

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, September 30, 2020, 1:30 p.m. (October Meeting)

Via Video Conference

Committee Members: [Click here to join the meeting](#)

General Public: [Click here to view the meeting](#)

Audio Conference: Call the number below and enter the access code
+1-408-418-9388 | Access Code: 146 323 3376

AGENDA

Estimated meeting time: 90 minutes

1. Call to Order and Roll Call
2. Committee Chair Report
3. Committee Action (*5 minutes*)
 - A. Minutes of the September 2, 2020, Committee Meeting – *Corrections/Approval*
4. Committee Action
 - A. Board Consent Agenda (*50 minutes*)
 1. Award of Contract for Fare Collection System (*Liard*)
 2. Division Street Stops, Phase II Final Acceptance (*Otterstrom*)
 3. Moran Station Park and Ride Construction Final Acceptance (*Otterstrom*)
 4. Monroe-Regal Phase I Construction Final Acceptance (*Otterstrom*)
 - B. Board Discussion Agenda
 1. (*no items being presented this month*)
5. Reports to Committee (*15 minutes*)
 - A. 2022 Service Revisions: Preliminary Proposal (*Otterstrom*)
6. CEO Report (*10 minutes*)
7. Committee Information – *no discussion/staff available for questions*
 - A. August 2020 Operating Indicators (*Nelson*)
 - B. August 2020 Financial Results Summary (*Liard*)
 - C. September 2020 Sales Tax Revenue Information (*Liard*)
8. November 4, 2020, Committee Packet Draft Agenda Review
9. New Business (*5 minutes*)
10. Committee Members' Expressions (*5 minutes*)
11. Adjourn
12. Next Committee Meeting: November 4, 2020, 1:30 p.m.

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

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

September 30, 2020

AGENDA ITEM 2 : 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: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

September 30, 2020

AGENDA ITEM 3A : MINUTES OF THE SEPTEMBER 2, 2020, PERFORMANCE
MONITORING AND EXTERNAL RELATIONS COMMITTEE
MEETING – CORRECTIONS OR APPROVAL

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Sam Guzman, Executive Assistant to the Chief Operations Officer

SUMMARY: Attached are the minutes of the September 2, 2020, Performance Monitoring and External Relations Committee meeting for corrections or approval.

RECOMMENDATION TO COMMITTEE: Corrections or approval.

COMMITTEE ACTION:

RECOMMENDATION TO THE BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

Draft Minutes of the September 2, 2020, Meeting
Virtual WebEx

MEMBERS PRESENT

Lori Kinnear, City of Spokane *
Josh Kerns, Spokane County
Tim Hattenburg, City of Spokane Valley
Kate Burke, City of Spokane
Rhonda Bowers, Labor Representative

MEMBERS ABSENT

Veronica Messing, City of Airway
Heights (Ex-Officio)
Mike Kennedy, City of Liberty Lake (Ex-
Officio)

GUESTS

none

STAFF PRESENT

E. Susan Meyer, CEO (Ex-Officio)
Steve Blaska, Chief Operations Officer
Fred Nelson, Interim Chief Operations Officer
Karl Otterstrom, Director of Planning and Development
Monique Liard, Chief Financial Officer
Brandon Rapez-Betty, Director of Communications and
Customer Service
Nancy Williams, Director of Human Resources & Labor
Relations
Sam Guzman, Executive Assistant to the Chief Operations
Officer

PROVIDING LEGAL COUNSEL

Laura McAloon, McAloon Law PLLC

*Chair

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

Chair Kinnear called the meeting to order at 1:30 p.m. Introductions were made.

2. **COMMITTEE CHAIR REPORT**

Chair Kinnear had no report at this time.

3. **COMMITTEE APPROVAL**

A. **Minutes of the July 1, 2020, Committee Meeting**

Mr. Hattenburg moved to recommend approval of the July 1, 2020, Committee meeting minutes. Mr. Kerns seconded the motion, and it passed unanimously.

4. **COMMITTEE ACTION**

A. **Board Consent Agenda**

1. **Paint Booth and Plaza Controls Contract Final Acceptance**

STA partnered with the Washington State Department of Enterprise Services (DES) and McKinstry on two energy-saving projects. The first was a replacement of the paint booth in the (south) Boone garage, and the second was the replacement of the Plaza's automated controls system. Both projects are were completed under budget, have already demonstrated energy savings, and generated a rebate from Avista of \$78,606.50.

Mr. Blaska requested the Board accept the Paint Booth and STA Plaza Controls Replacement contract as complete.

Mr. Hattenburg moved to approve item 4A1, Mr. Kerns seconded the motion, and it passed unanimously.

2. Scope of Work and Award of Contract for Uniforms and Accessories

The uniform contract has been awarded to Galls since 2000 and the current contract expires on September 30, 2020. Gall's was recently issued a DES contract which offers the best value to STA. Uniformed employees get a uniform allowance, then buy their uniforms from the approved vendor. The expected expenditures over the life of the contract are approximately \$522,000.

Mr. Blaska requested Board approve the attached Scope of Work (SOW) and award a fifty-seven (57) month contract to Galls, LLC, using the current Washington State DES Master Contract #01417, to provide uniforms for coach and van operators, transportation supervisors, trainers, customer service representatives, and transit officers effective October 1, 2020, for an estimated \$522,000 contract total.

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

3. Request for extension of Plaza Power Washing Contract

Power washing at the STA Plaza is an important part of keeping the building in a state of good repair. It is a highly trafficked area, so keeping it clean is important to the facility and the downtown area to keep the Plaza a vibrant place for everyone.

The current contract is set to expire on September 30, 2020. Staff completed a price analysis and Extreme Power Wash came in as the lowest bidder. The expiring contract total expenses to date is \$118,000 and a 30-month extension is estimated to be an additional of \$174,900, for an estimated contract total of \$293,000.

Discussion ensued about coordination with the Downtown Spokane Partnership (DSP) and how the new City Line Stations will be cleaned.

Mr. Hattenburg moved to approve a thirty (30) month contract extension to Extreme Power Wash for an estimated contract total of \$293,000, Mr. Kerns seconded the motion, and it passed unanimously.

4. 2021 Special Community Events Fare Structure

Each year STA proposes special fares for community events and for the Board's approval. Those special events are Bloomsday, Hoopfest, Spokane County Fair, and Valleyfest. STA augments service as a public benefit to reduce congestion and enable more people to attend these events.

Mr. Rapez-Betty reviewed the service and fares that are associated with each event.

Mr. Hattenburg moved to approve the 2021 Special Events fare structure for Bloomsday, Hoopfest, Spokane County Fair, and Valleyfest, Mr. Kerns seconded the motion, and it passed unanimously.

B. Board Discussion Agenda

1. *(no items presented this month)*

5. REPORTS TO COMMITTEE

A. Community Access Pass Program Update

The Community Access Pass (CAP) pilot program was unanimously recommended by the PMER Committee and approved by the Board on July 16, 2020. The program was developed by STA's outgoing Chief Operations Officer, Steve Blaska, and the Ombudsman and Accessibility Officer, Emily Arneson. Beginning September 1st, for a one-year pilot period, approved non-profit Human Service Organizations can purchase

select passes at a discounted rate of 50%. The intent of the program is to enable organizations that serve vulnerable populations to increase access to public transit.

