

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

## **PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING**

Wednesday, December 4, 2019, 1:30 p.m.  
Spokane Transit Southside Conference Room

### **AGENDA**

*Estimated meeting time: 50 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 November 6, 2019, Committee Meeting – *Corrections/Approval*
5. **Committee Action** (*20 minutes*)
  - A. Board Consent Agenda
    1. Approval of 2020 Spokane Police Department (SPD) Agreement Renewal (*Williams*)
  - B. Board Discussion Agenda
    1. Draft 2020 State Legislative Priorities (*Meyer*)
6. **Reports to Committee** (*10 minutes*)
  - A. Purchase of Four 40' Battery Electric Fixed Route Replacement *Coaches* (*Watkins*)
7. Committee Information – *no discussion/staff available for questions*
  - A. October 2019 Operating Indicators (*Watkins*)
  - B. October 2019 Financial Results Summary (*Liard*)
  - C. November 2019 Sales Tax Revenue Information (*Liard*)
  - D. January 2020 Service Changes (*Otterstrom*)
  - E. 2020-2022 Service Changes – Outreach Update (*Otterstrom*)
8. February 5, 2020, Committee Packet Draft Agenda Review
9. New Business (*5 minutes*)
10. Committee Members' Expressions (*5 minutes*)
11. Adjourn
12. Next Committee Meeting: February 5, 2020, 1:30 p.m.

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

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting on STA's website: [www.spokanetransit.com](http://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](http://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**

December 4, 2019

**AGENDA ITEM 2: PUBLIC EXPRESSIONS**

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** N/A

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**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:** Information only.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING**

December 4, 2019

**AGENDA ITEM 3: COMMITTEE CHAIR REPORT**

**REFERRAL COMMITTEE:** N/A

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

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

**RECOMMENDATION TO COMMITTEE:** Information only.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING**

December 4, 2019

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

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** Sam Guzman, Executive Assistant

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

**RECOMMENDATION TO COMMITTEE:** Corrections or approval.

**COMMITTEE ACTION:**

**RECOMMENDATION TO THE BOARD:**

**FINAL REVIEW FOR BOARD BY:**

Division Head \_\_\_\_\_ Chief Executive Officer \_\_\_\_\_ Legal Counsel

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

## **PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE**

**Draft** Minutes of the November 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)  
Rhonda Bowers, Labor Representative  
E. Susan Meyer, CEO (Ex-Officio)

### **MEMBERS ABSENT**

Sam Wood, City of Spokane Valley  
Mike Kennedy, City of Liberty Lake (Ex-  
Officio)

\* Chair

### **STAFF PRESENT**

Roger Watkins, Chief Operations Officer  
Karl Otterstrom, Director of Planning and Development  
Monique Liard, Chief Financial Officer  
Brandon Rapez-Better, Director of Communications and  
Customer Service  
Nancy Williams, Director of Human Resources  
Sam Guzman, Executive Assistant to the Chief Operations  
Officer

### **PROVIDING LEGAL COUNSEL**

Laura McAloon, McAloon Law PLLC

### **GUESTS**

(none)

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#### 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**

Cameryn Flynn from SNAP began by saying how grateful she was for the 5310 funds and surplus vans SNAP has received from STA. She went on to explain that she felt a budgeted line item to subsidize pass purchases 50% would be extremely helpful. The savings would allow SNAP to divert funds to other wraparound services.

Sara Mack from the VOA agreed with Ms. Flynn. She shared that the VOA spends a lot on bus passes and transportation to education and employment is necessary to build people's lives back up.

Ami Manning from Transitions said that transportation is a huge issue and that there is a gap in getting monthly passes to those who need them. She stated that not being able to connect has a big impact on families and their day to day lives. Ami explained that they are consistently having to ask funders for more to fill the need.

#### 3. **COMMITTEE CHAIR REPORT**

Chair Kinnear had no report at this time.

#### 4. **COMMITTEE APPROVAL**

##### **A. Minutes of the October 2, 2019, Committee Meeting**

**Mr. Kerns moved to recommend approval of the October 2, 2019, Committee meeting minutes. Ms. Burke seconded the motion, and it passed unanimously.**

**B. Citizen Advisory Committee Charter Update and Resolution**

Mr. Rapez-Betty shared the Citizen's Advisory Committee (CAC) proposal to revise their charter to reflect a bi-monthly model. The CAC recommended, through a formal committee vote, to have their meetings occur five times a year in February, April, June, September, and November. Mr. Rapez-Betty requested that the Committee approve the revised CAC Charter reflecting the change to the CAC's meeting frequency.

**Mr. Kerns moved to approve item, 4A2, Ms. Burke seconded the motion, and it passed unanimously**

5. COMMITTEE ACTION

A. Board Consent Agenda

**1. Award of Contract: Sump Pumping Services**

Mr. Watkins explained that STA operates seventeen (17) in-ground sumps at the Boone Avenue, Fleck Service Center, and Northwest Garage facilities. Regular pumping and analyzing of the waste material is required for proper disposal. The current 5-year sump pumping contract with Safety Kleen expires on December 31, 2019.

Mr. Watkins reviewed the proposal timeline and explained that each responsive proposal was evaluated on price, ability to perform, experience and stability, references, and Request for Proposals (RFP) compliance. Two proposals were received before the deadline. Safety Kleen was rated highest and also had the lower 5-year price estimate. Mr. Watkins requested that the committee recommend the Board award a 5-year sump pumping contract to Safety Kleen for an estimated cost of \$130,557 for the first year.

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

**2. Acceptance of Division Street Phase I Improvements and Approval to Pay Retainage to Cameron-Reilly, LLC**

Mr. Otterstrom reviewed the phase I STA Moving Forward (STAMF) bus stop improvements along the Division Street corridor. The Phase I improvements included fourteen (14) bus stops and a section of sidewalk on the East side of Division from Weile to Magnesium.

The overall project budget is \$2M and has been broken down into phased segments to maximize the scope of the project. No construction contingency was used for Phase I, and in addition the contractor and staff coordinated with the City of Spokane to eliminate anticipated street patching which resulted in a deductive change order. The complete project expenses for Phase I are \$906,475, which leaves \$1,093,525 for the remaining Phases.

Mr. Otterstrom shared some before and after pictures of the project, and then asked that the Committee recommend the Board accept the construction contract as complete for Division Street Stops Phase I and authorize the release of \$33,562.10 in retainage to Cameron-Reilly, LLC.

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

**3. Shuttle Park Agreement Amendment**

Mr. Rapez-Betty presented an amendment to the existing Shuttle Park Agreement between STA, the Public Facilities District (PFD), and the Downtown Spokane Partnership (DSP). Currently each Shuttle Park pass sells for \$40, with \$24 going to STA and \$16 going to PFD. The DSP has recently requested a portion for ongoing promotion of the program. PFD has agreed to fund those promotions from its portion of the pass revenue, reducing their share to \$14 and directing \$2 to the DSP.

Mr. Rapez-Betty review some background information about the current contract and requested that the Committee recommend the Board approve the first amendment to the Shuttle Park Agreement 2017-10062.

**Mr. Kerns moved to approve item 5A3, Ms. Burke seconded the motion, and it passed unanimously.**

B. Board Discussion Agenda

*(no items presented this month)*

6. REPORTS TO COMMITTEE

A. 3<sup>rd</sup> Quarter 2019 Performance Measures

Mr. Watkins presented a condensed version of the 3<sup>rd</sup> quarter 2019 performance measures noting that a complete set was included in the committee packet.

