

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

Minutes of the February 6, 2019, Meeting
Southside Conference Room

MEMBERS PRESENT

Lori Kinnear, City of Spokane *
Josh Kerns, Spokane County
Kate Burke, City of Spokane
Sam Wood, City of Spokane Valley
Veronica Messing, City of Airway Heights
(Ex-Officio)
Mike Kennedy, City of Liberty Lake
(Ex-Officio)
Rhonda Bowers, Labor Representative
E. Susan Meyer, CEO (Ex-Officio)

MEMBERS ABSENT

None

* Chair

STAFF PRESENT

Roger Watkins, Chief Operations Officer
Karl Otterstrom, Director of Planning and Development
Lynda Warren, Director of Finance and Information Services
Brandon Rapez-Betty, Director of Communications & Customer Svc
Nancy Williams, Director of Human Resources
Sam Guzman, Executive Assistant to the Chief Operations Officer

PROVIDING LEGAL COUNSEL

Laura McAloon, McAloon Law PLLC

GUESTS

Emily Arneson, Ombudsman and Accessibility Officer
Dana Infalt, Executive Assistant to the CEO and Clerk of the
Board

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

Chair Kinnear called the meeting to order at 1:31 p.m. Introductions were made.

2. **PUBLIC EXPRESSIONS**

None.

3. **COMMITTEE CHAIR REPORT**

Chair Kinnear reported that it was her first meeting as Chair.

4. **COMMITTEE APPROVAL**

A. **Minutes of the November 28, 2018 (December), Committee Meeting**

Mr. Woods moved to recommend approval of the November 28, 2018, Committee meeting minutes. Ms. Burke seconded the motion and it passed unanimously.

5. **COMMITTEE ACTION**

A. **Board Consent Agenda**

1. Division Study – Agreement for the Joint Management of Division Street Transportation Study Between Spokane Transit Authority (STA) and the Spokane Regional Transportation Council (SRTC)

Mr. Otterstrom outlined the draft agreement between STA and SRTC to participate jointly in a study on Division Street. This will include the reimbursement of funds to SRTC for the Study.

STA was awarded 2014 funds for the study of high performance transit (HPT) on Division, about \$400,000, matched with \$100,000 in local STA funds. In the last several months a joint scope of work has been developed for the project. The overall project is now estimated at \$1,000,000, and will study HPT and land use opportunities around Division. Work will be managed through task orders and work orders. Specifically for transit, there will a scope associated with the station locations, type of lane configuration, where the northern terminal is, and how STA operates

Downtown. SRTC will manage the consultant contract, but every task will be run through STA for approval before it's authorized. STA will reimburse SRTC based on actual work and the STA reimbursement shall not exceed \$500,000. Transit portion of the study should be completed in 2020.

Ms. McAloon read aloud the most recent redline changes to the draft agreement:

- \$500,00 on the top of page 2 has been corrected to \$500,000.
- In 1.4.2 *Reasonable expenses for general project management within the scope of the study will be jointly approved and equally shared by STA and SRTC.*

Chair Kinnear initiated conversation about how this study will integrate with current city planner efforts.

Mr. Otterstrom asked that the committee recommend that the Board approve the reimbursement agreement as stated.

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

2. **Spokane Transit Authority Moving Forward (STAMF) Performance Matrix and 2019 Performance Measures**

STAMF Performance Matrix

Mr. Watkins began by highlighting a few 2019 projects that are a part of *STA Moving Forward*; Spokane Community College Transit Center, Spokane Falls Station, Moran Station Park and Ride, and the Boone Northwest Garage. Mr. Watkins then switched over to the Progress Matrix for STAMF (access at STAMovingForward.com) and showed the board members where they could access tracking information on each project (updated quarterly).

2019 Performance Measures

Each year STA updates performance measures as quantifiable benchmarks that demonstrate the agency's commitment to accountability. The 2019 Ridership goals are:

- 2.0% increase in Fixed Route Ridership over 2018
- 1.5% (managed) increase in Paratransit Ridership over 2018
- 1.0% increase in Vanpool Ridership over 2018

Mr. Woods asked how STA plans to increase Fixed Route Ridership in 2019 when it was down in 2018. Mr. Watkins responded that STA will be increasing service levels, improving frequency of service, reviving Cheney routes, and implementing a strong marketing campaign.

Mr. Kerns asked about future tracking methods to determine if future ridership increases are primarily in new routes or revived interest in currently declining routes. Mr. Woods also expressed an interest in seeing these "apples to apples" numbers. Mr. Otterstrom clarified that each year STA prepares a route report and compares each route's ridership and efficiency.

Most performances measures remained the same from 2018 to 2019, however, the most notable changes are:

- 2.8 Paratransit Passengers per Revenue Hour (3% is aspirational industry wide)
- 60% Fixed Route Ease of Use (Boardings occurring at locations where passenger shelter is provided)
- \$1.20 (or less) per mile Maintenance Cost for Paratransit and Vanpool (increase due to replacement of MDC's as Operations expense vs. Capital expense)

Discussion ensued about the Maintenance Cost per mile and Operations vs. Capital costs.

Mr. Kerns moved to approve item 5A2, Ms. Burke seconded the motion, and it passed unanimously.

