

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, July 11, 2018, 1:30 p.m.
Spokane Transit Southside Conference Room

AGENDA

Estimated meeting time: 75 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 June 6, 2018, Committee Meeting – *Corrections/Approval*
5. **Committee Action** *(0 minutes)*
 - 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** *(45 minutes)*
 - A. 2017 State Audit Exit Conference *(Warren)*
 - B. September 2019 Service Revisions: Preliminary Proposal *(Otterstrom)*
 - C. Supplemental Low Income Pass Subsidy Program *(Arneson/Meyer)*
7. CEO Report *(10 minutes)*
8. Committee Information – *no discussion/staff available for questions*
 - A. May 2018 Financial Results Summary *(Warren)*
 - B. June 2018 Sales Tax Revenue Information *(Warren)*
 - C. May 2018 Operating Indicators *(Watkins)*
 - D. STA Outreach Update *(Bousley)*
9. September 5, 2018, Committee Packet Draft Agenda Review
10. New Business *(5 minutes)*
11. Committee Members' Expressions *(5 minutes)*
12. Adjourn
13. Next Committee Meeting: **September 5, 2018**, 1:30 p.m. *(No meeting in August.)*
(STA Southside Conference Room, 1230 West Boone Avenue, Spokane, Washington)

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

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

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

July 11, 2018

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

July 11, 2018

AGENDA ITEM 3 : **COMMITTEE CHAIR REPORT**

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Pamela Haley, Chair, Performance Monitoring and External Relations

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

RECOMMENDATION TO COMMITTEE: N/A

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

July 11, 2018

AGENDA ITEM 4A : **MINUTES OF THE JUNE 6, 2018, PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING – CORRECTIONS OR APPROVAL**

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Dana Infalt, Executive Assistant

SUMMARY: Minutes of the June 6, 2018, Performance Monitoring and External Relations Committee meeting are attached for corrections or approval.

RECOMMENDATION TO COMMITTEE: Corrections or approval

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

Draft Minutes of the June 6, 2018, Meeting
Southside Conference Room

MEMBERS PRESENT

Pamela Haley, City of Spokane Valley *
Josh Kerns, Spokane County
Lori Kinnear, City of Spokane
Mike Kennedy, City of Liberty Lake
(Ex-Officio)
Rhonda Bowers, Labor Representative
E. Susan Meyer, CEO (Ex-Officio)

MEMBERS ABSENT

John Paikuli, City of Medical Lake

* Chair

STAFF PRESENT

Karl Otterstrom, Director of Planning and Development
Lynda Warren, Director of Finance and Information Services
Beth Bousley, Director of Communications & Customer Service
Nancy Williams, Director of Human Resources
Emily Arneson, Community Ombudsman & Accessibility Officer

GUESTS

Charles Hansen, Citizen Advisory Committee Member
Mike Kunder, AFSCME 3939 President

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

Chair Haley called the meeting to order at 1:37 p.m. Introductions were made.

2. **PUBLIC EXPRESSIONS**

None.

3. **COMMITTEE CHAIR REPORT**

None.

4. **COMMITTEE APPROVAL**

A. **MINUTES OF MAY 5, 2018 COMMITTEE MEETING**

Mr. Kerns moved to recommend approval of the May 5, 2018, Committee meeting minutes. The motion was seconded by Ms. Kinnear and passed unanimously.

B. **CITIZEN ADVISORY COMMITTEE CHARTER UPDATE**

Ms. Bousley and Mr. Hansen provided background on the Citizen Advisory Committee's (CAC) formation and role and explained how CAC functions as a subcommittee of Performance Monitoring and External Relations Committee (PMER).

Mr. Hansen noted the intent of the update is to clarify the process for the public and CAC members and to simplify the membership application program, while enhancing the membership selection process. Ms. Bousley advised that members have been unclear on the process through which the public and CAC members can make recommendations to PMER. She noted the members have had good ideas but have been uncertain which items were actionable. She also wanted to make it clear that the public could come to the CAC and bring recommendations for consideration.

Proposed changes to the membership selection process include updating the term renewal method to assist and enhance recruitment and adding multi-modal transportation wording to the selection category section. The resolution and

revised CAC Charter were provided for review and approval. Ms. Bousley offered a detailed description of the changes in the redlined version of the CAC charter.

Chair Haley asked about the number of members currently serving on CAC. Ms. Bousley provided the breakdown. No further questions were forthcoming.

Ms. Kinnear moved to approve the revised CAC Charter reflecting minor changes to the Citizen Advisory Committee’s purpose, desired group representation and term renewal process. The motion was seconded by Mr. Kerns and passed unanimously.

5. COMMITTEE ACTION

A. Board Consent Agenda

1. CUSTODIAL PLAZA AND 2ND FLOOR BOONE – AWARD OF CONTRACT

Ms. Bousley noted the current contract for janitorial services at the STA Plaza and the second floor Boone facility will expire on July 31, 2018. A Request for Proposals (RFP) was advertised on April 10, 2018, and issued to eleven (11) potential contractors. A pre-proposal meeting and site visit held on April 18 had nine (9) contractors represented. Two (2) Amendments to the RFP were issued, on April 19 and May 3, 2018.

As of May 10, 2018, six responsive proposals were received. An evaluation committee met to review the proposals using the following criteria: 1) price, 2) firm’s experience and stability, 3) firm’s proposed work plan, 4) references, 5) qualifications of personnel, and 6) RFP compliance. Proposals scored as indicated:

PROPOSER	ESTIMATED 3-YEAR COST	AVERAGE SCORE	RANK
Argus Janitorial	\$1,032,207	97.67	1
Uniserve	\$1,062,650	90.50	2
ABM	\$1,137,092	85.17	3
Vanguard	\$1,065,204	80	4
Varsity	\$1,212,816	79.67	5
MSNW	\$1,560,600	75.33	6

Ms. Bousley noted the first year price was a firm price and the three-year totals represented estimates, clarifying that in accordance with prevailing wage law, hourly rates must be reviewed annually and adjusted as necessary to account for prevailing wage rate changes. The figures shown are to be used as a starting point for the prevailing wage adjustment each year. Third year rates plus prevailing wage adjustment will be year four rates. Fourth year rates plus prevailing wage adjustment will be year five rates.

The evaluation committee recommends an award of a five-year contract to Argus Janitorial. They are the current Contractor, staff is pleased with their work and the quote they provided is approximately 2% lower than their current rate.

Brief discussion ensued.

Mr. Kerns moved to recommend the Board award a five-year contract to Argus Janitorial to provide janitorial services to the STA Plaza and the Boone Facility Second Floor for an estimated three-year cost of \$1,032,207. The motion was seconded by Ms. Kinnear and passed unanimously.

2. EEOC – EQUAL EMPLOYMENT OPPORTUNITY COMMISSION POLICY & AFFIRMATIVE ACTION PLANS – RESOLUTION

Ms. Williams presented the Affirmative Action Plans for Plan Years 2017 and 2018 and provided background that Federal Transit Administration (FTA) requires STA reaffirm its commitment to equal employment opportunity and update its Affirmative Action Plans annually.

In terms of Equal Employment Opportunity responsibilities, the Equal Employment Opportunity Commissioner (EEOC) is responsible for enforcing federal laws that make it illegal to discriminate against job applicants or an employee due to the person's race, color, religion, sex (including pregnancy), national origin, age, disability, veterans status, or genetic information. It is also illegal to discriminate against a person because a person complained about discrimination, filed a charge of discrimination, or participated in an employment discrimination investigation or lawsuit. Affirmative Action is the term used in the workplace to show an active effort to improve employment opportunities of historically under-represented or discriminated against groups and to foster diversity in the workplace.

She reviewed several of the different laws that are enforced through the EEOC which include Title VII of the Civil Rights Act of 1964, Pregnancy Discrimination Act, Equal Pay Act of 1963, Age Discrimination and Employment Act of 1967, Veterans and Americans with Disabilities Act of 1990, Sections 102 and 103 of the Civil Rights Act of 1991, Sections 501 and 505 of the Rehabilitation Act of 1973, and the Genetic Information Non-Discrimination Act (GINA) of 2008.

Ms. Williams noted there are three main criteria STA looks at when evaluating and putting together the Affirmative Action Plans – recruiting and hiring practices at STA meet the EEOC guidelines, the applicants and hires help staff achieve diversity objectives, and STA's current employee diversity is equal to or exceeds the available employees in the Spokane area. The objective is to ensure employees are representative of the demographics in which STA operates.

She provided details of the previous Affirmative Action Plan goals. In 2016, to attract, hire, and retain qualified female service workers (achieved in 2016). In addition, to increase the rate of hire for qualified veterans and individuals that identify as having a disability, which nationally is approximately 7%. STA achieved increasing the rate of those hires, but did not quite meet the goal in 2017. One of the goals in 2017 and 2018 is to attract, hire, and retain qualified female operators, which is an area of underutilization for STA.

Ms. Williams circled back to recruiting and hiring practices and noted one of the things that STA does in their job advertisements is to encourage diversity in the workplace, always making sure to reference STA's status as an Equal Opportunity and Affirmative Action Employer statement. Staff make several good faith efforts to encourage female, minority, veterans, and individuals with disabilities to apply for all available positions. Staff distributes job postings to various agencies that have an interest in diversity concerns through face-to-face meetings, email notifications, and sending of notices via USPS to ensure people know of the positions available. STA also works with local community colleges to assist with resume building, interview skills, and developing a pipeline for various positions. Specifically, staff have been working with Spokane Community College and their mechanic's program through this past year.

Ms. Williams provided a list of community partners that staff works with to make ensure they are engaged and understand the roles STA has available to be certain they are getting their people to STA. She presented slides that reviewed the total applications received year over year 2016 versus 2017, as well as the breakdown of internal promotions, external new hires, female, veteran, disabled, and minority applicant hires. She noted that the figures are representative of those individuals who identify as having a disability, but not every individual that applies identifies as having a disability. As such, the actual numbers may be higher than represented.

Discussion ensued regarding number of jobs posted, number of applications received for those jobs, and how the applicants may or may not identify themselves in the application process as being disabled, minority, etc. Another question arose concerning turnover and retirement, Ms. Williams expounded on the hiring and attrition, as well as recruitment strategy in 2017 that increased STA's applicant pool.

Ms. Williams shared STA's action plan for achieving 2018 goals. She noted that all plans were developed with assistance from Associated Industries who performed an independent review and conducted the required analysis. She advised a public hearing scheduled for June 21, 2018, at 1:30 p.m. when a Summary of the Plans will be reviewed.

Ms. Williams stated that a proposed resolution reaffirming STA's commitment to EEO policy was included for members' review, as well as copies of STA's updated Affirmative Action/EEO Plans, for reference.

Ms. Kinnear moved to recommend the Board approve a resolution adopting STA's Affirmative Action Plans (Women & Minorities, Veterans and Disabilities) as presented and forwarded to the consent agenda. The motion was seconded by Mr. Kerns and passed unanimously.

B. Board Discussion Agenda

(No items were presented this month.)

6. REPORTS TO COMMITTEE

A. 1st Quarter Performance Measures

Mr. Otterstrom reviewed the performance measures priorities and provided an overview of the 1st quarter results, advising Fixed Route ridership was down slightly for the first quarter. He noted some items that affect the numbers include gas prices and new routes in the community. The goal for ridership in Fixed Route is a 1.5% increase from 2017 ridership.

Paratransit's goal is to manage growth and maintain a 1.5% increase over 2017 ridership. First quarter results show Paratransit up slightly at 2.2%, which is below the 2005 "high water" mark. Paratransit ridership is managed by the Mobility Training, In-Person Assessment, and Special Use Van programs, which all help to offset the cost of Paratransit service. Discussion ensued regarding cost management and cost avoidance measures of the program.

Vanpool ridership has struggled in recent years and staff are working to realize its goal of a 2.5% increase from 2017. First quarter results are down by 16% over 2017. Many folding groups in the first quarter have been due to retirements. Rising gas prices predicted for the balance of the year could lead to more ridership and group formations. In addition, the opening of the new West Plains Transit Center offers additional opportunity to promote Vanpool's new first/last mile (Vanshare) solution. Ms. Kinnear asked if STA works with Downtown Spokane Partnership (DSP) to promote Vanpool. Mr. Otterstrom confirmed that partnership, and noted that Mr. Blaska worked with DSP to allow free parking for Vanpool downtown and Ms. Meyer reminded that Vanpool vans could park at the Arena with the City Ticket, too.

Mr. Otterstrom continued to review the other performance measures, noting the Fixed Route On-Time Performance of 94.3% is an exceptional number and Paratransit is above average, too. He advised the 93% goal is a stretch-goal for both Fixed Route and Paratransit. Quality Counts!, STA's mystery shopper program, for Professional and Courteous exceed all goals; Ride checks are on target for completion by year end; Cost Effectiveness is below the goal of no more than 95% of the statewide industry average; Fixed Route Accidents met the 1st Quarter goal and Paratransit came in just under the goal. Accident rates are in line with goals.

Mr. Otterstrom asked for questions. Brief discussion ensued.

B. 2018 New Fare – Phase II

Ms. Bousley provided a review on the background of the fare increase, noting this is the second phase of the two-phase approach, which goes into effect July 1, 2018. The Communications Department has provided employee communications in the form of operating notices, frequently asked questions (FAQs) forms, and a briefing at the All Employee Meeting. For the public, there are new fare handouts and a description of the types of passes available (samples provided), posters on buses, and social media posts.

Discussion ensued.

C. 2018 Communications Plan

Ms. Bousley updated the committee of the great work performed by the team to support the goals of increasing ridership 1.5% over 2017 through passenger education and information, service promotion, and community engagement. She advised how the Communications Department is supporting the 2018 priorities of Ridership, STA Moving Forward (STAMF), Strategic Communications, New Employee Recruitment, Internal Communications, and Departmental Communications.

Ms. Bousley advised of the forecasted increase in ridership at the colleges and noted the finalized UTAP agreement with Whitworth begins in the fall of 2018.

Bloomsday results showed that ridership was up even though participation was down from 2017.

Summer Youth Pass is being promoted for the 3-month pass via social media and digital advertising on Pandora and Facebook. There are handouts available at libraries, customer service, and on the buses. An in-house production of a short promotional video was well received. She showed examples of the handouts.

Ms. Bousley provided details on the web statistics. She said most people who go to STA's website want to know where to take the bus. The visits to Spokanetransit.com have remained steady throughout the year.

Promotion of the STA Plaza events is another venue staff are helping promote – Flag Day on June 14th and Live on Riverside Summer Series – featuring local entertainers.