Ridership:

- Fixed Route is down 0.7% year to date (YTD); however, the decline is entirely in non-revenue rides. Revenue ridership is up 0.5% YTD and Non-revenue ridership is down 6.3% YTD.
- Paratransit YTD ridership is down 7.0%. Staff has determined three primary reasons for the decrease. These include lower than normal on time performance during the fall and winter months, loss of ridership from several large providers due to loss of employment for their clients, and a large decline in SUV ridership YTD.
- Vanpool ridership is down 1.4% YTD. Vanpool has been tracking even and slightly above for much of 2019, but several Vanpool groups has decreased ridership due to summer vacations.

Other Performance measures reported on included Passengers Per Revenue Hour (PPRH), Professional & Courteous, On Time Performance, Operator Ride Checks, Cost per passenger, and Cost Recovery from User Fees. The final statistic reported on was Preventable Accident rates.

Discussion ensued about the steady PPRH decline across all agencies.

B. Fall Construction Update

Mr. Otterstrom presented an update of current construction projects. He stated that Fall 2019 has been the busiest construction season he has seen at STA. Projects worked on or completed in Fall include:

- Spokane Falls Station
- Spokane Community College Transit Center
- Moran Station Park & Ride
- Monroe-Regal High Performance Transit (HPT) improvements
- Plaza Skywalks
- 1212 Sharp Ave building ductless split
- General bus stop improvements
- Sprague Phase I ticket vending machine improvements
- Francis/Alberta intersection improvements
- Plaza HPT Phase I improvements

7. COMMITTEE INFORMATION

- September 2019 Operating Indicators – *as presented*
- September 2019 Financial Results Summary – *as presented*
- October 2019 Sales Tax Revenue Information – *as presented*
- 3<sup>rd</sup> Quarter 2019 Service Planning Input Report – *as presented*
- STA’s Holiday Services and Office Hours – *as presented*

8. NOVEMBER 6, 2019 - COMMITTEE PACKET DRAFT AGENDA REVIEW

*(No changes requested)*

9. NEW BUSINESS

*(No new business at this time)*

10. COMMITTEE MEMBERS’ EXPRESSIONS

- Ms. Burke presented her views relating to income-based transit access. Ms. Burke indicated that this cause fits into STA’s Mission Statement, and that by implementing a low income pass solution ridership could increase. Chair Kinnear advised Ms. Burke make a presentation to the Board so that they have the opportunity to offer their comments and questions for further consideration. Ms. Burke agreed, and suggested STA create a \$120K budget line item in the 2020 budget to allocate funds to subsidize 50% of the cost of passes for non-profit/social service agencies.

11. ADJOURN

Chair Kinnear adjourned the meeting at 2:44 p.m.

11. NEXT MEETING – WEDNESDAY, DECEMBER 4, 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**

December 4, 2019

**AGENDA ITEM 5A1 :** APPROVAL OF SPOKANE POLICE DEPARTMENT AGREEMENT RENEWAL

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** Nancy Williams, Director of Human Resources

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**SUMMARY:** Since 2005, Spokane Transit (STA) and Spokane Police Department (SPD) have utilized Interlocal Agreements to provide additional police presence in the vicinity of the STA Plaza.

The 2020 Interlocal Agreement will provide a dedicated SPD Officer at the STA Plaza, Monday through Friday from 8:00am to 5:30pm and redefines the Police Service Area to be able to continue to support the City while increasing availability and visibility of the SPD downtown. In addition, the agreement establishes a special communications protocol between STA Transit Officers and the Downtown Precinct. This communications protocol allows for SPD to be alerted and respond accordingly to events that may not otherwise require a police response. Both measures help deter uncivil behavior that does not rise to the level of criminal conduct but may have an impact on the overall environment.

The cost to STA of the Interlocal Agreement is \$117,800 for the period from January 1, 2020, to December 31, 2020.

**RECOMMENDATION TO COMMITTEE:** Recommend the Board approve the Spokane Police Department Interlocal Agreement 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**

December 4, 2019

**AGENDA ITEM 5B1 :** DRAFT 2020 LEGISLATIVE FOCUS AND PRIORITIES

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** E. Susan Meyer, CEO

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**SUMMARY:** Each year the Board of Directors adopts a Legislative agenda to guide the CEO during the session as she communicates Spokane Transit (STA) interests and priorities to the legislature. During the session, staff will watch for and analyze legislation that may pose a threat or offer new opportunities to Spokane Transit.

Because legislation affecting STA's operations and/or service on the street may come forward at any time, the CEO requests authority from the Board to determine STA's interest on specific pieces of legislation, convey those interests to legislators and others, and report to the Performance Monitoring and External Relations Committee and the Board during the legislative session.

The draft Spokane Transit Priorities for the 2020 Legislative session will be provided at the meeting.

**RECOMMENDATION TO COMMITTEE:** Review and recommend the Board approve the 2020 Legislative Priorities as presented and grant authority to the CEO to determine STA's interest on specific pieces of legislation, convey those interests to legislators and others, and report to the Performance Monitoring and External Relations Committee and the Board during the legislative session.

**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

December 4, 2019

**AGENDA ITEM 6A :** PURCHASE OF FOUR (4) 40' BATTERY ELECTRIC FIXED ROUTE REPLACEMENT COACHES

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** Roger Watkins, Chief Operations Officer  
Ralph Wilder, Senior Maintenance Manager

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**SUMMARY:** In accordance with the Spokane Transit Authority (STA) adopted 2018-2023 Capital Improvement Program (CIP), four (4) Battery Electric Fixed Route Replacement Coaches will be purchased in 2019. The vehicles slated for purchase will be delivered in 2021 to meet the STA commitment of Battery Electric Buses for the Monroe-Regal line. CIP #568 has identified \$9,379,036 in local and federal funds for this project.

This purchase will be the first of STA's first Battery Electric Bus fleet. The Monroe-Regal line will require ten (10) Battery Electric Buses for the complete electrification of service. At this time, staff recommends purchasing the two (2) 40' Battery Electric coaches from Proterra, Inc., and two (2) 40' Battery Electric coaches from New Flyer Industries. The recommendation to purchase only four vehicles at this time and to split the order between Proterra and New Flyer is based on the results from the CTE Monroe-Regal Modeling study, and will provide STA the experience of real-world usage data and performance from this pilot purchase. When enough data has been collected Staff will make a recommendation for the purchase of the remaining six (6) Battery Electric Buses for this service.

The four buses will be purchased through the Virginia Department of General Services State Contract E194-81688 that meets all requirements of the FAST Act & FTA Circular 4220.1F. This allows FTA-funded transit agencies to purchase electric buses without a separate competitive solicitation. Purchasing from the State of Virginia Contract ensures competitive pricing and saves significant time over the development of specifications, release of a Request For Proposals, and the awarding of a contract.

The quoted unit cost to purchase a 2021 40' Battery Electric Base Coach from Proterra is \$773,982 delivered. The quoted unit cost to purchase a 2021 40' Battery Electric Base Coach from New Flyer is \$750,793 delivered.

- Prices do not include CAD/AVL system, Mobile Security system, Fare Collection system, or charging equipment.
- Staff will finalize bus costs in a pre-production meeting and will obtain a revised quote from each vendor.

The budget includes Maintenance and Purchasing staff travel to the manufacturing facility to conduct pre-production meetings and on-line inspections during production to ensure quality control and contract specification compliance and to conduct Buy America audits.

Staff recommends a 20% contingency budget due to unknown costs of Mobile Security and Farebox equipment. In addition, the cost of CAD/AVL installation will need to be quoted during pre-production. The total budget request is detailed on the following table.

