

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

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, September 07, 2016, 1:30 p.m.
Spokane Transit Southside Conference Room

DRAFT AGENDA

Estimated meeting time: 85 minutes

1. Call to Order and Roll Call
2. Public Expressions
3. Committee Chair Report (*5 minutes*)
4. Committee Action (*20 minutes*)
 - A. Approval of Minutes of the June 1, 2016, Committee meeting – *Corrections/Approval*
 - B. Approval of Scope of Work for Diesel & Unleaded Fuel (*Blaska/Reimer*)
5. **Committee Action** (*10 minutes*)
 - A. Board Consent Agenda
 1. Request for Approval of “Free Ride Day” November 25, 2016 and 2017 Special Community Events Fare Structure (*Bousley*)
 - B. Board Discussion Agenda
(*No items being presented this month.*)
6. **Reports to Committee** (*30 minutes*)
 - A. 2nd Quarter 2016 Performance Measures – Results (*Blaska*)
 - B. Energy Preservation Projects and Environmental Initiatives – Update (*Blaska*)
 - C. 2015 Annual Route Report (*Otterstrom*)
7. CEO Report (*10 minutes*)
8. Committee Information – *no discussion/staff available for questions*
 - A. June 2016 Semi Annual Financial Reports (*Warren*)
 - B. July 2016 Financial Results Summary (*Warren*)
 - C. August 2016 Sales Tax Revenue Information (*Warren*)
 - D. July 2016 Operating Indicators (*Blaska*)
 - E. 2nd Quarter 2016 Safety & Loss Summary (*Doolittle/Toole*)
 - F. 2nd Quarter 2016 Service Planning Input Report (*Otterstrom*)
 - G. September 2016 Service Changes (*Otterstrom*)
 - H. Preliminary May 2017 Service Changes (*Otterstrom*)
 - I. Communications Update (*Bousley*)
9. October 05, 2016 Committee Packet Agenda Review
10. New Business (*5 minutes*)
11. Committee Members' Expressions (*5 minutes*)
12. Adjourn
13. Next Committee Meeting: October 05, 2016, 1:30 p.m.
(STA Southside Conference Room, 1230 West Boone Avenue, Spokane, Washington)

Agendas of regular Committee and Board meetings are available the Friday afternoon preceding each meeting at the STA Administrative Office, 1230 West Boone Avenue, Spokane, Washington. Discussions concerning matters to be brought to the Board are held in Committee meetings. The public is welcome to attend and participate.

Upon request, alternative formats of this document will be produced for people with disabilities. The facility is accessible for people who use wheelchairs. For these and other accommodations, please call 325-6094 (TTY WA Relay 711) or email smillbank@spokanetransit.com at least forty-eight (48) hours in advance.

**SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING**

September 07, 2016

AGENDA ITEM 2 : PUBLIC EXPRESSIONS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: N/A

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

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

RECOMMENDATION TO COMMITTEE: N/A

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

September 07, 2016

AGENDA ITEM 3 : **COMMITTEE CHAIR REPORT**

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Tom Trulove, 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: N/A

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

**SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING**

September 07, 2016

AGENDA ITEM 4A : **MINUTES OF THE JUNE 1, 2016, PERFORMANCE MONITORING
AND EXTERNAL RELATIONS COMMITTEE MEETING –
CORRECTIONS OR APPROVAL**

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Dana Infalt, Executive Assistant

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

RECOMMENDATION TO COMMITTEE: Corrections or approval.

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

Draft Minutes of the June 1, 2016, Meeting
Southside Conference Room

MEMBERS PRESENT

Tom Trulove, City of Cheney*
Steve Peterson, City of Liberty Lake
Rhonda Bowers, Labor Representative
E. Susan Meyer, CEO (Ex-Officio)

MEMBERS ABSENT

Arne Woodard, City of Spokane Valley
Aspen Monteleone, City of Airway Heights
John Higgins, City of Medical Lake (Ex-Officio)

* Chair

STAFF PRESENT

Steve Blaska, Director of Operations
Lynda Warren, Director of Finance & Information Systems
Beth Bousley, Director of Communication & Customer Svc.
Karl Otterstrom, Director of Planning
Susan Millbank, Community Ombudsman &
Accessibility Officer
Denise Marchioro, Manager, Paratransit & Vanpool
Brandon Rapez-Betty, Senior Communications Specialist

GUESTS

Charlie Howell, CAC Member
Christine Varela, Desautel Hege

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

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

2. **PUBLIC EXPRESSIONS**

None.

3. **COMMITTEE CHAIR REPORT**

None.

4. **COMMITTEE APPROVAL**

A. **MINUTES OF THE APRIL 6, 2016, COMMITTEE MEETING**

Mr. Trulove moved to recommend approval of the April 6, 2016, Committee meeting minutes. The motion was seconded by Mr. Peterson and passed unanimously.

B. **APPROVAL OF SCOPE OF WORK FOR CHENEY HIGH PERFORMANCE TRANSIT (HPT) CORRIDOR IMPROVEMENTS**

Karl Otterstrom presented the Approval of Scope of Work for Cheney High Performance Transit (HPT) Corridor Improvements. He advised that it was being presented for action as a Scope of Work,

The Cheney HPT corridor extends from downtown Spokane to Eastern Washington University (EWU) in Cheney, Washington, via Interstate 90 and State Route 904. Present service includes high frequency service when EWU is in regular session with heavy ridership during those times. Ridership activity is focused at the STA Plaza, Jefferson Lot Park and Ride and on the EWU campus.

The approved STA Moving Forward plan identifies a vision for implementing a number of improvements to the Cheney Corridor in support of future High Performance Transit service.

Corridor improvements are concentrated at stations, stops, key intersections and corridor terminals. To support the design and construction of these improvements, a consultant design team must be selected.

Staff is proposing to issue a Request for Qualifications (RFQ) from engineering teams to complete all phases of planning, land surveying, architectural and engineering design, community outreach and marketing support, grant preparation support, right of way acquisition and construction management services to support future corridor improvements. The term of this procurement will be five (5) years, with the option of two (2) one-year extensions.

Four Lakes is an important stop, with a population that has current bus service and a need for improved facilities. The Four Lake Station project was awarded a State Transportation Program (STP) grant in the amount of \$280,000, with a local match of \$110,500, for a total project budget of \$390,500.

The RFQ is for the design and engineering consulting, not the overall project budget, or project scope, but the engineering and architectural elements to assist STA in planning, design, right of way acquisition, and construction management of the corridor, including the funded portion, which is the Four Lakes Stop, and this would further the implementation of STA Moving Forward.

This overall corridor is subject to the Board approval of STA Moving Forward, but in order to work on that timeline, it is necessary to start having these services in place and there's also an expectation from Spokane Regional Transportation Council (SRTC) that we are implementing the improvements at Four Lakes as soon as possible since that is grant funded. Discussion ensued.

Mayor Peterson explained that he was only willing to approve the Scope of Work for the Four Lakes funded project and requested that staff remove any reference to portions of the corridor other than the Four Lakes project. Staff indicated they did not recommend that action due to the added expense of having to issue an additional Scope of Work later on during the project.

Chair Trulove made a motion to approve the Scope of Work for Design Engineering Services and authorize staff release of the RFQ. In the absence of a second, the motion did not pass.

Chair Trulove suggested this item be forwarded to the Board for review and approval. Approval of Scope of Work for the Cheney High Performance Transit (HPT) Corridor Improvements was forwarded to the June 16, 2016 Board Meeting.

5. COMMITTEE ACTION

A. Board Consent Agenda

(No items are being presented this month.)

B. Board Discussion Agenda

(No items are being presented this month.)

6. COMMITTEE REPORTS

A. DRAFT RECOMMENDATION – FARE (TARRIF) POLICY

Ms. Warren, presented the Draft Recommendation Fare (Tariff) Policy. Ms. Warren recapped the Performance Monitoring and External Relations Committee (PMER) and the Board decisions in February 2016 to approve an outreach plan for the preliminary fare proposal. She reviewed staff's preliminary proposal and presented the Draft Recommendation Proposal which was revised by staff after considering all the feedback received during the extensive outreach sessions conducted by Communications staff.

The final draft recommendation of the Tariff policy (Attachment 2) retains fares for STA services at a level at or below that of other comparable transit agencies, yet achieves the minimum 20% farebox return objective for Fixed Route services by 2018, which complies with the Board's philosophy and strategic direction. The fare increases are sequenced over time to allow agencies and individuals to plan ahead.

Mr. Blaska reported on the responses received during our outreach. Staff shares the concern for low income customers. However, the solution to this challenge should not be an across-the-board constraint on the fare structure. Such a course of action can directly impact the

sustainability of the system. The real problem appears to be the relationship of fares to the available discretionary funds for a select part of the population. Staff recommends that an appropriate course of action focuses our effort on a solution specific to low income users. Staff has already reached out to a group of social service providers/advocates to collaboratively look for solutions.

The proposed Draft Recommended Fare Structure would bring the farebox return in 2017 to 19.5%, and in 2018, up to 22% initially, based on current status quo ridership without any assumptions about any changes in ridership.

Mayor Peterson suggested 25% across the board and agreed to stair-step. Committee members concurred to send Draft Recommendation out for Public Hearing. Discussion ensued.

B. FIXED ROUTE RIDERSHIP PERFORMANCE PERSPECTIVE

Mr. Blaska informed the committee that there would be a more thorough review at the next meeting on how STA individual routes are performing.

The report concludes that STA is going into this current challenge from a strong ridership position. He provided overview of Attachment 1-Fixed Route Ridership Trends and Attachment 2-Performance Trends.

STA's cost per passenger from 2008 to 2014 only increased 4%. All other transits had more than double digit increases in cost per passenger.

C. CITIZEN ADVISORY UPDATE

Ms. Bousley, introduced Citizen Advisory Committee (CAC) member Charlie Howell. Mr. Howell advised there will be an annual election of the Chair at the June 8, 2016, meeting, stating that in addition to the vote, nominations and opportunities for people to address the committee will take place.

Mr. Howell commented on the new member recruitment and advised the CAC has spent some time reviewing the process and looking for opportunities to improve it this year. Currently, four (4) of fifteen (15) positions are open, with two promising applicants to be reviewed.

Dean Lynch and Fyrne Bemiller are retiring from CAC and they will be recognized for their service following the June 8, 2016. Mr. Howell invited PMER members to join and celebrate with the CAC.

Ms. Bousley asked to let her know if anyone had suggestions for candidates for the Citizen Advisory Committee, particularly from the Spokane Valley area for a good representation of all jurisdictions.

Chair Trulove asked if there were additional questions. None were forthcoming.

D. PUBLIC EDUCATION STRATEGY UPDATE

Ms. Bousley was joined by Brandon Rapez-Betty, and Christine Varela from Desautel Hege. The Citizen Advisory Committee's (CAC) goal is to increase awareness and understanding of STA's upcoming ballot measure.

Ms. Bousley reviewed the slides which covered Lessons Learned and New Approaches, Changes since Last Ballot Measure, Components of New Ballot Measure, Develop Content Themes, Communicate how we got here and what is new, How to communicate about Bus Rapid Transit (BRT) and the Central City Line (CCL), and Develop Visual Tools – simple graphics how revenue will be spent, impact to typical household; maps of improvements, and improved traffic flow.

Communication principles include making information quick and easy to share, being responsive, and correcting misperceptions.

There will be Public Education Outreach for all in the form of:

- Presentations (groups)
- Community outreach (one to one)
- Direct mail (one)
- Website Updates
- Radio and print advertising
- Social media – active following
- Email
- Internal education

Chair Trulove asked for questions and commented about the comprehensiveness of the plan. Discussion ensued.

7. CEO REPORT

A. Surplus Van Grant Awardees

Ms. Meyer reviewed the recipients of the 11 vans awarded in this 6th year of the Surplus Van Grant program, noting the City of Liberty Lake has received a second van this year.

Ms. Meyer commented that the award of a van is based on the organization's ability to show how ridership will help STA in offsetting some Paratransit costs. Members of these groups have come to talk with the Board and are all very appreciative.

B. Annual Passenger Facilities Report Highlights

Ms. Meyer advised that the report was provided in the Committee Packet but also specifically mentioned the Park & Ride improvements:

Park and Ride – Liberty Lake

- 165 parking stalls available. 324 boardings on an average weekday
- Over 30% of vehicles originate from within the City of Liberty Lake
- 74% of vehicles originate from within 5 miles of the park and ride
- As of last year, less than 30% are from Idaho

Jefferson Lot – STA's largest Lot

- 402 stalls available. 631 boardings (not alightings or round trips) on an average weekday
- 402 of 406 stalls filled during the October 2015 survey
- 15% drove 10 to 20 miles to reach the park and ride

C. HPT Investments on Sprague Avenue

Ms. Meyer noted that concerns had been raised regarding traffic backing up behind buses on Sprague.

Staff spoke with East Spokane Business Association. They had input but no official position at this point. STA spoke about the alternatives shown on the slides. 1) Stop at Pittsburg & Sprague.

Additionally, a neighborhood group was included and made a request for two stops at Helena and Napa – providing good access and less wait time.

STA is going to move forward with the two stop alternative.

D. Amalgamated Transit Union – Northwest Conference

Ms. Meyer was invited to welcome attendees at the Amalgamated Transit Union Northwest Conference this morning – 100 people from the West, Northwest, and two Provinces in Canada attended the summer meeting. Ms. Bowers represented STA's local ATU 1015.

E. Good Roads Association

Ms. Meyer reported that staff spoke with the Good Roads Association about the STA Moving Forward Plan.

8. COMMITTEE INFORMATION

- A. April 2016 Financial Results Summary
- B. May 2016 Sales Tax Revenue Information
- C. April 2016 Operating Indicators
- D. First Quarter 2016 Safety and Loss Summary Report
- E. First Quarter 2016 Service Planning Input Report
- F. Annual Passenger Facilities Report
- G. Disadvantaged Business Enterprise (DBE) Goal for Federal Fiscal Years (FFY) 2017, 2018, and 2019

9. JUNE 29, 2016 SPECIAL COMMITTEE PACKAGE AGENDA REVIEW

Chair Trulove asked for comments on the June 29, 2016 Special Committee Agenda. None were forthcoming.

Ms. Bowers posed a question regarding Board Workshop in July for Budget Planning. Ms. Meyer advised there will be no budget and strategic planning workshop in June. She added that the input received has been that those items have been so thoroughly vetted that staff will come back with the draft budget and draft strategic plan later and use that scheduled Workshop time for the purpose of a Board retreat. The workshop will be held on June 29, 2016, from 11:30 a.m. to 1:30 p.m.

10. NEW BUSINESS

None.

11. COMMITTEE MEMBERS' EXPRESSIONS

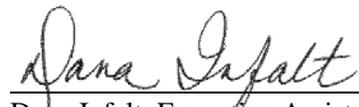
None.

12. ADJOURN

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

13. NEXT MEETING: JUNE 29, 2016, 1:30 P.M. (SPECIAL MEETING), (STA SOUTHSIDE CONFERENCE ROOM, 1230 WEST BOONE AVENUE)

Respectfully submitted,



Dana Infalt, Executive Assistant

SPOKANE TRANSIT AUTHORITY
PERFORMANCE OPERATIONS AND EXTERNAL RELATIONS COMMITTEE MEETING

September 07, 2016

AGENDA ITEM 4B : **APPROVAL OF SCOPE OF WORK TO RELEASE INVITATION FOR BIDS (IFB) FOR DIESEL AND UNLEADED FUEL**

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Steve Blaska, Director of Operations
 Don Reimer, Maintenance and Facilities Manager

SUMMARY: The current diesel and unleaded fuel contract will expire on January 31, 2017. In order to maintain competitive pricing and quality products, staff seeks approval of specifications to release an Invitation for Bids (IFB). A copy of the ultra-low sulfur diesel and unleaded fuel specifications and scope of services is attached.

This IFB will be for diesel and unleaded fuel under a formal requirements-based contract with one responsible vendor for the next five (5) years, effective February 1, 2017. The IFB will include product specific information and will be released with multi-agency partners including Spokane County and the City of Spokane in an effort to obtain a better pricing opportunity.

Prices will be requested on unleaded and ultra-low sulfur diesel fuels including bio-diesel. Contract price adjustments for this commodity will be based solely on the change in the Spokane average rack price as reported in the weekly publication, Oil Price Information Service (OPIS), the U.S. benchmark for fuel prices. Bidders will bid a per gallon bid margin above the OPIS pricing that includes freight costs, gross profit, dye charges, and the impact of Washington State Hazardous Substances Tax and any other fees or charges assessed by the company on customer purchases.

STA estimates 2017 annual usage of 1.4 million gallons of ultra-low sulfur diesel fuel and 73,000 gallons of unleaded fuel. Funding for this contract is included each year in the Fixed Route and Paratransit operating budgets.

RECOMMENDATION TO COMMITTEE: Review and approve the specifications for diesel and unleaded fuels and service as presented and authorize staff to release an Invitation for Bids.

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

September 07, 2016

Item: 4B

AGENCY D: SPOKANE TRANSIT AUTHORITY

ITEM I. GASOLINE, UNLEADED

LOCATION	TANK SIZES GALLONS	ESTIMATED ANNUAL USAGE - GALLONS	
1. 1230 W. Boone	10,000	34,000 unleaded	
2. 127 S. Bowdish Road	5,000	36,000 unleaded	
MV Transportation Inc. 7503 East Boone Lane Spokane Valley, WA 99212	N/A	3,000 unleaded	
PRICING:			+ - OPIS AVG. PRICE/GALLON
UNLEADED GASOLINE		TANK TRUCK	\$
		LESS THAN TANK TRUCK	\$

ITEM II. ULTRA LOW SULFUR DIESEL

LOCATION	TANK SIZES GALLONS	ESTIMATED ANNUAL USAGE - GALLONS	
1. 1229 W. Boone	120,000	1,160,000	
2. 127 S. Bowdish Road	24,000	70,000	
MV Transportation Inc. 7503 East Boone Lane Spokane Valley, WA 99212	N/A	133,000	
PRICING:			+ - OPIS AVG. PRICE/GALLON
ULSD #2	TANK TRUCK		\$
ULSD #2	LESS THAN TANK TRUCK		\$
ULSD #2 with Cold Weather Additive	TANK TRUCK		\$
ULSD #2 with Cold Weather Additive	LESS THAN TANK TRUCK		\$

ITEM III. BIO-DIESEL (B100) BLEND STOCK

LOCATION	TANK SIZES GALLONS	ESTIMATED ANNUAL USAGE - GALLONS	
3. 1229 W. Boone	N/A	29,000 to 116,000 *	
4. 127 S. Bowdish Road	N/A	1,750 to 7,000*	
MV Transportation Inc. 7503 East Boone Lane Spokane Valley, WA 99212	N/A	3,400 to 13,500*	
PRICING: The price per gallon will be given for a B20 blend.			+ - OPIS AVG. PRICE/GALLON
		TANK TRUCK	\$
		LESS THAN TANK TRUCK	\$

* 34,150 gallon estimate based on 681,500 gallons of B05 Bio-diesel (cold weather use only)
136,500 gallon estimate based on 681,500 gallons of B20 Bio-diesel (warm weather use only)

** OPIS = Oil Price Information Service

Bidding Company _____ Initials _____

AGENCY D: SPOKANE TRANSIT AUTHORITY

SPECIFICATIONS:

1. ITEM I: GASOLINE, UNLEADED

Automotive unleaded gasoline shall comply with the limiting requirements of the latest American Society for Testing Materials (ASTM) D4814 – Standard Specification for Automotive Spark Ignition Engine Fuel, have a minimum octane rating of 87.0 and shall be visually free of un-dissolved water, sediment and suspended matter. If trouble related to the use of this fuel in vehicles develops during the time period this delivery is consumed, then the vendor's product shall be tested in accordance with ASTM D4814 minimum specifications.

2. ITEM II. ULTRA LOW SULFUR DIESEL, # 1 and # 2

Contract purchasers operating highway maintenance vehicles, publicly owned firefighting equipment, and public transportation systems may purchase red dyed Ultra Low Sulfur Diesel fuel that has been exempted from federal and state highway taxes. Automotive Diesel Fuel shall comply with the limiting requirements of the latest ASTM D975 specifications for grade #1 and #2 Ultra Low Sulfur Diesel (ULSD) and the requirements of the engine manufactures Cummins Engine Company, Detroit Diesel Corp., Ford Motor Company, Chevrolet, Caterpillar and the Perkins Engine company. ULSD fuel, when delivered to STA, will have all lubricity issues resolved and the Cloud point shall be 10 F (6 C) degrees below the lowest ambient temperature at which the fuel is expected to operate (adequate for the Spokane geographical location and its seasonal weather conditions). The pour point will be -20^o F. The maximum total sulfur content will be 15 ppm. It will meet or exceed a cetane rating of 42 when above 32^o F and 45 when below 32^o F. Have a viscosity of 1.3 to 5.8 mm/sec @ 40^o C. The diesel fuel shall be visually free of undissolved water, sediment and suspended matter (water and sediment maximum of .01%).

Spokane Transit Authority will periodically, at time of delivery, randomly sample fuel being delivered for testing to ensure compliance with specifications. In the event of non-compliance, Spokane Transit Authority may require the supplier to pump the tank not meeting specifications and re-supply the entire contents with diesel as specified at no additional charge.

If trouble related to the use of this fuel in vehicles develops during the time period this delivery is consumed, then the vendor's product shall be tested in accordance with ASTM D975 minimum specifications.

3. ITEM III. BIO-DIESEL (B100) BLEND STOCK

Automotive Bio-Diesel is the pure, or 100 percent, biodiesel fuel. It is referred to as B100 or "neat" biodiesel. **This biodiesel shall be manufactured with soy or mustard/canola methyl ester and meet the latest ASTM 6751 specifications for pure biodiesel before blending with ULSD petro diesel.** Documentation will verify this feed stock. Documentation will verify the producers of the biodiesel are registered under the BQ-9000 fuel quality program and have received the status of Accredited Producer. It will have a cloud point of 38^o F for Soy Methyl Ester and 26^o F for Canola Methyl Ester. The maximum total sulfur content will be 15 ppm. The Bio-diesel will have a minimum cetane rating of 47. Have a viscosity of 1.9 to 6.0 mm/sec @ 40^o C. The bio-diesel fuel shall be visually free of undissolved water, sediment and suspended matter (a vol. maximum level of .050%). The free Glycerin mass maximum will be .02% and the total Glycerin mass maximum level will be .24%. A minimum storage temperature of 45 to 50 degrees will be maintained year round.

The Contractor will notify the Spokane Transit Authority when receiving new B100 blend stock. The new B100 blend stock will be subject to testing to ensure compliance with specifications. In the event of non-compliance, Spokane Transit Authority will not accept blended bio-diesel from the tested container/vessel

If trouble related to the use of this fuel in vehicles develops during the time period this delivery is consumed, then the vendor's product shall be tested in accordance with ASTM 6751 minimum specifications.

4. ITEM IV. B05 TO B20 BLEND of BIO-DIESEL BLEND STOCK with ULSD

The Automotive Bio-Diesel (B100) Blend Stock will be blended with ULSD fuel to produce one of four (4) possible blends, a B05, B10, B15 or B20 automotive bio-diesel blended fuel. STA will determine and notify the Contractor of the bio-diesel blended fuel requirement. The Contractor shall ensure the bio-diesel has been properly blended and thoroughly mixed at time of delivery. The **In Line Blending** process is preferred; however, **Splash Blending** will be acceptable. When splash blending in cold temperature conditions the ULSD shall be loaded into the delivery vessel first. Automotive Bio-Diesel Blended Fuel shall comply with the limiting requirements of the latest ASTM D975 specifications (see item 2) for Ultra Low Sulfur Diesel (ULSD), the latest ASTM D6751 specifications (see item 3) for bio-diesel and the requirements of the engine manufactures Cummins Engine Company, Detroit Diesel Corp., Ford Motor Company, Chevrolet, Caterpillar and the Perkins Engine company. The Cloud point of the bio-diesel blended fuel shall be 10 F (6 C) degrees below the lowest ambient temperature at which the fuel is expected to operate (adequate for the Spokane geographical location and its seasonal weather conditions).

Spokane Transit Authority will periodically, at time of delivery, randomly sample fuel being delivered for testing to ensure compliance with specifications. In the event of non-compliance, Spokane Transit Authority may require the supplier to pump the tank not meeting specifications and re-supply the entire contents with diesel as specified at no additional charge.

If trouble related to the use of this fuel in vehicles develops during the time period this delivery is consumed, then the vendor's product shall be tested in accordance with ASTM D975 and ASTM 6751 minimum specifications.