Staff are working to educate and engage audiences about STA Moving Forward projects and progress; to demonstrate STA is fulfilling promises; educate and promote service with regular community and media relations helps build public trust through transparent and accessible information.

Strategic communications continue to establish STA as a key player and leader in the region's future growth and development through community and media relations. Staff distributed the Annual Report to over 500 people.

Ms. Bousley noted that Susan Meyer participated in a great article in the Spokesman. She noted that since it was published in early May, STA Facebook page views are up 21%, page "likes" are up 8%; the number of people reached is up 94%; post engagement increased 108%; and page followers are up 33%.

She reported on the communications efforts concerning the 2018 Van Grant Recipients as well as departmental communications to promote Vanpool and Vanshare; New Employee Recruitment and internal communications regarding projects, programs, and items employees need to know.

Chair Haley asked if STA still reaches out to the younger children and Ms. Bousley advised staff does the KXLY coats for kids and touch-a-bus program where an operator goes to the library with a bus, reads to the children, and then they all take a ride on the bus.

7. CEO REPORT

- Ms. Meyer advised staff was asked to include information on the Supplemental Low Income Pass Subsidy Program status. She reported staff anticipates bringing a recommendation in July but this is an update on where we are today. Emily Arneson, STA's Community Ombudsman and Accessibility Officer is going to report. She advised that Mr. Otterstrom has to leave due to a prior commitment.

Ms. Arneson advised that when Steve Blaska retired, she took the lead for this program. She provided background that prior to the anticipated fare increase in July 2017, STA engaged in a series of meetings with community stakeholders who work with the low-income population. The intent was to discuss the anticipated impact of the impending fare increase, and to determine what, if anything, STA could do to mitigate the transition for those of low income. What came out of these meetings was the idea to fund an 18-month grant program through which STA could subsidize the value of the fare increase to ease this transition for those existing riders who were expected to be the most drastically hit by the increase, such as those on a fixed income.

The PMER committee recommended the program to the Board, which approved it by Resolution on November 16, 2017. The phrasing of the Resolution, in addition to the conversations in the months leading up to it, indicated that the purpose of the program is to address the *fare increase*, not to create a general subsidized bus pass program. As presented to and approved by the Board, the Program was intended to be flexible. This is because staff wanted to have our community partners tell us what would best serve their clients who were bus riders and would be adjusting to the fare increase. The pilot program was intended to cover an 18-month period, and then either be terminated as having served its purpose, or passed on to the community partner. Specifically, the funding source was "intended to be transitional" and administered by the applicant(s).

The Request for Proposals was issued February 12, 2018, and emailed and/or mailed to over 115 non-profit and public agencies. STA received five proposals by the due date of March 26, 2018, from Transitions, Excelsior

Youth Center, Our Place Community Ministry, SNAP (as primary agency, along with Catholic Charities, Aging and Long-term Care of Eastern Washington, and The Arc), and Catholic Charities.

Each proposal was impressive and highlighted the extraordinarily important work performed by these organizations in the community. One theme identified by all applicants was the significant importance of transit access to their clients, to get to work, school, medical appointments, and other necessary services.

Ms. Arneson provided overview of each applicant's intent.

- Transitions – Intended to serve clients “challenged with poverty, homelessness, mental and physical illness, isolation, histories of felonies, trauma, unemployment, and who are fleeing abuse.” Most clients have incomes less than 50% of the Federal Poverty Level. Transitions operate five programs. Transitions operates 5 programs: Women’s Hearth – drop-in center, basic needs; Miryam’s House – transitional housing program for single women; Transitional Living Center/EduCare – transitional housing for single mothers; Home Yard Cottages – supportive housing community currently under construction; New Leaf Bakery Café – social enterprise providing job training and practical work experience with support services. Their proposed program would have STA fund 100% of the cost of bus passes to allow “participants get to New Leaf job training, health care appointments, treatments, job interviews, employment, court obligations, food shopping, apartment hunting, meetings with children’s teachers, and more.” Participants would not pay any part of the cost of passes, nor would Transitions. **This proposal did not reflect a focus on the fare increase, but rather suggested a 100% subsidy (i.e., free passes) for the participants of the program.**
- Excelsior Youth Center - Intended to benefit “low-income, homeless, receiving state assistance youth and their families who are customers of Excelsior.” Excelsior clients “need assistance in reaching appointments, work, school, and have other general mobility needs.” Proposed program would have STA fund 100% of cost of passes to Excelsior clients who receive case management services and are on state Medicaid assistance. Participants would not pay any part of the cost of passes, nor would Excelsior. **This proposal did not reflect a focus on the fare increase, but rather suggested a 100% subsidy (i.e., free passes) for the participants of the program.**
- Our Place Community Ministries - Intended to benefit residents of the West Central neighborhood battling poverty, unemployment, and inability to access medical care. Proposed a Mobility Access Program (MAP) to provide day passes and 31-day passes. Proposed that Our Place would distribute passes to its clients as needed and requested. Participants would not pay any part of the cost of passes, nor would Our Place. **This did not address the purpose of the grant program, which was to help riders adjust to the increase.**
- SNAP - Multi-agency partnership between: SNAP (lead agency), Catholic Charities (St. Margaret’s Shelter and House of Charity), The Arc of Spokane, and Aging & Long Term Care of Eastern Washington. Proposed “LILAC” (Low Income Low Access Card), which would be given to clients identified as qualifying for the program based on financial need. Card would function similarly to the existing Reduced-Fare Program, establishing eligibility. The application specifically indicated that the agencies wished to focus on the broader need for free or nearly free passes - “After much discussion among the collaborating agencies, it was decided that the \$10 discount...for the targeted very low income client (30% AMI) would not be enough of a useful benefit to the target population because most individuals at that income level do not have the extra resources necessary to purchase a bus pass at the reduced monthly price of \$50...” **This proposal did not reflect a focus on the fare increase, but rather suggested a 100% subsidy or significantly reduced fare for the participants of the program.**
- Catholic Charities - Intended to benefit homeless families and individuals, homeless public school students, low-income parents of young children, those needing to access Catholic Charities Emergency Services, low-income seniors and counseling clients in Catholic Charities housing programs, and low-income families at imminent risk of homelessness. Intended to benefit homeless families and individuals, homeless public school students, low-income parents of young children, those needing to access Catholic Charities Emergency Services, low-income seniors and counseling clients in Catholic Charities housing programs, and low-income families at imminent risk of homelessness. Proposed that daily and monthly passes be distributed to clients of St. Margaret’s Shelter, House of Charity, Rising Strong, Diversion, Homeless Student Stabilization Program, Counseling, Senior Services, Emergency Services, and Childbirth & Parenting Assistance clients. Monthly passes to be subsidized by STA at 80% during 2018,

and 70% in 2019, “to help decrease the burden of the fare increase as well as to gradually build self-sufficiency of participants.” Daily passes to be 100% subsidized by STA. Catholic Charities would distribute passes for free or at significantly reduced amounts to their clients. Due to the language in the proposal, we initially believed that his proposal was responsive. However, the numbers did not work out – there seemed to be either a mathematical error or a misunderstanding of the intention of the program itself. I reached out to Catholic Charities for clarification. I came to understand that there was a calculation error, but also that their program intent was to offer free or nearly free passes to their clients, not just address the impact of the fare increase itself. I inquired as to whether they were still interested in the program if it was focused only on the fare increase, and after some internal discussion their answer was “no.” **This proposal did not reflect a focus on the fare increase, but rather suggested a 100% or nearly 100% subsidy for the participants of the program.**

Overall, none of the applications was responsive to the Request for Proposals because they did not address the fare increase. They all proposed broader sweeping subsidy programs but that was not the call of the RFP and was not in line with the stated intent of the program per the Resolution.

Staff advised all of the applicants via email and U.S. mail that there were no responsive proposals. Staff intends to study the viability of a broader subsidy or grant program to address the needs of those who do not have the financial means to access transit. Staff offered to meet with each applicant to understand their services and their clients’ needs.

Based upon there being no responsive proposals, staff believes this is evidence that our community partners are not concerned that the fare increase will be a significant burden on those who are currently utilizing our services. Rather, our partners have highlighted a need that we already knew was there – there is a population who cannot access our services regardless of the fare increase. This is a much broader issue and one that was not intended to be addressed by the Supplemental Low Income Pass Subsidy Program.

Staff expected to bring this discussion to you in July, after having a chance to meet with the applicants and determine if there was another way to collaborate with them in the future. Our offer to meet with the applicants has been accepted by SNAP, Catholic Charities, and Transitions and we have meetings scheduled throughout June and July.

Ms. Meyer reminded that staff’s objective was to find something that did not provide free passes for everyone. The passes are already approximately 80% subsidized. The objective was to find that slice of the population that these organizations serve for which the hardship would be the fare increase difference. Encouraged that everyone saw the need for transit in their proposals, but they are not currently providing transit passes for their customers (except Catholic Charities that provide some), they all want to provide transit service, they understand how important it is, but it is not part of their budget and they want STA to pay for all of it. Staff got a good sense of their proposals from reading them but think we can get an even better sense when we meet with them one on one to find out if there is a shared interest for this \$150,000 grant for half of a year 2018 and a full year in 2019. It was intended to be transitional so that it would help people with the fare increase and would become sustainable or the agencies would pick up the responsibility for the subsidy in the future. Emily attended some training this week and came back with some ideas. There are other transit agencies that provide just free transit and we did not think that was what the board was asking us to do, but are interested in your input now.

Ms. Kinnear advised she was the member who asked to have a report because she works so closely with the agencies and there was concern and general confusion about why their RFP requests were not met. She was not sure they understood exactly what the RFP was saying. She noted they were all used to following directions and filling out grant proposals and forms so she was not sure where the disconnect occurred. She is glad staff are meeting with them to find out more because she would like to know where the disconnect occurred so the next time we have some viable proposals to consider. She noted it is a little disconcerting that all five applicants were off the mark.

Ms. Meyer agreed and said that the intention was to help people with the fare increase. Ms. Arneson said staff had all the low-income outreach meetings and she had received calls with questions from many organizations that were intending to submit proposals.

Ms. Kinnear confirmed that only five responses were received out of 150 mailers. She said that didn’t seem like a very good response. Mr. Kennedy said he thought that getting even a 10% response on mailers is considered

really good. Ms. Haley agreed. Discussion ensued concerning the methodology and inability of smaller organizations to complete the application.

Ms. Haley noted that from her standpoint on the Board, we were looking for the working poor – the people who are actually purchasing passes and need it. All the agencies that replied were agencies that deal with homeless, do not have the \$50 to start with, so they are not going to have the \$60. It may just be the wrong people / charities that were approached. Mr. Kennedy thought that was a good point. Chair Haley said there are companies that work with the working poor that that \$10 would be a big deal.

Ms. Meyer said staff would be creative and bring back information, and will be interested in input as well. She thanked Ms. Kinnear for letting staff know that they were hearing people were concerned that STA was not going to do it. Staff were trying to be very careful to say the way you propose to do it is not going to work, but staff is trying to figure out some other way to approach it. Ms. Meyer advised members if they had ideas before staff come back in July, to email Ms. Arneson Earneson@spokanetransit.com or her at Smeyer@spokanetransit.com.

Ms. Kinnear expressed interest in what Chair Haley said because she was not on the board when this started. She agreed that there was a section of the population that is working poor and the question is how STA can reach those people. Chair Haley reported she has a list of resources for people who are working poor, so they might be some of the organizations that staff can approach. Mr. Kerns asked if the five organizations that applied would be on that list. Chair Haley said no, they were different. Discussion ensued.

Ms. Meyer reminded that STA tried this before the last fare increase in 2012 to see if STA could get a group to take on this program and did not receive any proposals that year. Receipt of five this time is encouraging. The fare increase goes into effect July 1. It would have been staff's preference to bring a recommendation for approval in time for that increase but staff will work on it as quickly as possible and bring something back at July's PMER meeting.

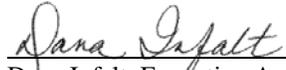
- Ms. Meyer continued her CEO Report to advise staff continue to be encouraged by progress in Congress. Senate Subcommittee on the Transportation Housing Urban Development (THUD) and related agencies has come up with a 2019 markup that adds more funding for transit and the capital investment program than had been recommended in 2018 or in the Transportation Authorization Act. Support appears to be bipartisan in the House and Senate for transit funding and the capital investment grants. The Central City Line (CCL) is rated "in the money", sufficient to receive Federal Transit Administration Funding. Everything appears to be on track and could have full funding grant agreement next year. If this funding moves forward, STA will be ready for it.
- STA provided a bus tour last week with Senator Hobbs and Representative Fey, Chairs of the Senate and House Transportation Committees. Spokane Valley Mayor Higgins and Senator Paden, Mayor Peterson from Liberty Lake, and some others to discuss transportation priorities in the Spokane region. They discussed the airport expansion and Project Rose (the big Amazon-like project on the West Plains), the Central City Line, Barker Road, Harvard Road Interchange, as well as the North Spokane Corridor Black Tank project. It was great to have representatives from the West side come and hear about Spokane's priorities. They spent the day with STA staff on a 2018 40' Gillig bus and brought staff with them from the House and Senate Transportation committees and from some of their offices. It was a good day and a way for us to be supportive. Mr. Otterstrom did an enlightening tour with all the history of the Brown's Addition and the entire area of the Central City Line. It was a great day.
- Senator Murray met this week with the President's nominee to be the FTA Administrator, Thelma Drake, who is the former Congresswoman from Virginia. Senator Murray's office wanted up-to-date information about the CCL progress so she could talk with Ms. Drake. Staff are encouraged by those events.

8. COMMITTEE INFORMATION

- A. April 2018 Financial Results Summary – *as presented*
- B. May 2018 Sales Tax Revenue Information – *as presented*
- C. April 2018 Operating Indicators - *as presented*
- D. 1st Quarter Planning Input Report – *as presented*
- E. 1st Quarter Safety and Loss Report– *as presented*
- F. STA Outreach Update – *as presented*

9. July 11, 2018 - COMMITTEE PACKET AGENDA REVIEW
No changes at this time.
10. NEW BUSINESS
None.
11. COMMITTEE MEMBERS' EXPRESSIONS
None
12. ADJOURN
Chair Haley adjourned the meeting at 3:14 p.m.
13. NEXT MEETING – WEDNESDAY, JULY 11, 2018, (~~2ND-WEDNESDAY~~) 1:30 P.M, STA SOUTHSIDE CONFERENCE ROOM, 1230 WEST BOONE AVENUE

Respectfully submitted,



Dana Infalt, Executive Assistant

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

July 11, 2018

AGENDA ITEM 6A : 2017 STATE AUDIT EXIT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Lynda Warren, Director of Finance & Information Services
E. Susan Meyer, Chief Executive Officer

SUMMARY: On June 5, 2018, the Washington State Auditor's Office held an Audit Exit Conference with STA Directors regarding the 2017 Audit results.

