

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

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, October 4, 2017, 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 (*10 minutes*)
 - A. Minutes of the September 6, 2017, Committee meeting – *Corrections/Approval*
 - B. Scope of Work Approval - Division Passenger and Operational Improvements (*Otterstrom*)
5. **Committee Action** (*45 minutes*)
 - A. Board Consent Agenda
 1. Approval of City of Spokane Interlocal Agreement for Ermina/Greene Traffic Signal (*Otterstrom*)
 2. Acceptance of Plaza Upgrade and Release of Retainage (*Otterstrom*)
 3. Award of Contract – On Call Architectural and Engineering Services (*Otterstrom*)
 4. 2018 Special Community Events Fare Structure and Proposed Changes to Tariff Policy (*Bousley*)
 5. Approval of Veterans First Van Grant (*Meyer*)
 - B. Board Discussion Agenda
(*No items being presented this month.*)
6. **Reports to Committee** (*10 minutes*)
 - A. September 2018 Service Revision-Preliminary Proposal (*Otterstrom/Weinand*)
 - B. Citizen Advisory Committee (CAC) Update (*Bousley*)
7. CEO Report (*10 minutes*)
8. Committee Information – *no discussion/staff available for questions*
 - A. August Financial Results Summary (*Warren*)
 - B. September Sales Tax Revenue Information (*Warren*)
 - C. August 2017 Operating Indicators (*Blaska*)
 - D. 2017 Outreach Update (*Bousley*)
9. November 1, 2017, Committee Packet Draft Agenda Review
10. New Business (*5 minutes*)
11. Committee Members' Expressions (*5 minutes*)
12. Adjourn
13. Next Committee Meeting: November 1, 2017, 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.

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SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

October 4, 2017

AGENDA ITEM 4A : MINUTES OF THE SEPTEMBER 6, 2017, PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING – CORRECTIONS OR APPROVAL

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Dana Infalt, Executive Assistant

SUMMARY: Minutes of the meeting are attached for corrections or approval.

RECOMMENDATION TO COMMITTEE: Corrections or approval.

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

Draft Minutes of the September 6, 2017, Meeting
Southside Conference Room

MEMBERS PRESENT

Amber Waldref, City of Spokane*
Josh Kerns, Spokane County
Tom Trulove, City of Cheney (Ex-Officio)
Rhonda Bowers, Labor Representative
E. Susan Meyer, CEO (Ex-Officio)

MEMBERS ABSENT

John Higgins, City of Medical Lake
Odin Langford, City of Liberty Lake

STAFF PRESENT

Steve Blaska, Director of Operations
Karl Otterstrom, Director of Planning and Development
Lynda Warren, Director of Finance and Information Services
Beth Bousley, Director of Communications & Customer Service
Nancy Williams, Director of Human Resources
Emily Arneson, Ombudsman & Accessibility Officer
Jan Watson, Clerk of the Board
Jessica Charlton, Capital Projects Manager
Dan Wells, Deputy Director of Capital Development
Mike Kunder, 3939 Representative

GUESTS

Laura McAloon, Legal Counsel
Charles Hansen, Citizen Advisory Committee Member

* Chair

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

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

2. **PUBLIC EXPRESSIONS**

None.

3. **COMMITTEE CHAIR REPORT**

None.

4. **COMMITTEE APPROVAL**

A. **MINUTES OF JULY 12, 2017 COMMITTEE MEETING**

Mr. Kerns moved to recommend approval of the July 12, 2017, Committee meeting minutes. The motion was seconded by Chair Waldref and passed unanimously.

B. **APPROVAL OF SCOPE OF WORK FOR BOONE NORTHWEST GARAGE**

Mr. Blaska introduced Jessica Charlton, acknowledged her work on the Plaza Upgrade project and noted she is the point of contact for the Northwest Garage. He stated that staff are asking for the Committee approval to release the Scope of Work (SOW). He provided slides depicting the shortage of space in the existing garage and pointed out the creative and crowded manner in which the buses must be parked in order to accommodate all of them. Mr. Blaska noted the servicing and cleaning of the vehicles at night is difficult under current conditions and said it is obvious that space is required and essential that it be provided as STA expands service.

Mr. Blaska explained a long-term planning effort was undertaken on a campus master plan that looked out 20-30 years and came up with different scenarios, ultimately landing on a dual campus scenario. He said that in all versions, the requirement for Boone Northwest Garage on this campus was validated. He offered slides that showed the proposed design and layout and explained the logistics of the garage.

He informed that the general Scope of Work includes all things associated with building the facility. Mr. Blaska noted that the facility design includes a bus washer, 20,000 gallons of fuel capability, and the ability to vault vehicles (which means download the farebox revenue), and is pre-positioned/being designed with the charging of electric buses in mind. The infrastructure will be set up so that when STA transitions to

battery electric buses, they will be located in this facility. Additionally, the facility is to be built with 15' ceiling height, which is adequate to accommodate double decker buses in the future should STA make that decision.

Mr. Blaska noted the first thing to move into the new facility are the Paratransit vans, which will eliminate the need for servicer/cleaners to walk back and forth across Boone Avenue (as is currently required). The balance of the space to be consumed with buses and as STA transitions to battery-electric buses those will share the space with the Paratransit vehicles.

The project is in the Board approved Capital Improvement Program as *CIP ID M&F-2016-502*. The project's general Scope of Work is attached. Following approval by the Committee, staff anticipates advertising the Invitation for Bid (IFB) early in November 2017. The project will be out for procurement for approximately 30 days, with bids to due mid-December 2017. Staff anticipates proposing Award of Contract (AOC) in February 2018 to the PMER Committee and the Board, followed by contractor Notice to Proceed to construction in March 2018. Construction is expected to be complete in 2019 in time to support service enhancements and additions.

Brief discussion ensued regarding neighborhood opinions, zoning, and vacating Sharp. Mr. Blaska noted that the south facing roof of facility is being built for the loads and configured to accommodate solar panels once they become cost effective to install.

Mr. Kerns moved to approve the Scope of Work as presented and authorize staff to release an Invitation for Bid for the Boone NW Garage project. The motion was seconded by Chair Waldref and passed unanimously.

C. CITIZEN ADVISORY COMMITTEE PARTICIPANT COMPENSATION

Ms. Bousley advised the Committee that members of the Citizen Advisory Committee (CAC) receive an annual bus pass, along with \$15 compensation, for every meeting attended. She said staff would like to discuss whether to continue or change compensation for citizen members participating in any committee, and aligning the charter with the resolution and bylaws accordingly. She advised the reimbursement of \$15 is not reflected in the current CAC Charter and that needs to be amended. Ms. Bousley advised that staff is seeking confirmation of the intent to discontinue compensation when the Board / Committee structure was established a few years ago.

Ms. Bousley noted the milestones, bylaws, and amendments made in the past. She informed that under Charters and Bylaws 1992, STA Board Citizen Committee members were paid \$15.00 for attending a meeting. However, in 2004, there was a Charter and Resolution stating members of CAC serve in a voluntary role, without compensation; and in 2009, a Resolution stated that without Salary, travel is reimbursed. In 2016, CAC became a subcommittee to the Performance Monitoring and External Relations (PMER) Committee and the Charter does not reflect travel reimbursement or a bus pass. Staff recommends the CAC Charter be amended to include only a provision for an annual bus pass to current CAC members. Ms. Bousley would like to clarify that while a member of CAC (a 3-year term); they receive an annual bus pass, but to align it with all the amendments shown. Staff believes the intent was not to give them \$15 in addition to that pass.

She directed the Committee to review the item in their packet that shows a blue-lined correction to add, "The members of the CAC will continue to receive a bus pass during their tenure."

Chair Waldref asked about the feedback from the CAC. Ms. Bousley advised staff brought it the PMER for their opinion prior to discussing it with the CAC members at the next meeting. Chair Waldref reflected she would have preferred to have the feedback from the CAC prior to PMER making a recommendation. Ms. Bousley asked if staff could advise the CAC Members that this was a recommendation of PMER pending input from CAC. Chair Waldref also clarified that by paying the \$15.00, STA is not following its own charter, noting it should have been taken out once CAC became a subcommittee of PMER. Discussion ensued.

Chair Waldref clarified that she would like to make it known to the CAC members that is was not something driven by the PMER Committee but that the Committee was comfortable with the recommendation.

Mr. Kerns moved to recommend the Board approve the item as presented. The motion was seconded by Chair Waldref and passed unanimously.

5. COMMITTEE ACTION

A. Board Consent Agenda

(No items presented this month)

B. Board Discussion Agenda

(No items presented this month)

6. REPORTS TO COMMITTEE

A. BUS ADVERTISING EVALUATION

CEO Meyer acknowledged Beth Bousley, Steve Blaska, Lynda Warren, and Laura McAloon for their involvement in the discussion. She provided background on the bus advertising since inception in 1994. She noted that from 2009 to 2012, the policy allowed advertising content that created a difficult environment for STA's coach operators and customer service employees, as well as criticism for STA. At the end of 2012, the eleven prohibited categories in that policy were amended to add five more, and limited the advertisements to two types of ads: Commercial Advertising for Products and Services and Public Service Announcements.

Ms. Meyer advised that in December 2012, the Board approved the new policy. She reported that overall there was little controversy. However, there has been difficulty with the contractor administering and interpreting compliance with STA's Advertisement policy. The contractor sold ads in 2016 that contained prohibited content and installed them on buses. Staff directed the contractor to remove the ads, which they did; however, soon afterwards, a separate organization (ATU 1015) expressed an interest in purchasing ads that covered similar prohibited content. They notified STA they would bring legal action if their ads were not accepted and, ultimately, they did initiate litigation. A trial was held and staff are waiting a judicial decision.

Staff reviewed the pros and cons of the advertising and the significant benefit is that it generates non-taxpayer revenue. In 2016, advertising generated \$179,955. By staff's estimates, all the expenses associated with administering the policy were approximately \$40,000, providing a net of approximately \$140,000. However, the cost in 2017, while working on the lawsuit, has been approximately \$62,000.

Challenges include incorrect and inconsistent application of the advertising policy by the contractor, which has put STA and its employees in a very difficult position by accepting ads that were prohibited. Other challenges included controversial ads have been associated with STA regardless of disclaimers; conflict affects employees working with the public; cost to administer the contract and engage legal resources offsets revenue.

Ms. Meyer advised the conclusion is that if staff are unable to require compliance with a Board approved policy for advertising, which is what would happen if the judge found in favor of ATU 1015, then STA would be unable to enforce compliance with any of the provisions of the advertising policy. Unfortunately, it has become something that staff does not think is worth the revenue received due to the trouble over the last couple of years, as well as what it would allow or not allow STA to do in taking any type of advertising. Ms. Meyer provided an example discussed in court.

Ms. Meyer informed that the Board approves the policy and the Committee delegate's authority to the CEO to release an RFP for a vendor to manage STA's bus advertising program. Ms. Meyer said she is seeking the Committee's input on the recommendation. She has concluded, with support of legal counsel and staff, that STA should continue to suspend this advertising program as has been the case since November 2016.

Ms. McAloon noted that Rhonda Bowers had a question. Ms. Bowers reported she is concerned because STA had ads of a religious nature that were not atheist and 7th Day Adventist's had ads on STA's buses for quite a period of time. She stated STA worked with the advertisers to the point where an ad was acceptable and on the buses for a very long time that stated, "We're here". She reported those ads did not cause controversy, did not have any problem, they were not pulled, they ran until the contract continued and it was not a problem.

Ms. Bowers asked what STA's revenue was in advertising in 2013, 2014, and 2015, prior to when STA started having trouble. Ms. Warren advised 2013 was a total of \$256,000, 2014 was \$206,000, and 2015 was \$149,000. Ms. Warren noted it varies up and down and generally follows the trends of the economy.

Ms. McAloon addressed the 7th Day Adventist ads. She noted that STA adopted a revised Advertising Policy at the December 2012 Board meeting, which went into effect as soon as it was adopted. She noted the new contract was awarded at that same Board meeting and they had already been serving as the contractor. In anticipation that the policy was changing, the contractor sold ads that were permissible under the prior policy before the contract was amended. Their customers signed the contract and placed the ads prior to the date of the new advertising policy, and the ads were for the following year. The contractor had accepted payment for the advertising. It was a unique situation at the beginning of a transitional issue. STA believes those ads were brought into compliance with the new policy and worked diligently to do that and explain to the 7th Day Adventist Church why their advertising in Spokane had to be different than the ads placed everywhere else in their national campaign. STA did have them modify those ads to take out the religious component and ran those ads due to the mistake made by the contractor. Unique situation at the transitional time of the policy. Ms. Bowers noted STA did work with them and did work it out and the ads ran.

Discussion ensued.

In terms of working with ATU 1015 on the content of their ad, Ms. McAloon advised STA offered to work with them on multiple occasions and asked them to submit that ad. She noted that she personally made that request and offer.

Ms. Meyer advised that STA required the contractor to have additional expertise in helping to understand and require compliance with the policy. That did not work out well for them either and STA gave notice of intent to cancel the contract under the prior policy because of the contractor's inability to apply the terms of the contract. In order to keep the program going, the solution was to amend the contract to allow them to cure their problem and demonstrate they had the ability to abide by the policy. However, they continued to struggle.

Mr. Blaska stated that with the new policy that came into effect in late 2012, it was designed to avoid the conflicts that STA had experienced previously. Staff thought it was a rock solid policy and Councilmember Mumm asked what STA could fix in the policy when the lawsuit came up. The fundamental question is can we guarantee any policy could not be subject to challenge. It really does not matter that it is an ATU 1015 ad. It is a case of STA being challenged by whomever would come forward.

Chair Waldref questioned the ability of allowing only public service announcements (PSA) for health, safety, early childhood education, social service information. Discussion ensued. Ms. McAloon stated there is no legislation at the federal level that protects a government. Advertising is not part of a transit agency's governmental function. Having any type of message is not part of the function of providing public transportation. Regardless of how much revenue is generated, it is applying first amendment principals to text and graphics that are posted on government property. It is still government action imposing those policies about what can be expected. It is still a private entity or other governments / non-profits that are arguing that the content of the message they want to place should be allowed. Further discussion resulted.

Ms. Meyer summarized the matter is about STA's ability to have a policy that is enforceable without legal challenge, perception challenge, without making the union or the UFCW, or employee's think STA is anti-union, which is not the case. She stated this has created a corner in which staff are defending STA's policy against something that is content and not organizational. She stated STA never did reject the ATU ad. The communication that asserted a claim would be coming if STA did not take the ad was before there was any ad content provided, then the ad content was provided. Because of the contractor's inability to comply with STA's advertising policy, staff ended the contract.

Chair Waldref stated she would provide a report at the Board meeting on this subject. She said if the Committee members that are not present here have questions, they could ask them then. She reported she would inform the Board there is no action to be taken, but just feedback of a difference of opinion or further questions that Ms. McAloon can answer. Chair Waldref commented that she felt people were probably calling and asking about advertising. Ms. Bousley informed her they have been receiving approximately two calls per week and have kept a list. She also noted that staff could use the space for STA information – *Have your fare ready*, etc. Mr. Kerns mentioned there would be a long discussion at the full Board, too.

He believes there will be many questions. Mr. Kerns said what Ms. McAloon shared provided a great amount of legal background that made sense.

B. FTA COMPREHENSIVE REVIEW: REPORT

Ms. Meyer introduced this item and provided background, stating the Federal Transit Administration (FTA) is required to review and evaluate the performance of STA in compliance with statutory and administrative procedures. This review, known as “The Triennial Review”, includes a review of STA’s compliance in 17 areas. The review is conducted every three years. Ms. Meyer noted a lengthy written response to the questions was provided by staff prior to FTA’s arrival. Once onsite, they had additional questions and met with our individual Managers. The result was that of the 17 areas STA which was evaluated, STA was compliant in all but three. She noted that in those three areas, there were four specific items of deficiency:

1. Maintenance – Facility / equipment maintenance program lacking or inadequate
2. Drug and Alcohol – Random testing rate below required level
3. Satisfactory Control – Lacking Excess Real Property Utilization Plan (out of date)
4. Satisfactory Control - Lack of FTA approval of incidental use

A response was prepared and provided in the Committee packet.

Ms. Meyer then handed off to Mr. Otterstrom to provide the details of the findings. He reviewed the process and noted there were 237 pages of inspection sheets that they review and 287 individual items. Mr. Otterstrom reviewed the areas of deficiency:

1. The Maintenance/Facilities and Grounds checklist had “check boxes” and, therefore, staff are required to have each individual check box checked. This was not required in STA’s written policy or by the FTA, but their interpretation of STA’s form that was created in response to their requirement was that the check boxes needed to be checked. The procedure has been updated to reflect this requirement.

Additionally, it was determined that the security card access system should have been considered “Mission Essential” equipment and addressed more carefully in the procedures. This procedure has also been updated.

