

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, April 3, 2019, 1:30 p.m.
Spokane Transit Southside Conference Room

AGENDA

Estimated meeting time: 90 minutes

1. Call to Order and Roll Call
2. Public Expressions
3. Committee Chair Report *(5 minutes)*
4. Committee Action *(25 minutes)*
 - A. Minutes of the March 6, 2019, Committee Meeting – *Corrections/Approval*
 - B. Approval of Paratransit Purchased Transportation Scope of Work *(Watkins)*
 - C. Recommendation to Appoint New Member to the Citizen Advisory Committee *(Rapez-Betty)*
5. **Committee Action** *(20 minutes)*
 - A. Board Consent Agenda
 1. Award of Contract: Spokane Falls Station *(Otterstrom)*
 2. Award of Contract: Spokane Community College Transit Center *(Otterstrom)*
 - B. Board Discussion Agenda
 1. *(No Items being presented this month)*
6. **Reports to Committee** *(20 minutes)*
 - A. Fixed Route 2018 Passenger Survey Results *(Rapez-Betty)*
 - B. Legislative Report *(Meyer/Rapez-Betty)*
7. CEO Report *(10 minutes)*
8. Committee Information – *no discussion/staff available for questions*
 - A. February 2019 Operating Indicators *(Watkins)*
 - B. February 2019 Financial Results Summary *(Warren)*
 - C. March 2019 Sales Tax Revenue Information *(Warren)*
 - D. May 2019 Service Change Summary *(Otterstrom)*
 - E. 4th Quarter 2018 Safety and Loss Summary Report *(Williams)*
9. May 1, 2019, Committee Packet Draft Agenda Review
10. New Business *(5 minutes)*
11. Committee Members' Expressions *(5 minutes)*
12. Adjourn
13. Next Committee Meeting: May 1, 2019, 1:30 p.m.

(STA Southside Conference Room, 1230 West Boone Avenue, Spokane, Washington)

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

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

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

April 3 2019

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

April 3, 2019

AGENDA ITEM 4A : **MINUTES OF THE MARCH 6, 2019, PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING – CORRECTIONS OR APPROVAL**

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Sam Guzman, Executive Assistant

SUMMARY: Attached are the minutes of the March 6, 2019, Performance Monitoring and External Relations Committee meeting for corrections or approval.

RECOMMENDATION TO COMMITTEE: Corrections or approval

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

Draft Minutes of the March 6, 2019, Meeting
Southside Conference Room

MEMBERS PRESENT

Lori Kinnear, City of Spokane *
Josh Kerns, Spokane County
Kate Burke, City of Spokane
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

Sam Wood, City of Spokane Valley

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

None

* Chair

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

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

2. **PUBLIC EXPRESSIONS**

None.

3. **COMMITTEE CHAIR REPORT**

Chair Kinnear had no report at this time.

4. **COMMITTEE APPROVAL**

A. **Minutes of the February 6, 2019, Committee Meeting**

Ms. Burke moved to recommend approval of the February 6, 2019, Committee meeting minutes. Mr. Kerns seconded the motion and it passed unanimously.

B. **Approval of Monroe-Regal Line Scope of Work, Phase I**

Mr. Otterstrom presented the scope of work proposal for investments on the Monroe-Regal High Performance Transit (HPT) line. The project is a North-South connection with frequent transit that provides a "one-seat ride" between North and South Spokane. The overall project has a budget of \$5.4 million, which includes \$2.3 million in STA Moving Forward (STAMF) funds, \$2.58 million in state regional mobility grant funds, and a federal grant of just under half a million. All-electric buses are planned for this route as early as 2020. This project will connect many neighborhoods and will provide more permanent transit investments.

The scope of work will include shelters at locations that warrant them but don't have them today, which was (at the time) 22 locations. In effort to make this project as successful as possible, STA sought and received a grant for the project budget to go beyond just those 22 sheltered stops and provide improved locations for station-type amenities. The design and engineering of the stops and stations is included in the existing work order with STA's consultants. There is also a \$120,000 agreement pending with the Spokane Regional Health District for their Bus-Bike-Walk campaigns. That leaves approximately \$4.2 million for the construction of improvements.

STA is seeking to 'right size' the project in order to do as many improvements as possible. In order to accomplish that the scope has been broken into two sections so actual pricing information for stops and stations will be known before determining the total number of improvements. Phase I will consist of 9 stations and 11 enhanced stops.

- Stations will include a shelter, real-time sign, (future) ability to validate fares, a marker, way-finding information, bus stop flag, and trash receptacles. Locations will have higher curb height where feasible for easier boarding/alighting.
- Enhanced Stops will include STA's standard shelter, way-finding marker, and bus stop flag.
- Standard stops will include improved ADA accessibility at existing/revised locations.

Discussion ensued about site licenses and standardizing existing bus benches currently placed throughout city.

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

5. COMMITTEE ACTION

A. Board Consent Agenda

1. September 2019 Service Revisions (Final Recommendation)

A public hearing for the proposed September 2019 revisions was held during the February 21, 2019, Board meeting. Mr. Otterstrom now is seeking the Committee's recommendation for final board action so the changes can be implemented in September of this year.

Mr. Otterstrom gave a quick overview of proposed September 2019 service revisions. There was a small change in 63 Airway Heights routing since the draft recommendation presented last month. There will be a smaller loop near the airport to allow STA to meet the schedule/run times, and connections to the airport area will not go through the main driveway. There are some other minor changes in the overall report, but generally it remains as previously proposed.

Prior to the service change, STA's Communications department will finalize and publish schedules, as well as engage in several outreach and education efforts.

Cheney route revisions have been authorized by the CEO and will be implemented in May.

Mr. Otterstrom requested the Committee recommend the Board approve by consent the September 2019 service revisions as presented in the final recommendation report.

Discussion ensued about implementation outreach, specifically targeted mailings.

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

B. Board Discussion Agenda

(No items presented this month)

6. REPORTS TO COMMITTEE

A. Year End 2018 Unaudited Financial Report

Ms. Warren began by recognizing Lynn Holmes and Tammy Johnston for their hard work in pulling together all the data for this presentation in a very short amount of time. She went on to explain that when budgeting the goal is to underestimate revenue and overestimate expenses, and STA successfully did that in 2018.

REVENUE:

Fares and Other Transit Revenue: \$295K (2.7%) above budget. Despite ridership declining, STA saw fare revenue increase (as much of the ridership decline was non-revenue riders).

Sales Tax: \$9.7M (15.3%) above budget.

Federal and State Grant Revenue: \$1.1M (11.4%) above budget. STA received grants for capital projects, if the projects are done on property that doesn't belong to STA it can't be capitalized so it's put into Operations. That is the reason behind the increase in state funding.

Miscellaneous Revenue: \$678K (104.1%) above budget. Interest income of 1.6% in 2018 came in above budget.

Revenue Summary: \$11.8M (13.9%) above budget. \$9.7M was due to sales tax increase.

Discussion ensued about miscellaneous revenue.

EXPENSES:

Ms. Warren explained that the Government Accounting Standards Board (GASB) 68/75 is an accounting entry about unfunded pension liability and other post-employment benefits. In 2018 thus resulted in a \$1.8M credit, however this number does not affect cash. More information is available from Ms. Warren upon request.

Fixed Route Expenses: \$2.1M (4.5%) under budget. About 5% under budget is what most agencies shoot for.

Paratransit Expenses: \$1.5M (11.1%) under budget. Vacancies in department lessened the labor/benefits costs.

Vanpool Expenses: \$159k (23.6%) under budget. Goal is to cover 100% of admin expenses.

Plaza Expenses: \$314K (17.6%) under budget. Budgeted for some ongoing maintenance projects that did not occur.

Administrative Expenses: \$1.6M (16.4%) under budget. Information Services subscription fees and licenses costs decreased.

Expense Summary: \$5.7M (7.8%) under budget. Fuel was \$614K less than budget.

Discussion ensued about costs for electric buses vs diesel.

MISCELLANEOUS:

Capital: Planned on spending \$43.5M in capital, \$24.5M was actually spent. So \$19M remains and rolls over to the current year and is planned on being spent.

Fleet Replacement Fund: Fund started in 2015 and in 2018 STA started with \$7.2M and ended \$14.6M.

Ms. Warren also went over the Federal Grant Report, Accrual vs Cash, and Cash and Reserve Analysis.

Overall STA ended 2018 with total \$80.3M cash balance.

B. Year End 2018 Performance Measures

Mr. Watkins presented the 2018 year end performance measures.

RIDERSHIP:

Fixed Route ridership was down 1.9% for 2018. Several issues contributed to this (EWU pass ridership was down as well as youth ridership. The mild winter starting off the year contributed to less ridership. There was also a fare increase mid-year that saw a small decline in ridership). The goal was to increase 1.5% over 2017.

Discussion ensued about ridership increase every October, evidence of stagnant growth, and reasons people choose not to ride the bus.

Paratransit ridership was down 0.2% and the goal was to manage growth at no more than 1.5% increase over 2017.

Vanpool ridership was also down 11.8%. Several groups were lost in 2018 due to one to two members leaving the van group which often causes the whole van group to fold. The goal was to increase ridership 2.5% over 2017.

SERVICE EFFECTIVENESS:

Fixed Route goal was to transport 25.0 or more passengers per revenue hour (PPRH), and that goal was surpassed by 0.13%. King County Metro is the only transit agency in the state to be doing better.