Heather Peterson, Audit Lead, will brief the Committee on the 2017 Audit results.

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

July 11, 2018

AGENDA ITEM 6B : SEPTEMBER 2019 SERVICE REVISIONS: PRELIMINARY PROPOSAL

REFERRAL COMMITTEE: N/A

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

SUMMARY: As discussed at the May 2, 2018, Performance Monitoring and External Relations (PMER) Committee Meeting, the September 2019 Service Revisions will primarily focus on changes to the south Spokane network in conjunction with the implementation of the following improvements as part of *STA Moving Forward*:

- Monroe-Regal High Performance Transit (HPT) Line
- the relocated and expanded Upriver Transit Center at Spokane Community College
- the new Moran Station Park & Ride
- the new South Commuter Express

These programed improvements, along with a new transit station at Spokane Fall Community College (SFCC), provide the opportunity to consider the south Spokane bus network comprehensively and review other opportunities for improvements. In addition to a presentation to the PMER Committee in May 2018, staff have discussed the opportunities for improvements with the STA Citizen Advisory Committee, the Spokane Pedestrian, Transportation & Traffic Committee, and various south Spokane neighborhood councils in May and June.

Following these stakeholder discussions, staff has prepared the Preliminary Proposal report that details three alternatives for changes to the south Spokane network in addition to other service changes proposed to take place on September 15, 2019, to include:

- Modifying Route 20 SFCC to use the Riverside Avenue pattern for all trips, discontinuing service on the Clark Avenue pattern due to low ridership.
- Modifying the Route 33 Wellesley Routing to operate on N. Alberta Street instead of N. Driscoll Blvd. between W. Glass Avenue and Wellesley Avenue to reduce out-of-direction travel, providing faster trips to popular destinations.
- Moving up the start of new service between the West Plains Transit Center and the airport programmed for 2020 in *STA Moving Forward* to 2019 in order to serve a proposed distribution center expected to have over 2200 employees that is scheduled to be opened on Geiger Blvd in 2019.

The complete Preliminary Proposal report detailing the three south Spokane network alternatives as well as more information about the above listed proposals is available at the following link:

https://www.spokanetransit.com/files/content/Sept_2019_Prelim_Proposal_Report.pdf

The timeline for receiving further public input, refining, approving, and implementing the service changes provided on the following page.

Inventory Opportunities	
May-June 2018	Conditions & Opportunities Discussions with Neighborhoods
Preliminary Proposal & Outreach	
July 2018	Publish Preliminary Proposal
October 2018	Online Survey
	Stakeholder Outreach
Draft Recommendation	
January 2019	Publish Draft Recommendation
February 2019	Public Hearing
Final Recommendation	
March 2019	Final Recommendation Published
	STA Board Action
Implementation	
September 2019	Service Change

RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

July 11, 2018

AGENDA ITEM 6C : SUPPLEMENTAL LOW INCOME PASS SUBSIDY PROGRAM

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Emily Arneson, Ombudsman and Accessibility Officer
E. Susan Meyer, Chief Executive Officer

SUMMARY: On November 16, 2017, the Board of Directors approved the Supplemental Low Income Pass Subsidy Program, intended to address “the impact of a fare increase to individuals with very low incomes.” *Resolution 757-17*. The Board authorized the Chief Executive Officer to administer the pilot program over an 18-month period, with funding of \$50,000 in 2018 and \$100,000 in 2019.

Spokane Transit issued a request for proposals in early 2018, and received five responses. Although each of the proposals was thorough, none of them addressed the fare increase specifically; rather, they sought broader programs through which Spokane Transit would subsidize all or nearly all of the cost of the passes.

Staff reached out to each of the nonprofit entities that submitted proposals to invite them to meet with us to discuss their clients’ transit-related needs. We have met with four of these entities over the past month and will continue the conversations related to whether there is another way for Spokane Transit to support the important work they are doing for the low-income population in the Spokane community.

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

July 11, 2018

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

July 11, 2018

AGENDA ITEM 8A : MAY 2018 FINANCIAL RESULTS SUMMARY

REFERRAL COMMITTEE: N/A

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

SUMMARY: Attached are the May 2018 financial results. The emphasis is on what percent of the budget has been received or expended to date compared to where we are in the year. May equates to 42.0% of the year.

Revenue

Overall, revenue is at 44.5% of budget (\$37.6M) which is higher than the expected \$35.5M.

- Fares & Other Transit Revenue is slightly higher than the budget at 42.3%.
- Sales Tax Revenue is higher than the budget at 44.3%.
- Federal & State Grants is higher than the budget at 46.4%.
- Miscellaneous Revenue is higher than the expected budget at 65.1%.

Operating Expenses

Operating expenses at 36.0% of budget (\$26.4M) are 14% below the expected amount of \$30.9M.

- | | |
|----------------|--------------------------|
| Fixed Route | 37.3% of budget expended |
| Paratransit | 34.2% of budget expended |
| Vanpool | 32.0% of budget expended |
| Plaza | 29.4% of budget expended |
| Administration | 33.8% of budget expended |

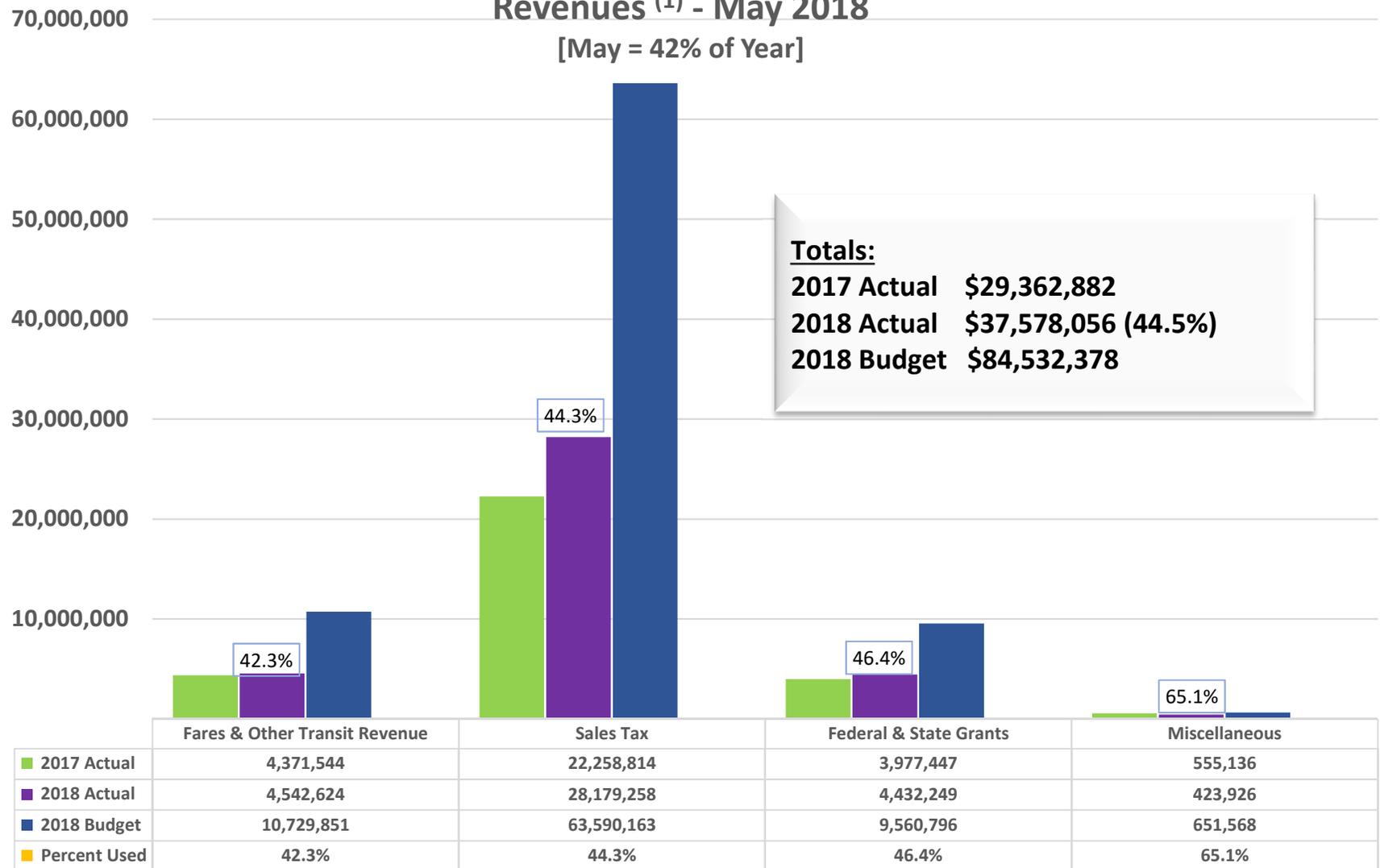
Operating expenses are greatly influenced by timing of payments. For example, only 31.0% (\$1.3M) of the fuel budget has been spent to date and we expect that to change significantly as the year progresses.

RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

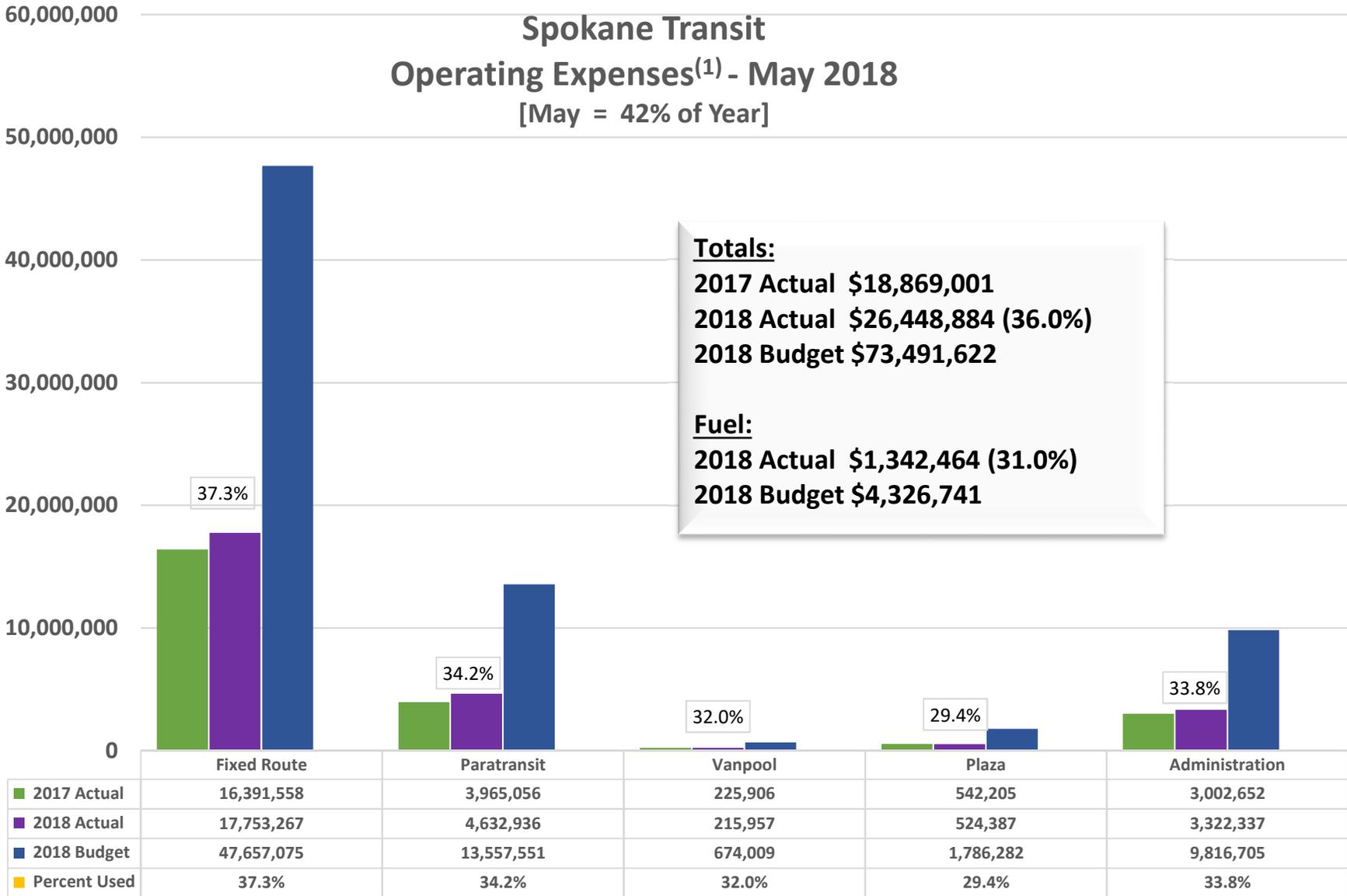
Spokane Transit Revenues ⁽¹⁾ - May 2018 [May = 42% of Year]



Totals:
 2017 Actual \$29,362,882
 2018 Actual \$37,578,056 (44.5%)
 2018 Budget \$84,532,378

⁽¹⁾ Above amounts exclude grants used for capital projects. Year-to-date May state capital grant reimbursements total \$1,196,108 and federal capital grant reimbursements total \$1,295,589.

Spokane Transit Operating Expenses⁽¹⁾ - May 2018 [May = 42% of Year]



⁽¹⁾ Operating expenses exclude capital expenditures of \$9,323,159 and Street/Road cooperative projects of \$37,304 for year-to-date May.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

July 11, 2018

8aAGENDA ITEM 8B : JUNE 2018 SALES TAX REVENUE INFORMATION

REFERRAL COMMITTEE: N/A

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

SUMMARY: Attached is the June 2018 sales tax revenue information.

