

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, June 5, 2019, 1:30 p.m.
Spokane Transit Southside Conference Room

AGENDA

Estimated meeting time: 90 minutes

1. Call to Order and Roll Call
2. Public Expressions
3. Committee Chair Report (*5 minutes*)
4. Committee Action (*5 minutes*)
 - A. Minutes of the May 1, 2019, Committee Meeting – *Corrections/Approval*
5. **Committee Action** (*15 minutes*)
 - A. Board Consent Agenda
 1. Award of Contract and Budget Adjustment for Moran Station Park & Ride (*Otterstrom*)
 2. 2021 Service Revisions: Public Outreach Plan (*Otterstrom*)
 - B. Board Discussion Agenda
 1. (*No Items being presented this month*)
6. **Reports to Committee** (*45 minutes*)
 - A. Income-Based Transit Access (*Arneson*)
 - B. Disadvantaged Business Enterprise Program and Proposed Goal for Federal Fiscal Years 2020, 2021, and 2022 (*Warren*)
 - C. 2018 Audit Exit (*Warren*)
7. CEO Report (*10 minutes*)
8. Committee Information – *no discussion/staff available for questions*
 - A. April 2019 Operating Indicators (*Watkins*)
 - B. April 2019 Financial Results Summary (*Warren*)
 - C. May 2019 Sales Tax Revenue Information (*Warren*)
 - D. 1st Quarter 2019 Safety and Loss Summary (*Williams*)
9. July 10, 2019, Committee Packet Draft Agenda Review
10. New Business (*5 minutes*)
11. Committee Members' Expressions (*5 minutes*)
12. Adjourn
13. Next Committee Meeting: July 10, 2019, 1:30 p.m.

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

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

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

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

June 5, 2019

AGENDA ITEM 2 : PUBLIC EXPRESSIONS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: N/A

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

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

RECOMMENDATION TO COMMITTEE: N/A

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

June 5, 2019

AGENDA ITEM 3 : COMMITTEE CHAIR REPORT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Lori Kinnear, 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

June 5, 2019

AGENDA ITEM 4A : MINUTES OF THE MAY 1, 2019, PERFORMANCE MONITORING
AND EXTERNAL RELATIONS COMMITTEE MEETING –
CORRECTIONS OR APPROVAL

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Sam Guzman, Executive Assistant

SUMMARY: Attached are the minutes of the May 1, 2019, Performance Monitoring and External Relations Committee meeting for corrections or approval.

RECOMMENDATION TO COMMITTEE: Corrections or approval

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

Minutes of the May 1, 2019, Meeting
Southside Conference Room

MEMBERS PRESENT

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

MEMBERS ABSENT

None

* Chair

STAFF PRESENT

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

PROVIDING LEGAL COUNSEL

Laura McAloon, McAloon Law PLLC

GUESTS

Sherry (Little) Lloyd, Cardinal Infrastructure

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

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

2. **PUBLIC EXPRESSIONS**

Mrs. Lerria Schul introduced herself as the Community Advocate for the Smith-Barbieri Progressive Fund. Her organization became involved last winter in supporting the needs of unhoused people, giving the group insight to a wide range of people in our community. Mrs. Schuh went on to explain how the Fund views public transportation as life sustaining; the first criteria for the programs they fund is that it's on a transit line. They see constant requests for transportation support for a wide range of purposes. Mrs. Schul said that mobility is essential for individuals to participate in society and urged STA to consider an aggressive fare reduction program for low income people in Spokane County.

Mr. Mark Haberman, interim Planning and Research Director at Aging and Long-Term Care of Eastern Washington, spoke next. He explained that his organization helps older adults and people living with disabilities stay in their homes. They collaborate with local partners in the community to provide services, including transportation. Most of their clients live on social security income (SSI) and care providers are limited to 100 miles of transportation per month. The Health Homes program only has access to transportation through special mobility services, and many clients do not meet the requirements to take part. Mr. Haberman requested the Committee consider the incomes of these individuals, and how the increases in fares has exceeded the increases reflected in the Cost of Living Adjustments (COLA). Ultimately Mr. Haberman said that he was there to advocate for action that will increase access to fixed route transit for venerable adults.

Mr. John (last name not stated) began with a disclaimer, stating that he was there on behalf of People First, the Lilac City Chapter. They are an advocacy organization for individuals with developmental disabilities. He agreed with the comments Mr. Haberman made, and went on to further breakdown some of the numbers. John

stated that individuals on SSI receive \$771/month and pay \$708 to their Adult Family Home provider for room and board. This leaves them with \$63 for all other needs, and a monthly bus pass is \$60.

Mr. Ken Isserlis addressed the Committee on behalf of the SNAP Board. He said that he had looked at the Coordinated Public Transit Human Services Transportation Plan for Spokane County, and it stated in part, “cost is a transportation barrier to low income populations requiring efficient and affordable public transportation to access employment and services.” He added that the \$771/month is just math, people cannot afford bus passes, and that SNAP hosts poverty simulations if anyone would like to get a sense of what life is like for a low income person. Mr. Isserlis expressed that SNAP would be willing to work with STA to figure something out.

Mrs. Sima Thorne, the Executive Director of the Arc of Spokane, said that her comments are going to be more focused on paratransit service. She noted that STA does offer a reduced fair discount, but the discount is not sufficient and not extended to people who use paratransit. Mrs. Thorne expressed that she found this unfortunate, because people who use paratransit are more profoundly affected by their disability and fixed route is not an option for them. The Arc of Spokane supports a low income bus pass program for those who use paratransit services, do not get the benefit of a discounted fare, who are most in need of transportation services, and who have almost no discretionary income for bus fare.

Mrs. Nadine Vanstone, representing Catholic Charities, stated that they serve thousands of people in the community. She suggested that we look at this group of people in a different way; they cannot afford the standard fare, but they offer ridership. She said that the bus space is there anyway, and we should use it to get people in at a discounted rate.

3. COMMITTEE CHAIR REPORT

Chair Kinnear had no report at this time.

4. COMMITTEE APPROVAL

A. Minutes of the April 3, 2019, Committee Meeting

Mrs. Burke moved to recommend approval of the April 3, 2019, Committee meeting minutes. Mr. Kerns seconded the motion and it passed unanimously.

5. COMMITTEE ACTION

A. Board Consent Agenda

1. **Award of Contract: Security Services**

Security services routinely involve foot and vehicle patrol at all our STA facilities.

Timeline:

- February 22nd – RFP packages issued
- March 19th – Pre-proposal meeting
- March 28th – One amendment to RFP issued
- April 4th – Five responsive proposals received
- April 17th – Responses evaluated by committee

Committee looked at projected cost, qualifications of firm, ability to attract and retain quality employees, ability to meet RFP compliance, references, and completeness of proposals.

Securitas North America, Inc. was ranked as #1 with an estimated cost of \$2.26M for the first three years and an average score of 90.3.

Mrs. Williams recommended that the Committee recommend the Board award a contract to Securitas North America, Inc. for security services for a 5-year period at an estimated cost of \$3.8M (based on current service levels).

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

2. Board Discussion Agenda

(No items presented this month)

6. REPORTS TO COMMITTEE

A. Central City Line: Readiness Review Update

Mr. Otterstrom differed to Mrs. Meyer for this item. Mrs. Meyer introduced Sherry Little, the former acting administrator of the Federal Transit Administration. She and her firm have been supporting STA's endeavors to develop the CCL project so it would be eligible for federal funding. There is a readiness review May 2nd and 3rd with the Project Manager Oversight Contractor, who is going to, on behalf of the FTA, evaluate STA's readiness for a Small Starts Grant Agreement. Mrs. Meyer turned the floor over to Mrs. Little.

Mrs. Little started with "awesome" news from the administration. This is the first time they have received a formalized signal from the Trump administration that they are interested in moving the CCL to a full funding grant agreement. STA isn't quite at the pot of gold at the end of the rainbow, there is still some time, effort, and energy that needs to be devoted to getting the grant agreement, but the administration has signaled that this project has some features that they'd like to see advance, and is worthy of investment.

Key Features:

- STA is a debt-free agency
- Relentless advocacy by Board and STA staff (over three administrations)
- Focus on cost effective "rubber tire transit"
- Right sized for community

On April 9, 2019, an allocation was announced, providing STA keeps on track and continues to demonstrate that the Board is committed to getting the project across the finish line.

Mrs. Little gave a brief overview of what the readiness and risk review workshop will entail. She concluded with expressing her congratulations but stressing that there is more work still to be done.

B. System Performance Report

Mr. Otterstrom shared highlights from the 165 page System Performance Report (linked in May packet). This report focuses on STA's fixed route system, and in past years there has been an annual route report and a passenger facilities report; this year the reports have been combined into one 'data dump'.

The report measures Route Performance Standards with three different metrics from Connect Spokane. These are:

- Ridership Productivity – Measures by boardings per revenue hour (People Metric)
- Energy Consumption – Compared to the private automobile (Environment Metric)
- Farebox Recovery – Measured by farebox recovery ratio (Financial/Economic Metric)

Of STA's routes, 18 meet all three benchmarks, which is slightly down from the 2017 report. There are 16 routes that do not meet all three benchmarks; these are the routes that will be looked at and tracked for remediation improvements. Mr. Otterstrom presented three charts that showed how each route did in each category, briefly went over the highs and lows, and clarified some of the reasons for them. A few of the top performing routes were:

- 25 Division – 931,056 annual passenger boardings, 3,357,318 annual passenger miles, and \$933,303 in fare revenue
- 90 Sprague – 925,798 annual passenger boardings, 3,891,597 annual passenger miles, and \$821,510 in fare revenue
- 66 Cheney/EWU – 7,268,307 annual passenger miles and \$581,850 in farebox revenue

Mr. Otterstrom then moved on to the passenger facilities portion of the report. In 2018 STA had 1,666 bus stops with 81% of the urban PBTA residing within one-half mile of a bus stop as the crow flies. There are 107 bus stops with a transit shelter (in addition to all transit centers and park & ride lots) and at year's end 57% of passenger boardings took place at one of these locations. The 2019 goal is 60%. The top 5 park & rides by utilization are:

- Jefferson Lot – 100% utilization
- Five Mile – 100% utilization
- Hastings – 84% utilization
- Mirabeau – 82% utilization
- Liberty Lake – 79% utilization

New to the report this year (adding roughly 100 pages) is a route profile for each route.