Paratransit goal was to transport 3.0 or more passengers per revenue hour. This goal was barely missed, ending the year at 2.79 PPRH. 2019 goal has been adjusted to 2.8 PPRH as 3.0 PPRH is very aspirational.

ON TIME PERFORMANCE:

Fixed Route ended 2018 with an average of 93.6% which is exceeding the goal of 93%.

Paratransit had a challenging period of time and has made some scheduling and dispatch changes, as well as changed with their contractor to get back on track. They ended the year at 89.8%.

COST EFFECTIVENESS:

STA looks to constrain our operating costs to no more than 95% of the state wide average for urban systems.

Fixed Route came in at \$4.83 which is only 62.1% of the urban average of \$7.77.

Paratransit finished the year at \$28.01 which is 56.3% of the urban average of \$47.29. Both departments highly exceeded their goals and were the best in the state.

PREVENTABLE ACCIDENTS:

Fixed Route's goal was .08 accidents for 10,000 miles and ended with .09. Out of 57 total preventable accidents 46 were the lowest severity rating with no damage and no injuries.

Paratransit's goal was .10 accidents per 10,000 miles and ended with .08, making their goal. Out of 12 total preventable accidents 10 had no damage or injuries.

C. Community Perception Survey Results

Mr. Rapez-Betty presented the results of the Community Perception Survey. In 2018 the survey was conducted by Critical Data Strategies, LLC throughout the Public Transportation Benefit Area (PTBA) and was not necessarily with riders, but residents of the PTBA. Similar studies have been done over the past many years.

METHODOLOGY:

In an ever growing cell phone world, STA challenged their vendor to make sure there is a better response rate from cell phone. There was a 70% response rate from residents 18 and over with 400 completed interviews in November and December. Margin of error is 2.6 with a 95% confidence level. 46% of respondents were male 57% were female and 33.5% were 65 or older.

KEY FINDINGS:

Overall approval rating for Spokane Transit service is higher than in all previous studies. Key opinion indicator responses are very similar, which means public perception is holding steady across a number of categories.

Mr. Rapez-Betty went over some highlights of the results, including:

- 61.8% of respondents think things in the Spokane area are going in the right direction.
- 59.5% of residents rate Spokane Transit service as good or excellent, which is higher than in all previous studies.
- "Car is more convenient/like driving" dropped about 15% from last year for the top reason people haven't ridden in the past 30 days.

Discussion ensued about what cross-tabbing can be done with the results and how the respondents' information is obtained.

D. 2019 Communications Plan Overview

Mr. Rapez-Betty went over the major promotions for 2019. Key focus items include:

- Bloomsday Promotion
- September Service Change
- STA Moving Forward (STAMF) Progress
- Central City Line
 - Public education and construction outreach
- Increase in Pass Sales
 - Onboarding a Business Development Manager

Other priorities are:

- 2018 Annual Report
- Digital Signage Plan for Central City Line Stations
- Web Services Request for Proposals (RFP) for ongoing web development
- Considering City-Ticket rebrand opportunities
- Monroe-Regal Line branding and information

- Youth and Community outreach event
- Citizen Advisory Committee (CAC) recruitment

E. Legislative Report

Deferred until the Board Ops meeting next week.

6. CEO REPORT

- Ms. Meyer reported that a milestone was reached on the Central City Line (CCL) project. The first phone meeting with the Project Management Oversight Consultant (PMOC) occurred earlier in the day. The PMOC work on behalf of the Federal Transit Administration (FTA) and STA hopes to have an agreement for a Small Starts Grant at the end of September 2019. This would allow STA to go out for bid in October.
- STA leadership spoke to the Airway Heights City Council on Monday March 4, 2019. The City Council made an official request of STA to provide service to their new Rec Center. It is quite a distance away from existing service, and will be a challenge, but STA has committed to meet with the Mayor, Ms. Messing, and the City Manager to discuss options in effort to accommodate this high-priority request.
- STA leadership is traveling to Washington D.C. to the annual APTA Legislative Conference and have a meeting with Jane Williams, the acting administrator of the FTA. Ms. Mumm, Mr. French, Ms. Haley, and Mr. Freeman will also be in attendance.

7. COMMITTEE INFORMATION

- January 2019 Operating Indicators – *as presented*
- 2018 State Audit Timeline – *as presented*
- February 2019 Sales Tax Revenue Information – *as presented*
- Partnership Agreements with Washington State Department of Transportation (WSDOT): West Plains Transit Center (WPTC) Interchange Access Project – *as presented*

8. April 3, 2019 - COMMITTEE PACKET DRAFT AGENDA REVIEW

- No changes at this time

9. NEW BUSINESS

- None

10. COMMITTEE MEMBERS' EXPRESSIONS

Ms. Bowers confirmed that the next PMER meeting is April 3, 2019, and there is a board workshop just prior.

11. ADJOURN

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

12. NEXT MEETING – WEDNESDAY, April 3, 2019, 1:30 P.M. STA SOUTHSIDE CONFERENCE ROOM, 1230 WEST BOONE AVENUE

Respectfully submitted,



Sam Guzman, Executive Assistant

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

April 3, 2019

AGENDA ITEM **4B** : APPROVAL OF PARATRANSIT PURCHASED TRANSPORTATION SCOPE OF WORK

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Roger Watkins, Chief Operations Officer
Janet Stowe, Senior Transportation Manager, Paratransit and Vanpool

SUMMARY: Spokane Transit provides ADA door-to-door, demand response, shared ride Paratransit service to individuals who have a disability and are unable to use the fixed-route service some or all of the time due to the effects of their disability. There are approximately 6,500 active ADA-eligible riders in Spokane Transit's client database. STA Paratransit provided approximately 475,000 trips in 2018.

Spokane Transit's Directly Operated Paratransit fleet is currently comprised of sixty-nine (69) wheelchair lift-equipped vehicles, with the capacity for up to fourteen (14) passengers. The current contractor's fleet is comprised of forty-five (45) vehicles of similar design and capacity. Spokane Transit staff is directly responsible for overall system management as well as eligibility, trip reservations, scheduling, dispatch, data entry and analysis, and the majority of weekday driving demand. The contractor provides weekday and evening, weekend and holiday service.

The purpose of this Scope of Work is to obtain Supplemental Demand Response Service for ADA-Eligible Paratransit Customers. The current contract is scheduled to expire December 31, 2019. A new contract is scheduled to commence January 1, 2020. The contract is anticipated to be for a five-year term with two, one-year extension options. Staff is planning to present Recommendation for Award of Contract to the Committee and Board in July.

Scope of Work Summary:

In order to fulfil STAs Priorities and Objectives, the agency expects the following characteristics in our contracted Paratransit Demand Response Provider.

Ensure Safety: STA emphasizes the safety of our customers and employees in all aspects of our operations. The most important aspect of STAs Paratransit service is safety. We want to ensure customers, contractors, and Spokane Transit employees, are safe. Spokane Transit ensures this by emphasizing:

- Safe driving
- Well-trained employees
- Properly maintained equipment

Earning and Retaining the Communities Trust: STA engenders trust and accountability and satisfies and exceeds the expectations of citizens, customers, and employees, increase ridership, and provide service that is responsive and tailored to the area's needs. Spokane Transit provides ADA Paratransit service that is in compliance with the Federal ADA regulations. We place an importance on:

- Providing adequate capacity and accessibility of services, equipment, and facilities
- Providing consistent on-time service
- Providing appropriate and proper passenger assistance

Provide Outstanding Customer Service: Provide consistently high-quality service to customers at every interaction with Spokane Transit. STA seeks to be rated by customers, the community, and employees as providing excellent customer service as measured annually in surveys. Passengers aboard Spokane Transit Paratransit service should have a quality riding experience.

- Operations are performed with a philosophy of continuous improvement
- Performance indicators are actively measured and reported
- Staff work to exceed the customers' expectations of professionalism and courtesy

Enable Organizational Success: Spokane Transit has a well-trained and highly productive workforce and promotes a healthy dialogue on important issues. STA also promotes an active and engaged Board of Directors. Contractors employed by STA are an extension of the agency. We seek a full partnership and a cooperative relationship with all of our Contractors.

- Strive for unified delivery of service that meets contract requirements

- Regular and open communications
- Accountability in resolving issues

Exemplify Financial Stewardship: Spokane Transit is dedicated to operating an efficient, cost effective operation. This includes maintaining tight control of operational, administrative, and capital expenditures, establishing reasonable, user-based revenue targets, as well as planning for future operational and capital needs. STA’s financial resources must be responsibly allocated to ensure we are maximizing the of quality service we provide.

- Utilize fleet and other physical assets efficiently to maximize the use of all equipment
- Hire and train employees to perform work in a proficient manner
- Ensure service standards and guidelines that apply to Spokane Transit, our Contractors, and our passengers are followed

It has been Spokane Transit’s past practice to contract on a per-revenue-hour basis, using accessible vans dedicated to Spokane Transit service. Billing rates shall include all costs associated with providing service under the Scope of this Contract.

- Proposers shall bid with the understanding that STA will complete all eligibility determinations, data entry and analysis, scheduling, reservations, and dispatching.
- STA will provide vehicles and fuel (to be fueled by contractor drivers).
- Maintenance, cleaning, and roadside assistance shall be provided by the Contractor (or be sub-contracted).
- Contracted provider(s) will be assigned trips to occur from start of service until the close of service on weekdays, as a supplement to STA’s Directly Operated service.
- Contracted provider(s) will be assigned trips to occur all weekday evenings and weekend hours of service, and all holiday hours of service.
- The Contractor shall provide an adequate Operating Base.