June sales tax revenue, which represents sales for April 2018, was:

- +11.5% over June 2017 actual
- +23.8% above YTD actual
- +15.0% YTD above budget

RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

Sales Tax Revenue History-June 2018⁽¹⁾

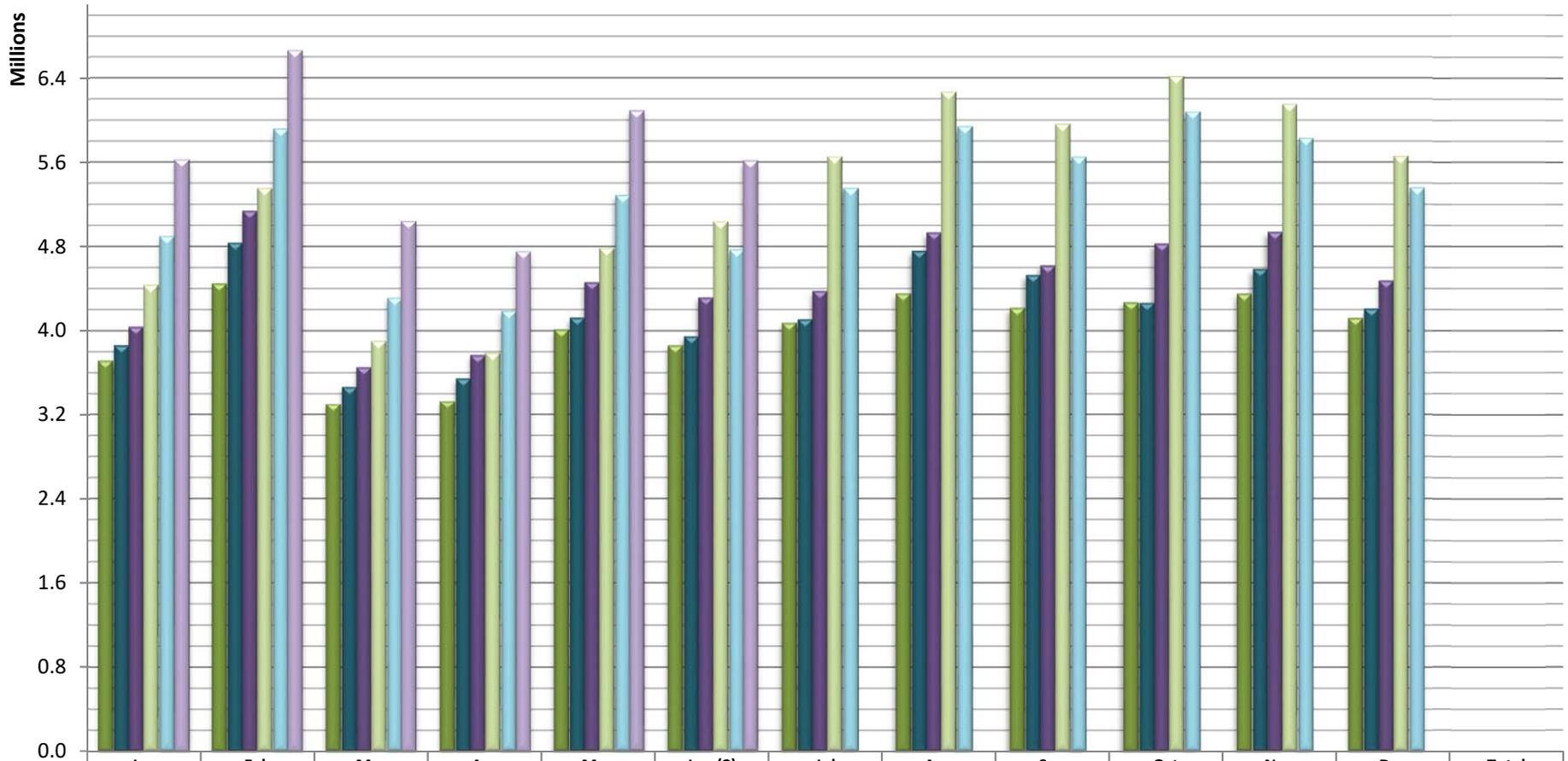


(1) Sales tax distributions lag two months after collection by the state. For example, collection of January taxable sales are distributed in March.

(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.

Sales Tax Summary (with Mitigation for All Jurisdictions)				
Jun-18				
	YTD 2017	YTD 2018	\$ CHANGE	% CHANGE
STA	\$ 27,294,392	\$ 33,795,808	\$ 6,501,416	23.8%
MEDICAL LAKE	132,286	150,308	18,022	13.6%
SPOKANE COUNTY	12,163,687	13,652,168	1,488,481	12.2%
AIRWAY HEIGHTS	903,993	1,004,172	100,179	11.1%
LIBERTY LAKE	1,557,258	1,718,819	161,561	10.4%
PFD	4,702,817	5,189,416	486,599	10.3%
SPOKANE VALLEY	9,995,491	10,937,328	941,837	9.4%
SPOKANE	21,172,409	23,083,073	1,910,665	9.0%
MILLWOOD	244,259	251,977	7,718	3.2%
CHENEY	691,602	697,140	5,538	0.8%
ALL	\$ 78,858,194	\$ 90,480,210	\$ 11,622,016	14.7%

2014 - 2018 SALES TAX RECEIPTS ⁽¹⁾



	Jan	Feb	Mar	Apr	May	Jun (2)	Jul	Aug	Sep	Oct	Nov	Dec	Total
■ 2014 Act.	3,717,183	4,445,759	3,303,019	3,331,820	4,010,737	3,860,469	4,073,091	4,352,108	4,215,907	4,267,406	4,349,765	4,119,702	48,046,965
■ 2015 Act.	3,865,250	4,835,478	3,471,459	3,550,797	4,124,484	3,949,801	4,109,906	4,756,705	4,530,359	4,265,975	4,587,132	4,211,936	50,259,282
■ 2016 Act.	4,040,342	5,138,043	3,659,616	3,772,996	4,462,273	4,315,784	4,378,473	4,933,936	4,618,531	4,826,474	4,936,883	4,477,725	53,561,075
■ 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 Bud.	4,899,774	5,915,222	4,313,124	4,190,180	5,288,518	4,771,511	5,355,239	5,939,334	5,649,197	6,079,834	5,827,913	5,360,318	63,590,163
■ 2018 Act.	5,628,134	6,664,160	5,042,196	4,754,750	6,090,019	5,616,550	-	-	-	-	-	-	-
\$ Mo. Var.	1,195,900	1,313,373	1,140,634	964,401	1,306,136	580,972	-	-	-	-	-	-	-
% Mo. Var.	27.0%	24.5%	29.2%	25.4%	27.3%	11.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
\$ YTD Var.	1,195,900	2,509,273	3,649,907	4,614,308	5,920,443	6,501,416	-	-	-	-	-	-	-
% YTD Var.	27.0%	25.6%	26.7%	26.4%	26.6%	23.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
% YTD Bud. Var.	14.9%	13.7%	14.6%	14.3%	14.5%	15.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

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

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

July 11, 2018

AGENDA ITEM **8C** : MAY 2018 OPERATING INDICATORS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Roger Watkins, Chief Operations Officer
Karl Otterstrom, Director of Planning and Development

SUMMARY: May 2018 had the same number of weekdays as compared to May 2017.

FIXED ROUTE

The 2018 ridership goal for Fixed Route is to increase 2017 ridership levels by 1.5%. Average weekday ridership decreased 2.9% (37,084 vs. 38,179) in May 2018 and is down 2.2% (36,622 vs. 37,446) YTD. Total monthly ridership decreased 1.6% in May 2018 (950,701 vs. 966,260) and is down 1.2% (4,470,968 vs. 4,525,995) year-to-date.

Detailed breakdown:

- Adult ridership decreased 1.9% (582,022 vs. 593,358) in May 2018 compared to May 2017 and is down 0.7% (2,820,119 vs. 2,840,880) year-to-date.
 - CCS Pass ridership decreased 7.4% (66,879 vs. 72,220) in May 2018 compared to May 2017 and is up 1.4% (322,201 vs. 317,811) year-to-date.
 - Eagle Pass ridership decreased 2.2% (81,790 vs. 83,640) in May 2018 compared to May 2017, and is down 1.4% (402,951 vs. 408,871) year-to-date.
 - GU Bulldogs Pass ridership increased 26.3% (3,749 vs. 2,969) in May 2018 compared to May 2017 and is up 14.5% (20,340 vs. 17,759) year-to-date.
- Youth ridership increased 2.0% (69,583 vs. 68,238) in May 2018 compared to May 2017 and is up 2.6% (311,972 vs. 304,062) year-to-date.
- Reduced Fare / Para ridership increased 1.4% (126,911 vs. 125,203) in May 2018 compared to May 2017, and is up 1.9% (575,312 vs. 564,338) year-to-date.

Fixed Route On Time Performance for May was 91% which is slightly below the goal for 2018 of 93%.

PARATRANSIT

Paratransit goal for 2018 ridership is to increase 2017 ridership levels by 1.5%. Combined total ridership for May increased 0.3% (43,374 vs. 42,234) in May and increased 1.5% (205,599 vs. 202,573) year-to-date.

Detailed breakdown:

- Directly Operated Service increased 10.3% in May (22,054 vs. 20,002) and increased 6.2% (100,319 vs. 94,472) year-to-date.
- MV Contracted Service decreased 12.6% in May (14,789 vs. 16,914) and decreased 5.5% (75,168 vs. 79,577) year-to-date.
- Special Use Vans (SUV) increased 14.4% (3,709 vs. 3,250) in May and increased 12.0% year-to-date (15,669 vs. 13,993).
- Purchased Transportation (SUV and MV combined) provided 50.09% of the service in May 2017 compared to 45.23% in May 2018.

In 2018 there the same number of weekdays in May compared 2017 and the weather in May 2018 was comparable to weather in May of 2017.

- Directly Operated Service on time performance (OTP) for May was 92.38%, exceeding the goal of 93%
- MV Contracted Service OTP was 85.36% in May, slightly lower than the 92.31% achieved in May 2017.
- Combined, the service ran at 89.6% in May 2018 compared to 91.5% in May 2017.
- Year-to-date, the combined service operated at 91.49% on time compared to 89.55% in 2017, for an increase of 2.2%.

VANPOOL

Vanpool Ridership goal for 2018 is to increase 2017 numbers by 2.5% and have 88 vans in service.

Detailed Breakdown:

Vanpool passenger trips decreased 11.6% in May (14,064 vs. 15,912) and decreased 13.5% year-to-date (68,973 vs. 79,777). There were 79 vans in service in May 2018 vs. 85 in May 2017. One less van in service for May 2018 vs March 2018 (79 vs 80).

534 riders took at least one trip in May 2018 vs 649 in May 2017.

- Riders added were 16 vs 15 May 2017.
- Riders removed were 31 vs 28 May 2017.
- Days operated per van 19 (out of 21) vs 19 (out of 22) May 2017.
- Average Trips Per van is 178 vs 187 May 2017.
- Average vanpool round trip is 54.8 vs 51.4 May 2017

Three Vanpool groups closed in May and two new groups started. Only one of the lost vans was unexpected: Eastern Washington University (EWU) closed a group due to students completing school and other riders moving to Cheney.

Plans are under development to display Vanpool Vans and information booths around Spokane, including the Spokane Valley Mall in August.

CUSTOMER SERVICE

Two notable employers not purchasing passes in the month of May generally explains the 9.2% Employer Sponsored Buss Pass (ESBP) decrease from May, 2017. Alorica was down 125 passes and Northern Quest was down 60 passes. Both made purchases in the first week of June. The large month-over-month decrease in Adult passes (24.8%) is caused primarily by Yoke's Fresh Market skipping their May purchase, although they made a large purchase in the first week of June. Special Mobility Services (SMS) bought fewer passes in the month of May, although they also made a large purchase in the first week of June. The Department of Child & Family Services (DCFS) purchased 800 more passes in May of 2017, although their purchase pattern is sporadic, and sometimes purchase through other DSHS accounts.

Detailed breakdown:

Total monthly pass sales decreased 19.8% in May (9,313 vs. 11,607) and year-to-date pass sales decreased 5.7% (48,399 vs. 51,327).

- Adult Pass/Smartcard sales decreased 24.8% (5,198 vs. 6,911) in May while year-to-date sales decreased 5.1% (27,877 vs. 29,382).
- 7-Day Pass/Smartcard sales decreased 0.09% from last month (973 vs. 981 in April 18).\
- ESBP sales decreased 9.2% (843 vs 928) in May and year-to-date pass sales increased 7.2% (5,134 vs 4,789).
- Student Pass sales decreased in May by 42.9% (12 vs. 21) while year-to-date pass sales decreased 20.0% (96 vs. 120).
- City Ticket monthly sales increased 8.9% (501 vs. 560) in May and year-to-date pass sales increased 9.6% (2,379 vs. 2,171).

Youth Pass/Smartcard monthly sales decreased 6.9% (1,708 vs. 1,834) in May and year-to-date pass sales decreased 13.5% (8,049 vs. 9,300).

Reduced Fare Pass/Smartcard monthly sales decreased in May by 22.1% (1,571 vs. 2,016). Year-to-date pass sales decreased 1.6% (8,294 vs. 8,426).