STA staff marketed this program in several ways.

- STA Board Member outreach
- Email and phone outreach to all current and potentially new nonprofit customers
- STA website, STA Newsletter, Twitter, LinkedIn, and paid promotions on Facebook and Instagram

In addition, partners at Commute Smart Northwest, the Arc of Spokane, and Rick Clark of Giving Backpacks have shared information on the CAP through their own channels (word of mouth, social media, etc.).

Fifty-five (55) nonprofit organizations have responded to outreach efforts and requested the application, and twenty-four (24) of those applications have been submitted and approved (with one additional application pending more information). The application is available online as a fillable form and is verified by staff when received. Once organizations are approved, they are sent a link to the order form allowing them to go online to submit and pay for their order.

The purpose of the pilot program is to track any increases in access to transit. Staff has created customer profiles and tracks outreach efforts, any contact made, customer's questions and concerns about the program, and any passes that they buy.

Questions about the program can be directed to the STA Business Development Manager, Delana Combs, at (509)343-1674 or dcombs@spokanetransit.com.

Ms. Burke thanked STA staff for their hard work on this program and looks forward to future discussions and developments.

B. Community Essentials Marketing Campaign

STA started Community Essentials as a grassroots social media campaign. Community Essentials highlights the work STA employees are doing to keep public transit safe and functioning for those who rely on it during this important time.

Community Essentials launched in late February just as the pandemic was reaching Spokane. Staff created a website for employees and the public about all the steps STA is taking to keep in line with information from Spokane Regional Health District and the Center for Disease Control and Prevention. The website includes multimedia articles and links, and ultimately fifty-seven (57) STA produced videos about Coronavirus topics. The campaign features STA employees who are front line, making sure the transit system is kept in good condition, and that it's reliable and available.

Community Essentials webpage. Staff dug deep into a cross-section of the organization to show not only operators, but also mechanics, customer service representatives, human resources, and vanpool staff. Employees are interviewed and asked about how their job has changed because of COVID-19.

Community Essentials is becoming a paid public awareness campaign for the region and will be showcased in a variety of ways.

- 15-second commercials will run on KHQ and KREM and their websites
- Print advertising in the Black Lens, the Fig Tree, the Cheney Free Press, and the Liberty Lake Splash
- Radio spots
- Four (4) billboards throughout the region on major corridors

The campaign will run from September through October of this year, and over 27 million impressions are expected. The cost per thousand impressions ranges between \$3.72 - \$3.85, and the total cost for the campaign will be about \$59,900.

The Community Essentials webpage can be found at <https://spokanetransit.com/CommunityEssentials>.

6. CEO REPORT

- August sales tax revenue, collected on June sales, were up and year to date STA is 0.03% above budget
- Ridership for July was down for Fixed Route, Paratransit, and Vanpool over 2019
- The contract for charging infrastructure for Battery Electric Buses (BEB) has been awarded to Proterra for \$5.7M (\$9.7M budgeted)
 - Two (2) 450kW fast chargers at Moran Station that can charge the bus in 6-15 minutes
 - Two (2) 450kW fast chargers at SCC
 - The BNWG will have two (2) fast chargers and five (5) slow chargers that will charge ten (10) vehicles at a time over 3-4 hours
- The first City Line bus is scheduled to arrive in December
- The Fixing America's Surface Transportation (FAST) Act is the current funding and authorization bill that governs federal service transportation spending
 - STA receives about \$8M a year from the transportation authorization
 - Current funding expires at the end of September, a one-year extension is possible

7. COMMITTEE INFORMATION

- July 2020 Operating Indicators – *as presented*
- July 2020 Financial Results Summary – *as presented*
- August 2020 Sales Tax Revenue Information – *as presented*

8. SEPTEMBER 30, 2020 - COMMITTEE PACKET DRAFT AGENDA REVIEW

(No changes requested)

9. NEW BUSINESS

(none)

10. COMMITTEE MEMBERS' EXPRESSIONS

- All Committee members thanked Mr. Blaska for his hard work, knowledge, and many contributions to STA

11. ADJOURN

Chair Kinnear adjourned the meeting at 2:16 p.m.

11. NEXT MEETING – WEDNESDAY, SEPTEMBER 30 (October meeting), 2020, 1:30 P.M, VIA WEBEX

Respectfully submitted,



Sam Guzman, Executive Assistant to the Chief Operations Officer

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

September 30, 2020

AGENDA ITEM 4A1 : AWARD OF CONTRACT FOR FARE COLLECTION SYSTEM

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Monique Liard, Chief Financial Officer

SUMMARY: Spokane Transit Authority (STA) will be launching its first bus rapid transit corridor, City Line, as part of the deployment of its High Performance Transit (HPT) network, along with additional service enhancements documented in the 10-year comprehensive public transit improvement plan, *STA Moving Forward*.

STA is seeking to implement a new account-based fare payment system that offers smart card and mobile ticketing capabilities to enhance rider experience across its network. The new system is expected to offer customers increased convenience through electronic fare payment and self-service account management capabilities, while also supporting increased transit system performance by enabling all-door boarding and pre-payment of fares to reduce dwell time.

On June 25, 2020, a Request for Proposals (RFP) to provide a Fare Collection System was advertised nationally and on the STA website. The RFP was sent to ninety-six (96) potential vendors during the solicitation period. A pre-proposal meeting was held on July 2, 2020.

Eight (8) proposals were deemed responsive to the RFP and were from responsible contractors AmericanEagle.com, AMNEX, Cubic, INIT, Kontron, Scheidt & Bachmann, VenTek, and ZED Digital.

The initial evaluation committee meeting was held on August 27th and was comprised of Monique Liard, Karl Otterstrom, Brandon Rapez-Betty, John Rockwell, Krissy Ellis, and non-voting members Jacque Tjards, Kimberly Smallwood, and Paul Lavallee, IBI Consultant. Criteria for evaluation included: (1) Quality of Technical Solution & Responsiveness to STA Requirements, (2) Project Management, Schedule & Delivery Approach, (3) Proposer Experience, Qualifications & Financial Stability, (4) Price Proposal, and (5) Software License, Operations & Maintenance Agreements. The initial review resulted in narrowing the field to three top ranked firms.

The committee, with the addition of Fred Nelson, requested the three top ranked candidates, INIT, Kontron, and Scheidt & Bachmann, to participate in oral presentations to demonstrate their equipment, technical solutions and outline their project schedule. All three on-site demonstrations were held on September 11th. The committee met again on September 14th to evaluate the three demonstrations and it was decided to request a Best and Final Offer (BAFO) from the top two ranked firms, INIT and Scheidt & Bachmann.