C. Moran Station Park and Ride Project and Budget Update

Mr. Otterstrom next presented an update on the Moran Station. The project is a park and ride at the southern end of the Monroe-Regal High-Performance Transit (HPT) line, to be completed by the end of 2019. The property STA acquired last year is 2.25 acres and surrounded by the Palouse Hwy to the west, 57th Ave on the south, County storm water facility to the north, and County trail property to the east.

Existing Project Budget:

- Total existing budget (design and construction) is \$2.57M
 - Based on 2017 concept design that assumed all the work would be on STA property, stormwater facility would be straightforward, minimal landscaping and lighting, singular passenger area and minimal passenger amenities.

Notable Changes Since Conceptual Design:

- Need for on-route charging for battery electric buses
- Challenging site conditions (elevation changes and site grading)
- Added HPT passenger amenities (improved integration with trail, water station and landscaping)
- Incorporated County right-of-way for stormwater treatment (parking for passengers and trail users)

The expected budget, including these revisions, is \$5.1M, an increase of \$2.5M which will come from STAMF funds. This estimate is still pre-bid opening and may be adjusted. To offset this extra cost STA will be pursuing additional Regional Mobility Grant (RMG) funds in 2020 for the Mirabeau Transit Center.

Discussion ensued about possible effects on the project timeline. Mr. Otterstrom explained that the design phase did take longer than anticipated, and the project will likely not be completed until November. This means there will be an interim period where a contingency plan will be needed for layovers and temporary restrooms.

D. 1st Quarter 2019 Performance Measures

Mr. Watkins went over the highlights from the 1st Quarter 2019 Performance Measures.

Ridership:

- Fixed Route was following the historical trend of a decrease in February and rebound in March; however, it is below the 2018 numbers. This is partly due to record setting cold and snow, and there was one less weekday in March (this accounts for a roughly 35,000 rider decrease). Overall Fixed Route was down 3.9% for the 1st quarter.
- Paratransit showed the same trends, but even steeper. Since Paratransit offers door-to-door service, they had to deal with unplowed and icy side streets and increased cancellations.
- Vanpool had a modest increase for much the same reasons the other departments has a decrease. People seemed to prefer to ride with a local group, so they didn't have to drive in the bad weather themselves.

Other Highlights:

- Fixed Route exceeded the on time performance goal by 0.4%, however Paratransit fell short by 5.1%. This is likely due to them having to traverse the icy side streets.
- Professional and courteous, ride checks, and cost effectiveness benchmarks were all exceeded for the 1st quarter.
- Fixed Route had a great 1st quarter in safety, far surpassing their goal of 0.08 preventable accidents per 10,000 miles at 0.04. Paratransit missed their goal by one accident and came in just 0.02 over.

E. 2019 Van Grant Recipients Award

Mr. Watkins began with a quick review of the van grant program. For 2019 there were 8 vans available and 31 applications were received. The 2019 van grant recipients are:

- Artisans
- Daybreak Youth Services
- The Arc of Spokane
- Sunshine Health Facilities
- Franklin Hills
- Northview Bible Church
- Spokane Housing Ventures
- The City of Spokane (for the EnVision Center)

Discussion ensued about selection criteria and average amount of applicants yearly.

F. Legislative Report

Ms. Meyer reported on the status of the legislative session which adjourned on Sunday, April 28th with all the budgets approved and business concluded.

- STA applied for an RMG and was approved for Cheney HPT at \$6.3M, over two biennia, for vehicles and improvements on the Cheney line.
- All projects STA had previously won grants for were appropriated (Monroe-Regal Line, Spokane Falls Station, Spokane Community College Transit Center, and the West Plains Transit Center).
- The Central City Line (CCL) received \$15M programmed in the Connecting Washington Package in 2015. The remaining funds have been moved forward so all of it is available in the 2019-2021 biennia. On a pilot basis, the state is allowing appropriations that can't be used for current biennium projects to advance to other projects, the CCL is queued to be one of the recipients of those funds.
- Green Transportation bill is a \$12M competitive grant program for agencies to apply for electrifying their fleets and facilities. The grant includes a sales tax exemption for zero emission buses and batteries. STA would save \$1.3M on electric bus purchases with this grant.
- The Special Needs grant, a formula fund, was also approved. This represents the only operating funding STA receives from the state of Washington. This funds about 2% of STA operations.
- There is going to be a summer student pass pilot in King County. The expanded pilot program will provide certain students in Highline, Tukwila, and Lake Washington School Districts with an Orca

card during summer vacation. Qualifying students must be in high school, be eligible for free/reduced priced lunches, and have a job or other responsibility during the summer.

6. CEO REPORT

- Bloomsday is Sunday, May 5th, and it's a big event for the community and Spokane Transit. About 70 STA volunteers help provide transit to and from the event. Participants can take a shuttle bus from a shuttle lot or use regular service. Approximately 18% of runners use this service. This service is highlighted on the STA website and there will be a booth at the tradeshow at the convention center.

7. COMMITTEE INFORMATION

- March 2019 Operating Indicators – *as presented*
- March 2019 Financial Results Summary – *as presented*
- April 2019 Sales Tax Revenue Information – *as presented*
- 1st Quarter 2019 Service Planning Input Report – *as presented*

8. June 5, 2019 - COMMITTEE PACKET DRAFT AGENDA REVIEW

- Mrs. Kinnear noted that she would like enough time allocated to the Low Income Pass Update to allow for questions and conversation.
- Mrs. Burke drew attention to the email in each committee members folder regarding the low income bus pass.

9. NEW BUSINESS

- Mr. Gavin Cooley, CFO for the City of Spokane, addressed the Committee about the Summer Youth Pass pilot and STA's possible involvement.

10. COMMITTEE MEMBERS' EXPRESSIONS

- Mr. Kennedy, Mr. Woods, Mr. Kerns, and Mrs. Kinnear all expressed their thanks to Mrs. Little for her for attending the Committee meeting and participating in the Small Starts grant process.

11. ADJOURN

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

12. NEXT MEETING – WEDNESDAY, JUNE 5, 2019, 1:30 P.M, STA SOUTHSIDE CONFERENCE ROOM, 1230 WEST BOONE AVENUE

Respectfully submitted,



Sam Guzman, Executive Assistant

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS MEETING

June 5, 2019

AGENDA ITEM 5A1 : AWARD OF CONTRACT AND BUDGET ADJUSTMENT FOR MORAN STATION PARK & RIDE

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning & Development
Ryan Brodwater, Capital Projects Manager

SUMMARY: Moran Station Park and Ride is a 100-stall parking facility on 57th and the Palouse Highway that will serve as the southern terminus of the upcoming Monroe-Regal Line and South Hill Express. This committee approved the project scope of work on November 28, 2018. While the current project budget is \$2,570,000, staff provided an update to the PMER Committee on May 1, 2019 that the budget would need to increase to \$5,109,290 due to several factors, including the integration of on-route charging of electric buses, greater appreciation for challenging site conditions compared to the conceptual site plan, added passenger amenities and other enhancements, and the incorporation of county right-of-way, thus enlarging the project site. This increase will cover awarding the construction contract as outlined below, along with contingency, sales tax, permit fees, onsite geotechnical work, construction management, and installation of amenities.

The Invitation for Bid was advertised in the Spokesman Review on April 28, 2019. A pre-bid meeting was held at the project site on May 7, 2019 and bids were received on May 21, 2019. The project estimate for on-site construction was between \$3.2 million and \$3.6 million.

STA received three bids from the following general contractors.

Bid Summary (lowest to highest):

	Contractor	Total Bid
1	LaRiviere, Inc.	\$3,485,185
2	Cameron-Reilly, LLC	\$3,645,960
3	Halme Construction, Inc.	\$3,850,000

As the lowest responsive and responsible bidder, staff recommends Award of Contract to LaRiviere, Inc. for the total contract cost of \$3,485,185 plus contingency. This will result in a revised project budget of \$5,109,290 as reported to the committee in May and as detailed on the following page:

Description	Cost/Estimate
Project #466 – Moran Station Design	\$405,497
Project #542 – Moran Station Construction	
Construction Contract (LaRiviere, Inc.)	\$3,485,185
Contingency (15% of construction contract)	\$522,778
Other project costs including construction management, inspections, permits, geotechnical, high performance transit shelter, bus charging system, sales tax	\$695,830
Project #542 Total	\$4,703,793
Revised Combined Project Budget:	\$5,109,290

Funding for the project includes \$3,772,290 in *STA Moving Forward funds* and \$1,337,000 in WSDOT Regional Mobility Grant funds. This includes the proposed adjustment of \$2,539,290 as was indicated last month. This adjustment is offset by the assumption of an equivalent increase in future grants toward the Mirabeau Transit Center project.

RECOMMENDATION TO COMMITTEE: Recommend the Board Award Contract 2019-10308 for Moran Station Park and Ride to LaRiviere, Inc. for an amount of \$3,485,185 plus applicable Washington state sales tax and allow the CEO to apply contingency funds, as necessary. Furthermore, recommend to the board to adjust capital projects #466 and #542 for a combined project budget of \$5,109,290 as outlined in the staff report above.

