue is higher than the budget at 61.1%.

Operating Expenses

Year-to-date operating expenses at 38.2% of budget (\$32.1M) are 8.3% below the expected amount of \$35.1M.

Fixed Route 39.4% of budget expended

Paratransit 32.4% of budget expended

Vanpool 25.6% of budget expended

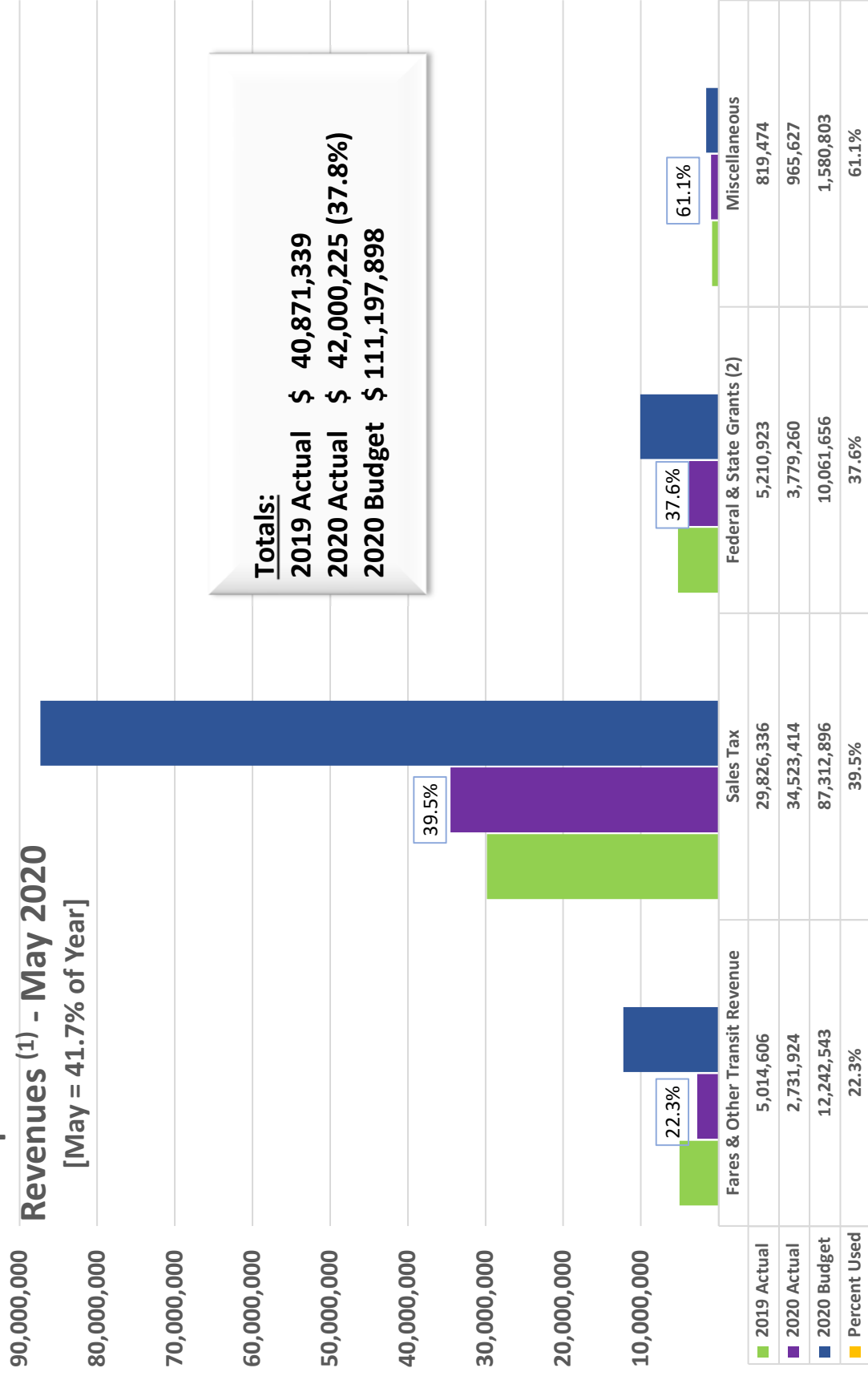
Plaza 42.7% of budget expended

Administration 41.4% of budget expended

Operating expenses are greatly influenced by the timing of payments.

RECOMMENDATION TO COMMITTEE: Information only.

