

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, February 6, 2019, 1:30 p.m.
Spokane Transit Southside Conference Room

UPDATED 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 November 28, 2018, (December) Committee Meeting – *Corrections/Approval*
5. **Committee Action** *(20 minutes)*
 - A. Board Consent Agenda
 1. Division Study – Reimbursement Agreement for the Joint Management of Division Street Transportation Planning Study Between Spokane Transit Authority (STA) and Spokane Regional Transportation Council (SRTC) *(Otterstrom)*
 2. Spokane Transit Authority Moving Forward (STAMF) Performance Matrix and 2019 Performance Measures *(Watkins)*
 - B. Board Discussion Agenda
 1. *(No Items being presented this month)*
6. **Reports to Committee** *(35 minutes)*
 - A. September 2019 Service Revision (Draft Recommendation Public Hearing) *(Otterstrom)*
 - B. 2018 Paratransit Survey Findings *(Rapez-Betty)*
 - C. Legislative Report *(Meyer/Rapez-Betty)*
 - D. Low Income Pass Program Update *(Arneson)*
7. CEO Report *(10 minutes)*
8. Committee Information – *no discussion/staff available for questions*
 - A. January 2019 Sales Tax Revenue Information *(Warren)*
 - B. December 2018 Operating Indicators *(Watkins)*
 - C. 4th Quarter 2018 Service Planning Public Input Report *(Otterstrom)*
9. March 6, 2019, Committee Packet Draft Agenda Review
10. New Business *(5 minutes)*
11. Committee Members' Expressions *(5 minutes)*
12. Adjourn
13. Next Committee Meeting: March 6, 2019, 1:30 p.m.
(STA Southside Conference Room, 1230 West Boone Avenue, Spokane, Washington)

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

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

**SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING**

February 6, 2019

AGENDA ITEM 2 : PUBLIC EXPRESSIONS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: N/A

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

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

RECOMMENDATION TO COMMITTEE: N/A

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

February 6, 2019

AGENDA ITEM 3 : **COMMITTEE CHAIR REPORT**

REFERRAL COMMITTEE: N/A

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

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

RECOMMENDATION TO COMMITTEE: N/A

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

February 6, 2019

AGENDA ITEM 4A : **MINUTES OF THE NOVEMBER 28, 2018, (DECEMBER)
PERFORMANCE MONITORING AND EXTERNAL RELATIONS
COMMITTEE MEETING – CORRECTIONS OR APPROVAL**

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Sam Guzman, Executive Assistant

SUMMARY: Attached are the minutes of the November 28, 2018, (November) Performance Monitoring and External Relations Committee meeting for corrections or approval.

RECOMMENDATION TO COMMITTEE: Corrections or approval

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

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1230 West Boone Avenue
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PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

Draft Minutes of the November 28, 2018, (December) Meeting
Southside Conference Room

MEMBERS PRESENT

Josh Kerns, Spokane County **
Lori Kinnear, City of Spokane
E. Susan Meyer, CEO (Ex-Officio)
Mike Kennedy, City of Liberty Lake
(Ex-Officio)

MEMBERS ABSENT

Shirley Maike, City of Medical Lake
Pamela Haley, City of Spokane Valley *

* Chair

**Acting Chair

STAFF PRESENT

Roger Watkins, Chief Operations Officer
Karl Otterstrom, Director of Planning and Development
Lynda Warren, Director of Finance and Information Services
Brandon Rapez-Betty, Director of Communications & Customer Svc
Nancy Williams, Director of Human Resources
Rhonda Bowers, Labor Representative

GUESTS

Kathleen Weinand, Principal Transit Planner
Krissy Ellis, Technology Projects Manager
Mike Kunder, AFSCME 3939 President

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

Acting Chair Josh Kerns called the meeting to order at 1:33 p.m. and introductions were made.

2. **PUBLIC EXPRESSIONS**

None.

3. **COMMITTEE CHAIR REPORT**

None.

4. **COMMITTEE APPROVAL**

A. **Minutes of October 31, 2018, (November) Committee Meeting**

Ms. Kinnear moved to recommend approval of the October 31, 2018, (November) Committee meeting minutes. Mr. Kerns seconded and the motion passed unanimously.

B. **Moran Station Park & Ride Scope of Work**

Mr. Otterstrom provided background on the Moran Station Park and Ride and the scope of work. He advised this represents the southern terminal of Monroe Regal High Performance Transit Line. Mr. Otterstrom delivered an overview of the scope of work and went into detail on the project, showing draft illustrations of the Park and Ride lot, noting the connectivity to the Ben Burr Trail, the lot ingress and egress, as well as support building infrastructures. He noted there is a building to for future overhead charging infrastructure.

Mr. Otterstrom informed that this is the committee's first input and allows staff to go out to bid early next year. The Award of Contract (AOC) will come back to PMER for approval at a later date. Mr. Otterstrom's presentation was followed by discussion of charging stations, rebates, plans for expansion and staff's analysis of rider patterns as well as the cost for infrastructure for the electric buses and bicycle storage capacity.

Ms. Kinnear moved to recommend approval of the Scope of Work and authorize staff to release an invitation for bid (IFB) for construction of the Moran Station Park & Ride.as presented. Mr. Kerns seconded and the motion passed unanimously.

C. **High Performance Transit Stations: Scope of Work and Request for Proposals**

Mr. Otterstrom advised this item is for the High Performance Transit (HPT) Network as described in *Connect Spokane*, STA's Comprehensive Plan, and was approved by voters in *STA Moving Forward* as a network of corridors providing all-day, two-way, reliable, and frequent service, which offers speeds competitive to the private automobile, and feature improved amenities for transit customers.

He noted that current architectural and structural design of HPT Amenities is complete through 60% design. The remaining design, fabrication, and installation require the assistance of a professional design and fabrication firm.

Mr. Otterstrom provided visual slides to indicate the type of shelters being reviewed for the different stops and the options that may be utilized. He noted the Central City Line kits are bigger, distinctive, and have higher ridership locations. He reviewed the general scope of work. Discussion ensued.

Kathleen Weinand joined the meeting at 1:54.

Mr. Otterstrom stated that the RFP Development is coming to the committee a bit sooner than usual due to this being the last meeting before the end of the year. He advised that for Monroe Regal line to be ready next fall, procurement needs to start this winter and he noted the Award of Contract will be coming before the committee within the first three to four months of 2019.

Ms. Kinnear moved to approve the Scope of Work and authorize staff to release a Request for Proposal (RFP) for HPT Amenities and HPT Technology projects. Mr. Kerns seconded and the motion passed unanimously.

D. **Approval of Scope of Work for Security Services**

Ms. Williams reviewed the historical background of this contract. The current five-year contract expires June 30, 2019. She noted the services included and the current annual cost. Ms. Williams advised that consistent with Spokane Transit's practice of reviewing and re-soliciting contracted services, and to ensure competitiveness and cost efficiency, staff recommend obtaining proposals for these services from interested providers.

Ms. Williams advised of the officers, shifts and services provided for by this contract. She noted that the current Securitas contract provides 24 hours / 7 days per week and compliments in-house security services. The annual cost of this contract is approximately \$634,400 per year.

The scope of services reflects the needs of Spokane Transit's security program. The complete Request for Proposals (RFP) will be on file in the Purchasing Department for review. Staff anticipates that requirements will change as service levels come on-line. Ms. Williams advised that staff recommends the committee review and approve the scope of work for security services and authorize staff to release a Request for Proposals for a new five-year contract.

Ms. Kinnear moved to approve the Scope of Work for Security Services and authorize staff to release a Request for Proposals for a five-year contract. Mr. Kerns seconded and the motion passed unanimously.

5. **COMMITTEE ACTION**

A. **Board Consent Agenda**

1. **Approval of Spokane Police Department (SPD) Agreement Renewal**

Ms. Williams advised staff are seeking the committee recommendation to the Board to approve the renewal of the Interlocal Agreement between STA and Spokane Police Department. She provided background and noted that this agreement has been in effect for many years. A new agreement was negotiated in 2015.

She explained that STA's interest is to have an increased SPD presence in/around the STA Plaza and the new agreement stipulates special-emphasis patrolling of the area in/around the STA Plaza. Key times of the day have been identified as to when this additional SPD presence would be most effective (generally 2pm to 5pm, Monday through Friday). In addition, the agreement establishes a special communications protocol between STA Transit Officers and the downtown precinct that allows SPD to be alerted and respond accordingly to events that may not otherwise require a police response. These measures help deter uncivil behavior that does not necessarily rise to the level of criminal conduct, but impacts the overall environment at the Plaza.

The cost to STA of the Interlocal Agreement is \$86,900.00 for the period from January 1, 2019, to December 31, 2019, which is the same annualized rate charged under the previous agreements. A copy of the Agreement is attached for information. Discussion ensued regarding level of detail of the contract and the deterrence of uncivil behavior.

Ms. Williams noted that staff were able to include in this contract additional training by SPD to STA Transit Officers and specific hours STA would have someone on site at the Plaza.

Ms. Meyer provided additional clarification that STA's past intention was to make sure at least one officer was dedicated to the downtown area and the City agreed they would match that officer with an additional officer. The coverage encompassed the entire area of downtown (Division to Maple and the Freeway to the Park). The intent was to reap benefits beyond the Plaza itself.

During those early years, the officers were located with STA's security officers in an office in the Plaza. The City added a Precinct and they moved to the building attached to the Plaza. STA agreed that if the City committed to keeping seven officers dedicated to downtown, our funding would be used to add one more officer. The City moved out of the Precinct Building the following year and a new circumstance was created because they were no longer next to the Plaza, but at the Intermodal Center. STA has adapted, based on SPD's location, to meet the original and ongoing objective of coverage downtown which benefits transit and patrons, but also everyone else in the downtown core.

Ms. Kinnear moved to recommend the Board approve the Spokane Police Department Interlocal Agreement as presented. Mr. Kerns seconded and the motion passed unanimously.

2. Fluid Management System Project - Acceptance of and Release of Retainage

Mr. Watkins stated that the Board awarded this contract to S&A Systems in February 2018 to install Fleetwatch, a fluid management system designed to track diesel and gasoline dispensing in STA's buses, vans, and service vehicles at three locations. The contract also included equipment for the Boone NW Garage (currently under construction). He reviewed the specifics of the system and the benefits to staff.