COMMITTEE ACTION:

RECOMMENDATION TO THE BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS MEETING

June 5, 2019

AGENDA ITEM 5A2: 2021 SERVICE REVISIONS: PUBLIC OUTREACH PLAN

REFERRAL COMMITTEE: N/A

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

SUMMARY: Significant fixed-route service revisions are programmed for 2021 in *STA Moving Forward* and the adopted 2018 Transit Development Plan including the start of service on the Central City Line. In addition to the Central City Line, the scope of the Preliminary Proposal for 2021 Service Revisions will likely include:

- Implementation of the Cheney HPT Line
- Potential revisions and improvements to routes serving Airway Heights, Spokane International Airport, and Fairchild Air Force Base
- New and revised service to northeast Spokane and routes connected to the area
- Revisions to service in greater Spokane Valley (Spokane Valley, Millwood, Liberty Lake, unincorporated Spokane Valley)

Communication and Public Input Policy 1.1 Major Service Changes of Connect Spokane: A Comprehensive Plan of Public Transportation mandates that when major service changes are proposed (either a large service reduction, or a restructure of the network) STA will follow federal guidelines for public outreach as well as develop a Public Outreach plan that must receive approval by the STA Board.

The attached draft Public Outreach Plan serves to fulfill this requirement and outlines strategies to solicit public input on potential service revision recommendations and decisions. The proposed outreach strategies include targeted outreach to organizations that serve low income and minority individuals, rider round table discussions for each focus area, an online workshop, online surveys, communication through social media and the *STA Moving Forward* newsletter, and a duly noticed public hearing.

RECOMMENDATION TO COMMITTEE: Recommend the Board approve the Draft 2021 Service Revisions Public Outreach Plan.

COMMITTEE ACTION:

RECOMMENDATION TO THE BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

2021 Service Revisions Public Outreach Plan

Purpose and Objectives

On November 8, 2016, voters approved Spokane Transit Authority (STA) Proposition I, authorizing an increase in local sales and use tax to fund *STA Moving Forward*, a plan to maintain, improve and expand public transit in Spokane Transit's service area. Significant service revisions are programmed for 2021 in *STA Moving Forward* and the adopted 2017 Transit Development Plan, including the start of service on the Central City Line. The Communication and Public Input element of *Connect Spokane: A Comprehensive Plan for Public Transportation* states:

As a public agency, Spokane Transit Authority believes that proper communications and public input is of the highest importance. To ensure transparency, accountability, and fairness, STA must use a broad range of communication tools to reach as many people as possible.

Communication and Public Input Policy 1.1 Major Service Changes mandates that when major service changes are proposed (either a large service reduction, or a restructure of the network) STA will follow federal guidelines for public outreach as well as develop a Public Outreach plan that must receive approval by the STA Board. The Public Outreach Plan may include outreach to affected community groups, employers, etc. and must include at least one public hearing.

This Public Outreach Plan serves to fulfill this requirement and outlines strategies to solicit public input to inform service revision recommendations and decisions resulting in a more effective transit network.

Focus Areas

For outreach purposes the service revisions programmed for 2021 are broken down into the focus areas described below.

- **Implementation of the Cheney HPT Line:** Implementation of High Performance Transit between Cheney and Downtown Spokane will enhance service on the West Plains by improving the frequency, hours of service, passenger amenities and the operation of an enhanced bus. Outreach for both the service and capital improvements will be coordinated.
- **Routes serving Airway Heights, Spokane International Airport, and Fairchild Air Force Base:** With expected growth in population and jobs on the West Plains, more bus trips are required to meet the demand and are programmed in *STA Moving Forward*. As the Central City Line will serve Browne's Addition, the routes 60 and 61 will be able to provide more direct trips between downtown Spokane and the Airport, Airway Heights and Fairchild Air Force Base. Trade-offs for how these resources will be best utilized to serve these destinations will be considered.

- **New and revised service to northeast Spokane and routes connected to the area:** Multiple improvements are programmed for north Spokane in 2021 concurrent with the implementation of the Central City Line. This may include improved routes and frequency to Hillyard/Northeast Spokane, improved connection to West Central, and a connection between the Logan and Lincoln Heights neighborhoods. Other adjustments to routes in north Spokane to reflect the implementation of the Central City Line will be considered.
- **Revisions to service in the greater Spokane Valley (Spokane Valley, Millwood, Liberty Lake, unincorporated Spokane Valley):** Many valley routes have been underperforming in established performance standards for consecutive years. A new expanded Mirabeau Transit center is programmed for 2022. Additionally, a new high school is planned to open in 2021. Outreach regarding route improvements in Spokane Valley, Millwood, Liberty Lake, and unincorporated Spokane County will be considered as part of the 2021 service revisions. Some revisions may not be implemented until 2022.

Significant public outreach has already been conducted for the Central City Line to determine the alignment, vehicle type, and station location and design. Additional outreach will be conducted as the project proceeds to the construction phase. While the Central City Line will be an important part of the public discussion for the 2021 service revisions, it is not a focus area of this outreach plan since substantial outreach has already been completed and the project is nearing the end of the design stage.

Outreach Strategies

1. **Targeted Outreach & Accommodations:** In order to comply with Title VI of the Civil Rights Act of 1964, and the Americans with Disabilities Act, fulfill the commitments in STA's adopted Title VI Program, and ensure well rounded input on proposed service revisions STA will employ strategies to encourage participation by minority, low income, and Limited English Proficiency (LEP) communities and persons with disabilities. In addition to using traditional communication channels, STA will reach out directly to agencies and organizations that serve these populations to request their input and perspectives. STA will purchase targeted advertising in order to engage minority individuals. Upon request, all outreach materials and requests for feedback will be provided in other languages or in alternative formats. Whenever possible, outreach materials will include information on how to request translation or alternative formats. This information is also available on the STA website. Translation will be provided at all meetings upon request. All meetings will be held in facilities that are accessible to individuals using wheelchairs.
2. **Rider round table discussions:** STA will engage regular bus riders in each of the focus areas listed above to participate in a facilitated discussion to vet the goals for the service change and to identify opportunities. One round table discussion is expected to be held for each focus area. If there is significant interest in participation additional sessions could be conducted. Riders will be recruited through the *STA Moving Forward*

newsletter, social media posts, Commute Trip Reduction (CTR) Employee Transportation Coordinators (ETC), neighborhood councils and other community organizations including those whose mission is to serve low income, minority individuals, and persons with disabilities. STA will also place advertisements in traditional and digital media.

- 3. Online workshop:** Informed by the findings of the rider round table discussions, a consultant team will develop an interactive online workshop to identify opportunities and vet goals with a broader audience. The workshop will focus on the areas listed above. The online workshop will be publicized through STA's website, social media, the *STA Moving Forward* newsletter, notices on buses, CTR ETCs and other community organizations including those whose mission is to serve low income, minority individuals, and persons with disabilities. STA will also pay for advertisements in traditional and digital media.
- 4. Online survey:** The consultant team will develop an engaging online survey in order to collect feedback on the concepts and alternatives presented in the Service Revision Preliminary Proposal. In some cases, multiple alternatives will be presented for the focus areas described above and participants will be asked to "vote" for the alternative they prefer. The survey will be promoted similarly to the online workshop. Additionally, depending on the concepts proposed, bus stops on specific routes may be posted with a notice of the survey. Targeted mailings may also be sent to properties along proposed new routes on streets where there has not been service before.
- 5. Follow-up Survey:** Once a Draft Recommendation is formed, a follow-up survey will be sent to those that submitted their email address through the online survey on the preliminary proposal. The follow-up survey will inform participants of the draft recommendations and collect feedback that will inform the final recommendation.
- 6. Public Hearing:** After the Planning and Development Committee makes a recommendation, the Board of Directors will hold a public hearing before taking action on the service revisions. The hearing will be noticed in the Spokesman-Review, on STA's website and notice will be sent to contacts collected via the previous outreach strategies.
- 7. STA Board and Committee Involvement:** The Board of Directors, the Performance Monitoring and External Relations Committee, Citizens Advisory Committee, and Service Improvement Committee (STA Staff from multiple departments) will be kept apprised and consulted throughout the service planning process.

Plan Adoption

The adoption of the final Service Change Plan requires board action, which is anticipated to take place September 2020. The public process may yield ideas or route changes that could be accelerated and implemented in 2020. Such improvements would be identified earlier in the process.

Anticipated Schedule

September 2021 Service Revision Planning Schedule	
Phase/Task	Date
Inventory Opportunities & Goal Vetting	April 2019 – October 2019
STA staff workshops	April 2019
Public Outreach Plan approved by STA Board of Directors	June 2019
Rider round table discussions	Summer 2019
Online workshop	October 2019
Preliminary Proposal	November 2019 – January 2020
Develop Preliminary Proposal	October- November 2019
Peer review of Preliminary Proposal	November 2019
Present Preliminary Proposal to STA Performance Monitoring & External Relations Board committee (PMER)	December 2019
Online Survey	January 2020
Draft Recommendation	February 2020 – July 2020
Prepare Draft Recommendation report	March 2020
Peer review of Draft Recommendation	March 2020
Title VI report	April- May 2020
Present to PMER	June 2020
Follow-up online survey	June 2020
Public Hearing	July 2020
Final Recommendation	September 2020
Publish Final Recommendation	September 2020
STA Board action	September 2020
Implementation	September 2020 - 2021
Facilities design & construction	September 2020 - 2021
Service scheduling	September 2020 - 2021
Communicate changes	September 2020 - 2021

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

June 5, 2019

AGENDA ITEM 6A : INCOME-BASES TRANSIT ACCESS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Emily Arneson, Community Ombudsman and Accessibility Officer

SUMMARY: Spokane Transit continues to consider what its role could be in increasing access to transit for the low and extremely low income population in Spokane as a responsible steward of taxpayer funds. At the February 6, 2019 meeting of the Performance Monitoring and External Relations Committee, staff provided information regarding how other transit agencies manage reduced fare programs based on income. Committee members requested that staff determine the approximate cost of instituting a low-income fare policy.