In summary, the successful Contractor providing ADA Paratransit service must have the potential capacity and flexibility to meet all of the service demand for which they bid, during the specified time periods.

RECOMMENDATION TO COMMITTEE: Request approval of Scope of Work for Paratransit Demand Response Service for ADA-Eligible Paratransit Customers with an anticipated contract term of five years with two, one-year extension options.

COMMITTEE ACTION:

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

April 3, 2019

AGENDA ITEM 4C : **RECOMMENDATION TO APPOINT NEW MEMBER TO THE
CITIZEN ADVISORY COMMITTEE**

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Brandon Ropez-Betty, Director of Communications & Customer Service

SUMMARY: The Citizen Advisory Committee (CAC) was established in 2004 to represent the interests of the community and assist STA staff and the Board of Directors in making the region proud of its public transportation system. In 2015, the Citizen Advisory Committee became a subcommittee to Performance Monitoring and External Relations (PMER) Committee. The CAC shall be composed of no more than 15 members appointed by the Performance Monitoring and External Relations Committee. Membership shall reflect the STA service area and strive for regional representation and diversity of opinion. Selection of members is through an application process followed by a vote from the PMER Committee to appoint members of the CAC.

The CAC would like to recommend for consideration the appointment of Susan Gray to the CAC. Ms. Gray is retired, is a member of the League of Women Voters, and enjoys the convenience and accessibility of public transit. During her interview with CAC members, Ms. Gray described her desire to make transit even easier to use and to promote its value to the public.

The CAC is requesting the Committee approve the appointment of Susan Gray to the CAC.

RECOMMENDATION TO COMMITTEE: Approve appointment of Susan Grey.

COMMITTEE ACTION:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS MEETING OF

April 3, 2019

AGENDA ITEM 5A1 : AWARD OF CONTRACT: SPOKANE FALLS STATION

REFERRAL COMMITTEE: N/A

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

SUMMARY: The Spokane Falls Station project will result in construction of a new off-street transit station located on the Spokane Falls Community College Campus. This committee approved the project scope of work on October 31, 2018. Total board-approved capital project budget is \$2.963M, including \$2.779 million in Regional Mobility Grant funds from the Washington State Department of Transportation and \$221,000 in local STA funds.

The Invitation for Bid was advertised in the Spokesman Review on February 3, 2019. An on-site pre-bid meeting was held on February 14, 2019 and bids were received on March 7, 2019. STA received five (5) bids from qualified contractors.

In addition to two components of the base bid, the Invitation for Bid requested bid numbers for a deductive alternate to exclude masonry columns in a fence line, an additive bid option to include tactile warning strips and a bid option to include polyethylene rub rails each along the customer waiting area. Internal stakeholders and Community College representatives recommend acceptance of the deductive alternate to exclude masonry columns from the fence line and to add rub rails.

Bid Summary (as recommended) is as follows:

Name of Firm	Base Bid "A"	Base Bid "B"	Bid Alternate (exclude masonry columns)	Bid Option 2 (rub rails to station curb line)	TOTAL BID AMOUNT
Halme Construction, Inc.	\$2,000,000	\$854,000	\$0	\$34,000	\$2,888,000.00
WM. Winkler Co.	\$1,148,690.52	\$1,260,586.12	-\$17,000	\$22,000	\$2,414,276.64
Cameron-Reilly, LLC	\$944,777	\$1,060,340	-\$30,000	\$25,000	\$2,000,117.00
NNAC Construction	\$1,229,542	\$780,510	-\$37,600	\$23,072	\$1,995,524.00
LaRiviere, Inc.	\$1,140,000	\$900,000	-\$35,000	\$150	\$2,005,150.00

Engineers Estimate = \$2,374,838.20

The bids were reviewed by staff who have determined that NNAC Construction is the lowest, most responsible and responsive bidder. With the construction contract and all other expenses required for the project which include, design, engineering, special inspections; fees for utilities, advertising and permitting; Washington State sales tax and reserved construction contingency the project is expected to be within the \$2.963 million-dollar budget approved by the Board, CIP No. OPF-2019-575.

Staff recommend Award of Contract to NNAC Construction for the Total Base Bid of \$1,995,524 plus applicable Washington State sales tax. Staff will retain a 15% construction contingency accommodated within the total project budget.

RECOMMENDATION TO COMMITTEE: Review and recommend the Board approve an award of contract for the Spokane Falls Station to NNAC Construction for \$1,995,524.00, applicable Washington State sales tax, and allow the CEO to apply contingency funds, as necessary, within the project budget.

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS MEETING OF

April 3, 2019

AGENDA ITEM 5A2 : AWARD OF CONTRACT: SPOKANE COMMUNITY COLLEGE TRANSIT CENTER

REFERRAL COMMITTEE: N/A

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

SUMMARY: The Spokane Community College (SCC) Transit Center project will result in construction of a new off-street transit center located on the Spokane Community College Campus. This committee approved the project scope of work on October 31, 2018. Total project budget is \$5M derived from \$2 million in *STA Moving Forward* funds and \$3 million in a Regional Mobility Grant from the Washington State Department of Transportation.

The Invitation for Bid was advertised in the Spokesman Review on February 10, 2019. An on-site pre-bid meeting was held on February 21, 2019 and bids were received on March 12, 2019. STA received three (3) bids from qualified contractors.

The Invitation for Bid requested bid numbers for an additive alternate to construct a concrete bus loop in lieu of asphalt, a deductive alternate associated with the electrical service path, and additive bid options to include polyethylene rub rails along the customer waiting area, construct an ADA ramp at the northeast corner of the intersection of Sycamore Lane and Nora on campus, and replace an ADA ramp to meet current code at a pedestrian crossing on Sycamore that leads to the campuses Automotive Building. Internal stakeholders and Community College representatives recommend acceptance of the deductive alternate to exclude masonry columns from the fence line and to add rub rails.

Bid Summary (as recommended) is as follows:

Name of Firm	Base Bid "A"	Base Bid "B"	Bid Alternate 1	Bid Option 1 Bid Option 2 Bid Option 3	TOTAL BID AMOUNT
Halme Construction, Inc.	\$2,000,000	\$2,000,000	\$320,000	\$30,000 \$4,000 \$5,000	\$4,359,000
LaRiviere, Inc.	\$1,364,200	\$1,393,680	\$283,957	\$16,581 \$2,200 \$2,700	\$3,063,318
Granite Petroleum	\$1,641,924	\$1,386,544	\$336,480	\$24,535 \$2,455 \$2,086	\$3,394,024

Engineers Estimate = \$2,950,259.20

The bids were reviewed by staff who have determined that LaRiviere is the lowest, most responsible and responsive bidder. With the construction contract and all other expenses required for the project which include design, engineering, special inspections; fees for utilities, advertising and permitting; Washington State sales tax, and reserved construction contingency the project is expected to be within the \$5 million-dollar budget approved by the Board, CIP No. OPF-2019-475. Hill International, with the involvement of Coffman Engineers and ALSC Architects, will provide construction management services through STA's existing on-call engineering services contract.

Staff recommend Award of Contract (2018-10258) to LaRiviere, Inc. for the Total Base Bid of \$3,063,318 plus applicable Washington State sales tax. Staff will retain a construction contingency of 15% accommodated within the total project budget.

RECOMMENDATION TO COMMITTEE: Review and recommend the Board approve an award of contract for the Spokane Community College Transit Center to LaRiviere, Inc. for \$3,063,318, applicable Washington State sales tax, and allow the CEO to apply contingency funds, as necessary, within the project budget.

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

April 3, 2019

AGENDA ITEM 6A : FIXED ROUTE 2018 PASSENGER SURVEY RESULTS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Brandon Ropez-Betty, Director of Communications and Customer Service

SUMMARY: Spokane Transit Authority (STA) commissioned Robinson Research, procured through a bidding process, to conduct the 2018 On-Board Fixed Route Passenger survey of no fewer than 1,700 bus riders. Quotas were established for time of day, day of the week, and specific routes. STA provided the information to Robinson Research from which the quotas were established. The surveys were conducted in the third week of October. This survey was developed similarly to previous studies to maximize opportunities for data comparisons over time.

RECOMMENDATION TO COMMITTEE: For information.

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

April 3, 2019

AGENDA ITEM 6B : LEGISLATIVE REPORT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: E. Susan Meyer, CEO

SUMMARY: Staff will provide an update on current legislative proceedings.

RECOMMENDATION TO COMMITTEE:

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

April 3, 2019

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 AND EXTERNAL RELATIONS COMMITTEE MEETING

April 3, 2019

AGENDA ITEM **8A** : FEBRUARY 2019 OPERATING INDICATORS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Roger Watkins, Chief Operations Officer

SUMMARY: February 2019 had the same number of weekdays compared to February 2018.

FIXED ROUTE

Average weekday ridership decreased 6.5% (35,613 vs. 38,098) in February 2019 compared to February 2018 and is down 4.6% (35,360 vs. 37,054) YTD. Total monthly ridership decreased 6.1% (788,825 vs. 840,030) in February 2019 compared to February 2018, and is down 4.2% (1,668,594 vs. 1,741,509) YTD.