Mr. Watkins noted that the Operations and Maintenance manuals were received and the Fleetwatch system went "live" October 1, 2018. The project was included in the Capital Improvement Program with a Board approved budget of \$648,429.75. The project budget will be underspent by approximately \$40,000. All affidavits of wages paid are in process and the Notice of Completion will be 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.

Staff are seeking committee review and recommendation to the Board to accept the Fluid Management System contract as complete and conditionally authorize release of \$27,963.22 in retainage to S & A Systems. Release is conditioned on receipt of affidavits and certificates approving release from the Department of Revenue, the Department of Labor and Industries, and the Employment Security Department.

Ms. Kinnear moved to recommend the Board accept the Fluid Management System contract as presented. Mr. Kerns seconded and the motion passed unanimously.

B. Board Discussion Agenda

1. Draft 2019 Legislative Focus and Priorities

Mr. Rapez-Betty advised that the Legislative Session begins January 14, 2019. He noted this is an odd year and therefore is a long session, which will run towards the end of April. STA established a list of legislative priorities to help guide the CEO of our interests in Olympia. Staff have modified the previous year's priorities list and updated as many of the items are still relevant in the legislature. Staff have updated project-specific information on the sheet provided in the folder at the committee meeting. He provided an overview of the General Focus Session items and noted the six Specific Priorities at the bottom of the page.

He reviewed each of the following individually:

- Maintain Decision-making for Public Transportation by local, elected public officials
- Preserve Connecting Washington Commitment for the Central City Line
- Preserve 7.7M in Committed Regional Mobility Grant Funds

- Preserve Special Needs Formula Grant at or above current funding levels – discussion ensued. Stream of formula funding that transit agencies receive from the State toward Paratransit service or related types of service. This is the single way that the state supports operations of transit agencies.
- Current request. Not Awarded. We are seeking support to fund Cheney High Performance Line and the Double Decker Bus Purchase along with it.
- Support additional State funding for public transportation, capital and operating grants.

Mr. Rapez-Betty advised that all jurisdictions within the PTBA were contacted and asked if priority list had been established. Most are in the process of making that list now. It is a good beginning to an open channel of communication as the legislative session opens.

Brief discussion ensued.

Ms. Kinnear moved to recommend the Board approve the Legislative Priorities as presented and grant authority to the CEO to determine STA’s interest on specific pieces of legislation, convey those interests to legislators and others, and report to the Performance Monitoring and External Relations Committee and the Board during the legislative session. Mr. Kerns seconded and the motion passed unanimously.

2. Plaza Operations Study – Acceptance

Mr. Otterstrom advised this study was completed over the past year and that the committee and city council were briefed several times on the findings. He noted the study purpose is to define the technical details of STA’s transit operations at the Plaza over the next five years in order to deliver *STA Moving Forward* improvements and reduce passenger loading impacts on adjoining buildings and businesses.

Mr. Otterstrom reviewed the stakeholder consultation, operational strategies analysis, and the project purpose and timeline. He noted the overall plan and phasing strategies and said staff began in February in earnest to develop the evaluation criteria and draft strategies. Staff then analyzed those strategies against the evaluation criteria to developing a draft preferred plan and staff are seeking to finalize that plan which represents a road map for changes over the next five years. He reminded that staff would be seeking Board action in December.

He noted that STA staff consulted with Board, City Council technical team (traffic engineering team and planning staff with City of Spokane, Citizen Advisory Committee, Downtown Spokane Partnership Board and BID Board and invited members of these groups to help evaluate. Of those groups, four came and two participated and provided input. Staff had an operator round table about 8-9 operators for feedback and a rider roundtable for their feedback.

He reviewed the three strategies that reduced the footprint at the Plaza, eliminating bus boarding in front of the SRBC and the Peyton Buildings on Sprague and Riverside.

- | | |
|-----------|--|
| Option 1. | Reduce pulse from every 7-8 minutes to 5 minutes at Plaza; |
| Option 2. | Fewer boarding zones by taking more buses away from the Plaza (would require more stops around downtown in other locations); |
| Option 3. | All routes at Plaza boarding passengers and going as opposed to a regular bus stop – buses could be anywhere along the building. |

He reviewed the pros and cons of each option and advised that staff has recommended a plan that includes all routes that are every 30 minutes will continue to operate with a pulse; routes that operate every 15 minutes or better will operate on a “board and go” basis. This plan would include extensive use of inter-lining (routes coming in as one route and continuing as another route). Maximize technology and investment in all door boarding, and real time information

Mr. Otterstrom showed slide examples of how the routes will operate and explained the two anticipated phases to implement the plan. He asked if there were any questions before he moved on to explain the next steps. Brief discussion ensued and then Mr. Otterstrom advised of the next steps.

He noted that staff are seeking the Committee recommend the Board accept the 2023 Plaza Operations Plan that discontinues, in a phased implementation, Fixed Route passenger boarding in specified locations near the Plaza consistent with the *STA Moving Forward* plan.

Ms. Kinnear recommended that the Board accept the 2023 Plaza Operations Plan that discontinues, in a phased implementation, fixed route passenger boarding in specified locations near the Plaza consistent with the STA Moving Forward plan. Mr. Kerns seconded and the motion passed unanimously.

6. REPORTS TO COMMITTEE

A. Fare Collection Update

Ms. Warren advised that staff's original intent was to have the committee approve an award of contract but noted that she was providing an update on the project. She acknowledged Krissy Ellis, Project Manager of this project.

Ms. Warren reviewed the current conditions which exist for fare types and fare instrument distribution, fare equipment and software. She noted that the fare collection system was to provide customer self-service features, a mix of payment options and fare types to meet the needs of all customers (starting with mobile ticketing), and flexibility for fare computation and fare products. She advised of the support features that staff were seeking in the scope of work. Her final note was that staff wanted the system to be agile, reliability, expandable, and maintainable.

Ms. Warren then reviewed the overall concept and technology mix and the timeline that staff has followed. She advised the current status is that in order to implement an agile, expandable fare collection system, staff determined a shift in approach was necessary. Staff noted that Mobile Ticketing providers offer software as a service (SaaS) solutions, meaning they host, maintain and update their software as technology evolves, which allows STA to stay current without a large capital investment. The second element included the ability to utilize equipment that is compatible with other providers and is adaptable to new technology.

Staff are re-scoping project. The re-scoping involves dividing the project into 1) Ticket Vending Machines; and 2) Mobile Ticketing with validators that can read a variety of fare instruments (smart phone, paper tickets, smart cards); and Account Based Smart Cards with Point of Sale System.

She noted the "next steps" are that staff intend to pursue and asked if there were any questions. Brief discussion ensued.

7. CEO REPORT

- Staff have begun the process of hiring eight new Paratransit Operators. Ms. Meyer noted this was an acceleration of the recruitment already in the plan to help alleviate the recent on-time performance challenges. These employees will start their multi-week training in January to be driving in five weeks. She expressed her appreciation to Human Resources Director Nancy Williams and her team for making this happen so quickly.
- Karl Otterstrom will make presentation to Downtown Spokane Partnership (DSP) Board at 4:45 on the Plaza Operations Plan. He presented to BID Board this morning and asked for acknowledgement but they offered a formal action, which is good.
- Brandon Rapez-Betty and Ms. Meyer met with Jim Frank yesterday to hear his ideas following his first month and a half of Universal Transit Access Pass program for Kendall Yards. Everyone who lives or works in Kendall Yards can receive a smartcard. STA bills Mr. Frank at the end of the month for the rides actually taken. October had approximately 1100 rides; November to-date was just under 2100. In March, he would like to provide a status on the program – he would like to tell others about how well this is working. Ms. Meyer asked on Mr. Frank's behalf if he could make a presentation at the Downtown Spokane Partnership Board.
- Nancy Williams, Chief Meidl, Mark Richards, and Ms. Meyer will be reviewing the finalists for the Security Manager position this week. She advised they are informally calling it the Security Chief position.

8. COMMITTEE INFORMATION

- October 2018 Financial Results Summary – *as presented*
- November 2018 Sales Tax Revenue Information – *as presented*
- October 2018 Operating Indicators– *as presented*
- January 2019 Service Change Summary – *as presented*
- STA Holiday Services and Office Hours – *as presented*

9. FEBRUARY 2019 COMMITTEE PACKET DRAFT AGENDA REVIEW

No changes.

10. NEW BUSINESS

None.

11. COMMITTEE MEMBERS' EXPRESSIONS

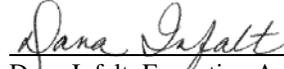
None.

12. ADJOURN

Acting Chair Kerns adjourned the meeting at 3:03 p.m.

13. NEXT MEETING – WEDNESDAY, FEBRUARY 6, 2019, 1:30 P.M, STA SOUTHSIDE CONFERENCE ROOM, 1230 WEST BOONE AVENUE

Respectfully submitted,



Dana Infalt, Executive Assistant

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING & EXTERNAL RELATIONS MEETING OF

Revised February 6, 2019

AGENDA ITEM 5A1 : DIVISION STUDY -- AGREEMENT FOR THE JOINT MANAGEMENT OF DIVISION STREET TRANSPORTATION PLANNING STUDY BETWEEN STA AND SRTC

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning
Mike Tresidder, Associate Transit Planner

SUMMARY: Division Street (US 2) is a four to eight-lane principal arterial that travels from I-90 in the south to its junction with US 395 in the north and continues to the North Spokane Corridor (NSC). It also includes a major 2-mile couplet from I-90 to North Foothills Drive. It connects downtown Spokane to retail, residential, healthcare, and academic activities in the north. Served by Spokane Transit Authority (STA) bus service, route 25, Division has the highest ridership in STA's system. Division Street is the most heavily traveled principal arterial in the region.

Scheduled for completion in 2029, the North Spokane Corridor will add additional transportation capacity to the region by connecting a new limited-access freeway from I-90 to US 2 and US 395 at the north end of Spokane. The new capacity from the NSC is expected to shift travel patterns. Meanwhile, Spokane Transit has identified Division Street as a future High Performance Transit (HPT) corridor and a priority for implementation. In 2014, STA was awarded \$400,000 in federal funds, matched with \$100,000 in local funds, to evaluate and identify a preferred alignment on the corridor, which will include general station locations, lane configuration, project benefits and an early understanding of costs. In anticipation of the opening of the North Spokane Corridor, there is an opportunity to re-envision Division Street (which currently carries the US 395 and US 2 Highway designations) from a multimodal transportation and land use perspective and in a way that involves a multitude of stakeholders and agency partners.