Staff will present ridership and financial data to the Committee with reference to income-based transit access.

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

June 5, 2019

AGENDA ITEM 6B : DISADVANTAGED BUSINESS ENTERPRISE (DBE) PROGRAM AND PROPOSED GOAL FOR FEDERAL FISCAL YEARS (FFY) 2020, 2021, AND 2022 - INFORMATION

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Lynda Warren, Director of Finance & Information Services
Jacque Tjards, Purchasing Manager and DBE Liaison

SUMMARY: In response to Federal Transit Administration (FTA) requirements and in accordance with the regulations of the Department of Transportation's (DOT) Disadvantaged Business Enterprise (DBE) Program, staff has developed a proposed DBE goal for the next three federal fiscal years (FFY). This three-year goal captures as completely and accurately as possible, all of the federally assisted contracting opportunities that we reasonably anticipate over the next three federal fiscal years beginning October 1, 2019 through September 30, 2022.

A Disadvantaged Business Enterprise is a for-profit small business concern where socially and economically disadvantaged individuals own at least a 51% interest and also control management and daily business operations. African Americans, Hispanics, Native Americans, Asian-Pacific and Subcontinent Asian Americans, and women are presumed to be socially and economically disadvantaged.

The process of establishing a goal consists of reviewing all anticipated federally funded contracting opportunities for FFYs 2020, 2021, & 2022. Staff then researched the most recent census information to find firms in Spokane County for the classifications of work identified and compared the number of ready, willing and able DBE firms to all firms. The percentage of DBE firms in each category of work corresponds to the overall percentage goal for utilization. Using the FTA-provided formula, staff has established an overall agency DBE goal for FFY's 2020-2022 of 1.13%. Our current goal is 0.49%, which we were able to meet during this three-year period.

Pursuant to FTA public comment policy, notice of the proposed three-year goal was posted on the STA website and advertised in the Spokesman Review on May 26, 2019. This publication marks the commencement of the required thirty day comment period. In addition, staff is seeking public participation from various small and disadvantaged business organizations and the local construction industry.

STA's DBE Program encourages equal opportunity for all firms competing for federally funded contracts with STA. Eligibility for federal grants is contingent on compliance with the DBE Program. To ensure equal opportunity to compete for contracts, staff members participate in local workshops to educate small and disadvantaged businesses on how to do business with STA. In addition, the DBE goal and solicitations for various contracting opportunities are distributed to DBE firms and are posted on STA's website. While there is no guarantee of a contract award to a DBE firm, they are provided equal opportunity to participate in the bidding process.

Staff will request adoption of the goal during the July Committee/Board cycle. The adopted goal must be submitted to FTA by August 1, 2019.

RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

June 5, 2019

AGENDA ITEM 6C : 2018 STATE AUDIT EXIT

REFERRAL COMMITTEE: N/A

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

SUMMARY: On May 20, 2019, the Washington State Auditor's Office held an Audit Exit Conference with STA Directors regarding the 2018 Audit results.

Heather Peterson, Audit Lead, will brief the Committee on the 2018 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

June 5, 2019

AGENDA ITEM 7: CEO REPORT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: N/A

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

RECOMMENDATION TO COMMITTEE: N/A

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

June 5, 2019

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

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Roger Watkins, Chief Operations Officer

SUMMARY: April 2019 had one more weekday compared to April 2018.

FIXED ROUTE

Average weekday ridership increased 0.8% (36,903 vs. 36,628) in April 2019 compared to April 2018 and is down 2.4% (35,648 vs. 36,506) YTD. Total monthly ridership increased 4.3% (916,723 vs. 878,886) in April 2019 compared to April 2018, and is down 1.9% (3,453,892 vs. 3,520,267) YTD. There was one more weekday in April 2019 compared to April 2018.

- Adult ridership increased 5.2% (587,410 vs. 558,382) in April 2019 compared to April 2018 and is down 0.9% (2,217,583 vs. 2,238,097) YTD.
- CCS Pass ridership increased 8.0% (70,754 vs. 65,503) in April 2019 compared to April 2018, and is up 0.7% (257,009 vs. 255,322) YTD.
- Eagle Pass ridership decreased 6.1% (80,450 vs. 85,640) in April 2019 compared to April 2018, and is down 10.0% (289,000 vs. 321,161) YTD.
- GU Bulldogs Pass ridership decreased 0.6% (4,580 vs. 4,609) in April 2019 compared to April 2018, and is up 9.3% (18,138 vs. 16,591) YTD.
- Youth ridership increased 4.8% (60,810 vs. 58,016) in April 2019 compared to April 2018, and is down 2.0% (237,565 vs. 242,389) YTD.
- Reduced Fare / Para ridership increased 4.5% (121,554 vs. 116,321) in April 2019 compared to April 2018, and is down 1.4% (442,043 vs. 448,401) YTD.

Fixed Route on time performance for April 2019 was 93%.

PARATRANSIT

Paratransit's ridership goal for 2019 is to increase 2018 ridership levels by no more than 1.5%. Combined total ridership for April 2019 was 39,407 compared to April 2018 which was 40,516, a decrease of 2.74% for the month. Combined total ridership year to date is 149,551 in 2019 compared to 162,225, a decrease of 7.81%.

Detailed Breakdown - Ridership

- Directly Operated Service ridership for April 2019 was 21,185 compared to 21,108 in April 2018, a .36% increase.
- Directly Operated Service ridership year to date for 2019 is 79,663 compared to 85,038 in 2018, a 6.33% decrease.
- MV Contracted Service ridership for April 2019 was 15,586 compared to 16,280 in April 2018, a 4.27% decrease.

- MV Contracted Service ridership year to date for 2019 is 60,908 compared to 65,277 in 2018, a 6.7% decrease.
- SUV ridership for April 2019 was 2,636 compared to 3,128 in April 2018, a 15.73% decrease.
- SUV ridership year to date for 2019 is 8,980 compared to 11,960 in 2018, a 24.92% decrease.
- Combined total ridership for April 2019 was 39,407 compared to 40,516 in April 2018, a decrease of 2.74%.
- Combined total ridership year to date in 2019 is 149,551 compared to 162,225 a decrease of 7.81%
- Combined ridership without SUV was 36,771 in April 2019 compared to 37,388 in April 2018, a decrease of 1.66%.
- Combined ridership without SUV year to date is 140,571 in 2019 compared to 150,265 a decrease of 5.13%.

Detailed Breakdown – Performance

- Directly Operated Service had an OTP of 96.83% in April 2019 compared to 95.16 in April 2018.
- MV Contracted Service had an OTP of 90.9% in April 2019 compared to 89.06 in April 2018.
- Combined Service had an OTP of 94.38% in April 2019 compared to 92.57% in April 2018.
- Directly Operated Service had a PPH of 2.83 in April 2019 compared to 2.91 in April 2018.
- MV Contracted Service had a PPH of 2.67 in April 2019 compared to 2.69 in April 2018.
- Combined Service had a PPH of 2.76 in April 2019 compared to 2.81 in April 2018.

VANPOOL

Vanpool customer trips were up 1.6% in April 2019 vs April 2018 (13,853 vs 13,636). Year to date is up 0.7% (55,305 vs. 54,909 in 2018). April 2019 had 76 van groups in operation versus 80 in April 2018. March 2019 had 77 vans operating.

April 2019

- 544 riders took at least one trip vs 549 last month.
- Riders added were 19.
- Riders removed were 21.
- Days operated per van 19 (out of 22)
- Average daily vanpool ridership 720 trips vs 738 last month.
- Average Participant per van was 7.16 trips vs 6.99 last month

Vanpool 2019 Ridership goal is to increase 2018 ridership by 1%.

CUSTOMER SERVICE

April 2019 ESBP sales were 19.2% lower (214 passes) than April 2018. **YTD ESBP** sales are 7.7% lower (329 passes) than 2018. Contributing to the YTD decrease is Alorica (0 passes YTD 2019 vs. 499 YTD 2018), Northern Quest (60 passes YTD 2019 vs. 180 YTD 2018) and Travelers (270 passes YTD 2019 vs. 395 passes YTD 2018).

Umpqua Bank (486 passes YTD 2019 vs. 0 YTD 2018) and Mobius (133 passes YTD 2019 vs. 33 YTD 2018) had large 2019 YTD gains.