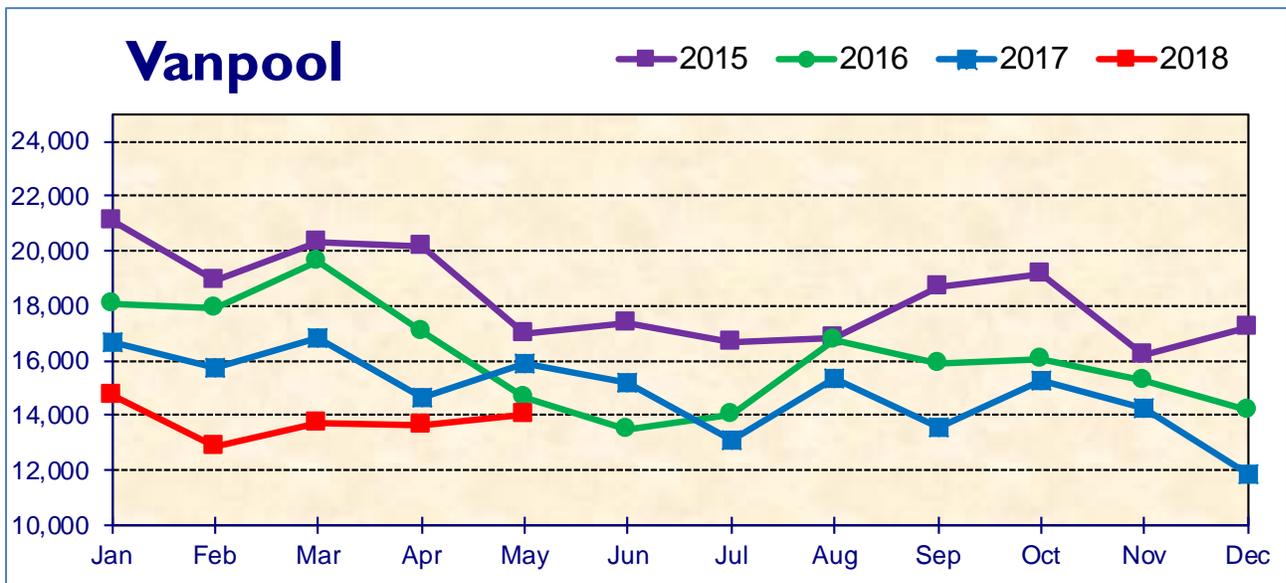
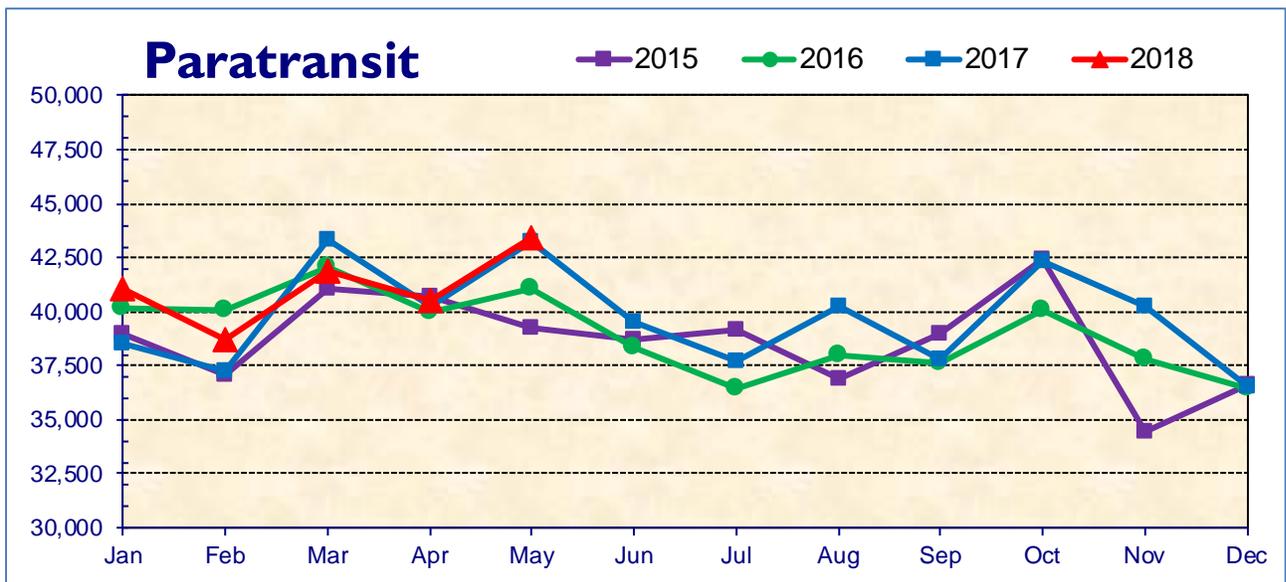
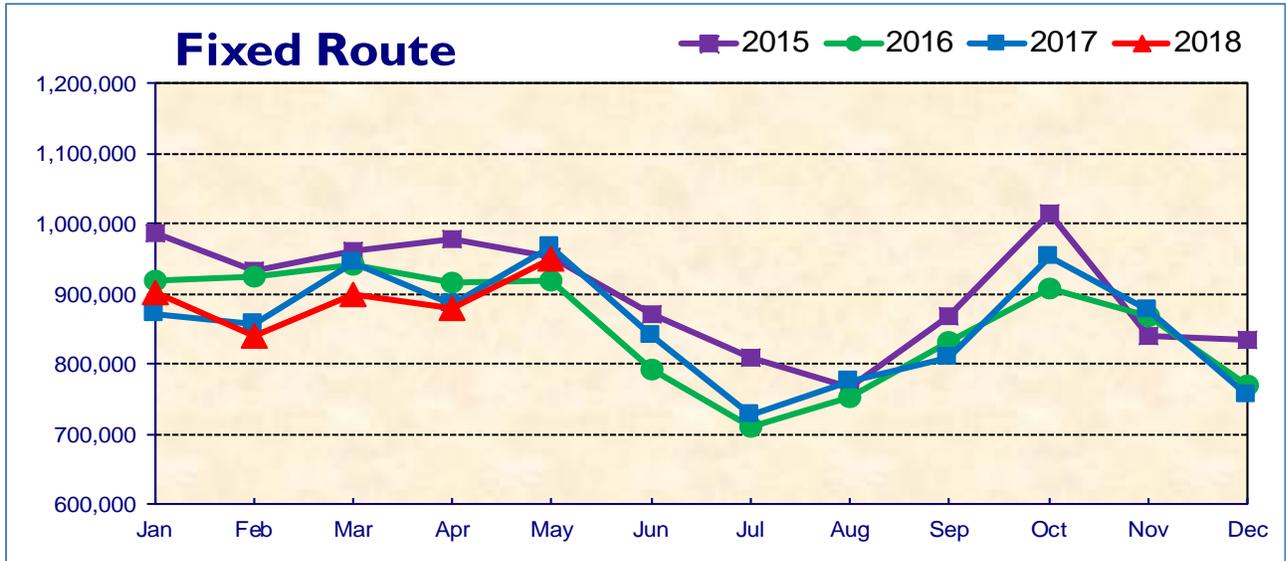
Paratransit Pass/Smartcard sales decreased 1.2% (836 vs. 846) in May. Year-to-date sales decreased 0.9% (4,179 vs. 4,219).

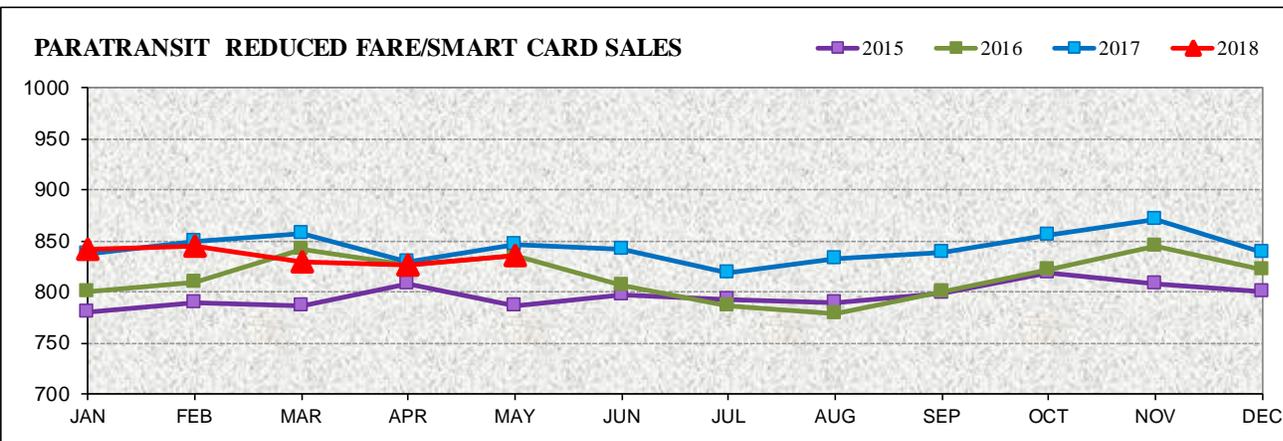
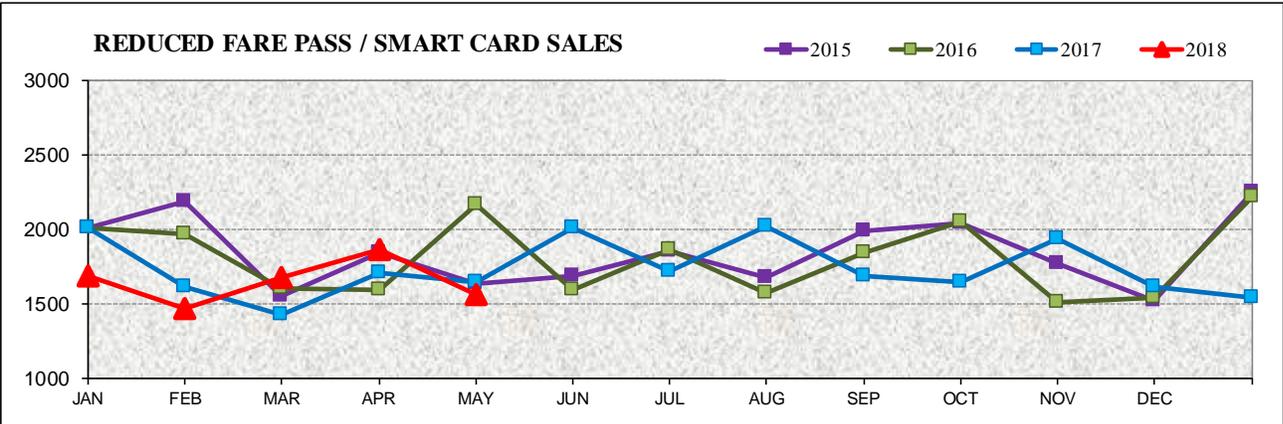
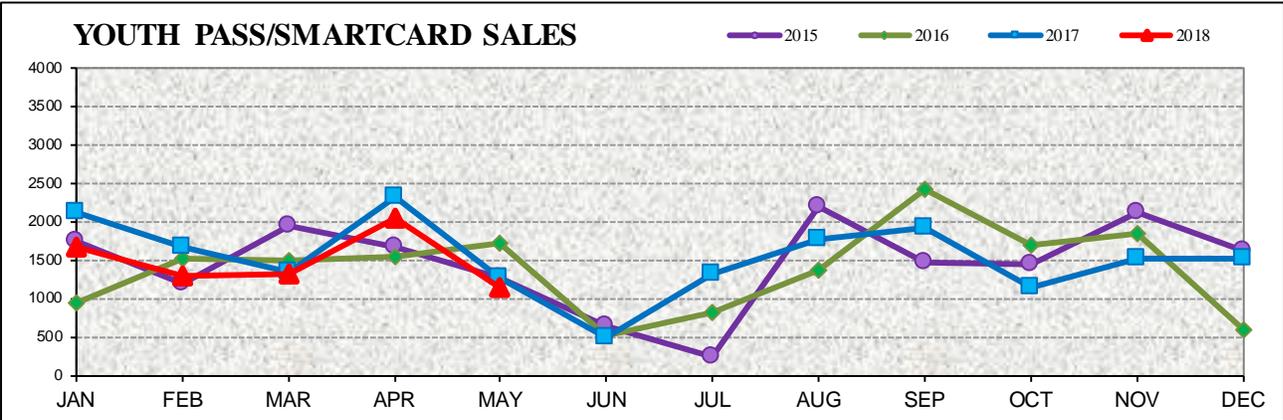
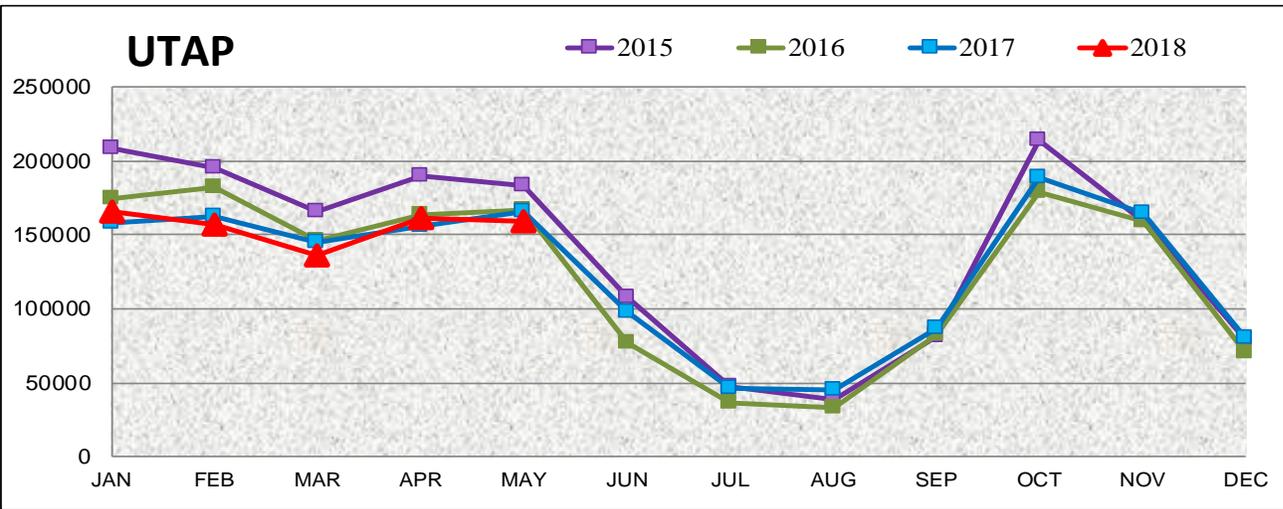
RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

RIDERSHIP





SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

July 11, 2018

AGENDA ITEM 8D : STA OUTREACH UPDATE

REFERRAL COMMITTEE: N/A

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

SUMMARY: The attached Staff Report provides a recap of outreach efforts system-wide, in the areas of Fixed Route, Mobility Mentor & Training, and Vanpool. When possible, staff leverages outreach opportunities to promote all of Spokane Transit's (STA) services. This report provides an update on current outreach efforts.

RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

Staff Report – STA Outreach Update

Vanpool:

June Outreach Summary:

STA Vanpool's 2018 outreach goal is to hold 110 events. As of mid-June, they have attended 38 events to help promote Vanpool through a variety of outlets.

Currently Scheduled Marketing Events (as of 6/08/2018)

- June 6th – Meadowood Tech Park
- June 13th – ETC Luncheon West Plains
- June 14th – Veterans' Resource Fair
- June 14th – ETC Luncheon Valley
- June 19th – ETC Luncheon Downtown
- June 21st – Promo Video

Project updates:

- A vanpool educational video will be available in August 2018.
- A communications strategy to promote Vanshare, the new first and last mile solution, is being implemented and includes displaying the van at the Plaza and other busy public locations to reach a broader audience.
- A new incentive program is being implemented: all vans that achieve 60% ridership or more will be entered into a raffle to win \$25 Amazon gift cards for everyone in their vanpool

Mobility Training and Mobility Mentor Programs:

Goal: Increase independence for people with disabilities by training them to use the fixed route system. Not only does this provide more independence, it is also a more cost-effective solution both for the individual and Spokane Transit.