To fully understand the future of the corridor, a study process is warranted to consider a more holistic view of transportation and land use opportunities and connections, including planned multimodal facility investments. The principal consideration is an evaluation of alternative concepts to implement a High Performance Transit system in the Division Street study area and to develop and review alternative land use, built form, and multimodal transportation concepts. With thorough public engagement, the community will assist in the development and review of transportation options to ensure alignment with the Region's and local jurisdictions' long-term visions.

The overall vision for the study is to be completed in up to three phases. Phase 1 involves analysis and ultimately the selection of a preliminary HPT preferred alternative. From the overall corridor perspective, Phase 1 is a higher-level discovery phase and community conversation. Phase 1 study findings will inform the scope of the next phases. Phase 1 deliverables will be completed in 2020. The final study phases and deliverables are expected to be completed by 2022.

AGREEMENT:

This Agreement between Spokane Transit and the Spokane Regional Transportation Council (SRTC) provides for reimbursement of activities from the specific tasks and work orders under the HPT Preliminary Engineering Study managed by STA. SRTC will oversee the consultant contract and will be responsible for paying for work performance. The agreement stipulates that all tasks that will be managed by STA must be approved in writing by STA staff prior to authorization to the consultant. The agreement includes a clause that the scope reimbursed by STA will not exceed \$500,000.

RECOMMENDATION TO COMMITTEE: Recommend the Board approve the Reimbursement Agreement between Spokane Transit and the Spokane Regional Transportation Council (SRTC) and authorize the CEO execute said agreement.

FINAL REVIEW FOR COMMITTEE BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

AGREEMENT FOR THE JOINT MANAGEMENT OF DIVISION STREET TRANSPORTATION PLANNING STUDY

This Agreement for the Joint Management of Division Street Transportation Planning Study (Agreement) is made and entered into this ____ day of _____, 2019 by and between the Spokane Regional Transportation Council (SRTC), the regional and metropolitan transportation planning organization for Spokane County, and the Spokane Transit Authority (STA), hereinafter each referred to individually as “Party” and collectively as “Parties”.

Recitals

- A. WHEREAS, SRTC, as the Regional Transportation Planning Organization pursuant to Ch. 47.80 RCW for the Spokane Metropolitan Planning Area (MPA) and the designated Metropolitan Planning Organization for the MPA pursuant to Title 23 U.S.C. and Title 49 U.S.C., is charged with the responsibility of carrying out coordinated, cooperative and comprehensive transportation planning and programming processes that lead to the development and operation of an integrated, intermodal transportation system; and
- B. WHEREAS, STA, as a public transportation benefit area authority pursuant to RCW 36.57A, is the sole public transportation provider within the MPA and the designated recipient of formula and discretionary funding from the Federal Transit Administration within the Spokane Urbanized Area; and
- C. WHEREAS, SRTC and STA desire to jointly undertake and manage a coordinated transportation planning study for the Division Street corridor, hereinafter referred to as “Study”. The Study has two components: the Division High Performance Transit (HPT) Implementation Study and the Division Street Corridor Study. The purpose of the Study is the analysis of HPT alternatives in the context of the broader transportation system within and surrounding the Division Street corridor. The Study will inform regional decisions for HPT configuration, routes, termini, and stop locations, as well as potential multimodal improvements, street geometry, and land use opportunities.

NOW THEREFORE, IT IS MUTUALLY AGREED AS FOLLOWS:

1. Project Management

- 1.1. The Study work tasks are outlined in Attachment A which is attached hereto and incorporated herein by reference. The Study may be amended through mutual written agreement during the course of the Study. Management of specific tasks and work orders under the Division HPT Implementation Study is the responsibility of STA and management of specific tasks and work orders under the Division Street Corridor Study is the responsibility of SRTC. Specific tasks identified in work orders shall be managed by the Party issuing (and responsible for) the request.
- 1.2. All invoicing shall be managed by SRTC.

- 1.3. SRTC agrees that any task or work orders associated with the transit elements of the Study's scope shall not be authorized without the prior written concurrence by STA.
- 1.4. STA will only reimburse SRTC for actual, invoiced costs up to a total amount of \$500,00.
 - 1.4.1. STA will reimburse invoiced costs that are directly associated with the tasks and work orders for which STA has previously provided written authorization and is overseeing.
 - 1.4.2. Reasonable expenses for general project management within the scope of the Study will be equally shared by STA and SRTC.
- 1.5. Management responsibility for the Study includes coordination with project team partners regarding schedule, study tasks and deliverables, and public process. Project team partners include the Parties to this Agreement and City of Spokane, WSDOT, and Spokane County.
2. Term
 - 2.1. Unless otherwise provided herein, the term of this Agreement shall commence as of the date this Agreement is fully executed and shall continue until the Study is completed and all obligations have been met.
3. Legal Relations
 - 3.1. It is understood that this Agreement is solely for the benefit of the Parties hereto and gives no right to any other party. No joint venture, agent-principal relationship or partnership is formed as a result of this Agreement. No employees or agents of one Party or any of its contractors or subcontractors shall be deemed, or represent themselves to be, employees or agents of the other Party.
4. Applicable Laws, Venues
 - 4.1. In the event that either Party deems it necessary to institute legal action or proceedings to enforce any right or obligation under this Agreement, subject to the obligations set forth in Section 7, the Parties agree that any such action or proceedings shall be brought in Spokane County Superior Court in the State of Washington. Further, the Parties agree that each will be solely responsible for payment of its own attorneys' fees, witness fees, and costs. This Agreement was jointly drafted and shall be interpreted and applied as such.
5. Amendments
 - 5.1. This Agreement may be amended or modified only by the mutual agreement of the Parties. Such amendments or modifications shall not be binding unless they are in writing and signed by persons authorized to bind each of the Parties.
6. Termination
 - 6.1. Neither STA nor SRTC may terminate this Agreement without the written concurrence of the other Party.

7. Disputes Resolution

7.1. The Parties agree that any and all disputes, claims and controversies arising out of or relating to this Agreement shall be submitted to a mediator selected by both Parties for mediation pursuant to Section 7.2 below.

7.2. Mediation.

Either Party may commence mediation by providing the other Party with a written request for mediation, setting forth the matter in dispute and the relief requested. The Parties agree to cooperate with one another in the selecting of a mediation service and scheduling of the mediation proceedings. The Parties agree to participate in the mediation in good faith. If the Parties do not agree on a mediation service to conduct the mediation, the mediation shall be conducted in accordance with the Construction Industry Mediation Rules of the American Arbitration Association. All offers, promises, conduct and statements, whether written or oral, made in the course of mediation are confidential, privileged and/or inadmissible for any purpose in any litigation or arbitration of the dispute; provided, that evidence that is otherwise admissible or discoverable shall not be rendered inadmissible or non-discoverable as a result of its use in mediation.

8. Indemnification and Hold Harmless

8.1. SRTC agrees to defend, indemnify, and hold harmless STA, including its officers, employees, and agents, from any and all claims, demands, losses, and/or liabilities to or by third parties arising from, resulting from, or connected with, acts or omissions performed or to be performed under this Agreement by SRTC, its agents, employees, contractors, subcontractors, consultants, and suppliers of any tier, including acts or omissions of SRTC's invitees and licensees, to the fullest extent permitted by law and subject to the limitations provided below.

8.1.1. SRTC's duty to defend and indemnify STA, including its officers, employees, and agents, shall not apply to liability for damages arising out of bodily injury to persons or damage to property caused by or resulting from the sole negligence of STA, including its officers, employees, and agents. SRTC's duty to defend and indemnify STA, including its officers, employees, and agents, for liability for damages arising out of bodily injury to persons or damage to property caused by or resulting from the concurrent negligence of (a) STA, including its officers, employees, and agents, and (b) SRTC, its employees, contractors, subcontractors, and suppliers of any tier, and invitees and licensees, or involves those actions covered by RCW 4.24.115, shall apply only to the extent of negligence of SRTC, its agents, employees, contractors, subcontractors, and suppliers of any tier, invitees and licensees.

8.1.2. SRTC specifically and expressly and by mutual agreement waives any immunity that it may be granted under the Washington State Industrial Insurance Act, Title 51 RCW. Further, the indemnification obligation under this Agreement shall not be limited in any way by any limitation on the amount or type of damages, compensation or benefits payable to or for any third party under workers' compensation acts, disability benefits acts, or other employee benefits acts; provided, SRTC's waiver of immunity by the provisions of this section extends only to claims against SRTC by STA, and does not include, or extend to, any claims by SRTC's employees directly against SRTC.

- 8.2. STA agrees to defend, indemnify, and hold harmless SRTC, including its officers, employees, and agents, from any and all claims, demands, losses, and/or liabilities to or by third parties arising from, resulting from, or connected with, acts or omissions performed or to be performed under this Agreement by STA, its agents, employees, contractors, subcontractors, consultants, and suppliers of any tier, including acts or omissions of STA's invitees and licensees, to the fullest extent permitted by law and subject to the limitations provided below.
- 8.2.1. STA's duty to defend and indemnify SRTC, including its officers, employees, and agents, shall not apply to liability for damages arising out of bodily injury to persons or damage to property caused by or resulting from the sole negligence of SRTC, including its officers, employees, and agents. STA's duty to defend and indemnify SRTC, including its officers, employees, and agents, for liability for damages arising out of bodily injury to persons or damage to property caused by or resulting from the concurrent negligence of (a) SRTC, including its officers, employees, and agents, and (b) STA, its employees, contractors, subcontractors, and suppliers of any tier, and invitees and licensees, or involves those actions covered by RCW 4.24.115, shall apply only to the extent of negligence of STA, its agents, employees, contractors, subcontractors, and suppliers of any tier, invitees and licensees.
- 8.2.2. STA specifically and expressly and by mutual agreement waives any immunity that it may be granted under the Washington State Industrial Insurance Act, Title 51 RCW. Further, the indemnification obligation under this Agreement shall not be limited in any way by any limitation on the amount or type of damages, compensation or benefits payable to or for any third party under workers' compensation acts, disability benefits acts, or other employee benefits acts; provided, STA's waiver of immunity by the provisions of this section extends only to claims against STA by SRTC, and does not include, or extend to, any claims by STA's employees directly against STA.
- 8.3. This indemnification and waiver shall survive the termination of this Agreement.