April 2019 **Group Sales** increased 36.1% (20,982 passes vs. 15,418 in 2018), **YTD Group Sales** decreased 7.4% (81,815 passes vs. 87,848 in 2018)

The largest YTD decreases were from:

- Spokane Mental Health -11,750 fewer 2hr and 2,000 fewer 2hr Paratransit passes than April YTD 2018
- Providence Adult Day Health- 5,000 fewer 2hr Paratransit passes than April YTD 2018
- Mukogawa- 3,448 fewer 2hr passed than April YTD 2018
- Spokane County Juvenile- 2,940 fewer 2hr passes than April YTD 2018

The largest YTD increases were from:

- City of Spokane – CHHS- 6,250 more Day passes than April YTD 2018
- Spokane School District #81-6,000 more 2hr passes than April YTD 2018
- Special Mobility Service- 4,000 more 2hr passes, 625 more 2hr Paratransit and 360 more 2hr reduced passes than April YTD 2018
- Dept of Children and Family Services-2,000 more Adult, 500 more 2hr and 500 more Youth Passes than in April YTD 2018

Pass Sales:

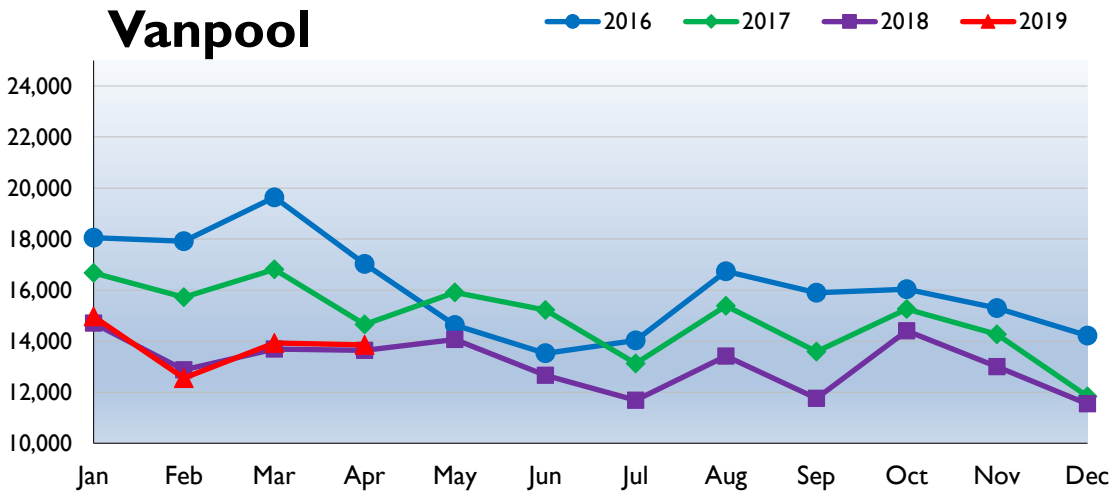
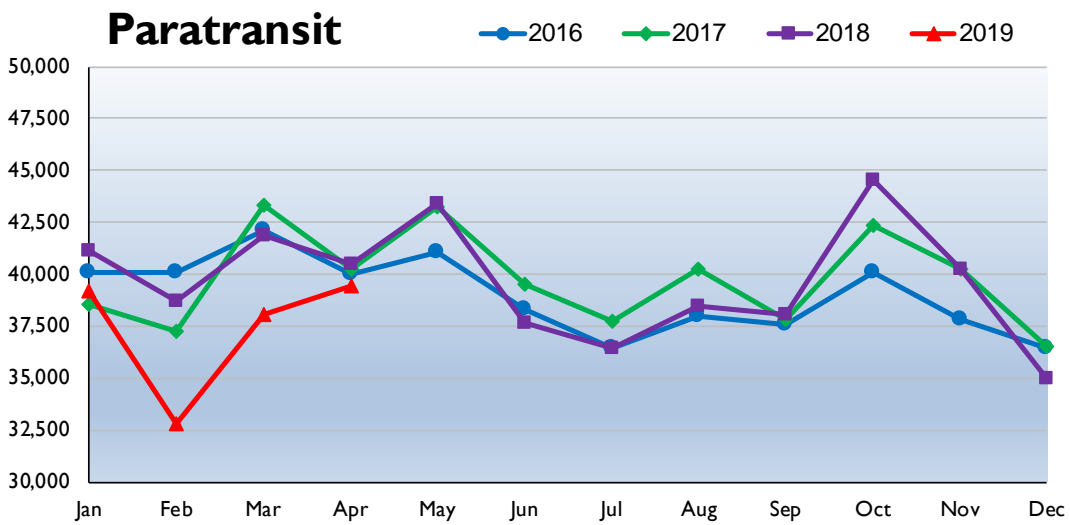
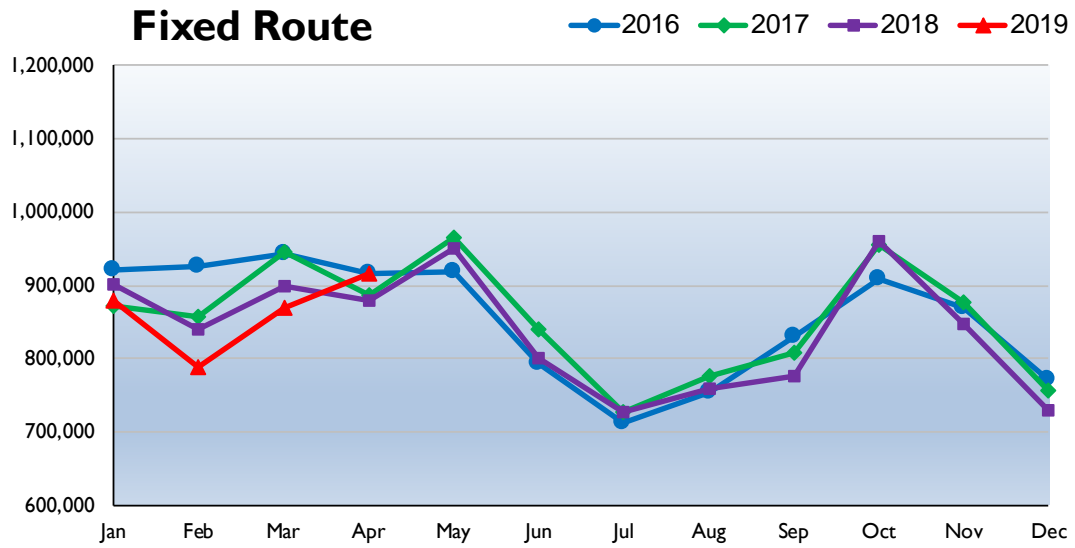
- Total monthly pass sales increased 15.9% (10,775 vs. 9,297 in 2018), YTD pass sales decreased 2.7% (38,045 vs. 39,086 in 2018).
- Adult Pass/Smartcard sales increased 77.6% (5,206 vs. 2,931 in 2018), YTD pass sales decreased 1.1% (16,241 vs. 16,426 in 2018).
- City Ticket monthly sales increased 4.9% (511 vs. 487 in 2018), YTD pass sales increased 0.6% (1,890 vs 1,878 in 2018).
- 7-Day Pass/Smartcard sales decreased 19.3% (791 vs 981 in 2018), YTD pass sales increased 28.2% (4,846 vs. 3,779 in 2018).
- ESBP sales decreased 19.2% (900 vs 1,114 in 2018), YTD pass sales decreased 7.7% (3,962 vs. 4,291 in 2018).
- Student Pass sales decreased 50.0% (6 vs. 12 in 2018), YTD pass sales decreased 79.8% (17 vs. 84 in 2018).
- Youth Pass/Smartcard monthly sales decreased 13.9% (1,768 vs. 2,054 in 2018), YTD pass sales increased 6.7% (6,765 vs. 6,341 in 2018).
- Reduced Fare Pass/Smartcard monthly sales decreased 12.4% (1,640 vs. 1,872 in 2018), YTD pass sales decreased 8.3% (6,723 vs. 6,167 in 2018).
- Paratransit Pass/Smartcard sales decreased 10.0% (744 vs. 827 in 2018), YTD pass sales decreased 10.3% (3,343 vs 2,997 in 2018).
- UTAP rides increased 5.4% (174,836 vs 165,899 in 2018), YTD UTAP rides increased 1.2% (643,989 vs 636,314 in 2018).