SCOPE OF SERVICES AND ADDITIONAL INFORMATION

- A. Vendor shall furnish delivery of fuel in response to routine faxed/e-mailed orders from STA purchasing staff, which will be placed with the Vendor on an "as needed" basis.
- B. Orders will be placed via fax/e-mail for full truckloads of fuel. Contractor shall confirm receipt of order and delivery date via fax/e-mail. When less than a truckload of unleaded fuel is ordered, the balance of the truck will be filled with Ultra Low Sulfur Diesel. Normal delivery orders are placed on Friday for Monday delivery to Boone Avenue and Tuesday delivery to the Bowdish location. Emergency deliveries shall be made within a twenty-four (24) hour period following STA's order for fuel.
- C. Deliveries will be made to STA's Boone Avenue facility between the hours of 8:00 a.m. and 4:00 p.m., Monday through Friday and to STA's Bowdish location between the hours of 8:00 a.m. and 12:00 p.m., Monday through Friday. Prior to each delivery, the Contractor shall notify STA's foreman on duty of the impending delivery. A STA employee shall meet the delivery driver to unlock the tanks. If delivery cannot be made between the hours specified, the Contractor shall notify the foreman on duty to obtain approval for delivery outside these requirements. The Contractor shall provide a load ticket verifying the actual fuel volume delivered. Delivery volumes shall not be temperature corrected. Hand written delivery tickets, to document delivery volumes, are only acceptable when printing meter is not available. All deliveries shall be signed for as received by the STA authorized employee.
- D. No fuel deliveries will be required at this time for STA's current Paratransit contract provider (MV Transit) as they do not have on site fuel storage and dispensing. A 24 hour card lock fueling system is required locally to provide fueling capability to approximately 44 vehicles.
- E. The Contractor's driver is responsible for cleanup of any spills that may have occurred during fuel release. They shall immediately report and clean up any spillage. Upon failure to do so, STA shall take corrective action and back charge the Contractor for all related clean-up costs.
- F. Contractors are to contact STA immediately in the event of fuel shortages and the implementation of an allocation program. Contractor recognizes STA as a provider of critical transportation needs for our community, including being an Emergency Management Evacuation provider. The Contractor will provide STA with the highest priority acquisition and delivery status above commercial accounts.
- G. STA's Special Fuel Tax License Number is 63893, and Employer ID Number is 91-115-1502.
- H. STA is exempt from paying Special Fuel Tax, Federal Excise Tax, and Washington State Sales Tax (Diesel only).
- I. Call Ms. Jacque Tjards, STA Purchasing Manager, at (509) 325-6032 with questions.

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

September 07, 2016

AGENDA ITEM 5A.1: **REQUEST FOR “FREE RIDE DAY” – NOVEMBER 25, 2016, AND 2017 SPECIAL COMMUNITY EVENTS FARE STRUCTURE**

REFERRAL COMMITTEE: N/A

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

SUMMARY: The following proposed fare structures are presented for approval.

- **Black Friday – November 25th, 2016**
In an effort to promote the use and benefits of public transportation in the Spokane region, staff is requesting the Board approve a suspension of all Fixed Route and Paratransit fares on Friday, November 25, 2016. This would be the third year that we have offered a Free Fare Day on Black Friday.
Pending Board approval, STA will inform commuters by promoting the Free Ride Day with agency partners and will announce the event using local media outlets, the STA website, and social media. Staff plans to work with local retailers to provide coupons to bus riders. An official “Free Ride Day” will not only serve to boost STA ridership; holding the event on November 25th (Black Friday) will also benefit our community by encouraging patronage of local stores and malls. In 2015, there was a 6% increase in free rides when compared to the prior year.
- **Bloomsday – May 7, 2017**
Fare: \$1.50 – Pre-purchased stickers are good for service all day on all routes.
Method of fare payment: Fare is paid by attendees through pre-registration, purchased from STA or Bloomsday Trade Show.
Fare Media: Bloomsday sticker.
Special Service Concept: Service from four Park & Ride locations to Downtown Spokane and back. Service is direct with designated stops at origin and destination and open to the public.
- **Hoopfest – June 24 & 25, 2017**
Fare: \$1.50 – A standard Day Pass discounted from \$3.50 to \$1.50.
Method of fare payment: Fare is paid by attendees through purchase from STA or cash upon boarding.
Fare Media: STA fare media or cash.
Special Service Concept: Shuttle service from two satellite parking facilities to serve Hoopfest activities in Downtown Spokane. Service is open to the public and serves pre-designated stops.
- **Valleyfest – September, 2017**
Fare: Based on the 2017 rate for UTAP – to be negotiated spring 2017.
Method of fare payment: STA bills the Valleyfest organization for each boarding in accordance with a standard UTAP Contract. The contractual “Not to Exceed” amount will be negotiated in 2017. (It is \$1,000 in 2016)
Fare Media: No charge to Valleyfest Shuttle passengers.
Special Service Concept: Shuttle service between Spokane Valley Mall, CenterPlace, and Mirabeau Meadows Park.
- **First Night – December 31, 2017 – January 1, 2018**
Fare: Based on the 2017 rate for UTAP – to be negotiated spring 2017.
Method of fare payment: STA bills the First Night organization for each boarding in accordance with a standard UTAP contract. The contractual “Not to Exceed” amount will be negotiated in 2017 (It is \$1,000 in 2016)
Fare Media: First Night button is valid for use of the Special Shuttle service.
Special Service Concept: Shuttle service through Downtown Spokane with connections to satellite parking areas. Service is open to the public and serves pre-designated stops.

Regular fare media is also accepted as payment unless otherwise noted.

RECOMMENDATION TO COMMITTEE: Recommend the Board approve a suspension of fare collection from Fixed Route and Paratransit riders on Friday, November 25, 2016, and also approve the 2017 Special Events fare structure for Bloomsday, Hoopfest, Valleyfest, and First Night, as presented.

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

September 07, 2016

AGENDA ITEM 6A : SECOND QUARTER 2016 PERFORMANCE MEASURES

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Steve Blaska, Director of Operations

SUMMARY: Attached are the results for our Second Quarter 2016 Performance Measures highlights. The complete report is posted to the STA website at: <http://www.spokanetransit.com/about-sta/view/mission-priorities-performance-measures>.

Earn and Retain the Community's Trust

- Ridership for Fixed Route is falling short of our goal to exceed last year's ridership. As of June, Fixed Route ridership was down 4.7% (5,416,495 trips in 2016 vs. 5,684,425 in 2015).
 - These trends continue to generally track overall national ridership trends. Most assert a large reason for ridership decline is the relatively low cost of gasoline.
 - Specific decrease remains largely due to lower ridership in post-secondary school market; Community College Program (down 18.3%), EWU (down 9.7%). Over 30% of our ridership decline comes from these two programs.
 - The overall Adult Pass use is also trending slightly lower than overall ridership. Since April, the regular Adult 31-Day Pass ridership has started to show reductions rivaling the UTAP market reduction. Adult 31-Day pass ridership tends to be a measure of our most loyal and stable customer base, so this is an additional concern.
 - We have slight increases in Youth and Reduced Fare Ridership.
 - Detours are also having an effect.
 - This coming fall and winter is our opportunity to re-stimulate our college markets, but also we may consider incentives or other programs to entice the overall Adult market to try the bus.
- STA's goal in Paratransit is to manage growth and maintain the 2015 ridership level. As of June, Paratransit ridership is 2.5% higher than in 2015 (241,709 vs. 235,775 in 2015).
 - This continues to indicate that we should be prepared that the ridership reductions in the last few years have bottomed out and we should expect modest growth going forward.
 - We believe that the decline in Paratransit ridership in recent years has been due to the effectiveness of Mobility Training, Van Grant, and In Person Assessment programs to help control demand. Now that these programs are fully developed, they will continue to help address demand, but the net effect on overall ridership has perhaps matured.
 - In addition, with the improved economy, we are seeing a restoration of some of the social service programs that serve this population. With more opportunities for these folks to engage in the community, it increases the demand for transportation. We know of two programs – Wolf Den and the rules surrounding the Community Access Program that have increased the demands on Paratransit services.
- Vanpool is not on track to meet its 2016 goal (7% increase over 2015). As of June, the year-to-date decrease is 12.2% (100,795 vs. 114,863 in 2015). Our objective for 2016 was to stabilize ridership and return to year end 2015 ridership of 219,578 by the end of 2016.
 - Vanpool participation is very heavily affected by fuel prices, so we are experiencing the same challenge as we are in Fixed Route in that regard.
 - Vanpool ridership was also seriously affected by the strike at Triumph. This organization alone accounts for 3600 to 3900 trips per month. No vans were in operation in June and did not return to operations until the first weeks in July.

Provide Excellent Customer Service

- The company-wide average of 4.74 is just above the goal of a 4.5 average (on a 5 point scale) from customer observations in our Quality Counts! Survey program.
- At 92.5%, Fixed Route exceeded our goal of 85% of surveyed trips running on time (on time is measured as a bus departing between 0 to 5 minutes from the scheduled departure time). This year is the first complete year where this data is collected for every trip automatically using the automated vehicle location system. Due to construction activity we saw a slight drop in on time performance during May and June. Performance averaged around 90% during those two months.
- Paratransit was at 91.0%, just short of our goal of 95% trips picking up customers on time (on time is measured as a van picking up a customer from 0 to 30 minutes of the estimated pick up time). These checks represent automated vehicle location information compiled for every trip.

Enable Organizational Success

- Both Fixed Route and Paratransit are on track to meet the goal of 100% successful ride checks for coach and van operators.

Exemplify Financial Stewardship

- Both Fixed Route and Paratransit far surpassed our goal to keep our cost per passenger at least 95% of the average cost of the urban systems in Washington State. Ben Franklin Transit and Kitsap Transit have been added to our comparables due to the fact that WSDOT has now categorized them as an “urban” system.
- Fixed Route cost per passenger was \$4.06 in the Second Quarter. This is 67.3% of the urban systems’ average of \$6.03.
- Paratransit cost per passenger was \$23.96. This is 61.7% of the urban systems’ average of \$38.80.

Ensure Safety

- At 0.07, Fixed Route did better than our standard of 0.08 preventable accidents per 10,000 miles by constraining their preventable accident rate to 0.7 preventable accidents per 10,000 miles.
- At 0.13, Paratransit did not achieve our standard of 0.10 preventable accidents per 10,000 miles. As of end of 2nd Quarter their preventable accident rate is 0.13 preventable accidents per 10,000 miles. This represents an increase of 4 accidents more than 2015. A predominate increased incident is a minor damage accident due to the van backing up in a confined space.

Graphic representation of the above information is attached. The complete quarterly report of all Performance Measures is posted on STA’s webpage at the following link:

https://www.spokanetransit.com/files/content/2Q16_Perf_Measures-for_WEB.pdf

RECOMMENDATION TO BOARD: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____



Performance Measures 2nd Quarter 2016



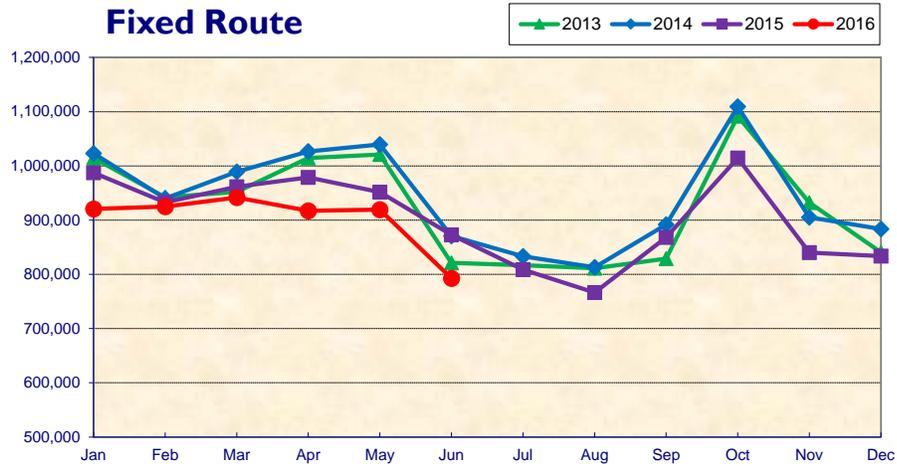
Priorities and Objectives

1. **Earn and Retain the Community's Trust**
2. **Provide Excellent Customer Service**
3. **Enable Organizational Success**
4. **Exemplify Financial Stewardship**
5. **Ensure Safety**



Ridership

Fixed Route



2013 = 11,087,049

2014 = 11,324,434

2015 = 10,815,736

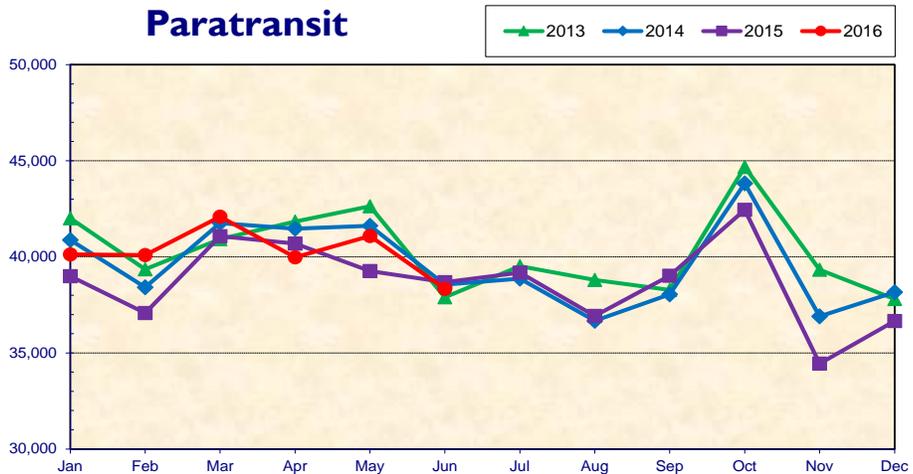
Proj. 2016 = 10,977,972

Goal: 1.5% Increase over 2015 Ridership
2nd Qtr. Result: 4.7% Decrease



Ridership

Paratransit



2013 = 483,038

2014 = 475,171

2015 = 464,449

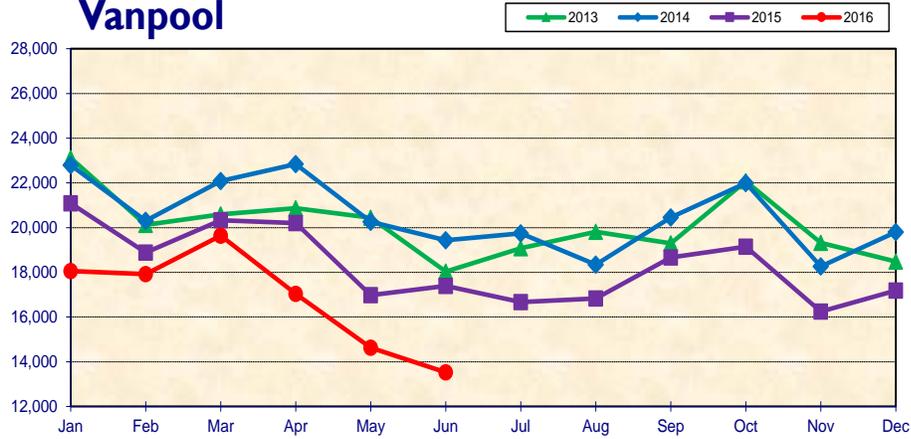
Proj. 2016 = 464,449

Goal: Maintain 2015 Ridership Level
2nd Qtr. Result: 2.5% Increase



Ridership

Vanpool

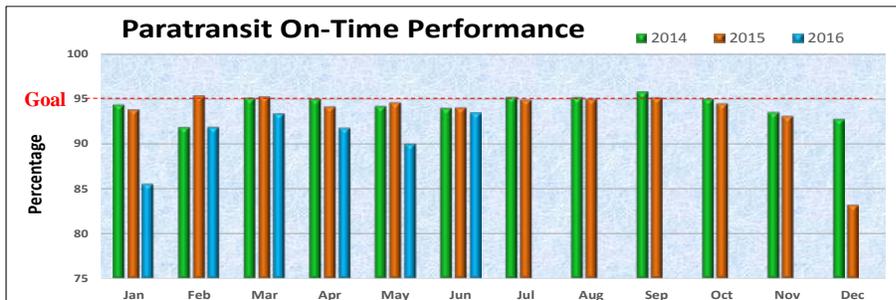
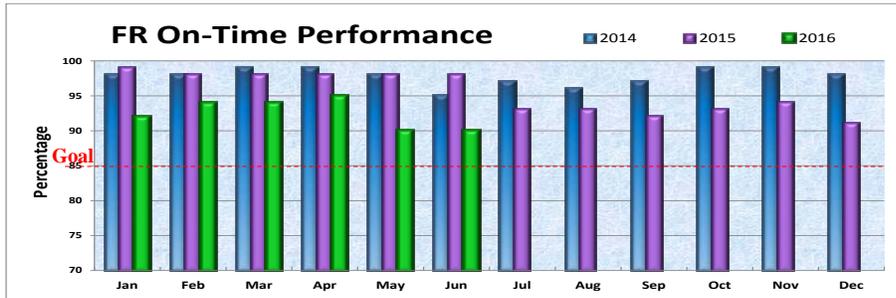


2013 = 241,257
 2014 = 246,331
 2015 = 219,578
 Proj. 2016 = 234,949

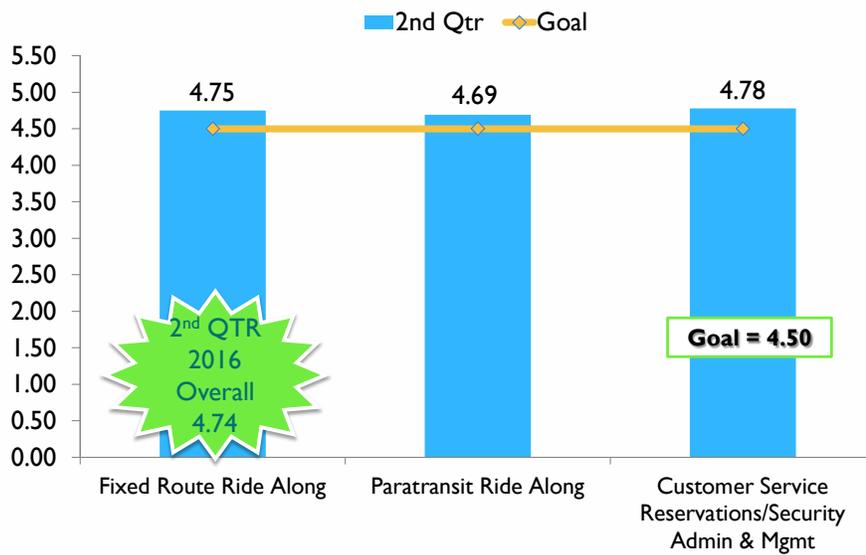
Goal: 7.0% Increase over 2015 Ridership
2nd Qtr. Result: 12.2% Decrease



On Time Performance

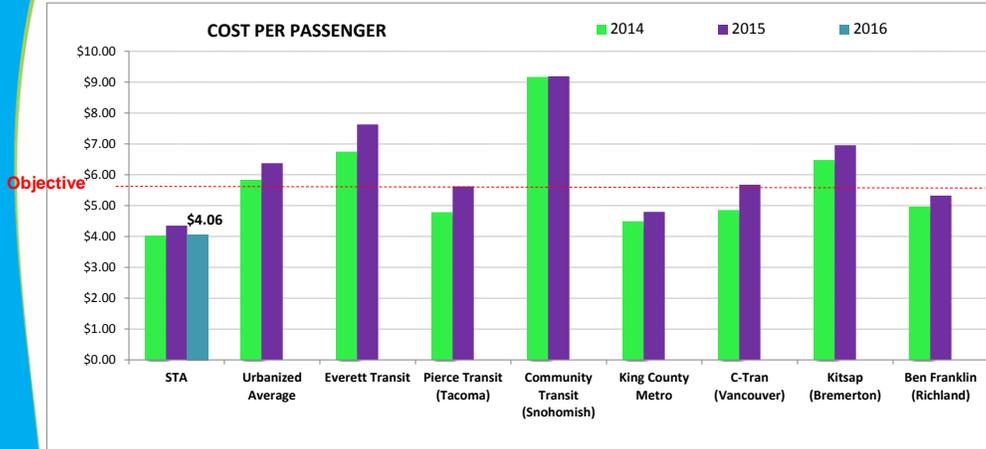


Professional & Courteous



Fixed Route

Cost Effectiveness



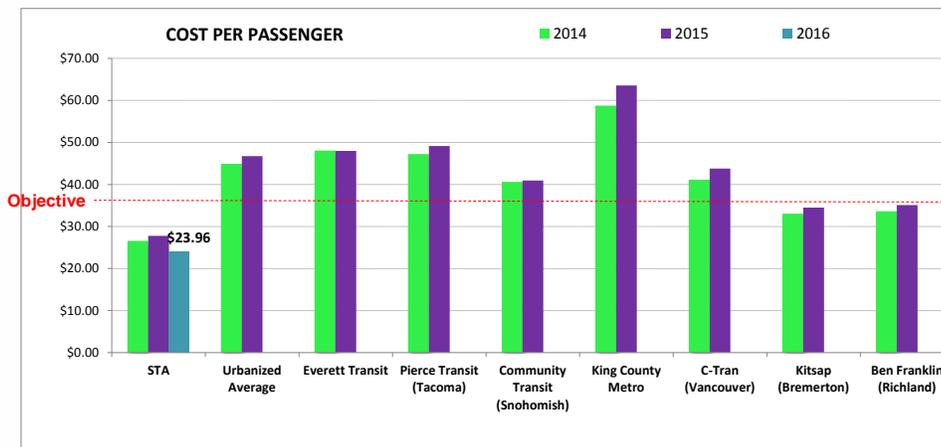
OBJECTIVE: CONSTRAIN OPERATING COST PER PASSENGER TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS
2015 Status: 68.3% (STA - \$4.36; Urban Average - \$6.39)

- Notes:
- Previous year results
 - 2014 data from NTD reports
 - 2015 data estimates other transits' performance equal to STA
 - STA 2016 data reflects year-to-date
 - Expenditures will lag slightly until end of year



Demand Response

Cost Effectiveness



OBJECTIVE: CONSTRAIN OPERATING COST PER PASSENGER TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS
2015 Status: 59.4% (STA - \$27.78; Urban Average - \$46.75)

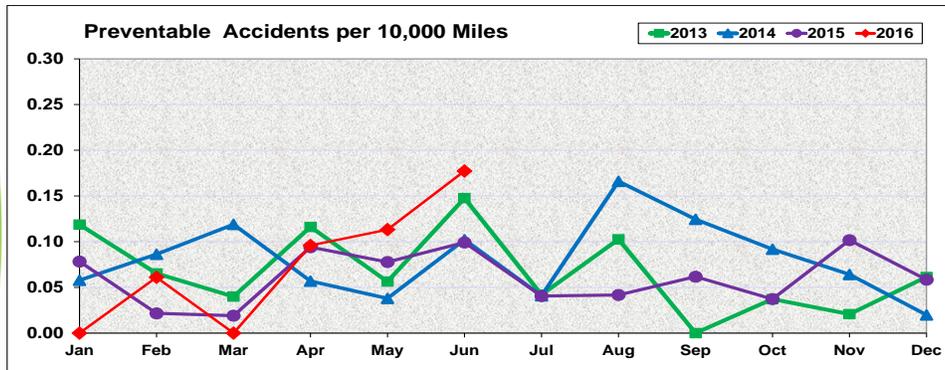
- Notes:
- Previous year results
 - 2014 data from NTD reports
 - 2015 data estimates other transits' performance equal to STA
 - STA 2016 data reflects year-to-date
 - Expenditures will lag slightly until end of year



PREVENTABLE VEHICLE ACCIDENTS

Fixed Route				
	2013	2014	2015	2016
Jan	6	3	4	0
Feb	3	4	1	3
Mar	2	6	1	0
Apr	6	3	5	5
May	3	2	4	6
Jun	7	5	5	9
Jul	2	2	2	
Aug	5	8	2	
Sep	0	6	3	
Oct	2	5	2	
Nov	1	3	5	
Dec	3	1	3	
Total Prev. Accidents	40	48	37	23
YTD PREVENTABLE ACCIDENTS PER 10,000 MILES	0.07	0.08	0.06	0.07

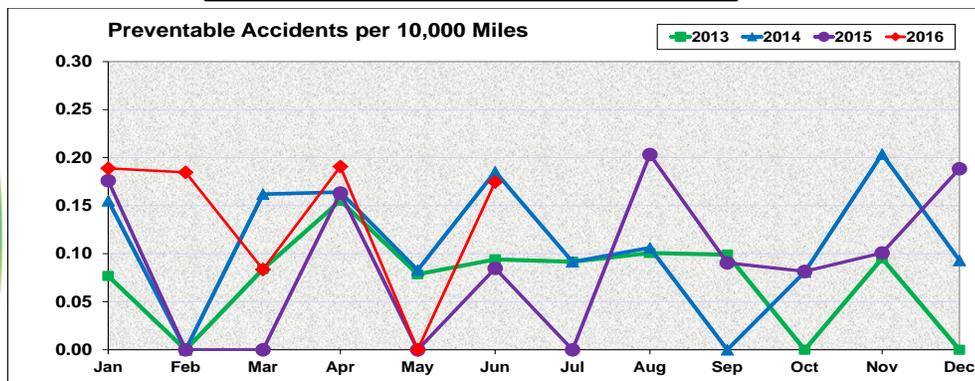
**Standard:
Less than 0.08 per
10,000 miles**



PREVENTABLE VEHICLE ACCIDENTS

Paratransit				
	2013	2014	2015	2016
Jan	1	2	2	2
Feb	0	0	0	2
Mar	1	2	0	1
Apr	2	2	2	2
May	1	1	0	0
Jun	1	2	1	2
Jul	1	1	0	
Aug	1	1	2	
Sep	1	0	1	
Oct	0	1	1	
Nov	1	2	1	
Dec	0	1	2	
Total Prev. Accidents	10	15	12	9
YTD PREVENTABLE ACCIDENTS PER 10,000 MILES	0.07	0.11	0.09	0.13

**Standard:
Less than 0.10 per
10,000 miles**



SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

September 07, 2016

AGENDA ITEM 6B : **ENERGY PRESERVATION PROJECTS AND ENVIRONMENTAL INITIATIVES - UPDATE**

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Steve Blaska, Director of Operations

SUMMARY: The Sustainability Element of STA’s Comprehensive Plan, *Connect Spokane: A Comprehensive Plan for Public Transportation*, defines sustainability as follows: “Sustainability at Spokane Transit is about providing services in ways that optimize our ability to meet the needs of present and future generations through actions that balance the region’s economic, environmental, and social well-being.”