B. Board Discussion Agenda

(No items presented this month)

6. REPORTS TO COMMITTEE

A. September 2019 Service Revision (Draft Recommendation Public Hearing)

Mr. Otterstrom presented the 2019 Service Revisions in advance of the public hearing that is scheduled for the Board Meeting on February 21, 2019. Mr. Otterstrom went over the service revision planning process including the preliminary proposal, draft recommendation (current phase), and final recommendation. Service changes are planned to take effect September 15, 2019.

Key changes are:

- New Park and Rides Transit Centers
- New route connecting WPTC and Airway Heights (programmed for 2020) will be moved forward and will serve future Amazon site
- Service changes to South Hill
 - New route 4 Monroe-Regal HPT
 - No change to current route 12 Southside Medical Shuttle
 - Changes to route 34 Freya (reduce frequency and modify routing)
 - No change to current route 42 South Adams
 - Changes to route 43 Lincoln/37th Ave (extended)
 - Discontinue route 44 29th Ave (to be replaced by route 5 Monroe-Regal HPT)
 - Changes to 45 Regal (truncated)
 - New route 144 South Commuter Express
 - No change to current route 664 Cheney EWU Express

Discussion ensued about route 664, service to Bernard St, and HPT. Mr. Otterstrom then continued with more proposed service changes:

- New route 63 Airway Heights to West Plains Transit Center
- Proposed Cheney Modifications
 - Two draft concepts being considered by community
 - Will possibly implement these changes in May markup

After the Public Hearing on February 21st the feedback will be reviewed and a final recommendation will be presented in March.

Ms. Messing had to leave the Committee Meeting at this time.

B. 2018 Paratransit Survey Findings

Mr. Rapez-Betty shared the results of the 2018 Paratransit survey which is conducted every other year. Critical Data Strategies, LLC was the project vendor for 2018. The survey looks at the passenger's (and/or their caregiver's) reasons for riding public transit, asks evaluative questions about STA service and performance levels, and also gives demographics of Paratransit ridership. The survey was conducted between October and November 2018. 400 surveys were completed; 320 were Paratransit riders and 80 were caregivers. Margin of error for study was 2.8% at a 95% confidence level.

The key finding from the information (demonstrated in presented slides) is that more than in past surveys, Paratransit customers noted on-time performance issues and varying levels of service throughout the week.

C. Legislative Report

Ms. Meyer reported that we are in day 24 of the legislative session with 2 ½ weeks until the first cut off, and 2,000 bills have been introduced.

- Senate bill 5673 allows transit agencies or the Department of Transportation to charge for parking.
 - STA has no current intention of implementing a parking fee at its Park and Rides.
- STA is looking for the approval of the Transportation budget which would include the regional mobility grants projects.
 - STA has applied for a Cheney HPT project and is hopeful it will be approved by the legislature as it is rated.
 - The other request is to retain funding that currently exists (has already been approved).
- Senator Hobbs is working on revenue package that would rely, in part, on a carbon tax.
 - Opportunity for a Division St. Project to be included if package does go forward.

D. Low Income Pass Program Update

In December of 2018 information about a possible low income pass subsidy program was reported to Board Ops. Board Ops directed the topic to PMER and requested additional information about what other agencies are doing with respect to creating a reduced fare program based on income. Ms. Arneson presented the following information as her findings.

STA currently has a reduced fare program based on age, qualifying disability, or possession of a Medicare card. Some transit agencies also offer a reduced fare program based on income. Ms. Arneson distributed a chart listing the 10 largest bus agencies in the country and whether or not they have a low income pass, and if so, what the qualifications are and how the program is funded (chart also includes the 12th and 16th largest as those are Denver and Portland and are in our region).

Ms. Arneson went over what would define a “low income” household and how other agencies verify income and distribute passes. Commonly, the reduced fare would be half the regular fare, and some agencies are restricting the program to 7-day or monthly passes.

Ms. Meyer asked the Committee if they had any interest in pursuing additional information and discussion ensued about possible next steps. Committee recommendation was to continue research into costs and partners for funding and income verification.

7. CEO REPORT

- Ms. Meyer advised that there will be five charging stations installed for employee electric vehicle charging.
- STA has released the request for proposals for ticket vending machines to accelerate the acquisition of four TVMs; as requested by the Mayor and Council president. Two TVMs will be placed at Sprague and Napa and two at Sprague and Helena.

8. COMMITTEE INFORMATION

- January 2019 Sales Tax Revenue Information – *as presented*
- December 2018 Operating Indicators – *as presented*
- 4th Quarter 2018 Service Planning Public Input Report– *as presented*

9. March 6, 2019 - COMMITTEE PACKET DRAFT AGENDA REVIEW

- No changes at this time

10. NEW BUSINESS

- None

11. COMMITTEE MEMBERS' EXPRESSIONS

Mr. Kennedy voiced his appreciation for STA taking the time to send representatives out to Liberty Lake to give presentations.

Ms. Burke reiterated Board Chair Mumm’s challenge to ride the bus, and shared that she is looking forward to sharing her experiences.

Mr. Kerns recognized Karl for ‘rescuing’ him during the GSI fly in.

12. ADJOURN

Chair Kinnear adjourned the meeting at 3:02 p.m.

13. NEXT MEETING – WEDNESDAY, MARCH 6, 2019, 1:30 P.M. STA SOUTHSIDE CONFERENCE ROOM, 1230 WEST BOONE AVENUE

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Sam Guzman", written over a horizontal line.

Sam Guzman, Executive Assistant