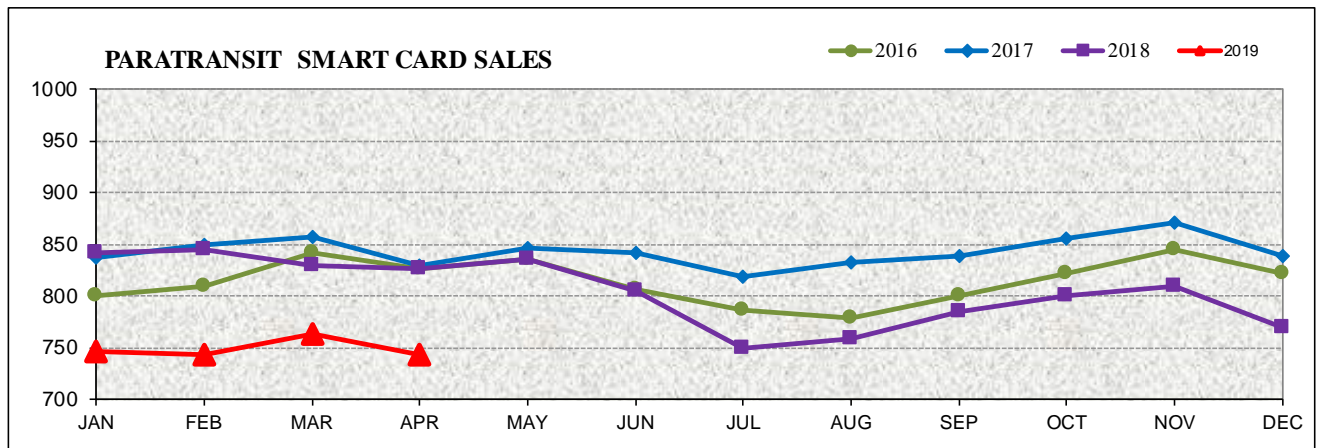
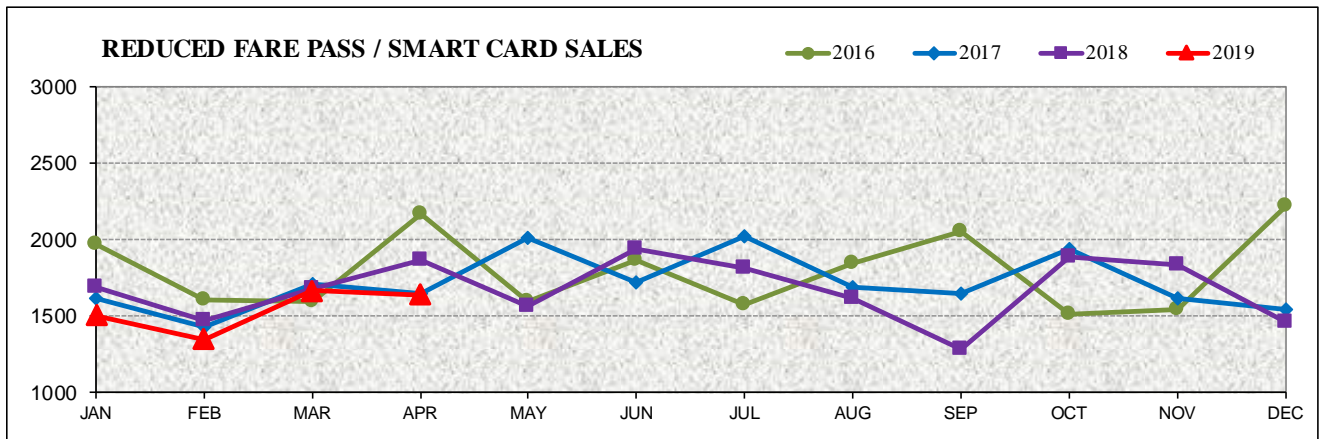
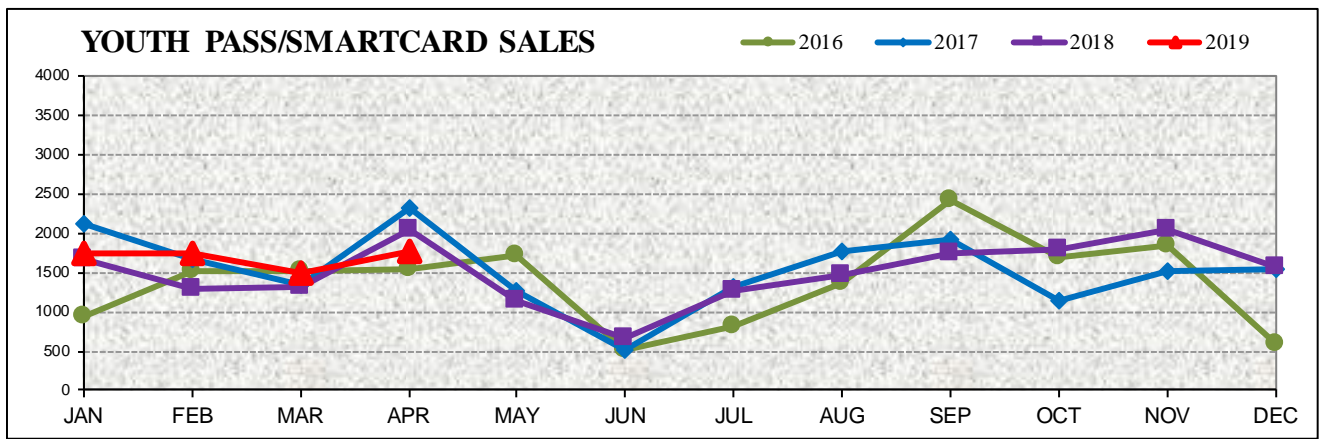
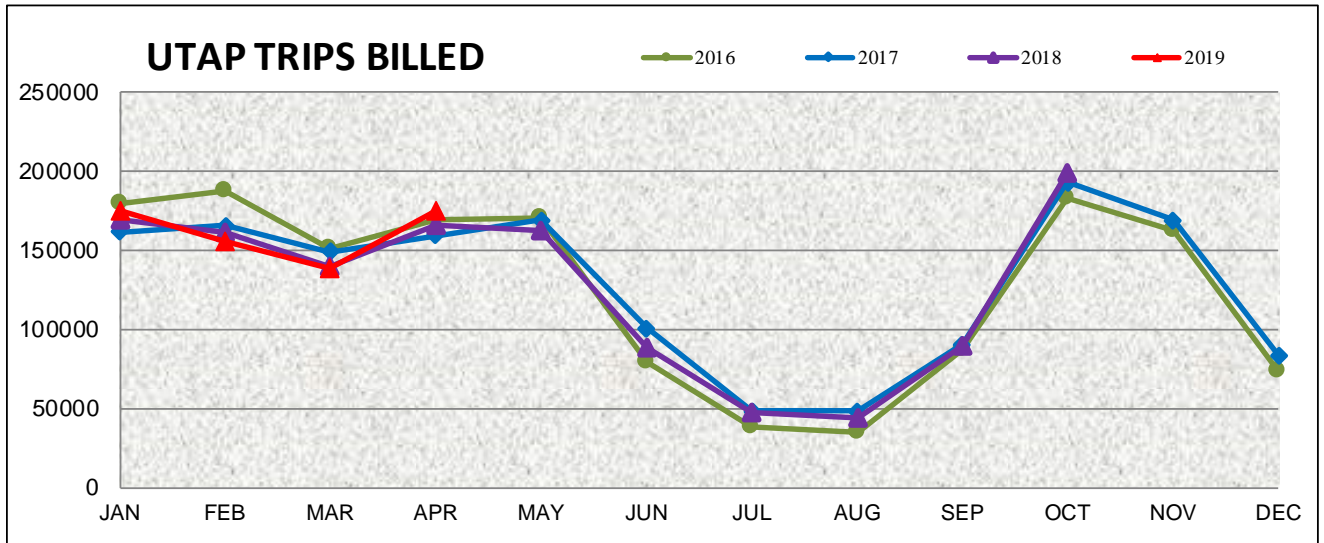
RECOMMENDATION TO BOARD: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

RIDERSHIP





SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

June 5, 2019

AGENDA ITEM 8B : APRIL 2019 FINANCIAL RESULTS SUMMARY

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Lynda Warren, Director of Finance & Information Services
Tammy Johnston, Financial Services Manager

SUMMARY: Attached are the April 2019 financial results. The emphasis is on what percent of the budget has been received or expended to date compared to where we are in the year. April equates to 33.0% of the year.

Revenue

Overall, revenue is at 31.5% of budget (\$31.5M) which is slightly lower than the expected \$33.0M.

Fares & Other Transit Revenue is slightly higher than the budget at 34.0%.

Sales Tax Revenue is lower than the budget at 30.5%.

Federal & State Grants is slightly higher than the budget at 33.1%.

Miscellaneous Revenue is higher than the expected budget at 59.8%.

Operating Expenses

Operating expenses at 27.9% of budget (\$22.2M) are 15% below the expected amount of \$26.2M.

Fixed Route 28.7% of budget expended

Paratransit 22.9% of budget expended

Vanpool 24.7% of budget expended

Plaza 26.7% of budget expended

Administration 31.8% of budget expended

Operating expenses are greatly influenced by timing of payments. For example, only 18.3% (\$1.0M) of the fuel budget has been spent to date and we expect that to change significantly as the year progresses.

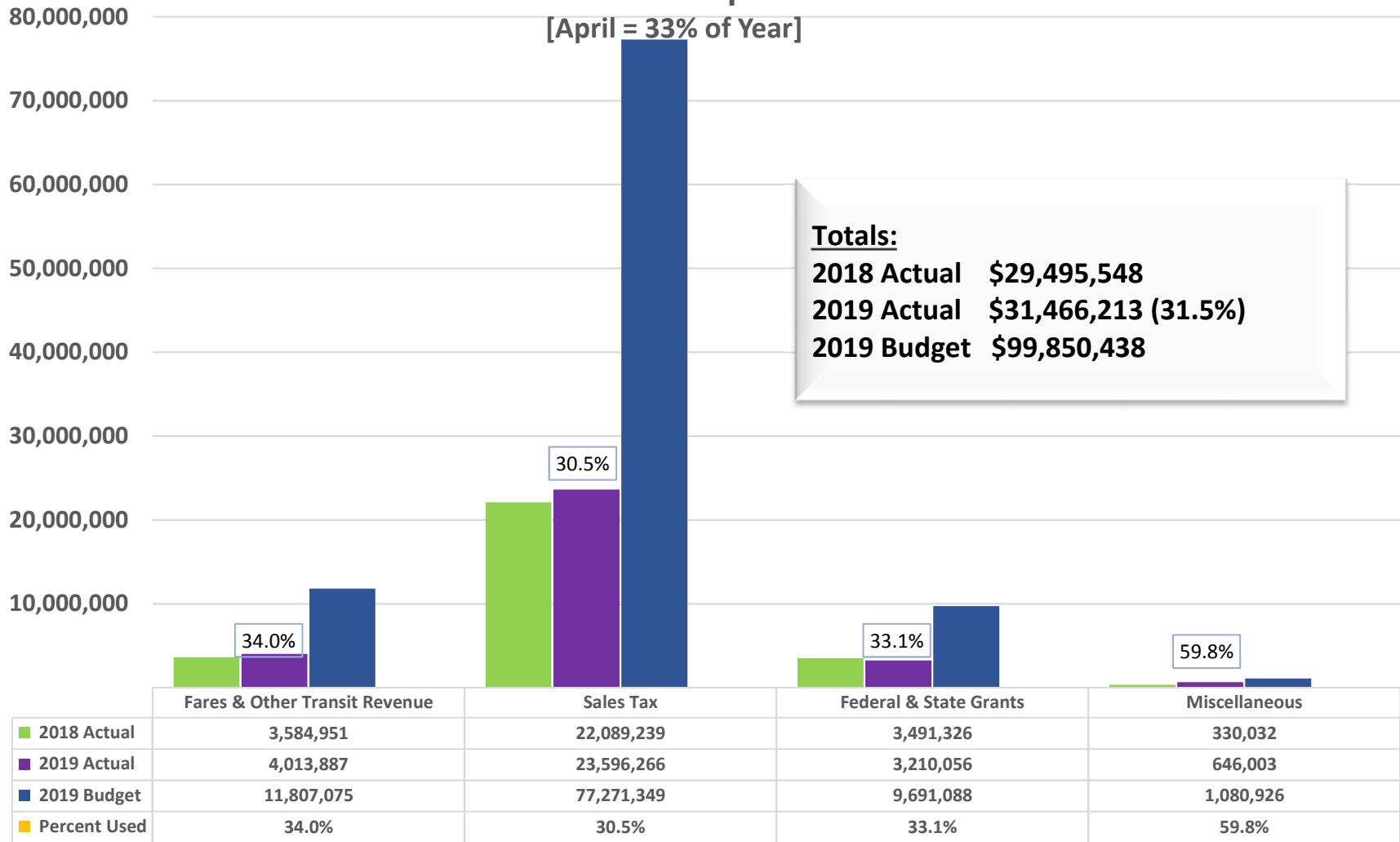
RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