[signatures on the following page]

9. Signatures

In Witness Whereof, the Parties hereto have executed this Agreement as of the date signed last below.

Spokane Regional Transportation Council	Spokane Transit Authority
By:	By:
Printed: Sabrina Minshall	Printed: E. Susan Meyer
Title: Executive Director	Title: Chief Executive Officer
Date:	Date:
Attest	Attest
By:	By:
Printed: XXX	Printed: Dana Infalt
Title: XXX	Title: Clerk of the Authority
Date:	Date:
Approved as to Form	Approved as to Form
By:	By:
Printed: XXX	Printed: Laura McAloon
Title: XXX	Title: General Counsel
Date:	Date:

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

February 6, 2019

**AGENDA ITEM 5A2: SPOKANE TRANSIT AUTHORITY MOVING FORWARD (STAMF)
PERFORMANCE MATRIX AND 2019 PERFORMANCE MEASURES**

REFERRAL COMMITTEE: N/A

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

SUMMARY:

STA Moving Forward Performance Matrix

The implementation of STA Moving Forward (STAMF) is essential to STA fulfilling its commitment to voters, and improving and expanding public transportation for the region. Measuring performance and tracking progress is key. Staff will share how projects are being tracked and progress reported via the web, to include a project-tracking matrix. During 2019 the following projects, or operable project phases, are expected to be complete:

- Spokane Community College Transit Center
- Spokane Falls Community College Transit Station
- Moran Station Park and Ride
- Boone Northwest Garage

Additionally, we expect to implement new service with a South Commuter Express and the Monroe-Regal High Performance Transit Line.

These projects, along with all other STA Moving Forward projects that have milestones in 2019, will be subject to ongoing tracking on the web and through quarterly reports.

2019 Performance Measures

The attached Staff Report presents the 2019 update to STA's key operational Performance Measures. As in the past, each performance measure relates to a specific Spokane Transit priority. These quantifiable benchmarks demonstrate the agency's commitment to accountability. These goals are aspirational in that staff set a high bar, which represents excellent performance.

The report lists STA's proposed 2019 Performance Measures with annotations comparing each measure with what was adopted for 2018 and the status as of the end of 3rd Quarter. Items printed in red are new measures or updates for 2019.

Staff will provide more complete review of how STA performed against each 2018 measure in March when financial data for the year has been finalized.

Specific changes to current 2018 Performance Measures include:

- The Ridership goals reflect the goals set forth in the Annual Strategic Plan:
 - Fixed Route: 2.0% growth from 2018 ridership.
 - Vanpool: 1.0% growth from 2018 ridership.
- Paratransit: 2.8 Passengers per revenue hour (down from 3.0 PRH)

RECOMMENDATION TO COMMITTEE: Recommend the Board approve the 2019 Performance Measures as presented.

COMMITTEE ACTION:

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

Annotated copy to show comparison to 2018

Staff Report

Approved: STA Board Meeting of February 21, 2019

SUBJECT: 2019 PERFORMANCE MEASURES

MISSION

- We are dedicated to providing safe, convenient and accessible public transportation services to Spokane region neighborhoods, businesses, and activity centers.
- We are leaders in transportation and a valued partner in the community's social fabric, economic infrastructure, and quality of life.

OUR VISION

- STA aspires to be a source of pride for the region.

PRIORITIES AND OBJECTIVES

1. Safety

Emphasize safety of our customers and employees in all aspects of our operations

2. Earn and Retain the Community's Trust

Engender trust and accountability and satisfy and exceed the expectations of citizens, customers, and employees; increase ridership; operate an efficient, cost-effective operation; maintain tight control of operational, administrative, and capital expenditures of public resources; provide service that is responsive and tailored to the area's needs.

3. Provide Excellent Customer Service

Provide consistently high-quality service to customers at every interaction with Spokane Transit; be rated by customers, the community, and employees as providing excellent customer service as measured annually in surveys.

4. Enable Organizational Success

Have a well-trained and highly productive workforce; promote healthy dialogue on important issues; reduce employee injuries.

5. Exemplify Financial Stewardship

Operate an efficient, cost-effective operation; maintain tight control of operational, administrative, and capital expenditures of public resources; establish reasonable, user-based revenue targets; plan for future operational and capital needs

PERFORMANCE MEASURES

1. **ENSURE SAFETY**

Emphasize safety of our customers and employees in all aspects of our operations.

Performance Measures

• **Accident Rate**

Fixed Route

Measurement – (1 measure) Preventable accidents

Goal - 0.08 (or less) per 10,000 miles

Measured - Quarterly

No change from 2018 Goal

2018 Actual: 0.09 Q3 YTD

Paratransit

Measurement – (1 measure) Preventable accidents

Goal - 0.10 (or less) per 10,000 miles

Measured - Quarterly

No change from 2018 Goal

2018 Actual: 0.08 Q3 YTD

• **Injury Rate (Employee Days Lost)**

Fixed Route

Measurement – Workdays lost due to injury

Goal – 0.02 (or less) per 1,000 employee hours

Measured - Quarterly

No change from 2018 Goal

2018 Actual: 0.02 Q3 YTD

Paratransit

Measurement – Workers Comp Lost Days

Goal – 0.04 (or less) per 1,000 employee hours

Measured – Quarterly

No change from 2018 Goal

2018 Actual: 0.01 Q3 YTD

Maintenance

Measurement – Workers Comp Lost Days

Goal – 0.05 (or less) per 1,000 employee hours

Measured - Quarterly

No change from 2018 Goal

2018 Actual: 0.07 Q3 YTD

• **Injury Rate (Employee Claims)**

Fixed Route

Measurement – Claims per 1,000 hours

Goal – 0.05 claims (or less) per 1,000 hours

Measured – Quarterly

No change from 2018 Goal

2018 Actual: 0.05 Q3 YTD

Paratransit

Measurement – Claims per 1,000 hours
Goal – 0.08 (or less) claims per 1,000 hours
Measured - Quarterly
 No change from 2018 Goal
 2018 Actual: 0.06 Q3 YTD

Maintenance

Measurement – Claims per 1,000 hours
Goal – 0.09 (or less) claims per 1,000 hours
Measured - Quarterly
 No change from 2018 goal
 2018 Actual: 0.14 Q3 YTD

2. EARN AND RETAIN THE COMMUNITY'S TRUST

Engender trust and accountability and satisfy and exceed the expectations of citizens, customers, and employees; increase ridership; provide service that is responsive and tailored to the area's needs.

Performance Measures

• **Ridership**

Fixed Route

Measurement – Number of unlinked trips
Goal –2.0% increase from 2018 (approximately 10.1 million trips)
Measured – Monthly
 2018 Goal: 1.5% increase from 2017
 2018 Actual:-1.9% decrease Q3 YTD

Paratransit

Measurement – Number of unlinked trips
Goal –1.5% increase from 2018 (approximately 477,000 trips)
Measured – Monthly
 No change from 2018 goal
 2018 Goal: 1.5% increase from 2017
 2018 Actual: -0.5% decrease Q3 YTD

Vanpool

Measurement – Number of unlinked trips
Goal – 1.0% increase from 2018 (approximately 157,000 trips)
Measured – Monthly
 2018 Goal: 2.5% increase from 2017
 2018 Actual:-13.6% decrease Q3 YTD

• **Service Effectiveness**

Fixed Route

Measurement – Passengers per revenue hour
Goal –25 or above system wide average
Measured – Quarterly
 No change from 2018 goal
 2018 Actual: 23.68 / -7% Q3 YTD 2018 over 2018

Paratransit

Measurement – Passengers per revenue hour

Goal – 2.8 – 3% is aspirational, have not achieved in many years

Measured – Quarterly

2018 Goal: 3.0

2018 Actual: 2.78/ -2% Q3 YTD 2018 over y/e 2018

- **Customer Security**

Fixed Route

Measurement – Response to two questions on annual survey: Customer assessment of personal safety & drivers' driving safe

Goal – 4.5 (or above) average

Measured – Annually

No change from 2018 goal

Paratransit

Measurement – Response to two questions on annual survey: Customer assessment of personal safety & drivers driving safe

Goal – 4.5 (or above) average

Measured – Annually

No change from 2018 goal

- **Public Outreach**

Agency Wide

Measurement – Response to question on annual community survey: STA does a good job listening to the public.

Goal – 4.5 (or above) average

Measured – Annually

No change from 2018 goal

- **Fixed Route Ease of Use**

Agency Wide

Measurement – % of urbanized population with basic bus service within ½ mile walk

2019 Goal – 80%

Measured – Annually

No change from 2018 goal

Measurement – % of Fixed Route Passenger boardings occurring at locations where passenger shelter is provided

2019 Goal – 60%

Measured – Annually

Measurement – % of Population within area within ½ mile 15 minute frequency (minimum 12 hours per weekday)

Goal – +4% basis point increase from 2016 baseline

Measured – Annually

3. PROVIDE OUTSTANDING CUSTOMER SERVICE

Provide consistently high-quality service to customers at every interaction with Spokane Transit; be rated by customers, the community, and employees as providing excellent customer service as measured annually in surveys.