Spokane Transit Revenues ⁽¹⁾ - May 2020 [May = 41.7% of Year]



(1) Above amounts exclude grants used for capital projects. Year-to-date May state capital grant reimbursements total \$1,747,054 and federal capital grant reimbursements total \$190,738.

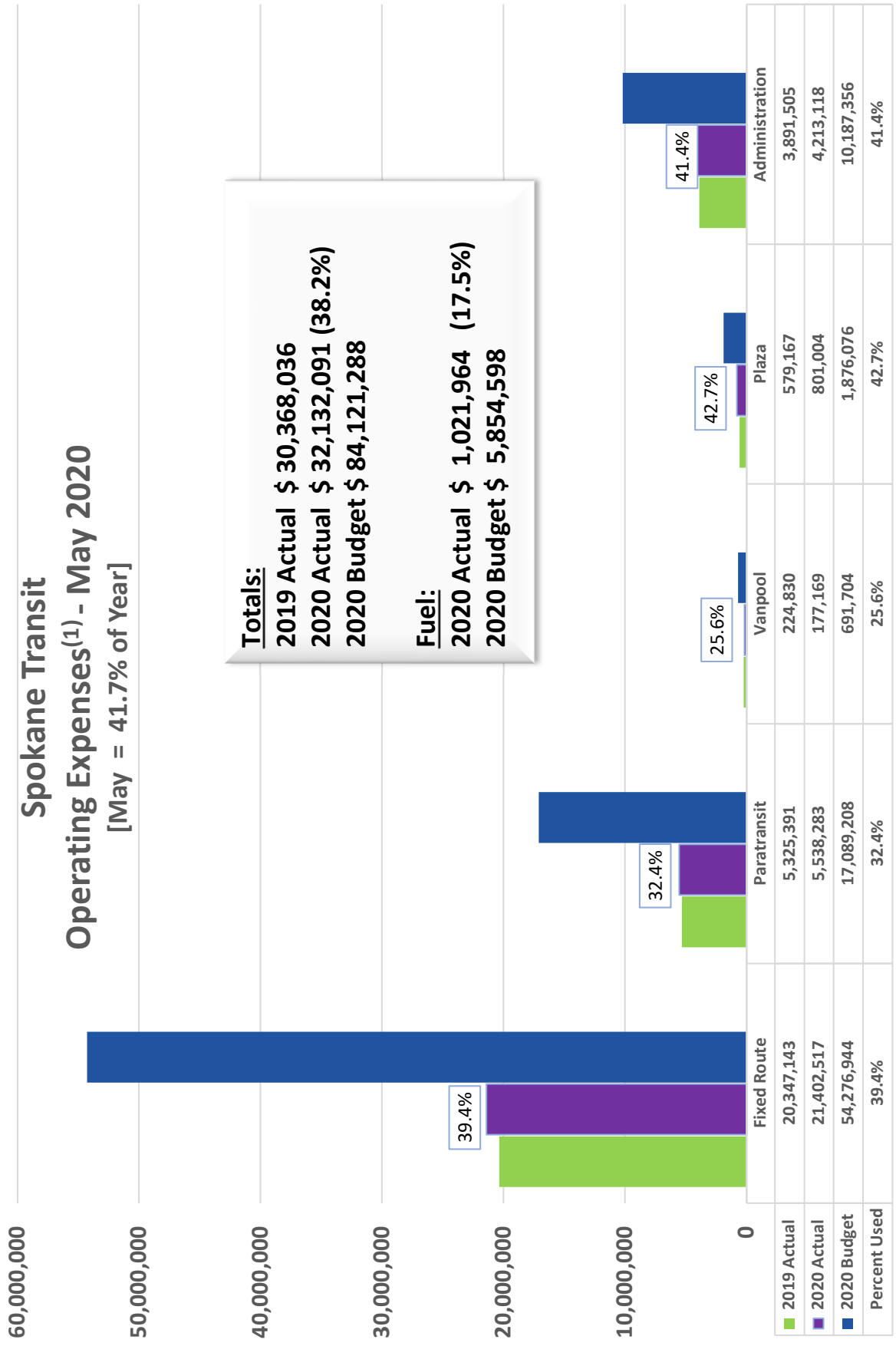
(2) Federal/State Grants under budget in 2020 due to the full amount of the Washington State Consolidated Grant (Special Needs) drawn down in 2019 - \$1.6M in 2020 budget.