Spokane Transit Revenues ⁽¹⁾ - April 2019

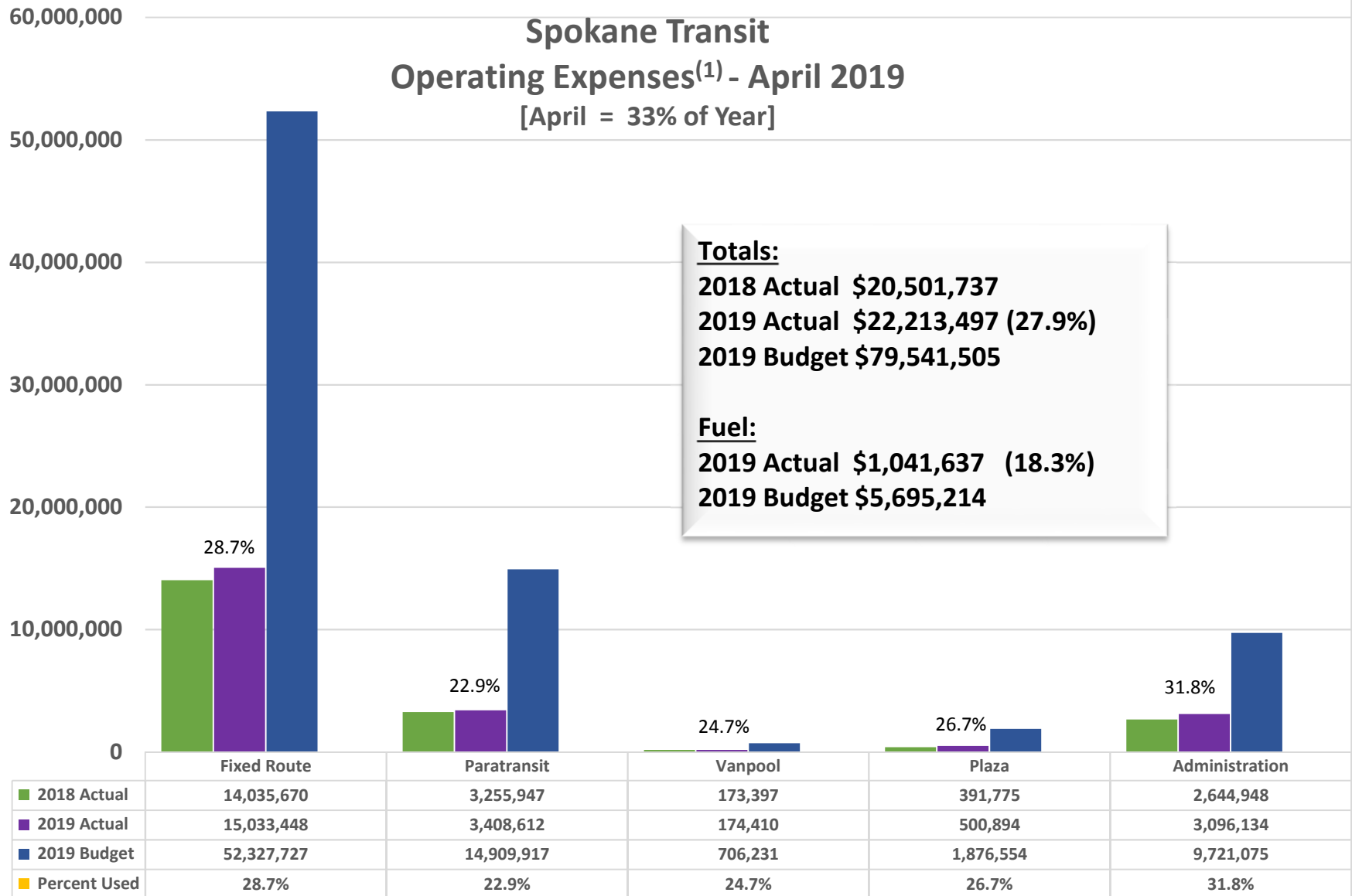
[April = 33% of Year]



Totals:
2018 Actual \$29,495,548
2019 Actual \$31,466,213 (31.5%)
2019 Budget \$99,850,438

⁽¹⁾ Above amounts exclude grants used for capital projects. Year-to-date April state capital grant reimbursements total \$250,919 and federal capital grant reimbursements total \$26,875.

Spokane Transit Operating Expenses⁽¹⁾ - April 2019 [April = 33% of Year]



⁽¹⁾ Operating expenses exclude capital expenditures of \$1,457,329 and Street/Road cooperative projects of \$(119,026) for year-to-date April (credit due to the reversal of 2018 accruals).

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS MEETING

June 5, 2019

AGENDA ITEM 8C : MAY 2019 SALES TAX REVENUE INFORMATION

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Lynda Warren, Director of Finance & Information Services
Tammy Johnston, Financial Services Manager