The BAFO committee meeting was held on September 21st to discuss final scores and a recommendation for award of contract. This team was comprised of the same members as the oral presentations and used the same evaluation criteria as the previous meetings. The final evaluation results are as follows:

| Proposer | Average Evaluation Points Earned |
|--------------------|---|
| INIT | 90.8 |
| SCHEIDT & BACHMANN | 84.8 |

After careful consideration of both submissions, the committee selected INIT as the recommended firm to provide the Fare Collection System under a five-year contract. A summary of the contract breakdown and project funding is detailed below:

| Contract – 5-Year | Amount | Sales Tax (8.9%) | Total |
|--------------------------|-----------------------|-------------------------|-----------------------|
| Capital Cost | \$5,146,333.00 | \$458,023.64 | \$5,604,356.64 |
| Operating Costs | \$1,598,689.00 | \$142,283.32 | \$1,740,972.32 |
| Contingency – 15% | \$771,949.95 | \$68,703.55 | \$840,653.50 |
| Total | \$7,516,971.95 | \$669,010.51 | \$8,185,982.46 |

| CIP # | Description | Budgeted Amount |
|--------------|---------------------------------------|------------------------|
| 347 | City Line – Fare Collection SCC 50.06 | \$3,336,870 |
| 431 | Fare Collection Project | \$8,390,000 |
| Total | | \$11,726,870 |

The project is expected to kick off in November 2020 and be substantially completed commensurate with the launch of City Line in May 2022.

RECOMMENDATION TO COMMITTEE: Recommend the Board of Directors authorize the CEO to negotiate and execute a contract with INIT for a fare collection system for an initial term of five years at a price not to exceed \$8,186,000 (rounded).

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 COMMITTEE MEETING

September 30, 2020

AGENDA ITEM 4A2 : DIVISION STREET STOPS, PHASE II FINAL ACCEPTANCE

REFERRAL COMMITTEE: N/A

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

SUMMARY: On October 4, 2017, the PMER Committee approved the scope of work for Division Street Passenger and Operational Improvements (aka Division Street Stops). While a planned phasing of the construction contract was planned and would result in each contract valued at less than \$1 million (thus not requiring Committee approval), staff desired transparency in adhering to the spirit of procurement requirements. Phase I was constructed in 2019 and accepted by the Board on November 21, 2019. Phase II bids were received on July 25, 2019. Wm. Winkler Co. was the lowest responsive and responsible bidder at \$263,385.54. The CEO executed the construction contract on August 22, 2019. Wm. Winkler Co. received Notice to Proceed on August 30, 2019, and reached substantial completion on July 6, 2020.

The work included the installation of ADA-accessible platforms and sidewalk connections at thirteen (13) stop locations along the Route 25 corridor. Eleven (11) of these stops received new shelters.

Throughout construction, deductive and additive change orders were executed. Changes included the removal of one planned location due to city coordination, schedule extensions due to contractor scheduling and temporary stoppage due to COVID-19, and other unanticipated site conditions. Each change was required for the successful completion of the project. In all, changes during construction resulted in an \$8,713.61 decrease to the Wm. Winkler Co. contract resulting in a final contract value of \$254,671.93.

The final progress payment on this construction contract was made in July 2020. Once all affidavits have been filed by the contractor, staff will file Notice of Completion with the State Department of Revenue, the Department of Labor and Industries, and the Employment Security Department. Retainage bond will be released within thirty (30) days of receipt of the affidavits of wages paid.

The project was included in the Capital Improvement Program with a board-approved budget of \$2 million and includes federal grant funding. The overall project will be under budget. Costs associated with this phase of the project include, but are not limited to the Wm. Winkler Co. contract, design, engineering, construction management, special inspections, and utility services.

RECOMMENDATION TO COMMITTEE: Recommend the Board accept Division Street Stops Project Phase II as complete and conditionally authorize the release of the retainage bond to Wm. Winkler Co. The release is conditioned on the receipt of affidavits consistent with federal requirements.

RECOMMENDATION TO THE BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

September 30, 2020

AGENDA ITEM 4A3: MORAN STATION PARK AND RIDE CONSTRUCTION FINAL ACCEPTANCE

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

SUMMARY: On November 28, 2018, the PMER Committee approved the Scope of Work for Moran Station Park and Ride with authorization to release Invitation for Bids. Bids were received on May 16, 2019. LaRiviere, Inc. was the lowest responsive and responsible bidder with a bid of \$3,485,185. The PMER Committee approved the Award of Contract to LaRiviere on June 20, 2019. The CEO executed the construction contract on June 25, 2019, and staff provided Notice to Proceed on July 15, 2019. Moran Station reached substantial completion on March 27, 2020, and started revenue service on March 29, 2019. All outstanding change orders and punch list items were completed in August 2020.

The work included the construction of a 100-stall park and ride lot, passenger boarding/alighting areas, an operations support building, site stormwater treatment and storage infrastructure, and improvements to the adjacent Spokane County Ben Burr Trail. Additional passenger amenities are planned for installation in 2021 under a separate contract. Expenditures for the construction phase of the project are shown below and are within the board-approved budget (CIP #542 Moran Station Construction). Remaining funds are reserved for additional planned passenger amenities to include an HPT shelter, real-time information, and platform lighting.

| Amount (rounded) | Task |
|-------------------------|--|
| \$4,703,793 | Moran Station Construction Budget |
| \$3,762,162 | LaRiviere, Inc. |
| \$54,922 | Taxes |
| \$30,620 | Aronson Security Group |
| \$34,195 | Geotechnical Inspection/Testing |
| \$280,663 | Construction Management |
| \$74,478 | Misc. Expenses (Staff, Permits, etc.) |
| \$4,237,040 | Total Construction Phase Expenditures |
| \$466,753 | Remaining Budget |

Throughout construction, additive and deductive change orders were executed. Changes included removal and/or remediation of unsuitable soils, additional infrastructure related to bus chargers, and other unanticipated conditions. Each change was required for the successful completion of the project. In all, changes during construction resulted in a \$276,976.62 increase to the LaRiviere, Inc. contract resulting in a final contract value of \$3,762,161.62 plus \$54,922.35 in taxes for a total contract cost of \$3,817,083.97. This amount is within the contract award and authorized contingency.

Staff is currently waiting on the contractor to file final Affidavits in order to provide Notice of Completion to the State Department of Revenue, the Department of Labor and Industries, and the Employment Security Department. LaRiviere, Inc. has a retainage bond that will remain in force until all releases have been received.

RECOMMENDATION TO COMMITTEE: Recommend the Board accept Moran Station Park and Ride as complete and conditionally authorize the release of the retainage bond to LaRiviere, Inc. The release is conditioned on pending certificates approving the release from the Department of Revenue, Department of Labor and Industries, and the Employment Security Department.

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 COMMITTEE MEETING

September 30, 2020

AGENDA ITEM 4A4: MONROE-REGAL PHASE I CONSTRUCTION FINAL ACCEPTANCE

REFERRAL COMMITTEE: N/A

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

SUMMARY: On March 6, 2019, the PMER Committee approved the Scope of Work for Monroe-Regal Line, Phase I. Bids were received on May 16, 2019. Bacon Concrete, Inc. was the lowest responsive and responsible bidder at \$616,995. The CEO executed the construction contract on May 29, 2019. Bacon Concrete received Notice to Proceed on July 8, 2019, and reached substantial completion on June 3, 2020.