Spokane Transit Operating Expenses⁽¹⁾ - May 2020

[May = 41.7% of Year]

Totals:
 2019 Actual \$ 30,368,036
 2020 Actual \$ 32,132,091 (38.2%)
 2020 Budget \$ 84,121,288

Fuel:
 2020 Actual \$ 1,021,964 (17.5%)
 2020 Budget \$ 5,854,598



(1) Operating expenses exclude capital expenditures of \$3,915,957 and Street/Road cooperative projects of \$77,285 for year-to-date May 2020.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS MEETING

July 1, 2020

AGENDA ITEM 7C : ~~MAY-JUNE~~ 2020 SALES TAX REVENUE

REFERRAL COMMITTEE: N/A

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

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

June sales tax revenue, which represents sales for April 2020, was:

- -13.7% below budget and June 2019 actual
- 10.1% YTD above 2019 actual
- -1.3% YTD below budget

Total taxable sales for April 2020 were down 14.2% from April 2019. April YTD is 4.7% below April 2019 YTD. Retail, Construction, and Accommodation and Food Services continue to be the top three rankings YTD, but have large decreases from the prior year:

- Accommodation and Food Services decreased by 35.1% in April 2020 vs April 2019 (was down 45.4% in March) and is down 25.7% April 2020 YTD vs April 2019 YTD.
- Retail Trade decreased by 2.2% in April 2020 vs April 2019 (was down 17.4% in March) and is down 2.4% April 2020 YTD vs April 2019 YTD
 - Grocery increased by 16.3% or \$13.3M YTD over April 2019 YTD
 - General Merchandise & Warehouse Clubs increased by 5.4% or \$11.9M YTD over April 2019 YTD
 - Building Material & Supplies Dealers increased 13.4% or \$19.95M YTD over April 2019 YTD
 - Automobile Dealers decreased 21.5% or \$65.8M YTD over April 2019 YTD
- Construction decreased by 26.8% in April 2020 vs April 2019 (was up 13.3% in March) and is up by 0.6% April 2020 YTD vs April 2019 YTD

RECOMMENDATION TO COMMITTEE: Information only.