Manufacturer	Base Price (incl. shipping)	CAD/AVL installation	Mobile Security/Farebox	Total for 2 buses	20% of total for contingency	Total budget
Proterra	\$773,982	\$TBD	\$TBD	\$1,547,964	\$309,592	\$1,857,556
New Flyer	\$750,793	\$TBD	\$TBD	\$1,501,586	\$300,317	\$1,801,903
<b>Total</b>				\$3,049,550	\$609,909	\$3,659,459

This order will include Federal and Volkswagen Settlement funding. This purchase qualifies for the State of Washington Tax exemption for zero emissions buses.

In accordance with the STA Purchasing Authority Matrix, the CEO has authority to approve replacement equipment included in the Capital Improvement Program.

**RECOMMENDATION TO COMMITTEE:** Information only.

## SPOKANE TRANSIT AUTHORITY

### PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

December 4, 2019

AGENDA ITEM 7A: OCTOBER 2019 OPERATING INDICATORS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Roger Watkins, Chief Operations Officer

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**SUMMARY:** There were the same number of weekdays in October 2019 compared to October 2018.

#### **FIXED ROUTE**

Average weekday ridership decreased 2.4% (36,408 vs. 37,299 in October 2018) and is down 0.9% (34,070 vs. 34,369) Year to Date (YTD). Total monthly ridership decreased 2.6% (935,436 vs. 960,200 in October 2018) and is down 1.0% (8,411,118 vs. 8,491,827) YTD. Adult ridership increased 0.4% (615,875 vs. 613,301 in October 2018) and is down 0.4% (5,242,177 vs. 5,261,868) YTD.

- CCS Pass ridership decreased 3.3% (76,214 vs. 78,833 in October 2018) and is up 1.9% (520,544 vs. 510,983) YTD.
- Eagle Pass ridership increased 5.4% (103,443 vs. 98,177 in October 2018), and is down 9.1% (548,640 vs. 603,344) YTD.
- GU Bulldogs Pass ridership decreased 2.7% (4,605 vs. 4,733 in October 2018) and is down 0.7% (39,130 vs. 39,401) YTD.

Youth ridership decreased 7.6% (63,127 vs. 68,316 in October 2018) and is up 11.8% (629,737 vs. 563,180) YTD.

Reduced Fare / Para ridership decreased 5.0% (121,526 vs. 127,968 in October 2018) and is down 1.9% (1,155,884 vs. 1,178,162) YTD.

#### **PARATRANSIT**

Monthly ridership had a decrease of 6.9% (41,409 vs 44,500 in October 2018) and is down 7.0% (372,726 vs 400,752) YTD.

- Special Use Van ridership decreased 29.5% (2,908 vs 4,126 in October 2018) and has decreased 21.2% (24,889 vs 31,538 in 2018) YTD.
- On-Time Performance reflects a 10.1% improvement for October (95.1% vs 86.4% in October 2018). The goal is 93%.
- Passengers Per Hour were down 7.0% (2.66 vs 2.86 in October 2018). The goal is 2.8.

## **VANPOOL**

Vanpool customer trips were down 0.7% (14,300 vs 14,401 in October 2018) and is down 1.3% (131,162 vs. 132,887) YTD.

- Vanpool vans in service decreased 1.3% (77 vs 78 in October 2018). September 2019 had 76 vans operating. Sacred Heart Medical Center and Fairchild AFB each started a new van group.
- Average daily vanpool ridership increased 0.9% (708 trips vs 702 last month) and the average participant per van was 7.0 vs 6.84 last month

## **CUSTOMER SERVICE/PASS SALES**

Total monthly pass sales decreased 0.1% (10,117 vs. 10,132 in 2018), YTD pass sales decreased 3.4% (90,966 vs. 94,138 in 2018).

- Adult Pass/Smartcard sales decreased 8.4% (3,868 vs. 4,225 in 2018), YTD pass sales decreased 5.6% (37,068 vs. 39,253 in 2018).
- Shuttle Park sales increased 16.8% (541 vs. 463 in 2018), YTD pass sales increased 7.3% (5,172 vs 4,818 in 2018).
- 7-Day Pass/Smartcard sales decreased 42.1% (1,059 vs 1,505 in 2018), YTD pass sales increased 11.2% (11,168 vs. 10,043 in 2018).
- ESBP sales increased 1.0% (973 vs 963 in 2018), YTD pass sales increased 6.1% (10,256 vs. 9,667 in 2018).

October 2019 Group Sales decreased 6.9% (19,594 passes vs. 21,054 in 2018), YTD Group Sales decreased 22.2% (189,567 passes vs. 231,709 in 2018)

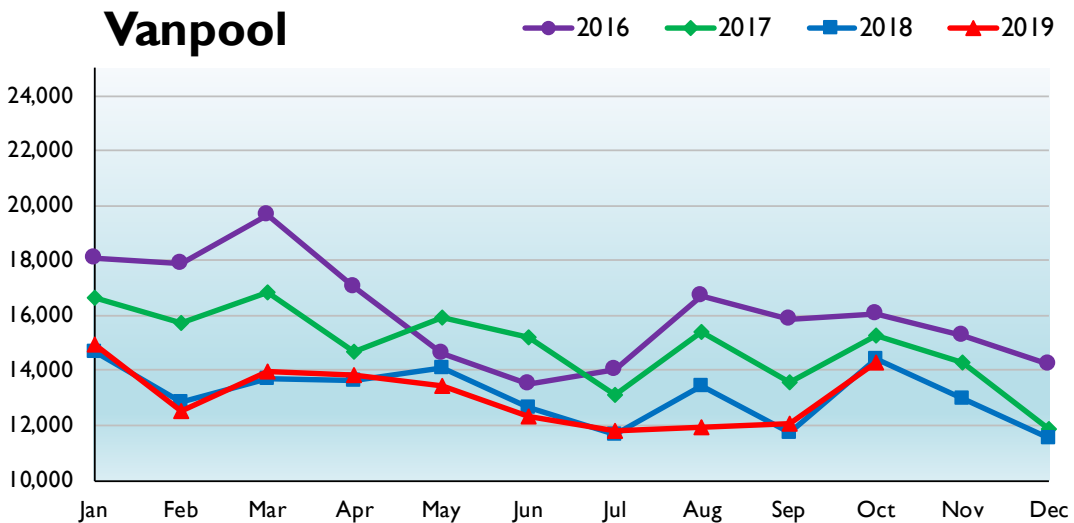
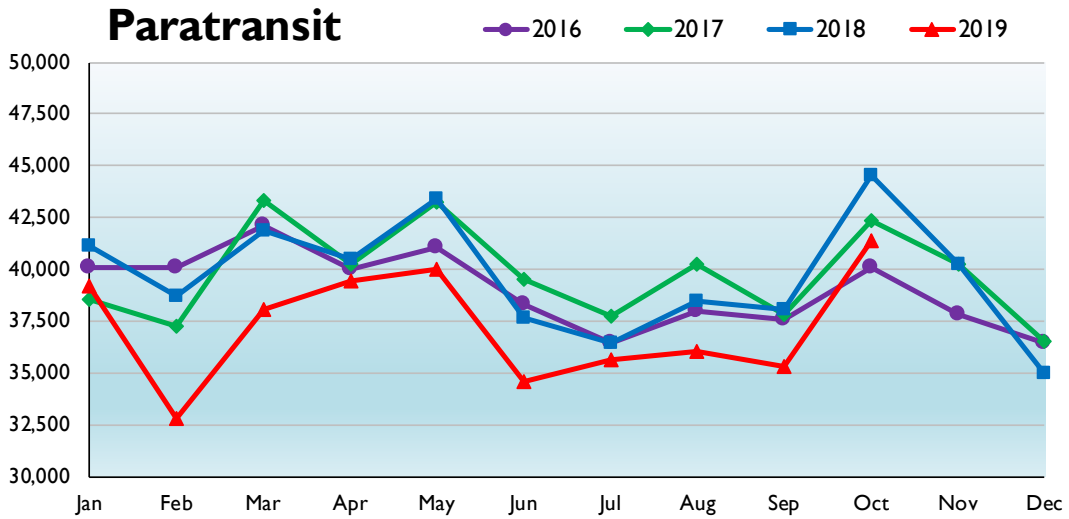
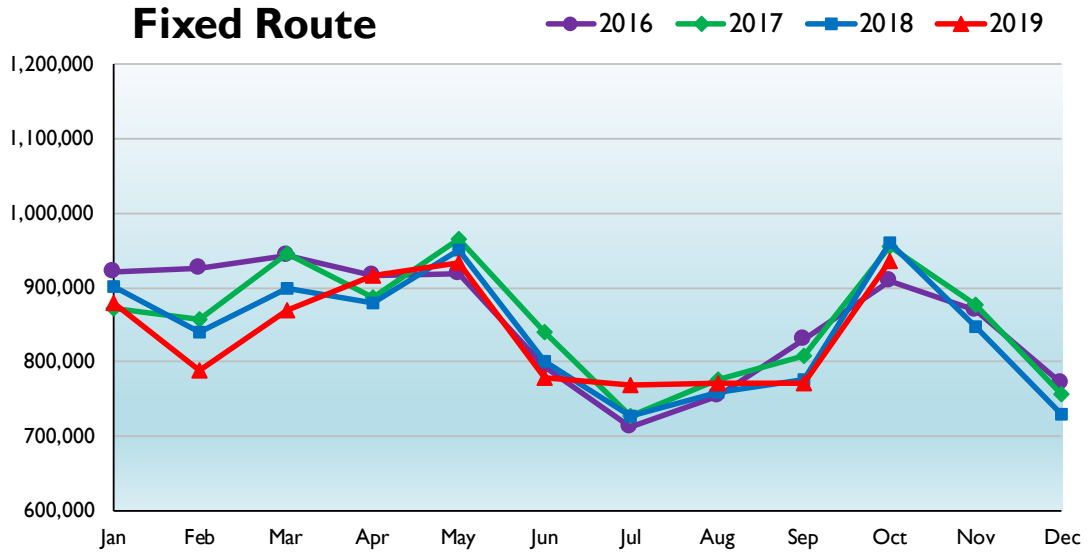
Youth Pass/Smartcard monthly sales increased 14.4% (2,083 vs. 1,783 in 2018), YTD pass sales increased 3.2% (14,860 vs. 14,406 in 2018).