The work included the installation of High-Performance Transit (HPT) infrastructure and platforms at nineteen (19) stop locations along the Route 4 corridor. Eighteen (18) of these stops received new shelters. Additional HPT amenities are planned to be installed in 2021.

Throughout construction, additive and deductive change orders were executed. Each change was required for the successful completion of the project. Changes during construction resulted in a net \$25,000 decrease to the contract with Bacon Concrete for a final contract value of \$591,656. Retainage was held in the amount of \$29,732.80.

The final Affidavit of Wages Paid was received by STA on August 27, 2020. Notice of Completion was filed on September 1, 2020, with the State Department of Revenue, the Department of Labor and Industries, and the Employment Security Department. While some releases are still pending, federal prompt pay requirements will necessitate the release of retainage within thirty (30) days of the receipt of Affidavit of Wages Paid and prior to committee and board action.

The project was included in the Capital Improvement Program with a Board approved budget of \$5.43 million. To date, encumbrances total \$2.91 million, which include corridor planning and Phase I and II design, civil construction, construction management, and other associated costs. The remaining balance of approximately \$2.52 million will be allocated towards additional corridor improvements, installation of HPT amenities, and HPT station/access improvements at the South Hill Park and Ride.

RECOMMENDATION TO COMMITTEE: Recommend the Board accept Monroe-Regal, Phase I as complete and ratify the release of retainage to Bacon Concrete.

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 COMMITTEE MEETING

September 30, 2020

AGENDA ITEM 5A: 2022 SERVICE REVISIONS: PRELIMINARY PROPOSAL

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

SUMMARY: Staff will present the preliminary proposal for service revisions, the starting point for the next round of public input for changes to routes that are programmed to take effect May 2022. The preliminary proposal includes the launch of the City Line, improved routes and frequency to Hillyard/Northeast Spokane and many other changes and improvements around the region to reflect ongoing customer feedback, system performance, and community growth.

BACKGROUND:

The *STA Moving Forward* plan and the board-adopted Transit Development Plan (TDP): 2021-2026, identify several significant service changes and improvements, including the City Line, that will go into effect in 2022. In June 2019, the STA Board of directors approved a public outreach plan to guide these service changes, along with changes that were to take place in advance of 2022. Informed by input gathered during the first phase of the outreach plan, STA staff presented a preliminary proposal report in February 2020 that proposed route revisions that would take place in 2021 and 2022. STA disseminated the proposal widely and received significant public and customer input. Under normal circumstances, a draft recommendation would have followed the preliminary proposal a few months later. However, COVID-19 changed both the timeframe for developing the service revisions and the scope of changes. On July 16, 2020, the STA Board of Directors approved updated planning assumptions to shape annual and multi-year planning documents. These revised assumptions include:

- A new target of 488,000 annual fixed-route revenue hours by 2023 (previous target was 515,000 hours)
- Amending *STA Moving Forward* to address changed conditions
- Delivering the City Line on time and with the planned level of service

Informed by the feedback gathered in previous phases of the project and the new target, staff have prepared a revised preliminary proposal for stakeholder feedback. This preliminary proposal focuses all changes in May 2022 rather than spread over multiple years. The complete report is available for review here:

https://www.spokanetransit.com/files/content/2022_Service_Revisions_Revised_Preliminary_Proposal.pdf

The changes proposed for May of 2022 deliver the City Line and improved routes and frequency to Hillyard and Northeast Spokane, two projects included in the *STA Moving Forward* plan. The proposal also:

- Anticipates service to the new Ridgeline High School
- Responds to requests for increased access and directness of service on the West Plains
- Preserves service on East Broadway in Spokane Valley
- Introduces new service connectivity between the SCC Transit Center and the Valley Transit Center via Minnehaha, Millwood, and Argonne Road

Due in part to the updated service level target constraint the entire fixed-route network was reviewed for opportunities for efficiency. Adjustments to routes in south Spokane and greater Spokane Valley are also

proposed to address poor performing segments of routes. Staff also reviewed ridership during the evenings and weekends and the span of service on some routes are proposed to be adjusted to better reflect ridership demand.

Starting October 1, STA will gather input on the preliminary proposal via an online survey that will be open until November 13th. Staff will also be engaging with neighborhood groups and other stakeholders to ensure meaningful feedback is received.

The following table outlines the updated planning scheduled for the May 2022 Service Revisions.

| May 2022 Service Revision Planning Schedule | |
|---|------------------------------|
| Phase/Task | Date |
| Revise Assumptions | May - July 2020 |
| CEO reported that COVID-19 to change planning conditions at May Board Meeting | May 21, 2020 |
| Board endorsed assumptions and planning framework – Board Workshop | July 1, 2020 |
| Revised Preliminary Proposal | July - November |
| Staff develop revised Preliminary Proposal | July - September 2020 |
| Preliminary Proposal published | September 30, 2020 |
| Gather public and stakeholder feedback | October 1 - November 13 |
| Draft Recommendation | November 2020 - March 2021 |
| Staff review feedback and develop Draft Recommendation | November - December 2020 |
| Peer review (consultant) | December 2020 - January 2021 |
| Title VI Equity Analysis (consultant) | December 2020 - January 2021 |
| Staff revise Draft Recommendation | February 2021 |
| Draft Recommendation Published | March 3, 2021 |
| Public and stakeholder feedback (online survey) | March 2021 |
| Public hearing | March 18, 2021 |
| Final Recommendation | April - May 2021 |
| Staff Review feedback and develop a Final Recommendation | April 2021 |
| Final Recommendation published | May 5, 2021 |
| Board Action | May 20, 2021 |
| Implementation | May 2021-May 2022 |
| Design and construct bus stop and layover improvements | May 2021-May 2022 |
| Route changes start including the City Line | May 2022 |

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

September 30, 2020

AGENDA ITEM 6 : 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: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

September 30, 2020

AGENDA ITEM **7A** : AUGUST 2020 OPERATING INDICATORS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Fred Nelson, Chief Operations Officer

SUMMARY: There was one less weekday in August 2020 compared to August 2019. Covid-related restrictions to businesses and other activities continue to suppress mobility.

FIXED ROUTE

Average weekday ridership decreased 49.8% (14,912 vs. 29,715 in 2019) and is down 38.3% (20,952 vs. 33,938) Year to Date (YTD). Total monthly ridership decreased 49.6% (388,297 vs. 770,448 in 2019) and is down 36.6% (4,255,264 vs. 6,710,828) YTD.

- Adult ridership decreased 50.1% (224,287 vs. 449,711 in 2019) and is down 54.2% (1,904,608 vs. 4,162,730) YTD.
 - CCS Pass ridership decreased 87.2% (2,456 vs. 19,154 in 2019) and is down 60.3% (162,761 vs. 409,989) YTD.
 - Eagle Pass ridership decreased 73.9% (2,788 vs. 10,695 in 2019) and is down 49.4% (210,703 vs. 416,629) YTD.
- Youth ridership decreased 83.6% (10,426 vs. 63,659 in 2019) and is down 66.4% (168,184 vs. 501,096) YTD.
- Reduced Fare / Para ridership decreased 42.1% (68,934 vs. 119,037 in 2019) and is down 52.7% (435,603 vs. 921,681) YTD.