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

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

2.3% over May 2018 actual

5.8% above YTD actual

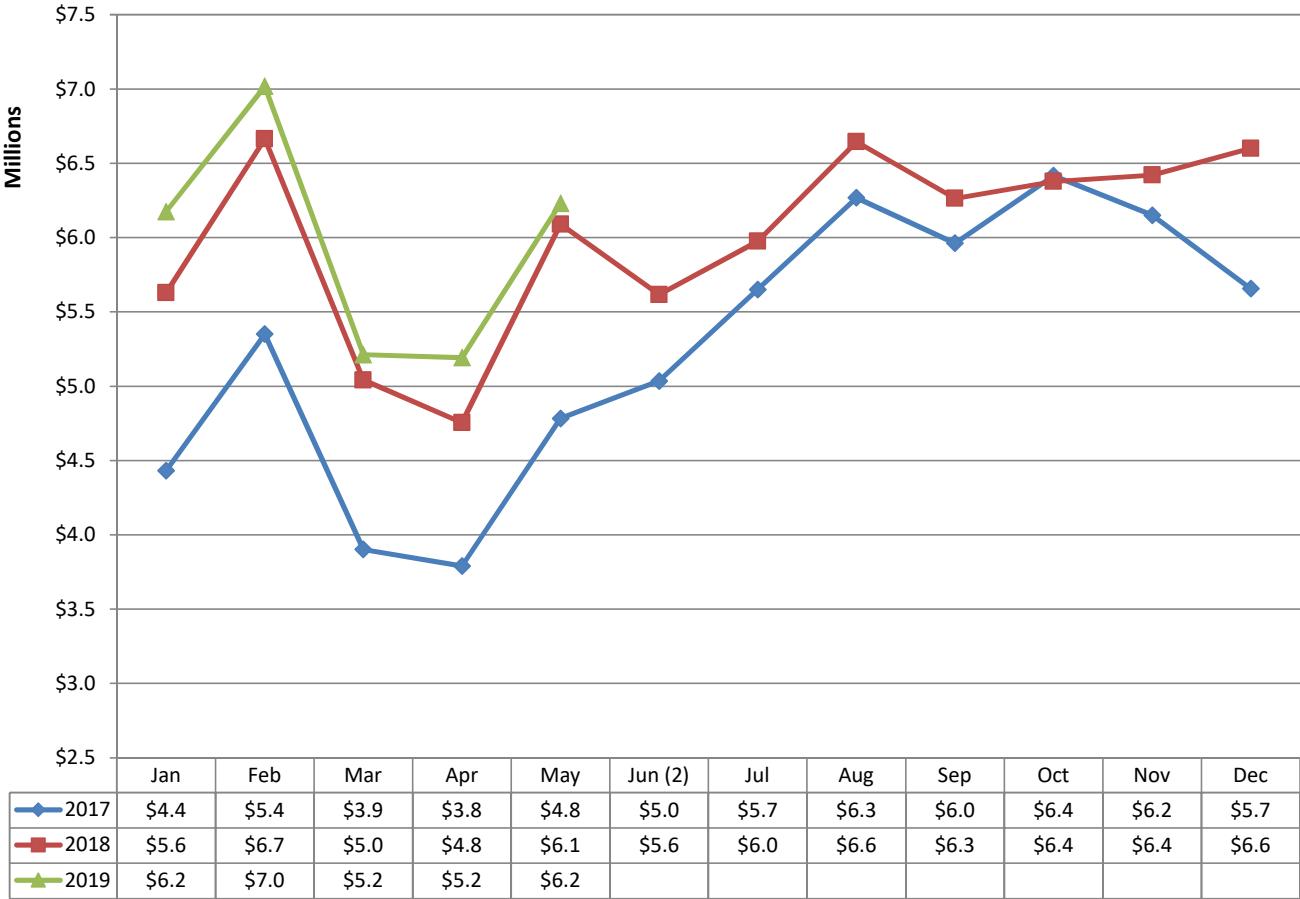
7.0% YTD above budget

RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

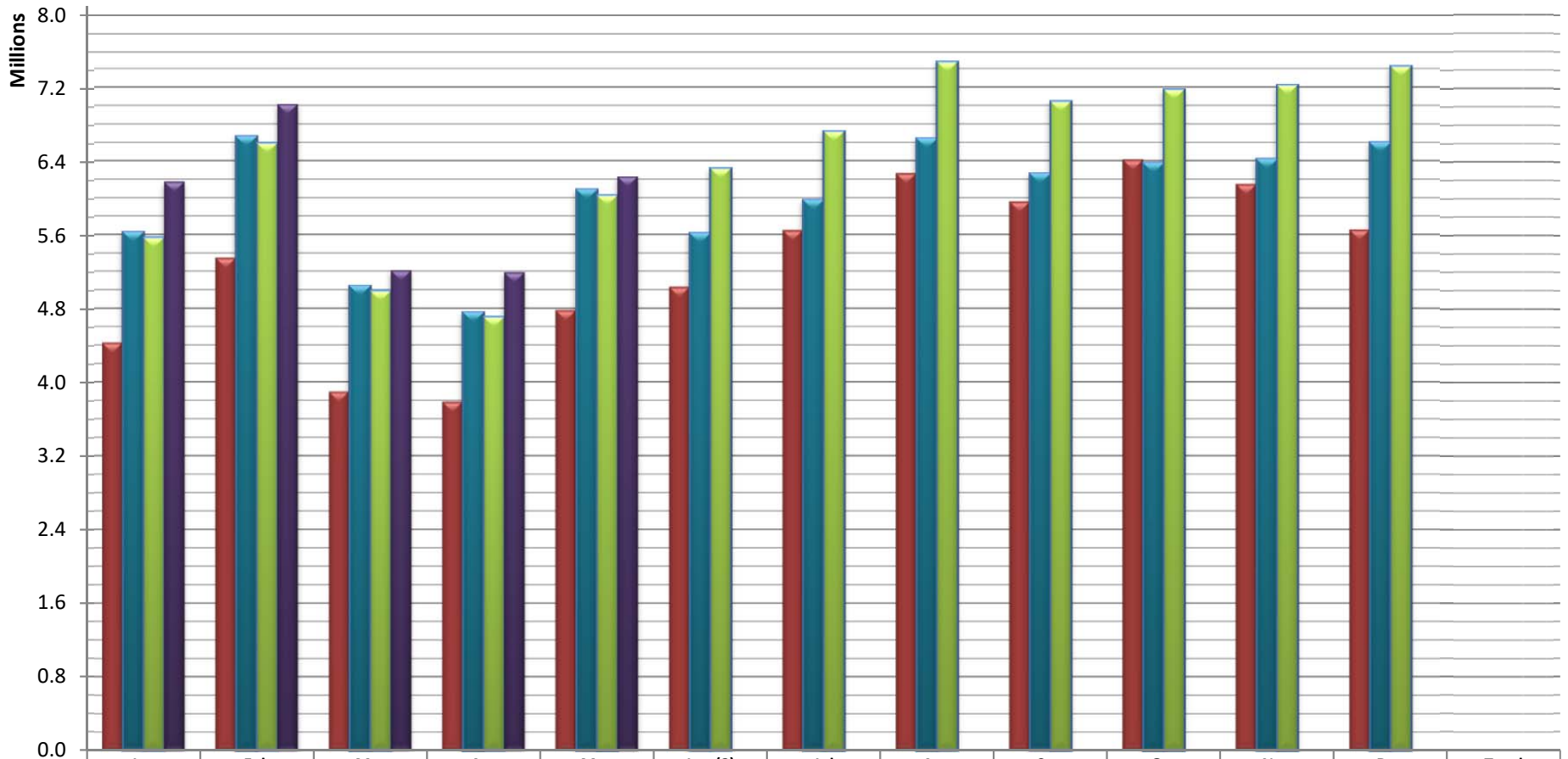
Sales Tax Revenue History-May 2019⁽¹⁾



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

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

2017 - 2019 SALES TAX RECEIPTS ⁽¹⁾



	Jan	Feb	Mar	Apr	May	Jun (2)	Jul	Aug	Sep	Oct	Nov	Dec	Total
2017 Act.	4,432,233	5,350,787	3,901,562	3,790,349	4,783,883	5,035,578	5,651,610	6,268,031	5,961,836	6,416,307	6,150,443	5,656,970	63,399,589
2018 Act.	5,628,134	6,664,160	5,042,196	4,754,750	6,090,019	5,616,550	5,975,412	6,645,055	6,263,667	6,377,811	6,420,673	6,601,136	72,079,561
2019 Bud.	5,569,403	6,594,618	4,989,580	4,705,133	6,026,468	6,318,402	6,722,107	7,475,431	7,046,383	7,174,792	7,223,009	7,426,023	77,271,349
2019 Act.	6,174,965	7,017,558	5,212,448	5,191,296	6,230,069	-	-	-	-	-	-	-	29,826,336
\$ Mo. Var.	546,831	353,398	170,253	436,546	140,051	-	-	-	-	-	-	-	
% Mo. Var.	9.7%	5.3%	3.4%	9.2%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
\$ YTD Var.	546,831	900,229	1,070,482	1,507,027	1,647,078	-	-	-	-	-	-	-	
% YTD Var.	9.7%	7.3%	6.2%	6.8%	5.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
% YTD Bud. Var.	10.9%	8.5%	7.3%	7.9%	7.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

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

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

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

AGENDA ITEM 8D : 1ST QUARTER 2019 SAFETY AND LOSS SUMMARY REPORT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Nancy Williams, Director of Human Resources

SUMMARY:

VEHICLE ACCIDENTS

Fixed Route: There were seven (7) preventable collisions reported during the first quarter resulting in a rate of 0.04 collisions per 10,000 miles. The collision rate is well below our standard of 0.08 collisions per 10,000 miles. No collision is classified as Type 3 (costs exceed \$7,500); one is Type 2 (costs \$2500-\$7500); four are Type 1 (costs up to \$2500) and two Type 0 (\$0 damage) collisions.

Paratransit: There were four (4) preventable collisions reported during the first quarter. The resulting preventable collisions rate of .12 per 10,000 miles is slightly above standard of .1 per 10,000 miles. No collision is classified as Type 3; none are classified as Type 2 (costs \$2500-\$7500); three are Type 1 (costs up to \$2500), and one are classified as Type 0 (\$0 damage.)

EMPLOYEE INJURIES

Thirty-two (32) injury events were reported during the first quarter. Thirteen (13) injuries involved medical treatment and, of those, six (6) involved time loss from work. The total number of worker's compensation claims filed year to date is thirteen (13); the total claims filed by the end of the first quarter in 2018 was sixteen (16). Employee lost work days YTD are higher (1129 vs 791) at first quarter end. The majority of accidents this quarter involved slip/trip/fall injuries and conditions arising out of repetitive activities.

OTHER KEY EVENTS

- STA conducted its annual Awards Banquet on March 24th honoring employees receiving safe driving, service, quality counts excellence; State - Wall of Fame, peer performance recognition, and attendance awards; 250 employees and guests attended the event.
- The Washington State Insurance Pool (WSTIP) and STA announced the 2018 Driver Recognition Awards Program recipients. Seven Operators received awards for safe driving in the categories of 20-24 years, 25-29 years, 30-34 years and 35+ years.
- Bryon Adams (Transit Officer) and Paul Hoffman (Training Instructor) selected as this year's Wall of Fame recipients.
- Safety administered the on-line driver's license activity monitoring service (Envision) through the Washington State Insurance Pool. Monthly monitoring of self-reporting compliance, license renewal, and medical card currency make up the service.
- 2018 Mirror Strike data reported to support/refute raising the street-side mirror height in test vehicles.
- STA renewed a service agreement with the Spokane Police Department.
- Professor Beckett conducted an accident review for one (1) collision; the collision was determined to be preventable.

- Training initiated the 2019 Operator Training Class schedule; four Coach classes and two Van classes.
- Training completed a Paratransit Operator class and the Maintenance CDL training and testing project was started with a dedicated Trainer.
- Forklift operator training class completed on the new lift for all Boone forklift operators.

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

June 5, 2019

AGENDA ITEM 9: JULY 2019 DRAFT COMMITTEE PACKET AGENDA REVIEW

REFERRAL COMMITTEE: N/A

SUBMITTED BY: STA Staff

SUMMARY: At this time, members of the Performance Monitoring and External Relations Committee will have an opportunity to review and discuss the items proposed to be included on the agenda for the meeting of July 10, 2019.

RECOMMENDATION TO COMMITTEE: N/A

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, July 10, 2019, 1:30 p.m.
Spokane Transit Southside Conference Room

***Draft* AGENDA**

Estimated meeting time: 90 minutes

1. Call to Order and Roll Call
2. Public Expressions
3. Committee Chair Report *(5 minutes)*
4. Committee Action *(5 minutes)*
 - A. Minutes of the June 5, 2019, Committee Meeting – *Corrections/Approval*
5. **Committee Action** *(30 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** *(30 minutes)*
 - A. Disadvantaged Business Enterprise: Adoption of Proposed 3-Year Goal *(Warren)*
7. CEO Report *(10 minutes)*
8. Committee Information – *no discussion/staff available for questions*
 - A. May 2019 Operating Indicators *(Watkins)*
 - B. May 2019 Financial Results Summary *(Warren)*
 - C. June 2019 Sales Tax Revenue Information *(Warren)*
9. September 4, 2019, Committee Packet Draft Agenda Review
10. New Business *(5 minutes)*
11. Committee Members' Expressions *(5 minutes)*
12. Adjourn
13. Next Committee Meeting: September 4, 2019, 1:30 p.m.

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

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

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

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

June 5, 2019

AGENDA ITEM 11 : COMMITTEE MEMBERS' EXPRESSIONS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: N/A

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

RECOMMENDATION TO COMMITTEE: N/A

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____