January 2018- Current Outreach Summary:

- Total contacts in the community from January 2018 through current (including group orientations, meetings, group presentations, material drop-off, calls, resource fairs): 1962 contacts via 262 events.
- Total contacts in the community for the month of May: 318 contacts via 38 events.
During the month of May, the Mobility Training Program completed classroom trainings at North Central, Pace Services, Lewis and Clark, and Rogers High School. They also attended orientation nights at Step and Images where they presented the Mobility Training Program to staff and parents. The Mobility Mentor Program attended St. Luke's Rehabilitation Institutes Stroke Awareness Event. Presentations were at Canterbury Court, Park Towers, and Lilac Plaza. Moving forward the Mobility Mentor Program will be at the STA Plaza Veterans Moving forward we will be at the Stroke Awareness Event at St. Luke's Rehabilitation Institute. The Mobility Trainers will also be presenting at the STEP and IMAGES orientation night for parents.

Fixed Route:

2018 Communication Goals:

- Increase ridership 1.5% over 2017 ridership
- Continue to improve community perception

2018 Priorities:

- Ridership, STA Moving Forward, Strategic Communications, New Employee Recruitment, Internal Communications, Departmental Communications,

Current Outreach Summary:

- **Ridership:**
 - Promoting STA's 3-month Summer Youth Pass program to encourage students to ride the bus this summer.
 - Communicated Phase 2 of Fare Change, effective July 1, 2018.
 - Ongoing development of passenger education materials displayed on buses, and through rider alerts.

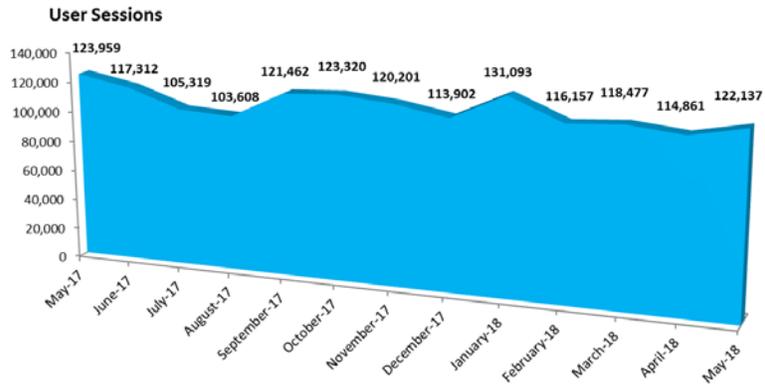
- STA participated in Ride Transit Month in June, a statewide initiative sponsored by Transportation Choices to celebrate transit riders and encourage new ridership through promotions, incentives, and events.
- Supported Hoopfest with the Hoop Loop
- **Passenger Education:**
 - Signs in buses (bulkheads) are refreshed every 2-3 weeks to update passengers on key information including service changes, Plaza events, and fare readiness
 - Rider alerts are produced and made available on buses to inform passengers of disruptions to service including road closures, construction, and events. Over 40 riders alerts have been generated to date this year.
- **Community Perception:**
 - Plaza activities include weekly entertainment by local musicians and artists.
 - Over 30 veteran resource organizations including a mobile health clinic participated in the Veteran's Resource Fair to be held on Flag Day, June 14, 2018, at the Plaza.
- **STA Moving Forward (STAMF):**
 - The third edition of a monthly STA Moving Forward e-newsletter highlighting progress on key STA Moving Forward projects was sent in June. A promotion to encourage subscription to the newsletter is under way.
 - A program is being implemented to educate the public and generate interest in the September 2018 Service Change. In addition to schedules and rider education materials, the program will include social media, print, radio and digital advertising, outreach events, signs on buses and in shelter panels, and targeted promotions with key audiences such as Eastern Washington University students.
- **Strategic Communications:** Finalized a video that provides an overview of STA Moving Forward, including recent and future projects and service enhancements.
- **Internal Communications:**
 - An all employee meeting was held on June 26, 2018. Agenda items included updates on the Boone NW Garage, the September Service Change, the Plaza Operational Study, Service Animals on vehicles, and the Phase 2 Fare Change, and an overview of STA Paratransit Service, Vanpool, and Mobility Training,
 - STA Informed, an email and digital display in the break rooms, is provided biweekly to employees.
- **Departmental Communications:**
 - Supporting new employee recruitment communications program and Vanpool/Vanshare promotions.

Web Services

In addition to day-to-day support, troubleshooting and maintenance, these are the high-level activities in Web Services in June 2018.

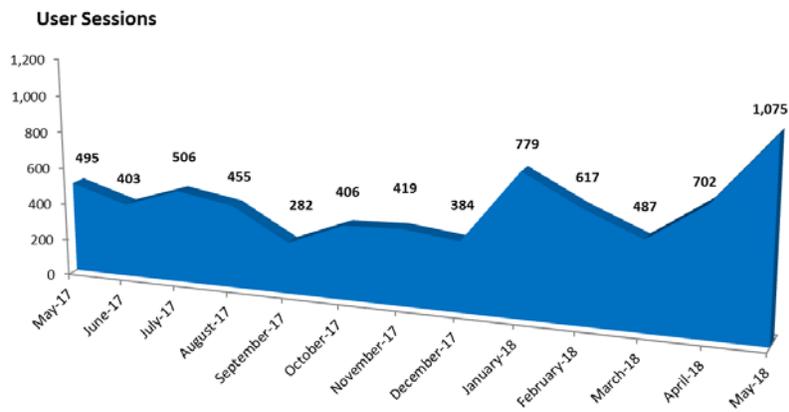
- Hosting and Improvement of www.spokanetransit.com.
- Final development enhancements and software upgrade for www.stamovingforward.com
- **Realtime software development:** Two new problems reported to Trapeze for review. Scheduled install of the next upgrades have been moved to mid-July (pending development).
- **Digital Signage Project:** A pilot digital signage and content management program will be installed as part of the West Plains Transit Center. Installations will begin as soon as possible and training on the content management system (CMS) platform will begin in August with Chris Tohm as the Communications lead. Future Requests for Proposals and bid requests will be determined using the pilot program experience.
- **Customer Service Representative (CSR) Web Training:** ongoing training to ensure that STA CSR's are familiar with STA's online resources – including the real time information user information and web store - to provide outstanding customer service.
- **Eastern Washington University (EWU) Student Data Project:** EWU students created a user application using STA's real time data information to help passengers manage their bus travel. Further discussions will determine the feasibility of continued development and transfer to an STA controlled hosting environment for customer use.
- **Pass Sales:** \$184,268.50 - a 7.5% increase over 2017.
- **Vanpool Payment Center payments:** \$127,368.65 - an 8% decrease over 2017.

spokanetransit.com



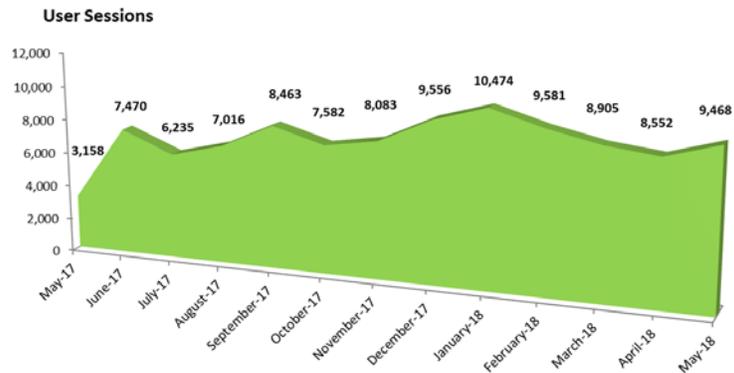
A user session is defined as a visit by a unique user within a 30 minute period.

stamovingforward.com



A user session is defined as a visit by a unique user within a 30 minute period.

realtime application

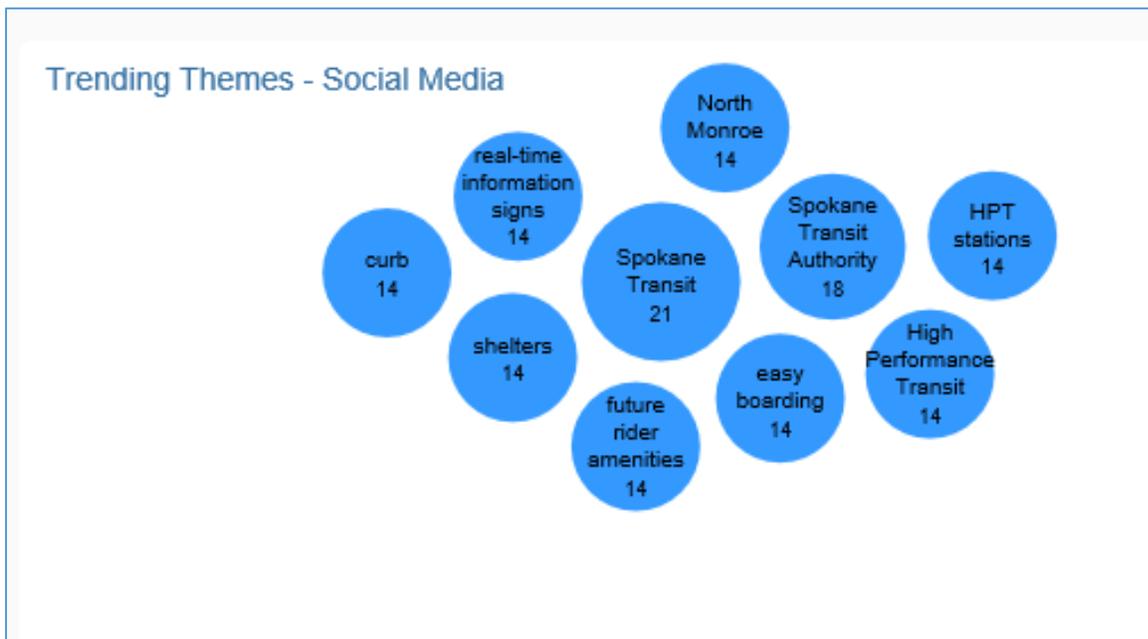
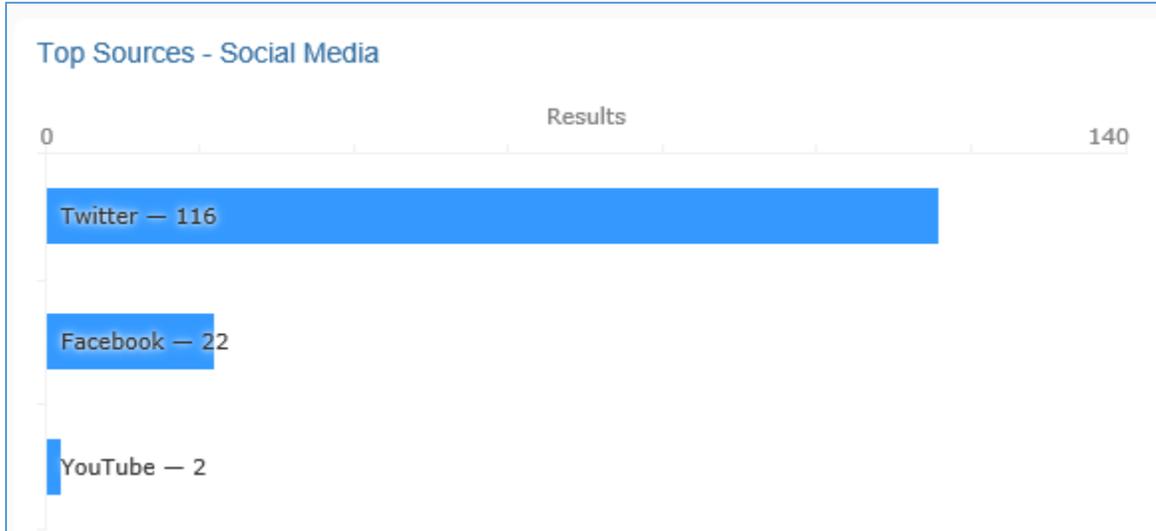


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STA Media Overview

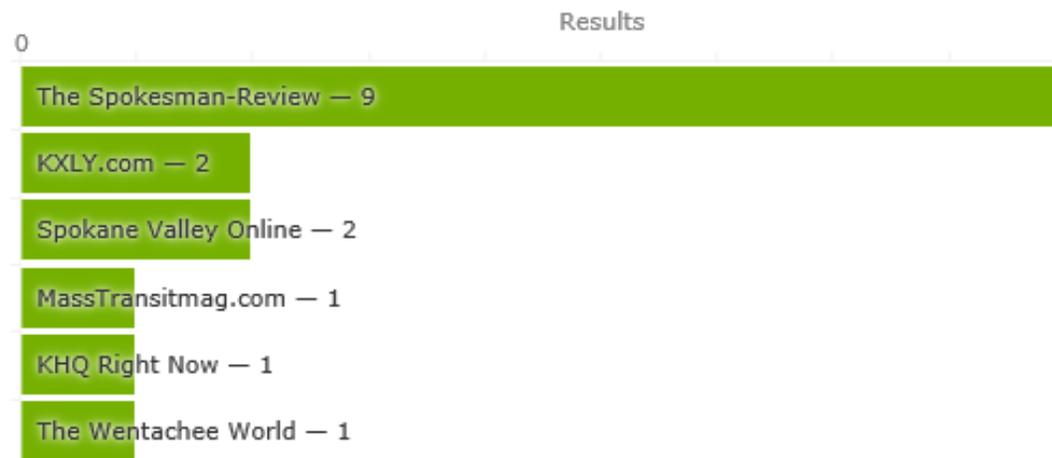
Below is an overview of media in both the news and social media May 24 – June 22, 2018.