Detailed breakdown:

- Adult ridership decreased 4.7% (513,377 vs. 538,644) in February 2019 compared to February 2018 and is down 3.5% (1,082,109 vs. 1,122,313) YTD.
- CCS Pass ridership decreased 7.0% (58,462 vs. 62,849) in February 2019 compared to February 2018, and is down 1.6% (130,504 vs. 132,586) YTD.
- Eagle Pass ridership decreased 13.7% (72,436 vs. 83,966) in February 2019 compared to February 2018, and is down 10.5% (150,443 vs. 168,000) YTD.
- GU Bulldogs Pass ridership increased 19.2% (4,947 vs. 4,150) in February 2019 compared to February 2018, and is up 15.9% YTD.
- Youth ridership decreased 12.3% (53,362 vs. 60,868) in February 2019 compared to February 2018, and is down 5.8% (109,962 vs. 116,759) YTD.
- Reduced Fare / Para ridership decreased 7.5% (94,352 vs. 101,996) in February 2019 compared to February 2018, and is down 1.6% (206,917 vs. 210,344) YTD.

Fixed Route on time performance for February 2019 was 91% due to multiple snow events.

Colleges and District 81 schools closed one weekday due to snow. There were also 2 days of late reports and early releases.

PARATRANSIT

There were 19 weekdays in February 2019. We had 29.9 total of snowfall and an average temperature of 21.3 degrees in February 2019 compared to 12 inches of snowfall and an average temperature of 30.2 in February 2018. Paratransit operated under general snow conditions every day in February.

Paratransit's ridership goal for 2019 is to increase 2018 ridership levels by no more than 1.5%. Combined total ridership for February 2019 was 32,810 compared to February 2018 which was 38,717, a decrease of 15.25% for the month. Combined total ridership year to date is 72,066 in 2019 compared to 79,817, a decrease of 9.71%.

Detailed breakdown:

Ridership:

- Directly Operated Service ridership for February 2019 was 17,347 compared to 19,393 in February 2018, an 11.7% decrease.
- Directly Operated Service ridership year to date for 2019 is 38,671 compared to 42,076 in 2018, an 8.8% decrease.
- MV Contracted Service ridership for February 2019 was 13,958 compared to 16,709 in February 2018, a 19.7% decrease.
- MV Contracted Service ridership year to date for 2019 is 29,051 compared to 32,121 in 2018, a 10.56% decrease.
- SUV ridership for February 2019 was 1,505 compared to 2,641 in 2018, a 42.43% decrease.
- SUV ridership year to date for 2019 is 4,344 compared to 5,620 in 2018, a 22.7% decrease.

On Time Performance (OTP):

- Directly Operated Service had an OTP of 85.86 in February 2019 compared to 93.23 in February 2018.
- MV Contracted Service had an OTP of 79.38 in February 2019 compared to 87.2 in February 2018.
- Combined Service had an OTP of 83.11 compared to 90.48.
- Directly Operated Service had a PPH of 2.75 in February 2019 compared to 2.96 in February 2018.
- MV Contracted Service had a PPH of 2.68 in February 2019 compared to 2.58 in February 2018.
- Combined Service had a PPH of 2.72 in February 2019 compared to 2.77 in February 2018.

VANPOOL

Vanpool customer trips were down 2.5% in February 2019 vs February 2018 (12,553 vs 12,877). Year to date is down .22% (27,518 vs. 27,579 in 2018). February 2019 had 77 van groups in operation versus 81 in February 2018.

Detailed Breakdown:

- 556 riders took at least one trip in January 2019 vs 562 in December of 2018.
- Riders added were 17.
- Riders removed were 16.
- Days operated per van 17 (out of 19)
- Average daily vanpool ridership 737 trips vs 761 in January.
- Average Participant per van was 7.13 trips vs 7.32 in January

CUSTOMER SERVICE

February 2019 Employee Sponsored Bus Pass (ESBP) sales were 41.6% (352 passes) higher than February 2018. Contributing to this increase is the Spokesman Review (300 passes in Feb. 2019 vs. 7 in Feb. 2018), Umpqua Bank (126 passes in Feb. 2019 vs. 0 in Feb. 2018)

February 2019 YTD ESBP is 4.3% (94 passes) lower than February 2018 YTD. Alorica (250 fewer passes), Northern Quest (60 fewer passes) and Davenport (52 fewer passes) contributed to this decrease, while Umpqua Bank (254 more passes) helped even out the losses.

February 2019 Group Sales decreased 51.8% (13,648 passes vs 28,295 in 2018).

The largest decreases were from:

- Spokane Mental Health -6,000 fewer 2hr than February 2018 (13,900 fewer passes YTD)
- Mukogawa- 4,000 fewer 2hr and 1,000 fewer Day Passes than February 2018 (4,000 fewer passes YTD)
- Providence Adult Day Health- 3,000 fewer 2hr Para than February 2018 (3,000 fewer passes YTD)

Increases of more than 1,000 came from:

- Special Mobility Service-2,000 more 2hr Passes than in 2018 (1,000 more passes YTD)
- Dept of Children and Family Services-1,000 more Adult and 500 more Youth Passes than in 2018 (1,500 more passes YTD)

February 2019 YTD Group Sales decreased 42.1% (41,571 passes vs 59,078 in 2018).

Detailed breakdown:

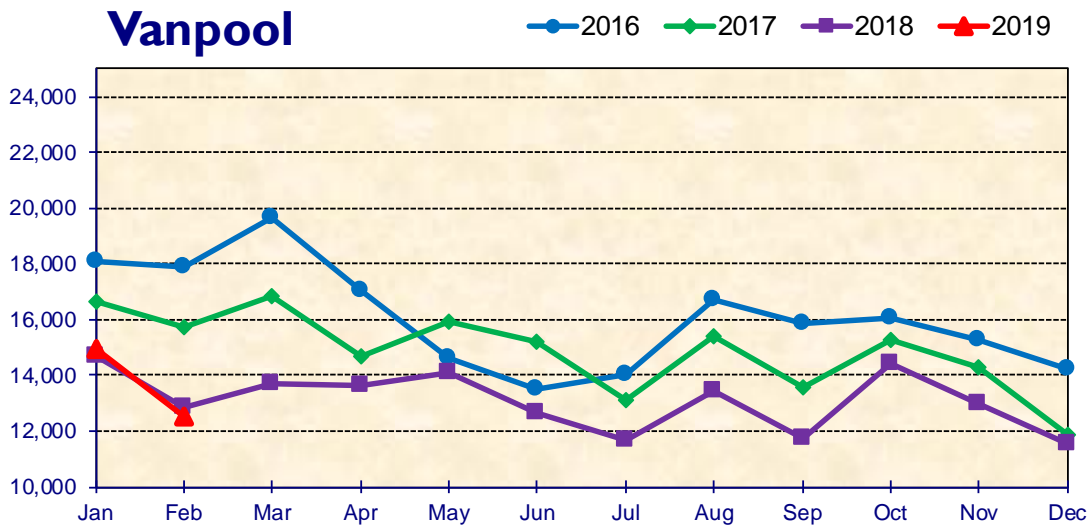
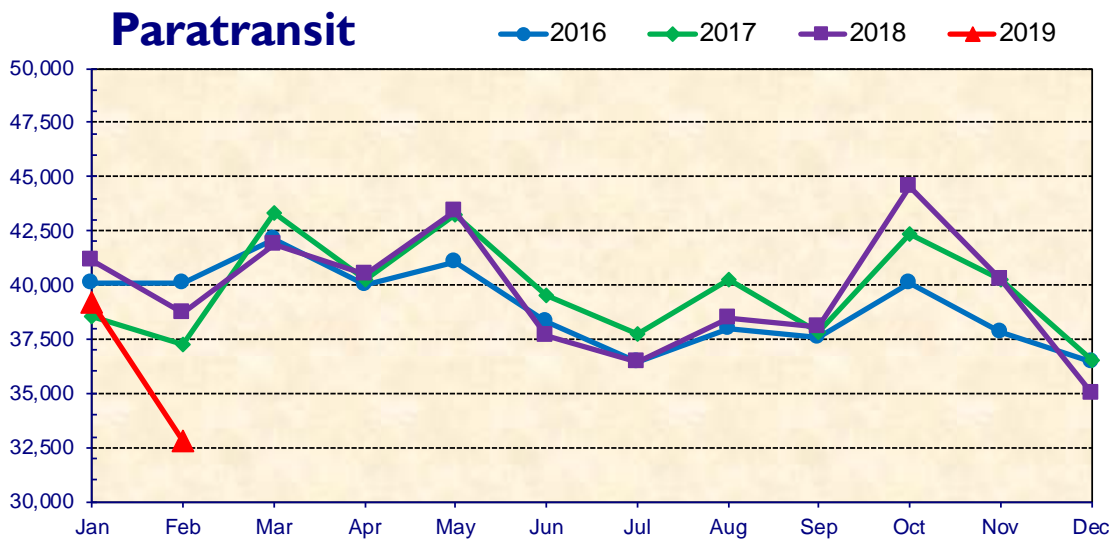
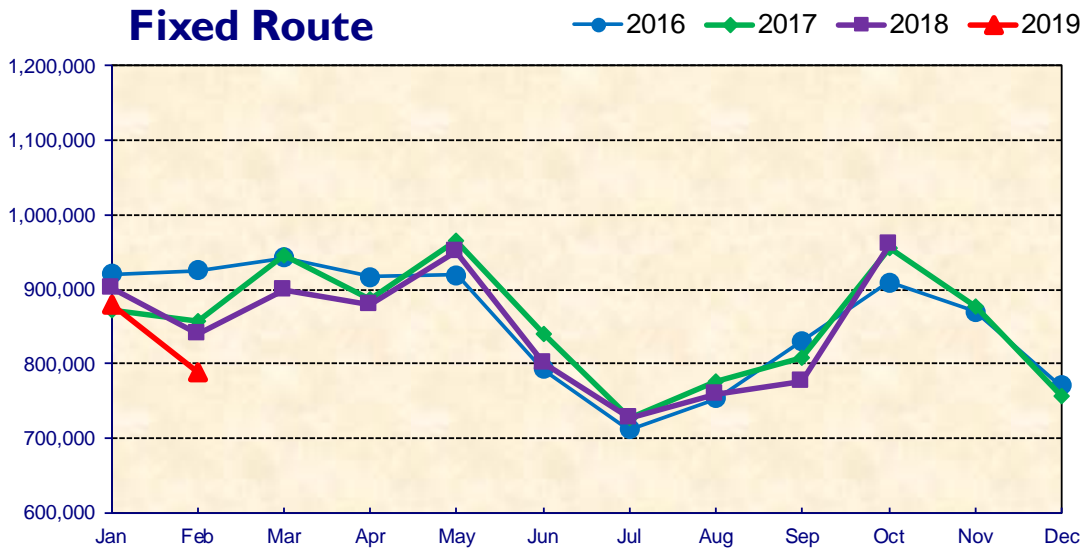
- Total monthly pass sales decreased 8.6% (9,196 vs. 10,066 in 2018).
- Adult Pass/Smartcard sales decreased 28.4% (3,456 vs. 4,828 in 2018).
- City Ticket monthly sales decreased 0.2% (447 vs. 448 in 2018).
- 7-Day Pass/Smartcard sales increased 41.5% (1,063 vs 751 in 2018).
- ESBP sales increased 44.3% (1,221 vs 846 in 2018).
- Student Pass sales decreased 89.7% (3 vs. 29 in 2018).
- Youth Pass/Smartcard monthly sales increased 33.4% (1,738 vs. 1,303 in 2018).
- Reduced Fare Pass/Smartcard monthly sales decreased 8.5% (1,352 vs. 1,477 in 2018).
- Paratransit Pass/Smartcard sales decreased 12.0% (744 vs. 845 in 2018).
- UTAP rides decreased 3.6% (155,398 vs 161,268 in 2018).