2. Random drug and alcohol testing on safety sensitive employees – 10% of required minimum random tests was not met – STA was at 9.8% for alcohol only. That related to how staff addressed absent employees. The procedure is being updated to ensure that if an employee is called in for a random drug and/or alcohol test and are not available, staff follow up with another employee and then follow up with the first person when they are available later.
3. Directly related and emerged because of property we own next to Spokane County Fairgrounds (11 acres purchased in 2002) for the purpose of a Park and Ride lot. We do not have a Park & Ride next to the Fairgrounds, so that property is no longer useful as its original purpose. In 2014, staff worked with FTA to identify a path forward for disposing of the property. At the time, STA was in discussions with Spokane County. However, there was a transit use for that property that was determined that until such time as Spokane County had a need to purchase the property, it was prudent for us to retain it and utilize it as a vehicle operator training area. Staff failed to return to FTA for approval for Change of Use from Park and Ride to new training use.
4. Continuing as part of #3 above - staff also had a temporary use plan or expectation that STA would have approval for incidental uses. The end of this week it will be used as parking for the Fair. STA has an agreement with the County to do that. That use, as well as overall incidental uses that may emerge from any property owned by STA that was acquired with FTA funds, must have an Incidental Use Plan that is approved by FTA. We are addressing and drafting a plan to submit before the October deadline.

Mr. Otterstrom reiterated the great job done by staff who worked together with FTA and STA individual departments. He recognized Gordon Howell for his individual work. Chair Waldref asked if there were any reviews known that received no deficiencies. Mr. Blaska reported two of STA’s last four reviews. Brief discussion ensued.

C. OPERATOR SAFETY AND SECURITY ENVIRONMENT REVIEW-UPDATE

Ms. Meyer provided an introduction to this item and advised that in March, 2017, an operator was significantly assaulted. Staff used this difficult circumstance as an opportunity to review the way STA operators are kept safe on vans and buses. Steve Blaska and Nancy Williams headed this investigation and created two teams from STA's Safety Committee to conduct the review. One team reviewed all Paratransit incidents and another all Fixed Route incidents over the last five years to understand what STA did well and what staff could do better. Ms. Meyer noted how pleased she was with the findings and recommendations of two teams which included Rhonda Bowers and Judy Cassell as Coach / Paratransit Operator representatives.

Mr. Blaska noted that sometimes an unfortunate accident is the catalyst to do something productive. He said staff wanted to ensure people had a sense of what the environment was like. STA has had 25 assaults (verbal threats are included under assaults) and every one of them were reviewed by the team. The video was viewed (if available), all reports associated with the incident were reviewed. One discovery was that STA has a higher number of arrests or number of people actually apprehended and then excluded from service than he thought STA would have seen given the anonymity of fixed route service. He noted that 100% of Paratransit customers have consequences because we know who they are based on the type of service Paratransit provides.

He advised that the definition of assault was determined by using the American Public Transportation Association (APTA) definition which includes a verbal threat. APTA didn't categorize assaults into different levels. Mike Toole, STA's Safety and Security Manager, spent a tremendous amount of time putting this data together. Mr. Toole found that the Canadian Urban Transit Association came up with definitions of three levels of assault. Staff used that as framework as each incident was reviewed. Mr. Blaska noted the bottom line is they are horrendous events when they occur but they don't occur all that often. Verbal assaults are the most frequent across the industry and being spit upon is the #2 assault.

Paratransit results were similar – 8 in the course of the last five years. All eight had a consequence associated with it due to the nature of being able to identify the assailant.

One of the reasons assault is not yet a crisis in Spokane and is not likely to become a crisis is because most of the best practices articulated in literature across the industry are already being observed and employed by STA. STA allows operators flexibility with fare enforcement which is one of the major items leading to an assault in the industry if you do not allow an operator to let a fare go when a dispute is escalating. Similarly, a "soft challenge" and a "3-step process" when Rules of Conduct are enforced to have someone leave the bus. How STA does that is also articulated as one of the best practices. Things adopted over the last 5 years or so include video on the bus, audio recordings, computer aided dispatch, automatic vehicle location, having security ride the bus occasionally, emergency communication system — having Rules of Conduct posted on the vehicles, having an exclusion policy, as well as one of the things the industry says is a great benefit, is to hire the right people. STA has very nice people who are van and coach operators and they handle these things very well on a routine basis. Operators deflect many things that could escalate into a conflict or assault just by nature of who they are and how they are trained.

Advanced training is now ongoing with Fixed Route Operators, covering de-escalation techniques, self-defense from the seat, and Ms. McAloon reviewed that training. STA's trainer, Jeff Demers, put together a very good program that includes communications between operators and customers, operators and dispatch, and dispatch to operators, which were all key things to come out of the guidance for training.

From a policy perspective, for any physical assault the operator will be relieved. Occasionally, it is adjudicated that perhaps an operator says it wasn't that bad and they say they are okay and STA allows them to continue to operate the vehicle. Now, we are saying any physical assault is a traumatic event and it happens so infrequently, we've decided to err on the side of caution and relieve the operator. Staff initially said the same regarding verbal threats, but it was determined to communicate on a case by case basis. When in doubt, staff will err on the side of relieving the operator.

It was determined the follow up with individual operators was a weak point for STA. Staff now has a structured and routine manner in which to follow up with the operator, post for others to know what is going on, and review the entire incident with the operator – with all the material available – to allow them to come to closure with the event. Also, the Critical Incident Support Team which STA has in place (peer counselors) are available, Employee Assistance Program, and a Nurse Triage Hotline the operator can call and speak with a professional to determine if any additional follow up might be necessary.

Mr. Blaska reviewed the items that will be incumbent upon the managers to follow up with employees. Equipment issues came up and the following initiatives will be implemented and/or tested on buses in the next few weeks:

- Audio reminder of surveillance (FR)
- Video screen of customers (FR)
- Repositioning camera(s) (FR & Para)
- Emergency radio capability (Para)
- Driver's shield experiment (FR)

Reports of the findings will be available in the Drivers Rooms this afternoon, followed by an Operating Notice from Mr. Blaska, and a letter from CEO Meyer to the broader audience that the project was completed and these were staff's findings.

Chair Waldref noted it was a comprehensive review and asked Ms. Bowers if she would like to add anything as a member of the team. Ms. Bowers noted that drivers seem more willing to come forward with issues since this review began. She believes this gives the ability to see what is going on out on the road and thinks perhaps it was being under reported in the past. Ms. Bowers advised it was an important study for the drivers and dispatch. Ms. Meyer said that one of the main objectives was to ensure consistency in the application of the practices so the supervisors and dispatch deal with incidents the same every time. Mr. Blaska noted additional research is being completed to determine how to deal with Paratransit issues due to the dynamic of the type customers involved.

Brief discussion followed.

D. 2nd QUARTER 2017 PERFORMANCE MEASURES - RESULTS

Due to shortage of time, this item was moved to Board Committee Information. Questions concerning the Performance Measure results for 2nd Quarter 2017 may be directed to Mr. Blaska.

At 3:03, Chair Waldref asked if everyone could stay for a few minutes for the CEO Report. Attendees agreed.

7. CEO REPORT

- Ms. Meyer reported that she and Mr. Otterstrom are traveling to Seattle the next day to meet with Region 10 about Central City Line (CCL) and to be celebrated at an event where STA is a transit hero in the State of Washington.
- Small Starts application – August 18, 2017, FTA advised they did not need any further documentation by the September 8, 2017, deadline. They reported STA had provided everything they needed (in addition to what we were working on) to finalize the ridership estimates. On August 30, 2017, FTA told us the ridership estimates resulted in a medium cost effectiveness rating. Medium is a requirement in two main categories that have subcategories. STA has to have a medium rating or better to be “in the money” for a Small Starts Grant.
- Staff are going to submit the environmental documentation and have started design work and will talk to Region 10. We are taking 30 support letters with us to Linda Gehrke, Regional Administrator. Senator Murray is working with a delegation to see if they can get a joint letter. Otherwise, we will get individual letters.
- Pineroft Business Park – a number of Board members received communications from people working on Mirabeau Parkway in the Pineroft Business Park. Those requests for service are not new. STA has received them over time and the service change proposal for Route 95 – one of the options for that route was to serve Mirabeau Parkway as well as Indiana, East of Sullivan. That option was eliminated and the Board approved the Route 95 – East Broadway alignment. The location is challenged by a lack of access from the areas to the north. Vanpool may be a better solution for them. There are two railroad tracks to cross – one going and one coming back – so, it is not in STA's 10-Year Plan. Staff wanted Committee members to know the reason(s)

STA is not going to add service here. Discussion ensued. Mr. Otterstrom indicated a representative from Pincroft might attend the Board meeting to identify their request.

- Ms. Meyer shared a product of the Communications department that shows all the ways we are letting the community know that on September 17, 2017, there will be a service change. On the bottom left, you can identify the changing routes. She shared a video with the group highlighting the upcoming service changes.
- Ms. Meyer introduced Dan Wells. She reported he was hired into a new position of Deputy Director of Capital Development in the department of Planning and Development. He reports to Karl Otterstrom and will work closely with CEO. She advised that he comes to STA from King County Metro where he worked for 16 years, overseeing Rapid Ride BRT Passenger Facilities, Capital Programming, and the Link Light Rail Bus integration. She reported staff are thrilled Mr. Wells has decided to come home to Spokane, noting he is from Spokane Valley.
- Mr. Otterstrom is presenting to the Council of Governments on Friday night. Chair Waldref indicated she would be attending as well. Mr. Kerns said he would be there, also, reading off some interesting, fun facts about the Fair.

8. COMMITTEE INFORMATION

- A. June 2017 Semi-Annual Financial Reports - *as presented*
- B. July Financial Results Summary - *as presented*
- C. August Sales Tax Revenue Information - *as presented*
- D. July 2017 Operating Indicators - *as presented*
- E. 2nd Quarter 2017 Safety & Loss Summary - *as presented*
- F. 2nd Quarter 2017 Service Planning Input Report - *as presented*
- G. Communications Update - *as presented*

9. OCTOBER 4, 2017 COMMITTEE PACKAGE AGENDA REVIEW

10. NEW BUSINESS

None.

11. COMMITTEE MEMBERS' EXPRESSIONS

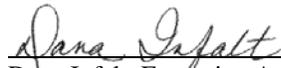
None.

12. ADJOURN

Chair Waldref adjourned the meeting at 3:17 p.m.

13. NEXT MEETING – WEDNESDAY, OCTOBER 4, 2017, 1:30 P.M., STA SOUTHSIDE CONFERENCE ROOM, 1230 WEST BOONE AVENUE

Respectfully submitted,



Dana Infalt, Executive Assistant

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

October 4, 2017

AGENDA ITEM 4B : SCOPE OF WORK APPROVAL – DIVISION PASSENGER AND OPERATIONAL IMPROVEMENTS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning & Development
Daniel Wells, Deputy Director of Capital Development
Ryan Brodwater, Capital Project Manager

SUMMARY: Spokane Transit submitted for and received a 2018-2020 Congestion Mitigation and Air Quality Improvement (CMAQ) Grant for the Division Street High Performance Transit (HPT) Improvements. The Grant has a value of \$1.5M. Eighty-six and one half percent is federally funded and the remaining thirteen and one half percent is locally funded. Additionally, the City of Spokane and Spokane Transit (STA) have entered into an interlocal agreement to which the City of Spokane will reimburse STA \$220,000 in local monies in return for design and construction of sidewalk between Francis and Magnesium. Additional funding of \$280,000 has been added due to favorable bids from other projects, for a total project budget of \$2M.

The area of focus is from Highway 2 and Graves Road southward to North Division and Euclid, and select stops further south to the Spokane River. The project goal is to improve transit bus stops with passenger amenities and complete sidewalk gaps.

Entire General Scope of Work:

- Construct sidewalk where none exists on the east side of Division between Francis and Magnesium. Various stops will also require small sections of sidewalk to improve ADA (Americans With Disabilities Act) access.
- Infill of five existing bus pullouts and reconfiguration of shelter and bus stop post/sign as dictated by ADA and City of Spokane infill requirements.
- Construct ADA boarding and alighting pads at all bus stop locations as permitted by Right of Way (ROW) availability and or Site License Agreement with private landowners.
- Construct shelter pads and installation of shelters at approximately nine locations as permitted by ROW availability and or Site License Agreement with private landowners.
- Addition of sidewalk and infill of bus pullouts may also require reconfiguration of existing utilities for successful completion of the project.
- Procurement and installation of passenger shelters and related materials

Coffman Engineers completed the preliminary survey and design, and produced 30% design drawings. The project has been split into two phases, stop improvements in Phase 1 require no right of way and/or easement and will be bid/built in 2018, and stop improvements in Phase 2 require right of way and/or easement and are anticipated to bid/built in 2019. Individual construction Phases are expected to be within CEO authority to award. Shelters will be procured separately from construction. To ensure transparency, staff are presenting the entire scope for approval prior to the phased bid approach.

RECOMMENDATION TO COMMITTEE: Approve Scope of Work and authorize staff to release an Invitation for Bids (IFB) for passenger and operational improvements along the Division Corridor.

FINAL REVIEW FOR COMMITTEE BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

October 4, 2017

AGENDA ITEM 5A.1: APPROVAL OF CITY OF SPOKANE INTERLOCAL AGREEMENT FOR
ERMINA/GREENE TRAFFIC SIGNAL

REFERRAL COMMITTEE: N/A

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

SUMMARY: The need for a traffic signal at Ermina Avenue and Greene Street was identified as part of planning conducted between 2012-2014 for the future Upriver Transit Center at Spokane Community College (SCC). The installation of a traffic signal at the intersection of Greene Street and Ermina Avenue will provide safe, efficient access and egress for transit vehicles utilizing the transit center at SCC. This improvement will reduce schedule delays, improving the reliability. Pedestrians will also benefit from a safe, signalized crossing, eliminating the need to walk far out-of-direction to a protected crossing point into the college and transit center.

Due to the mutual benefits of the signal project, a partnership is proposed between the City of Spokane and Spokane Transit. Attached is a draft agreement for sharing the cost of the signal. As proposed, STA would contribute up to \$600,000 or 80% of the cost of the signal, whichever is less. The City of Spokane would contribute \$150,000 or 20% of the cost of the signal, whichever is less. The most recent estimate for the total cost of the project is \$435,698.

Spokane Community College has recently completed *North Spokane Corridor Interface Planning*. As a result of this planning effort, SCC will be reorienting their campus toward Mission Avenue to the south as well as relocating the Upriver Transit Center to the south side of campus. Despite the change in location of the transit center at SCC, the signal at Ermina and Greene will still have short-term benefits for schedule reliability until the new transit center is built in 2019. It will also have the long-term benefits of improved pedestrian connection from the neighborhood to the west to the new transit center. In order to maximize the short-term benefits it is crucial that the signal be constructed as soon as possible. As such, the attached proposed agreement includes a default termination clause that states if construction of the signal does not start before April 30, 2018, STA will have no responsibility for costs of the signal.

RECOMMENDATION TO COMMITTEE: Recommend the Board authorize the CEO to execute an agreement between the City of Spokane and Spokane Transit Authority for sharing the cost of a new traffic signal at Ermina Avenue and Greene Street for no more than \$600,000 or 80% of the cost thereof, whichever is less.

COMMITTEE ACTION:

RECOMMENDATION TO BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

**INTERLOCAL AGREEMENT
BETWEEN
CITY OF SPOKANE
AND SPOKANE TRANSIT AUTHORITY**

THIS INTERLOCAL AGREEMENT (“Agreement”) is between the CITY OF SPOKANE, a Washington State municipal corporation, as (“City”) and SPOKANE TRANSIT AUTHORITY, a Washington State municipal corporation, as (“STA”), whose address is 1230 West Boone Avenue, Spokane, Washington 99201; each referred to as “Party” and jointly referred to as “Parties”.

WHEREAS, in May of 2017 Community Colleges of Spokane (“CCS”) completed the *Spokane Community College North Spokane Corridor Interface Planning Phase 2* (“Interface Planning”), to develop a long-range blueprint for the physical development of the Spokane Community College Campus in response to the impact of the proposed North Spokane Corridor; and

WHEREAS, the completed Interface Planning calls for the reorientation of the Spokane Community College (“SCC”) campus towards Mission Avenue on the south, relocating the STA transit center to the south side of campus and revising the SCC primary vehicular circulation pattern; and

WHEREAS, Ermina Avenue is one of two designated main entries to SCC for the planned revised vehicular circulation patterns; and

WHEREAS, there is currently not a traffic signal at Ermina Avenue and Greene Street and a traffic signal is needed to ensure safe and efficient vehicle and pedestrian access in and out of the SCC campus; and

WHEREAS, a timely installation of a traffic signal at Ermina Avenue and Greene Street will help address safety and reliability issues for bus routes connecting at the STA transit center at its current location on the west side of the SCC campus; and

WHEREAS, the City has completed the majority of the engineering design for a traffic signal at Ermina Avenue and Greene Street;

WHEREAS, the STA Board of Directors has approved *STA Moving Forward*, a ten-year plan of transit improvements, which calls for an expanded transit center to be constructed at SCC in 2019; and

WHEREAS, STA has secured local and grant funding for an expanded transit center at SCC; and

WHEREAS, STA desires to improve the safety, comfort and convenience of transit service for its customers by advancing short and long-term improvements at SCC; and

WHEREAS, the City is committed to providing a well-maintained, multi-modal transportation system to promote safe and efficient mobility for all.