Social Media:



News Media:

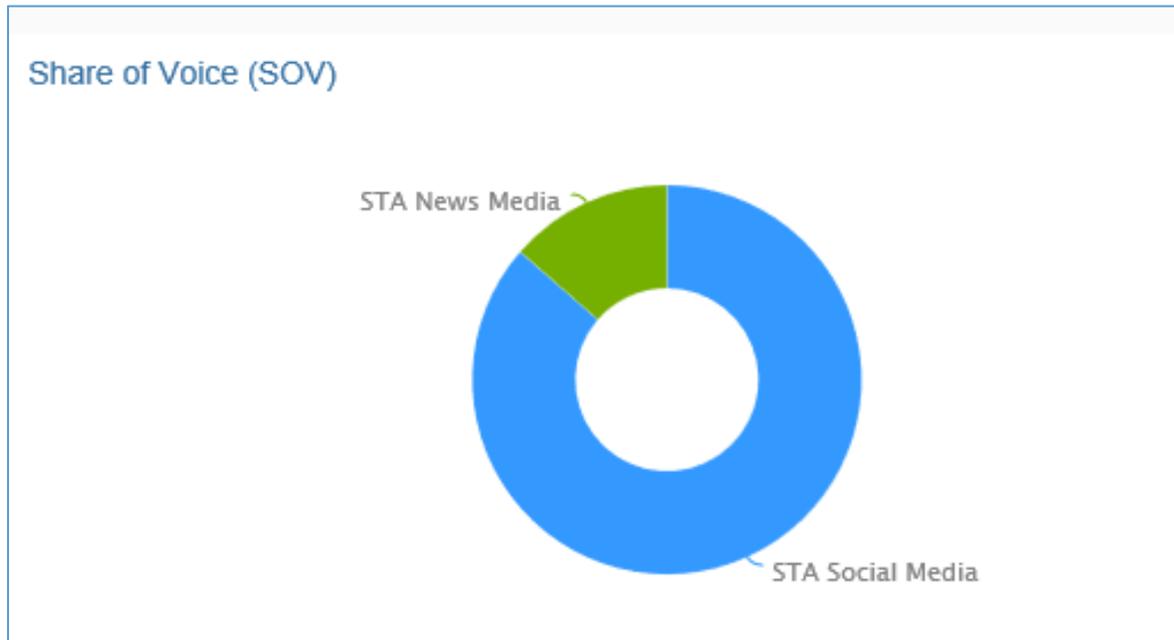
Top Sources - News Media



Trending Themes - News Media



Combined:



Representative media coverage for the past 30 days:

  [electric snowflake @electraisland](#) • Jun 22 02:03 pm 

[@spokanetransit](#) @SpokaneCity I've never lived in a city with so few. Usually there's at least a bench and information about the bus....

  [Amanda Roley @KREMAmandaRoley](#) • Jun 22 08:15 am 

RT [@spokanetransit](#): *Spokane Transit* & @SpokaneCity have partnered to bring High Performance Transit (HPT) to North Monroe....



[electricssnowflake @electraisland](#) • Jun 21 09:10 pm



@[spokanetransit](#) @SpokaneCity Shelters? Can we get those at all bus stops?



[Spokane Transit Authority](#) • Jun 20 03:04 pm



[Spokane Transit](#) & the City of Spokane - Municipal Government have partnered to bring High Performance Transit (HPT) to North Monroe....



[Know Monroe @KnowMonroe](#) • Jun 20 01:03 pm



RT @[spokanetransit](#): While construction is still going on N Monroe, you can take a bus to any of your favorite Monroe businesses by taking...



[KXLY.com](#) • Jun 20 10:56 am



[Joseph Donald Evans](#)

Joe was a furnace repairman for many years. Later he drove bus for [Spokane Transit](#), then for the school district in Newport, WA, where...



[Karl Otterstrom @PedestrianMan](#) • Jun 18 08:30 pm



RT @katielynth: [Spokane Transit](#) is working with city to build in-lane stops with 10" curbs in street reconstruction projects. Reduce...



[Nick Deshais @NickDeshais](#) • Jun 18 07:33 pm



@[spokanetransit](#) All in a day's work. Good to see an easy solution.



 [Christina Morrison @StinaMo](#) • Jun 18 04:18 pm 

Central City Line will be corridor-based bus (not dedicated lanes) focused on what is important for THAT corridor #mypeople #trb



 [Claudia Preciado @Claudia_Pres](#) • Jun 18 04:13 pm 

Great planning at [@spokanetransit](#)! During the recession, they cut service by 10% but restructured it so well that ridership grew back...



 [Cate, Noodles, Alphie @CatePatton](#) • Jun 18 03:44 pm 

[@spokanetransit](#) It happened at 8:12 on the 25 today. And 11:05 on the 23 on Thursday. It happens a lot!! Many many more times than you...



 [Spokane Transit @spokanetransit](#) • Jun 18 10:45 am 

Spokane Transit. I'm sorry to hear about this uncomfortable situation. Excellent customer service is a top priority at *Spokane Transit*...



 [Spokane Transit @spokanetransit](#) • Jun 18 10:42 am 

in Los Angeles, CA [@NASEMTRB](#). We're excited to have Susan Meyer from [@spokanetransit](#) moderating, along with colleagues at [@wsp](#) and [@aecom](#)...



 [Cate, Noodles, Alphie @CatePatton](#) • Jun 18 08:24 am 

@*spokanetransit* soooooo..... is there any reason in particular that your drivers refuse to put the A/C on? Just because there's 1 single...



CTE @Go_CTE • Jun 18 06:46 am



Transit Conference in Los Angeles, CA. We're excited to have Susan Meyer from @*spokanetransit* moderating @wsp @aecom <https://t.co/dvaTOhNAX0...>



Lois Lane @Notorious_FCB • Jun 16 03:22 pm



Sandpoint, Idaho man's racist robocalls offer defense of *Spokane transit* executive's racist Facebook posts <https://t.co/qW6rGRHDA0> @...



Paige Moore @PaigingHR • Jun 16 02:59 pm



Sandpoint man's racist robocalls offer defense of *Spokane transit* executive <https://t.co/Encd6QrMgx>



The Spokesman-Review • Chad Sokol • Jun 16 12:21 am



[News > Idaho Sandpoint man's racist robocalls offer defense of Spokane transit executive](#)

time targeting Spokane-area residents in response to criticism of a *Spokane Transit* Authority executive. The robocalls are similar...



Spokane Valley Online • MIKE HUFFMAN • Jun 15 09:29 pm



[Outdoor Pop-up Library offers big entertainment and exploration](#)

some big trucks, 10 a.m. – 6 p.m. Touch-a-Bus Storytime with *Spokane Transit*, 11 a.m. – noon The Willows, a tribute to Peter, Paul &...



 [Uniquely Designed @lane shahara](#) • Jun 15 08:54 pm 

RT @spokanetransit: Congratulations to all @CCofSpokane graduates on your graduation! #Classof2018 <https://t.co/UolsisSZRn>



 [Spokane County Library District](#) • Jun 15 06:45 pm 

3 bag sale) ✓ Touch some big trucks ✓ Touch-a-Bus Storytime with *Spokane Transit* Authority ✓ The Willows, a tribute to Peter, Paul...



 [AL M @AIYourPalster](#) • Jun 14 09:04 am 

The union representing workers at *Spokane Transit* Authority said Tuesday it discovered "disturbing, racist comments" made by the agency's...



 [Goodwill Industries of the Inland Northwest](#) • Jun 14 09:00 am 

Happy Flag Day! Stop by the STA Plaza today for the *Spokane Transit* Authority Veteran Resource Fair. There will be over 30 businesses...



 [#WeAreSpokane @wearespokane](#) • Jun 14 06:28 am 

optional ways that bicycle lanes, parking, and the @spokanetransit *Central City Line* stations could work together on Riverside...

New Section Title



[AL M @AIYourPalster](#) • Jun 14 09:04 am



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optional ways that bicycle lanes, parking, and the *@spokanetransit Central City Line* stations could work together on Riverside...



[FOX 28 News & Entertainment](#) • Jun 13 07:44 pm



The *Spokane Transit* Authority is launching an investigation after the union representing bus workers, called out the Human Resources...



[bhw1](#) • Jun 13 05:22 pm



[Spokane Transit Authority: Muriah TV](#)

BHW1's *Spokane Transit* Authority: Muriah TV



City of Spokane @SpokaneCity • Jun 13 05:00 pm



Tomorrow, @spokanetransit is hosting a Veterans Resource Fair!
<https://t.co/YyO8TeUtuf> <https://t.co/GKdSdBPF9o>



Spokane Transit @spokanetransit • Jun 13 03:11 pm



action all without extra lifetime costs. @kcmetrobus @LinkTransit @spokanetransit & other Washington agencies are leading the way. <https://t...>



Spokane Transit @spokanetransit • Jun 13 03:10 pm



bus pass and assist a woman on her way to self-sufficiency. Order online @spokanetransit and have them sent to our Admin office: <https://t...>



Transportation Communications Newsletter • Bernie Wagenblast • Jun 13 03:00 pm



Wednesday, June 13, 2018

Security of Rail Passengers European Commission TRANSIT 11) *Spokane Transit* Authority Investigating HR Director's Facebook Comments KHQ-...



KXLY Newsradio 920 • Jun 13 02:25 pm



Spokane Transit Authority's Human Resources Director is receiving major criticism for racially charged comments made on her Facebook...



Greater Spokane County Meals on Wheels • Jun 13 12:00 pm



GSC Meals on Wheels and VETS Garage this Thursday afternoon at *Spokane Transit* Authority Plaza downtown for the Veterans Resource Fair!...



Spokane NAACP Youth Council @spoyouthcouncil • Jun 13
10:45 am



Spokane Transit Authority investigating HR Director's Facebook comments
<https://t.co/MqiiO7Mihs>



The Stand • David Groves • Jun 13 09:54 am



['We're not going anywhere' | Insleecare | Who needs allies?](#)

— Thomas Leighty, president of ATU Local 1015, said the *Spokane Transit* Authority's human resources director, Nancy Williams, should...



The Wentachee World • Nicholas Deshais • Jun 13 09:04 am



[Union accuses STA official of racist comments on Facebook](#)

June 13—The union representing workers at *Spokane Transit* Authority said Tuesday it discovered “disturbing, racist comments” made by...



Transitions • Jun 13 08:11 am



on her way to self-sufficiency. Order them online on the *Spokane Transit* Authority website link below and have them sent to our Admin...



MassTransitmag.com • Jun 13 08:00 am



[WA: Union Accuses STA Official of Racist Comments on Facebook](#)

June 13--The union representing workers at *Spokane Transit* Authority said Tuesday it discovered "disturbing, racist comments" made by...



Transitions @ Help4Women • Jun 13 07:59 am



RT @spokanetransit: Thinking about starting a small business? Make sure to attend @SNAPSpokane "Get Started!" workshop, aimed to getting...



Jim H @JimHeggs • Jun 13 07:15 am



Spokane Transit Authority investigating HR Director's Facebook comments
<https://t.co/eTgVUnSsAi>



ATU, Transit Union @ATUComm • Jun 13 06:53 am



investigation into executive's racist Facebook comments
<https://t.co/mlRg3Z6pXu> @spokanetransit #transit #publictransit #p2
<https://t.co/...>



KHQ Andrea Olson • Jun 12 11:15 pm



Spokane Transit Authority investigating HR Director's Facebook comments
<http://www.khq.com/story/38409593/spokane-transit-authority-...>



Andrea Olson @KHQAndrea • Jun 12 11:15 pm



Spokane Transit Authority investigating HR Director's Facebook comments
<https://t.co/geaPte0nk3>



Jesse Bush @Jadenewt • Jun 12 09:11 pm



RT @shadownlite: *Spokane Transit* Authority investigating HR Director's Facebook comments <https://t.co/YCoqKLZUW7>



shadownlite @shadownlite • Jun 12 09:03 pm



Spokane Transit Authority investigating HR Director's Facebook comments <https://t.co/YCoqKLZUW7>



hr worker Bee @HrNews9 • Jun 12 07:33 pm



Spokane Transit Authority investigating HR Director's Facebook comments #hr #bhivelabs <https://t.co/sHGJuiUrc6>



Betsy J Casper @votentrump • Jun 12 06:51 pm



that make any difference? No, Animals R animals. Well not P.C. *Spokane Transit*, they want to fire & make an example out of the employee...



AL M @AIYourPalster • Jun 14 09:04 am



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Goodwill Industries of the Inland Northwest • Jun 14 09:00 am



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optional ways that bicycle lanes, parking, and the [@spokanetransit Central City Line](#) stations could work together on Riverside...



 **FOX 28 News & Entertainment** • Jun 13 07:44 pm



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 **bhw1** • Jun 13 05:22 pm



[Spokane Transit Authority: Muriah TV](#)

BHW1's [Spokane Transit](#) Authority: Muriah TV



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 **Spokane Transit @spokanetransit** • Jun 13 03:11 pm



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 **Spokane Transit @spokanetransit** • Jun 13 03:10 pm



bus pass and assist a woman on her way to self-sufficiency. Order online @[spokanetransit](#) and have them sent to our Admin office: <https://t...>



Transportation Communications Newsletter • Bernie Wagenblast • Jun 13 03:00 pm



Wednesday, June 13, 2018

Security of Rail Passengers European Commission TRANSIT 11) [Spokane Transit](#) Authority Investigating HR Director's Facebook Comments KHQ-...



KXLY Newsradio 920 • Jun 13 02:25 pm



[Spokane Transit](#) Authority's Human Resources Director is receiving major criticism for racially charged comments made on her Facebook...



Greater Spokane County Meals on Wheels • Jun 13 12:00 pm



GSC Meals on Wheels and VETS Garage this Thursday afternoon at [Spokane Transit](#) Authority Plaza downtown for the Veterans Resource Fair!...



Spokane NAACP Youth Council @spoyouthcouncil • Jun 13 10:45 am



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The Stand • David Groves • Jun 13 09:54 am



'We're not going anywhere' | Insleecare | Who needs allies?

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 **The Wentachee World** • Nicholas Deshais • Jun 13 09:04 am 

Union accuses STA official of racist comments on Facebook

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 **Transitions** • Jun 13 08:11 am 

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 **MassTransitmag.com** • Jun 13 08:00 am 

WA: Union Accuses STA Official of Racist Comments on Facebook

pledging to "take immediate action to investigate." "*Spokane Transit* has an unwavering commitment to diversity and non-discrimination...



 **Transitions @ Help4Women** • Jun 13 07:59 am 

RT @spokanetransit: Thinking about starting a small business? Make sure to attend @SNAPSpokane “Get Started!” workshop, aimed to getting...



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<https://t.co/...>



 **KHQ Andrea Olson** • Jun 12 11:15 pm 

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<http://www.khq.com/story/38409593/spokane-transit-authority-...>



 **Andrea Olson @KHQAndrea** • Jun 12 11:15 pm 

Spokane Transit Authority investigating HR Director's Facebook comments
<https://t.co/geaPte0nk3>



 **Jesse Bush @Jadenewt** • Jun 12 09:11 pm 

RT @shadownlite: *Spokane Transit* Authority investigating HR Director's Facebook comments <https://t.co/YCoqKLZUW7>



 **shadownlite @shadownlite** • Jun 12 09:03 pm 

Spokane Transit Authority investigating HR Director's Facebook comments
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 **hr worker Bee @HrNews9** • Jun 12 07:33 pm 

Spokane Transit Authority investigating HR Director's Facebook comments
#hr #bhivelabs <https://t.co/sHGJuiUrc6>



 **Betsy J Casper @votentrump** • Jun 12 06:51 pm 

that make any difference? No, Animals R animals. Well not P.C. **Spokane Transit**, they want to fire & make an example out of the employee...