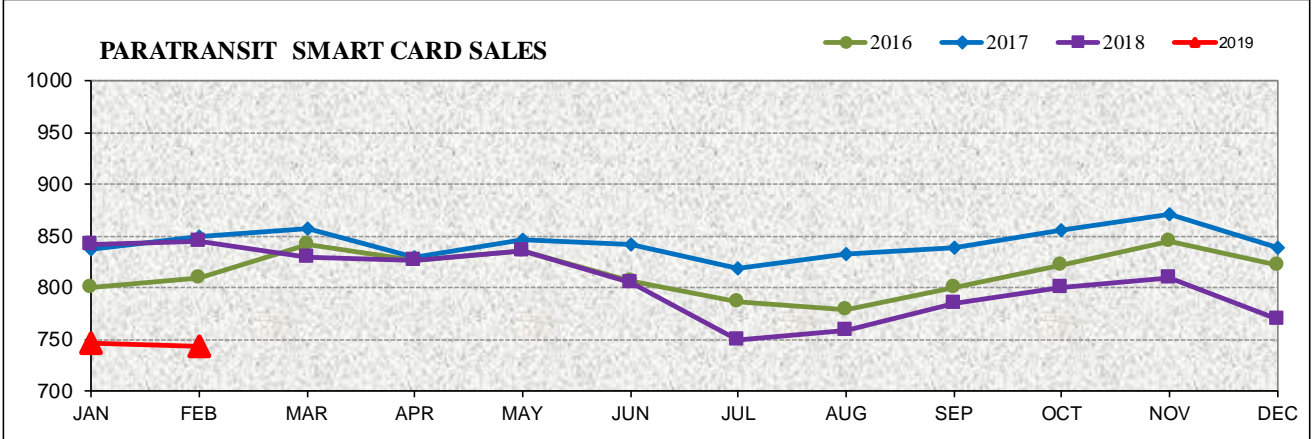
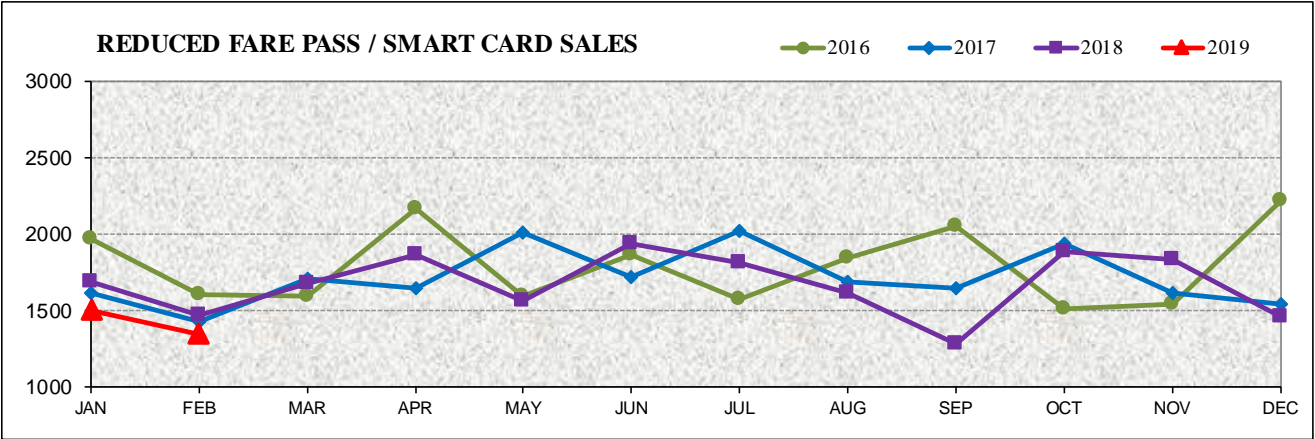
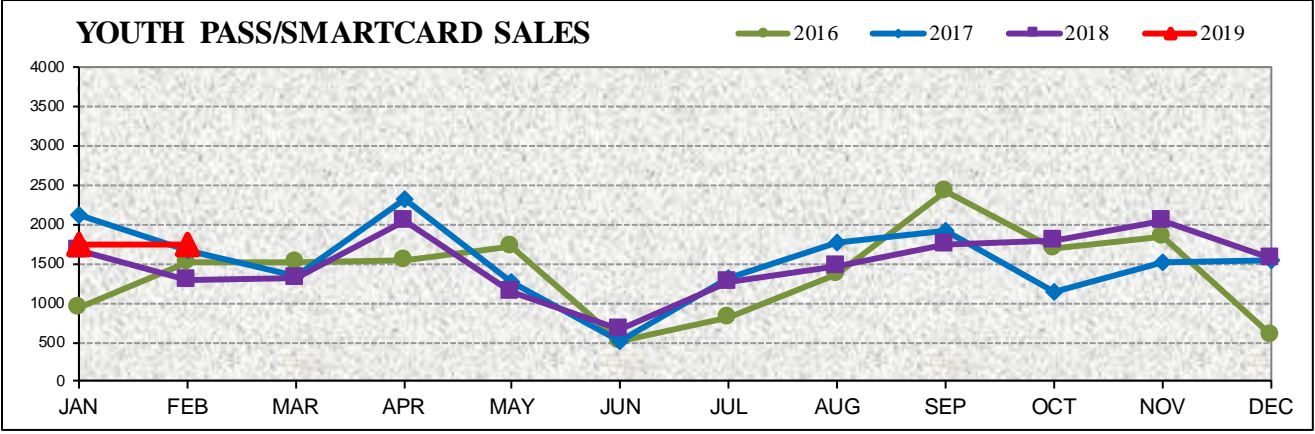
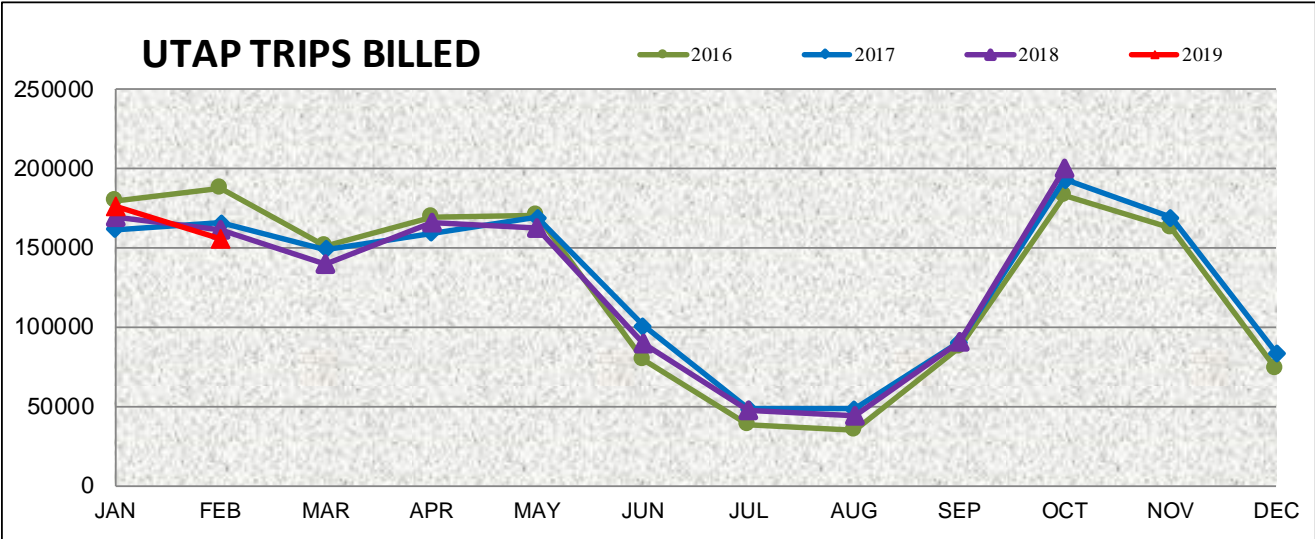
RECOMMENDATION TO BOARD: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

RIDERSHIP





SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

April 3, 2019

AGENDA ITEM 8B : FEBRUARY 2019 FINANCIAL RESULTS SUMMARY

REFERRAL COMMITTEE: N/A

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

SUMMARY: Attached are the February 2019 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. February equates to 16.7% of the year.