An important theme of this definition is the recognition that environmental considerations also must make economic sense. Although these principles have been applied in all aspects of STA operations, this paper provides the Board insight into how they have been applied to two major components: Fixed Route bus fleet, and facilities maintenance and operations.

Fixed Route Bus Fleet

Over the last ten years, through a combination of emerging requirements, new technology, and local initiatives to retrofit older buses, Spokane Transit’s Fixed Route fleet has made significant strides in fuel economy and minimizing environmental impacts.

Since the actions have been iterative changes over the course of several years and differing bus sizes, it is difficult to calculate the results fleet wide. However, calculations based on a fleet of 81 forty-foot buses that average 50,000 miles a year using the old technologies as compared to what STA is operating today provide some insight into the cumulative impact of these actions. **This comparison reveals the following actions resulted in 266,182 fewer gallons of fuel used annually. This 29.6% reduction in fuel consumption translates directly into emission reductions of Particulate Matter, CO, CO₂ and NO_x. Carbon dioxide output alone is reduced by 2,705 metric tons annually.**

Chronology of Significant Actions:

- 2006** Vastly improved electronic fuel injection systems introduced in STA’s heavy duty transit diesel engines. Fuel economy increases of 17.7% have been achieved over the fleets these buses replaced.

- 2007** Ultra Low Sulfur Diesel (ULSD) replaced standard diesel. The use of ULSD represents a reduction of 97% in fuel sulfur content.

 STA purchased three (3) hybrid diesel-electric buses to test the viability of this technology fleet wide.

- 2008** STA completed a Heavy-Duty Diesel Retrofit Program offered through the Washington State Department of Ecology.
 - This campaign included retrofitting 83 buses with a crankcase ventilation (CCV) filter. These filters reduce unburned fuel, blow-by gases, hydrocarbon vapor, diesel soot, and other engine oil contaminants by 90-97%. All subsequent new bus purchases have been equipped with CCV filters.
 - The campaign also included the retrofitting of 58 buses with diesel particulate filters (DPF). These filters reduce particulate matter (PM) by 90%. All subsequent new bus purchases were equipped with DPF’s. (PM was the smoke you used to see coming out the exhaust on a diesel engine).

Based on the successful performance of the 2007 hybrid vehicles, STA began a four-year sequence of further hybrid bus purchases. The general strategy was to use federal subsidies to help defray the increased capital cost of these buses while achieving local-funded operation cost savings. STA currently operates the third largest fleet (28) of hybrid diesel/electric buses in the state. These buses are experiencing an approximate 33% increase in fuel economy over the fleet they replaced.

- 2010** The EPA completed the second of two emission standards requirements placed upon heavy-duty diesel engine manufacturers. These actions have resulted in the Nitrogen Oxide gas (NO_x) reductions by 96% (NO_x contributes to low ground level smog).
- 2011** STA conducted its own pilot retrofit test using an electronic cooling system. Using electronic cooling fans instead of hydraulically operated fans, we have achieved an additional fuel economy increase of over 6%.
- 2013** STA reprogrammed the shifting and idle patterns of our automatic transmissions. This action has shown a 5.15% fuel savings over the past few years.
- 2015** As fuel prices began to drop, the economic tradeoff between higher capital cost vs lower fuel consumption of hybrid-electric buses became questionable. STA's analysis showed that the aggregate improvements with standard diesel buses, combined with the electronic cooling systems, provided better outcomes per capital dollar invested.
- 2016** STA secured a contract with a manufacturer of electric cooling systems similar to what we tested in 2011. We are now in the process of retrofitting 25 additional buses. The capital cost of this project will pay for itself during the remaining life of the vehicles through reduced diesel fuel consumption of 94,782 gallons and will reduce carbon dioxide (CO₂) emissions by 963 metric tons.

New buses arriving in October adopt all the fuel saving and emissions improvements (to include electric cooling system) that have been introduced over the last ten years.

Facility Maintenance and Operations

STA's previous long-term capital plan included the iterative replacement of heating and ventilation equipment (HVAC) over a period of several years. This strategy did not take advantage of the benefits that could accrue from a comprehensive upgrade.

In 2013, STA partnered with Washington State Department of Commerce, Department of Enterprise Services, McKinstry, and Avista to evaluate the benefit of a more comprehensive energy savings project.

- The project included the replacement of original HVAC units with more efficient heating and cooling systems, thermal pane windows, LED lighting at the Boone and Plaza garages, and a centralized digital control system to establish schedules and setbacks for heating and cooling requirements. The Board of Directors approved this initiative in November 2014 and the project was completed in August 2016.
- To help fund the project, STA received \$547,000 in state grants and will qualify for approximately \$306,000 in Avista incentives later this year. **Guaranteed annual energy savings from the project is a minimum of \$120,449.** The entire project cost has an investment payback of 12 years, while most of the equipment replaced has a 20+ year life cycle.

Other General Environmental Accomplishments

STA has reduced our hazardous waste stream significantly since 2013. This was accomplished by controlling the incoming stream of products we purchase and through recycling efforts. STA was reclassified by the Washington State Department of Ecology from a medium quantity generator of hazardous waste to a small quantity generator of hazardous waste.

Every two years, beginning in 2009, Spokane Regional Clean Air Agency recognizes businesses that have gone "above and beyond" the basic requirements of their air quality permits. These companies can be recognized as either "Gold" or "Silver" recipients. STA has been the recipient of each of the past four biennium with two gold and two silver awards.

RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE
SPECIAL MEETING

September 07, 2016

AGENDA ITEM 6C : 2015 ANNUAL ROUTE REPORT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning
Matt Kenney, Transit Planner

SUMMARY: Annex 1.4 of the adopted Connect Spokane: A Comprehensive Plan for Public Transportation, states that by April of each year, the Planning Department will report on the performance of each route based on established performance standards. Due to the comprehensive work associated with a reboot of *STA Moving Forward* and the accompanying ballot measure this coming November, this year's publication of the report was delayed until July.

This year marks the 7th Annual Route Report and reflects Spokane Transit's ongoing commitment to monitor its performance to ensure the effectiveness and efficiency of Spokane Transit's 34 transit routes and to promote overall system improvement through careful measurement of established performance benchmarks and standards listed in the report. Routes are rated against three performance standards: Ridership, Equivalent Energy Consumption, and Fares.

The report is organized into three sections. Section I contains the 2014 route performance results, analysis of consecutive years (2015/2014) and identifies which routes fall below the minimum standards for those years. Section II contains route indicators including route length, seated capacity, revenue hours, revenue miles, unallocated cost, average passenger trip length, passenger boardings, passenger miles, and annual fare revenue. Section III contains information related to the Universal Transit Access Pass (UTAP) program. The UTAP program enables members of an organization access to fixed-route transit service through a contract with STA. Service is paid for based on the actual fare pass usage of its members.

In 2015, 16 routes evaluated met all three performance standards, 12 routes were unable to meet one of the three performance standards, and six routes were unable to meet two standards. There were no routes that did not meet any of the three standards; however, ridership in 2015 was down 4.5% compared to STA's record ridership in 2014. The decrease is consistent with national trends. The largest contributors to decreased ridership are post-secondary school riders and express bus riders because lower fuel prices have contributed to enticing some of these riders to return their cars, especially on STA's express routes. Overall, a total of 30 of STA's 34 routes had decreases in productivity and 28 of the routes had overall decreases in boardings.

Any route that falls below the minimum standard for any one of the three performance standards for two consecutive years will be considered out of compliance. These routes are placed on an out of compliance list followed by a remediation plan that states possible solutions in order to improve performance. The remediation plan may correspond with the Service Implementation Plan (now Section 5 of the current Transit Development Plan) where feasible, while some routes will continue to be monitored even though they are out of compliance.

RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR COMMITTEE BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

Annual Route Report

2015 Operating Data

Prepared for:
Board of Directors

Final

9/1/2016



Upon request, alternative formats of this document will be produced for people with disabilities. Please call 325-6094 or TTY (509) 232-6555 or email smillbank@spokanetransit.com

Table of Contents

Executive Summary	3
Section I: Route Performance	5
Route Performance Overview.....	5
Route Performance Standards.....	5
Performance Standard 1: Ridership	6
Performance Standard 2: Equivalent Energy Consumption.....	7
Performance Standard 3: Fares.....	8
Summary of 2015 Route Performance	9
Fixed-Routes Unable to Meet All Three Standards.....	9
Fixed-Routes Unable to Meet Two of Three Standards	9
Fixed-Routes Unable to Meet One of Three Standards	10
Fixed-Routes Meeting All Three Standards.....	11
Consecutive Year Analysis.....	12
Out of Compliance List	12
Remediation Plan	13
Section II: Route Indicators	15
Route Indicator Definitions.....	15
Section III: Universal Transit Access Pass (UTAP).....	18
UTAP Rates Calculation.....	18
UTAP Rates Schedule	20
Appendix	21
Section I	21
2015 Route Performance Results.....	21
2015/2014 Route Performance Results Comparison.....	22
2015 Ridership Benchmark Chart	23
2015 Energy Benchmark Chart.....	24
2015 Fares Benchmark Chart	25
Section II	26
2015 Average Weekday Boardings	26
2015 Weekday Total Boardings Comparison to 2014.....	27
Historical Context.....	28

Executive Summary

The Annual Route Report is published annually to inform Spokane Transit staff, the public, and Board of Directors of the performance of each route compared to three performance standards: Ridership, Equivalent Energy Consumption, and Fares. Customers expect Spokane Transit to provide reliable and convenient service in a courteous, cost-effective manner. For Spokane Transit to ensure the reliability, consistency, and proper development of its transit services, it must continually evaluate and understand the strengths and weaknesses of the products offered.

This year marks the 7th Annual Route Report and reflects Spokane Transit's ongoing commitment to monitor its performance to ensure the effectiveness and efficiency of Spokane Transit's 34 transit routes and to promote overall system improvement through careful measurement of established performance benchmarks and standards listed in this report.

The report is organized into three sections. Section I contains 2015 route performance results, analysis of consecutive years (2015/2014) and identifies which routes fall below the minimum standards for those years. Section II contains route indicators including route length, seated capacity, revenue hours, revenue miles, unallocated cost, average passenger trip length, passenger boardings, passenger miles, and annual fare revenue. Section III contains information related to the Universal Transit Access Pass (UTAP) program. The UTAP program enables members of an organization access to fixed-route transit service through a contract with STA. Service is paid for based on the actual fare pass usage of its members. Finally, the Appendix contains tables summarizing the performance results of each section of the report.

Ridership in 2015 was down 4.5% compared to STA's record ridership in 2014. The decrease is consistent with national trends. The largest contributors to decreased ridership are post-secondary school riders and express bus riders because lower fuel prices have contributed to enticing some of these riders to return their cars. Also contributing to the decrease was the relatively mild winter as STA did not see the usual spike in ridership during moderate snow events.

Overall, a total of 30 of STA's 34 routes had decreases in productivity and 28 of the 34 routes had decreases in ridership. This means that only four routes had productivity increases and six routes had increases in route total boardings. As a result, 16 routes (down from 20) evaluated met all three performance standards, twelve routes (up from eight) were unable to meet one of the three performance standards, and six routes (up from five) were unable to meet two standards of the three standards. The lone bright spot was that no routes were unsuccessful in all three standards. There was one route in 2014 (Route 34) with this distinction. The most

common performance standards not met were Equivalent Energy Consumption and Ridership. The energy standard will continue to be a challenge for some routes to meet as the personal automobile fleet traveling the nation's roadways continues to become more energy efficient.

Any route that falls below the minimum standard for any one of the three performance standards for two consecutive years will be considered out of compliance. These routes are placed on an out of compliance list followed by a remediation plan that states possible solutions in order to improve performance. The remediation plan may correspond with the Service Implementation Plan (now Section 5 of the current Transit Development Plan) where feasible while some routes will continue to be monitored even though they are out of compliance due to long term plans contained in STA Moving Forward.

Section I: Route Performance

Route Performance Overview

In December 2009, the Spokane Transit Board of Directors adopted the **Fixed-Route Service Design Guidelines** to guide the planning, implementation, and monitoring of fixed-route transit service in order to steer Spokane Transit staff through the 2010/2011 service reductions. These guidelines and standards were ultimately merged into the Fixed Route element and Annex I Fixed-Route Performance Standards contained in **Connect Spokane: A Comprehensive Plan for Public Transportation** adopted by the Board of Directors in July of 2010.

An essential part of the required performance monitoring is to evaluate operating data for the prior year of service. This section uses operating data from 2015. As a snapshot of the system and individual routes, this report is an essential tool for evaluating and planning for improvements in transit service.

Routes are rated annually against three performance standards: Ridership, Comparable Energy Consumption, and Fares. Each of these standards has a benchmark score which is calculated annually. A route which meets a performance standard's benchmark in either or both of the previous two years is considered to meet that performance standard. (In other words, a single year of substandard performance is not considered a failure in this report.)

The Appendix shows a table comparing 2015 with 2014 and summarizes whether each route passed or was unable to meet a particular benchmark. Furthermore, it is noted under the Consecutive Years Analysis section whether a route did not meet a performance measure for consecutive years. New to the Appendix is a "Historical Context" section that enlightens the reader on interesting tidbits and changes in ridership over the years.

Route Performance Standards

As stated in **Connect Spokane**, any route that falls below the minimum standard for any one of the three performance standards for two consecutive years will be considered out of compliance. The Consecutive Year Analysis section contains a list of routes out of compliance. New service will be evaluated following its development period, typically 18 to 24 months. A partial year of operation (e.g. if a route begins operating in September) will not be counted against a route's compliance with these standards.

As stated previously, the performance standards measure the success of the fixed-route service based upon the three performance standards. Routes are compared against annual benchmark

scores set for routes similar in service type and/or vehicle types. The service types¹ and performance standards used are explained below.

Performance Standard I: Ridership

Ridership is a critical metric for evaluating the system's effectiveness to serve people and the places to which they travel. Spokane Transit may desire to serve a particular facility, location, or community, but the route may still fail to attract ridership. In such cases, it is important to identify why the route is not performing well and what steps can be taken to remediate the route. See Consecutive Year Analysis section for a remediation plan for routes out of compliance.

As stated in the **Connect Spokane**, one of the best indicators of potential performance is a route's relation to the CBD (Central Business District). A route which serves the CBD has more connectivity than other routes. Consequently, it must meet a higher expectation due to the downtown Plaza's finite number of bus bays and overall capacity. Accordingly, use of the Plaza's capacity should be focused on routes with a higher level of effectiveness in terms of ridership.

The metric used for ridership is Boardings per Revenue Hour. Revenue hours represent the hours the bus is in service. Boardings per Revenue Hour are calculated by dividing the annual boardings of a route by the annual revenue hours of that same route.

Ridership benchmarks are based upon the average Boardings per Revenue Hour for all basic routes that intersect the CBD.

Ridership benchmarks for specific service types are calculated as follows:

- Basic routes intersecting the CBD must meet a minimum ridership benchmark that is one-half standard deviation below the average of the basic CBD routes. In 2015 that average was 28.18 Boardings per Revenue Hour. This equates to a benchmark of 24.78 Boardings per Revenue Hour in 2015. It should be noted that this benchmark was down compared to 2014 (26.22).
- Basic routes NOT intersecting the CBD must meet a minimum ridership benchmark one-half that for basic routes that do intersect the CBD. This equates to a benchmark of 12.39 Boardings per Revenue Hour in 2015. In 2014 this benchmark was 13.11.
- Commuter Peak routes must meet a minimum ridership benchmark one-half standard deviation above the average of the basic routes. This equates to a benchmark of 31.59 Boardings per Revenue Hour in 2015 (33.76 in 2014). For routes that operate as a function of what would otherwise be out-of-service time on a route ("Commuter Peak – Subordinate") the standard is equal to one-third the Commuter Peak benchmark. For

¹ Connect Spokane defines the High Performance Transit Network (HTPN). Currently, Spokane Transit has no HTPN service so HTPN performance standards are omitted from this report.

2015, this equates to a benchmark of 10.53 Boardings per Revenue Hour (11.25 in 2014). It should be noted that Route 165 is the only route classified as Commuter Peak – Subordinate.

STA may consider modifying the calculation of the Commuter Peak standard because it will be challenging for the express routes to meet the standard. In fact Route 173 (old #73) is the only “express” route to meet the ridership standard in 2009. Since 2010 it has not.

Performance Standard 2: Equivalent Energy Consumption

There is great potential in the use of mass transit over the personal automobile to conserve energy and lessen human impact on the environment. Typically, energy consumption is shown by the number of single-occupancy vehicle (SOV) trips reduced by the use of mass transit, but this measure does not take into account that a transit bus is much heavier than a personal vehicle and consumes more energy per vehicle mile.

The Equivalent Energy Consumption standard relates to the duration of a passenger’s ride time on a vehicle. As stated in **Connect Spokane**, a bus route should at minimum perform equally to the private automobile in terms of energy consumed per mile traveled for each passenger. The private automobile is improving in efficiency each year. For example, in 2000 the fuel economy in terms of miles per gallon was 21.9 mpg and that number is 25.2 mpg in 2013 (number used in this report because that is the most recent data). As a result, the Energy benchmark had increased three straight years but has leveled off in 2015 due to modifying Btu data. The Btu numbers in one gallon of gasoline and one gallon of diesel fuel were modified to match data from STA’s Maintenance Department as they keep up on how fuel has become more efficient in terms of negative environmental impacts. They obtain Btu data from the Alternative Fuels Data Center – Fuel Properties Comparison table (www.afdc.energy.gov) and then take an average between the high and the low energy content. They currently list low energy content gasoline at 116,090 Btu and high energy content gasoline at 124,340 Btu for an average of 120,215 Btu. Low energy diesel is 128,450 Btu and the high energy diesel is 137,380 Btu for an average of 132,915 Btu.

The energy consumption for each passenger mile of a route will vary by the typical vehicle size used for each route. Below is a table that shows typical vehicle types assigned to Spokane Transit for Basic and Commuter Routes and their required minimum average load factor. Basic Routes must meet an average load factor that results in the route being as energy efficient as a typical single occupancy vehicle (SOV). The benchmark for Commuter Routes is higher than that for Basic Routes and must be as energy efficient as the average-loaded private automobile.

Table 1.1 - Minimum Average Load Factor Benchmark Scores

Average Load Factor Benchmarks		
	Basic Routes	Commuter Peak Routes
Vehicle Type	2015	2015
30' Bus	6.38	9.88
35' Bus	4.92	7.62
40' Bus	4.92	7.62
60' Bus	6.98	10.82

The average passenger load (load factor) of a route is calculated by dividing the annual passenger miles of a route by the annual platform miles of a route. Passenger miles are the cumulative sum of the distances ridden by each passenger while platform miles represent all miles the vehicle travels, both in- and out-of-service. STA may consider modifying the calculation of this standard because many routes that use 30' buses (Routes 1 and 2) will never meet the standard due to short route lengths which produce low passenger miles.

Performance Standard 3: Fares

Spokane Transit collects fares in the form of cash, passes and institutional pass programs which Spokane Transit administers. Farebox recovery represents the revenue collected along a route as a percentage of the total cost of operating the route. Fares per passenger are not the same for every route. Two routes with the same ridership could have very different farebox recovery ratios based on fare media and operating costs.

The Fares performance standard uses a route's farebox recovery ratio to show the relationship between fares collected versus the operating cost of a route. Farebox recovery ratio is calculated by dividing the annual fare revenue by the annual unallocated cost (the cost of the route and associated support). The benchmark which must be met or exceeded is equal to one-half the system-wide average (for revenue allocated to routes) farebox recovery ratio. The 2015 system average was 20.79% (down from 22.19%), creating a benchmark of 10.40%. The system average fare calculated for this measure does not incorporate fare revenue which cannot be confidently allocated to any route. In 2015, additional revenue hours were required in order to improve reliability on Route 26 due to its challenging route pattern. This trend may continue with other routes in the coming years as additional revenue hours will be incrementally invested in order to maintain effective service delivery; however, ridership is down on most routes. In September 2016, the goal is to review resources on Route 66 and reallocate to finance other improvements since EWU ridership is down substantially from its peak.

Summary of 2015 Route Performance

The following section outlines the performance of all routes subject to performance monitoring for 2015. A route will be considered to have been unable to meet a performance standard if it is not in compliance for two consecutive years. Please refer to the Appendix for a detailed breakdown of each of the three performance standards for all routes and for a table comparing 2015 with 2014 that summarizes whether each route passed or was unable to meet a particular benchmark for each year. Further detailed analysis is contained in the coming section titled Consecutive Year Analysis. This includes a watch list of routes that may require corrective action in the future. As noted before, it will be difficult for some routes to meet the Equivalent Energy Consumption Standard due to the short route length thereby producing very low average trip lengths which produces lower annual passenger miles. Passengers can only travel limited distances on these routes. For example, the outbound distance for Route 1 is only 1.34 miles. Because the typical vehicle size on the route is a 30 foot bus, the benchmark is higher at 6.38. Furthermore, some routes have excess revenue hours because they take on more recovery/layover time for partner routes within the interline causing the partner routes to perform better. One such case is Route 34; however, the route still needs to be performing better due to its 15 minute frequency. The route takes on most of the recovery time from Route 33 as set up in the Trapeze scheduling software. It is important to take this into deliberate consideration when proposing potential service changes that would improve performance.

Fixed-Routes Unable to Meet All Three Standards

There were no routes unable to meet all three standards in 2015. Last year Route 34 had this distinction but it only met the ridership standard in 2015 because the benchmark was lowered. In fact it dropped to 12.63 Boardings Per Revenue Hour (BPRH) and in 2014 that number was 12.81. The benchmark is 12.39. It should be noted that the route operates with 15 minute weekday frequency and other frequent 15 minute routes perform in the 30 to 40 range (Route 20 – 35.97 BPRH; Route 24 – 38.11 BPRH; Route 25 – 36.13 BPRH; Route 33 – 35.02 BPRH; Route 44 – 32.08 BPRH).

Fixed-Routes Unable to Meet Two of Three Standards

Table 1.2 depicts the six routes unable to meet two of the three performance standards for 2015. New to this list is Route 34 described in the previous section. The route now has two consecutive years of operation and will be open to scrutiny in future service changes for opportunities to save or reallocate its resources. Route 1 had a 6.59% increase in boardings from 2014; however, much of the increase may be attributed to a farebox issue due to the route being on long-term detour so this positive news needs to be taken in with caution. In fact,

when compared to Route 1 ridership in 2007 (first full year of current GFI Fareboxes), total boardings are down 29.80% in 2015 (177,728 boardings in 2007 vs 136,925 boardings in 2015). Of concern is Route 96 ceding gains in all three categories especially for fares. The route farebox recovery ratio dipped to 9.82% from 10.90%. However when comparing with 2007 ridership, boardings are up a staggering 49.77% due to incremental investments in all Spokane Valley routes. Over the past 10 years, STA has significantly increased transit service in Spokane Valley. An opportunity to look at the entire Spokane Valley service will present itself in the event the upcoming ballot measure passes in November 2016. The addition of a new Valley route in May 2017 that would serve Indiana Ave east of Sullivan Rd could provide an opportunity to modify Route 96 in order to increase productivity. The route currently travels out of direction to Mirabeau Park & Ride in both directions.

Table 1.2 Fixed-Routes Unable to Meet Two of Three Standards

Route	Route Name	Type	Performance Standards Not Met
1	Plaza/Arena	Basic	Ridership, Energy
2	Southside/Medical Shuttle	Basic	Ridership, Energy
34	Freya	Basic	Energy, Fares
60	Airport via Browne’s Addition	Basic	Ridership, Energy
96	Pines/Sullivan	Basic	Energy, Fares
124	North Express	Commuter Peak	Ridership, Energy

Fixed-Routes Unable to Meet One of Three Standards

Twelve routes were unable to meet one of the three required performance standards in 2015 (up from eight in 2014). These routes illustrate that a route’s design does not always meet all performance standards. It is imperative to ensure continued monitoring of these routes so that steps can be taken, where possible, to improve their performance. Route 23 continues to exceed expectations with an outstanding 6.97% increase in boardings despite overall network ridership being down in 2015. More improvements are planned which include extending the route to the Indian Trail end of line on all trips and all service days pending further STA Moving Forward funding. Routes 23, 42, 43, and 97 are new to this list as they all did not meet the energy standard but are performing well in the other two categories.