 **Joe Reilly @joespokane** • Jun 11 04:09 pm 

RT @spokanetransit: The 2018 Dad's Day Dash is here! This 5k benefits @SNAPSpokane Financial Access, which serves Spokane County by



 **Spokane Transit Authority** • Jun 11 09:30 am 

this month? June is Ride Transit Month! Plan your trip at www.spokanetransit.com and visit www.ridetransitmonth.org for more information....



 **Spokane Transit @spokanetransit** • Jun 11 09:20 am 

@h2cgolf Thank you for contacting **Spokane Transit**. I appreciate you taking the time to make us aware of this incident. I will forward...



 **#WeAreSpokane @wearespokane** • Jun 11 06:15 am 

RT @spokanetransit: Remember, Phase two of the fare increase goes into effect July 1st. The new fare supports cost sharing for transit...



 [The Spokesman-Review](#) • Nicholas Deshais • Jun 11 12:23 am 

[News > Transportation Getting There: Spokane's Mission Avenue Subway was blocked in 1936. Should we have built it?](#)

soon, dependent on the completion of the *Central City Line*. If and when that occurs, all ten *Central City Line* vehicles will...



 [Spokane Night Scenes](#) • Jun 10 09:32 am 

Bank building (8mm fe) Downtown Spokane Davenport Hotels *Spokane Transit* Authority The Fernwell Building and Executive Suites The Paulsen...



 [Mopor777 @Mopor777](#) • Jun 9 09:57 am 

RT @spokanetransit: Roller Valley is hosting another public skate today, starting at 1pm! Admission is \$9. Need a lift? Use route 90...



 [OutSpokane](#) • Jun 9 06:35 am 

of Washington B20 LIFted Massage B21 NANCY BATES B22 STCU B23 *Spokane Transit* - Employee Advisory Council B24 Curley Qs Salon B25 P-JAMMERS...



 [Joe Reilly @joespokane](#) • Jun 8 11:09 pm 

RT @spokanetransit: Save 50% on your children's bus fare when you purchase the Summer Youth Pass by June. The pass is good for June,...



 [Joe Reilly @joespokane](#) • Jun 8 10:59 pm 

RT @spokanetransit: Ride STA to the Pride Parade tomorrow morning! Skip the traffic by take any downtown bound route. We'll see you...



 **Kelly Crumpler Sr. @h2cgolf** • Jun 8 06:01 pm 

@spokanetransit just watch your bus driver, drive through the VA Hospital lot without stopping at the bus stop, to pick up a passenger...



 **#WeAreSpokane @wearespokane** • Jun 8 12:52 pm 

about the optional ways that bicycle lanes, parking, and @spokanetransit's *Central City Line* stations could work together on...



 **Transportation Choices Coalition @TranspoChoices** • Jun 8 09:41 am 

More lovely partners to thank! @spokanetransit @KitsapTransit @UDistrictLetsGo @PierceTransit @TransManage @cityofissaquah @CityOfRedmond...



 **SNAP @SNAPSpokane** • Jun 8 09:20 am 

RT @spokanetransit: Thinking about starting a small business? Make sure to attend @SNAPSpokane "Get Started!" workshop, aimed to getting...



 **OutSpokane** • Jun 7 06:13 pm 

Of Greater Washington and North Idaho C17 EWU Eagle Pride B23 *Spokane Transit* - Employee Advisory Council A18 SPOKANE NOW C18 Umpqua...



Spokane Transit @spokanetransit • Jun 7 04:35 pm



Center, the future transit station at SFCC, improvements on Division, or the *Central City Line*? View our latest newsletter at <https://t.co/...>



Spokane Transit Authority • Jun 7 04:28 pm



Central City Line? View our latest STA Moving Forward email at <https://goo.gl/Ha2Rzj> or opt-in to receive regular updates at [spokanetransit](https://t.co/...)....



CHAS Health @CHAS_health • Jun 7 02:30 pm



RT @SpokaneCity: Next Thursday, @spokanetransit is hosting a Veterans Resource Fair! <https://t.co/uEcaELb0Rd>



South Perry Neighbor @SouthPerryhood • Jun 7 01:23 pm



RT @spokanetransit: Head out to the Thursday Market tonight in the South Perry District at 915 S Perry Street. Stock up on all your...



City of Spokane @SpokaneCity • Jun 7 09:05 am



Next Thursday, @spokanetransit is hosting a Veterans Resource Fair!
<https://t.co/uEcaELb0Rd>



Transportation Choices Coalition @TranspoChoices • Jun 7 08:15 am



@curtislu @CommuteSeattle @seattledot @kcmetrobus @intercitytransi
@spokanetransit @TransManage @SoundTransit @GrtrRedmondTMA
Thanks...



Curtis Lu @curtislul • Jun 7 08:11 am



@TranspoChoices @CommuteSeattle @seattledot @kcmetrobus
@intercitytransi @spokanetransit @TransManage @SoundTransit
@GrtrRedmondTMA...



#WeAreSpokane @wearespokane • Jun 7 06:33 am



RT @spokanetransit: Join *Spokane Transit* in celebrating our country's veterans this Flag Day at the Veterans Resource Fair...



Government Technology • Nicholas Deshais • Jun 4 04:12 pm



[Eleven Years After Bill, City Fleets in Washington State are Nowhere Near Abandoning Gas-Powered Vehicles](#)

and phase out sales of new gasoline vehicles by 2030.” *Spokane Transit* Authority and Spokane Public Schools were not included in the...



Oran @orany • Jun 4 12:52 pm



@transit509: For a very long time, I've wanted to get a photo of @spokanetransit Route 61 on Brooks Road. With the 62 slated to go to...



ATT.com • Jun 3 08:37 am



[Spokane City Credit Union building undergoing \\$650,000 renovation - finance - att.net](#)

city employees. In 1978, credit union membership was expanded to *Spokane Transit* Authority employees, and in 1980, it opened membership...



590 KQNT @590KQNT • Jun 2 04:30 pm



TotalTrafficSpo: RT [@spokanetransit](#): Did you know June is #RideTransitMonth in Washington state? Take the pledge to ride transit this...



26G 2-0 24.1IP 24SO 10HLD ERA1.85 @ya3 bs190734 • Jun 2 09:53 am



バス待機 (@ STA Plaza - [@spokanetransit](#) in Spokane, WA)
<https://t.co/LL3z5JnInr>



The Spokesman-Review • Nicholas Deshais • Jun 2 08:02 am



[News > Business Spokane City Credit Union building undergoing \\$650,000 renovation](#)

city employees. In 1978, credit union membership was expanded to *Spokane Transit* Authority employees, and in 1980, it opened membership...



The Spokesman-Review • Samantha Malott • Jun 2 12:24 am



[News > Business Locally owned credit unions mirror national growth](#)

Spokane employees, Spokane City Credit Union began allowing employees of the *Spokane Transit* Authority to join in 1980. Now, anyone...



Spokane Arts @SpokaneArts • Jun 1 09:29 pm



RT [@spokanetransit](#): Lilac City Comicon is happening tomorrow and Sunday at 10am at the Spokane Convention Center! For more information,...



 [VolumeSpokane @VolumeSpokane](#) • Jun 1 04:20 pm 

RT [@spokanetransit](#): [@VolumeSpokane](#): Inlander Music Festival starts today at 5pm! You can still get your wristbands at any participating...



 [Strong Solutions @SpokaneMac](#) • Jun 1 08:38 am 

Hey [@SpokaneCity](#) [@Spokane_Council](#) [@SRTC_Spokane](#) [@spokanetransit](#) Scramble crosswalks are safer. Los Angeles is doing it... <https://t.co/...>



 [Spokane Transit Authority](#) • Jun 1 08:00 am 

shops like Casual Friday Donuts, Donuts To Go, Mike's Old Fashioned Donuts, Retro Donuts and more! Plan your trip at www.spokanetransit.com...



 [South Perry Neighbor @SouthPerryhood](#) • May 31 05:07 pm 

RT [@spokanetransit](#): You can still download this month's coloring page, featuring Liberty Park Florist & Greenhouse! Download the activity...



 [#WeAreSpokane @wearespokane](#) • May 31 12:46 pm 

transportation projects today, including improvements at [@iflyspokane](#), [@spokanetransit](#)'s *Central City Line*, [@CityofSV](#)'s Barker/BNSF...

 [26G 2-0 24.1IP 24SO 10HLD ERA1.85 @va3 bs190734](#) • May 31 10:26 am 

I'm at STA Plaza - @spokanetransit in Spokane, WA <https://t.co/fbJZGL7hIG>



The Spokesman-Review • Kip Hill • May 31 10:00 am



[News > Spokane Spokane city leaders urge residents to continuing donating to homelessness funding drive](#)

. Orange meters have been placed downtown, at the *Spokane Transit* Authority Plaza and Spokane International Airport to collect donations....



[26G 2-0 24.1IP 24SO 10HLD ERA1.85 @va3 bs190734](#) • May 31 08:17 am



バス待機 (@ STA Plaza - @spokanetransit in Spokane, WA)
<https://t.co/HOaCqeyy9W>



[26G 2-0 24.1IP 24SO 10HLD ERA1.85 @va3 bs190734](#) • May 30 06:01 pm



バスでワープ (@ STA Plaza - @spokanetransit in Spokane, WA)
<https://t.co/c92IL8s9qD>



[Karl Otterstrom @PedestrianMan](#) • May 29 04:57 pm



@spokanelibrary: Can you spot the library in this 1985 TV commercial from our friends at @spokanetransit? #takeabus <https://t.co/NMXeOouitY...>



[Spokane Public Library](#) • May 29 12:00 pm



Can you spot the library in this 1985 TV commercial from our friends at @spokanetransit? #takeabus



[Strong Solutions](#) [@SpokaneMac](#) • May 29 09:55 am

don't work. Phase 2 of East Sprague at Sherman is a perfect place to try this.
[@SpokaneCity](#) [@spokanetransit](#) <https://t.co/GHYkHWMBZf>



[The Spokesman-Review](#) • May 29 06:59 am

[News > Crime/Public Safety Woman accused in downtown Spokane stabbing arrested](#)

escape, but friends of the victim wrestled the knife from her. [Spokane Transit](#) Authority security officers spotted McDowell about 5:30...



[The Spokane Times](#) [@TheSpokaneTimes](#) • May 28 10:43 pm

afternoon. Officers took the suspect into custody after she was spotted by [Spokane Transit](#) Authority Officers at the STA Plaza... [https://t...](#)



[Spokane News](#) • May 28 10:43 pm

. Officers took the suspect into custody after she was spotted by [Spokane Transit](#) Authority Officers at the STA Plaza downtown. Today,...



[Spokane Transit Authority](#) • May 28 03:00 pm

service — and we're proud to play a part in the freedom to get there.
<https://www.spokanetransit.com/about-sta/2017-2018-annual-report...>



 [Susie Bush @AgateShadow](#) • May 27 10:05 pm 

[@spokanetransit](#) So there's a bus stop at the corner of University and Valleyway, heading towards the VTC, it says that it doesn't pick...



 [#WeAreSpokane @wearespokane](#) • May 26 07:18 am 

RT [@spokanetransit](#): Don't miss another Spokane Tribal Series at [@MobiusScience](#), tomorrow from 10am to 1pm! This is your chance to learn...



 [Spokane Valley Online](#) • MIKE HUFFMAN • May 25 07:26 pm 

[Eighth Avenue closed for safety project](#)

will be posted redirecting through-traffic, say city officials. [Spokane Transit Authority](#) Route 94 bus stops in the project area will...



 [#WeAreSpokane @wearespokane](#) • May 25 07:28 am 

RT [@spokanetransit](#): After pouring an estimated 1,240 cubic yards of concrete, the concrete placement for the West Plains Transit Center...



 [Qeshawna Anderson @Quemoney555](#) • May 24 07:19 pm 

STA bus fare is going up again! ☹️ \$60 a month seems a little steep for such a shitty bus system. [#spokanetransit](#) [#spokanedoessuck](#)



 [KHQ Local News](#) • May 24 07:00 pm 

A *Spokane Transit* Authority bus sign that says, “Please treat others well. It all starts with how you smell” has gained some social...



Spokane Arts @SpokaneArts • May 24 02:14 pm



RT @spokanetransit: Check out Lilac City Live tomorrow night @spokanelibrary at 7:00pm. This month it is a @VolumeSpokane themed show...



The Spokesman-Review • Terence Vent • May 24 01:14 pm



[News > Spokane Historic Browne’s Addition holds onto its roots: Neighborhood council seeks balance between old, new](#)

council are the *Central City Line*, historic property protection and an action plan for Coeur d’Alene Park. The *Spokane Transit*...



Spokane County Library District • May 24 09:05 am



music, big-trucks, and Touch-a-Bus Storytime thanks to *Spokane Transit* Authority! Thanks to the Friends of the Library for helping...



Spokane Journal of Business • Samantha Peone • May 24 07:16 am



[\\$50 million in projects planned at downtown Spokane’s west end](#)

says the plaza will include green space, trees, and eventually, a *Central City Line* bus stop. Work on the CSO project is expected to...

Meltwater - 225 Bush St Suite 1000, San Francisco, California, 94104 USA

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SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

July 11, 2018

AGENDA ITEM 9 : SEPTEMBER 5, 2018 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 September meeting of September 5, 2018.

Committee Action:

- Approval of Minutes of July 11, 2018, Committee Meeting

Committee Action / Board Consent Agenda:

1. Master Design & Construction Agreement between City of Spokane and Spokane Transit (*Otterstrom*)
2. High Performance Transit (HPT) Station Kits - Request for Proposals (*Otterstrom*)
3. Award of Contract – Tire Mileage Leasing & Services (*Watkins*)
4. Request for Approval 2019 Special Community Events Fare Structure (*Rapez-Betty*)

Reports to Committee:

- A. 2nd Quarter Performance Measures (*Watkins*)

Committee Information:

1. June 2018 Semi-Annual Financial Reports (*Warren*)
2. July 2018 Financial Results Summary (*Warren*)
3. August 2018 Sales Tax Revenue Information (*Warren*)
4. July 2018 Operating Indicators (*Watkins*)
5. 2nd Quarter Service Planning Input Report (*Otterstrom*)
6. 2nd Quarter Safety and Loss Summary (*Williams*)
7. STA Outreach Update (*Rapez-Betty*)

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

July 11, 2018

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 _____