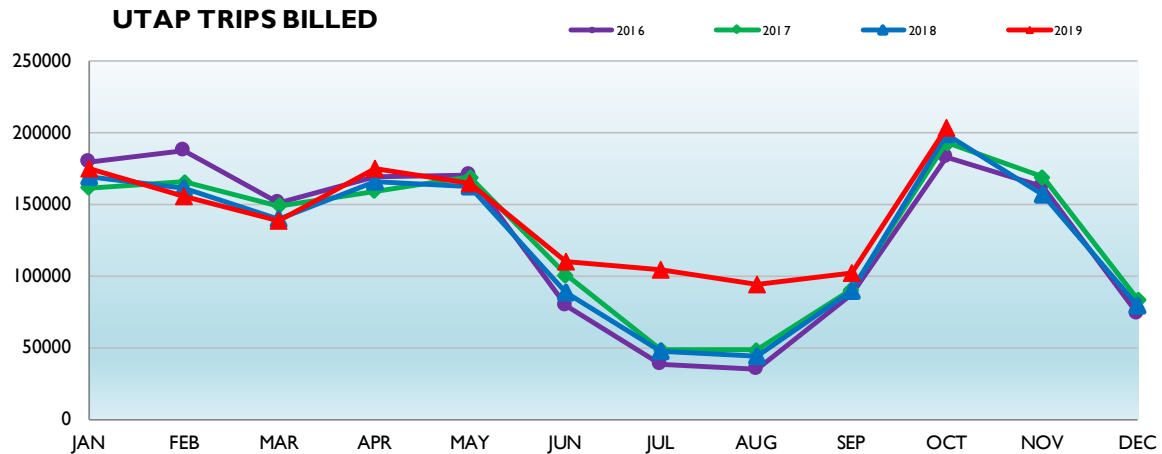
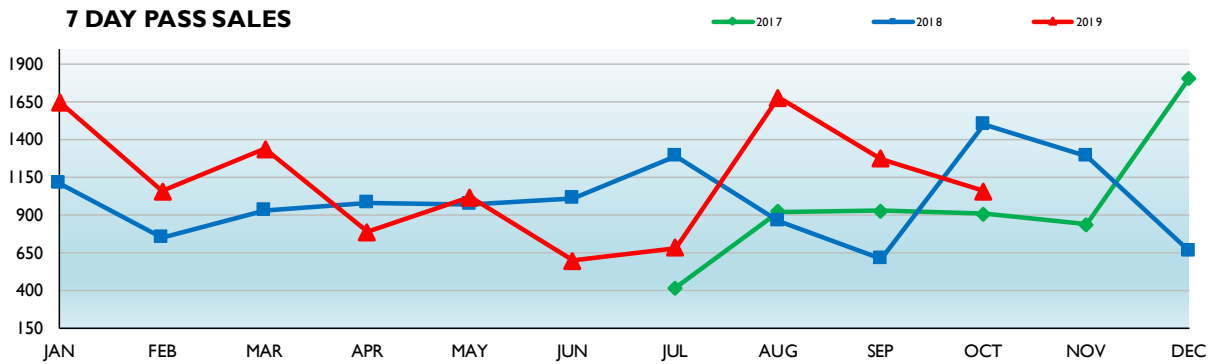
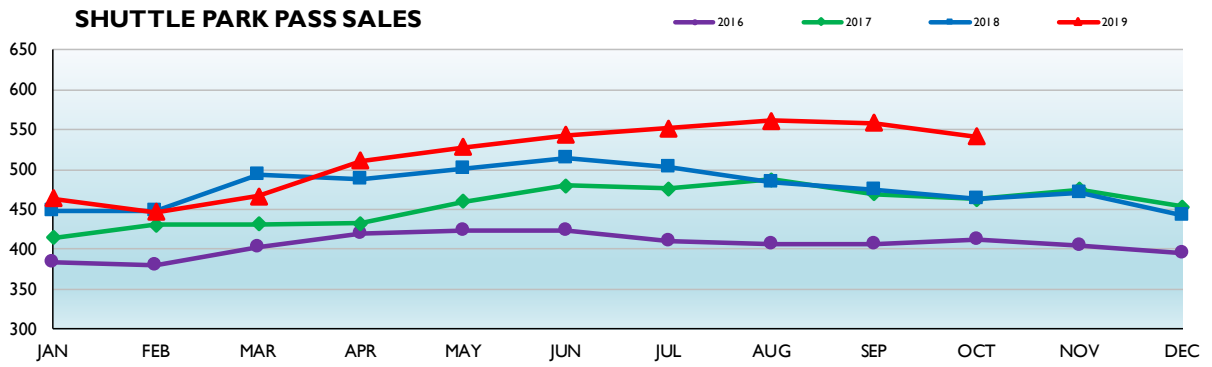
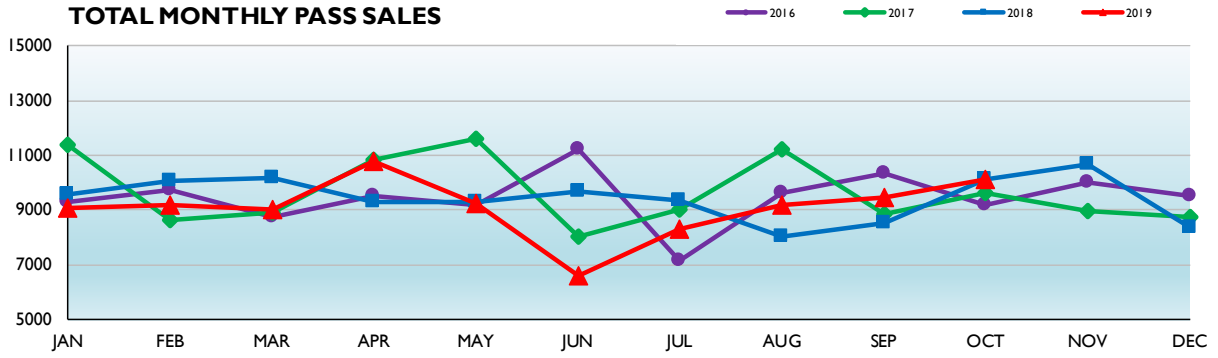
Reduced Fare Pass/Smartcard monthly sales increased 0.6% (1,902 vs. 1,890 in 2018), YTD pass sales decreased 5.7% (15,898 vs. 16,852 in 2018).