Table 1.3 Fixed-Routes Unable to Meet One of Three Standards

Route	Route Name	Type	Performance Standard Not Met
22	Northwest Blvd	Basic	Ridership
23	Maple/Ash	Basic	Energy
42	South Adams	Basic	Energy
43	Lincoln/37 th Ave	Basic	Energy
62	Medical Lake	Basic	Ridership
68	Cheney Local	Basic	Energy
94	East Fifth/Millwood	Basic	Ridership
97	South Valley	Basic	Energy
98	Liberty Lake Via Sprague	Basic	Energy
165	Cheney Express	Commuter Peak	Energy
173	VTC Express	Commuter Peak	Ridership
174	Liberty Lake Express	Commuter Peak	Ridership

Fixed-Routes Meeting All Three Standards

Table 1.4 indicates routes that met STA’s standards for Ridership, Equivalent Energy Consumption, and Fares for 2015. Sixteen routes are on the list which is down from 20 routes in 2014. Some bright spots despite the overall 4.5% decrease in ridership include routes 25, 28, 45, and 94. These routes all have positive increases in boardings. Routes 28, 45, and 94 all having increases in BPRH even though Route 94 is on the list above.

Although a route may meet all three standards, the route may still be a candidate for future revisions as the future High Performance Transit Network begins to take shape.

Table 1.4 Fixed-Routes Meeting All Three Standards

Route	Route Name	Type
20	SFCC	Basic
21	West Broadway	Basic
24	Monroe	Basic
25	Division	Basic
26	Lidgerwood	Basic
27	Hillyard	Basic
28	Nevada	Basic
29	SCC	Basic
32	Trent/Montgomery	Basic
33	Wellesley	Basic
39	Mission	Basic

Route	Route Name	Type
44	29 th Avenue	Basic
45	Regal	Basic
61	Hwy 2 via Browne's Addition	Basic
66	Cheney/EWU	Basic
90	Sprague	Basic

Consecutive Year Analysis

Standards imply accountability, comparison, and remediation in the event of non-compliance. As stated earlier, any route that falls below the minimum standard for any one of the three performance standards for two consecutive years will be considered out of compliance. A partial year of operation (e.g. if a route begins operating in September) will not be counted against a route's compliance with these standards.

Out of Compliance List

Table 1.5 shows the current watch list of routes out of compliance for two consecutive years. The "X" indicates what standard the route was unable to meet for consecutive years. It should be noted that Route 94 Ridership productivity inched up to 21.16 BPRH (up from 20.85). Route 96 is now out of compliance on Fares for two consecutive years. Route 34 barely met the Ridership standard in 2015. Overall the list is the same as 2014 in terms of the routes.

Table 1.5 Out of Compliance (watch list)

Route	2015 Standard Not Met			2014 Standard Not Met		
	Ridership	Energy	Fares	Ridership	Energy	Fares
1	X	X		X	X	
2	X	X		X	X	
22	X			X		
23		X			X	
34		X	X	X	X	X
60	X	X		X	X	
62	X			X		
68		X			X	
94	X			X		
96		X	X		X	X
98		X			X	
124	X			X		
173	X			X		
174	X			X		

Remediation Plan

Table 1.6 indicates the plan of remediation related to each of the routes that did not meet one or more standard for consecutive years. Many of these routes such as Routes 2 and 60 have been on the list for five consecutive years.

Table 1.6 Remediation Plan

Route	Remediation Plan
1	Continue to monitor and work with Downtown Spokane Partnership, the third party in the contract with STA and the Public Facilities District, to continue to pursue strategies to re-invigorate marketing to downtown businesses that benefit from this service. The route experienced a slight increase in boardings but that will not be validated until next year's report due to a farebox issue previously mentioned above. Consider modifying energy benchmark.
2	Continue to monitor. Solution may require extending the route to the pedestrian bridge that is planned to connect to the South University District. This likely cannot be addressed until the September 2018 service change when the bridge project is estimated to be completed. Consider modifying energy benchmark.
22	Continue to monitor. The route was lengthened to cover some of the old segment of Route 30 on Francis Ave east to Maple St in 2011.
23	Continue to monitor. The route continues to add riders as total boardings increased 6.97% from 2014. Future plans to extend to Indian Trail end of line on all trips (weekdays and weekends) would likely yield longer passenger trips thereby improving the performance for the Energy standard. However, the change likely would not take place until the September 2018 service change (pending additional funding with a successful November 2016 ballot measure).
34	Continue to monitor. The route continues to underperform in all three categories; however, it did narrowly meet the ridership benchmark in 2015 with a lowered overall benchmark for routes not traveling to the CBD. The resources on the route may be redirected to serve 17 th Ave to Perry (new Route 36 contingent of STA Moving Forward funding) by reducing the frequency to 30 minutes. This could happen in September 2018 or September 2019.
60	Continue to monitor. The route serves the airport (a major regional destination) and likely would perform worse if it did not travel through Browne's Addition. Much of the current routing (minus the airport) would be served by the Central City Line (September 2021) in the event of a successful ballot measure in November 2016.
62	Continue to monitor. Current service was approved with the September 2011 service change. As stated in Board Resolution No. 675-11, "the Route 62 final recommendation is an exception to the Board's Comprehensive Plan policy to

Route	Remediation Plan
	<p>provide Basic Interurban service at a minimum frequency on weekdays (FR Policy 4.0) and will not likely adhere to approved performance standards.” The route does meet the Energy and Fares benchmarks. Given the current route structure, adding more service (revenue hours) would reduce the route’s performance compared to the standards, with the likelihood of unsuccessfully meeting all three standards. The construction of the West Plains Transit Center located at Exit 272 of I-90 (currently funded for design only) would address this issue by creating a new route that would serve Medical Lake (connecting the city to Airway Heights in September 2020 pending further funding) with a Basic Interurban route that has lower productivity standards because the route would not travel to the CBD.</p>
68	<p>Continue to monitor. Energy standard will be difficult to meet due to the short route length thereby producing very low average trip lengths which produces lower annual passenger miles. Passengers can only travel limited distances on this route. City of Cheney bus service may be analyzed for the September 2018 service change if the vote passes. Planned changes to the EWU PUB along with traffic light improvements could provide an opportunity to modify the route in order to increase productivity and serve new areas.</p>
94	<p>Continue to monitor. Total overall boardings increased 1.64% from 2014.</p>
96	<p>Continue to monitor. Boardings per Revenue Hour dropped significantly from 15.28 in 2014 to 13.49 which is of concern. May 2017 provides an opportunity to analyze the route if the upcoming ballot measure passes in November 2016. A new route would begin service in the Spokane Valley that would serve Indiana Ave east of Sullivan Rd. This could allow for a route restructure to eliminate the out of direction travel on Route 96 and improve connections at Mirabeau Park & Ride.</p>
98	<p>Continue to monitor. Performance numbers were down slightly in all three categories compared to 2014.</p>
124	<p>Continue to monitor. All three performance measures decreased significantly compared to 2014. Future plans to interline the route with a new South Express route in September 2019 may result in ridership gains (pending additional STAMF funding). Routing may be analyzed due to congestion in the Mead High School area to eliminate the unsafe left turn out of Hastings Park & Ride.</p>
173	<p>Continue to monitor. All express routes lost ridership in 2015 due to low Eastern Washington University ridership and low gas prices. Route 66 service will potentially be adjusted in September 2016 which could provide for more interline opportunities.</p>
174	<p>Continue to monitor. All express routes lost ridership in 2015 due to low Eastern Washington University ridership and low gas prices. Route 66 service will potentially be adjusted in September 2016 which could provide for more interline opportunities.</p>

Section II: Route Indicators

The tables contained in Section II show various annual indicators related to 2015. These indicators include route length, seated capacity, revenue hours, revenue miles, unallocated cost, average passenger trip length, passenger boardings, passenger miles, and annual fare revenue by route.

Route Indicator Definitions

Indicator	Description
Route Length	One-way distance of the dominant outbound pattern during the weekday peak period. It should be noted that some routes have many different pattern to which the bus travels.
Seated Capacity	The number of seats provided on the coach size and type typically used on the route.
Revenue Hours	The number of hours buses travel during scheduled trips for a given route. This time does not include deadhead time.
Revenue Miles	The number of miles buses travel during scheduled trips for a given route. This does not include deadhead miles.
Unallocated Cost	Expenses associated with fixed-route operations only. This includes the benefits and wages of coach operators, maintenance, and supervisors. This also includes fuel costs. This is calculated by multiplying the route revenue hours by the unallocated cost per hour (obtained from Finance). For the year 2015, the unallocated cost per hour was \$102.64.
Average Passenger Trip Length	The average distance ridden for an unlinked passenger trip computed as passenger miles traveled divided by unlinked passenger trips.
Passenger Boardings	A single passenger getting on a transit vehicle.
Passenger Miles	The cumulative sum of the distances ridden by each passenger.
Fare Revenue	All income received directly from passengers, paid either in cash or through pre-paid tickets, passes, etc.

Table 2.1 Route Length, Seated Capacity, Revenue Hours, Revenue Miles, and Unallocated Costs

Route	Route Name	One Way Route Length	Typical Seated Capacity	Annual Revenue Hours	Annual Revenue Miles	Annual Unallocated Cost
1	Plaza/Arena	1.34	26	6,216	32,777	\$ 638,046.16
2	Southside Medical Shuttle	2.86	26	10,000	64,333	\$ 1,026,382.55
20	SFCC	3.98	39	9,244	136,825	\$ 948,804.16
21	West Broadway	3.04	39	8,615	63,640	\$ 884,269.26
22	Northwest Boulevard	8.39	39	12,513	153,526	\$ 1,284,327.14
23	Maple/Ash	9.19	39	9,969	145,594	\$ 1,023,200.71
24	Monroe	5.12	39	16,493	166,488	\$ 1,692,862.05
25	Division	9.15	39	29,945	348,790	\$ 3,073,519.90
26	Lidgerwood	9.27	39	12,834	153,334	\$ 1,317,281.76
27	Hillyard	10.22	39	17,029	207,328	\$ 1,747,864.77
28	Nevada	8.61	39	11,768	146,694	\$ 1,207,846.99
29	SCC	4.18	39	8,196	77,811	\$ 841,281.58
32	Trent/Montgomery	7.50	32	9,808	137,186	\$ 1,006,690.04
33	Wellesley	8.81	39	15,639	270,187	\$ 1,605,221.86
34	Freya	6.18	39	20,053	190,744	\$ 2,058,252.24
39	Mission	6.88	32	8,549	94,990	\$ 877,443.70
42	South Adams	2.08	32	4,635	33,585	\$ 475,733.32
43	Lincoln/37th Avenue	6.74	39	9,179	124,168	\$ 942,106.90
44	29th Avenue	4.07	39	10,337	134,728	\$ 1,060,961.97
45	Regal	6.84	39	14,149	163,491	\$ 1,452,245.15
60	Airport via Browne's Addition	7.38	32	8,831	129,266	\$ 906,383.05
61	Hwy 2 via Browne's Addition	13.38	39	14,706	284,470	\$ 1,509,401.26
62	Medical Lake	20.24	39	3,421	83,699	\$ 351,157.10
66	Cheney/EWU	16.90	62	21,190	541,196	\$ 2,174,936.47
68	Cheney Local	6.42	32	6,951	84,958	\$ 713,409.58
90	Sprague	7.93	39	23,418	303,888	\$ 2,403,585.54
94	East Fifth/Millwood	11.09	39	14,646	194,262	\$ 1,503,242.86
96	Pines/Sullivan	10.65	32	12,987	188,501	\$ 1,333,031.87
97	South Valley	9.51	32	10,616	174,177	\$ 1,089,607.76
98	Liberty Lake via Sprague	9.14	32	11,100	164,985	\$ 1,139,312.21
124	North Express	8.87	39	4,198	67,747	\$ 430,898.12
165	Cheney Express	20.74	62	2,925	62,941	\$ 300,186.08
173	VTC Express	10.01	39	4,239	87,145	\$ 435,094.04
174	Liberty Lake Express	18.54	39	10,073	259,719	\$ 1,033,920.43

Table 2.2 Average Passenger Trip Length, Passenger Boardings, Passenger Miles, and Fare Revenue

Route	Route Name	Average Passenger Trip Length	Annual Passenger Boardings	Annual Passenger Miles	Annual Fare Revenue
1	Plaza/Arena	0.93	136,925	127,438	\$ 115,402.99
2	Southside Medical Shuttle	1.48	194,093	286,547	\$ 131,968.04
20	SFCC	3.39	332,494	1,125,461	\$ 211,784.46
21	West Broadway	1.61	228,702	368,115	\$ 156,252.54
22	Northwest Boulevard	2.73	297,486	812,410	\$ 217,185.85
23	Maple/Ash	2.29	315,908	723,069	\$ 242,877.49
24	Monroe	1.97	628,615	1,240,635	\$ 470,603.25
25	Division	3.59	1,081,925	3,884,890	\$ 877,105.76
26	Lidgerwood	3.83	319,338	1,223,213	\$ 250,403.45
27	Hillyard	3.66	470,190	1,720,576	\$ 378,749.38
28	Nevada	3.48	322,763	1,121,924	\$ 267,573.23
29	SCC	2.73	272,278	742,228	\$ 182,053.89
32	Trent/Montgomery	4.44	215,895	958,959	\$ 146,944.38
33	Wellesley	2.88	547,632	1,577,653	\$ 402,623.36
34	Freya	2.50	253,192	633,436	\$ 155,545.30
39	Mission	2.39	266,929	637,687	\$ 194,123.91
42	South Adams	1.10	125,113	138,147	\$ 82,248.60
43	Lincoln/37th Avenue	2.60	229,453	597,303	\$ 179,407.73
44	29th Avenue	2.72	331,556	900,888	\$ 250,470.46
45	Regal	3.11	445,624	1,384,487	\$ 350,345.68
60	Airport via Browne's Addition	2.67	178,210	475,562	\$ 128,520.34
61	Hwy 2 via Browne's Addition	6.38	434,285	2,768,332	\$ 324,585.75
62	Medical Lake	12.59	41,857	526,578	\$ 41,282.45
66	Cheney/EWU	14.58	622,199	9,068,630	\$ 662,497.36
68	Cheney Local	2.28	126,889	288,954	\$ 87,564.49
90	Sprague	4.17	986,082	4,105,725	\$ 703,938.47
94	East Fifth/Millwood	4.13	309,949	1,278,933	\$ 235,034.69
96	Pines/Sullivan	3.71	175,187	648,892	\$ 130,899.71
97	South Valley	4.00	205,491	822,456	\$ 149,429.44
98	Liberty Lake via Sprague	3.36	210,960	708,092	\$ 163,711.23
124	North Express	5.81	84,816	492,792	\$ 103,431.58
165	Cheney Express	14.18	44,848	635,623	\$ 46,510.77
173	VTC Express	8.82	112,005	987,566	\$ 100,917.30
174	Liberty Lake Express	12.95	239,111	3,095,261	\$ 275,923.30

Section III: Universal Transit Access Pass (UTAP)

This section is intended to make available the going rates for services provided under the Universal Transit Access Pass (UTAP) Program effective July 1, 2016.

According to Spokane Transit's Tariff Policy, UTAP is an annual program made available on a contractual basis in which all members of an organization have unlimited access to STA services. The organization pays a fee that allows all identified members of their organization to use STA services for the contracted time period. Eligible participants must be identifiable by an identification card that is readable by STA fare collection equipment. The number of these programs is dependent on the capacity of STA's fare collection equipment.

The contract price is based on each unlinked trip taken by members of the program. The charge for each unlinked trip is calculated based on an established rate for each route in STA's system. A rate sheet for each route is published annually and included in the annual contract update.

The participating organization is billed monthly for the previous month's trips. However, in order to allow participating organizations to budget, contracts will also include a "not to exceed" total price for an annual contract. The "not to exceed" fee will be calculated by STA prior to each contract period. Actual monthly ridership may result in the cost of the contract to be lower than the "not to exceed" fee.

UTAP Rates Calculation

Overall, the UTAP direct utility rates are based on the direct expenses required to provide a typical unlinked passenger trip by each route, applying direct operating expenses to the seated capacity of buses in service. This cost per seat mile calculated for each route is applied to the average passenger trip length to arrive at the expenses directly utilized by a passenger. Additionally, a base rate is applied uniformly to all routes that takes into account the expenses incurred in directly administering fixed-route operations, including dispatching, road supervisors and scheduling. The base utility rate calculation for 2015 is shown below.

$$\text{Base Utility Rate (B)} = \frac{\text{Base Expenses}}{\text{Passengers}} = \frac{\$3,682,306}{10,815,736} = \frac{\$0.34}{\text{passenger}}$$

There are several steps and many variables that are used to generate each route's direct utility rate. The first step is to determine direct expenses for each route by applied uniform direct costs per revenue hour and revenue mile commensurate on actual revenue hours and revenue miles operated in a year. The common inputs for this variable are shown below using 2015 NTD

reported annual data. Route-specific revenue hours and revenue miles data for 2015 can be found in Section II of this report.

$$\text{Direct Cost per Revenue Hour (R)} = \frac{\text{Direct Operating Expenses}}{\text{Revenue Hours}} = \frac{\$27,628,886}{395,972} = \frac{\$69.77}{\text{revenue hour}}$$

$$\text{Direct Cost per Revenue Mile (M)} = \frac{\text{Direct Maintenance Expenses}}{\text{Revenue Miles}} = \frac{\$9,329,498}{5,480,629} = \frac{\$1.70}{\text{mile}}$$

$$\text{Direct Route Expenses (D}_n\text{)} = \text{R} \times \text{Route Revenue Hours} + \text{M} \times \text{Route Revenue Miles}$$

Next, route expenses are applied to the seat miles provided by each route based upon the total revenue miles traveled for each route multiplied by the seated capacity of the typical coach size and type used on a route. Route-specific seated capacity for 2015 can be found in Section II of this report.

$$\text{Route Seat Miles (S}_n\text{)} = \text{Route Revenue Miles} \times \text{Route Seated Capacity}$$

$$\text{Route Direct Cost per Seat Mile (C}_n\text{)} = \frac{\text{D}_n}{\text{S}_n}$$

Finally, the direct utility rate is determined by multiplying the direct cost per seat-mile by the average passenger trip length calculated for that route. Average passenger trip length by route for 2015 is found in Section II of this report.

$$\text{Route Direct Utility Rate (U}_n\text{)} = \text{C}_n \times \text{Route Average Passenger Trip Length}$$

The combination of direct utility rate (U_n) and base utility rate (B) are capped to not exceed the cost of an adult single ride fare of \$1.50. Based upon 2015, the direct utility rates for Route 62 Medical Lake and 174 Liberty Lake Express were capped at \$1.16 in accordance with this methodology. It should be noted that Paratransit trips taken in the UTAP program are charged the full rate of \$1.50.

UTAP Rates Schedule

Based on the preceding variables and data for calendar year 2015, the UTAP direct utility rates effective July 1, 2016 are published below.

Table 3.1 Direct Utility Rate - Effective July 1, 2016

Route	Route Name	Direct Utility Rate (per Boarding)
1	Plaza/Arena Shuttle	\$ 0.53
2	Southside Medical Shuttle	\$ 0.71
20	SFCC	\$ 0.56
21	West Broadway	\$ 0.46
22	Northwest Boulevard	\$ 0.52
23	Maple/Ash	\$ 0.38
24	Monroe	\$ 0.44
25	Division	\$ 0.71
26	Lidgerwood	\$ 0.74
27	Hillyard	\$ 0.70
28	Nevada	\$ 0.65
29	SCC	\$ 0.63
32	Trent/Montgomery	\$ 0.93
33	Wellesley	\$ 0.42
34	Freya	\$ 0.58
39	Mission	\$ 0.60
42	South Adams	\$ 0.39
43	Lincoln/37th	\$ 0.46
44	29th Ave	\$ 0.49
45	Regal	\$ 0.62
60	Airport via Browne's Addition	\$ 0.54
61	Airway Heights via Browne's Addition	\$ 0.87
62	Medical Lake	\$ 1.16
66	Cheney/EWU	\$ 1.04
68	Cheney Local	\$ 0.53
90	Sprague	\$ 0.76
94	East Central/Millwood	\$ 0.74
96	Pines/Sullivan	\$ 0.75
97	South Valley	\$ 0.75
98	Liberty Lake via Sprague	\$ 0.67
124	North Express	\$ 0.90
165	Cheney Express	\$ 1.13
173	VTC Express	\$ 1.15
174	Liberty Lake Express via Mirabeau	\$ 1.16
X	New or Special Event Route	\$ 0.70
B	Base Utility Rate	\$ 0.34
P	Paratransit Utility Rate	\$ 1.50

Appendix

Section I

2015 Route Performance Results

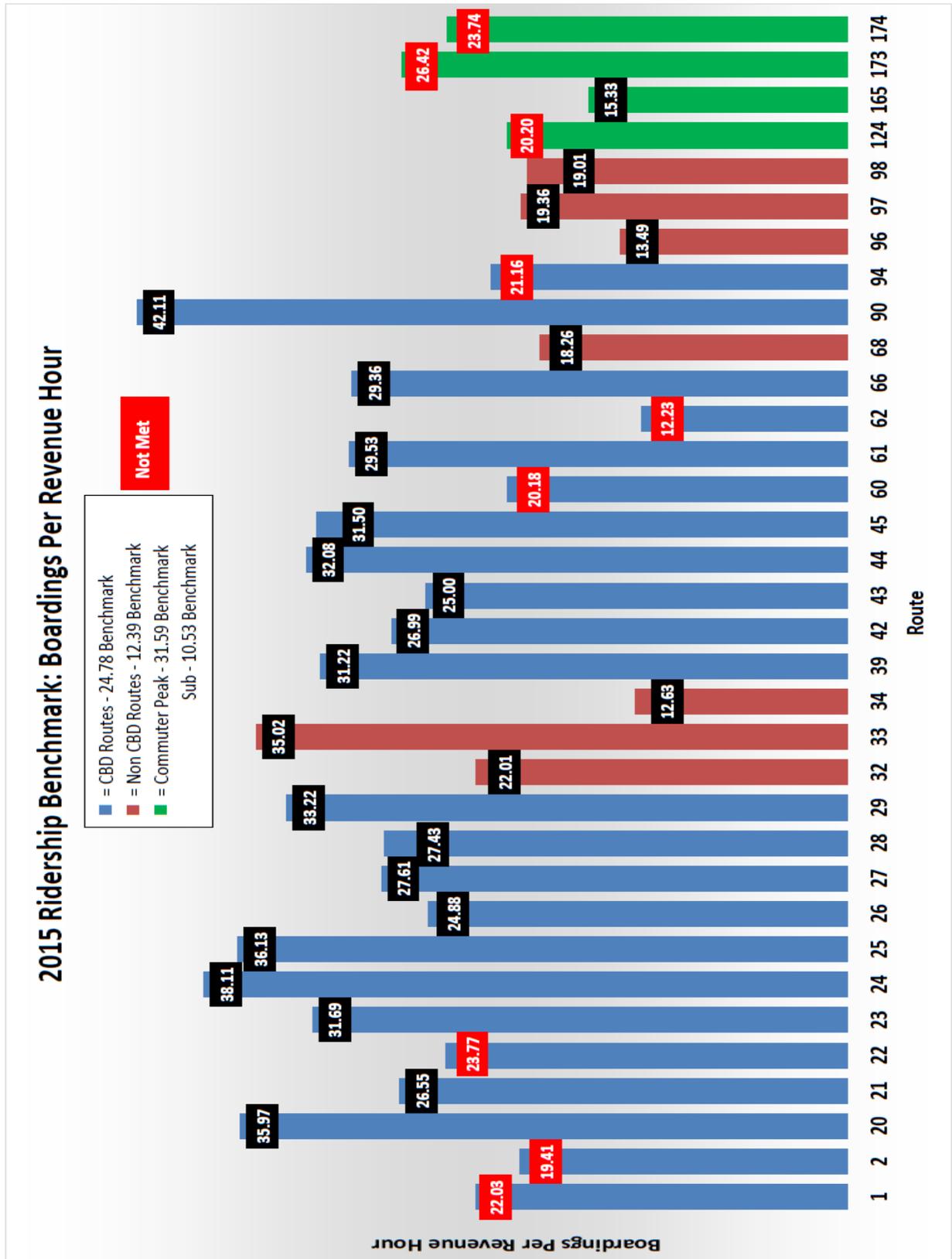
Route	Route Name	Ridership		Energy		Fares	
		Benchmark	Actual	Benchmark	Actual	Benchmark	Actual
1	Plaza/Arena	24.78	22.03	6.38	3.64	10.40%	18.09%
2	Southside Medical Shuttle	24.78	19.41	6.38	4.36	10.40%	12.86%
20	SFCC	24.78	35.97	4.92	8.09	10.40%	22.32%
21	West Broadway	24.78	26.55	4.92	5.65	10.40%	17.67%
22	Northwest Boulevard	24.78	23.77	4.92	5.08	10.40%	16.91%
23	Maple/Ash	24.78	31.69	4.92	4.54	10.40%	23.74%
24	Monroe	24.78	38.11	4.92	7.06	10.40%	27.80%
25	Division	24.78	36.13	4.92	10.27	10.40%	28.54%
26	Lidgerwood	24.78	24.88	4.92	7.49	10.40%	19.01%
27	Hillyard	24.78	27.61	4.92	7.90	10.40%	21.67%
28	Nevada	24.78	27.43	4.92	7.12	10.40%	22.15%
29	SCC	24.78	33.22	4.92	9.01	10.40%	21.64%
32	Trent/Montgomery	12.39	22.01	4.92	6.52	10.40%	14.60%
33	Wellesley	12.39	35.02	4.92	5.59	10.40%	25.08%
34	Freya	12.39	12.63	4.92	3.11	10.40%	7.56%
39	Mission	24.78	31.22	4.92	6.37	10.40%	22.12%
42	South Adams	24.78	26.99	4.92	4.07	10.40%	17.29%
43	Lincoln/37th Avenue	24.78	25.00	4.92	4.57	10.40%	19.04%
44	29th Avenue	24.78	32.08	4.92	6.65	10.40%	23.61%
45	Regal	24.78	31.50	4.92	7.75	10.40%	24.12%
60	Airport via Browne's Addition	24.78	20.18	4.92	3.62	10.40%	14.18%
61	Hwy 2 via Browne's Addition	24.78	29.53	4.92	9.14	10.40%	21.50%
62	Medical Lake	24.78	12.23	4.92	6.21	10.40%	11.76%
66	Cheney/EWU	24.78	29.36	6.98	14.88	10.40%	30.46%
68	Cheney Local	12.39	18.26	4.92	2.56	10.40%	12.27%
90	Sprague	24.78	42.11	4.92	12.96	10.40%	29.29%
94	East Fifth/Millwood	24.78	21.16	4.92	6.00	10.40%	15.64%
96	Pines/Sullivan	12.39	13.49	4.92	3.19	10.40%	9.82%
97	South Valley	12.39	19.36	4.92	4.49	10.40%	13.71%
98	Liberty Lake via Sprague	12.39	19.01	4.92	3.58	10.40%	14.37%
124	North Express	31.59	20.20	7.62	5.71	10.40%	24.00%
165	Cheney Express	10.53	15.33	10.82	9.43	10.40%	15.49%
173	VTC Express	31.59	26.42	7.62	9.98	10.40%	23.19%
174	Liberty Lake Express	31.59	23.74	7.62	9.74	10.40%	26.69%