NOW, THEREFORE, the Parties agree as follows:

- I. PURPOSE. The purpose of this Agreement is to collaborate in good faith to implement the visions put forth in Spokane Community College North Spokane Corridor Interface Planning Phase 2 and STA Moving Forward for the installation of a traffic signal at Ermina Avenue.
- II. EXPENSE ALLOCATION and RESPONSIBILITIES.
 - A. City. The City will perform the design, bidding and construction management of a new traffic signal at Ermina Avenue and Greene Street. Total expenses paid by the City for this traffic signal shall not exceed twenty percent (20%) of the total project costs or ONE HUNDRED FIFTY THOUSAND DOLLARS and ZERO CENTS (\$150,000.00), whichever is less.
 - B. STA. STA will contribute up to SIX HUNDRED THOUSAND DOLLARS and ZERO CENTS (\$600,000.00) or eighty percent (80%) of the total project costs, whichever is less, for the construction of a traffic signal at Ermina Avenue and Greene Street if construction starts prior to April 30, 2018.
 - C. Exhibit A provides a breakdown of the current cost estimate and is provided as an example of the 80/20 split. Actual construction costs will be used at project closeout using the 80/20 split to determine the final financial obligations of each Party. If project costs exceed SEVEN HUNDRED FIFTY THOUSAND DOLLARS and ZERO CENTS (\$750,000.00), the Parties will negotiate in good faith to amend the terms of this Agreement in accordance with the Purpose set forth in Section I.
- III. TERM. This Agreement shall commence on November 1, 2017 and expire upon final and mutual acceptance of the project by the Parties, unless terminated earlier in accordance with Section IV herein.

IV. TERMINATION.

- A. Default. This Agreement will automatically terminate for default if construction of the traffic signal does not commence on or before April 30, 2018. If termination by default occurs, STA shall have zero financial responsibility to the City for all expenses incurred by the City up through and including April 30, 2018.
- B. Convenience. This Agreement may be terminated by either Party upon sixty (60) days written notice to the other Party. Each Party shall be financially responsible for expenses incurred for the project in accordance with the expense allocation specified in Section II herein, through the date of termination.

V. LIABILITY.

- A. The City shall defend, indemnify and hold harmless STA, its officers, employees and agents, from any claim, damage, loss, liability, injury, cost and expense arising out of the negligence of the City, its officers, employees and agents in connection with this Agreement, except to the extent of the negligence of STA, its officers, employees and agents. If an action, claim or proceeding instituted by a third party is directed at work or action taken by the City solely on behalf of STA, its officers, employees and agents, STA shall defend, indemnify and hold harmless the City from any expenses connected with the defense, settlement, or monetary judgment ensuing from such actions, claims, or proceedings.
- B. STA shall defend, indemnify and hold harmless the City, its officers, employees and agents, from any claim, damage, loss, liability, injury, cost and expense arising out of the negligence of STA, its officers, employees and agents in connection with this Agreement, except to the extent of the negligence of the City, its officers, employees and agents. If an action, claim or proceeding instituted by a third party is directed at work or action taken by STA solely on behalf of the City, its officers, employees and agents, the City shall defend, indemnify and hold harmless STA from any expenses connected with the defense, settlement, or monetary judgment ensuing from such actions, claims, or proceedings.
- C. Each Party specifically assumes potential liability for actions brought by its own employees against the other Party, and solely for the purposes of this indemnification, each Party specifically waives any immunity under Title 51 RCW. The Parties have specifically negotiated this provision.

VI. ASSIGNMENT. Neither Party may assign its interest in this Agreement without the express written consent of the other Party.

VII. SEVERABILITY. In the event any portion of this Agreement should become invalid or unenforceable, the rest of the Agreement shall remain in full force and effect.

VIII. **NOTICES.** All notices, requests, claims, demands and other communications shall be in writing and shall be signed by a person duly authorized to provide such notice. Notices permitted or requested to be given hereunder shall be deemed sufficient if given (1) in person; (2) by registered or certified mail, postage prepaid, return receipt requested; (3) by facsimile or email, addressed to the respective contact of the Parties as set forth below, or as may be revised by like notice from time to time.

All notices shall be deemed to have been duly given (1) when delivered in person; (2) upon receipt after dispatch by registered or certified mail, postage prepaid; or (3) upon confirmation of receipt when transmitted by facsimile or a read receipt when transmitted by email.

Spokane Transit Authority	City of Spokane
Robert West Contracts Compliance Specialist Spokane Transit Authority 1230 W Boone Ave Spokane, WA 99201 E: rwest@spokanetransit.com P: (509) 325-6000 F: (509) 325-6036	Contact Title City of Spokane 808 W Spokane Falls Blvd Spokane, WA 99201 E: P: F:

IX. **COMMUNICATIONS.** Any administrative or operational communications required by the Parties' obligations to perform under this Agreement shall be directed to the Parties' designated representatives below:

Spokane Transit Authority	City of Spokane
Jessica Charlton Capital Projects Manager Spokane Transit Authority 1230 W Boone Ave Spokane, WA 99201 E: jcharlton@spokanetransit.com P: (509) 325-6049 F: (509) 325-6050	Contact Title City of Spokane 808 W Spokane Falls Blvd Spokane, WA 99201 E: P: F:

Communications to be given hereunder shall be deemed sufficient if given (1) in person; (2) by mail, postage prepaid; or (3) by facsimile or email, addressed to the designated representative of the Parties as set forth above, or as may be revised by written notice in accordance with Section VIII of this Agreement.

- X. MODIFICATION. No modification or amendment to this Agreement shall be valid until put in writing and signed with the same formalities as this Agreement.
- XI. INSURANCE. During the term of the Agreement, each Party shall maintain in force at its sole expense, the following insurance coverage(s):
- A. Worker's Compensation Insurance in compliance with RCW 51.12.020, which requires subject employers to provide workers' compensation coverage for all their subject workers and Employer's Liability Insurance in the amount of \$1,000,000; and
 - B. General Liability Insurance on an occurrence basis, with a combined single limit of not less than \$1,000,000 each occurrence for bodily injury and property damage; and
 - C. Automobile Liability Insurance with a combined single limit, or the equivalent of not less than \$1,000,000 each accident for bodily injury and property damage, including coverage for owned, hired and non-owned vehicles.
 - D. There shall be no cancellation, material change, reduction of limits or intent not to renew the insurance coverage(s) without sixty (60) days written notice from a Party or its insurer(s) to the other Party.
- XII. COMPLIANCE WITH LAWS. The Parties shall observe all federal, state and local laws, ordinances and regulations, to the extent they may be applicable to the terms of this Agreement.
- XIII. NONDISCRIMINATION. No individual shall be excluded from participation in, denied the benefit of, subjected to discrimination under, or denied employment in the administration of or in connection with this Agreement because of age, sex, race, color, religion, creed, marital status, familial status, sexual orientation including gender expression or gender identity, national origin, honorably discharged veteran or military status, the presence of any sensory, mental or physical disability, or use of a service animal by a person with disabilities. The Parties agrees to comply with, and to require that all subcontractors comply with, federal, state and local nondiscrimination laws, including but not limited to: the Civil Rights Act of 1964, the Rehabilitation Act of 1973, the Age Discrimination in Employment Act, and the American's With Disabilities Act, to the extent those laws are applicable.
- XIV. VENUE. This Agreement shall be construed under the laws of Washington State. Any action at law, suit in equity or judicial proceeding regarding this Agreement or any provision hereto shall be instituted only in courts of competent jurisdiction within Spokane County, Washington.

- XV. COUNTERPARTS. This Agreement may be executed in any number of counterparts, each of which, when so executed and delivered, shall be an original, but such counterparts shall together constitute but one and the same.
- XVI. ANTI-KICKBACK. No officer or employee of the City or STA, having the power or duty to perform an official act or action related to this Agreement, shall have or acquire any interest in the Agreement, or have solicited, accepted or granted a present or future gift, favor, service or other thing of value from or to any person involved in this Agreement.
- XVII. RCW 39.34 REQUIRED CLAUSES.
- A. Purpose. See Section I above.
 - B. Duration. See Section III above.
 - C. Organization of Separate Entity and Its Powers. No new or separate legal or administrative entity is created to administer the provisions of this Agreement.
 - D. Responsibilities of the Parties. See Sections II.A and II.B above.
 - E. Agreement to be Filed. In lieu of filing this Agreement with the Spokane County Auditor, the City shall file this Agreement with its City Clerk and promptly post it on its internet website in accordance with RCW 39.34.040, and STA shall file this Agreement in its usual fashion.
 - F. Financing. Each Party shall advise the other Party, during its yearly regular budget hearings, on the proposed budget changes (only) affecting this Agreement. Each Party shall be solely responsible for the financing of its contractual obligations under its normal budgetary process.
 - G. Termination. See provision IV above.
 - H. Acquisition / Disposition of Property. Title to the property acquired, installed or constructed by the City in the performance of this Agreement shall vest in the City upon completion and shall remain with the City upon termination or expiration of this Agreement.

[signatures on the following page]

Dated: _____

CITY OF SPOKANE

David Condon
Mayor of Spokane

Attest:

Approved as to form:

City Clerk

Assistant City Attorney

Dated: _____

SPOKANE TRANSIT AUTHORITY

E. Susan Meyer
Chief Executive Officer

Attest:

Approved as to form:

Jan Watson, Clerk of the Authority

Laura D. McAloon, Legal Counsel

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

October 4, 2017

AGENDA ITEM 5A.2: ACCEPTANCE OF PLAZA UPGRADE AND RELEASE OF RETAINAGE

REFERRAL COMMITTEE: N/A

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

SUMMARY: On March 17, 2016, the Board of Directors awarded a contract to Walker Construction in the amount of \$3,502,800 to perform the demolition and construction activities for the Plaza Upgrade project. The CEO executed the contract on March 31, 2016. Walker Construction and their subcontractors immediately began site work on May 2, 2016, and reached substantial completion on April 28, 2017.

Work occurred in three phases, which allowed the building to remain operational throughout the 365-day contract. Phase I consisted of constructing a new security office on the second floor. Phase II consisted of the construction of the new customer service and security space, public bathrooms, three retail spaces, replacement and relocation of escalators, and other architectural improvements on the first floor. Phase III included construction of the second floor programmable space, closing off the former second floor customer service window, and closing off former second floor retail spaces. Following substantial completion, a number of punch list details, finishes, repairs, etc. were executed by Walker and their subcontractors.

Throughout construction, several change orders were executed. In general, changes were made due to existing site conditions that varied from information included in plans or specs, or information that was omitted from the plans or spec but were required for operations after the renovation. In all, changes during construction resulted in an incredibly low 2.04% (\$72,766) increase to the Walker Construction contract resulting in a new construct sum of \$3,575,566. Tenant Improvements and remodels of existing buildings generally result in a much higher change percentage due to unknown and varying field conditions. This 2.04% is a testament to the thorough and professional work of the consulting team as well as the contracted construction team.

Operations and Maintenance manuals have been received along with the required as-built drawings. All affidavits of wages paid have been received. Notice of Completion has been sent to the Department of Revenue, the Department of Labor and Industries, and the Employment Security Department as required for any project over \$35,000.

The project was included in the Capital Improvement Program with a Board approved budget of \$4.95M. Staff anticipate that the project budget will be underspent by approximately \$115,000. Costs associated with the project are the Walker contract, A&E services, secure access, security camera changes, improvement to the existing fire warning system, tenant improvements, and other smaller operational/facility needs that were necessitated by the project.

RECOMMENDATION TO COMMITTEE: Recommend the Board accept the Plaza Upgrade contract as complete and conditionally authorize release of \$178,778.30 in retainage to Walker Construction. Release is conditioned on pending certificates approving release from the Department of Revenue, the Department of Labor and Industries, and the Employment Security Department.

COMMITTEE ACTION:

RECOMMENDATION TO BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

October 4, 2017

AGENDA ITEM 5A.3: AWARD OF CONTRACT – ON-CALL ARCHITECTURAL AND ENGINEERING SERVICES

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning and Development
Jessica Charlton, Capital Project Manager

SUMMARY: On November 5, 2012, Coffman Engineers, Inc. began their five (5) year contract as Spokane Transit’s Architectural and Engineering (A&E) On-Call Consultant. This contract is set to expire on October 31, 2017. A number of existing task orders will continue beyond this date, all of which have been approved with that understanding.

In preparation for acquiring a new five (5) year contract, on July 12, 2017, the Performance Monitoring and External Relations Committee (PMER) approved the Scope of Work (SOW) for Architectural and Engineering On-Call Consulting Services and authorized staff to release a Request for Qualifications (RFQ).

The Scope of Work and RFQ were advertised and issued to fifty-three (53) potential firms on July 16, 2017. Addenda No. 1 and No. 2 were issued on July 31 and August 4, 2017, respectively. The Statement of Qualifications was due by Thursday August 17, 2017. STA received four (4) complete responses from the following firms: Parametrix, Cortner Architectural Company, Coffman Engineers, Inc., and Steve A. Meek Architects. Each firm proposed interdisciplinary teams that included a number of sub-consultants.

An evaluation committee composed of internal stakeholders participated in the review. On August 24, 2017, the four (4) teams were evaluated and reduced to the three (3) most qualified firms. The three (3) firms were invited to make presentations on September 12, 2017. For each round of evaluation, members of the committee scored the qualifications of the consultant firms based on the following criteria:

- Past performance and relevant experience (50 points)
- Key Personnel (30 points)
- Budget/Cost Control (10 points)
- Project Management and coordination experience (10 points)

Based on independent scoring of the written materials and the presentations made by the consultant team, the committee reached the following composite scores (based on a maximum score of 100):

Lead Firm	Average Score
Coffman Engineers, Inc.	96.4
Parametrix	93.6
Cortner Architectural Company	87.4

While each of the firms had impressive credentials and expertise, Coffman Engineers, Inc. was determined to be the most qualified firm by the evaluation committee. This firm, along with their sub-consultants, possess a wide variety of successful experience in structural, mechanical, electrical, civil, and fire protection engineering, in addition to architecture, interior design, landscape architecture, transportation engineering, construction management, surveying, working with public agencies, and ensuring compliance with federal contracting requirements.

As a qualifications-based procurement process that is required for all engineering and architectural services, STA is required to negotiate with the most qualified firm. If we cannot successfully agree on a fair and reasonable price, staff will cease negotiations with Coffman Engineers, Inc. and begin negotiations with the second-most qualified firm (Parametrix).

RECOMMENDATION TO COMMITTEE: Recommend the Board of Directors authorize contract negotiations between STA and Coffman Engineers, Inc. for the 5-year On-Call A&E Consulting Services as published July 16, 2017, and authorize the CEO to execute said contract if the terms are deemed to be fair and reasonable and in the best interest of STA. Furthermore, if said terms cannot be agreed to, recommend the CEO be authorized to proceed with said negotiations and contract execution with Parametrix.

COMMITTEE ACTION:

RECOMMENDATION TO BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

October 4, 2017

AGENDA ITEM 5A.4 : 2018 SPECIAL COMMUNITY EVENTS FARE STRUCTURE AND PROPOSED CHANGES TO TARIFF POLICY

REFERRAL COMMITTEE: N/A

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

SUMMARY: STA presents the following proposed special events fare structure and changes to the tariff policy for recommendation for board approval:

Proposed Special Events Fare Structure:

Bloomsday – May 6, 2018

Fare: \$1.75– Pre-purchased stickers are good for service all day on all routes.

Method of fare payment: Fare is paid by attendees through pre-registration, purchased from STA or Bloomsday Trade Show. Regular STA fare media is also accepted as payment.

Fare Media: Bloomsday sticker or STA fare media.

Special Service Concept: Service from four Park & Ride locations to Downtown Spokane and back. Service is direct with designated stops at origin and destination and open to the public.

Hoopfest – June 30-July 1, 2018

Fare: \$1.75 – A standard Day Pass discounted from \$4.00 to \$1.75

Method of fare payment: Fare is paid by attendees through purchase from STA or cash upon boarding.

Fare Media: STA fare media or cash. Regular STA fare media is also accepted as payment.

Special Service Concept: Shuttle service from two satellite parking facilities to serve Hoopfest activities in Downtown Spokane. Service is open to the public and serves pre-designated stops.

Valleyfest – September and First Night – December

Fare: Recommend shuttle service be provided at no cost to users.

Rationale: Fare collection and FTA Charter Service Exception Requirements outweigh potential accrued revenue; open door shuttle service provides congestion relief in area, reduces single occupancy vehicle use and improves public safety.

Fare Media: No charge to Valleyfest and First Night Shuttle passengers.

Special Service Concept:

Valleyfest: Shuttle service between Spokane Valley Mall, CenterPlace, and Mirabeau Meadows Park.

First Night: Shuttle service through Downtown Spokane with connections to satellite parking areas. Service is open to the public and serves pre-designated stops.