Paratransit Pass/Smartcard sales decreased 7.7% (744 vs. 801 in 2018), YTD pass sales decreased 8.9% (7,363 vs 8,078 in 2018).

UTAP rides increased 2.0% (203,441 vs 199,481 in 2018), YTD UTAP rides increased 12.2% (1,423,218 vs 1,268,905 in 2018). The City Summer Youth Card started June 13<sup>th</sup> and ended September 15<sup>th</sup> added 132,992 rides YTD.

**RECOMMENDATION TO BOARD:** Information only.







**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING**

December 4, 2019

**AGENDA ITEM 7B :** OCTOBER FINANCIAL RESULTS SUMMARY

**REFERRAL COMMITTEE:** N/A

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

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**SUMMARY:** Attached are the October 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. October equates to 83% of the year.

Revenue

Overall, year-to-date revenue is at 91.4% of budget (\$91.3M) which is higher than the expected \$82.9M.

Fares & Other Transit Revenue is lower than the budget at 80.8%.

Sales Tax Revenue is higher than the budget at 88.5% and 109.2% of year-to-date budget.

Federal & State Grants is higher than the budget at 119.9%.

Miscellaneous Revenue is higher than the budget at 159.6%.

Operating Expenses

Year-to-date operating expenses at 77.4% of budget (\$61.6M) are 7% below the expected amount of \$66.0M.

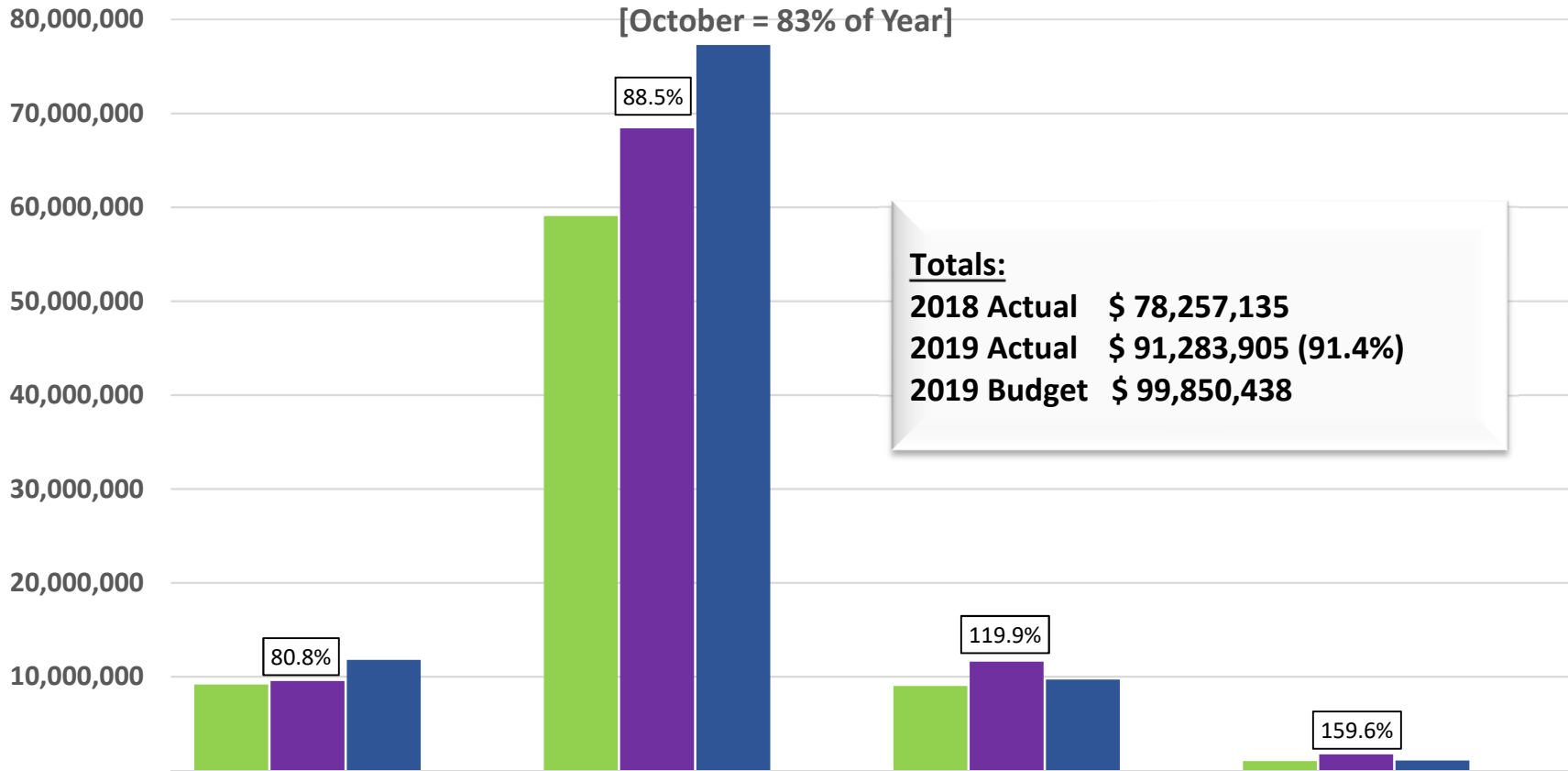
Fixed Route	78.9% of budget expended
Paratransit	73.0% of budget expended
Vanpool	62.9% of budget expended
Plaza	74.6% of budget expended
Administration	77.8% of budget expended

Operating expenses are greatly influenced by the timing of payments.