Revenue

Overall, revenue is at 16.9% of budget (\$16.9M) which is slightly higher than the expected \$16.7M.

Fares & Other Transit Revenue is on budget at 16.7%.

Sales Tax Revenue is slightly higher than the budget at 17.1%.

Federal & State Grants is lower than the budget at 14.6%.

Miscellaneous Revenue is higher than the expected budget at 26.9%.

Operating Expenses

Operating expenses at 14.1% of budget (\$11.2) are 16% below the expected amount of \$13.3M.

Fixed Route 14.8% of budget expended

Paratransit 11.2% of budget expended

Vanpool 11.8% of budget expended

Plaza 9.9% of budget expended

Administration 15.8% of budget expended

Operating expenses are greatly influenced by timing of payments. For example, only 7.8% (\$0.4M) of the fuel budget has been spent to date and we expect that to change significantly as the year progresses.

RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

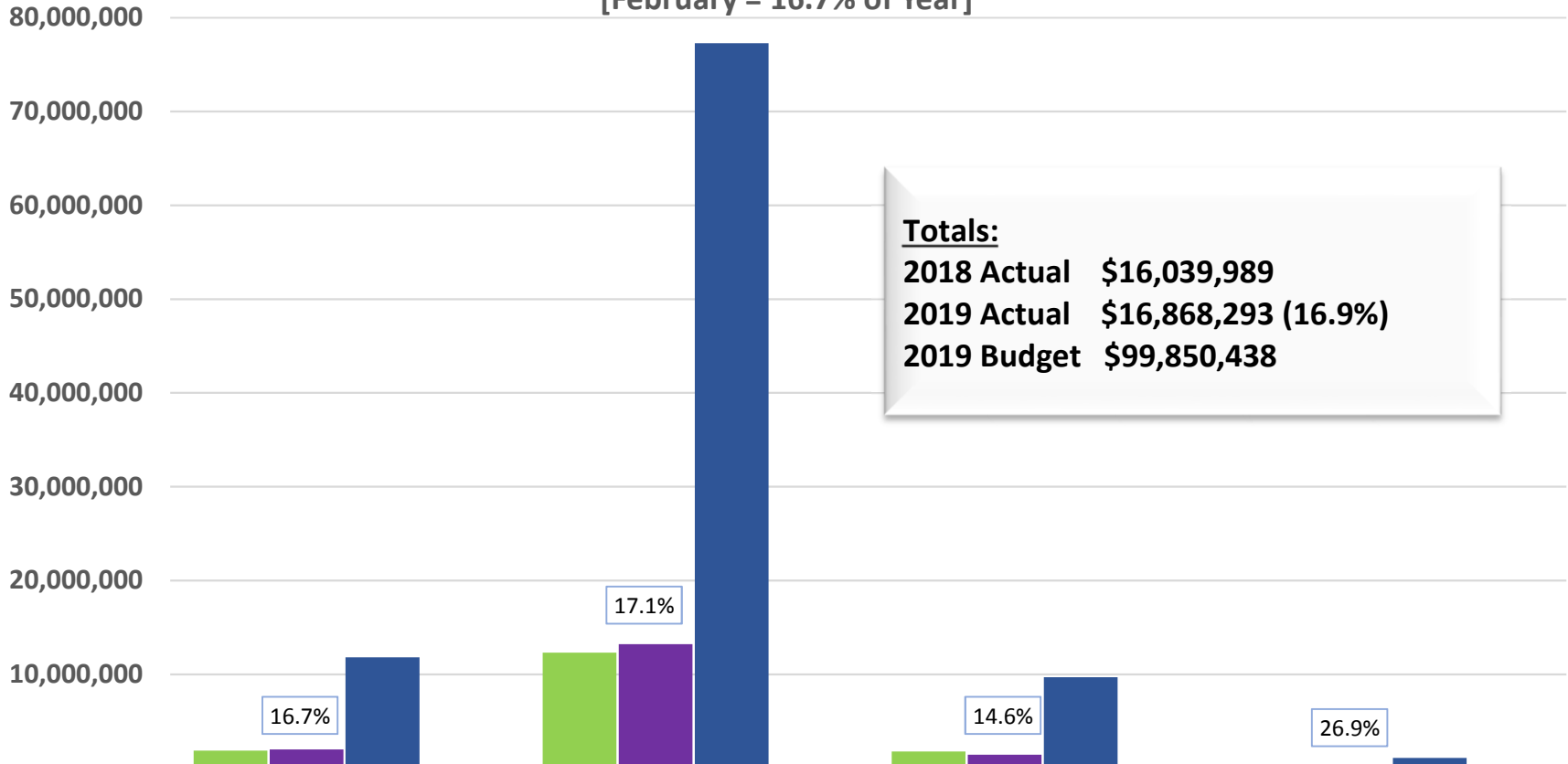
Division Head _____

Chief Executive Officer _____

Legal Counsel _____

Spokane Transit Revenues ⁽¹⁾ - February 2019

[February = 16.7% of Year]

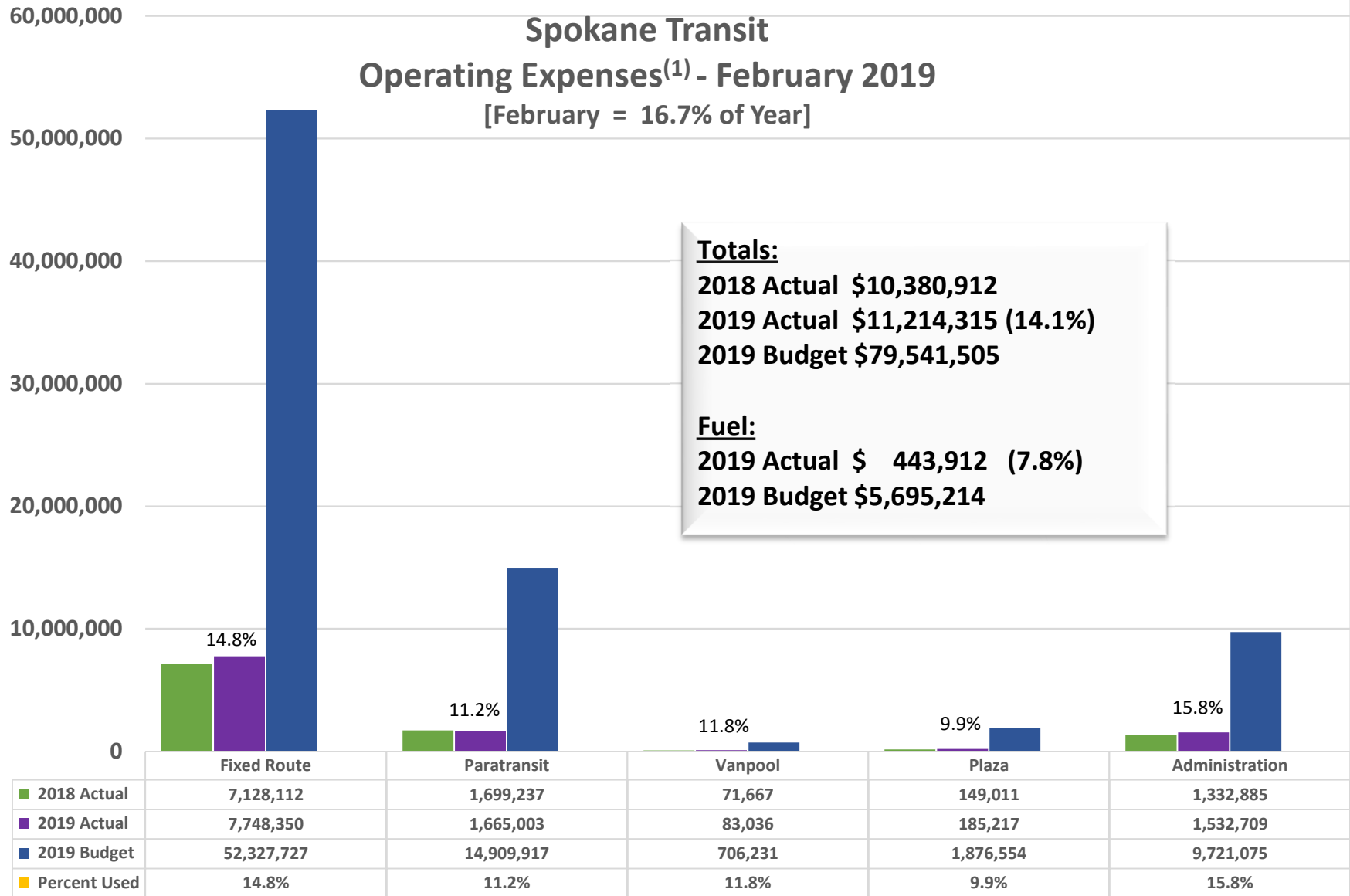


Totals:
2018 Actual \$16,039,989
2019 Actual \$16,868,293 (16.9%)
2019 Budget \$99,850,438

	Fares & Other Transit Revenue	Sales Tax	Federal & State Grants	Miscellaneous
■ 2018 Actual	1,854,749	12,292,294	1,749,499	143,447
■ 2019 Actual	1,973,283	13,192,522	1,411,475	291,013
■ 2019 Budget	11,807,075	77,271,349	9,691,088	1,080,926
■ Percent Used	16.7%	17.1%	14.6%	26.9%

⁽¹⁾ Above amounts exclude grants used for capital projects. Year-to-date February state capital grant reimbursements total \$37,697 and federal capital grant reimbursements total \$0.