PARATRANSIT

Monthly ridership decreased 64.8% (12,671 vs 36,022 in 2019) and is down 49.4% (149,830 vs 295,836) YTD.

- Special Use Van ridership decreased 79.6% (506 vs. 2,481 in 2019) and has decreased 65.8% (6,653 vs. 19,458) YTD.

VANPOOL

Vanpool customer trips were down 45.7% (6,502 vs. 11,975 in 2019) and are down 36.9% (66,121 vs 104,816) YTD.

- Vanpool vans in service decreased 8.0% (69 vs 75 in 2019). July 2020 had 70 vans. However, there is a significant decrease in use due to the pandemic:
 - 23 vans are operating with 5 or more participants
 - 38 vans are operating with less than 5 participants
 - 8 vans are on hold due to worksite restrictions or temporary closures

CUSTOMER SERVICE/PASS SALES

Total monthly pass sales decreased 71.1% (2,647 vs. 9,172 in 2019) and decreased 54.8% (32,283 vs. 71,378) YTD.

- Adult Pass/Smartcard monthly pass sales decreased 67.9% (1,253 vs. 3,898 in 2019) and decreased 62.2% (11,254 vs. 29,796) YTD.
- Shuttle Park monthly sales decreased 81.3% (105 vs. 561 in 2019) and decreased 54.3% (1,862 vs. 4,073) YTD.
- 7-Day Pass/Smartcard monthly sales decreased 77.4% (380 vs. 1,680 in 2019) and decreased 48.8% (4,524 vs. 8,836 YTD).
- ESBP monthly sales decreased 82.5% (195 vs. 1,116 in 2019) and decreased 50.8% (3,494 vs. 7,095) YTD.

August 2020 Group Sales decreased 91.9% (1,767 passes vs. 21,893 in 2019) and decreased 50.2% (75,372 passes vs. 151,351) YTD.

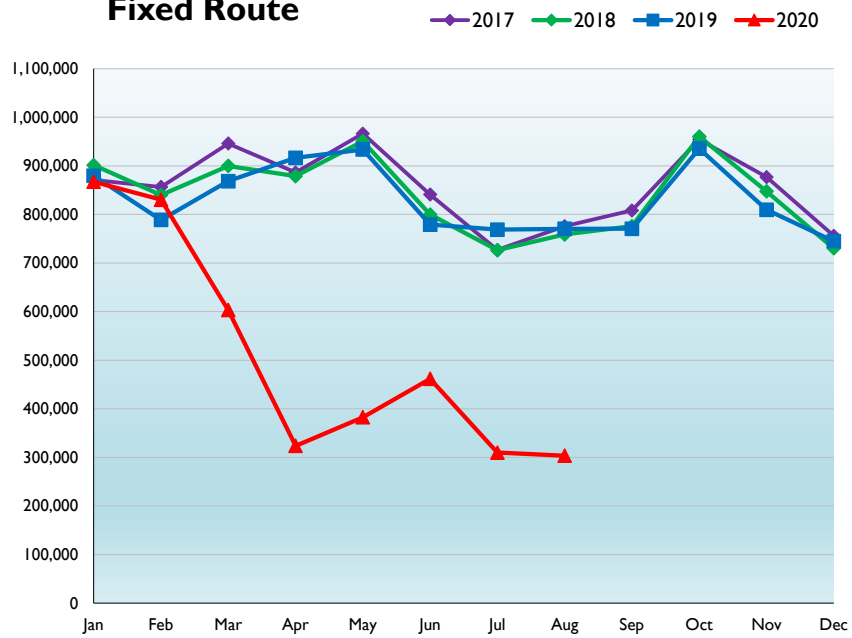
UTAP monthly rides decreased 89.1% (10,275 vs. 94,388 in 2019) and decreased 60.3% (443,467 vs. 1,117,206) YTD. 2019 included City Summer Youth UTAP rides of 114,437 August YTD.

Reduced Fare Pass/Smartcard monthly sales decreased 52.6% (736 vs. 1,553 in 2019) and decreased 46.6% (6,558 vs. 12,281) YTD.

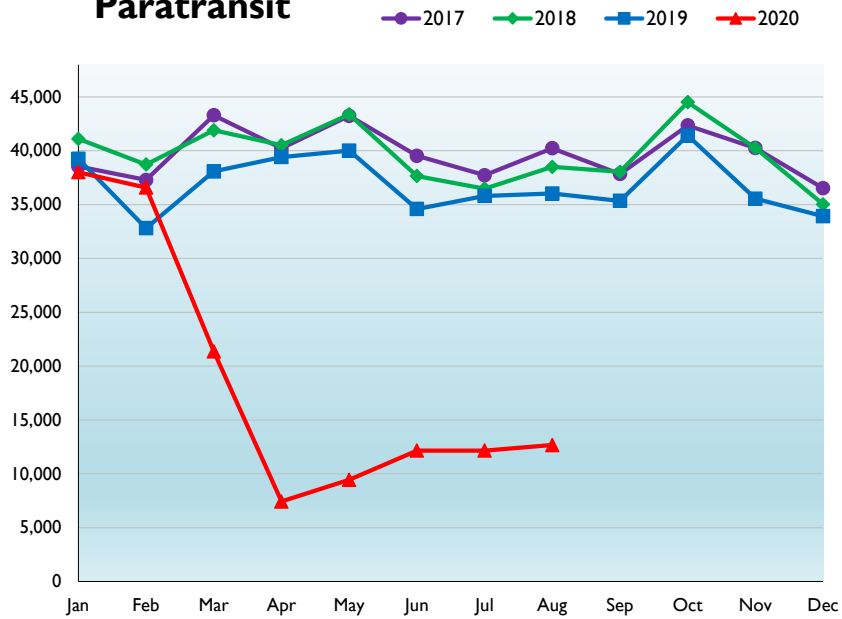
Paratransit Pass/Smartcard monthly sales decreased 74.9% (173 vs. 689 in 2019) and decreased 61.0% (2,291 vs. 5,875) YTD.

RECOMMENDATION TO COMMITTEE: Information only.