Performance Measures

- **On Time Performance**

Fixed Route

Measurement – 0 to 5 minutes from scheduled time point

Goal –93% on time

Measured – Monthly

No change from 2018 goal

2018 Actual: 93.3% Q3 YTD

Paratransit

Measurement – 0 to 30 minutes from scheduled pick up time

Goal – 93% on time

Measured – Monthly

No change from 2018 goal

2018 Actual: 90.6% Q3 YTD

- **Call Center**

Fixed Route Customer Service Abandon Rate

Measurement – Percent of calls abandoned in comparison to the total call volume

Goal – 4% or below

Measured – Monthly

No change from 2018 goal

Paratransit Reservationists Abandon Rate

Measurement – Percent of calls abandoned in comparison to the total call volume

Goal – 4% or below

Measured – Monthly

No change from 2018 goal

Fixed Route (Customer Service) Service Level

Measurement – The percent of time calls are answered within the goal period

Goal – 90%/60 seconds

Measured – Monthly

No change from 2018 goal

Paratransit Reservationists Service Level

Measurement – The percent of time calls are answered within the goal period

Goal – 90%/60 seconds

Measured – Monthly

No change from 2018 goal

- **Professionalism and Courtesy**

Fixed Route

Measurement – Quality Counts survey response to: “Operator professional and courteous throughout the trip”

Goal – 4.5 (or above) average on a scale of 1 to 5

Measured – Monthly

No change from 2018 goal

2018 Actual: 4.70% Q3 YTD

Paratransit

Measurement – Quality Counts survey response to: “Operator professional and courteous throughout the trip”

Goal – 4.5 (or above) average on a scale of 1 to 5

Measured – Monthly

No change from 2018 goal

2018 Actual: 4.81% Q3 YTD

Administration/Customer Service/Paratransit Reservations/Security

Measurement – Quality Counts survey response to: “Employee was professional and courteous throughout the call/interaction”

Goal – 4.5 (or above) average on a scale of 1 to 5

Measured – Monthly

No change from 2018 goal

2018 Actual: 4.89% Q3 YTD

- **Driver Announcements / Introduction**

Fixed Route

Measurement – Quality Counts survey response to: “Published stops are announced”

Goal – 95% (or above) average on Quality Counts surveys

Measured – Monthly

No change from 2018 goal

2018 Actual: 99.7% Q3 YTD

Paratransit

Measurement – Quality Counts survey response to: “Operator identifying himself/herself at pick-up”

Goal –90% (or above) average on Quality Counts surveys

Measured – Monthly

No change from 2018 goal

2018 Actual: 83.2% Q3 YTD

- **Cleanliness of coach / van**

Fixed Route

Measurement – Response to Quality Counts survey

Goal –90% (or above) average on Quality Counts surveys

Measured – Monthly

No change from 2018 goal

2018 Actual: 98.5% Q3 YTD

Paratransit

Measurement – Response to Quality Counts survey

Goal –90% (or above) on Quality Counts surveys

Measured – Monthly

No change from 2018 goal

2018 Actual: 100% Q3 YTD

- **Complaint Rate**

Fixed Route

Measurement – Number of complaints received

Goal – 8 complaints (or less) per 100,000 boardings

Measured – Monthly

No change from 2018 goal

2018 Actual: 9.0% Q3 YTD

Paratransit

Measurement – Number of complaints received
Goal – 8 complaints (or less) per 10,000 boardings
Measured - Monthly
No change from 2018 goal
2018 Actual: 9.3% Q3 YTD

- **Maintenance Reliability**

Fixed Route

Measurement – Number of Road Calls
Goal – Less than 1 per 7,500 miles
Measured - Monthly
No change from 2018 goal
2018 Actual: 6,244 Q3 YTD

Paratransit

Measurement – Number of Road Calls
Goal – Less than 1 per 75,000 miles
Measured – Monthly
No change from 2018 goal
2018 Actual: 50,092 Q3 YTD

4. ENABLE ORGANIZATIONAL SUCCESS

**Have a well-trained and highly productive workforce; promote healthy dialogue on important issues.
Have an active and engaged Board of Directors.**

Performance Measures

- **Training Rate (Employee)**

Fixed Route

Measurement – Complete Advanced Operator Training
Goal – 8 hours per Operator annually
Measured – Quarterly
No change from 2018 goal

Paratransit

Measurement – Complete Advanced Operator Training
Goal – 8 hours per Operator annually
Measured – Quarterly
No change from 2018 goal

Maintenance

Measurement – 4 major component training events + variety of general professional classes
Goal – Invest average of 25 hours per maintenance employee per year
Measured - Annually
No change from 2018 goal

Managers/Supervisors/Administrative

Measurement – Scheduled Professional Development Class
Goal – 100% of population receive either on-site or off-site training event per year
Measured – Annually
No change from 2018 goal

- **Annual Employee Feedback**

- Fixed Route

- Measurement – Supervisor conducts formal ride check/ride along

- Goal – 100% of operators receive a successful evaluation on a ride check/ride along annually

- Measured - Quarterly

- No change from 2018 goal

- Paratransit

- Measurement – Supervisor conducts formal ride check/ride along

- Goal – 100% of operators receive a successful evaluation on a ride check/ride along annually

- Measured - Quarterly

- No change from 2018 goal

- **Governance**

- Board Development

- Measurement – Attendance at a transit-related conference/training event

- Goal – Two Board members attend annually

- Measured – Annually

- No change from 2018 goal

5. **EXEMPLIFY FINANCIAL STEWARDSHIP**

Operate an efficient, cost-effective operation; maintain tight control of operational, administrative, and capital expenditures of public resources; establish reasonable, user-based revenue targets; plan for future operational and capital needs.

Performance Measures

- **Cost Efficiency**

- Fixed Route

- Measurement – Cost per Revenue Hour

- Goal – below 95% of average cost of urban systems in Washington State

- Measured – Quarterly

- No change from 2018 goal

- 2018 Actual: 79.6% Q3 YTD

- Paratransit

- Measurement – Cost per Revenue Hour

- Goal – below 95% of average cost of urban systems in Washington State

- Measured – Quarterly

- No change from 2018 goal

- 2018 Actual: 70.4% Q3 YTD

- **Cost Effectiveness**

- Fixed Route

- Measurement – Cost per Passenger

- Goal – below 95% of average cost of urban systems in Washington State

- Measured – Quarterly

- No change from 2018 goal

- 2018 Actual: 65.4% Q3 YTD

Paratransit

Measurement – Cost per Passenger

Goal – below 95% of average cost of urban systems in Washington State

Measured – Quarterly

No change from 2018 goal

2018 Actual: 58.3% Q3 YTD

Park and Ride Performance

Measurement – # of Park and Ride Lots performing to targeted utilization rates

Goal – 7 of 13

Measured – Annually

- **Cost Recovery from User Fees**

Fixed Route

Measurement – Farebox Return

Goal – at least 20%

Measured – Quarterly

No change from 2018 goal

2018 Actual: 18.0% Q3 YTD

Paratransit

Measurement – Farebox Return

Goal – at least 5%

Measured – Quarterly

No change from 2018 goal

2018 Actual: 5.47% Q3 YTD

Vanpool

Measurement – Fare revenue compared to Operational and Administrative expenses (not including Special Use Vanpool)

Goal – 100%

Measured – Quarterly

No change from 2018 goal

2018 Actual: 100.4% Q3 YTD

- **Maintenance Cost**

Fixed Route

Measurement – Cost per total mile by fleet

Goal – \$1.28 (or less) per mile

Measured - Quarterly

2018 Goal: \$1.27 (or less) per mile

2018 Actual: 1.18% Q3 YTD

Paratransit/Vanpool

Measurement – Cost per total mile

Goal – \$1.20 (or less) per mile – increase due to replacement of MDCs as Ops Expense via Capital Expense

Measured – Quarterly

2018 Goal – \$0.92 (or less) per mile

2018 Actual: 0.92% Q3 YTD

- **Financial Capacity**

- Financial Management

- Measurement – Adherence to approved Operating Budget

- Goal – Operate at or below budgeted expenditures

- Measured – Quarterly

- No change from 2018 goal

- Service Level Stability

- Measurement – Number of years current service level can be sustained

- Goal – 6 years

- Measured – Annually

- No change from 2018 goal

- Ability to Sustain Essential Capital Investments

- Measurement – Fully funded Capital Improvement Plan

- Goal – 6 years

- Measured – Annually

- No change from 2018 goal

- Public Perception

- Measurement – Answer to question on annual community survey: STA is financially responsible

- Goal – 4.5 (or above) on a scale of 1 to 5

- Measured – Annually

- No change from 2018 goal

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

February 6, 2019

AGENDA ITEM 6A : **SEPTEMBER 2019 SERVICE REVISION (DRAFT RECOMMENDATION PUBLIC HEARING)**

REFERRAL COMMITTEE: N/A

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

SUMMARY: Staff presented the 2019 Service Revisions Draft Recommendation at the January STA Board meeting. The complete report is online at:

https://www.spokanetransit.com/files/content/Sept_2019_Draft_Recommendation.pdf

A follow-up online survey is now open to collect feedback on the Draft Recommendation. The main audience for the survey is those who participated in an online survey or submitted comments on the Preliminary Proposal:

<https://www.surveymonkey.com/r/2019follow-up>.

A public hearing on the Draft Recommendation is scheduled for the February Board meeting. A final recommendation will be presented, and the Board will be asked to take action in March.

Additionally, through a separate process, staff has been working with the City of Cheney and Eastern Washington University to conduct outreach on opportunities to improve the local service in Cheney. As noted at the January Board meeting, STA has received negative feedback and observed a negative ridership trend on the Route 68 Local since it was changed at the time of the September 16, 2018 service change. Modifications to the Route 64 Cheney/West Plains and Route 68 Cheney Local could be approved at the time of a final recommendation or through a separate board action later this spring to go into effect September 2019. An online survey to receive feedback on the potential options is now open:

<https://www.surveymonkey.com/r/cheneylocal>.

RECOMMENDATION TO COMMITTEE: For discussion.

COMMITTEE ACTION:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

February 6, 2019

AGENDA ITEM **6B**: 2018 PARATRANSIT SURVEY FINDINGS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Brandon Ropez-Betty, Director of Communications and Customer Service

SUMMARY: Critical Data, Inc. was procured through a bidding process to conduct a telephone survey of 400 paratransit riders (320) or their specific caregivers (80) from a list provided by Spokane Transit. The interviews were performed using landline and cell phone interviews.

Critical Data was successful in obtaining STA's goal to complete 400 interviews. The margin of error for this study is +/- 2.8%.

This study followed seven similar studies implemented in 2006, 2007, 2008, 2010, 2012, 2014 and 2016. Survey respondents spent on average 18 minutes with Critical Data interviewers.

A copy of the summary report will be provided upon request.

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

February 6, 2019

AGENDA ITEM 6C : **Legislative Report**

REFERRAL COMMITTEE: N/A

SUBMITTED BY: E Susan Meyer, CEO
Brandon Rapez-Betty, Director of Communications and Customer Service

SUMMARY: Staff will provide an update on current legislative proceedings.