Spokane Transit Operating Expenses⁽¹⁾ - February 2019 [February = 16.7% of Year]



⁽¹⁾ Operating expenses exclude capital expenditures of \$536,515 and Street/Road cooperative projects of \$421,176 for year-to-date February.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

April 3, 2019

AGENDA ITEM 8C : MARCH 2018 SALES TAX REVENUE INFORMATION

REFERRAL COMMITTEE: N/A

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

SUMMARY: Attached is March 2019 voter-approved sales tax revenue information.

March sales tax revenue, which represents sales for January 2019, was:

- +3.4% over March 2018 actual
- +6.2% above YTD actual
- +7.3% YTD above budget

RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

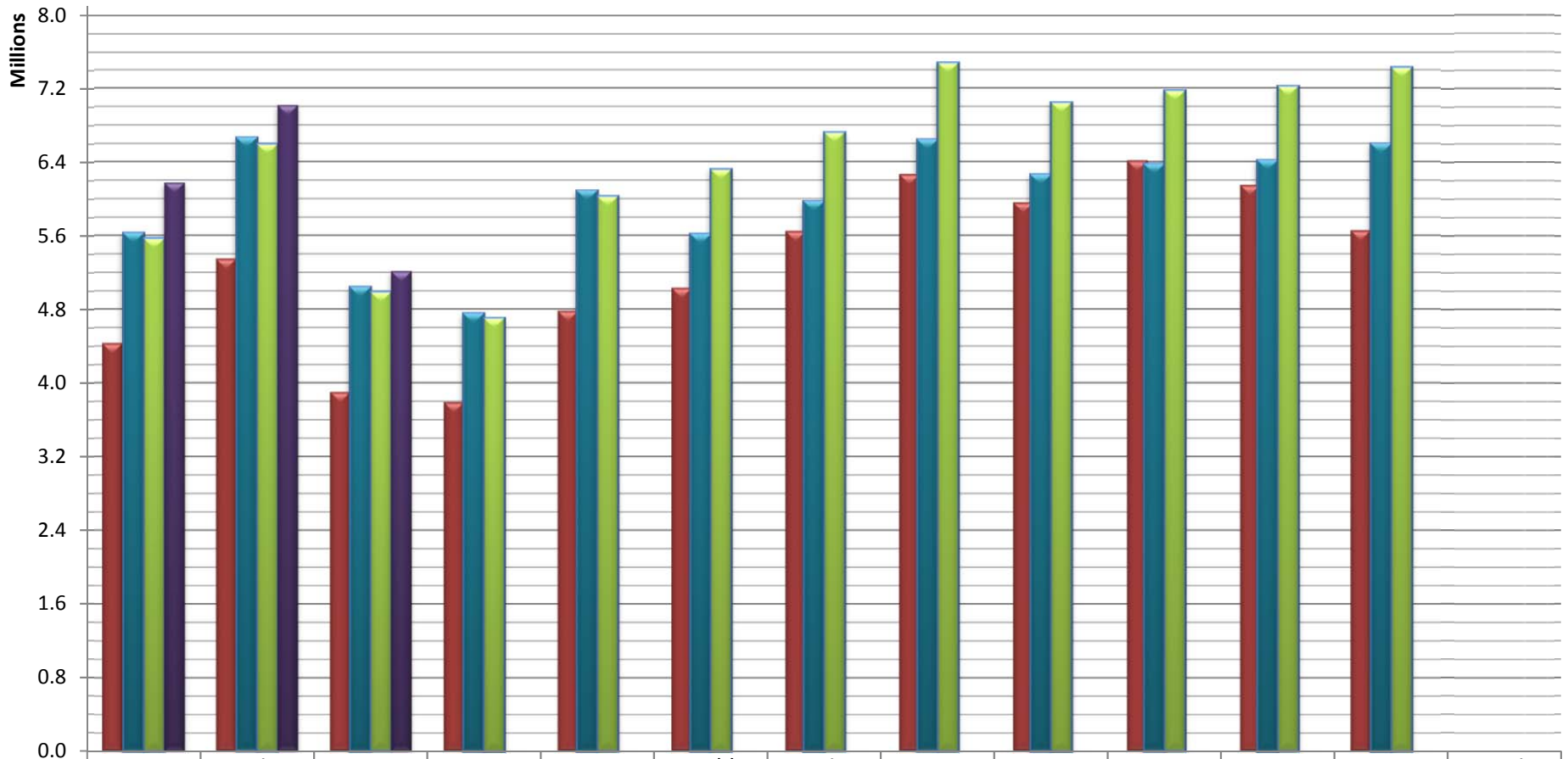
Sales Tax Revenue History-March 2019⁽¹⁾



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

(2) June distribution is April taxable sales in which the sales and use tax rate increased one-tenth of one percent (.001) from .006 to .007 in 2017 and from .007 to .008 in 2019.

2017 - 2019 SALES TAX RECEIPTS ⁽¹⁾



	Jan	Feb	Mar	Apr	May	Jun (2)	Jul	Aug	Sep	Oct	Nov	Dec	Total
■ 2017 Act.	4,432,233	5,350,787	3,901,562	3,790,349	4,783,883	5,035,578	5,651,610	6,268,031	5,961,836	6,416,307	6,150,443	5,656,970	63,399,589
■ 2018 Act.	5,628,134	6,664,160	5,042,196	4,754,750	6,090,019	5,616,550	5,975,412	6,645,055	6,263,667	6,377,811	6,420,673	6,601,136	72,079,561
■ 2019 Bud.	5,569,403	6,594,618	4,989,580	4,705,133	6,026,468	6,318,402	6,722,107	7,475,431	7,046,383	7,174,792	7,223,009	7,426,023	77,271,349
■ 2019 Act.	6,174,965	7,017,558	5,212,448	-	-	-	-	-	-	-	-	-	18,404,971
\$ Mo. Var.	546,831	353,398	170,253	-	-	-	-	-	-	-	-	-	
% Mo. Var.	9.7%	5.3%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
\$ YTD Var.	546,831	900,229	1,070,482	-	-	-	-	-	-	-	-	-	
% YTD Var.	9.7%	7.3%	6.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
% YTD Bud. Var.	10.9%	8.5%	7.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

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

⁽²⁾ June distribution is April taxable sales in which the sales and use tax rate increased one-tenth of one percent (.001) from .006 to .007 in 2017 and from .007 to .008 in 2019.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS MEETING OF

April 3, 2019

AGENDA ITEM 8D : **MAY 2019 SERVICE CHANGE SUMMARY**

REFERRAL COMMITTEE: N/A

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

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 2018 Transit Development Plan (TDP), STA will implement minor routing and schedule adjustments as needed in May 2019.

The Communications and Public Input section of *Connect Spokane*, 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 (less than 1.0% growth or reduction in revenue hours in any calendar year or less than .5% of annualized system ridership negatively impacted by loss of a bus stop, trips or route at any given service change). All the May 2019 service changes fall below these adopted thresholds.

The changes include an assortment of minor changes outlined in the table below. Some of the changes are in response to feedback on changes to the Route 68 that took place on September 16, 2018, and an unanticipated negative ridership trend. STA has coordinated with the City of Cheney and Eastern Washington University (EWU) to identify opportunities to improve the local service. An outreach process which included an online survey was conducted to collect feedback on draft concepts for improvement. Based on the collected feedback, policy guidance and technical analysis, changes to the routes 64 and 68 will be made and a new route associated with the regular EWU academic year, the 67 Swoop Loop, will be introduced (see attached map) as well. These changes to Cheney routes have been previously discussed with the STA Board of Directors and PMER Committee.