Did not meet benchmark

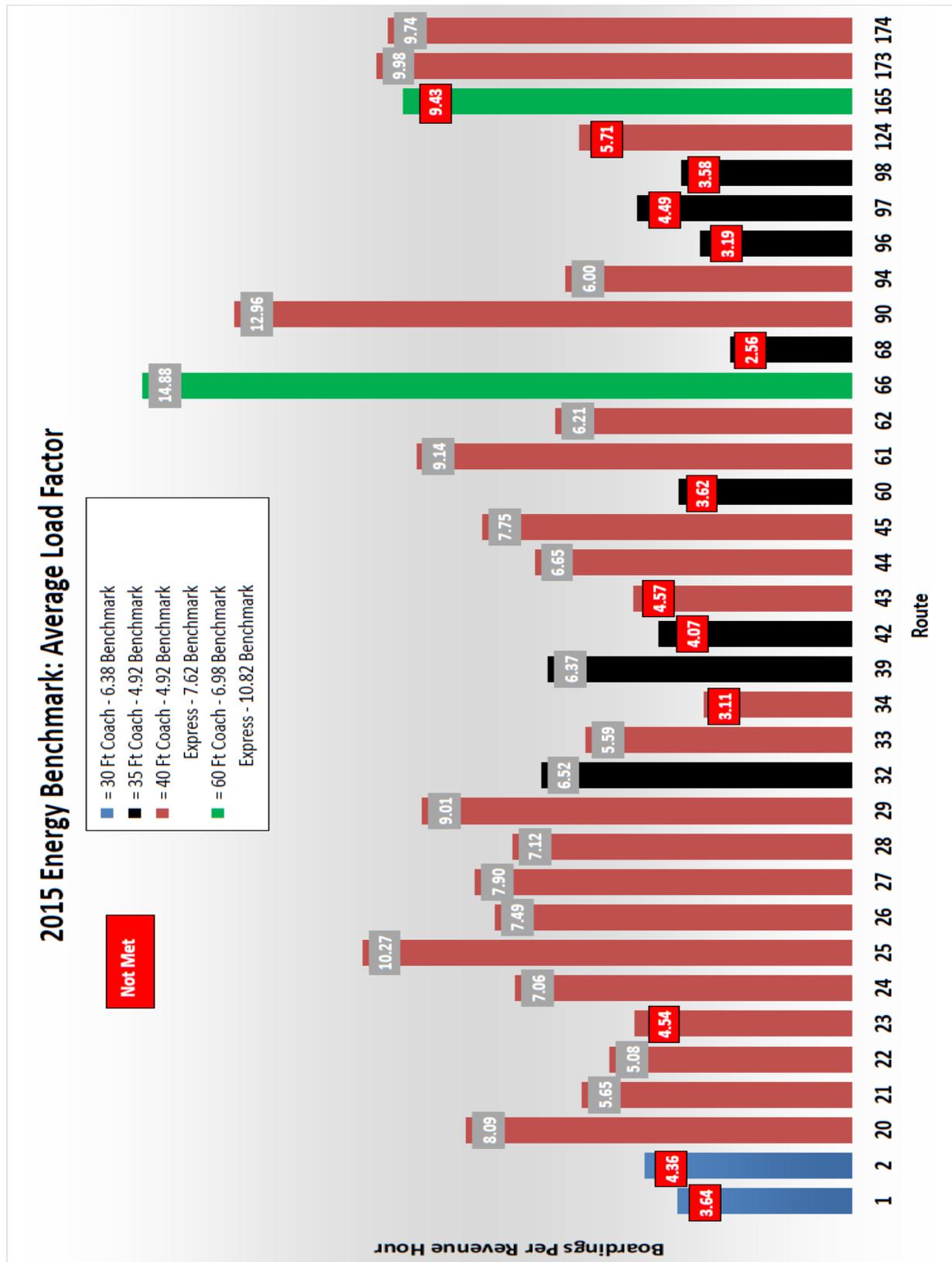
2015/2014 Route Performance Results Comparison

Route	Route Name	Riderhip Benchmark		Energy Benchmark		Fares Benchmark	
		2015	2014	2015	2014	2015	2014
1	Plaza/Arena	NOT MET	NOT MET	NOT MET	NOT MET	PASS	PASS
2	Southside Medical Shuttle	NOT MET	NOT MET	NOT MET	NOT MET	PASS	PASS
20	SFCC	PASS	PASS	PASS	PASS	PASS	PASS
21	West Broadway	PASS	PASS	PASS	PASS	PASS	PASS
22	Northwest Boulevard	NOT MET	NOT MET	PASS	PASS	PASS	PASS
23	Maple/Ash	PASS	PASS	NOT MET	NOT MET	PASS	PASS
24	Monroe	PASS	PASS	PASS	PASS	PASS	PASS
25	Division	PASS	PASS	PASS	PASS	PASS	PASS
26	Lidgerwood	PASS	PASS	PASS	PASS	PASS	PASS
27	Hillyard	PASS	PASS	PASS	PASS	PASS	PASS
28	Nevada	PASS	PASS	PASS	PASS	PASS	PASS
29	SCC	PASS	PASS	PASS	PASS	PASS	PASS
32	Trent/Montgomery	PASS	PASS	PASS	PASS	PASS	PASS
33	Wellesley	PASS	PASS	PASS	PASS	PASS	PASS
34	Freya	PASS	NOT MET	NOT MET	NOT MET	NOT MET	NOT MET
39	Mission	PASS	PASS	PASS	PASS	PASS	PASS
42	South Adams	PASS	PASS	NOT MET	PASS	PASS	PASS
43	Lincoln/37th Avenue	PASS	PASS	NOT MET	PASS	PASS	PASS
44	29th Avenue	PASS	PASS	PASS	PASS	PASS	PASS
45	Regal	PASS	PASS	PASS	PASS	PASS	PASS
60	Airport via Browne's Addition	NOT MET	NOT MET	NOT MET	NOT MET	PASS	PASS
61	Hwy 2 via Browne's Addition	PASS	PASS	PASS	PASS	PASS	PASS
62	Medical Lake	NOT MET	NOT MET	PASS	PASS	PASS	PASS
66	Cheney/EWU	PASS	PASS	PASS	PASS	PASS	PASS
68	Cheney Local	PASS	PASS	NOT MET	NOT MET	PASS	PASS
90	Sprague	PASS	PASS	PASS	PASS	PASS	PASS
94	East Fifth/Millwood	NOT MET	NOT MET	PASS	PASS	PASS	PASS
96	Pines/Sullivan	PASS	PASS	NOT MET	NOT MET	NOT MET	NOT MET
97	South Valley	PASS	PASS	NOT MET	PASS	PASS	PASS
98	Liberty Lake via Sprague	PASS	PASS	NOT MET	NOT MET	PASS	PASS
124	North Express	NOT MET	NOT MET	NOT MET	NOT MET	PASS	PASS
165	Cheney Express	PASS	PASS	NOT MET	PASS	PASS	PASS
173	VTC Express	NOT MET	NOT MET	PASS	PASS	PASS	PASS
174	Liberty Lake Express	NOT MET	NOT MET	PASS	PASS	PASS	PASS

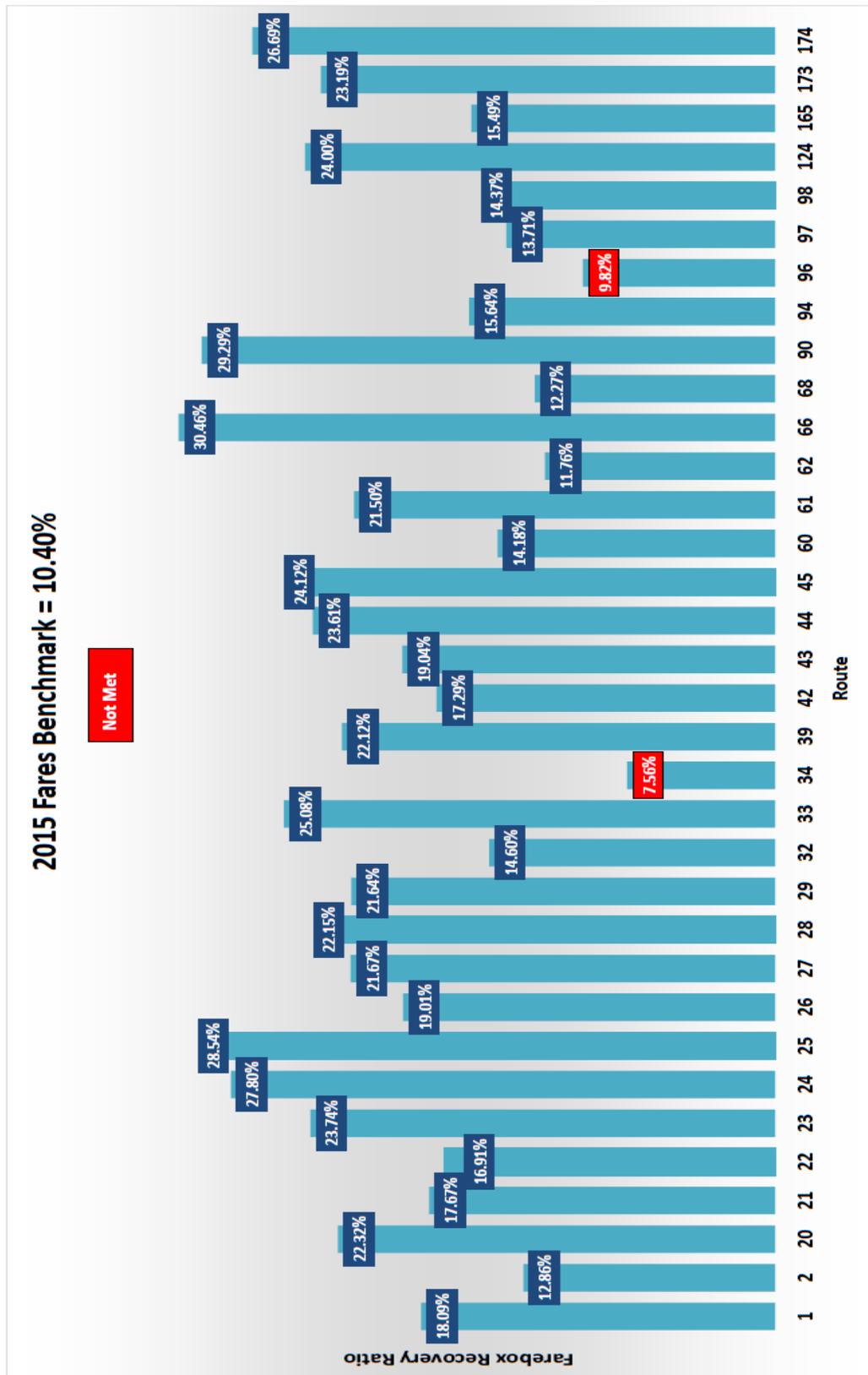
2015 Ridership Benchmark Chart



2015 Energy Benchmark Chart

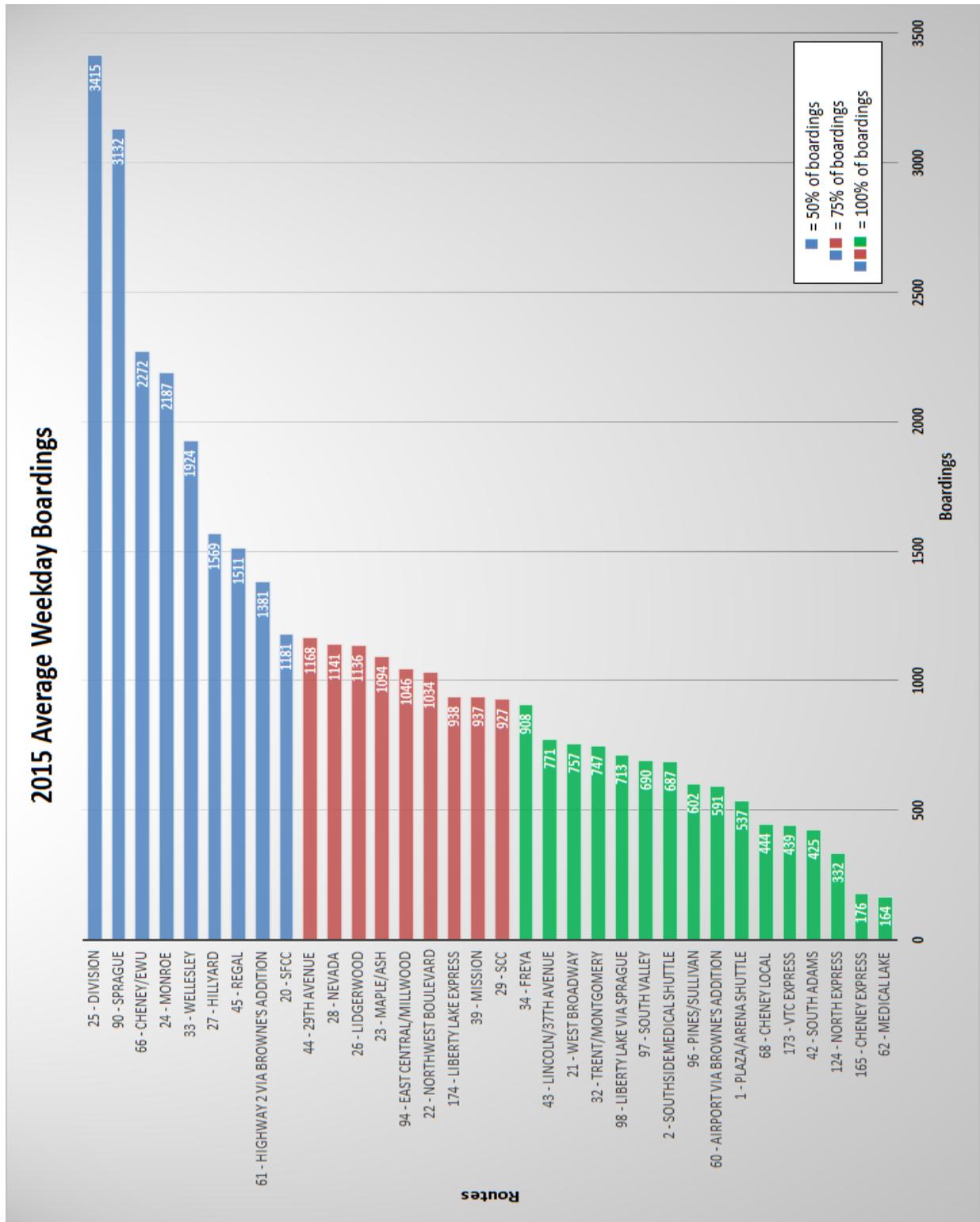


2015 Fares Benchmark Chart



Section II

2015 Average Weekday Boardings

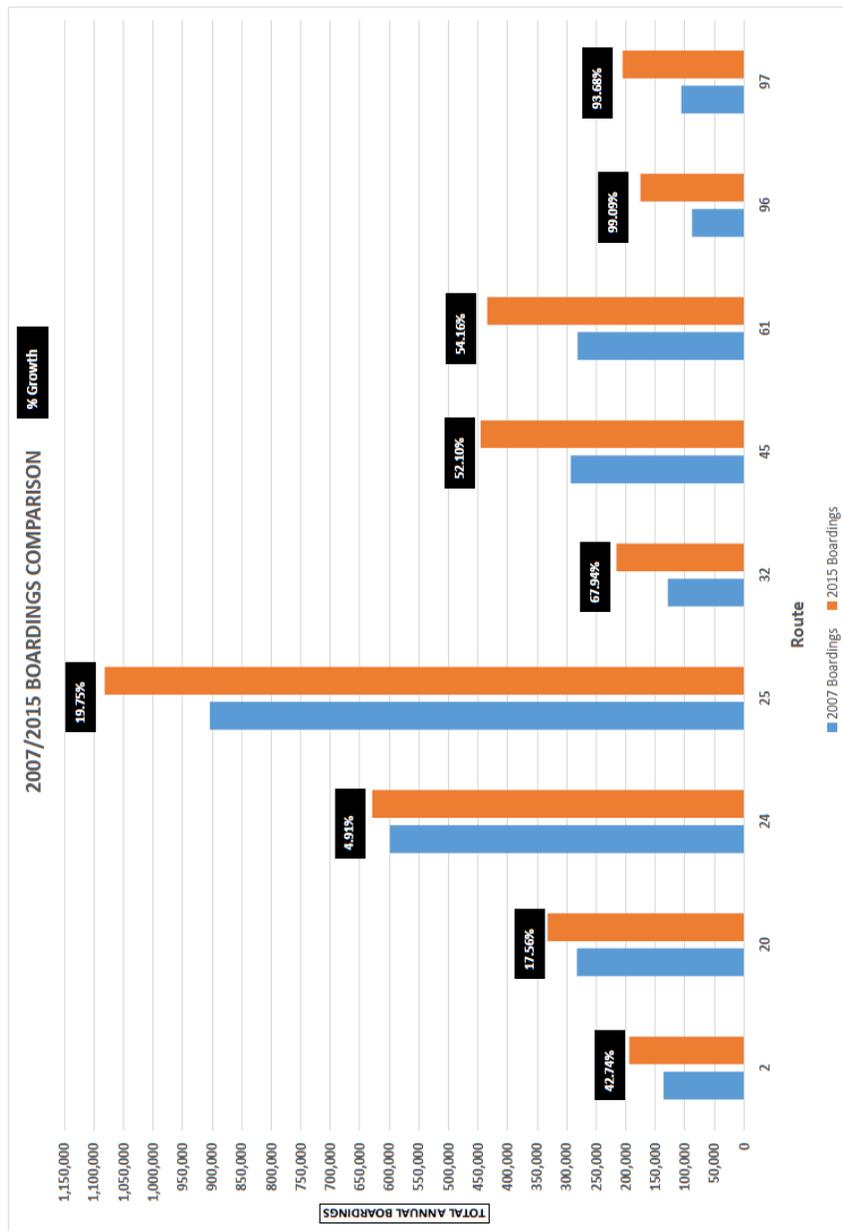


2015 Weekday Total Boardings Comparison to 2014

Route	Total Wk 2015	Total Wk 2014	Change	% Change
1 - Plaza/Arena Shuttle	136,925	127,634	9,291	6.79%
124 - North Express	84,713	98,139	-13,426	-15.85%
165 - Cheney Express	44,844	57,434	-12,590	-28.08%
173 - VTC Express	112,005	118,979	-6,974	-6.23%
174 - Liberty Lake Express	239,165	251,574	-12,409	-5.19%
2 - Southside Medical Shuttle	175,227	191,646	-16,419	-9.37%
20 - SFCC	301,159	339,796	-38,637	-12.83%
21 - West Broadway	193,101	200,978	-7,877	-4.08%
22 - Northwest Boulevard	263,671	280,079	-16,408	-6.22%
23 - Maple/Ash	278,896	255,853	23,043	8.26%
24 - Monroe	557,664	627,819	-70,155	-12.58%
25 - Division	870,908	863,495	7,413	0.85%
26 - Lidgerwood	289,597	295,297	-5,700	-1.97%
27 - Hillyard	400,213	425,461	-25,248	-6.31%
28 - Nevada	291,013	285,053	5,960	2.05%
29 - SCC	236,394	250,286	-13,892	-5.88%
32 - Trent/Montgomery	190,478	195,830	-5,352	-2.81%
33 - Wellesley	490,580	511,767	-21,187	-4.32%
34 - Freya	231,623	229,092	2,531	1.09%
39 - Mission	238,899	243,995	-5,096	-2.13%
42 - South Adams	108,457	128,774	-20,317	-18.73%
43 - Lincoln/37th Avenue	196,730	213,783	-17,053	-8.67%
44 - 29th Avenue	297,798	315,297	-17,499	-5.88%
45 - Regal	385,287	383,722	1,565	0.41%
60 - Airport via Browne's Addition	150,641	162,669	-12,028	-7.98%
61 - Highway 2 via Browne's Addition	352,212	367,310	-15,098	-4.29%
62 - Medical Lake	41,854	48,855	-7,001	-16.73%
66 - Cheney/EWU	579,436	654,954	-75,518	-13.03%
68 - Cheney Local	113,186	121,585	-8,399	-7.42%
90 - Sprague	798,730	835,093	-36,363	-4.55%
94 - East Central/Millwood	266,746	260,298	6,448	2.42%
96 - Pines/Sullivan	153,385	169,853	-16,468	-10.74%
97 - South Valley	175,827	185,860	-10,033	-5.71%
98 - Liberty Lake via Sprague	181,749	176,628	5,121	2.82%

Historical Context

As stated earlier, ridership was down 4.5% compared to the record 2014 ridership. However, STA needs to pause and reflect on how much the network has grown and gotten more efficient to put 2015 in context with the “bigger picture.” Ridership has grown exponentially on some routes and that needs to be shared with the community. Below is a summary of the growth of some of the routes in STA’s network. Since so many changes took place to route patterns and route numbers, the routes listed below are the routes that experienced minor changes since 2007, the first full year of STA’s GFI Farebox system. Keep in mind that ridership was down in 2015 and STA was forced to eliminate some service during the Great Recession.



**SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING**

September 07, 2016

AGENDA ITEM 7: CEO REPORT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: N/A

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

RECOMMENDATION TO COMMITTEE: N/A

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

September 07, 2016

AGENDA ITEM 8A : **JUNE 2016 SEMI-ANNUAL FINANCIAL REPORTS**

REFERRAL COMMITTEE: N/A

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

SUMMARY: Attached are the June 2016 semi-annual financial reports.

- ❖ Capital Budget
 - 16.0% of the Capital budget has been spent.
 - Due to timing of projects, most expenditures will be made in the last half of the year.
- ❖ Federal Grants
 - Federal capital grants cover multiple years and plans have been made for the expenditure of these grants.
- ❖ Cash Balance
 - The cash balance of \$50.6 million includes the fleet replacement fund of \$7.6 million.

RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

**SPOKANE TRANSIT
CAPITAL BUDGET STATUS
JUNE 30, 2016**

Capital Projects	Quantity	State Funding	Federal Funding	Local Funding	2016 Budget Total	Expensed to Date	Remaining Balance
Revenue Vehicles							
Fixed Route Coaches (Diesel)	7			\$3,239,775	\$3,239,775	\$0	\$3,239,775
Fixed Route Coach Modine Electric Fan Retrofit				424,710	424,710	-	424,710
Paratransit Vans	12		\$1,041,341	260,335	1,301,676	-	1,301,676
Vanpool Vans (Replacement)	10			361,693	361,693	-	361,693
Total Revenue Vehicles	29	\$0	\$1,041,341	\$4,286,513	\$5,327,854	\$0	\$5,327,854
Non-Revenue Vehicles							
Service Vehicle	1			\$25,000	\$25,000	\$0	\$25,000
Scissor Lift	1			23,000	23,000	20,952	2,048
Service Truck	1			91,350	91,350	-	91,350
Box Truck	1			73,500	73,500	-	73,500
Shelter Cleaning Truck	1			80,000	80,000	-	80,000
Total Non-Revenue Vehicles	5	\$0	\$0	\$292,850	\$292,850	\$20,952	\$271,898
Facilities - Maintenance and Administration							
Boone - Facility Master Plan Program				\$815,234	\$815,234	\$93,720	\$721,514
Boone - Preservation and Improvements				168,750	168,750	128,729	40,021
Fleck Center Preservation and Improvements				22,885	22,885	-	22,885
Miscellaneous Equipment and Fixtures				239,000	239,000	7,601	231,399
Total Facilities - Maintenance and Administration		\$0	\$0	\$1,245,869	\$1,245,869	\$230,049	\$1,015,820
Facilities - Passenger and Operational							
Park and Ride Upgrades				\$275,000	\$275,000	\$33,374	\$241,626
Plaza Renovation				1,443,258	1,443,258	151,093	1,292,165
Route and Stop Facility Improvements			\$80,000	570,000	650,000	63	649,937
Valley Transit Center (Pence Cole) Preservation				3,050	3,050	-	3,050
Park and Ride Development				60,000	60,000	56	59,944
Total Facilities - Passenger and Operational		\$0	\$80,000	\$2,351,308	\$2,431,308	\$184,586	\$2,246,722
Technology Projects							
Business Systems Replacement			\$660,000	\$615,229	\$1,275,229	\$183,315	\$1,091,914
Communications Technology Upgrades				305,522	305,522	244,165	61,357
Computer Equipment Preservation and Upgrade				225,000	225,000	-	225,000
Fare Collection and Sales Technology			294,770	908,357	1,203,127	-	1,203,127
Operating and Customer Service Software				125,000	125,000	-	125,000
Security and Access Technology				541,250	541,250	-	541,250
Smart Bus Implementation				100,000	100,000	773,742	(673,742)
Total Technology Projects		\$0	\$954,770	\$2,820,358	\$3,775,128	\$1,201,222	\$2,573,906
High Performance Transit							
Central City Line		\$250,000	\$687,500		\$937,500	\$57,294	\$880,206
Cheney HPT Corridor - Four Lakes Station			51,300	\$34,200	\$85,500		85,500
HPT Program Development			80,000	\$20,000	100,000	78,832	21,168
West Plains Transit Center		\$243,000	142,725	22,275	408,000	86,103	321,897
Total High Performance Transit	-	\$493,000	\$961,525	\$76,475	\$1,531,000	222,229	\$1,308,771
GRAND TOTAL	34	\$493,000	\$3,037,636	\$11,073,373	\$14,604,009	\$1,859,039	\$12,744,970
RECONCILING ITEMS (ITEMS BUDGETED AND ANTICIPATED TO HAVE BEEN PAID IN 2015 BUT PAYMENTS DELAYED TO 2016):							
Central City Line						46,648	(46,648)
Miscellaneous Equipment						11,072	(11,072)
Boone Bus Washer						-	-
Long Range Master Plan						-	-
Route and Stop Facility Improvements (2015)						-	-
Paratransit Van-Propane						97,078	(97,078)
RECONCILING ITEMS (ITEMS UNBUDGETED IN 2016):							
Lift Project-Paratransit						4,480	(4,480)
Right of Way Acquisition for West Plains						481	(481)
Right of Way Acquisition for Moran Prairie						237	(237)
Subtotal RECONCILING ITEMS		\$0	\$0	\$0	\$0	\$159,996	(\$159,996)
GRAND TOTAL		\$493,000	\$3,037,636	\$11,073,373	\$14,604,009	\$2,019,035	\$12,584,974

**SPOKANE TRANSIT
STATUS OF FEDERAL CAPITAL GRANTS
JUNE 30, 2016**

<u>GRANTS</u>	<u>LATEST APPROVED BUDGET</u>	<u>CUMULATIVE AMOUNT EXPENDED</u>	<u>UNEXPENDED BALANCE</u>	<u>UNEXPENDED LOCAL BALANCE</u>	<u>UNEXPENDED FEDERAL BALANCE</u>
WA-04-0064 ROOF REPLACEMENT/BUSINESS SYSTEM	\$4,645,068	\$3,246,194	\$1,398,874	\$279,775	\$1,119,099
WA-04-0090 GENERATORS, STATE OF GOOD REPAIR-MAINTENANCE	1,332,500	1,305,532	26,968	5,394	21,574
WA-34-0002 PARATRANSIT VANS (12)	2,904,777	2,553,352	351,425	70,285	281,140
WA-95-X079 UNIVERSAL TRANSIT ACCESS PASS - CCS	1,748,397	1,367,455	380,942	10,068	370,875
WA-95-X068 CENTRAL CITY/HPT DESIGN & STANDARDS	618,750	550,174	68,576	13,715	54,861
WA-95-X081 ENGINEERING/DESIGN WEST PLAINS TRANSIT CENTER	1,100,000	750,016	349,984	(59,937)	409,921
WA-95-X082 ENGINEERING/DESIGN CENTRAL CITY LINE	1,589,596	177,548	1,412,048	64,123	1,347,925
WA-90-X579 ADA ACCESS	97,849	40,134	57,715	11,543	46,172
WA-16-X048 VAN SERVICE EXPANSION, DEMAND RESPONSE, ADA PARATRANSIT	818,737	44,278	774,459	241,892	532,567
WA-90-X598 BUS SHELTERS, BUS STOP IMPROVEMENTS, SIGNAGE	96,250	0	96,250	19,250	77,000
WA-95-X092 SMART CARD/FAREBOX UPGRADE	1,400,000	0	1,400,000	700,000	700,000
FEDERAL GRANTS TOTAL	\$16,351,924	\$10,034,683	\$6,317,241	\$1,356,107	\$4,961,134

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

September 07, 2016

AGENDA ITEM 8B : JULY 2016 FINANCIAL RESULTS SUMMARY

REFERRAL COMMITTEE: N/A

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

SUMMARY: Attached are the July 2016 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. July equates to 58.0% of the year.

Revenue

Overall, revenue is at 59.5% of budget (\$41.7M) which is slightly above the expected (\$40.7M).

Fares & Other Transit Revenue is below budget at 52.7%.

Sales Tax Revenue is slightly higher than the budget at 59.2%.

Federal & State Grants is higher than the expected budget at 68.7%.

Miscellaneous Revenue is higher than the expected budget at 68.7%.

Operating Expenses

Operating expenses at 52.4% of budget (\$34.2M) are 10% below the expected amount of 58.0% (\$37.8M).

Fixed Route 53.3% of budget expended

Paratransit 49.8% of budget expended

Vanpool 45.8% of budget expended

Plaza 54.5% of budget expended

Administration 51.3% of budget expended

Operating expenses are greatly influenced by timing of payments. For example, only 24.8% (\$1.1M) of the fuel budget has been spent to date and we expect that to change significantly as the year goes along.

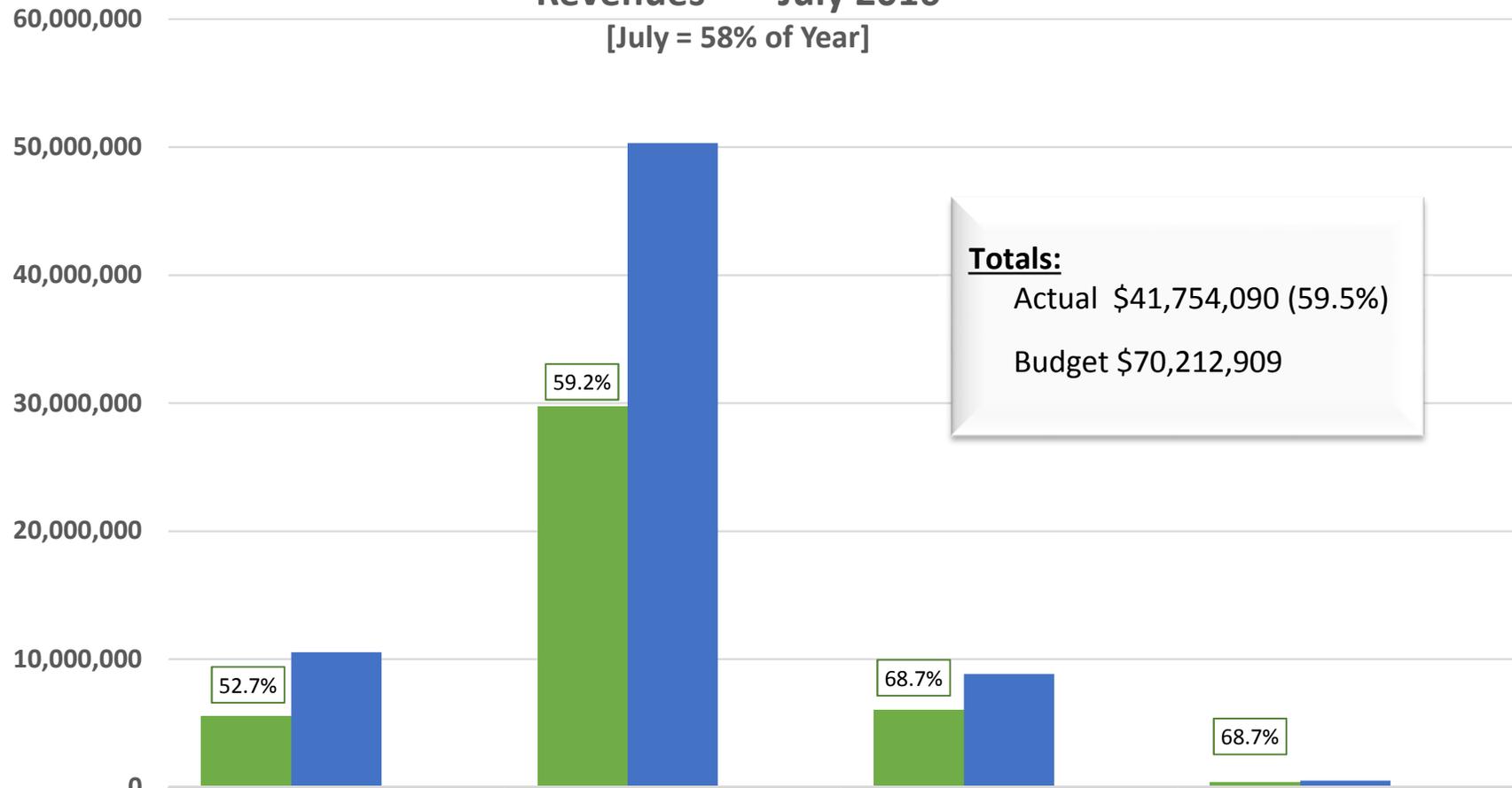
RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

Spokane Transit Revenues ⁽¹⁾ - July 2016

[July = 58% of Year]

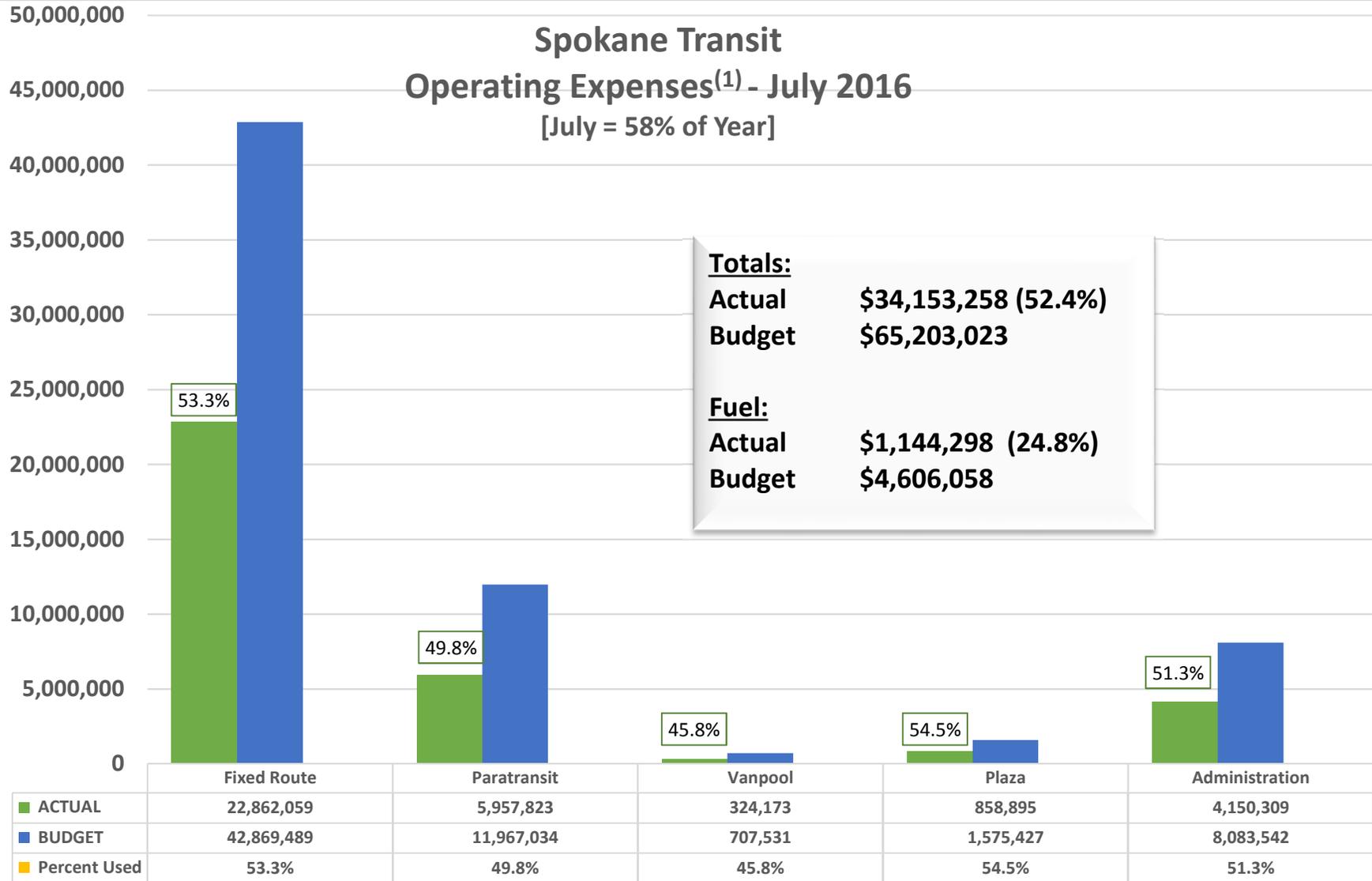


Totals:
 Actual \$41,754,090 (59.5%)
 Budget \$70,212,909

	Fares & Other Transit Revenue	Sales Tax	Federal & State Grants	Miscellaneous
■ ACTUAL	5,558,832	29,767,526	6,076,108	351,624
■ BUDGET	10,545,917	50,315,522	8,839,596	511,874
■ Percent Used	52.7%	59.2%	68.7%	68.7%

⁽¹⁾ Above amounts exclude grants used for capital projects. Year-to-date July 2016, state capital grant reimbursements total \$449,627 and federal capital grant reimbursements total \$448,988.

Spokane Transit Operating Expenses⁽¹⁾ - July 2016 [July = 58% of Year]



⁽¹⁾ Operating expenses exclude capital expenditures of \$2,932,286 and Street/Road cooperative projects of \$21,925 at year-to-date July 2016.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE SPECIAL MEETING

September 07, 2016

AGENDA ITEM 8C : **AUGUST 2016 SALES TAX REVENUE INFORMATION**

REFERRAL COMMITTEE: N/A

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

Attached is August 2016 sales tax revenue information.

August sales tax revenue, which represents sales for June, 2016, was:

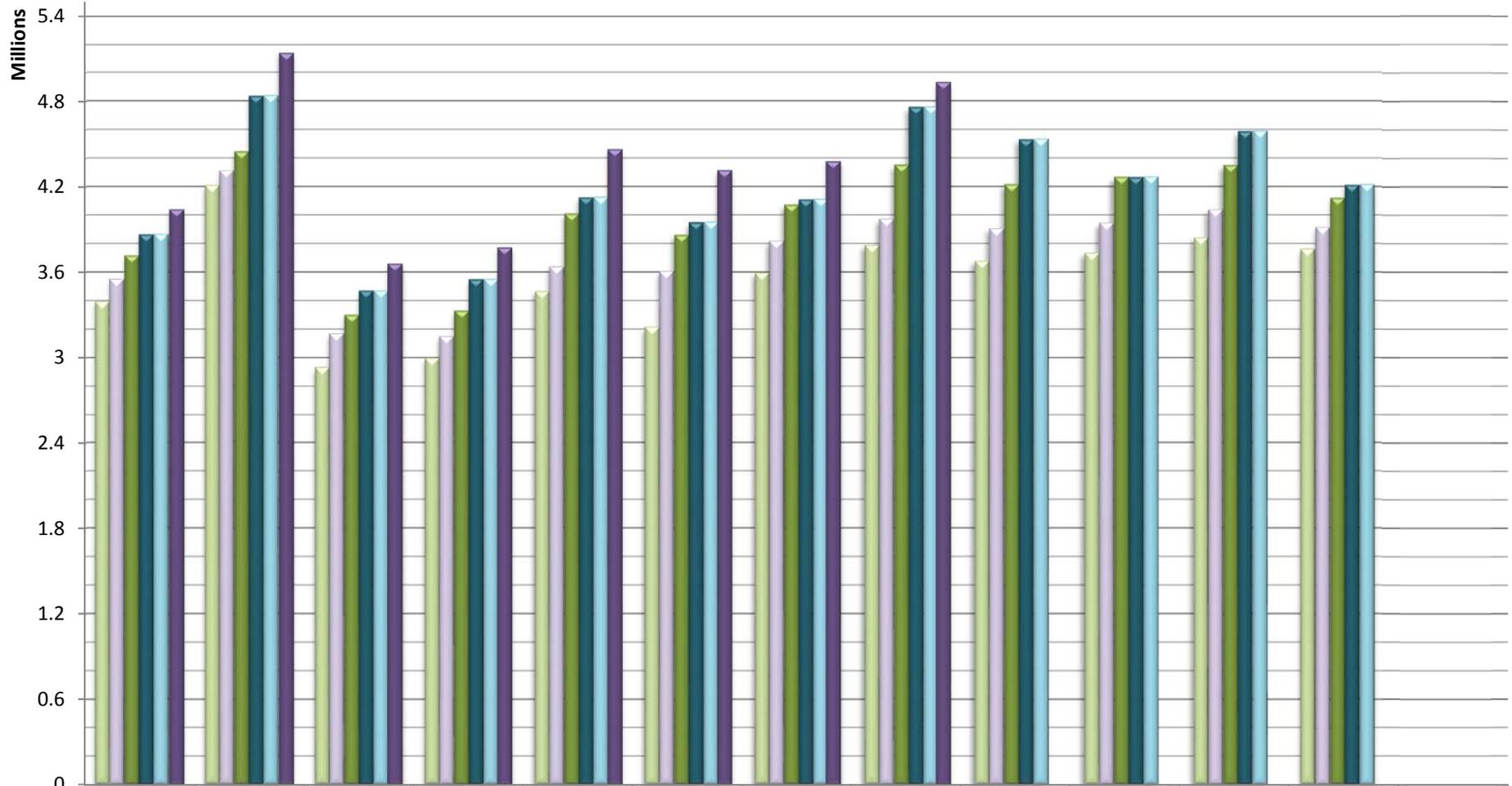
- +3.7% over August 2015 actual
- +6.1% YTD above budget
- +6.2% above YTD actual

RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

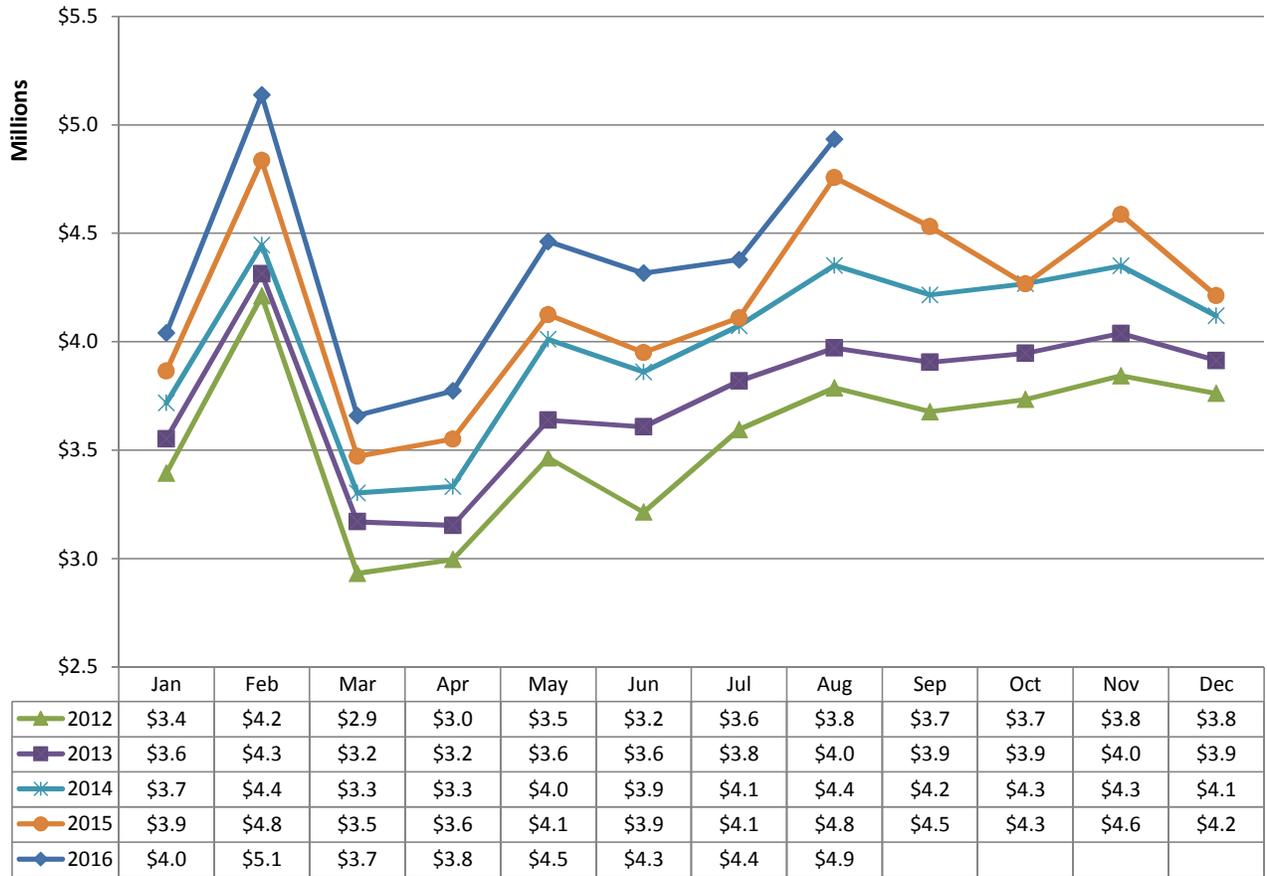
2012 - 2016 SALES TAX RECEIPTS ⁽¹⁾



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2012 Act.	3,393,162	4,210,587	2,931,140	2,995,322	3,464,079	3,214,084	3,595,195	3,786,787	3,677,285	3,733,831	3,842,726	3,761,526	42,605,722
2013 Act.	3,552,629	4,313,315	3,170,287	3,152,776	3,638,110	3,607,445	3,818,364	3,971,379	3,905,284	3,946,531	4,038,362	3,913,617	45,028,101
2014 Act.	3,717,183	4,445,759	3,303,019	3,331,820	4,010,737	3,860,469	4,073,091	4,352,108	4,215,907	4,267,406	4,349,765	4,119,702	48,046,965
2015 Act.	3,865,250	4,835,478	3,471,459	3,550,797	4,124,484	3,949,801	4,109,906	4,756,705	4,530,359	4,265,975	4,587,132	4,211,936	50,259,282
2016 Bud.	3,869,575	4,840,888	3,475,344	3,554,771	4,129,100	3,954,221	4,114,505	4,762,028	4,535,428	4,270,749	4,592,265	4,216,648	50,315,522
2016 Act.	4,040,342	5,138,043	3,659,616	3,772,996	4,462,273	4,315,784	4,378,473	4,933,936	-	-	-	-	
\$ Mo. Var.	175,092	302,566	188,156	222,199	337,789	365,983	268,567	177,231	-	-	-	-	
% Mo. Var.	4.5%	6.3%	5.4%	6.3%	8.2%	9.3%	6.5%	3.7%	0.0%	0.0%	0.0%	0.0%	
\$ YTD Var.	175,092	477,657	665,814	888,013	1,225,801	1,591,784	1,860,351	2,037,582	-	-	-	-	
% YTD Var.	4.5%	5.5%	5.5%	5.6%	6.2%	6.7%	6.7%	6.2%	0.0%	0.0%	0.0%	0.0%	
% YTD Bud. Var.	4.4%	5.4%	5.4%	5.5%	6.1%	6.6%	6.5%	6.1%	0.0%	0.0%	0.0%	0.0%	

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

Sales Tax Revenue History-August 2016⁽¹⁾



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

Sales Tax Summary (with Mitigation for All Jurisdictions)				
August 2016				
	YTD 2015	YTD 2016	\$ CHANGE	% CHANGE
LIBERTY LAKE	1,621,133	1,924,597	303,465	18.7%
CHENEY	757,587	880,768	123,181	16.3%
MILLWOOD	\$ 278,470	\$ 311,608	\$ 33,138	11.9%
SPOKANE COUNTY	14,873,383	16,104,500	1,231,117	8.3%
SPOKANE VALLEY	12,083,158	12,909,581	826,423	6.8%
PFD	5,765,937	6,152,450	386,513	6.7%
STA	32,663,880	34,701,462	2,037,582	6.2%
SPOKANE	26,501,872	27,807,199	1,305,328	4.9%
AIRWAY HEIGHTS	1,119,498	1,120,048	549	0.0%
MEDICAL LAKE	187,082	175,582	(11,501)	-6.1%
ALL	\$ 95,852,000	\$ 102,087,795	\$ 6,235,796	6.5%

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

September 07, 2016

AGENDA ITEM 8D : JULY 2016 OPERATING INDICATORS

REFERRAL COMMITTEE: N/A

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

SUMMARY: July 2016 month-to-month comparisons are skewed heavily due to an very unusual confluence of weekends and holidays. There were five Saturdays, five Sundays, and a Holiday on a Monday. This resulted in three less weekdays than July 2015, which has a significant impact on monthly ridership.