Proposed Changes to the Tariff Policy:

Requested change: Include adoption of the Special Event Fares Structure in the Tariff Policy

Seven Day Pass Handling Fee

Enable retail pass outlets to begin carrying the new Seven Day Pass (\$15) January 1, 2018. Currently, retail pass outlets carry Adult (\$50), Youth (\$35), and Reduced Fare (\$25) 31-Day Passes, and receive a \$3 handling fee for each pass.

Requested change: Institute a \$1 handling fee for the new 7-Day (\$15) Pass, beginning January 1, 2018.

Employer Sponsored Bus Pass Program – Increased match

STA's Employer Sponsored Bus Pass Program allows employers to purchase discounted passes for sale to employees. Currently, STA sells monthly passes to the company or organization at a discount of \$3.00 per pass if the company or organization agrees to pass that savings on to the employees and offer an additional discount of not less than \$3.00 per pass.

If any employer has a minimum of 100 people who wish to participate in the program, and the employer will make passes available to all employees at no cost, then STA will sell passes to the employer at a 25 percent discount.

With the increase of the Adult 31 day rolling pass from \$45 to \$50 effective July 1, 2017, and to \$60 effective July 1, 2018, staff requests increasing the discount per pass to \$4.00 for a total possible discount of \$8 to the employee.

Requested change: Increase the discount to \$4.00 per pass for a total possible discount of \$8 to the employee.

RECOMMENDATIONS TO COMMITTEE: Recommend the Board approve, by resolution, the adoption of an amended Tariff Policy to reflect the \$1 Seven Day Pass handling fee, the \$4 match for the Employer Sponsored Bus Pass program and the 2018 Special Events fare structure for Bloomsday, Hoopfest, Valleyfest, and First Night.

COMMITTEE ACTION:

RECOMMENDATION TO BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

**Spokane Transit Authority Tariff Policy and Procedures
for
Fixed Route and Paratransit Services**

- I. **Effective Date:** Effective July 21, 2016, until revised by Resolution of the Spokane Transit Authority Board of Directors.
- II. **Applicability:** This policy applies to all STA fixed route and paratransit services within the STA's service area.
- III. **Tariff Policies:** The Comprehensive Transit Plan articulates the following fare policies.
- A. **Tariff Philosophy:** Spokane Transit Authority's philosophy is to encourage increased ridership by providing a convenient and reasonably priced method for citizens to enjoy the advantages of public transportation.
- B. While the fare structure will provide value to our riding customers, a minimum fixed route farebox return¹ objective of 20% of the fully allocated costs² of this service is maintained.
- C. Spokane Transit's operating cost per passenger compares favorably to the Washington State statewide average of urban transit systems. To maintain this favorable comparison, increasing the fixed route ridership component of this metric will be emphasized.
- D. Minimize complexity – emphasize a simple and easily understood system.
1. Sustain a flat rate fare structure³ throughout the Public Transit Benefit Area with fixed fares for regular route/service.
2. Customers use time-limited passes (two hour, day, monthly, etc.) to accomplish multi-route/directional trips. Transfers are not used.
- E. Increase pre-payment and reduce the use of cash.
1. By contract, monthly billing and post-payment may be allowed for employers, institutions and other groups participating in special pass programs.
2. When possible, existing identification cards (the EWU Eagle Card, etc.) containing appropriate technology (magnetic stripes, chips, etc.) may be used to develop and implement pass programs for groups.
- F. STA supports opportunities for low-income individuals to use public transportation at a discounted cost. These opportunities should be made available through community programs that subsidize the purchase of standard fare instruments rather than as direct STA discounts or special fare structures. This strategy helps manage eligibility challenges and supports other strategic objectives.
- IV. **Fare Types**
- A. Single Ride – direct travel from one origin to one destination on a single vehicle.
- B. Fixed Route Two-Hour Pass – unlimited travel during a consecutive two-hour period on fixed route services.
- C. Paratransit One Ride Pass – unlimited travel during a consecutive two-hour period between paratransit and fixed route services or fixed route service only.

¹ **Farebox return** is measured as the percentage of total operating costs recovered through user fares.

² **Fully allocated costs** include all administrative, maintenance, and operational costs applied to delivery of service. This cost is usually reflected as a total cost per hour that a vehicle is in service.

³ **Flat rate fare structure** means that the fare structure is consistent throughout the entire service area. There is no premium cost based on trip distance or peak service period. The alternative to a flat rate structure is a zonal fare structure in which a system of transit zones are established and different fares are charged for travel within and between zones, or different times of day.

- D. Day Pass – unlimited travel on fixed route service during a given service day.
- E. Fixed Route 31-Day Pass – unlimited travel on fixed route service during a rolling 31-day period effective on first use or on day of purchase depending on fare media.
- F. Paratransit Calendar Monthly Pass – unlimited travel on paratransit or fixed route service during a given calendar month.
- G. City Ticket Pass – unlimited travel on shuttle vehicles during a given calendar month. City Ticket Pass is also valid fare payment on Route 27 – Hillyard and Route 39 – Mission between the Plaza and Arena Park and Ride.
- H. Student Calendar Monthly Pass - unlimited travel on fixed route service during a given calendar month.
- I. 7-Day Rolling Pass – unlimited travel on fixed route service during a rolling 7-day period effective on first use or on day of purchase depending on fare media.

V. **Fare Programs**

- A. Fixed Route Reduced Fare– This program is available to people who are: 1) 65 years of age or older; or 2) have a qualifying disability; or 3) have a valid Medicare card issued by the Social Security Administration. An STA-provided reduced fare or paratransit identification card must be shown to the bus operator each time the bus is boarded and the reduced fare paid.
- B. Paratransit Fare – Paratransit eligibility is determined through an application process. Once eligibility is established, individuals are entitled to pay STA’s existing reduced fare rate on fixed route services and the paratransit fare on paratransit services. The STA paratransit identification card must be shown to the operator each time the vehicle is boarded and the fare paid when using fixed route services.
- C. Employer Sponsored Bus Pass – Passes are made available, on a contractual basis, to employers with five or more employees, at a discount of up to \$34.00 per monthly pass. The employer must pass on the discount to their employees and offer a discount that at least matches the STA discount.

If an employer has a minimum of 100 participants in the program, the employer may make passes available to all employees at no cost to the employee. If so, STA will sell passes to the employer at 25% discount. This discount is not available on City Ticket Passes.

- D. Universal Transit Access Pass (U-TAP)– An annual program made available on a contractual basis in which all members of an organization have unlimited access to STA services. The organization pays a fee that allows all identified members of their organization to use STA services for the contracted time period. Eligible participants must be identifiable by an identification card that is readable by STA fare collection equipment. The number of these programs is dependent on the capacity of STA’s fare collection equipment.

The contract price is based on each unlinked trip taken by members of the program. The charge for each unlinked trip is calculated based on an established rate for each route in STA’s system. A rate sheet for each route is published annually and included in the annual contract update.

The participating organization is billed monthly for the previous month’s trips. However, in order to allow participating organizations to budget, contracts will also include a “not to exceed” total price for an annual contract. The “not to exceed” fee will be calculated by STA prior to each contract period. Actual monthly ridership may result in the cost of the contract to be lower than the “not to exceed” fee.

- E. Student Pass – This program provides reduced cost access to public transportation for individuals enrolled in post-secondary education, technical, or job/career training institutions.

Eligible educational and training institutions are institutions that either:

- 1. are qualified providers of federal financial aid and have obtained a Federal School Code; or
- 2. have obtained a vocational school license issued by the Washington State Workforce Training and Education Coordinating Board.

Any individual who possesses a valid proof of enrollment in a registered institution is eligible for a Student Pass. The price of the Student Pass is the full 31-day adult fare discounted by \$8.00.

- F. Summer Youth Pass – The program provides a youth customer (6-18 years of age) the opportunity to purchase a discounted three month bus pass for June, July and August.
- G. City Ticket – City Ticket is a cooperative effort with the Downtown Spokane Partnership and the Public Facilities District that allows pass holders to park at the Arena Park and Ride lot and use the Plaza-Arena Shuttle and the Southside Medical Shuttle. City Ticket is also valid for Route 27 – Hillyard and Route 39 – Mission between the Plaza and the Arena Park and Ride.
- H. Pass Outlet Program – Adult, Youth, ~~and~~ Reduced Fare 31-Day, and 7-Day Passes are made available to authorized Pass Outlets in quantities of at least 100. 31-Day Passes will be provided to the Pass Outlet at a discount of \$3.00 per pass. 7-Day Passes will be provided to the Pass Outlet at a discount of \$1.00 per pass.

VI. **Accepted Fare Media**

- A. Cash – Exact fare required in cash or coin, no change will be given, no pennies will be accepted.
- B. Magnetic Stripe Media – These are read by making the appropriate contact between the card and the farebox card reader. Paratransit van operators may record fare use of these for the paratransit rider as needed.
- C. Proximity Smart Cards – Smart Cards are chip-embedded cards holding data that allows a vast array of potential fare opportunities. The first Smart Card for a customer will be provided free of charge. Replacement card fees will be based on STA's cost to provide the cards. Smart cards can also serve as an identity card (by adding a photo and other basic information). They can be reloaded with additional value or time and reused indefinitely. They are read by passing the card near or “within proximity” of the Smart Card reader on the farebox or mobile data computer on paratransit.
- D. Identification Card – Combination ID/Smart Card issued to current participants in the STA pass programs.
- E. Free Ride Tickets or Coupons – These are coupons given to customers as STA personnel deem appropriate. They are good for one free ride on either fixed route or paratransit service.
- F. Employee Passes – All employees shall, after 10 days of service, receive free transportation on fixed route/paratransit service operated by STA. Employee Smart Card/ID Cards serve as this pass.

G. Dependent Passes – Upon request, Smart Cards for free transportation will be issued to dependents of all active employees. These passes are renewed every two years. They are issued per STA established dependent pass criteria and must be surrendered upon the employee leaving STA employment.

H. Retiree Passes – Upon request, Smart Cards for free transportation will be issued to employees separating from STA who meet eligibility criteria as outlined in company policy and/or union contracts. These passes are renewed every two years.

VII. **Fare Table effective July 21, 2016, until revised by Resolution of the Spokane Transit Board of Directors.**

(Effective 22 May 2014)

Category	Cash	Two-Hour Pass	Day Pass	31-Day Rolling Pass	Monthly Pass	Summer Youth Pass (1)	City Ticket (3)
Adult	\$1.50	\$1.50	\$3.50	\$45.00			
Youth (6 – 18 years)	\$1.50	\$1.50	\$3.50	\$30.00		\$45.00	
Reduced Fare	\$0.75	\$0.75	\$3.50	\$22.50			
Paratransit	\$1.50	\$1.50			\$45.00		
Student (2)					\$37.00		
Shuttle Service							\$30.00
Special Events (4)	Determined by Special Event Plan						
Children (5) <small>(up to 3 children under age 6 with an adult, youth, student, reduced fare, or paratransit passenger)</small>	FREE						
Personal Care Attendant (PCA) <small>(needs no identification; however the person with whom they are traveling must have "PCA" on their ADA paratransit identification card)</small>	FREE						

Notes:

- (1) Summer Youth Pass is a three-month instrument covering June, July, and August
- (2) Monthly Student Pass is priced as a 31-day adult pass with discount applied.
- (3) City Ticket transit pass includes parking at the Arena east lot, as per Arena specified rules
- (4) Spokane Transit Authority CEO, with Board approval, can implement reduced special fare structures and/or alternate payments for selected community events
- (5) A responsible individual must accompany children under six (6) years of age or the child will not be allowed to board the bus or van

EFFECTIVE JULY 1, 2017

Category	Cash	Two-Hour Pass	Day Pass	31-Day Rolling Pass	Monthly Pass	7-Day Rolling Pass	Summer Youth Pass (1)	City Ticket (3)
Adult	\$1.75	\$1.75	\$4.00	\$50.00		\$15.00		
Youth (6-18 Years)	\$1.75	\$1.75	\$4.00	\$35.00			\$50.00	
Reduced Fare	\$0.75	\$0.75	\$4.00	\$25.00				
Paratransit	\$1.75	\$1.75			\$50.00			
Student (2)					\$42.00			
Shuttle Services								\$35.00
Special Events (4)	Determined by Special Event Plan							
Children (5) (up to 3 children under age 6 with an adult, youth, student, reduced fare or paratransit passenger)	FREE							
Personal Care Assistant (PCA) (needs no identification, however the person with whom they are traveling must have "PCA" on their ADA paratransit identification card)	FREE							
Notes:								
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Adult	\$2.00	\$2.00	\$4.00	\$60.00		\$17.00		
Youth (6-18 Years)	\$2.00	\$2.00	\$4.00	\$40.00			\$60.00	
Reduced Fare	\$1.00	\$1.00	\$4.00	\$30.00				
Paratransit	\$2.00	\$2.00			\$60.00			
Student (2)					\$52.00			
Shuttle Services								\$40.00
Special Events (4)	Determined by Special Event Plan							
Children (5) (up to 3 children under age 6 with an adult, youth, student, reduced fare or paratransit passenger)	FREE							
Personal Care Assistant (PCA) (needs no identification, however the person with whom they are traveling must have "PCA" on their ADA paratransit identification card)	FREE							
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RESOLUTION NO _____

**A RESOLUTION FOR THE PURPOSE OF ADOPTING THE SPOKANE TRANSIT AUTHORITY
TARIFF POLICY AND PROCEDURES FOR FIXED ROUTE AND PARATRANSIT SERVICES;
RESCINDING RESOLUTION NUMBER 716-14; AND OTHER MATTERS RELATED THERETO.**

**SPOKANE TRANSIT AUTHORITY
Spokane County, Washington**

BE IT RESOLVED BY THE SPOKANE TRANSIT AUTHORITY as follows:

WHEREAS, the Spokane Transit Authority (STA) is a municipal corporation operating and existing under and pursuant to the Constitution and Laws of the State of Washington, including RCW Title 36, Chapter 57A, Public Transportation Benefit Area; and

WHEREAS, it is to the benefit of STA to define the general direction for the delivery of public transportation service in the future; and

WHEREAS, at their July 13, 2016 meeting, the Board Operations Committee recommended approval of this Resolution adopting the Spokane Transit Authority Tariff Policy and Procedures for Fixed Route and Paratransit Services and rescinding and superseding Resolution No. 716-14 and all amendments and changes thereto; and

WHEREAS, the STA Board determines the following action is in the interest of the public welfare and benefit;

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of STA as follows:

- Section 1. The STA Board of Directors hereby adopts and establishes the description of rates, tolls, and fares identified as the “Spokane Transit Authority Tariff Policy and Procedures for Fixed Route and Paratransit Services”, a copy of which is attached hereto and incorporated herein as “Exhibit A.”
- Section 2. The STA Board of Directors hereby authorizes the Chief Executive Officer to implement such rates, tolls, and fares as referenced herein and attached hereto to be effective immediately.
- Section 3. Resolution No. 716-14 is hereby rescinded and superseded by this Resolution on its effective date.
- Section 4. This Resolution shall become effective upon its date of adoption and shall remain in full force and effect until revised by Board Resolution.

ADOPTED by STA at a regular meeting thereof held on the 21st day of July 2016.

ATTEST:

SPOKANE TRANSIT AUTHORITY

Jan Watson
Clerk of the Authority

Al French
STA Board Chair

Approved as to form:

Laura McAloon
Attorney for Spokane Transit Authority

EXHIBIT A

Spokane Transit Authority Tariff Policy and Procedures for Fixed Route and Paratransit Services

- I. **Effective Date:** Effective July 21, 2016, until revised by Resolution of the Spokane Transit Authority Board of Directors.
- II. **Applicability:** This policy applies to all STA fixed route and paratransit services within the STA's service area.
- III. **Tariff Policies:** The Comprehensive Transit Plan articulates the following fare policies.
- A. **Tariff Philosophy:** Spokane Transit Authority's philosophy is to encourage increased ridership by providing a convenient and reasonably priced method for citizens to enjoy the advantages of public transportation.
 - B. While the fare structure will provide value to our riding customers, a minimum fixed route farebox return¹ objective of 20% of the fully allocated costs² of this service is maintained.
 - C. Spokane Transit's operating cost per passenger compares favorably to the Washington State statewide average of urban transit systems. To maintain this favorable comparison, increasing the fixed route ridership component of this metric will be emphasized.
 - D. Minimize complexity – emphasize a simple and easily understood system.
 - 1. Sustain a flat rate fare structure³ throughout the Public Transit Benefit Area with fixed fares for regular route/service.
 - 2. Customers use time-limited passes (two hour, day, monthly, etc.) to accomplish multi-route/directional trips. Transfers are not used.
 - E. Increase pre-payment and reduce the use of cash.
 - 1. By contract, monthly billing and post-payment may be allowed for employers, institutions and other groups participating in special pass programs.
 - 2. When possible, existing identification cards (the EWU Eagle Card, etc.) containing appropriate technology (magnetic stripes, chips, etc.) may be used to develop and implement pass programs for groups.
 - F. STA supports opportunities for low-income individuals to use public transportation at a discounted cost. These opportunities should be made available through community programs that subsidize the purchase of standard fare instruments rather than as direct STA discounts or special fare structures. This strategy helps manage eligibility challenges and supports other strategic objectives.
- IV. **Fare Types**
- A. Single Ride – direct travel from one origin to one destination on a single vehicle.
 - B. Fixed Route Two-Hour Pass – unlimited travel during a consecutive two-hour period on fixed route services.
 - C. Paratransit One Ride Pass – unlimited travel during a consecutive two-hour period between paratransit and fixed route services or fixed route service only.