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

February 6, 2019

AGENDA ITEM 6D: LOW INCOME PASS PROGRAM UPDATE

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Emily Arenson, Community Ombudsman

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

Spokane Transit issued a request for proposals in early 2018, and received five responses. Although each of the proposals was thorough, none of them addressed the fare increase specifically; rather, they sought broader programs through which Spokane Transit would distribute free or nearly free passes. This proposed new pass type would have required a policy decision which was outside the scope of the Program and the CEO’s authority to administer it.

Staff reached out to each of the nonprofit entities that submitted a proposal to invite them to meet with us to discuss their clients’ transit-related needs. These agencies and organizations identified a significant and broad need for access to transit by low income persons. However, the Program as approved by the Board of Directors was not the appropriate answer for that need; it was intended to lessen the burden of the fare increase, not distribute free passes or create a new fare type. Therefore, the Program was not administered.

Spokane Transit continues to consider what its role could be in increasing access to transit for the low and extremely low income population in Spokane as a responsible steward of taxpayer funds. The agency is grateful for the work the applicants have done both in apply for the Program, and more generally in providing valuable services to the community.

At the December 5, 2018, meeting, the Board Operations Committee requested that STA staff provide information to the Performance Monitoring and External Relations Committee regarding how other transit agencies manage reduced fare programs based on income. A chart reflecting this information is attached.

RECOMMENDATION TO COMMITTEE: Information Only.

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

Low Income Pass Programs

Agency ¹	Location	Program	Qualifications	Source of Funds
1. MTA New York City Transit	New York City, NY	Yes	Individuals living below the federal poverty line; 7-day and 30-day passes only; purchased through the City of New York	City of New York
2. Los Angeles County Metropolitan Transportation Authority	Los Angeles, CA	Yes	Low-Income Fare is Easy (LIFE) for 7-day or 30-day passes on participating operators within jurisdiction for local trips only for individuals living below approximately 200% of federal poverty level; Immediate Needs Transportation Program (INTP) for subsidies for taxi service through network of nonprofit entities, but transitioning into LIFE program on 7/1/19; City and County subsidies	Local jurisdictions and LA County; Measure M sales tax ballot measure (2016)
3. Chicago Transit Authority	Chicago, IL	Yes	Illinois residents 65 years or older, or with a disability, who are enrolled in the Illinois Department on Aging Benefit Access Program and meet low-income requirements may ride fixed route for free	State legislative mandate
4. Southeastern Pennsylvania Transportation Authority	Philadelphia, PA	No		
5. New Jersey Transit Corporation	Newark, NJ	No		
6. Washington Metropolitan Area Transit Authority	Washington, D.C.	No		
7. MTA Bus Company	New York City, NY	Yes	Individuals living below the federal poverty line; 7-day and 30-day passes only; purchased through the City of New York	City of New York

¹ Ten largest bus agencies in the United States, based upon the 2017 Public Transportation Fact Book published by the American Public Transportation Association.

Low Income Pass Programs

Agency ¹	Location	Program	Qualifications	Source of Funds
8. Massachusetts Bay Transportation Authority	Boston, MA	Yes	Low-income young adult (18-25 years old) who are enrolled in a GED or job training program or state or federal benefit program	Partnerships with local jurisdictions
9. King County Metro	Seattle, WA	Yes	Individuals who live below 200% of the federal poverty level	Revenue/fare increase
10. San Francisco Municipal Transportation Authority	San Francisco, CA	Yes	Individuals who live below 200% of the federal poverty level	Revenue/fare increase
12. Denver Regional Transportation District ²	Denver, CO	Yes ³	Individuals who live below 185% of the federal poverty level	Revenue/fare increase
16. Tri-County Metropolitan Transportation District of Oregon (TriMet) ⁴	Portland, OR	Yes	Individuals who live below 200% of the federal poverty level	State legislation provides dedicated funding for this program through a payroll tax

² Denver RTA is the 12th largest bus agency in the United States, but is included because it offers a low-income reduced fare program.

³ This program is slated to begin in the summer of 2019, and replaces a previous program that relied on a network of nonprofits to verify income and distribute passes.

⁴ TriMet is the 16th largest bus agency in the United States, but is included because it offers a low-income reduced fare program.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

February 6, 2019

AGENDA ITEM 7: CEO REPORT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: N/A

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

RECOMMENDATION TO COMMITTEE: N/A

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

February 6, 2019

AGENDA ITEM 8A : **JANUARY 2019 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 January 2019, sales tax revenue information.

January sales tax revenue, which represents sales for November 2018, was:

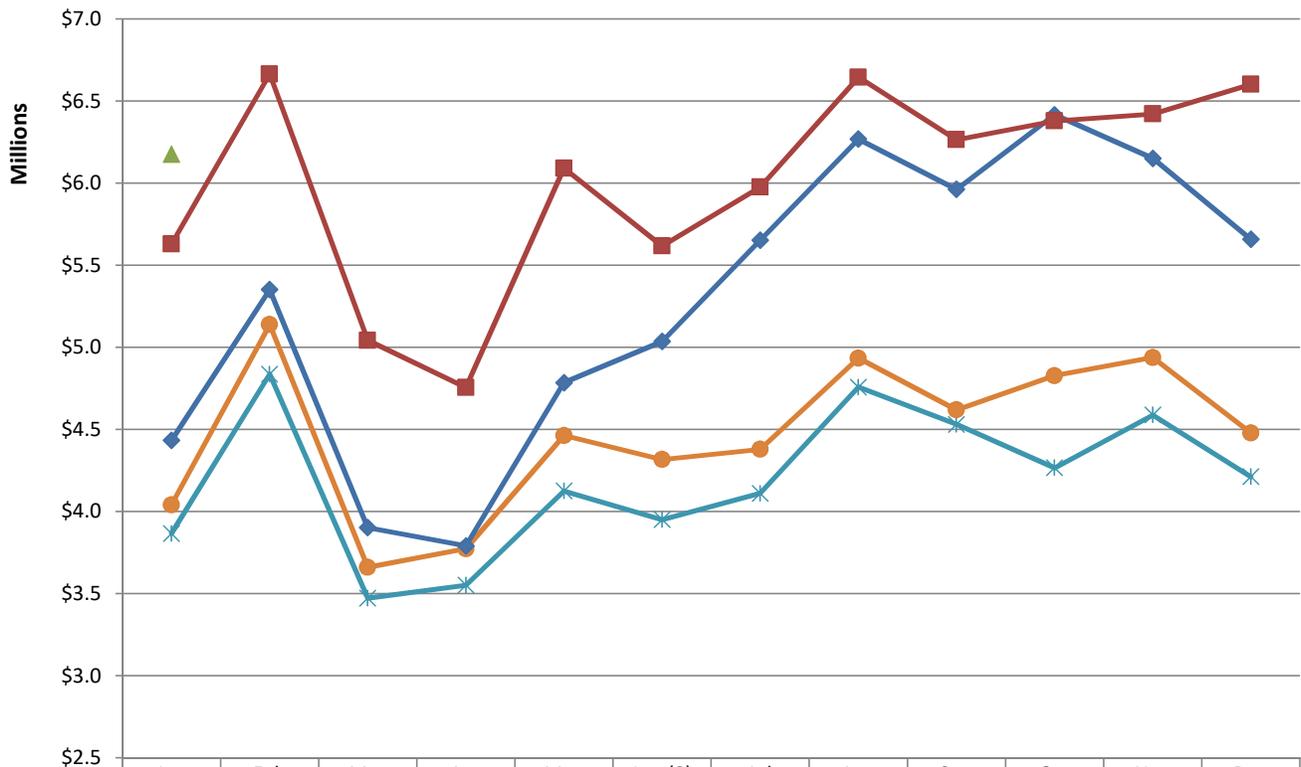
- +9.7% over January 2018 actual
- +9.7% above YTD actual
- +10.9% YTD above budget

RECOMMENDATION TO COMMITTEE: Information Only.