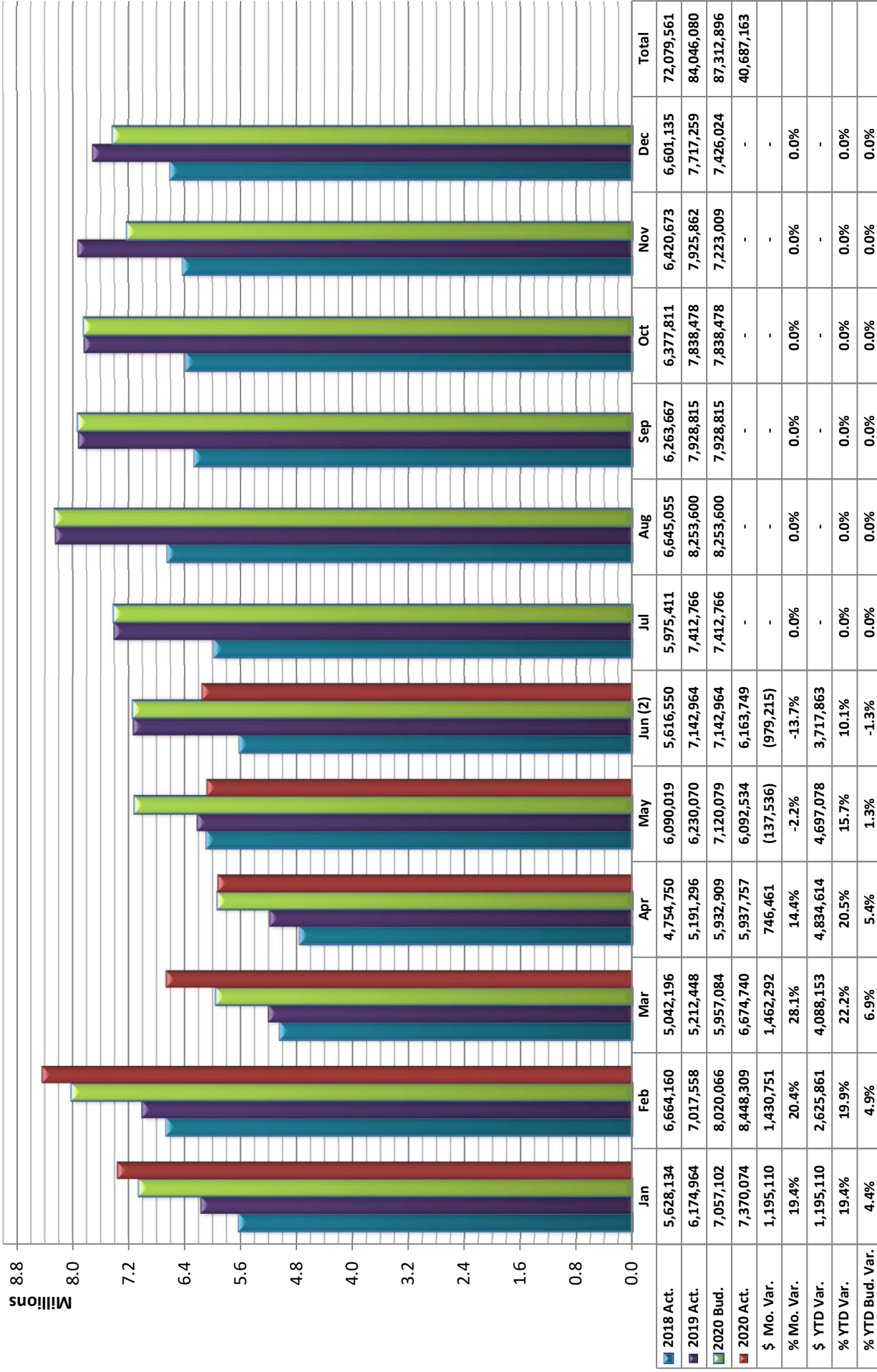
Sales Tax Revenue History-June 2020⁽¹⁾



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

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

2018 - 2020 SALES TAX RECEIPTS ⁽¹⁾



(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

July 1, 2020

AGENDA ITEM 8 : SEPTEMBER 2, 2020, DRAFT COMMITTEE PACKET AGENDA
REVIEW

REFERRAL COMMITTEE: N/A

SUBMITTED BY: STA Staff

SUMMARY: At this time, members of the Performance Monitoring and External Relations Committee will have an opportunity to review and discuss the items proposed to be included on the agenda for the meeting of September 2, 2020.

RECOMMENDATION TO COMMITTEE: For discussion.

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, September 2, 2020, 1:30 p.m.
Spokane Transit Southside Conference Room

DRAFT AGENDA

Estimated meeting time: 90 minutes

1. Call to Order and Roll Call
2. Public Expressions
3. Committee Chair Report (*5 minutes*)
4. Committee Action (*5 minutes*)
 - A. Minutes of the July 1, Committee Meeting – *Corrections/Approval*
5. **Committee Action**
 - A. Board Consent Agenda (*60 minutes*)
 1. Spokane Community Colleges Transit Center Construction Acceptance (*Otterstrom*)
 2. Moran Station Park and Ride Construction Acceptance (*Otterstrom*)
 3. Monroe-Regal Phase I Project Acceptance (*Otterstrom*)
 4. Spokane Falls Station Construction Acceptance (*Otterstrom*)
 5. Acceptance of Paint Booth and Plaza Controls Contract (*Otterstrom*)
 6. Request for Approval of 2021 Special Community Events Fare Structure (*Rapez-Betty*)
 7. Security and Staffing Services at Spokane Community College Interlocal Agreement (*Williams*)
 - B. Board Discussion Agenda
 1. (*no items being presented this month*)
6. **Reports to Committee** (*10 minutes*)
 - A. (*no items being presented this month*)
7. CEO Report
8. Committee Information – *no discussion/staff available for questions*
 - A. July 2020 Operating Indicators (*Blaska*)
 - B. July 2020 Financial Results Summary (*Liard*)
 - C. August 2020 Sales Tax Revenue Information (*Liard*)
 - D. June 2020 Semi-Annual Financial Reports (*Liard*)
 - E. 2nd Quarter 2020 Service Planning Input Report (*Otterstrom*)
8. September 30, 2020, Committee Packet Draft Agenda Review
9. New Business (*5 minutes*)
10. Committee Members' Expressions (*5 minutes*)
11. Adjourn
12. Next Committee Meeting: September 30, 2020 (October meeting), 1:30 p.m.
(STA Southside Conference Room, 1230 West Boone Avenue, Spokane, Washington)

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

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

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

July 1, 2020

AGENDA ITEM 9: NEW BUSINESS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: N/A

SUMMARY: At this time, the Committee will have the opportunity to 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

July 1, 2020

AGENDA ITEM 10 : COMMITTEE MEMBERS' EXPRESSIONS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: N/A

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

RECOMMENDATION TO COMMITTEE: For discussion.