¹ **Farebox return** is measured as the percentage of total operating costs recovered through user fares.

² **Fully allocated costs** include all administrative, maintenance, and operational costs applied to delivery of service. This cost is usually reflected as a total cost per hour that a vehicle is in service.

³ **Flat rate fare structure** means that the fare structure is consistent throughout the entire service area. There is no premium cost based on trip distance or peak service period. The alternative to a flat rate structure is a zonal fare structure in which a system of transit zones are established and different fares are charged for travel within and between zones, or different times of day.

- D. Day Pass – unlimited travel on fixed route service during a given service day.
- E. Fixed Route 31-Day Pass – unlimited travel on fixed route service during a rolling 31-day period effective on first use or on day of purchase depending on fare media.
- F. Paratransit Calendar Monthly Pass – unlimited travel on paratransit or fixed route service during a given calendar month.
- G. City Ticket Pass – unlimited travel on shuttle vehicles during a given calendar month. City Ticket Pass is also valid fare payment on Route 27 – Hillyard and Route 39 – Mission between the Plaza and Arena Park and Ride.
- H. Student Calendar Monthly Pass - unlimited travel on fixed route service during a given calendar month.
- I. 7-Day Rolling Pass – unlimited travel on fixed route service during a rolling 7-day period effective on first use or on day of purchase depending on fare media.

V. **Fare Programs**

- A. Fixed Route Reduced Fare– This program is available to people who are: 1) 65 years of age or older; or 2) have a qualifying disability; or 3) have a valid Medicare card issued by the Social Security Administration. An STA-provided reduced fare or paratransit identification card must be shown to the bus operator each time the bus is boarded and the reduced fare paid.
- B. Paratransit Fare – Paratransit eligibility is determined through an application process. Once eligibility is established, individuals are entitled to pay STA’s existing reduced fare rate on fixed route services and the paratransit fare on paratransit services. The STA paratransit identification card must be shown to the operator each time the vehicle is boarded and the fare paid when using fixed route services.
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If an employer has a minimum of 100 participants in the program, the employer may make passes available to all employees at no cost to the employee. If so, STA will sell passes to the employer at 25% discount. This discount is not available on City Ticket Passes.

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Eligible educational and training institutions are institutions that either:

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Paratransit	\$1.50	\$1.50			\$45.00		
Student (2)					\$37.00		
Shuttle Service							\$30.00
Special Events (4)	Determined by Special Event Plan						
Children (5) <small>(up to 3 children under age 6 with an adult, youth, student, reduced fare, or paratransit passenger)</small>	FREE						
Personal Care Attendant (PCA) <small>(needs no identification; however the person with whom they are traveling must have "PCA" on their ADA paratransit identification card)</small>	FREE						

Notes:

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- (4) Spokane Transit Authority CEO, with Board approval, can implement reduced special fare structures and/or alternate payments for selected community events
- (5) A responsible individual must accompany children under six (6) years of age or the child will not be allowed to board the bus or van

EFFECTIVE JULY 1, 2017

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Paratransit	\$2.00	\$2.00			\$60.00			
Student (2)					\$52.00			
Shuttle Services								\$40.00
Special Events (4)	Determined by Special Event Plan							
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SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

October 4, 2017

AGENDA ITEM 5A.5: APPROVAL OF *VETERANS FIRST* VAN GRANT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: E. Susan Meyer, CEO
Ralph Wilder, Manager Maintenance and Facilities & Grounds

SUMMARY: Spokane Veterans Administration (VA) Medical Center, Goodwill of the Inland NW, Spokane Valley Veterans Center, Spokane County Veterans Services, and the Inland Northwest Disabled Veterans Sports Association are collaborating on an initiative to fill transportation gaps for local veterans. There are various VA services in which access to scheduled public transportation does not meet client needs due to location or special circumstances. A large van, operated by volunteer drivers, could address many of these needs. For a complete description of the program see the attachment provided by the *Veterans First* Board.

The *Veterans First* Board sought out Spokane Transit to support this endeavor through the donation of a 15 seat, large passenger van.

STA is currently transitioning vans out of service in preparation for their retirement and in some cases inclusion in the Board-approved Van Grant program. Staff proposes that we use a retired vanpool van, which would otherwise be transitioned to the Van Grant program, to support this project. This vehicle can be made available immediately upon Board approval.

Staff would use the title transfer process and a similar release agreement that we use for awardees under the Van Grant program. This is the same mechanism the Board approved for the recent transfer of a van to the City of Spokane's Hope Works project.

RECOMMENDATION TO COMMITTEE: Recommend the Board approve the transfer of one retired vanpool vehicle to Inland Northwest Disabled Veterans Sports Association to fulfill the transportation objectives as outlined by the *Veterans First* Board.

COMMITTEE ACTION:

RECOMMENDATION TO BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

STAFF PAPER: DESCRIPTION OF VETERANS FIRST TRANSPORTATION OUTREACH (15 pax van)

At the formal request of the Spokane Veterans Administration (VA) Medical Center, Goodwill of the Inland NW supported the establishment of a local board dedicated to improving the local veteran experience. Entitled *Veterans First Board* and chartered March 2017, the 12-member board plans to:

1. Complete small projects for veterans that improve their immediate situation.
2. Be a listening post and integrator of veteran's initiatives in the Inland NW for all the many venues providing veteran support, improving overall synergy where possible.
3. Create an impactful, visible program of support for veterans. The first three projects include pursuing legal aid for veterans, building a skilled volunteer pool, and supporting a veteran conference at Gonzaga.

The final *Veterans First* initiative (in the near term) is improving transportation access for veterans, detailed below.

PROGRAM DESCRIPTION:

The #1 issue identified in anecdotal conversation with both the Spokane Valley Veteran Center and the local VA Medical Center is a lack of vehicle transportation for certain necessary medical activities. Namely, for the Spokane Valley Veterans Center, the location is currently off Spokane Transit (STA) bus routes, which creates challenges for veterans in need of counseling for post-traumatic stress disorder (PTSD) symptoms. An alternative suggested by STA in local conversations is the use of a former STA van, driven by volunteer drivers, as an alternative to transport these veterans in need of counseling service. Vietnam veterans continue to demand many services of the Spokane Valley Veteran Center, with Desert Storm and Operation Iraqi Freedom (OIF) veterans growing in number. In a different vein, while the VA Medical Center is currently on excellent STA transportation routes, the center director highlighted a current major shortfall with the outpatient process. Following outpatient surgery, the VA is not able to release patients without a family member present to either cabs or public transportation, due to liability issues on the other end, when the patient is not walked to the door of their residence. A van driven by a volunteer who assumes liability for getting the patient veteran home could take care of this issue and address the lack of transportation to Spokane Valley Veteran Center.

That said, the Spokane Valley Veteran Center, a VA government entity, cannot currently, in short order, assume liability for a vehicle. In lieu of this, a local 501c3 veteran organization, Inland Northwest Disabled Veterans Sports Association, agrees to take responsibility for a loaned STA van (15 passenger) to help with both their mission and to support these veteran medical transportation requests. Spokane County Veteran Services offers it has funds to help provide for fuel and service costs to bolster this application. *Veterans First Board* is supportive of this application as well and will continue to find the means to enhance veteran transportation to the Veteran Center to address this #1 shortfall.

OUTCOMES:

Anecdotally, we estimate 1 round trip per day, or 20 monthly, or 240 annually supporting veterans for medical care provided by your leased van.

In addition to the above-mentioned medical services, we estimate the van can be used for other uses including:

- 1) Used by Washington State Veterans Cemetery to transport widows/widowers who do not have transportation to their spouse's funeral.
- 2) Used by Spokane County Veteran Services to transport veterans to their facility for counseling and appointments and other callings for this growing capacity.
- 3) Used by Spokane Valley Veteran Center to transport veterans to annual retreat off site.
- 4) Used by Inland Northwest Disabled Veterans Sports Association to provide veterans access to events supported by this organizations, which sponsors athletic events to promote health and healing for disabled veterans.
- 5) Finally, *Veterans First Board* believes that the potential for success of this new transportation capacity will generate new transportation requests for medical service and other needs as veterans learn of the flexibility a van dedicated to serving veterans can benefit all.

A key component of this request will be securing volunteers to act as drivers for the veterans. *Veterans First* has made it a priority to build a pool of skilled volunteers to help veterans. These volunteers as well as already identified volunteers with the Inland Northwest Disabled Veterans Sports Association will serve as the core of our driver corps. We expect this new effort of serving veterans can create greater opportunities for our Inland NW citizens to become involved in serving our veterans in a more meaningful way.

REQUEST:

Veterans First Board in concert with Inland Northwest Disabled Veterans Sports Association respectfully request that the STA consider donating an appropriate vehicle (**15 passenger van**) for use in this pilot project of transporting veterans for medical care and other necessities. Once donated, these collective organizations will take over all maintenance, upkeep and ownership liability related to the vehicle. *Veterans First* will be honored to maintain an STA callout on the vehicle as great gratitude for honoring and supporting veterans.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

October 4, 2017

AGENDA ITEM 6A : SEPTEMBER 2018 SERVICE REVISIONS – PRELIMINARY PROPOSAL

REFERRAL COMMITTEE: N/A

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

SUMMARY: Based on years of input from citizens and technical preparation, the Spokane Transit Board of Directors approved a plan that aims to maintain the existing transit system while adding more resources where needed to improve service levels throughout the region. The *STA Moving Forward* plan, which is the basis of the voter approved STA Proposition 1 ballot measure, includes more than 25 projects to provide more and better transit service throughout the region.

With the voter approval of the STA Proposition 1, STA’s service has made a number of service improvements in 2017. The multi-year implementation of *STA Moving Forward* projects began with some of the basic service improvements that were implemented in May and September of 2017. STA will bring even more *STA Moving Forward* enhancements to the transit system in 2018, as well as other individual route improvements not listed in *STA Moving Forward* in conjunction with ongoing scheduling adjustments as provided for in the board-adopted 2017 Transit Development Plan (TDP). Subsequent phases of the *STA Moving Forward* plan will be implemented throughout a ten-year plan horizon. Virtually every improvement in the *STA Moving Forward* plan will have an appropriately scaled public input process that precedes the implementation of the service or as specific design considerations are under evaluation. Voters’ approval of the funding for *STA Moving Forward* represents more of a beginning to public input rather than the final decision.

Although many of the concepts listed in this Preliminary Proposal have been outlined in the *STA Moving Forward* plan or in the Transit Development Plan (TDP), this September 2018 service change will be brought forward through a public process to receive public input before service can begin. The changes are considered moderate (between 1.0% and 5.0% growth or reduction in revenue hours of service in any calendar year) according to Policy 1.1 of the Communications and Public Input Element of STA’s Comprehensive Plan. Required Board action is to be preceded by public outreach and a public hearing. The Preliminary Proposal represents a beginning point for public dialogue and input, which will be critical for development of the Draft and Final Recommendations that will be published in February and April of 2018, respectively. The timeline for receiving public input, refining, approving, and implementing the proposal is provided below.

DATE	ACTIVITY
October 4, 2017	Present Preliminary Proposal to Board Committees
October 2017 to January 2018	Includes but is not limited to outreach at neighborhood group meetings, city council meetings; dialogue with area businesses and regional schools/universities; notices on bus stops, flyers at park & ride lots, and online survey
February 7, 2018	Present Draft Recommendation to Performance Monitoring & External Relations Committee
March 15, 2018	Public hearing on Draft Recommendation by Board of Directors (date subject to change)
April 4, 2018	Present Final Recommendation to Performance Monitoring and External Relations Committee
April 19, 2017	Board of Directors action
September 16, 2018	Service revisions go into effect based on Board approval

Proposal Overview

This Preliminary Proposal incorporates several fixed-route projects identified in *STA Moving Forward* to be implemented in 2018 as well as explores objectives listed in the Service Implementation Plan contained within the Transit Development Plan (TDP). The following improvements, in addition to routine service adjustments, have been identified in Appendix B of the *STA Moving Forward* plan:

- Improve weekday reliability for bus service on North Division Street in addition to improvements made in 2017 (Route 25)
- Add service on Indiana Avenue between Spokane Valley Mall and Greenacres Phase 2 – Nights and weekends (*accomplished in 2017*)
- Add new night and weekend service to Indian Trail (Route 23)
- Add and improve service in West Central Spokane (frequency improvement proposed to be moved up from 2021)
- Expand and upgrade maintenance facilities to meet existing and projected growth requirements (no impact to routes)
- Construct the West Plains Transit Center at Exit 272 on I-90, and provide a Park & Ride for commuters (Phase 1 – complete connectivity of West Plains cities is scheduled for 2020)

It should be noted that the Preliminary Proposal contains service concepts that could impact several routes serving the City of Cheney and the West Plains due to the West Plains Transit Center Park & Ride opening and the re-opening of the Eastern Washington University PUB.

Further details on the specific changes listed above, as well as other proposed service revisions, can be reviewed in the attached preliminary proposal.

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

October 4, 2017

AGENDA ITEM 6B : CITIZEN ADVISORY COMMITTEE UPDATE

REFERRAL COMMITTEE: N/A

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

SUMMARY: Staff or Citizen Advisory Committee member will provide an update on recent activities related to the CAC.

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

October 4, 2017

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

October 4, 2017

AGENDA ITEM 8A : AUGUST 2017 FINANCIAL RESULTS SUMMARY

REFERRAL COMMITTEE: N/A

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

SUMMARY: Attached are the August 2017 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 67% of the year.

Revenue

Overall, revenue is at 69.1% of budget (\$53.4M) which is higher than the expected (\$51.8M).
Fares & Other Transit Revenue is slightly higher than the budget at 67.7%.
Sales Tax Revenue is slightly higher than the budget at 68.3%.
Federal & State Grants is higher than the budget at 72.4%.
Miscellaneous Revenue is higher than the expected budget at 114.2%.*

*Includes McKinstry Energy Savings Project/Avista Rebate Incentive of \$273,389.

Operating Expenses

Operating expenses at 60.9% of budget (\$42.0M) are 9% below the expected amount of 67% (\$46.3M).

Fixed Route	62.9% of budget expended
Paratransit	57.8% of budget expended
Vanpool	52.2% of budget expended
Plaza	49.6% of budget expended
Administration	58.6% of budget expended

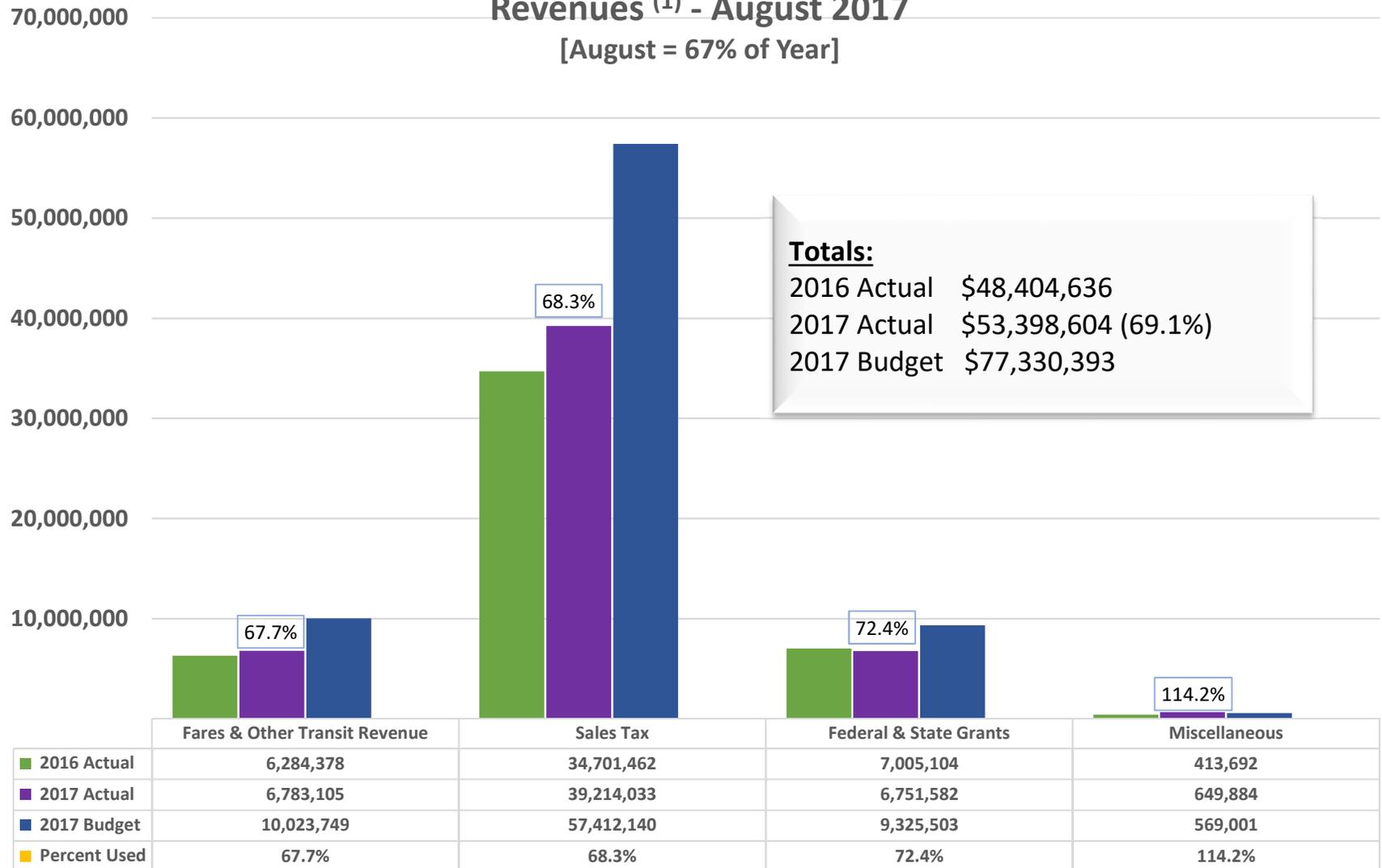
Operating expenses are greatly influenced by timing of payments. For example, only 44.2% (\$1.8M) of the fuel budget has been spent to date and we expect that to change significantly as we approach the end of the year.

RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

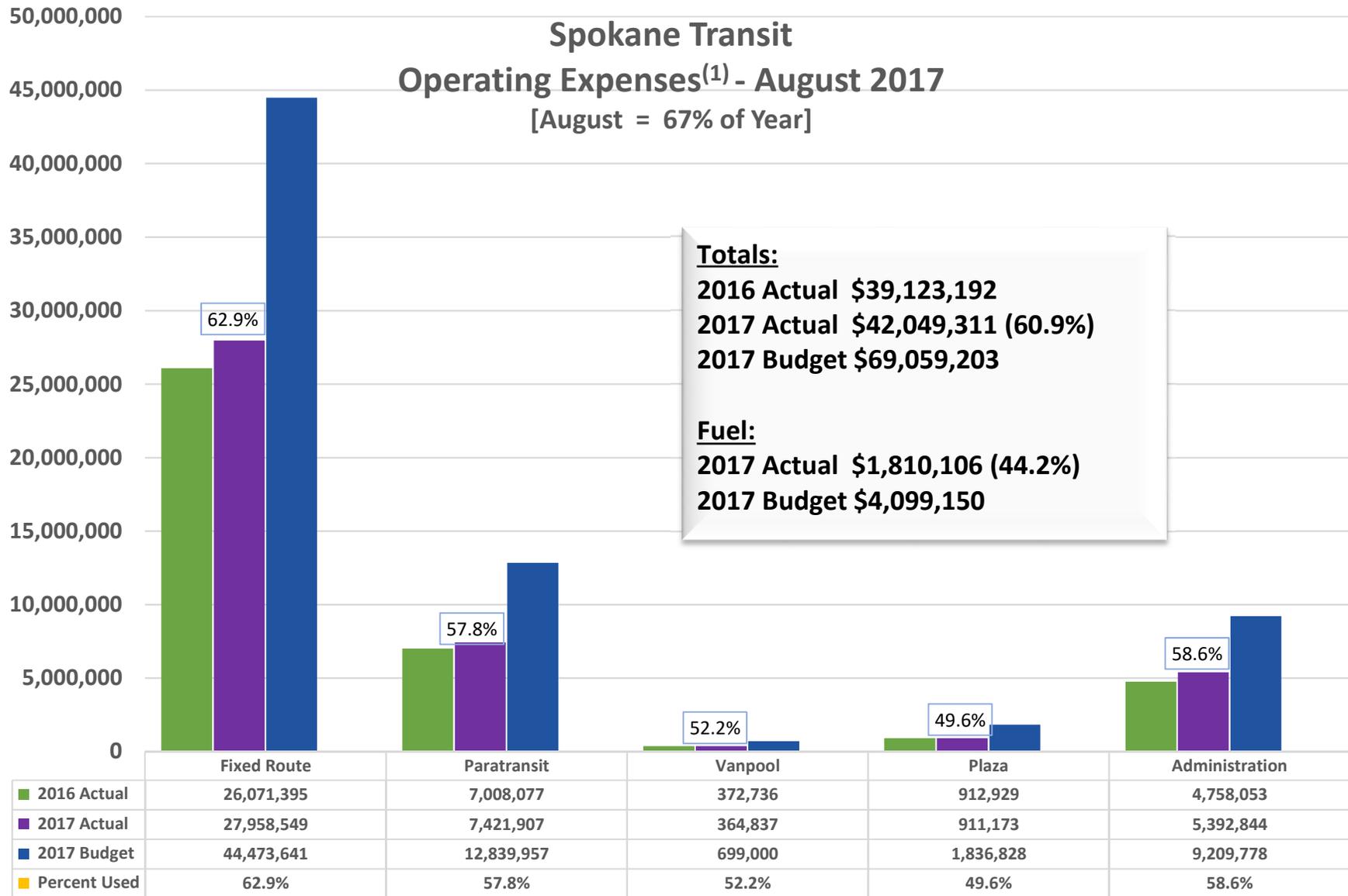
Spokane Transit Revenues ⁽¹⁾ - August 2017 [August = 67% of Year]



Totals:
 2016 Actual \$48,404,636
 2017 Actual \$53,398,604 (69.1%)
 2017 Budget \$77,330,393

⁽¹⁾ Above amounts exclude grants used for capital projects. Year-to-date August state capital grant reimbursements total \$794,515 and federal capital grant reimbursements total \$3,158,088.

Spokane Transit Operating Expenses⁽¹⁾ - August 2017 [August = 67% of Year]



⁽¹⁾ Operating expenses exclude capital expenditures of \$7,427,266 and Street/Road cooperative projects of \$111,650 for year-to-date August 2017.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

October 4, 2017

AGENDA ITEM 8B : SEPTEMBER 2017 SALES TAX REVENUE INFORMATION

REFERRAL COMMITTEE: N/A

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

SUMMARY: Attached is September 2017 sales tax revenue information.

September sales tax revenue, which represents sales for July 2017, was:

+29.1% over September 2016 actual

+14.9% above YTD actual

+9.5% YTD above budget

RECOMMENDATION TO COMMITTEE: Information only.

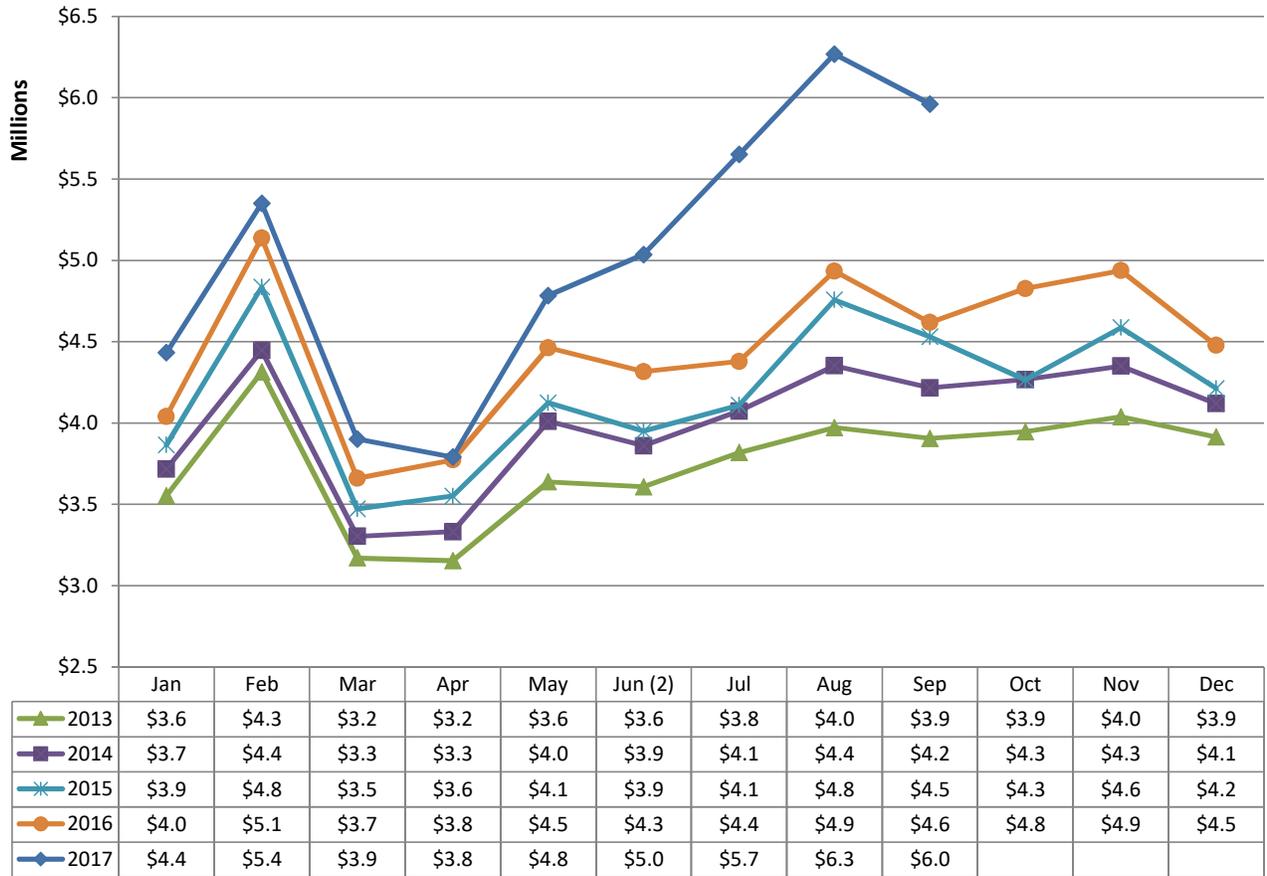
FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

Sales Tax Revenue History-September 2017⁽¹⁾

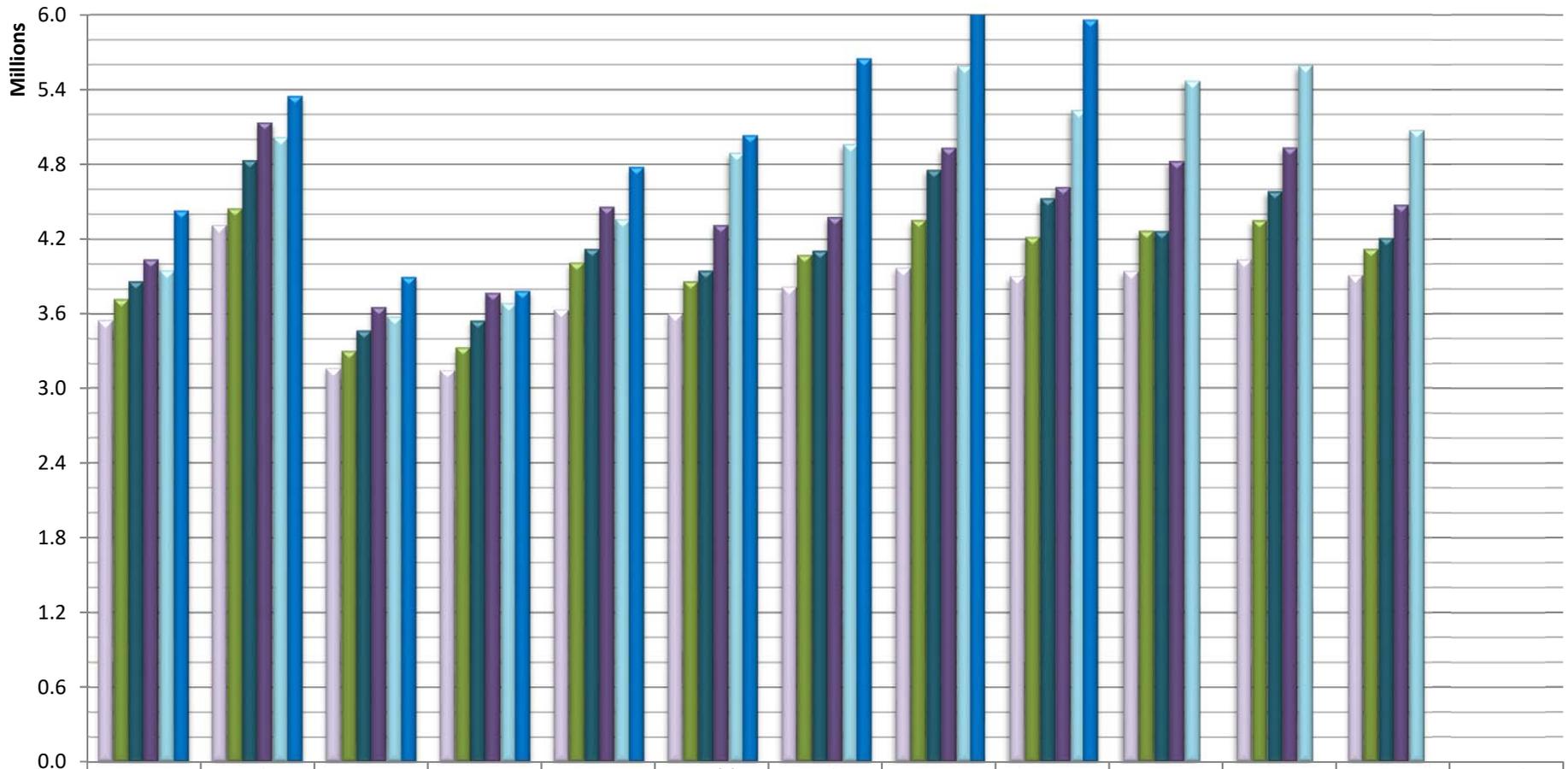


(1) Sales tax distributions lag two months after collection by the state. For example, collection of January taxable sales are distributed in March.

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

Sales Tax Summary (with Mitigation for All Jurisdictions)				
Sep-17				
	YTD 2016	YTD 2017	\$ CHANGE	% CHANGE
AIRWAY HEIGHTS	1,271,539	1,464,235	192,696	15.2%
LIBERTY LAKE	\$ 2,197,694	\$ 2,525,715	\$ 328,021	14.9%
STA	39,319,994	45,175,869	5,855,876	14.9%
MEDICAL LAKE	205,388	227,395	22,007	10.7%
CHENEY	993,139	1,105,457	112,318	11.3%
MILLWOOD	352,042	387,195	35,153	10.0%
SPOKANE COUNTY	18,221,172	19,517,722	1,296,550	7.1%
PFD	6,966,365	7,436,476	470,111	6.7%
SPOKANE VALLEY	14,792,141	15,696,573	904,432	6.1%
SPOKANE	31,404,341	33,139,890	1,735,549	5.5%
ALL	\$ 115,723,815	\$ 126,676,527	\$ 10,952,712	9.5%

2013 - 2017 SALES TAX RECEIPTS ⁽¹⁾



	Jan	Feb	Mar	Apr	May	Jun (2)	Jul	Aug	Sep	Oct	Nov	Dec	Total
2013 Act.	3,552,629	4,313,315	3,170,287	3,152,776	3,638,110	3,607,445	3,818,364	3,971,379	3,905,284	3,946,531	4,038,362	3,913,617	45,028,101
2014 Act.	3,717,183	4,445,759	3,303,019	3,331,820	4,010,737	3,860,469	4,073,091	4,352,108	4,215,907	4,267,406	4,349,765	4,119,702	48,046,965
2015 Act.	3,865,250	4,835,478	3,471,459	3,550,797	4,124,484	3,949,801	4,109,906	4,756,705	4,530,359	4,265,975	4,587,132	4,211,936	50,259,282
2016 Act.	4,040,342	5,138,043	3,659,616	3,772,996	4,462,273	4,315,784	4,378,473	4,933,936	4,618,531	4,826,474	4,936,883	4,477,725	53,561,075
2017 Bud.	3,947,098	5,019,467	3,575,159	3,685,923	4,359,292	4,891,978	4,963,036	5,592,658	5,235,144	5,470,849	5,595,998	5,075,538	57,412,140
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	-	-	-	
\$ Mo. Var.	391,892	212,744	241,946	17,353	321,610	719,794	1,273,138	1,334,095	1,343,305	-	-	-	
% Mo. Var.	9.7%	4.1%	6.6%	0.5%	7.2%	16.7%	29.1%	27.0%	29.1%	0.0%	0.0%	0.0%	
\$ YTD Var.	391,892	604,635	846,582	863,934	1,185,545	1,905,339	3,178,476	4,512,571	5,855,876	-	-	-	
% YTD Var.	9.7%	6.6%	6.6%	5.2%	5.6%	7.5%	10.7%	13.0%	14.9%	0.0%	0.0%	0.0%	
% YTD Bud. Var.	12.3%	9.1%	9.1%	7.7%	8.1%	7.1%	8.2%	8.8%	9.5%	0.0%	0.0%	0.0%	

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

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

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

October 4, 2017

AGENDA ITEM 8C : AUGUST 2017 OPERATING INDICATORS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Steve Blaska, Director of Operations
Karl Otterstrom, Director of Planning and Development

SUMMARY: Ridership in August again shows indications that STA's ridership is beginning to recover. There were the same number of weekdays in August 2017 compared to August 2016.