MAY SERVICE CHANGES		
ROUTE(S)	PLANNED ADJUSTMENT	RATIONALE
23 Maple/Ash	Inbound timepoint adjustments	Improve reliability
62 Medical Lake	Convert outbound Route 64 trips departing the Plaza at 3:35 PM, 4:35 PM, & 5:35 PM that continue to Medical Lake to outbound Route 62 trips.	Improve system legibility and customer information.
64 Cheney/West Plains	Convert outbound trips departing the Plaza at 3:35 PM, 4:35 PM, & 5:35 PM that continue to Medical Lake to Route 62 trips.	Improve system legibility and customer information.
	Modify to serve the Cheney Presley Dr./Salnave Rd. loop during peak periods in one direction	Address feedback and Route 68 Cheney Local ridership decline after September 2018 changes
66 EWU	Convert some AM trips to Route 64 trips to serve the Presley Dr./Salnave Rd. loop and other schedule adjustments	Associated with proposed adjustments to local Cheney service.
New 67 Swoop Loop	Introduce a new route that provides local service in Cheney in a counter-clockwise loop during the regular EWU academic quarters	Address feedback and Route 68 Cheney Local ridership decline after September 2018 changes
68 Cheney Loop (formerly Cheney Local)	Modify the routing to operate in a clockwise-only loop providing 30-minute frequency 7-days a week, year-round.	Address feedback and Route 68 Cheney Local ridership decline after September 2018 changes
90 Sprague	Minor schedule adjustments to the last outbound departures all service days	Associated with adjustments to the Route 95
95 Mid-Valley	Extend the last outbound trip all service days to the Mirabeau Park & Ride	Improve mobility and customer information

MAY SERVICE CHANGES		
ROUTE(S)	PLANNED ADJUSTMENT	RATIONALE
96 Pines/Sullivan	Change the end of the line layover location to N. Progress Rd. and E. Trent across from Cenex gas station	Development on adjacent property enables an improved, safer layover location, which includes a convenience store and restroom for coach operators.

RECOMMENDATION TO COMMITTEE: For information only.

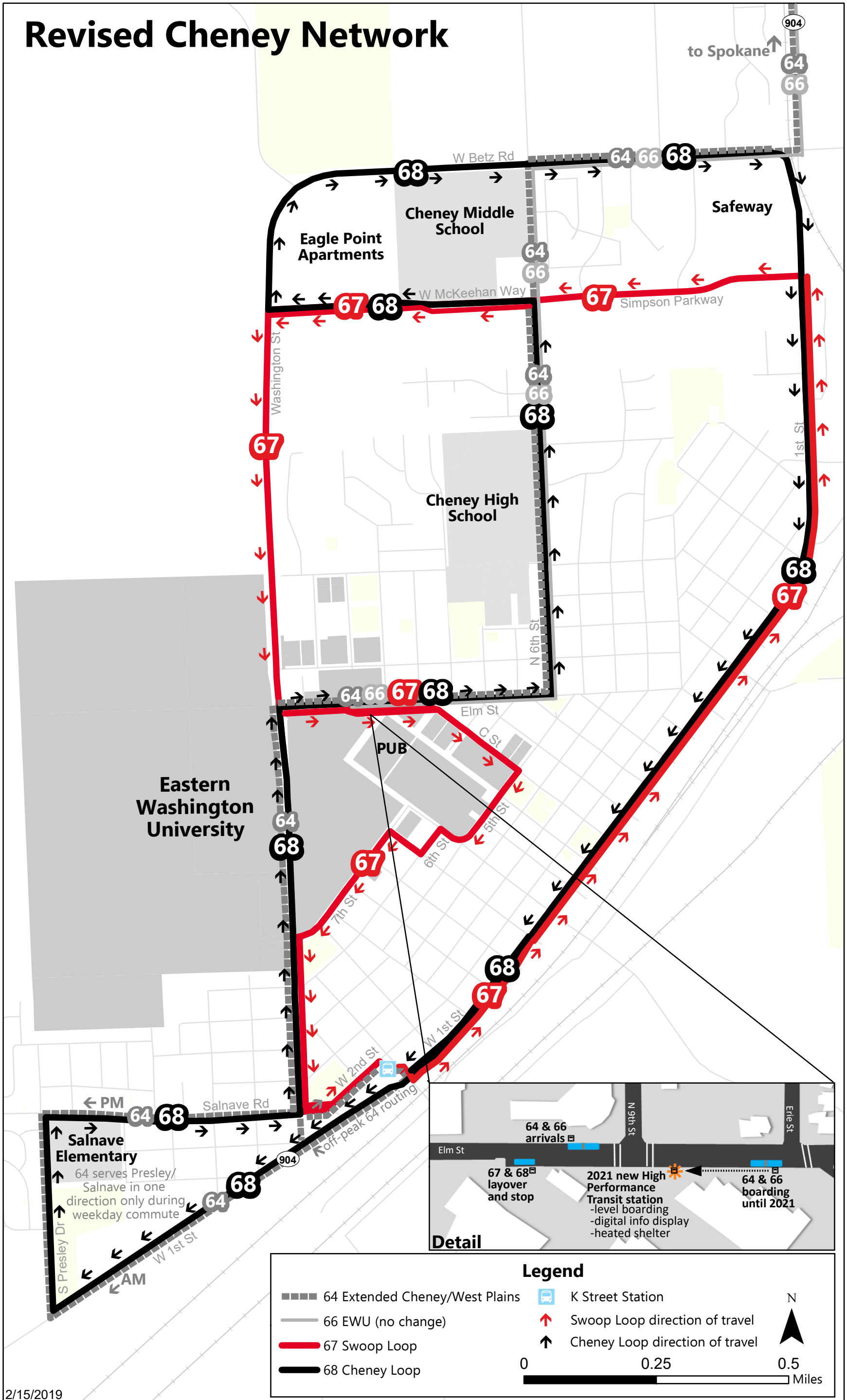
FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

Revised Cheney Network



SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

April 3, 2019

AGENDA ITEM 8E : FOURTH QUARTER SAFETY AND LOSS SUMMARY REPORT

REFERRAL COMMITTEE: N/A

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

SUMMARY:

VEHICLE ACCIDENTS

Fixed Route: There were eleven (11) preventable collisions reported during the fourth quarter, resulting in a rate of 0.09 collisions per 10,000 miles. The collision rate is above our standard of 0.08 collisions per 10,000 miles. No collisions were classified as Type 3 (costs exceed \$7,500); one was Type 2 (costs \$2500-\$7500); four are Type 1 (costs up to \$2500); and six are Type 0 (\$0 damage) collisions.

Paratransit: There were two (2) preventable collisions reported during the fourth quarter. The resulting preventable collisions rate of 0.08 per 10,000 miles is well below our standard of 0.10 per 10,000 miles. No collision is classified as either Type 3 (costs exceed \$7,500) or Type 2 (costs \$2500-\$7500); or Type 1 (costs up to \$2500) and two are Type 0 (\$0 damage) collisions.

EMPLOYEE INJURIES

There were twenty-four (24) injury events reported during the fourth quarter. Sixteen (16) injuries involved medical treatment and of those, five (5) involved time loss from work. The total number of worker's compensation claims filed year-to-date is fifty eight (58); the total claims filed by the end of the fourth quarter in 2017 was sixty six (66). Employee lost workdays year-to-date are higher (3625 vs 2755) in 2018 vs. 2017 at fourth quarter end. The majority of accidents this quarter resulted from slip/trip/fall.

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

April 3, 2019

AGENDA ITEM 9: MAY 2019 DRAFT COMMITTEE PACKET AGENDA REVIEW

REFERRAL COMMITTEE: N/A

SUBMITTED BY: STA Staff

SUMMARY: At this time, members of the Performance Monitoring and External Relations Committee will have an opportunity to review and discuss the items proposed to be included on the agenda for the meeting of May 1, 2019.

RECOMMENDATION TO COMMITTEE: N/A

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, May 1, 2019, 1:30 p.m.
Spokane Transit Southside Conference Room

DRAFT AGENDA

Estimated meeting time: 90 minutes

1. Call to Order and Roll Call
2. Public Expressions
3. Committee Chair Report (*5 minutes*)
4. Committee Action (*5 minutes*)
 - A. Minutes of the April 3, 2019, Committee Meeting – *Corrections/Approval*
5. **Committee Action** (*20 minutes*)
 - A. Board Consent Agenda
 1. Award of Contract: Security (*Williams*)
 - B. Board Discussion Agenda
 1. (*No Items being presented this month*)
6. **Reports to Committee** (*40 minutes*)
 - A. System Performance Report (*Otterstrom*)
 - B. 1st Quarter 2019 Performance Measures (*Watkins*)
 - C. 2019 Van Grant Recipients Award (*Watkins*)
 - D. Low Income Pass Update (*Arneson*)
 - E. Legislative Report (*Meyer/Rapez-Betty*)
7. CEO Report (*10 minutes*)
8. Committee Information – *no discussion/staff available for questions*
 - A. March 2019 Operating Indicators (*Watkins*)
 - B. March 2019 Financial Results Summary (*Warren*)
 - C. April 2019 Sales Tax Revenue Information (*Warren*)
 - D. 1st Quarter 2019 Service Planning Input Report (*Otterstrom*)
 - E. 1st Quarter 2019 Safety and Loss Summary Report (*Williams*)
9. June 5, 2019, Committee Packet Draft Agenda Review
10. New Business (*5 minutes*)
11. Committee Members' Expressions (*5 minutes*)
12. Adjourn
13. Next Committee Meeting: June 5, 2019, 1:30 p.m.

(STA Southside Conference Room, 1230 West Boone Avenue, Spokane, Washington)

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

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

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

April 3, 2019

AGENDA ITEM 11 : COMMITTEE MEMBERS' EXPRESSIONS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: N/A

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

RECOMMENDATION TO COMMITTEE: N/A

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____