FIXED ROUTE

Overall monthly ridership decreased 12.0% (711,565 vs. 808,663 in July 2015) and is down 5.6% (6,128,060 vs. 6,493,084) YTD. The ridership goal is 1.5% growth in 2016.

- Adult ridership decreased 13.3% (411,693 vs. 474,774 in July 2015) and is down 8.2% (3,760,878 vs. 4,098,562) YTD.
- CCS Pass ridership decreased 20.2% (14,826 vs. 18,570 in July 2015) and is down 18.3% (394,198 vs. 482,741) YTD.
- Eagle Pass ridership decreased 31.7% (11,950 vs. 17,509 in July 2015) and is down 10.5% (472,676 vs. 527,902) YTD.
- GU Bulldogs Pass ridership totaled 2,220 for July 2016 and totals 29,899 YTD.
- Youth ridership decreased 18.0% (37,392 vs. 45,618 in July 2015) and is down 1.4% (398,470 vs. 404,277) YTD.
- Reduced Fare / Paratransit ridership decreased 7.9% (117,775 vs. 127,929 in July 2015) and is up 0.9% (872,348 vs. 864,573) YTD.

PARATRANSIT

Monthly ridership decreased 7.0% (36,456 vs. 39,180 in July 2015) and is up 1.17% (278,165 vs. 274,955) YTD. The 2016 ridership goal is to maintain 2015 ridership.

VANPOOL

Vanpool customer trips were down 15.8% (14,035 vs 16,665 in July 2015), and down 12.7% (114,830 vs 131,528) YTD. Two groups folded in July. One will start back up in September as it is a school district van. The other van folded after shift changes of workers in Liberty Lake. 90 vs. 92 total vans were in service in July 2016 vs. July 2015. The 2016 ridership goal is a 7% increase over 2015.

- Active riders are those that took at least one trip in the month. There were 686 active riders in July 2016 vs 728 in July of 2015. The average daily ridership trips were down 60 (808 vs 868 in 2015) with the average monthly trips per van down 25 (156 vs 181 in 2015)
- Riders added in July this year 21 vs 32 in July 2015
- Riders removed this year, 37 in 2016 vs 35 in July of 2015
- Days operated 1,563 vs 1,766 in July of 2015
- Average vanpool round trip 52.76
- Total vans in operation 90 vs 92 in 2015

8D-JULY 2016 OPERATING INDICATORS

September 07, 2016

Page Two

July was a short month with only 20 working days due to the holiday. Many van groups appear to have not operated for a week or more likely due to vacations as reflected by their ridership/mileage reports. Triumph is likely working extra weekend shifts to make up for lost time, but none of the vans were significantly over their allocated usage for the month. Triumph workers had until the 6th of July to return to work and it is possible some of the vans did not operate until they had the entire group back.

Vanpool participated in an event at the Spokane Indians Ball Park and also completed a site visit at St. Lukes. A planned visit with Kootenai Medical was rescheduled for August due to marketing materials not being approved by Kootenai Medical in time for the event. The vanpool team also attended the Commute Trip Reduction (CTR) networking lunch at Riverfront Park. Connections were made with several ETC's resulting in several planned visits for July.

CUSTOMER SERVICE

Total monthly pass sales decreased 15.3% (7,279 vs. 8,592 in 2015). YTD pass sales declined by 3.6% (64,914 vs. 67,328).

- Adult Pass/Smartcard sales decreased 41.1% (2,812 vs. 4,772 in July 2015). YTD sales decreased by 5.3% (28,534 vs. 30,135) due to fewer passes being purchased in July by Rosauers, DSHS, Worksource, and Salvation Army.
- ESBP sales increased 30.6% (827 vs 633 in July 2015) mainly due to passes purchased by Northern Quest Casino and Alorca . YTD pass sales declined 8.3% (5,783 vs. 6,304).
- Student Pass sales decreased 83.6% (16 vs. 99 in July 2015). YTD pass sales decreased 76.8% (306 vs, 1,318). Decreases are attributed to universities converting to the UTAP program.
- Youth Pass/Smartcard monthly sales increased 252.1% (845 vs. 240 in July 2015) due to purchases by Spokane School District and Goodwill Industries. YTD pass sales increased 7.1% (9,343 vs. 8,722).
- City Ticket monthly sales increased 9.8% (415 vs. 378 in July of 2015). YTD pass sales increased .3% (2,849 vs. 2,841).
- Reduced Fare Pass/Smartcard monthly sales decreased 5.9% (1,578 vs. 1,677 in July 2015) with reduced purchases by Division of Vocational Rehabilitation. YTD pass sales decreased .6% (12,392 vs. 12,466).
- Paratransit Pass/Smartcard sales decreased 1.3% (786 vs.793) in July 2015). YTD sales increased 3.0% (5,707 vs. 5,542).

RECOMMENDATION TO COMMITTEE: Information only.

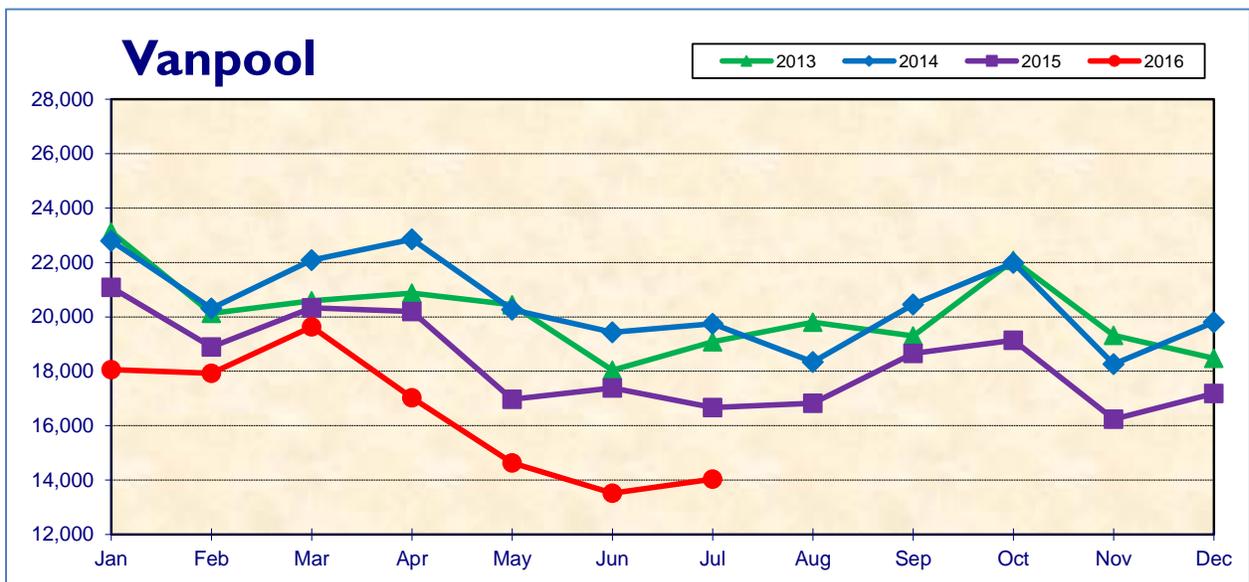
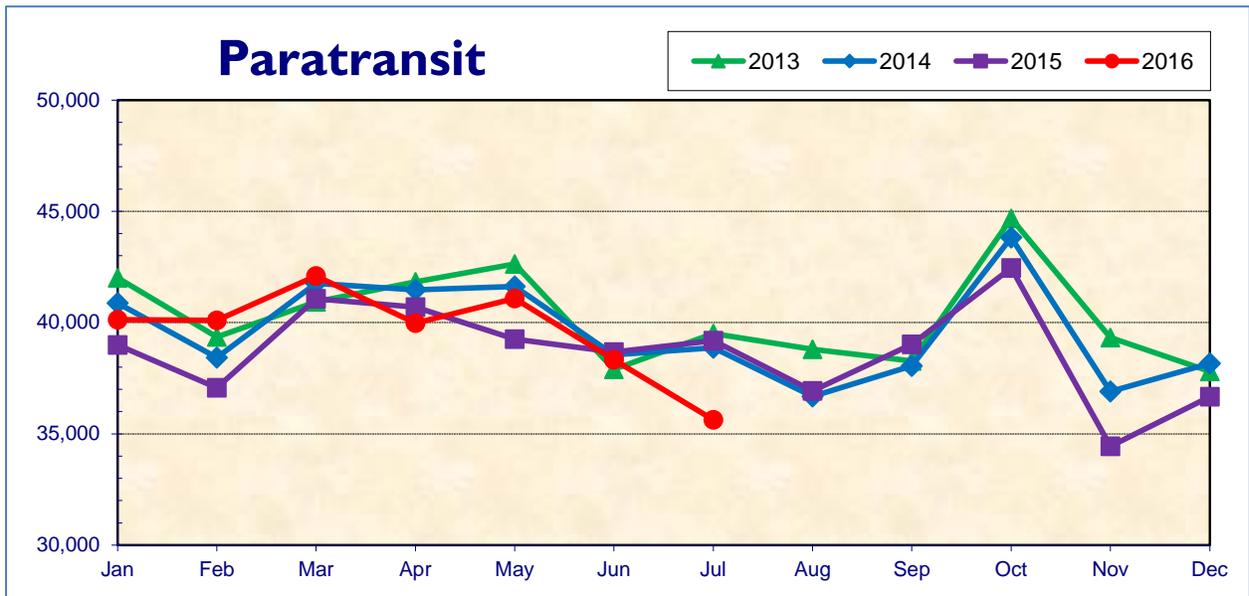
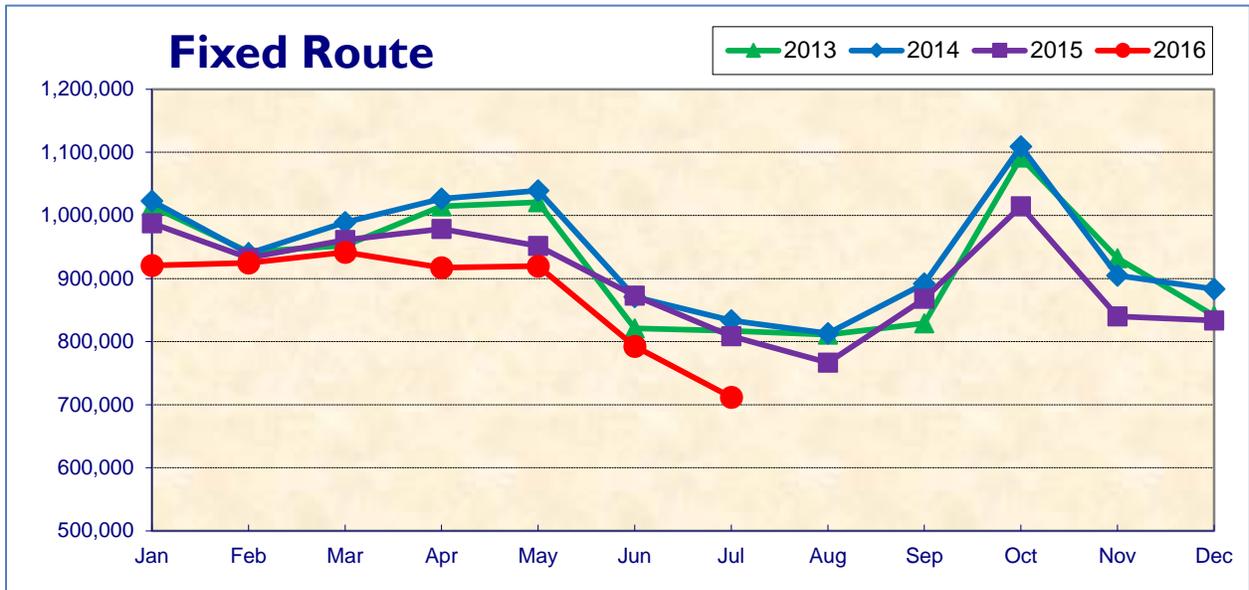
FINAL REVIEW FOR BOARD BY:

Division Head _____

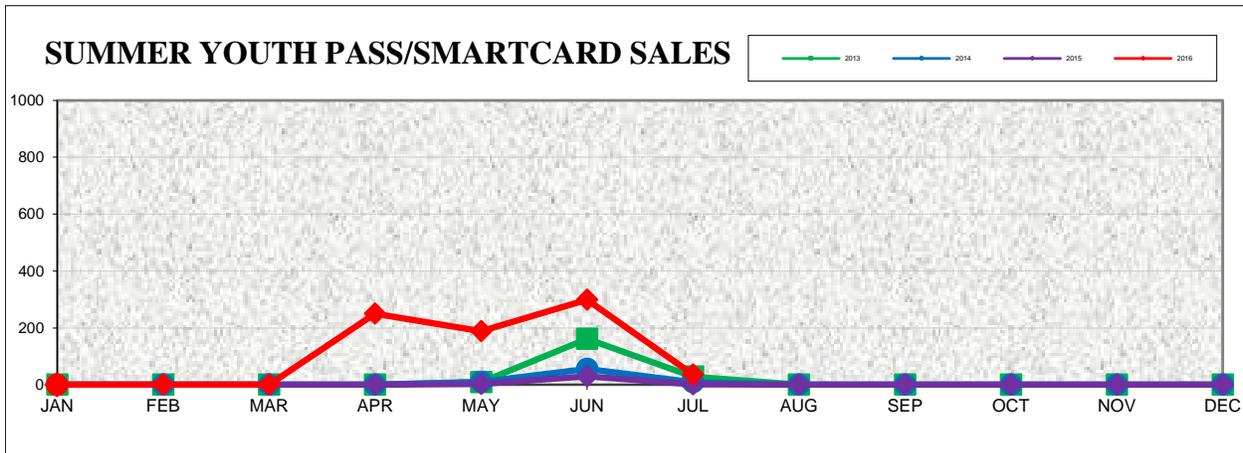
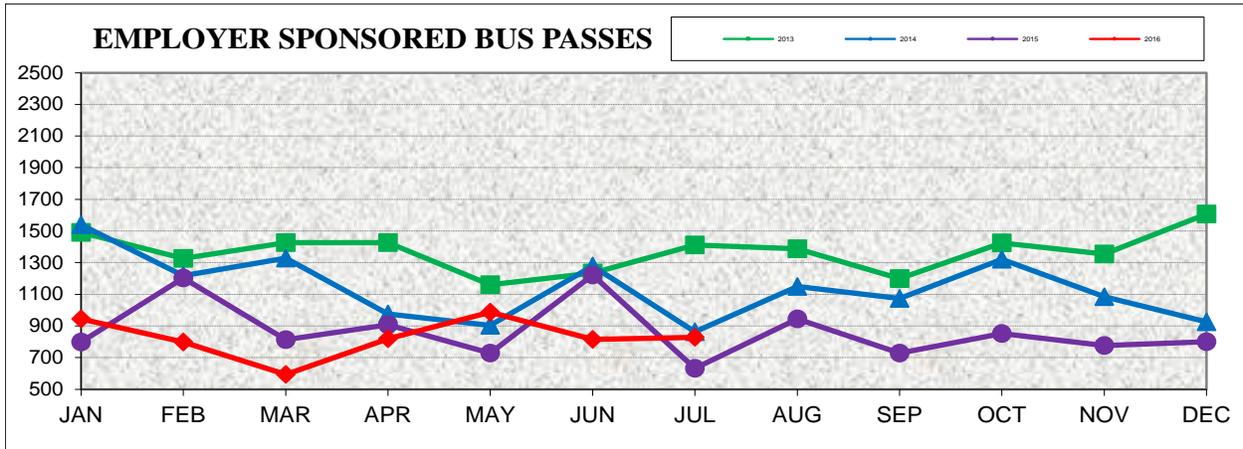
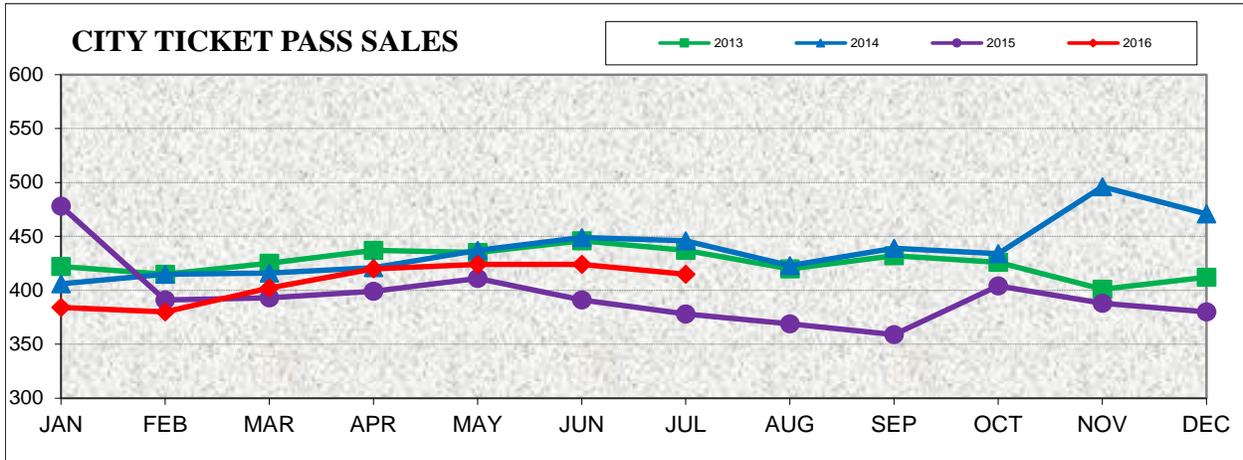
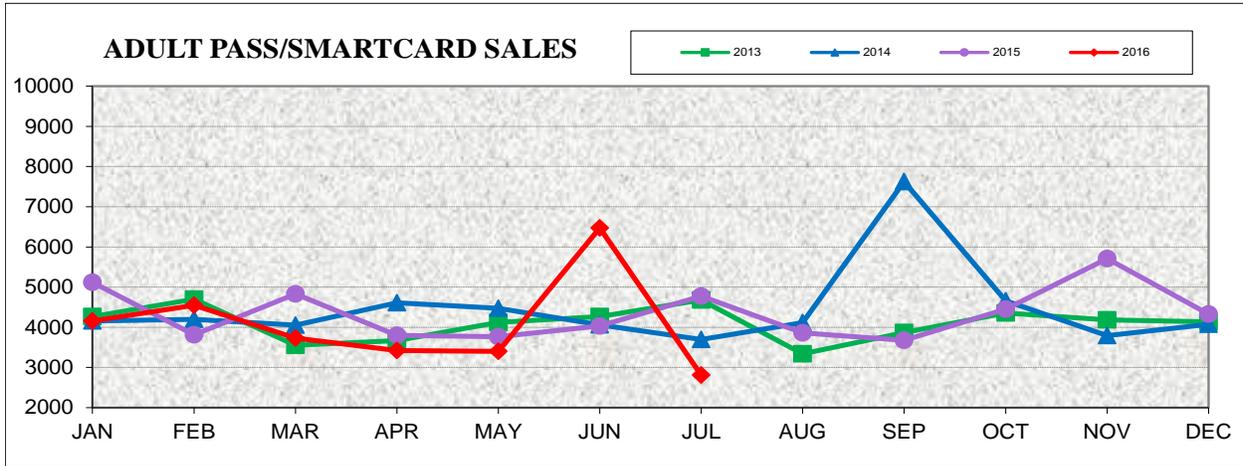
Chief Executive Officer _____

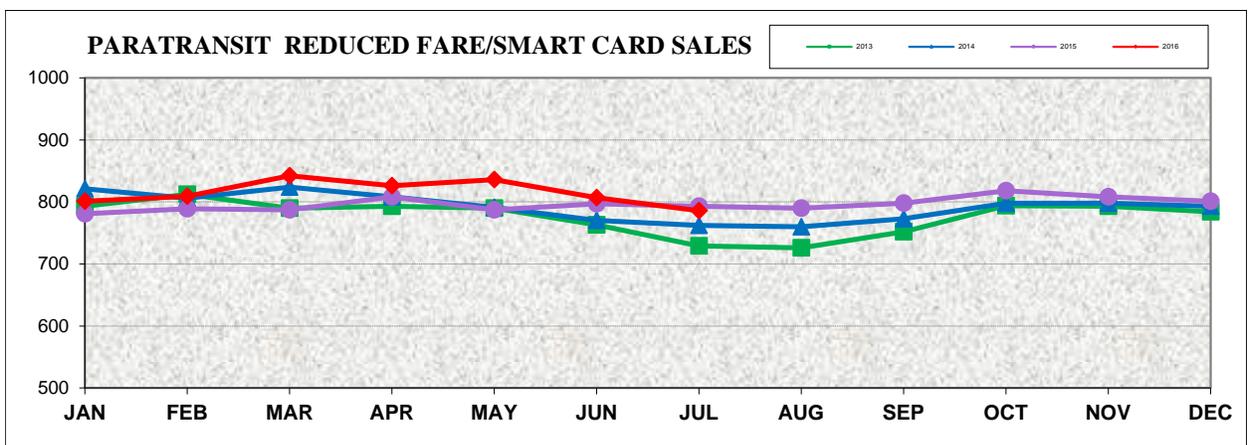
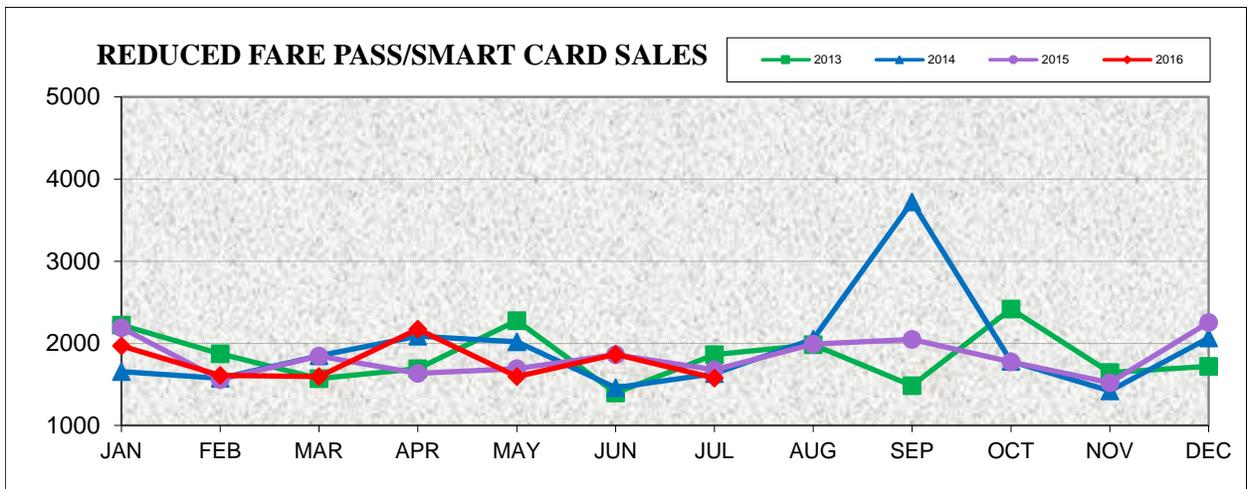
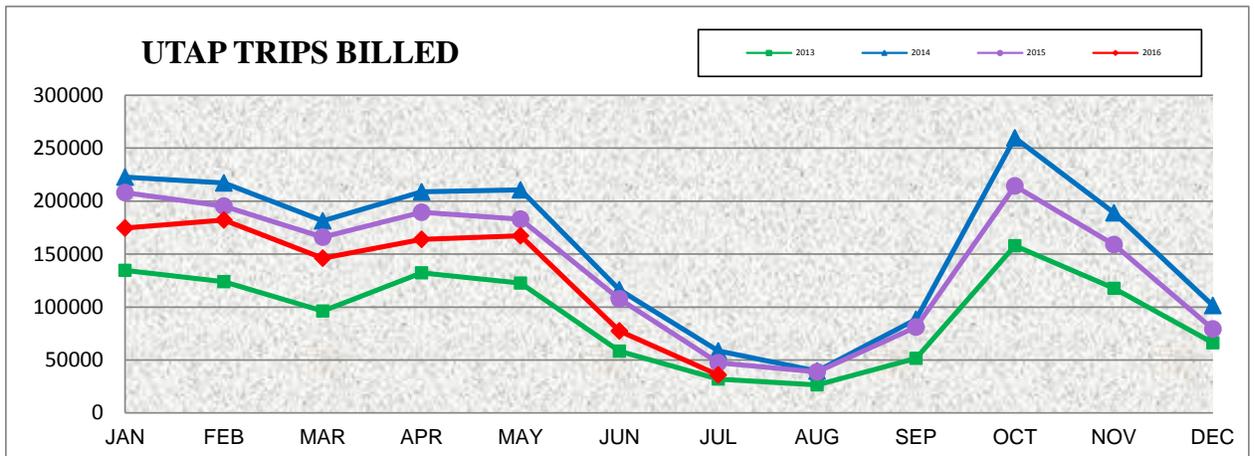
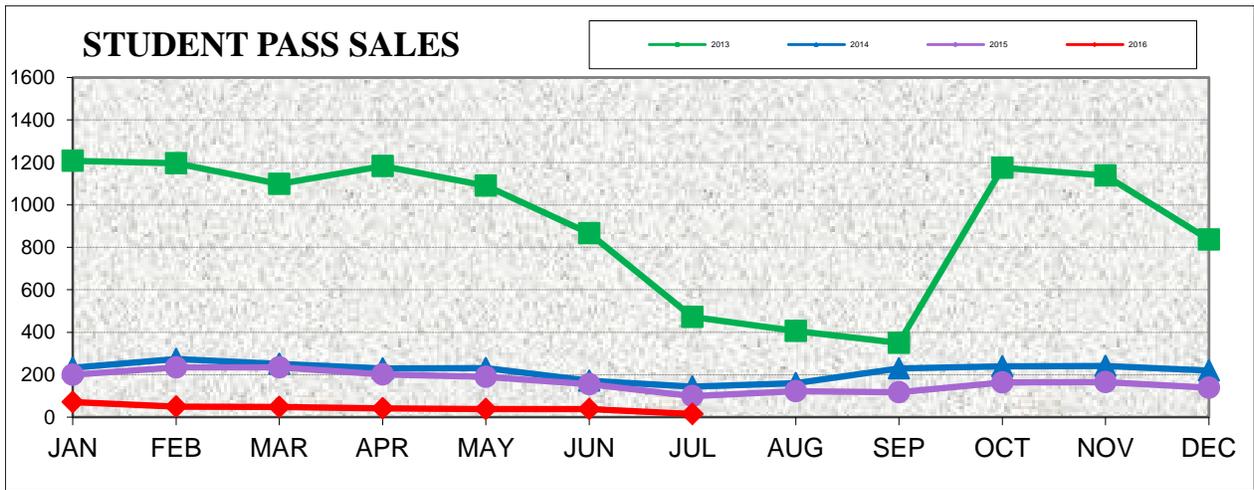
Legal Counsel _____

RIDERSHIP



PASS SALES





SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

September 07, 2016

AGENDA ITEM 8E : **SECOND QUARTER 2016 SAFETY AND LOSS SUMMARY REPORT**

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Steve Doolittle, Director of Human Resources
Mike Toole, Manager of Safety & Security

VEHICLE ACCIDENTS

Fixed Route: There were twenty (20) preventable accidents in the 2nd quarter, resulting in a year-to-date rate of 0.07 per 10,000 miles. This rate is under our standard of 0.08 per 10,000 miles. Of the twenty-three preventable accidents year-to-date, seventeen were a result of contact with fixed objects (parked car, parked bus, pulling in/out of garage, etc.). Claim severity for the quarter totaled two Category 2 collisions (less than \$7,500 damage), twelve Category 1 collisions (less than \$2,500 damage), and 6 Category 0 collisions (no damage).