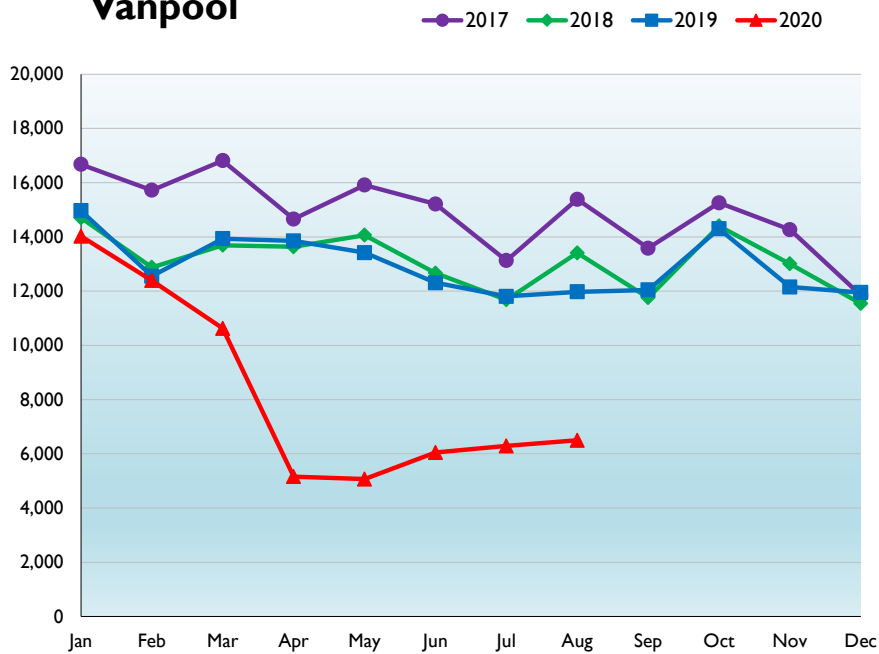
Fixed Route



Paratransit



Vanpool



SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS MEETING

September 30, 2020

AGENDA ITEM 7B : AUGUST 2020 FINANCIAL RESULTS SUMMARY

REFERRAL COMMITTEE: N/A

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

SUMMARY: Attached are the August 2020 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. August equates to 66.7% of the year.

Revenue

Overall, year-to-date revenue is at 78.6% of budget (\$87.4M) which is 17.9% higher than the expected \$74.1M.

Fares & Other Transit Revenue is lower than the budget at 29.7%.

Sales Tax Revenue is lower than the budget at 65.4%.

Federal & State Grants is higher than the budget at 251.0%.

Miscellaneous Revenue is higher than the budget at 92.3%.

Operating Expenses

Year-to-date operating expenses at 60.6% of budget (\$50.9M) are 9.2% below the expected amount of \$56.1M.

Fixed Route 63.5% of budget expended

Paratransit 49.4% of budget expended

Vanpool 46.5% of budget expended

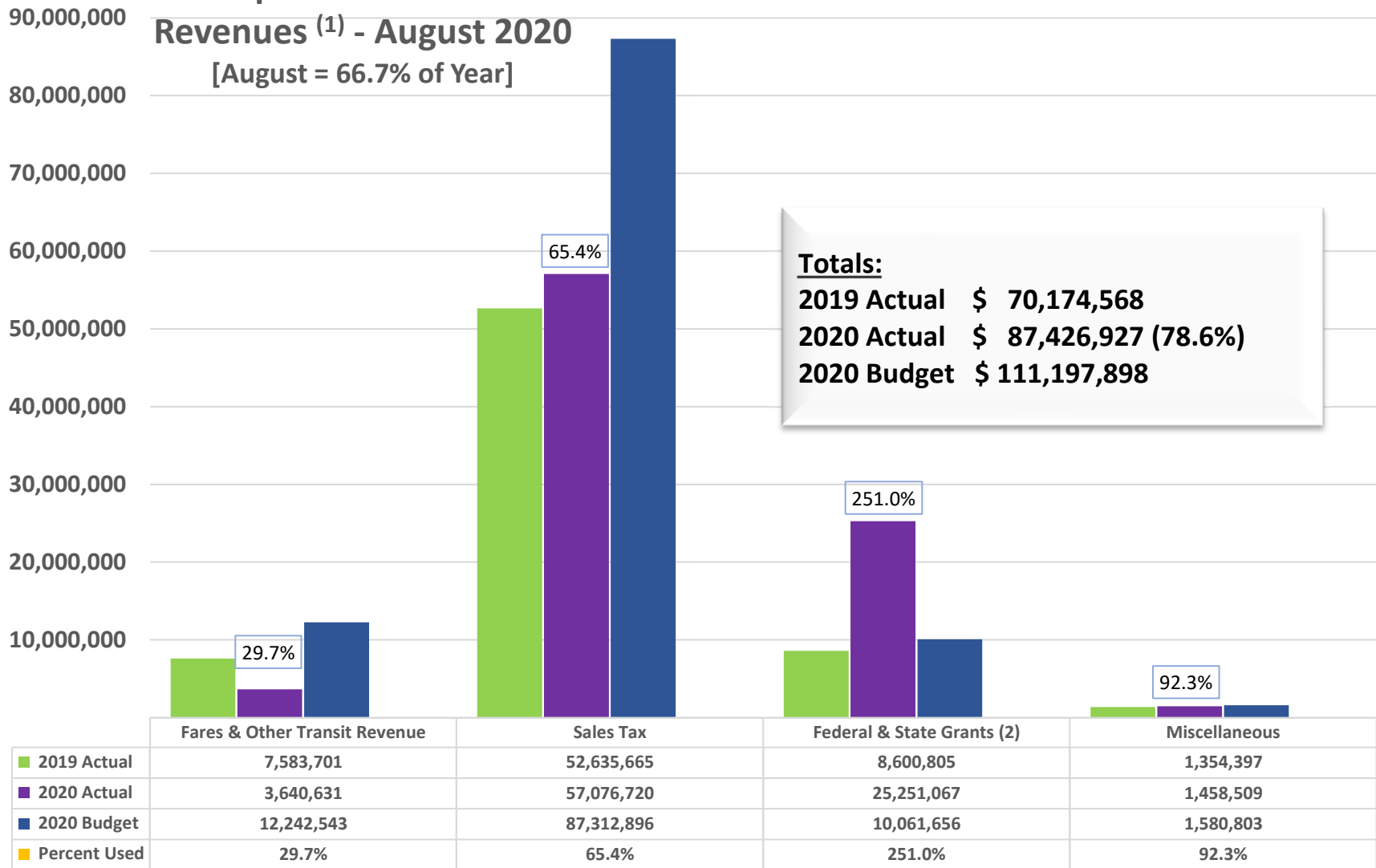
Plaza 76.3% of budget expended

Administration 61.6% of budget expended

Operating expenses are greatly influenced by the timing of payments.

RECOMMENDATION TO COMMITTEE: Information only.