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

Sales Tax Revenue History-January 2019⁽¹⁾

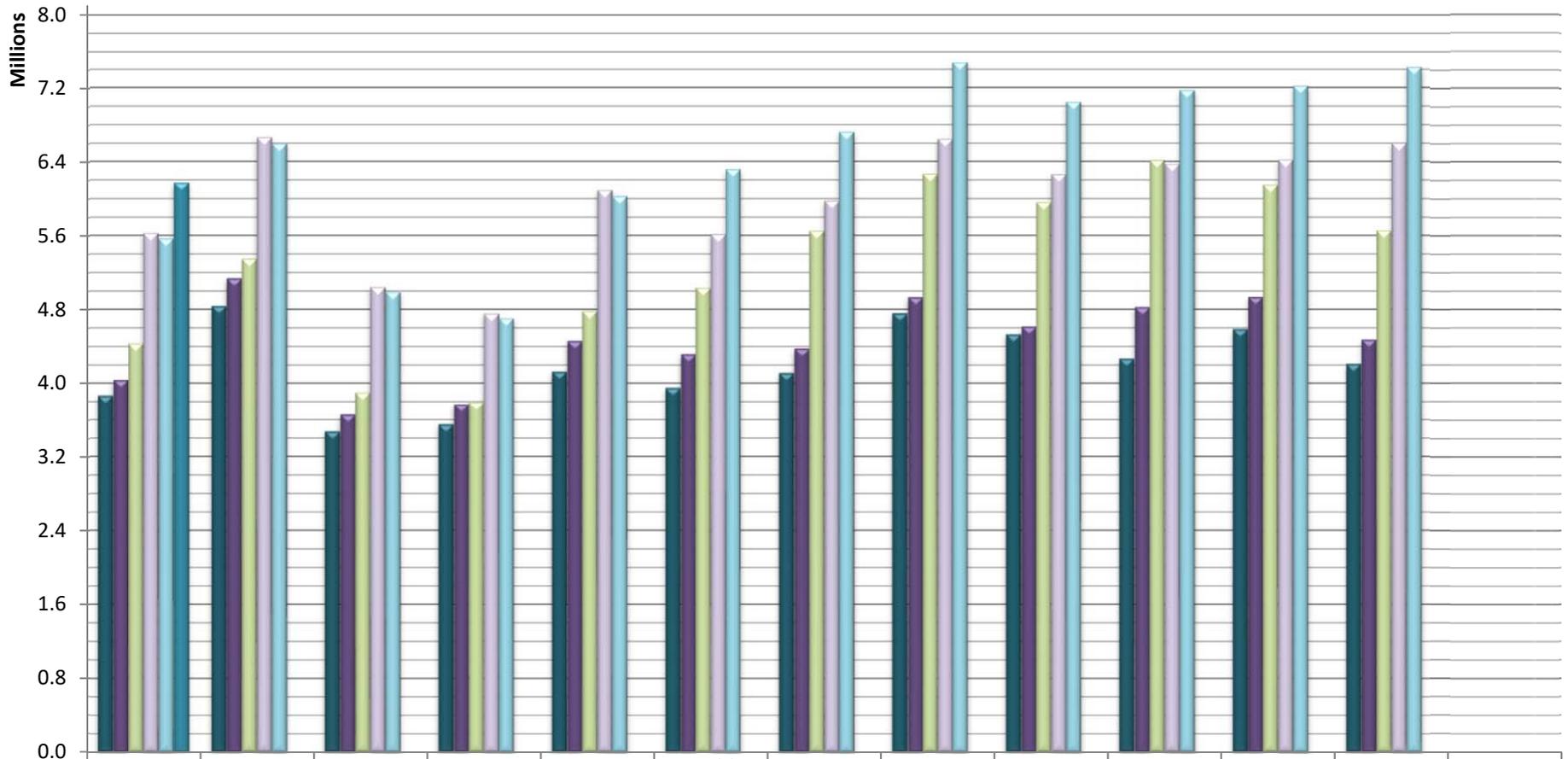


	Jan	Feb	Mar	Apr	May	Jun (2)	Jul	Aug	Sep	Oct	Nov	Dec
2015	\$3.9	\$4.8	\$3.5	\$3.6	\$4.1	\$3.9	\$4.1	\$4.8	\$4.5	\$4.3	\$4.6	\$4.2
2016	\$4.0	\$5.1	\$3.7	\$3.8	\$4.5	\$4.3	\$4.4	\$4.9	\$4.6	\$4.8	\$4.9	\$4.5
2017	\$4.4	\$5.4	\$3.9	\$3.8	\$4.8	\$5.0	\$5.7	\$6.3	\$6.0	\$6.4	\$6.2	\$5.7
2018	\$5.6	\$6.7	\$5.0	\$4.8	\$6.1	\$5.6	\$6.0	\$6.6	\$6.3	\$6.4	\$6.4	\$6.6
2019	\$6.2											

(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 in 2017 and from .007 to .008 in 2019.

2015 - 2019 SALES TAX RECEIPTS ⁽¹⁾



	Jan	Feb	Mar	Apr	May	Jun (2)	Jul	Aug	Sep	Oct	Nov	Dec	Total
2015 Act.	3,865,250	4,835,478	3,471,459	3,550,797	4,124,484	3,949,801	4,109,906	4,756,705	4,530,359	4,265,975	4,587,132	4,211,936	50,259,282
2016 Act.	4,040,342	5,138,043	3,659,616	3,772,996	4,462,273	4,315,784	4,378,473	4,933,936	4,618,531	4,826,474	4,936,883	4,477,725	53,561,075
2017 Act.	4,432,233	5,350,787	3,901,562	3,790,349	4,783,883	5,035,578	5,651,610	6,268,031	5,961,836	6,416,307	6,150,443	5,656,970	63,399,589
2018 Act.	5,628,134	6,664,160	5,042,196	4,754,750	6,090,019	5,616,550	5,975,412	6,645,055	6,263,667	6,377,811	6,420,673	6,601,136	72,079,561
2019 Bud.	5,569,403	6,594,618	4,989,580	4,705,133	6,026,468	6,318,402	6,722,107	7,475,431	7,046,383	7,174,792	7,223,009	7,426,023	77,271,349
2019 Act.	6,174,965	-	-	-	-	-	-	-	-	-	-	-	6,174,965
\$ Mo. Var.	546,831	-	-	-	-	-	-	-	-	-	-	-	
% Mo. Var.	9.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
\$ YTD Var.	546,831	-	-	-	-	-	-	-	-	-	-	-	
% YTD Var.	9.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
% YTD Bud. Var.	10.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

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

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

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

February 6, 2019

AGENDA ITEM **8B** : DECEMBER 2018 OPERATING INDICATORS

REFERRAL COMMITTEE: N/A

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

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

FIXED ROUTE

The 2018 ridership goal for Fixed Route is to increase 2017 ridership levels by 1.5%. Average weekday ridership decreased 4.0% (30,042 vs. 31,281) in December 2018 compared to December 2017 and is down 2.5% (34,078 vs. 34,964) YTD. Total monthly ridership decreased 3.4% (730,276 vs. 755,961) in December 2018 compared to December 2017 and is down 1.9% (10,069,599 vs. 10,264,971) YTD.

Detailed breakdown:

- Adult ridership decreased 3.1% (443,648 vs. 458,063) in December 2018 compared to December 2017 and is down 1.7% (6,238,883 vs. 6,347,880) YTD.
- CCS Pass ridership decreased 5.7% (40,839 vs. 43,316) in December 2018 compared to December 2017 and is down 2.3% (617,983 vs. 632,221) YTD.
- Eagle Pass ridership decreased 25.2% (19,255 vs. 25,726) in December 2018 compared to December 2017, and is down 5.4% (691,773 vs. 730,965) YTD. Of note, EWU winter break was two days longer in 2018 than 2017.
- GU Bulldogs Pass ridership increased 0.8% (2,823 vs. 2,801) in December 2018 compared to December 2017 and is up 14.4% (46,477 vs. 40,613) YTD.
- Youth ridership decreased 2.3% (49,914 vs. 51,229) in December 2018 compared to December 2017 and is up 2.5% (671,846 vs. 655,688) YTD.
- Reduced Fare / Para ridership increased 3.2% (106,528 vs. 103,191) in December 2018 compared to December 2017, and is up 1.2% (1,398,864 vs. 1,382,168) YTD.

Fixed Route on time performance for December 2018 was 93.6% which surpasses the goal of 93% for 2018.

PARATRANSIT

Paratransit's ridership goal for 2018 was to increase 2017 ridership levels by no more than 1.5%. Combined total ridership for December decreased 5.4% (35,020 vs. 37,014) and decreased 0.31% (476,032 vs. 477,501) year-to-date.

Detailed breakdown:

Ridership:

- Directly Operated Service decreased 3.74% in December (18,215 vs. 18,897) and increased 5.9% (254,868 vs. 240,622) year-to-date.
- MV Contracted Service decreased 9.7% in December (14,371 vs. 15,779) and decreased 11% (182,556 vs. 202,799) year-to-date.
- Special Use Vans (SUV) increased 4.1% (2,434 vs. 2,338) in December and increased 10.56% year-to-date (37,678 vs. 34,080).
- Purchased Transportation (SUV and MV combined) provided 47.98% of the service in December 2018 compared to 48.94% in December 2017.

On Time Performance (OTP):

- Directly Operated Service OTP for December was 92.43%, which is below of the goal of 93%.
- MV Contracted Service OTP was 85.75% in December 2018, also below the established goal of 93%.
- Combined, the service ran at 89.60% in December 2018 compared to 88.42% in December 2017; Combined service operated at 89.76% YTD 2018 compared to 91.30% YTD 2017.

Passengers Per Revenue Hour (PPRH)

- Directly Operated and MV Contracted combined service transported 2.67 PPRH in December 2018 compared to 2.68 in December 2017; Combined service operated at 2.76 PPH YTD 2018 compared to 2.79 in 2017.

VANPOOL

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

Detailed Breakdown:

Vanpool customer trips were down 2.5% in December 2018 vs December 2017 (11,540 vs 11,839) and down 11.78% YTD versus 2017 (157,433 vs 178,457). December 2018 had 76 van groups in operation versus 82 in December 2017. 562 riders took at least one trip in December 2018 vs 559 in November of 2018.

- Riders added in December were 16 vs. 6 in December 2017
- Riders removed in December were 26 vs 21 in December 2017
- Days operated per van 16 (out of 20) vs. 17 (out of 19) in December 2017
- Average daily vanpool ridership 743 trips December 2018

CUSTOMER SERVICE

Total monthly pass sales decreased in December 2018 4.3% (8,378 vs. 8,751 in 2017). YTD pass sales decreased 2.2% (113,200 vs. 115,751 in 2017).

Detailed breakdown:

- Adult Pass/Smartcard sales decreased 5.6% (4,566 vs. 4,838) in December 2018 compared to December 2017 and decreased 2.2% (64,449 vs. 65,893) year to date.
- City Ticket monthly sales decreased 2.2% (443 vs. 453) in December 2018 compared to December 2017 and increased 4.7% (5,731 vs. 5,474) YTD.
- 7-Day Pass/Smartcard sales decreased 63.4% from last month (662 vs 1,808 in December), Year over year, sales increased 105.3% (11,993 vs. 5,841).
- ESBP sales increased 29.3% (1,046 vs 809) in December 2018 compared to December 2017 and year to date sales increased 5.9% (11,643 vs 10,991).
- Student Pass sales decreased 77.8% (4 vs. 18) in December 2018 compared to December 2017. Year to date pass sales decreased 32.6% (153 vs. 227).
- Youth Pass/Smartcard monthly sales increased 3.1% in December 2018 compared to December 2017 (1,577 vs. 1,530) and decreased 1.0% (18,942 vs. 19,131) year to date.
- Reduced Fare Pass/Smartcard monthly sales decreased 5.1% (1,466 vs. 1,545) in December 2018 compared to December 2017. YTD pass sales decreased 2.2% (20,153 vs. 20,613).
- Paratransit Pass/Smartcard sales decreased in December 2018 compared to December 2017 by 8.2% (769 vs. 838). YTD sales decreased 4.5% (9,656 vs. 10,114 in 2017).
- Universal Transit Access Pass (UTAP) decreased 2.3% in December 2018 compared to December 2017 (79,683 vs 81,596 in 2017), year to date UTAP has decreased 1.9% (1,505,689 vs 1,535,468). Whitworth was added to the UTAP program in September and Kendall Yards was added in December.