Paratransit: There were nine (9) preventable accidents reported this quarter. The resulting year-to-date preventable accident rate of 0.13 is slightly over our standard of 0.10 per 10,000 miles. The four preventable collisions all included Operators backing into fixed objects. Claim severity for the quarter totaled four Category 1 collisions.

EMPLOYEE INJURIES

Twenty four (24) injury events were reported during the 2nd quarter. Eleven (11) injuries involved medical treatment and, of those, four (4) involved time loss from work. The total number of worker's compensation claims filed year to date is 30, which is less than the number of claims filed by the end of the 2nd quarter in 2015 (37). Employee lost work days YTD are higher (1,857 vs. 1,177) at 2nd quarter end. The majority of injuries occurred from the motion of pushing/pulling objects and drivers getting in or out of the driver's seat.

OTHER KEY EVENTS

- On-board vehicle camera system operations:
 - 390 video requests were processed in the following categories: vehicle accidents, passenger injuries, customer complaints, and public records requests; up from the 382 processed for the same period in 2015.
- Security filed 350 incident reports this quarter resulting in 195 arrests and 163 exclusions compared to 358 reports in the same quarter of 2015 with 71 arrests and 130 exclusions.
- Spokane Police Department (SPD) began targeted coverage at the Plaza from 2:30 pm to 5:30 pm, Monday through Friday.
- A cooperative inter-department investigation produced an 80 page, 49 count charge against a suspect for malicious mischief (tagging STA bus signs.)
- STA's On-Board Security Patrol completed 40 patrols; on-board time was approximately 58 ½ hours.
- Transit Officer Rosengrant attended the TSA Transit Security Systems training class; 40 hours.
- Transit Officer Barber attended SPD's Critical Incident Training class; 40 hours.
- Transit Officer Jeffery 'Beau' Hansen was hired and began in-house training on 4/25/16.
- STA signed an agreement with Rapid Notify to provide automated emergency notification messaging for the agency. Implementation to begin in fourth quarter 2016.
- Security/Safety Notices distributed for high wind warning, seasonal speed reductions, 2nd Avenue yield sign removal, summer time driving precautions; July 4th holiday security awareness.
- Periodic Rules of Conduct training completed by STA's staff attorney, Laura McAloon.
- WSTIP/Roscoe/UW collision avoidance tests on three vehicles (12702, 10701, and 1401) completed on 6/30/16; performance data being evaluated.

RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

September 07, 2016

AGENDA ITEM **8F** : SECOND QUARTER 2016 SERVICE PLANNING INPUT REPORT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning

Matt Kenney, Transit Planner III

SUMMARY: The Planning Department receives comments from external sources and itemizes each comment in order 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 website), 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 Service Improvement Committee meetings.

The purpose of this summary is to inform the Performance Monitoring & External Relations Committee of the feedback received by the Planning Department in the 2nd Quarter of 2016. It should be noted that this feedback summary applies only to Planning Department related activities which include, but are not limited to, planning bus service and/or feedback related to specific bus stops.

A total of 21 comments were received by the Planning Department in the 2nd Quarter. Of the 21 comments received, seven were related to requests for new service, six were related to existing service, six were related to bus stops, and two were general comments about STA service. This "other" category could be requests for new park and rides or general planning related requests for data from other jurisdictions, businesses, or the general public. The comments are summarized below. It is also noted if any comments are currently listed in the STA Moving Forward plan.

NEW SERVICE COMMENTS

1 comment requesting reinstatement of Route 41 service to the Latah Valley/Vinegar Flats area. *Not included in STA Moving Forward because of the difficulties in serving this area due to missing sidewalks, disconnected roadways, and buses must to cross two directions of Hwy 195 with other vehicles traveling in excess of 55 mph. STA served this area previously and the route had very low ridership.*

1 comment requesting service on Geiger Blvd. Customer indicated he had a disability. *Service existed prior to 2011 was eliminated due to poor ridership. Included in STA Moving Forward. Customer provided with Paratransit Department's contact information to determine if he qualifies for service.*

1 comment requesting Route 24 be extended north to Hastings Park & Ride, replacing Route 124 and providing 7-day service to Country Homes Blvd. Customer was appreciative of STA's "very well thought out" route network. *Prior to 2011, Route 23 offered peak service along that routing and was discontinued due to low ridership. Comment was noted.*

1 comment requesting service connecting Troy, MT, with Spokane. *Comment was noted. Alternatives were researched for commenter, but options are extremely limited/non-existent. Recommendation made to contact local and state governments in Montana.*

1 comment requesting service on Pines at Mirabeau Parkway. *Customer informed of potential plans to possibly serve this area should funding become available. The lack of a signalized intersection and the frequently used railway crossing north of this intersection present operational challenges to the service.*

2 comments requesting new service east of Sullivan Rd on Indiana Ave. *Included in STA Moving Forward Plan.*

EXISTING SERVICE COMMENTS

1 comment from a resident on Crestline at 51st stating she would not support a tax measure unless service is restored to this area. *Weekday peak service on Route 45 exists 1,800' from this location and all-day, daily service exists 3,000' from this location. Service removed from this location in 2011 due to poor ridership compared with boardings due to multi-family housing served by Route 45's current routing east of Regal.*

1 comment recommending a Route 27 modification to use Cedar instead of Maple to approach the Five Mile Park and Ride. *This routing was originally planned for Routes 24 and 27 as part of the September 2016 Service Change, however the City of Spokane has informed STA that the roadway is not rated for use by coaches. Service will remain on Maple until roadway improvements are made.*

1 comment recommending the afternoon inbound Route 66 coaches which become outbound Route 173 coaches instead be routed directly from Cheney to the VTC, bypassing downtown Spokane. *This routing was considered, but the even distribution of return trips when compared with the concentration of morning trips from the VTC to Cheney would likely leave express coaches underutilized. The afternoon 173 trips also serve SFCC passengers connecting from Route 20, reducing overloaded Route 90 coaches. The customer was provided detailed information regarding ridership patterns and appreciated the information.*

1 comment regarding overcrowded buses on Route 61 on weekends. *Currently, Route 61 provides 60-minute service on weekends and overloads are occasionally experienced. Contingent upon the approval of Proposition 1, Route 61 weekend service is planned to be improved to 30-minute frequency. Customer was surprised to learn that passenger fares alone would not cover the cost of the increased frequency.*

1 comment regarding later service on Route 23, especially after bars close. *Comment noted. Later service on Saturday nights is planned as part of STA Moving Forward. No later service is currently planned on other service days.*

1 comment requesting more frequent service on Route 1. Commenter also felt more information regarding fare change proposal should have been provided. *Comment noted. Route 1 peak-hour service is the most frequent in the network (10-minute frequency). Frequencies will be analyzed and resources distributed in a way which best meets the network's needs.*

BUS STOP COMMENTS

1 comment related to the location and quality of a shelter on Sunset Highway. *Improvements planned, but timed with roadwork planned by the City of Spokane in the near future.*

1 comment requesting a shelter be added on Sunset Highway at Assembly. *May be consolidated with stop one block east at Rustle. Potential improvements in cooperation with City of Spokane planned for late 2016.*

1 comment stating displeasure with closure of stop on Sunset Highway at Royal. *Stop closed due to operational and pedestrian crossing challenges. Passenger advised of City of Spokane's plans to improve sidewalks and crossings.*

1 comment from an Operator suggesting the northbound stop on Division at Longfellow be relocated ½-block south to improve rear-door alighting. Additional suggestion to relocate southbound stop on Division at Boone due to unpleasant activity in the area of the stop. *Locations under review for potential improvements/relocation.*

1 comment from a customer requesting a stop be added on Highway 2 at Brooks Road. *Location lacks an improved shoulder, has poor visibility, and elevation changes due to drainage installations. Future service linking Medical Lake with Airway Heights via the West Plains Transit Center is planned as part of STA Moving Forward.*

1 comment from an adjacent property owner concerned about trash and shopping carts being left at the Route 96 stop southbound on Pines Road at 1st. *STA has offered to install a trash receptacle at the location. Additionally, the commenter was informed the best method for removing the carts was to contact the business directly as they have an interest in retrieving their property quickly. The City of Spokane Valley's Code Enforcement office was also a recommended contact.*

OTHER COMMENTS

1 comment from an Operator requesting a water fountain at the Plaza suitable for filling water bottles. *Not part of current remodel plans. Operations Department informed of request as possibility of adding this in the future.*

1 request for clarification regarding the formatting of the real-time departure signs at the Plaza.

RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

September 07, 2016

AGENDA ITEM 8G : SEPTEMBER 2016 SERVICE CHANGE UPDATE

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning
Matt Kenney, Transit Planner III

SUMMARY STA continues to monitor the fixed-route system for opportunities to improve customer information, connectivity, reliability, and mobility. Per the *Service Implementation Plan (SIP)* contained in the adopted *Transit Development Plan (TDP)*, STA would have continued to implement projects listed in *STA Moving Forward (STAMF)* including improving weekday outbound departure reliability on Routes 25 and 90 (“load and go”). With the voter rejection of the proposal to increase sales tax in order to fund STAMF projects, the upcoming September service change concentrates on changes not related to *STA Moving Forward* that reallocate resources in order to improve weekday mobility and attract new riders. This includes a new weekday outbound Route 61 trip from downtown at 5:50 am, a new weekday inbound downtown arrival on Route 66 at 5:45 am, and the introduction of two new express trips from South Hill Park & Ride to Eastern Washington University when school is in session.

Another change worth noting is modifying the Route 29 pattern through the University District. This change allows Routes 26, 28, and 29 to follow the same path via Martin Luther King Way, Pine Street, and Spokane Falls Blvd in order to have simplify route patterns and the ease of understanding and using the service. **None of the above service improvements require additional service hours and/or additional peak vehicles.**

The Communications and Public Input section of STA’s Comprehensive Plan authorizes the CEO to approve minor changes that do not result in significant modifications to existing routes, schedules or levels of service, and changes that do not meet the adopted threshold for holding a public hearing (i.e., 1.0% up to 5.0% growth or reduction in revenue hours of service in any calendar year or .5% up to 5.0% of annualized system ridership negatively impacted by loss of bus stop, trips or route at any given service change). The following changes are considered minor and do not require a public hearing. The September service changes will become effective September 18, 2016.

SEPTEMBER SERVICE CHANGES		
ROUTE(S)	PLANNED ADJUSTMENT	RATIONALE
23 Maple/Ash	Return to pre-construction schedule and weekday interline with Route 45.	Extra bus was added for the May 2016 service change period due to delays related to City of Spokane road construction projects.
25 Division	Modify select weekday inbound trips to improve reliability; weekday timepoint adjustments	Improve reliability and minimize AM early arriving buses downtown which causes conflicts with other arriving buses.
29 S.C.C.	Modify route to follow the same path as Routes 26/28 through the WSU/EWU Spokane campus thereby eliminating service on Riverpoint Blvd.	Improve customer information; resolve a safety concern.
33 Wellesley	Place the first three AM weekday eastbound trips in service earlier at Cochran St and Dalton Ave (no schedule re-print).	Reduce passenger confusion (bus travels the same path out of service to Belt St and Wellesley Ave); customer suggestion.
45 Regal	Return to pre-construction schedule and weekday interline with Route 23; timepoint adjustments.	Extra bus was added for the May 2016 service change period due to delays related to City of Spokane road construction projects.
61 Highway 2 via Browne’s Addition	Add weekday 5:50 am Plaza departure.	Improve early AM mobility.
66 Cheney/EWU	Introduce two new express trips from South Hill Park & Ride to EWU PUB; add weekday 5:45 am Plaza arrival (continues as Route 29); eliminate some trips to match ridership demand.	Improve early AM mobility; increase ridership and utilization of the South Hill Park & Ride (Jefferson Lot is over capacity); Adjust service levels to meet lower demand and reallocate resources to fund other improvements.
68 Cheney Local	Add weekday partial clockwise trip that continues as the new early AM Route 66 inbound trip.	Improve early AM mobility.
90 Sprague	Add weekday 6:20 pm Plaza departure.	Improve mobility and reduce overcrowding.

RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

September 07, 2016

AGENDA ITEM 8H : **2017 SERVICE REVISIONS PHASE I – PRELIMINARY PROPOSAL**

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning
Matt Kenney, Transit Planner III

SUMMARY: Conditional on the final election outcomes of STA Proposition 1, the multi-year implementation of the projects will begin immediately starting with some of the basic service improvements that can be expected timed with service changes in May and September, 2017. Given this timeline, staff will present a preliminary proposal to Board committees, seek public input on the proposal, and present a draft recommendation to the Board in November 2016 of the proposed service changes for May 2017 (Phase I), and begin review and outreach of the September 2017 service revisions (Phase II) in November 2016.

Although these concepts listed in this Preliminary Proposal have been outlined in the STA Moving Forward Plan, this May 2017 service change will be brought forward through a public process to receive public input before service can begin. The changes are considered moderate (1.0% up to 5.0% growth or reduction in revenue hours of service in any calendar year) according to Policy 1.1 of the Communications and Public Input Element of STA's Comprehensive Plan. Required Board action is to be preceded by public outreach and a public hearing. The Preliminary Proposal represents a beginning point for public dialogue and input which will be critical for a Final Recommendation that will be published in November. The timeline for receiving public input, refining, approving, and implementing the proposal is provided below.

DATE	ACTIVITY
September 7, 2016	Present Phase I Preliminary Proposal to Board Committees
September 15, 2016	Valley Service Change Open House (Providence Valley Medical Center, 4-6 pm)
November 2, 2016	Present Phase I Draft Recommendation to Performance Monitoring & External Relations Committee
November 17, 2016	Public hearing on Phase I Draft Recommendation by Board of Directors
November 30, 2016	Present Final Recommendation to Performance Monitoring and External Relations Committee
December 15, 2016	Board of Directors action
May 21, 2017	Service revisions go into effect based on Board approval

Proposal Overview

This Preliminary Proposal incorporates phasing in several fixed-route projects identified in STA Moving Forward to be implemented in 2017. For the first phase (May 2017) of these improvements, the following improvements, in addition to routine service adjustments, have been identified in Appendix B of the STA Moving Forward Plan:

- Later Saturday night service throughout the system
- Additional weekday service on Indiana Avenue between Spokane Valley Mall and Greenacres
- Increased weekend frequency of Route 61 to Airway Heights
- Increased weekend service frequency on Wellesley Avenue in North Spokane

Further details on the specific changes to the routes listed above can be viewed via the following link beginning September 6, 2016.

http://www.spokanetransit.com/files/content/MAY_2017_Preliminary_Proposal.pdf

In the event that final, or near-final results of the election indicate that voters have not approved Proposition 1, this proposal will be rescinded and the public hearing will be cancelled. Any changes that may take place to service in May 2017 will be more minor in nature, consistent with other recent service adjustments.

RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

September 07, 2016

AGENDA ITEM 8I : COMMUNICATIONS UPDATE

REFERRAL COMMITTEE: N/A

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

SUMMARY: This document describes progress towards communication objectives that support STA's priorities, with the ultimate goals of increasing ridership and improving community perception, and educating the public on Proposition 1.

RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel

SPOKANE TRANSIT AUTHORITY

Date: September 07, 2016

SUBJECT: 2016 Communications Update

Support increasing ridership



August Spokane 7 Ad

- **General Ridership Campaign**
 - **Pandora Radio Ads for City Ticket, Employee Sponsored Bus Pass Program (ESBP) and Monthly Passes**
 - 250,058 impressions (times listened)
 - 47,905 unique listeners
 - 1,412 clicks to STA's website
 - **Radio Ads for City Ticket, ESBP and Monthly Passes**
 - 5,764 gross impressions (times listened) in the Spokane metro area
 - 6.4 average frequency of listeners
- **Sales Year-to-Date on *spokanetransit.com*:**
 - Passenger fares: \$265,267
 - Vanpool payment center: \$213,867

- **Destination campaign**
 - **Spokane 7 Stops data (Jan 29-Aug 19):**
 - Total print media distribution: 3,774,246
 - Total digital media impressions (views): 3,735,129
 - 700+ page visits and nearly 1,350 page views
 - Session detail:
 - 307 direct traffic
 - 168 from Spokesman website
 - 137 Google search
 - Other: Facebook, Bing

- **UTAP**
 - **Gonzaga University (GU)**
 - Attending Gonzaga Orientation Resource Fair (student ridership) & Employee Benefits Fair (staff ridership)
 - Published an ad on the inside cover of the GU planner to inform students that their student ID is their bus pass as a way to promote ridership.
 - Continue relationship with GU sustainability
 - Engaged students and staff in blogging, social and video opportunities
 - Visit the [GU URide Site](#), dedicated to the UTAP program at GU. Site stats:
 - 411 direct traffic
 - 95 from Facebook
 - 29 from *Gonzaga.edu*
 - Other: *spokanetransit.com*
 - **Eastern Washington University/Washington State University Spokane, Spokane Falls Community College, Spokane Community College**
 - STA staff will be attending all fall student orientations, and schedule STA-only events on campus to promote UTAP and demonstrate the bus and bike rack.
 - Promoting UTAP via social media, university/college e-newsletters, and posters/flyers on campus.
- **Employer Sponsored Bus Pass Program (ESBP)**
 - To help educate employees about the benefits of ESBP, a digital toolkit was distributed to the region's Employee Transportation Coordinators (ETC's) and is available through the Commute Trip Reduction Program at mycommute.org. It includes a customizable poster, payroll stuffer, email content, banner ads, and Facebook posts.
 - ESBP is also included as a featured radio spot on Pandora and most major radio stations in Metro Spokane.

Increasing Community Perception

- **2016 ABBG Customer Satisfaction Survey** reports that STA's Net Promoter Score ranked 4th out of 18 participants.
 - The Net Promoter Score was developed by Fred Reichheld ([The Ultimate Question: Driving Good Profits and True Growth](#)), based around the question "Please rate how likely you would be to recommend the service to a friend or family member (0 not likely at all, 10 very likely)?"
 - Scores are then classified as promoters (9-10), neutrals (7-8), and detractors (0-6). D/K = don't know. The percentage of promoters minus the percentage of detractors equals the net promoter score (P-D = NPS).
- **STA Plaza Renovation**
 - New signage and environmental images with engaging messages in the Plaza. These feature wayfinding direction as well as oversize visuals with information about the renovation.
- **Social Media**
 - Continued community awareness through ridership alerts, community connector content and video has helped Facebook (FB) engagement growth.
 - Be sure to visit STA's [Facebook](#) page: 3,088 page likes (up 1.3% since June)
 - Video is a cost effective way to generate social media interest:
 - Farmers Market / Fresh Bucks Video (8/17) = 2.1k reach + 246 post click + 99 comments and shares
 - Spokane Parks Video (7/20) = 5.6k reach + 379 post clicks + 161 comments and shares
- **Community Newsletter: *On Board***
 - The latest edition of the community newsletter featured the Plaza renovation and had an extremely high open rate of 80%. In general, because we have very targeted distribution lists, we expect to see between 30-50% open rates, which are still about twice the industry standard.

Educating the Public on Proposition 1

- **Brochure** was created to simplify and streamline public education for Proposition 1.
 - We hope to distribute 10,000 of these.
 - **Mailer** has been developed and will be mailed in the weeks leading up to election date. These will be distributed to more than 188,000 addresses in the Public Transportation Benefit Area (PTBA).
- **Open House Materials** have also been developed, providing visitors to our open houses a visual way to connect with the information.
 - For a complete list of presentations and open houses, please visit
- <http://www.STAMovingForward.com> and click on the **TAKE ACTION** tab.

Media coverage

- During Hoopfest, we received very positive TV coverage for three days, highlighting our services to and from the Downtown Core.
- From May-April, publicity value tracked at over \$85,000, with the majority of media coverage trending positive (57% in April).

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

September 07, 2016

AGENDA ITEM 9: OCTOBER 2016 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 October 05, 2016, meeting.

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, October 05, 2016, 1:30 p.m.
Spokane Transit Southside Conference Room

DRAFT AGENDA

Estimated meeting time: 80 minutes

1. Call to Order and Roll Call
2. Public Expressions
3. Committee Chair Report *(5 minutes)*
4. Committee Action *(30 minutes)*
 - A. Approval of Minutes of the September 07, 2016, Committee meeting – *Corrections/Approval*
 - B. Appoint One New Member to the Citizen Advisory Committee *(Bousley)*
 - C. Equal Employment Opportunity Policy and Affirmative Action Plans *(Doolittle)*
5. **Committee Action** *(10 minutes)*
 - A. **Board Consent Agenda**
 1. Request for Acceptance of Voice Radio System Replacement Project and Approval to Release Retainage *(Blaska)*
 2. Request for Acceptance of Plaza Elevator Modernization Project *(Tjards)*
 - B. **Board Discussion Agenda**
(No items being presented this month.)
6. **Reports to Committee** *(20 minutes)*
 - A. 2nd Quarter 2016 CAC Update *(Bousley)*
7. CEO Report *(10 minutes)*
8. Committee Information – *no discussion/staff available for questions*
 - A. August 2016 Financial Results Summary *(Warren)*
 - B. September 2016 Sales Tax Revenue Information *(Warren)*
 - C. August 2016 Operating Indicators *(Blaska)*
 - D. January 2017 Service Changes *(Otterstrom)*
 - E. August 2016 Operating Indicators *(Blaska)*
 - F. Communications Update *(Bousley)*
9. November 2, 2016, Committee Packet Agenda Review
10. New Business *(5 minutes)*
11. Committee Members' Expressions *(5 minutes)*
12. Adjourn
13. Next Committee Meeting: November 30, 2016, 1:30 p.m.
(STA Southside Conference Room, 1230 West Boone Avenue, Spokane, Washington)