Spokane Transit Revenues ⁽¹⁾ - August 2020 [August = 66.7% of Year]

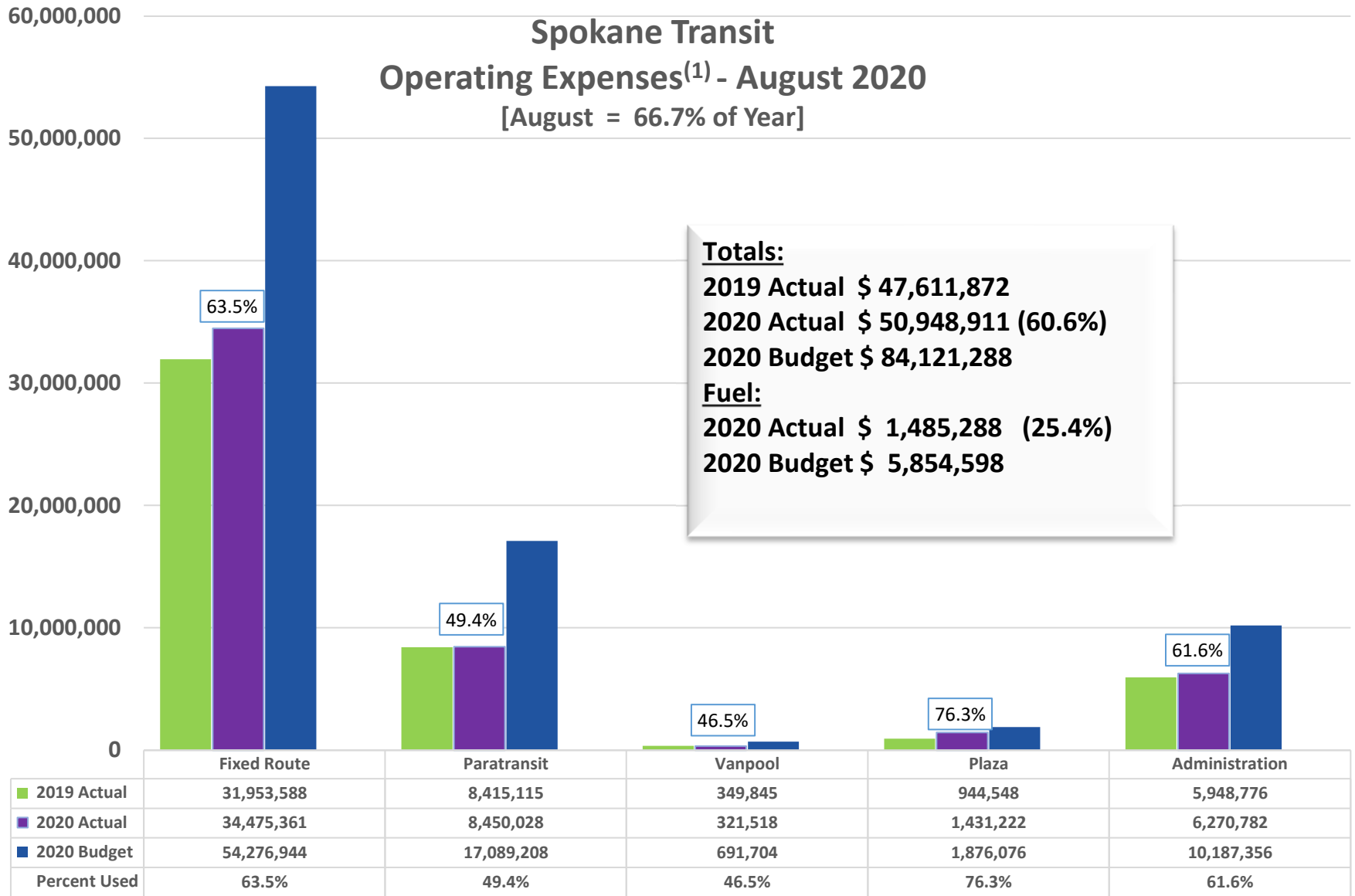


Totals:
2019 Actual \$ 70,174,568
2020 Actual \$ 87,426,927 (78.6%)
2020 Budget \$ 111,197,898

(1) Above amounts exclude grants used for capital projects. Year-to-date August state capital grant reimbursements total \$5,573,630 and federal capital grant reimbursements total \$679,266.

(2) Federal/State Grants over budget in 2020 due to Cares Act Funding of \$18,804,763 to date which is partially offset by the amount of the Washington State Consolidated Grant (Special Needs) drawn down in 2019 - \$1,604,616 in 2020 budget.

Spokane Transit Operating Expenses⁽¹⁾ - August 2020 [August = 66.7% of Year]



Totals:
2019 Actual \$ 47,611,872
2020 Actual \$ 50,948,911 (60.6%)
2020 Budget \$ 84,121,288

Fuel:
2020 Actual \$ 1,485,288 (25.4%)
2020 Budget \$ 5,854,598

(1) Operating expenses exclude capital expenditures of \$10,535,778 and Street/Road cooperative projects of \$110,603 for year-to-date August 2020.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS MEETING

September 30, 2020

AGENDA ITEM 7C: SEPTEMBER 2020 SALES TAX REVENUE

REFERRAL COMMITTEE: N/A

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

SUMMARY: Attached is September 2020 voter-approved sales tax revenue information.

September sales tax revenue, which represents sales for July 2020, was:

- 1.5% above budget and September 2019 actual
- 7.5% YTD above 2019 actual
- 0.5% YTD above budget

Total taxable sales for July 2020 were up 0.8% from July 2019. July YTD is 1.1% below July 2019 YTD. Retail, Construction, and Accommodation and Food Services continue to be the top three rankings YTD, but Accommodation and Food Services has large decreases from prior years:

- Retail Trade *increased* by 13.0% in July 2020 vs July 2019, and is up by 5.1% (\$150.9M) July 2020 YTD vs July 2019 YTD
 - Other Miscellaneous Store Retailers *increased* 18.9% (\$56.8M) YTD over July 2019 YTD
 - Building Material & Supplies Dealers *increased* 17.7% (\$54.2M) YTD over July 2019 YTD
 - Electronics and Appliance Stores *increased* by 30.2% (\$46.3M) YTD over July 2019 YTD
 - Automobile Dealers *decreased* 7.4% (\$41.5M) YTD from July 2019 YTD
- Construction *decreased* by 14.6% in July 2020 vs July 2019, and is up by 0.1% (\$953K) from July 2019 YTD
- Accommodation and Food Services *decreased* by 26.8% in July 2020 vs July 2019, and is down 26.4% (\$178.5M) from July 2019 YTD

RECOMMENDATION TO COMMITTEE: Information only.