FIXED ROUTE

Fixed Route 2017 ridership goal is to sustain 2016 ridership levels. Total ridership in August increased 3.2% (775,747 vs. 751,955) in August 2017 and is down 0.1% (6,869,748 vs. 6,875,811) YTD.

This is the fifth month in a row indicating a ridership growth trend. There seems to have been little to no negative impact due to the fare increase. Adult 31 Day Pass ridership was essentially flat comparing August to August, but is up YTD. There may have been some migration to the new 7 Day Pass (15,008 trips). The performance of the Adult 31 Day Pass is the most encouraging because it is the best single indicator of overall system trends. With a strong performance when school starts, we may exceed our ridership goal by the end of the year.

Detailed breakdown:

Adult ridership increased 5.4% (465,876 vs. 441,998) in August 2017 and is up 0.9% (4,242,024 vs. 4,202,876) YTD.

- Adult 31 Day Pass ridership increased 0.4% (249,359 vs. 248,283) in August 2016 and increased 1.6% (1,970,630 vs. 1,939,351) YTD.
- CCS Pass ridership increased 84.7% (24,281 vs. 13,143) in August 2017 and is up 1.4% (413,056 vs. 407,341) YTD.
- Eagle Pass ridership increased 20.9% (10,190 vs. 8,428) in August 2017 and is down 1.4% (474,435 vs. 481,104) YTD.
- GU Bulldogs Pass ridership increased 24.1% (2,892 vs. 2,330) in August 2017 and is down 19.6% (25,920 vs. 32,229) YTD.

Youth ridership decreased 1.8% (34,408 vs. 35,035) in August 2017 and is down 1.5% (427,000 vs. 433,505) YTD.

Reduced Fare / Para ridership increased 1.0% (124,757 vs. 123,496) in August 2017 and is down 7.0% (925,919 vs. 995,844) YTD.

Fixed Route On Time Performance for August 2017 was 92%. The goal for 2017 is 90%. Construction season affects this indicator throughout the summer.

PARATRANSIT

Paratransit 2017 ridership goal is manage growth to a 0.5% increase over 2016 ridership level. Total ridership in August increased 5.8% (40,230 vs. 38,008) and is up 1.2% (320,053 vs. 316,173) YTD.

Paratransit ridership is on a similar trend as Fixed Route. Staff believes the IPA, Mobility Training, and Van Grant Programs have fully matured. They are currently providing their maximum effect in controlling Paratransit demand. We should expect this demand to continue as this demographic increases.

Paratransit Ridership continues to grow for both directly operated and contracted services. SUV ridership is on a downward trend, masking the actual increase in service delivered by STA/MV operators.

The fare increase may have a slight negative effect on demand.

Detailed breakdown:

- Directly Operated service increased 4.8% (18,907 vs 18,048) in August and is up 5.1% (147,764 vs 140,566) YTD.
- MV Contracted service increased 6.8% (15,287 vs 14,316) in August and is down 1.5% (125,545 vs 127,419) YTD.
- SUV ridership decreased 2.7% (3,101 vs 3,188) in August and is down 16.5% (23,318 vs 28,044) YTD.
- Non-revenue ridership increased 19.5% (2,935 vs 2,456) in August and is up 15.8% (23,363 vs 20,184) YTD.

Paratransit's On-Time Performance for August 2017 was 93.66%. The goal for 2017 is 95%.

VANPOOL

Our month to month comparison of reduced ridership is counter to what we have experienced the last two months. However, the news is not all bad. We have 3.4% more trips per van this year over last despite the reduction in operating days. This means the people on the roster are riding the van more often and has helped us from being double digits down at this point. Additionally, the slide of van groups on the road began last year in September. As we have several new vans on the line to start soon, we are expecting our numbers to get higher compared to last year month over month. Down the stretch, we are projecting to end 2017 at a -2.5% in ridership for 2017 (currently -6.1%). We are looking to end with 88 vans, which is the goal for 2018 and the number we needed to have a 2.5% increase over 2016.

Detailed Breakdown:

Vanpool customer trips were down 8.1% in August 2017 vs 2016 (15,388 vs 16,737) and down 6.1% year to date (123,510 vs. 131,567). There were 82 vans in service in August 2017 vs 92 in August 2016 and one less van in service for August 2017 vs June 2017 (82 vs 83).

604 riders took at least one trip in August 2017 vs 685 in August of 2016

- Riders added in August this year 15 vs 30 in August 2016
- Riders removed in August this year, 24 in 2017 vs 18 in August of 2016

CUSTOMER SERVICE

Total monthly pass sales increased 16.6% (11,222 vs. 9,628 in 2016). YTD pass sales increased 7.0% (79,607 vs. 74,421 in 2016). Pass sales generally trend with ridership. Staff are continuing to see recovery in Adult Pass sales (both 31-Day passes and passes through the City Ticket program. Much of the month to month increase in Adult Pass sales may be due to cyclic purchases to restore inventories of our fare outlet partners.

The City Ticket continues to grow as a popular option since the closure of the Bosch parking lot on the north side of the Spokane River.

The Student Pass program is all but dead. Only 7 passes were sold in August and 154 YTD.

Detailed breakdown:

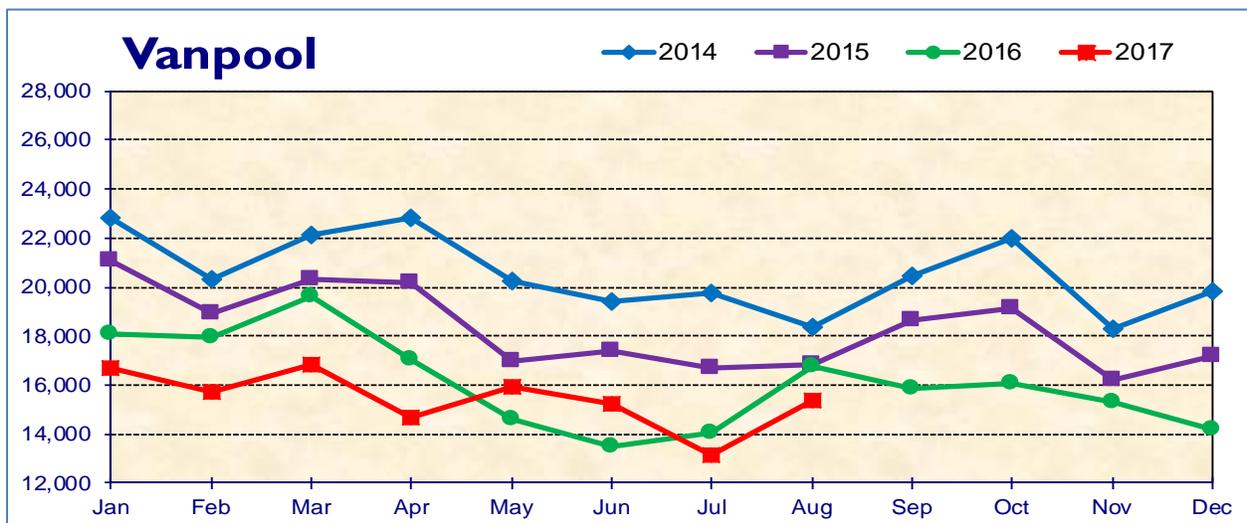
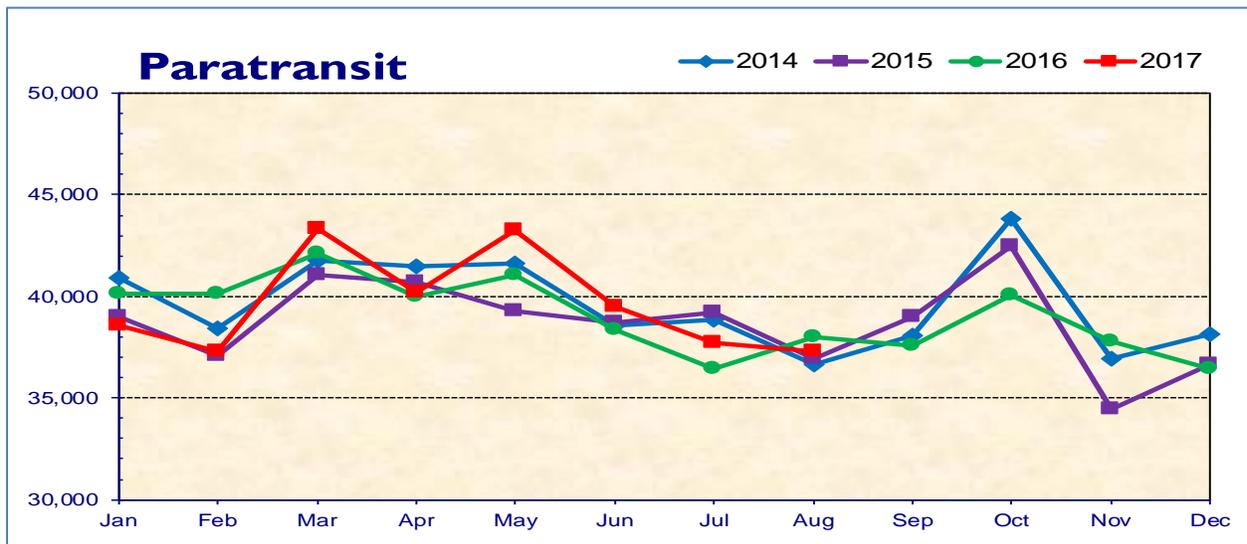
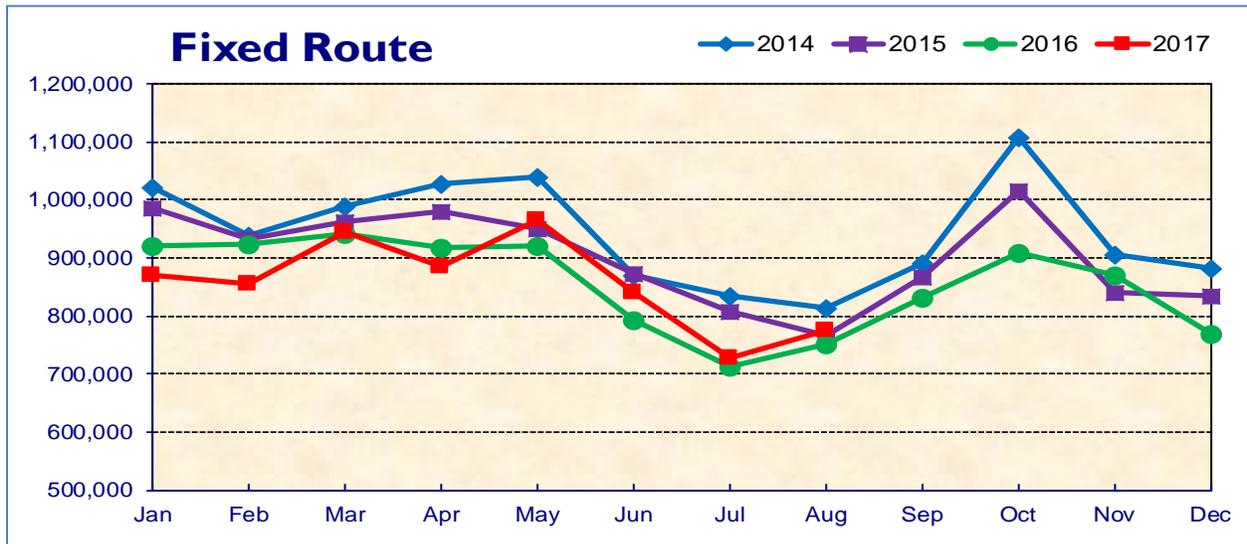
- Adult Pass/Smartcard sales increased 25.6% (5,212 vs. 4,149 in August 2016). YTD sales increased 6.3% (32,701 vs. 30,755 in August 2016).
- Employer Sponsored Bus Pass (ESBP) sales increased 10.5% (944 vs 854 in August 2016). YTD pass sales increased 11.4% (7,396 vs 6,637 in August 2016).
- Student Pass sales decreased 79.4% (7 vs. 34 in August 2016). YTD pass sales decreased 54.7% (154 vs. 340 in August 2016).
- Youth Pass/Smartcard monthly sales increased 29.4% (1,749 vs. 1,352 in August 2016). YTD pass sales increased 23.9% (12,181 vs. 9,834 in August 2016).
- City Ticket monthly sales increased 20.0% (487 vs. 406) in August of 2016). YTD pass sales increased 11.2% (3,614 vs. 3,250) in August of 2016).
- Reduced Fare Pass/Smartcard monthly sales decreased 8.3% (1,691 vs. 1,845 in August 2016). YTD pass sales decreased 2.8% (13,866 vs. 14,237 in August 2016).
- Paratransit Pass/Smartcard sales increased 6.9% (833 vs. 779) in August 2016). YTD sales increased 3.5% (6,712 vs. 6,486) in August 2016).

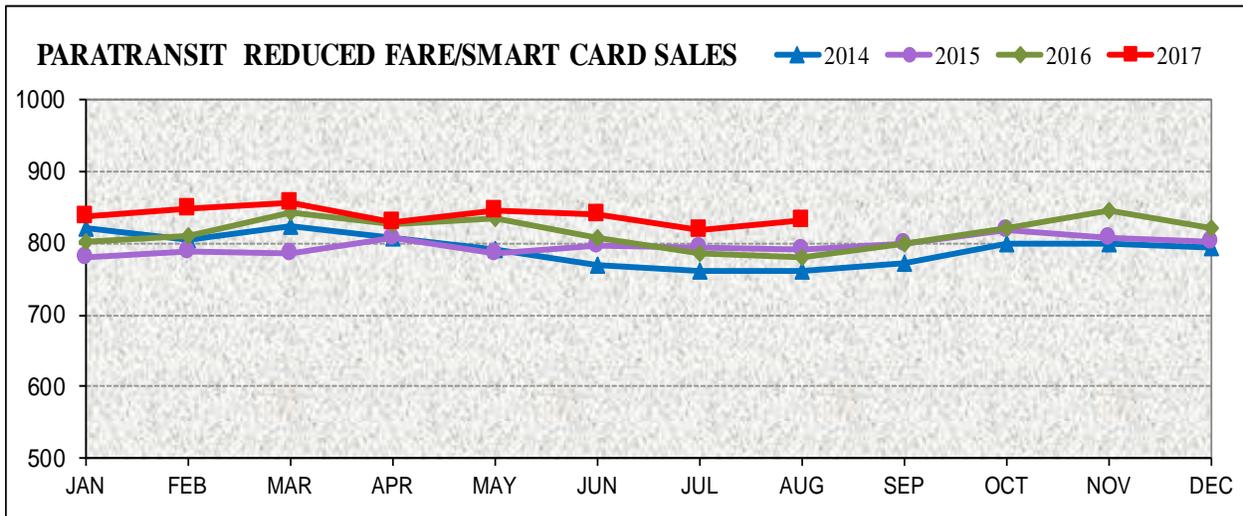
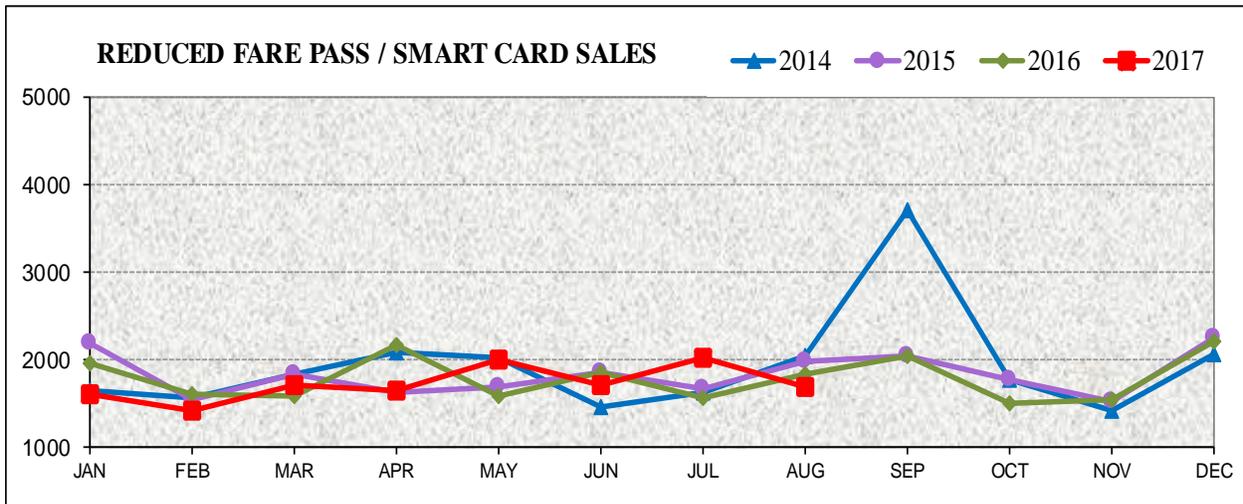
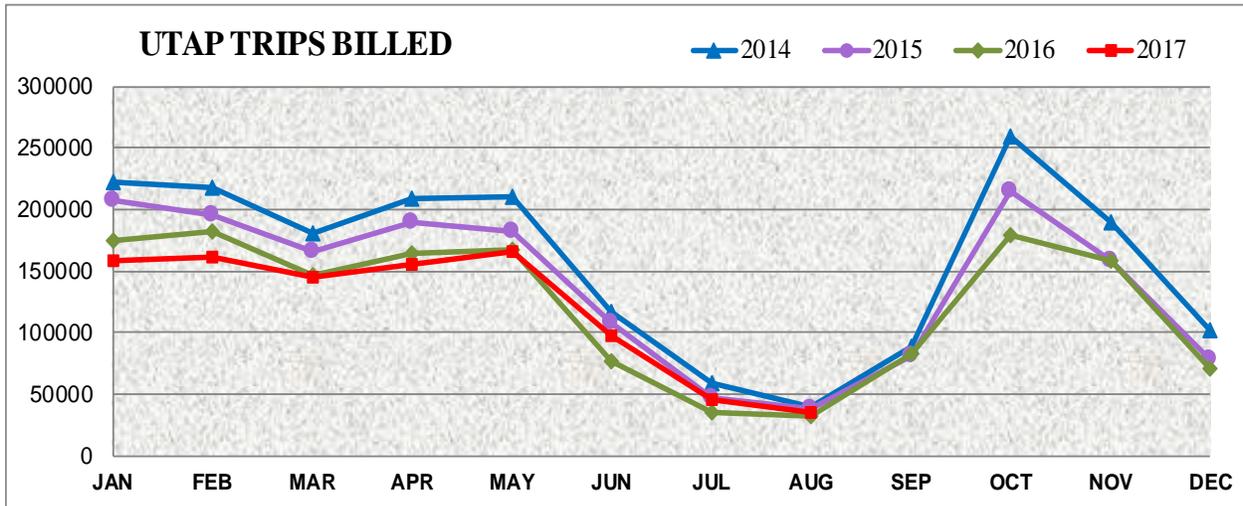
RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