**RECOMMENDATION TO COMMITTEE:** Information only.

## Spokane Transit Revenues <sup>(1)</sup> - October 2019

[October = 83% of Year]



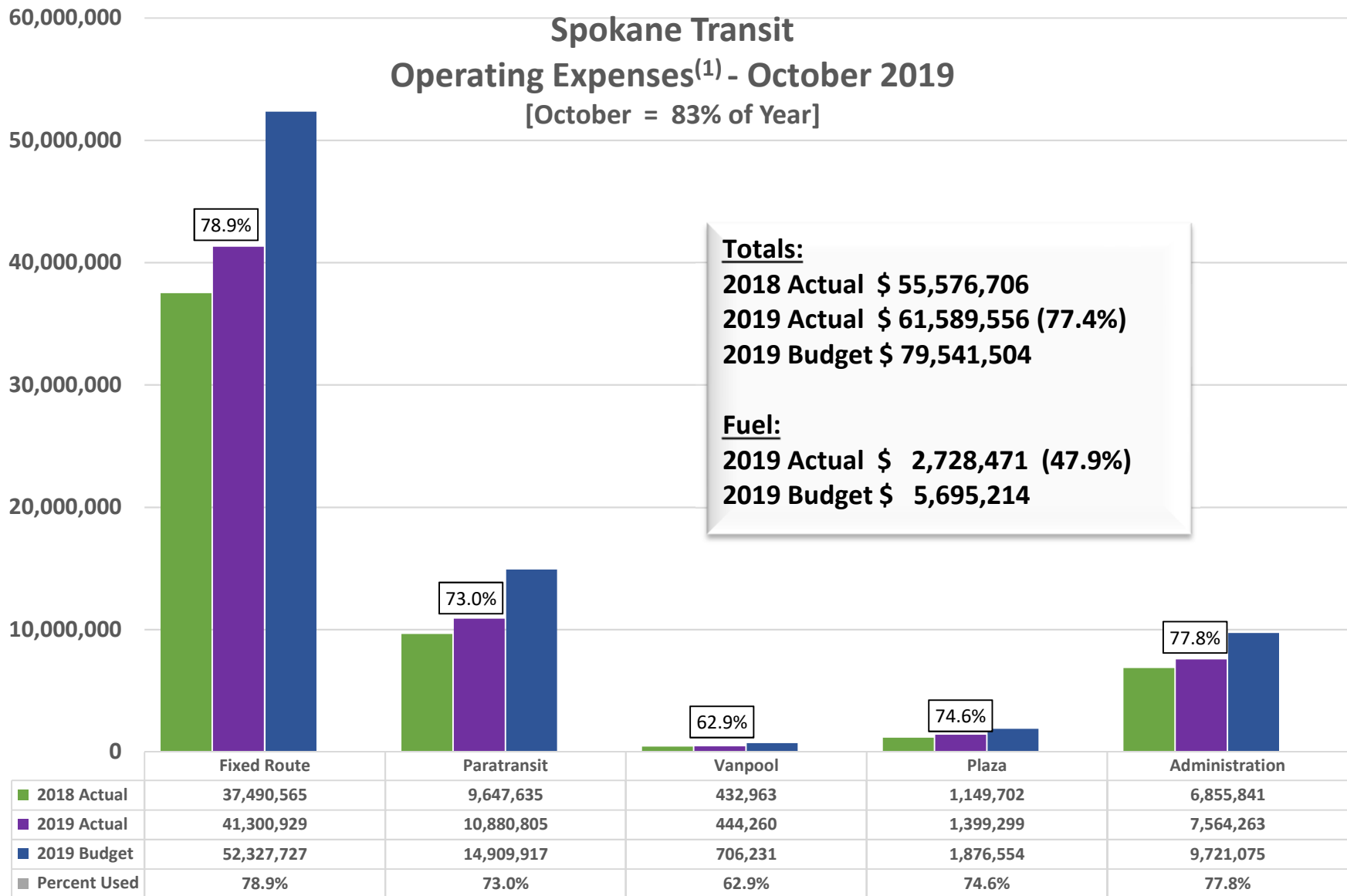
**Totals:**  
**2018 Actual** \$ 78,257,135  
**2019 Actual** \$ 91,283,905 (91.4%)  
**2019 Budget** \$ 99,850,438

	Fares & Other Transit Revenue	Sales Tax (2)	Federal & State Grants	Miscellaneous
2018 Actual	9,158,050	59,057,752	9,023,896	1,017,437
2019 Actual	9,540,528	68,402,959	11,615,458	1,724,960
2019 Budget	11,807,075	77,271,349	9,691,088	1,080,926
Percent Used	80.8%	88.5%	119.9%	159.6%

<sup>(1)</sup> Above amounts exclude grants used for capital projects. Year-to-date October state capital grant reimbursements total \$2,579,261 and federal capital grant reimbursements total \$1,710,620.

<sup>(2)</sup> Year-to-date Sales Tax through October = 109.2% of year-to-date budget.

## Spokane Transit Operating Expenses<sup>(1)</sup> - October 2019 [October = 83% of Year]



<sup>(1)</sup> Operating expenses exclude capital expenditures of \$13,128,064 and Street/Road cooperative projects of \$6,388,973 for year-to-date October.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING**

November 6, 2019

**AGENDA ITEM 7C :** NOVEMBER 2019 SALES TAX REVENUE

**REFERRAL COMMITTEE:** N/A

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

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

November sales tax revenue, which represents sales for September 2019, was:

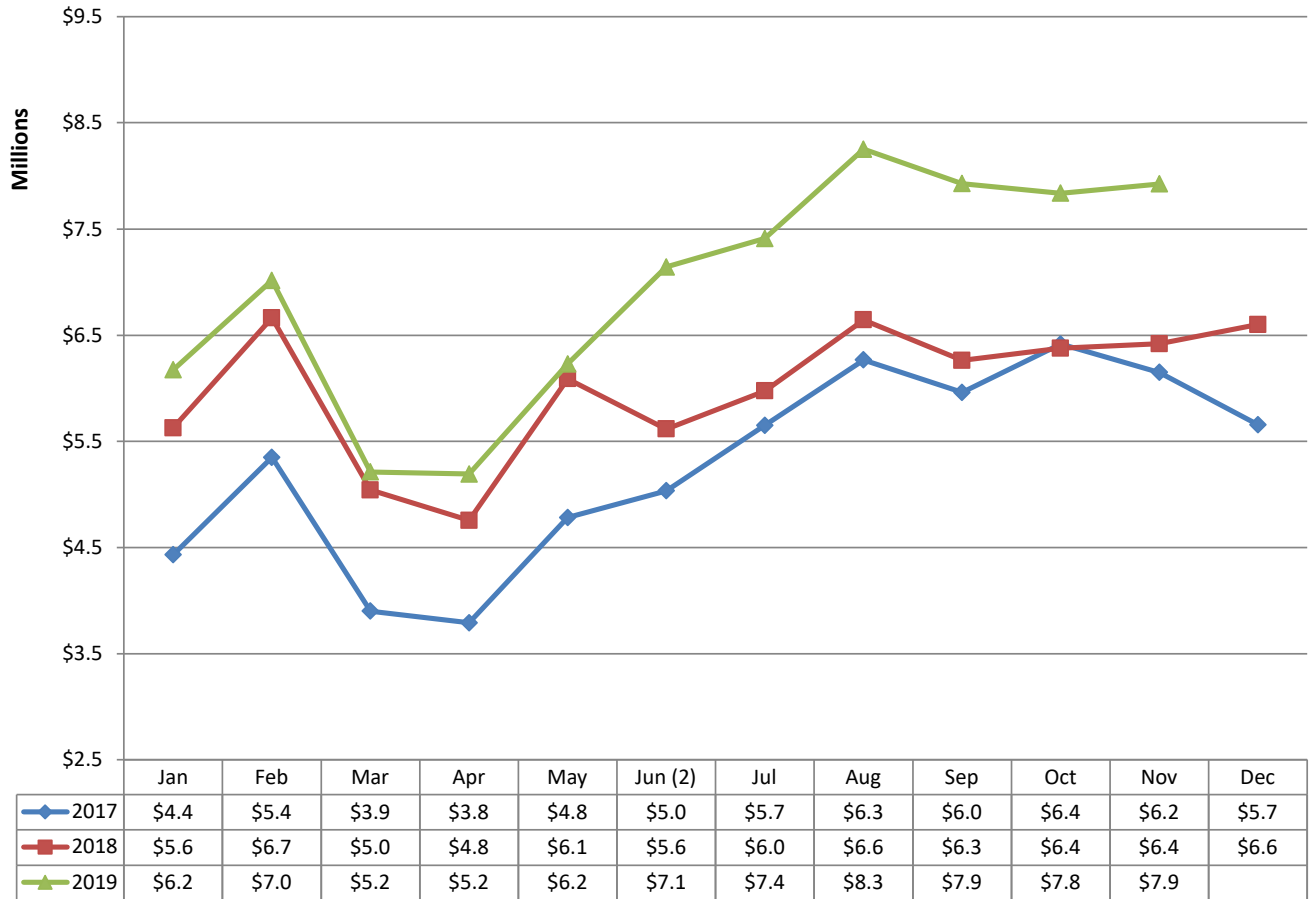
23.4% over November 2018 actual

16.6% YTD above 2018 actual

9.3% YTD above budget

**RECOMMENDATION TO COMMITTEE:** Information only.

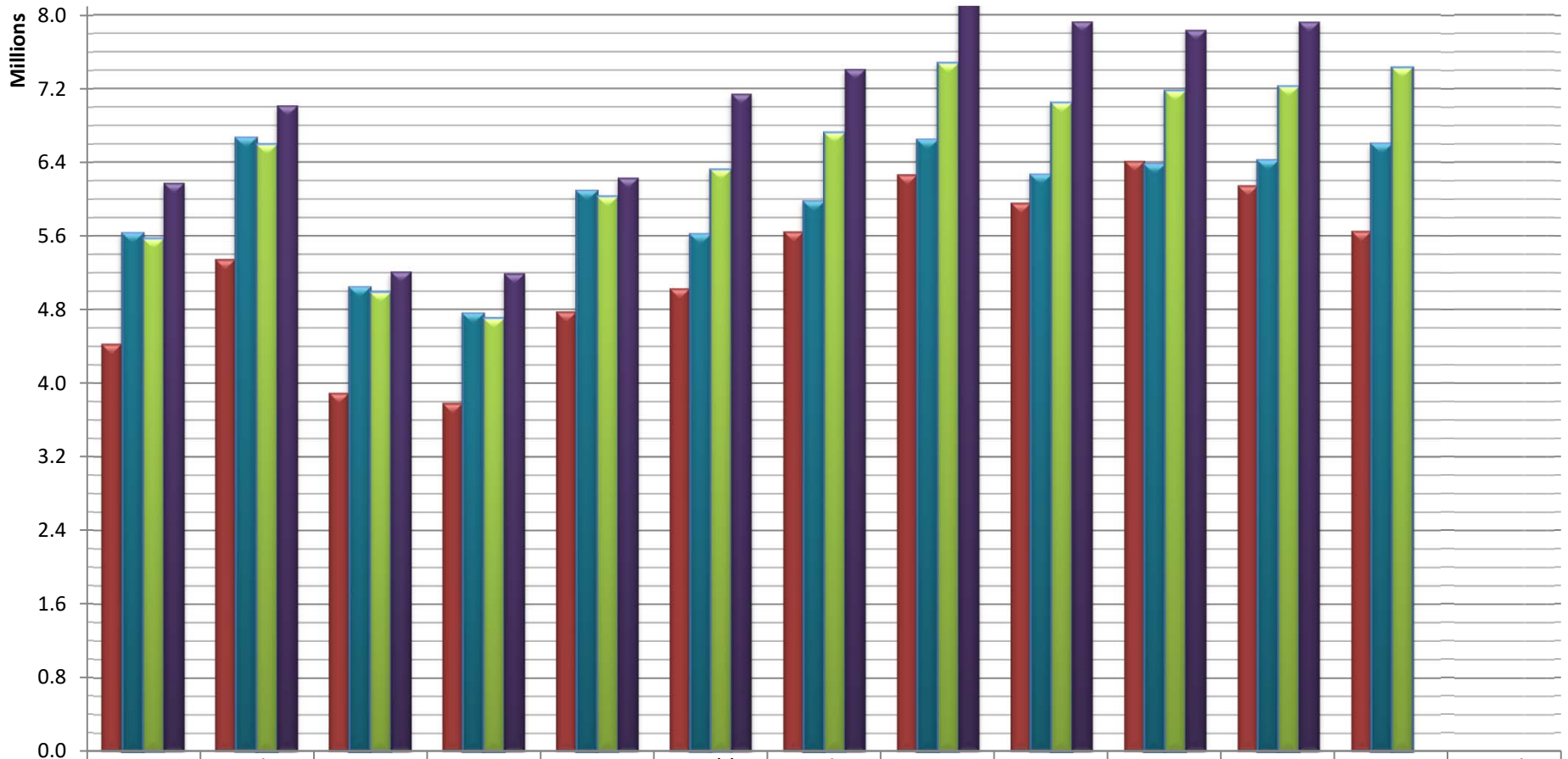
## Sales Tax Revenue History-November 2019<sup>(1)</sup>



(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 <sup>(1)</sup>



	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	5,191,296	6,230,069	7,142,964	7,412,766	8,253,600	7,928,815	7,838,478	7,925,862	-	76,328,821
\$ Mo. Var.	546,831	353,398	170,253	436,546	140,051	1,526,414	1,437,354	1,608,544	1,665,148	1,460,667	1,505,190	-	
% Mo. Var.	9.7%	5.3%	3.4%	9.2%	2.3%	27.2%	24.1%	24.2%	26.6%	22.9%	23.4%	0.0%	
\$ YTD Var.	546,831	900,229	1,070,482	1,507,027	1,647,078	3,173,492	4,610,847	6,219,391	7,884,539	9,345,206	10,850,396	-	
% YTD Var.	9.7%	7.3%	6.2%	6.8%	5.8%	9.4%	11.6%	13.4%	15.0%	15.8%	16.6%	0.0%	
% YTD Bud. Var.	10.9%	8.5%	7.3%	7.9%	7.0%	8.1%	8.4%	8.7%	9.2%	9.2%	9.3%	0.0%	

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

<sup>(2)</sup> 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 AND EXTERNAL RELATIONS COMMITTEE MEETING**

December 4, 2019

**AGENDA ITEM 7D :** JANUARY 2020 SERVICE CHANGES

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** Karl Otterstrom, Director of Planning and Development  
 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 2019 Transit Development Plan (TDP), STA will implement minor routing and schedule adjustments as needed in January 2020.

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 bus stop, trips or route at any given service change). All of the January 2020 service changes fall below these adopted thresholds.

The table below summarizes the service changes which will become effective January 19, 2020.