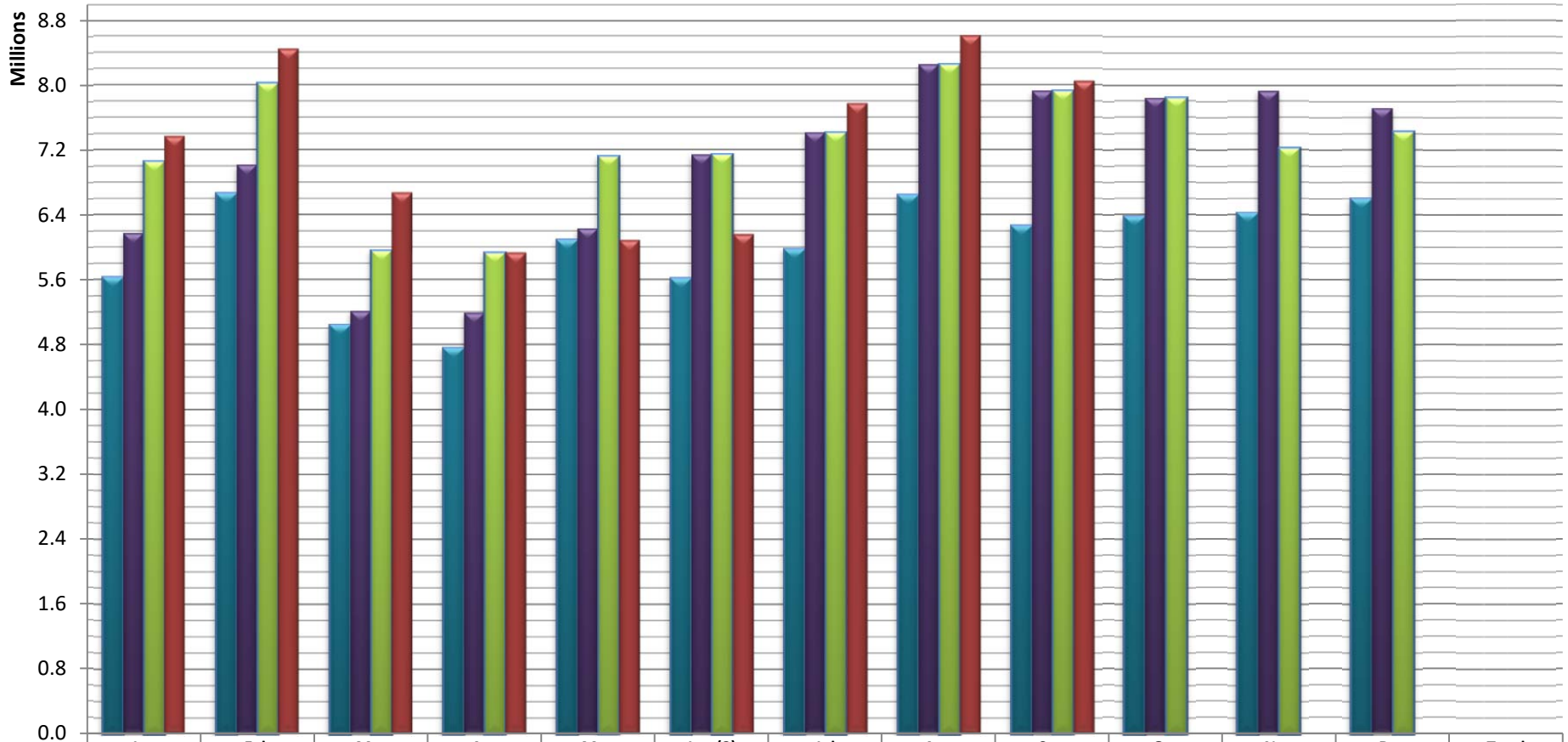
Sales Tax Revenue History-September 2020⁽¹⁾



(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 .007 to .008 in 2019.

2018 - 2020 SALES TAX RECEIPTS ⁽¹⁾



| | Jan | Feb | Mar | Apr | May | Jun (2) | Jul | Aug | Sep | Oct | Nov | Dec | Total |
|-----------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| 2018 Act. | 5,628,134 | 6,664,160 | 5,042,196 | 4,754,750 | 6,090,019 | 5,616,550 | 5,975,411 | 6,645,055 | 6,263,667 | 6,377,811 | 6,420,673 | 6,601,135 | 72,079,561 |
| 2019 Act. | 6,174,964 | 7,017,558 | 5,212,448 | 5,191,296 | 6,230,070 | 7,142,964 | 7,412,766 | 8,253,600 | 7,928,815 | 7,838,478 | 7,925,862 | 7,717,259 | 84,046,080 |
| 2020 Bud. | 7,057,102 | 8,020,066 | 5,957,084 | 5,932,909 | 7,120,079 | 7,142,964 | 7,412,766 | 8,253,600 | 7,928,815 | 7,838,478 | 7,223,009 | 7,426,024 | 87,312,896 |
| 2020 Act. | 7,370,074 | 8,448,309 | 6,674,740 | 5,937,757 | 6,092,534 | 6,163,749 | 7,776,530 | 8,613,027 | 8,051,397 | - | - | - | 65,128,117 |
| \$ Mo. Var. | 1,195,110 | 1,430,751 | 1,462,292 | 746,461 | (137,536) | (979,215) | 363,764 | 359,427 | 122,582 | - | - | - | |
| % Mo. Var. | 19.4% | 20.4% | 28.1% | 14.4% | -2.2% | -13.7% | 4.9% | 4.4% | 1.5% | 0.0% | 0.0% | 0.0% | |
| \$ YTD Var. | 1,195,110 | 2,625,861 | 4,088,153 | 4,834,614 | 4,697,078 | 3,717,863 | 4,081,627 | 4,441,054 | 4,563,636 | - | - | - | |
| % YTD Var. | 19.4% | 19.9% | 22.2% | 20.5% | 15.7% | 10.1% | 9.2% | 8.4% | 7.5% | 0.0% | 0.0% | 0.0% | |
| % YTD Bud. Var. | 4.4% | 4.9% | 6.9% | 5.4% | 1.3% | -1.3% | -0.4% | 0.3% | 0.5% | 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 .007 to .008 in 2019.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

September 30, 2020

AGENDA ITEM 8 : NOVEMBER 4, 2020, 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 November 4, 2020.

RECOMMENDATION TO COMMITTEE: For discussion.

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, November 4, 2020, 1:30 p.m.

Via Video Conference

DRAFT AGENDA

Estimated meeting time: 90 minutes

1. Call to Order and Roll Call
2. Committee Chair Report
3. Committee Action (*5 minutes*)
 - A. Minutes of the September 30, 2020 (October), Committee Meeting – *Corrections/Approval*
4. **Committee Action**
 - A. Board Consent Agenda (*50 minutes*)
 1. Spokane Community Colleges Transit Center Construction Final Acceptance (*Otterstrom*)
 2. Spokane Falls Station Construction Final Acceptance (*Otterstrom*)
 3. Security and Staffing Services at Spokane Community Colleges Interlocal Agreement (*Williams*)
 4. Draft 2021 State Legislative Priorities (*Rapez-Betty*)
 - B. Board Discussion Agenda
 1. (*no items being presented this month*)
5. **Reports to Committee** (*15 minutes*)
 - A. 3rd Quarter 2020 Performance Measures (*Nelson*)
6. CEO Report (*10 minutes*)
7. Committee Information – *no discussion/staff available for questions*
 - A. September 2020 Operating Indicators (*Nelson*)
 - B. September 2020 Financial Results Summary (*Liard*)
 - C. October 2020 Sales Tax Revenue Information (*Liard*)
 - D. 3rd Quarter Service Planning Input Report (*Otterstrom*)
 - E. STA Moving Forward Quarterly Project Delivery Report (*Otterstrom*)
 - F. STA's Holiday Services and Office Hours (*Infalt*)
8. December 2, 2020, Committee Packet Draft Agenda Review
9. New Business (*5 minutes*)
10. Committee Members' Expressions (*5 minutes*)
11. Adjourn
12. Next Committee Meeting: December 2, 2020, 1:30 p.m.
(STA Southside Conference Room, 1230 West Boone Avenue, Spokane, Washington)

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

September 30, 2020

AGENDA ITEM 9: NEW BUSINESS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: N/A

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

RECOMMENDATION TO COMMITTEE: For discussion.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

September 30, 2020

AGENDA ITEM 10 : 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: For discussion.