RIDERSHIP





SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

October 4, 2017

AGENDA ITEM **8D** : 2017 OUTREACH UPDATE

REFERRAL COMMITTEE: N/A

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

SUMMARY: Staff is making an effort to integrate outreach efforts system-wide, in the areas of Fixed Route, Mobility Mentor & Training, and Vanpool. When possible, staff leverages outreach opportunities to promote all of STA's services. This report provides an update on September outreach efforts.

Vanpool:

Goal: Increase number of vans to 88 by end of 2017

September Outreach Summary:

- Attended 18 different outreach events including 2 ETC luncheons, City of Spokane BBQ with Fixed Route, Deer Park City Council Meeting, and Fairchild Air Force Base.
- Progress: Multiple positive leads, including Deer Park, Gonzaga and Lakeland Village.
- Future planned events include The Davenport, Guardian Life and DSHS.

Mobility Training and Mobility Mentor Programs:

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

September Outreach Summary:

- Total contacts in the community (including group orientations, meetings, group presentations, material dropoff, calls, resource fairs): 199 contacts via 37 events
- Future: Events are planned for different school districts including Mead, Mica Peak, Ferris, East Valley, North Central, Shadle, and Deer Park (includes classroom trainings, open houses, orientations). Exploring opportunities with students as mobility mentors.

Fixed Route:

Goal: Increase ridership; improve community perception

September Outreach Summary:

Commuter Benefits/Pass Sales

- Developing new sales tools to integrate outreach efforts. Design and distribute new commuter options toolkit to priority organizations.
- Renewed Universal Transit Access Pass Program (UTAP) agreements with City of Spokane and Spokane County - August
- Target and meet with organizations who would benefit from commuter options - Ongoing

Universities and Colleges

- Renewed UTAP agreements for the 2017-2018 school year with Community Colleges of Spokane, Eastern Washington University, Gonzaga University, and Washington State University – Spokane.
- Working closely with Whitworth University to launch a UTAP program in the fall of 2018. .
- Working with each institution to promote ridership on campus. EWU Neighborfest was held September 22nd. October activities include Spokane Falls Club day and Gonzaga Fall Family Weekend. Meetings have been held with Gonzaga and WSU Spokane to develop fall promotions.

New Fare

- Successfully completed Phase 1 communications program with little to no impact on ridership.
- Communication for the 2nd Phase, which will go into effective July 1, 2018, is under way.

Real Time Information

- Developed a Frequently Asked Questions document, brochure, Plaza display, and digital signs to promote Real Time Information.
- When an official launch date is determined, staff will implement a media relations strategy.

STA Moving Forward

- Conduct ongoing outreach to educate and engage our audiences about STA Moving Forward projects and progress - Ongoing
- Develop outreach strategies to support each key STA Moving Forward initiative, including Central City Line and 2018 September Service Change Proposal Outreach.
- Developing an online project tracker to demonstrate that we are fulfilling our promises through consistent, transparent and accessible information.
- Developing a narrative that anticipates public perception through regular community and media relations.

Community Relations

- DAA Northwest Benefit Fair
- Commute Trip Reduction –Employee Transportation Coordinator Lunches
- East Sprague Neighborhood Visits
- Cliff Cannon Block Party
- EWU Neighbor Fest 2017
- Browne’s Addition Businesses – Station Location and Design Outreach
- Spokane County Library Signups at the Plaza
- First Friday Entertainment and Art Gallery Exhibit
- SCC Touch a Truck Event

Media Relations

- Please see attached document for an overview of media results.

Internal Communications

- Maximize internal communications to improve employee engagement. Results from the most recent employee engagement survey will be shared at the October all employee meeting. Efforts are underway to enhance internal communications, perhaps through digital communications made possible with the advent of STARS Employee Self Service (ESS)

Customer Service

- Enhance quality of customer service to increase community perception and ridership. Customer service representatives are being trained to respond to basic route questions received through STA communication channels, and on “beyond the counter” customer service to allow them to be more proactive in engaging with and helping customers.

Web Development

- Ensure systems are in place so that web properties are able to accommodate continually increasing traffic.

RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

EXECUTIVE SUMMARY

STA received diverse and positive media coverage throughout August. Many instances of coverage highlighted STA's involvement in the community. Featured topics included construction, the Touch-a-Bus library partnership, employee recognition and STA Moving Forward progress.

More than ten instances of coverage were STA Moving Forward-related, discussing grant awards or project progress. At least four articles in August mentioned the Central City Line, as potential construction plans on Main Avenue are being developed, and two articles highlighted future West Hills improvements on Fort George Wright Drive.

Overall, the 30 instances of media coverage were predominantly positive to neutral in tone throughout the month of August.

KEY OBSERVATIONS

- New services, service improvements and project progress continued to earn positive media interest.
- Press releases and proactive media outreach resulted in increased positive coverage about STA.
- Community partnerships increased media interest and were received positively by the public.

EARNED MEDIA HIGHLIGHTS

JOURNAL OF BUSINESS

Serving Spokane & Kootenai Counties
In Print · Online · On the Go



Study Explores Seniors' Transportation Challenges in Spokane

Journal of Business - AUGUST 3, 2017

The Journal of Business highlighted a Spokane non-profit, Special Mobility Services, who is conducting research to identify how much of the local population not receiving Medicaid or disability assistance is in need of transportation coordination. The work is supported by a federal grant from the U.S. DOT awarded to STA and includes goals to educate the public on their transportation options.

COMMENTS: 0 | LIKES: 0 | SHARES: 93

THE SPOKESMAN-REVIEW



Transformative' Renovations on the Way For Section of Fort George Wright Drive

The Spokesman-Review - AUGUST 17, 2017

The Spokesman-Review spotlighted the Spokane Falls Community College area along Fort George Wright Drive. As the area has seen increased development, the need for improved pedestrian safety and public transit access has grown. With traffic revisions, STA will have the ability to better serve customers in the area.

COMMENTS: 0 | LIKES: 0 | SHARES: 0

TOP INTERNET STA MENTIONS BY IMPRESSIONS

"Guerrilla Bike Lane Appears in Spokane"

THE SPOKESMAN-REVIEW,
IMPRESSIONS: 864,334

"Woman Temporarily Banned from STA Plaza After Trying to Stop Bus"

THE SPOKESMAN-REVIEW,
IMPRESSIONS: 864,334

TOP PRINT STA MENTIONS BY CIRCULATION

"Literary Calendar"

THE SPOKESMAN-REVIEW,
CIRCULATION: 70,534

"Spokane Ponders Main Avenue's Future"

THE SPOKESMAN-REVIEW,
CIRCULATION: 70,534

Seattle Transit Blog



Spokane Transit Begins Implementation of STA Moving Forward

Seattle Transit Blog - AUGUST 21, 2017

STA's Karl Otterstrom, Director of Planning and Development, was interviewed by Seattle Transit Blog and shared details on upcoming STA fall service changes and improvements.

COMMENTS: 2 | LIKES: 0 | SHARES: 6

TOP COMMENT

"Spokane should be proud of their transit system. I have only used the airport routes, but they seem well used. The overall network appears to be impressive for a mid-sized city."

THE SPOKESMAN-REVIEW



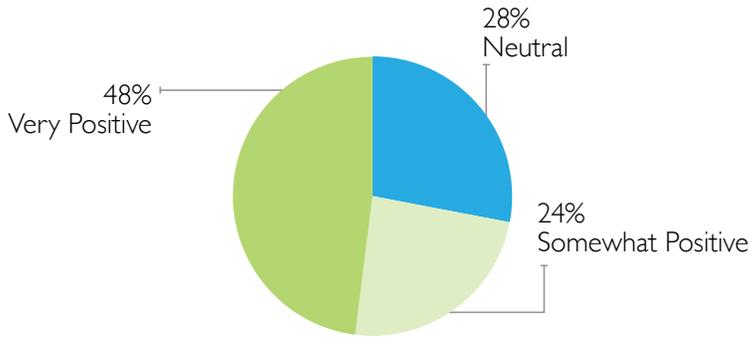
Pedestrian Bridge Rises in Spokane's University District

The Spokesman-Review - AUGUST 23, 2017

This story outlines progress of the University District bridge construction which touches many other infrastructure projects in the U-District area. The article touched on plans for the new STA public plaza at the south end of the University District bridge.

COMMENTS: 0 | LIKES: 0 | SHARES: 0

MEDIA COVERAGE BY SENTIMENT



MEDIA COVERAGE

30 STORIES <i>Instances of Media Coverage</i>	7,378,362 INTERNET IMPRESSIONS <i>Audience Reached by Online Coverage</i>	0 BROADCAST VIEWERSHIP <i>Audience Reached by Television</i>
517,696 PRINT CIRCULATION <i>Number of Newspaper Subscribers Reached</i>	\$12,177.54 PUBLICITY VALUE <i>Estimated Earned Media Value</i>	

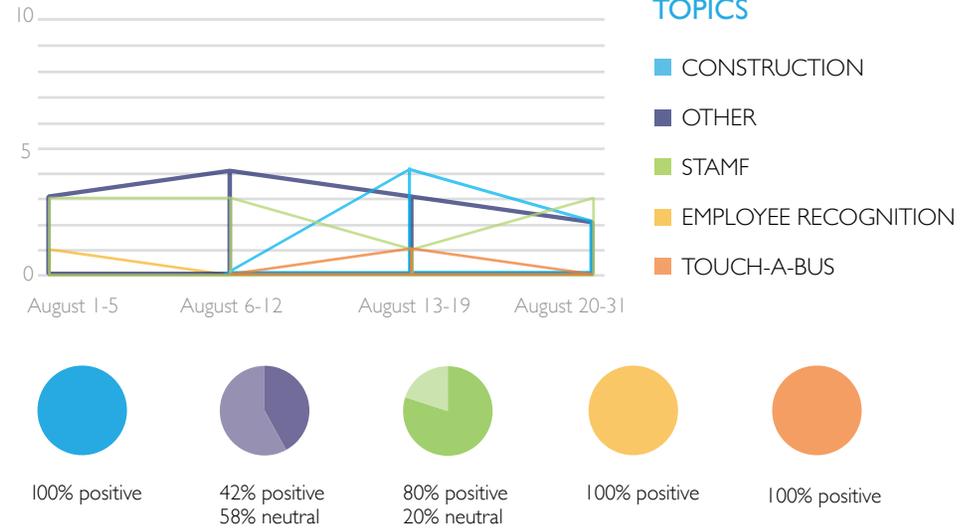
FACEBOOK

22,186 TOTAL IMPRESSIONS	3,424 TOTAL PAGE LIKES	59,100 TOTAL IMPRESSIONS	1,959 FOLLOWERS
352 PAGE VIEWS	30 NEW LIKES	7 PROFILE VISITS	22 NEW FOLLOWERS
49 POSTS	3.19% GROWTH	43 TWEETS	1.14% FOLLOWER GROWTH
707 ENGAGEMENTS	0.40% ENGAGEMENT RATE	31 RETWEETS	0.30% ENGAGEMENT RATE

TWITTER

59,100 TOTAL IMPRESSIONS	1,959 FOLLOWERS
7 PROFILE VISITS	22 NEW FOLLOWERS
43 TWEETS	1.14% FOLLOWER GROWTH
31 RETWEETS	0.30% ENGAGEMENT RATE

MEDIA COVERAGE BY TOPIC



NOTABLE SOCIAL MEDIA STORIES

Spokane Transit @spokane transit

Park in @DowntownSpokane for FREE with Vanpool! Plus get a FREE Smart Card bus pass with Vanpool participation. Call 326-POOL to learn more.

Downtown Vanpools now park FREE

plus Free Smart

TOP MEDIA TWEET

IMPRESSIONS: 1,650 | ENGAGEMENTS: 7 | RETWEETS: 1 | LIKES: 0

Spokane Transit Authority August 20 at 6:00pm ·

This week is your last chance to enjoy a FREE summer movie at The Garland Theater. Treat the kids to "Wild Life" playing at 9:30am all week long. Thanks to Inland Imaging and Spokane Fire Department Foundation for sponsoring this awesome summer event! Need a ride? Hop on route 24 and catch a lift with STA.

TOP MENTION

REACH: 1,191 | SHARES: 2 | ENGAGEMENTS: 16 | LIKES: 3

Spokane Transit @spokane transit

Let the eating begin! Head down to @SpoRiverfrontPk for Pig Out In the Park! Enjoy 44 food booths, 225 menu items, and 85 FREE concerts!

PIG OUT IN THE PARK

TOP TWEET

IMPRESSIONS: 1,925 | ENGAGEMENTS: 26 | RETWEETS: 7 | LIKES: 12

Spokane Transit Authority August 14 ·

Your favorite footlong is back! The downtown #Subway has reopened in the newly-renovated STA Plaza.

Open 6:30AM-8PM M-F; 7AM-8PM Sat; 8am-8pm Sun.

LARGEST REACH

REACH: 1,716 | SHARES: 3 | ENGAGEMENTS: 104 | LIKES: 25

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

October 4, 2017

AGENDA ITEM 9: NOVEMBER 2017 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 November 1, 2017, meeting.

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, November 1, 2017, 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 *(15 minutes)*
 - A. Minutes of the October 4, 2017, Committee Meeting – *Corrections/Approval*
5. **Committee Action** *(30 minutes)*
 - A. Board Consent Agenda
 1. Approval of Supplemental Low Income Pass Grant *(Blaska)*
 2. Award of Contract for Fluid Management System *(Blaska)*
 3. Approval to Purchase 6 Expansion 40' Diesel Coaches *(Blaska)*
 4. Approval of Spokane Police Department Agreement Renewal *(Williams)*
 5. Equal Employment Opportunity Policy & Affirmative Action Plan-Resolution *(Williams)*
 - B. Board Discussion Agenda
 1. *(No Items being presented this month)*
6. **Reports to Committee** *(20 minutes)*
 - A. 3rd Quarter Performance Measures *(Blaska)*
 - B. Communications Update *(Bousley)*
7. CEO Report *(10 minutes)*
8. Committee Information – *no discussion/staff available for questions*
 - A. September Financial Results Summary *(Warren)*
 - B. August Sales Tax Revenue Information *(Warren)*
 - C. September 2017 Operating Indicators *(Blaska)*
 - D. Spokane Transit Holiday Services and Office Hours *(Watson)*
9. November 1, 2017, Committee Packet Draft Agenda Review
10. New Business *(5 minutes)*
11. Committee Members' Expressions *(5 minutes)*
12. Adjourn
13. Next Committee Meeting: November 29, 2017, 1:30 p.m. **(December Meeting)**
(STA Southside Conference Room, 1230 West Boone Avenue, Spokane, Washington)

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

October 4, 2017

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 _____