<b>JANUARY SERVICE CHANGES</b>		
<b>ROUTE(S)</b>	<b>PLANNED ADJUSTMENT</b>	<b>RATIONALE</b>
4 Monroe-Regal	Add a new northbound weekday trip leaving Moran Station at 5:46 am (6:11 am Plaza arrival) ending at 5-Mile P&R; Southbound evening timepoint adjustments all service days.	Fill in a gap in early morning frequency; Improve reliability.
21 West Broadway	Inbound Plaza zone arrival changes on Saturday.	Address Plaza zone conflicts.
23 Maple/Ash	Timepoint location change to Francis & Alberta (from Alberta/Decatur); Outbound timepoint adjustments all service days.	Intersection adjustments improving the right turn radius for inbound buses allows the bus stop on the corner Francis Ave & Alberta St to be served; Improve reliability.
27 Hillyard	Adjustment to the first weekday outbound trip; Weekday afternoon “tripper” added to the public schedule.	Address zone conflicts; Improve customer information
33 Wellesley	Weekday evening interline adjustments and westbound timepoint adjustments.	Improve connections with Route 34 at SCC; Improve reliability.
34 Freya/341 SCC Connector	Add weekday morning & afternoon southbound trips; Timepoint adjustments on both routes; Weekday interline adjustments	Improve connections at SCC & South Hill P&R; Route 341 timepoint adjustments related to Route 34 changes.
43 Lincoln/37 <sup>th</sup> Ave	Timepoint location change to 35 <sup>th</sup> & Ray (from 37 <sup>th</sup> & Ray).	Improve customer information; New location has proper stop pairing.
45 Perry District	Modify two weekday PM outbound trips to continue as Route 34 at South Hill Park & Ride; All inbound trips begin at South Park & Ride; Timepoint adjustments.	Improve mobility and reliability; Improve customer information.
61 Highway 2 via Browne’s Addition	Inbound timepoint adjustments during the weekday PM peak.	Improve reliability.
62 Medical Lake	Trip adjustments to improve connections at the West Plains Transit Center.	Improve mobility.

<b>JANUARY SERVICE CHANGES</b>		
<b>ROUTE(S)</b>	<b>PLANNED ADJUSTMENT</b>	<b>RATIONALE</b>
63 Airway Heights/West Plains	Timepoint adjustments.	Improve reliability
66 EWU	Add trips to the public schedule, Timepoint adjustments for two inbound trips.	Address overcrowding, Improve connections at the Plaza.
67 Swoop Loop	Provide Eagle Point overload assistance to two AM trips (8:42 am & 9:42 am PUB arrivals); Timepoint adjustments	Address overcrowding; Timepoint adjustments related to Route 68 schedule adjustments.
68 Cheney Loop	Weekday afternoon timepoint adjustments.	Timepoint adjustments related to Route 66 schedule adjustments; Improve connection with Route 64 on one trip.
74 Mirabeau/Liberty Lake	Change 7:01AM inbound trip to start at Mirabeau P&R; Adjust Plaza arrival zone for 6:42 PM inbound trip departing Liberty Lake Park & Ride.	Avoid duplication of service from Liberty Lake P&R; Address Plaza zone conflict
95 Mid-Valley	Timepoint adjustments.	Improve reliability.
662 EWU North Express	Timepoint adjustments.	Improve reliability.
663 EWU South Express	Timepoint adjustments.	Improve reliability.

**RECOMMENDATION TO COMMITTEE:** Information only.



## SPOKANE TRANSIT AUTHORITY

### PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

December 4, 2019

**AGENDA ITEM 7E** : 2020-2022 SERVICE CHANGES – OUTREACH UPDATE

**REFERRAL COMMITTEE:** N/A

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

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#### **SUMMARY:**

Significant fixed-route service revisions are programmed for 2020-2022 in *STA Moving Forward* and the adopted 2018 Transit Development Plan including the start of service on the Central City Line. In addition to the Central City Line, the scope of the Preliminary Proposal for the Service Revisions will likely include, Implementation of the Cheney HPT Line, revisions and improvements to routes serving Airway Heights, Spokane International Airport, and Fairchild Air Force Base, new and revised service to northeast Spokane, and revisions to service in the greater Spokane Valley (Spokane Valley, Millwood, Liberty Lake, unincorporated Spokane Valley)

In June of 2019 the STA Board adopted a Public Outreach Plan for the service revisions. Consistent with the outreach plan, staff conducted ridership round table discussions with riders from all four focus areas over the summer. In October through mid-November STA held an interactive online workshop to identify opportunities and vet the goals for the service changes. The online workshop was advertised on-board buses, at bus stops, at STA facilities, and via email and social media. The online workshop had 1,275 individual users, 204 comments were submitted on an interactive map, and 259 survey responses were submitted. Staff is reviewing the input and developing the Preliminary Proposal report, which will provide a summary of the input findings and concepts for proposed route revisions. The Preliminary Proposal report will be presented to the PMER committee at its February 2020 meeting. An online survey on the preliminary proposal will also open in February to collect feedback on the proposal. See an updated project timeline below.

#### **Revised September 2020-2022 Service Revision Planning Schedule**

Phase/Task	Date
<b>Inventory Opportunities &amp; Goal Vetting</b>	April 2019 – October 2019
STA staff workshops	April 2019
Public Outreach Plan approved by STA Board	June 2019
Rider round table discussions	Summer 2019
All Employee Meeting Workshops	October 2019
Online workshop	October 11, 2019 - November 7, 2019

Phase/Task	Date
<b>Preliminary Proposal</b>	November 2019 – February 2020
Develop Preliminary Proposal	October- November 2019
Peer review of Preliminary Proposal	December 2019 - January 2020
Present Preliminary Proposal to PMER	February 2020
Online Survey	February 2020
<b>Draft Recommendation</b>	March 2020 – July 2020
Prepare Draft Recommendation report	March 2020
Peer review of Draft Recommendation	April 2020
Prepare Title VI report	April- May 2020
Present to PMER	June 2020
Follow-up online survey	June 2020
Public Hearing	July 2020
<b>Final Recommendation</b>	October 2020
Publish Final Recommendation	October 2020
STA Board action	October 2020
<b>Implementation</b>	September 2020 – May 2022
First phase of route changes (smaller changes exempted from Board action)	September 2020
Second phase of route changes	May 2021
Third phase of route changes including CCL	May 2022

**RECOMMENDATION TO COMMITTEE:** Information only.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING**

December 4, 2019

**AGENDA ITEM 8**: FEBRUARY 5, 2020 DRAFT COMMITTEE PACKET AGENDA  
REVIEW

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** STA Staff

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**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 February 5, 2020.

**RECOMMENDATION TO COMMITTEE:** For discussion.

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

## PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, February 5, 2020, 1:30 p.m.  
Spokane Transit Southside Conference Room

### AGENDA

*Estimated meeting time: 70 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 December 4, 2019, Committee Meeting – *Corrections/Approval*
5. **Committee Action**
  - A. Board Consent Agenda
    1. (*no items being presented this month*)
  - B. Board Discussion Agenda
    1. (*no items being presented this month*)
6. **Reports to Committee** (*50 minutes*)
  - A. 2020 Performance Measures (*Watkins*)
  - B. 2020-2022 Service Change Preliminary Proposal (*Otterstrom*)
  - C. 2019 Community Perception Survey Results (*Rapez-Betty*)
  - D. Nonprofit Discount Pass Update (*Liard/Arneson*)
  - E. Legislative Report (*Meyer*)
7. Committee Information – *no discussion/staff available for questions*
  - A. December 2019 Operating Indicators (*Watkins*)
  - B. December 2019 Financial Results Summary (*Liard*)
  - C. January 2019 Sales Tax Revenue Information (*Liard*)
  - D. 4<sup>th</sup> Quarter 2019 Service Planning Public Input Report (*Otterstrom*)
8. March 4, 2020, Committee Packet Draft Agenda Review
9. New Business (*5 minutes*)
10. Committee Members' Expressions (*5 minutes*)
11. Adjourn
12. Next Committee Meeting: March 4, 2020, 1:30 p.m.

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

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting on STA's website: [www.spokanetransit.com](http://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](http://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**

December 4, 2019

**AGENDA ITEM 9 :** NEW BUSINESS

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** N/A

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

**RECOMMENDATION TO COMMITTEE:** For discussion.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING**

December 4, 2019

**AGENDA ITEM 10 :** COMMITTEE MEMBERS' EXPRESSIONS

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** N/A

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

**RECOMMENDATION TO COMMITTEE:** For discussion.