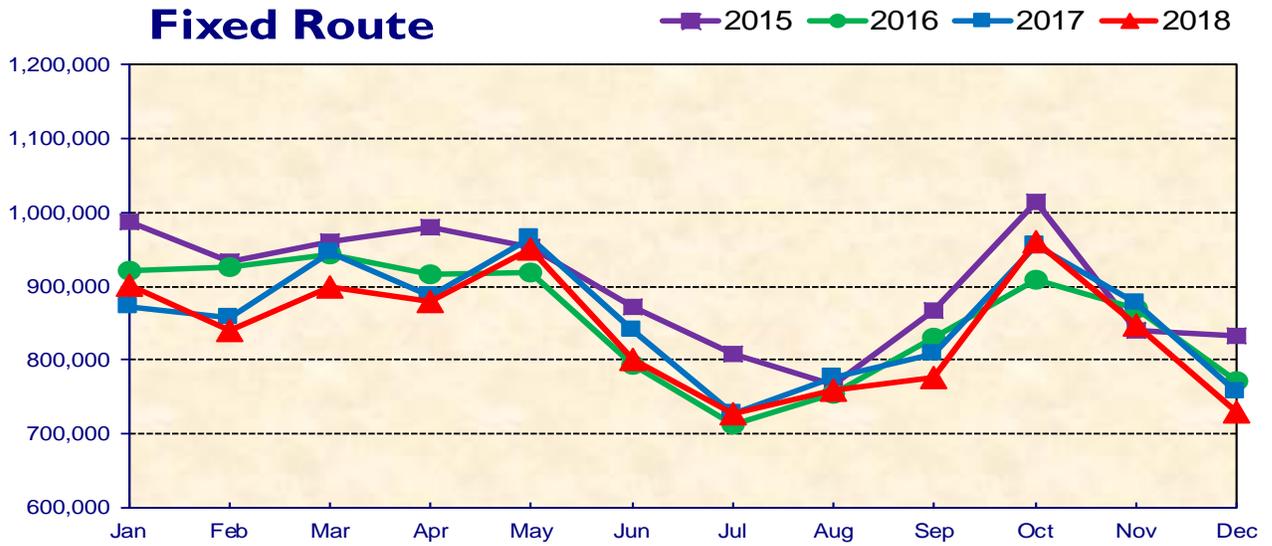
RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

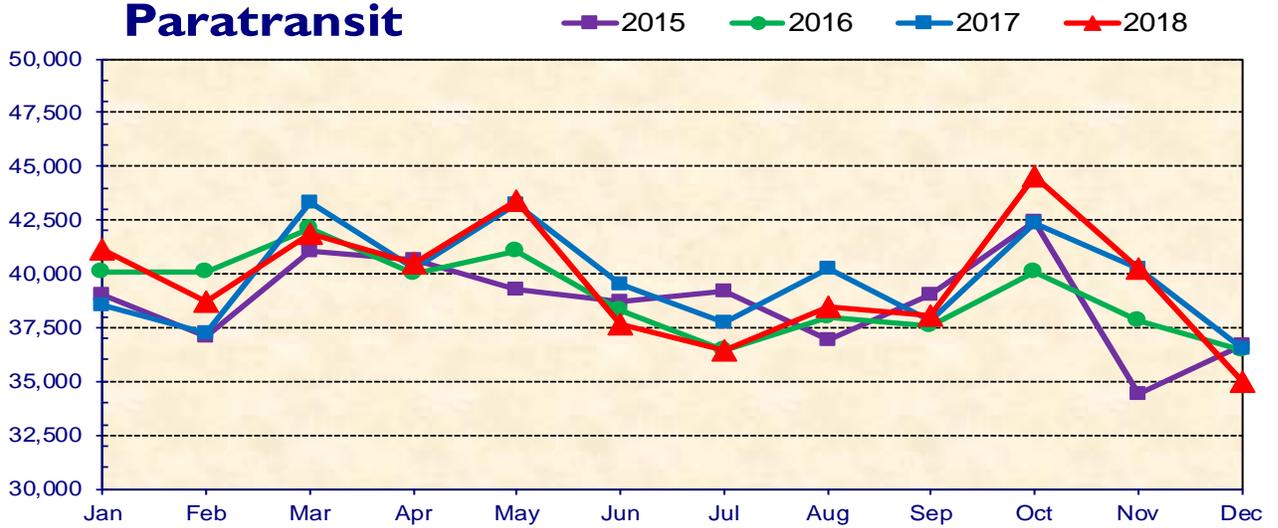
Division Head _____ Chief Executive Officer _____ Legal Counsel _____

RIDERSHIP

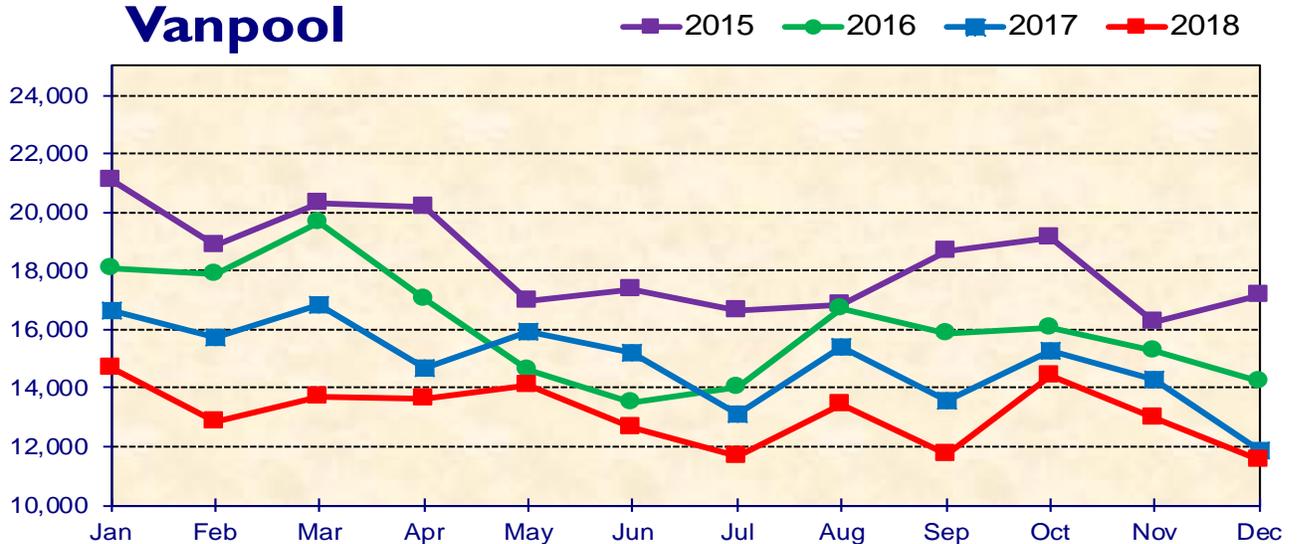
Fixed Route

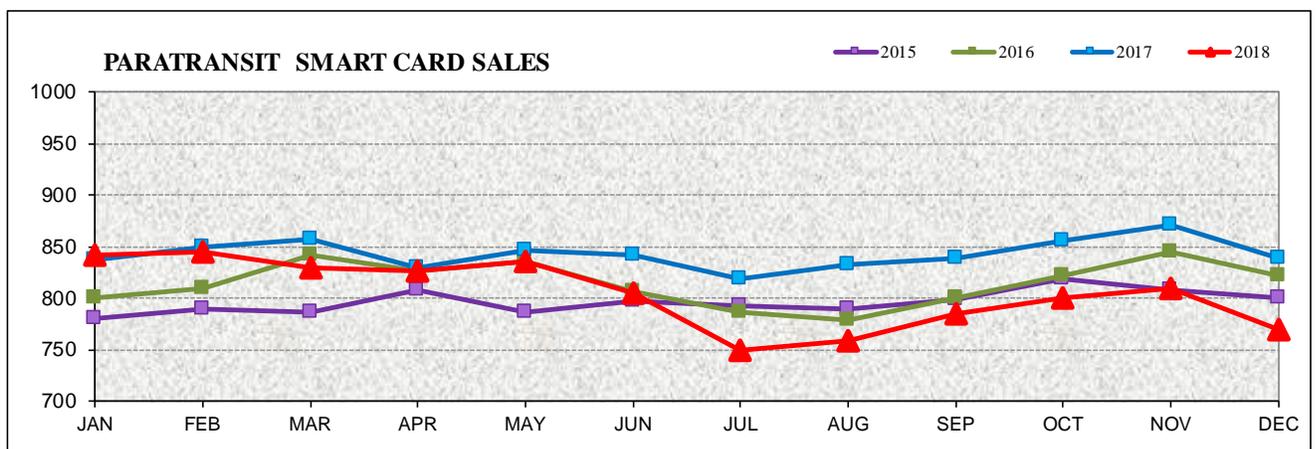
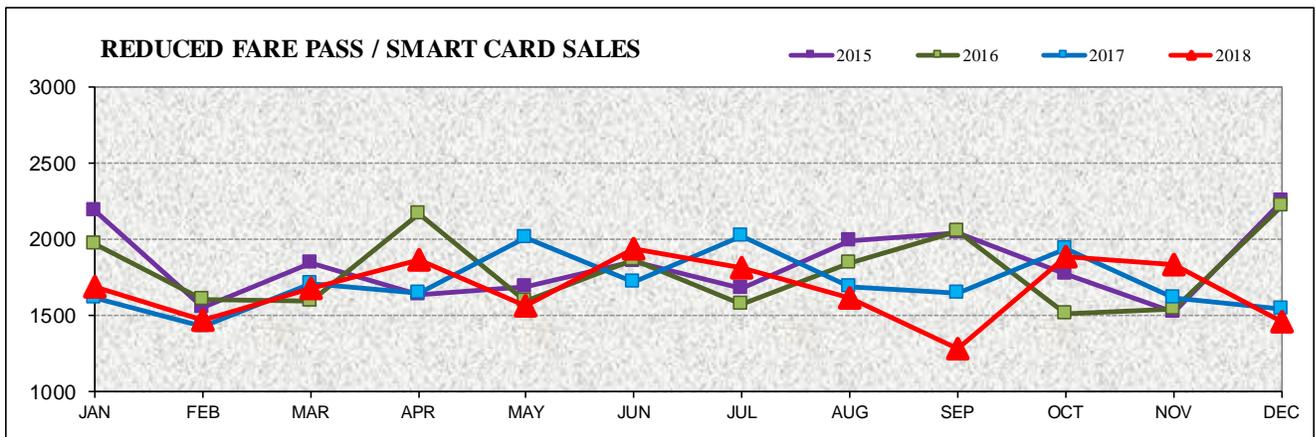
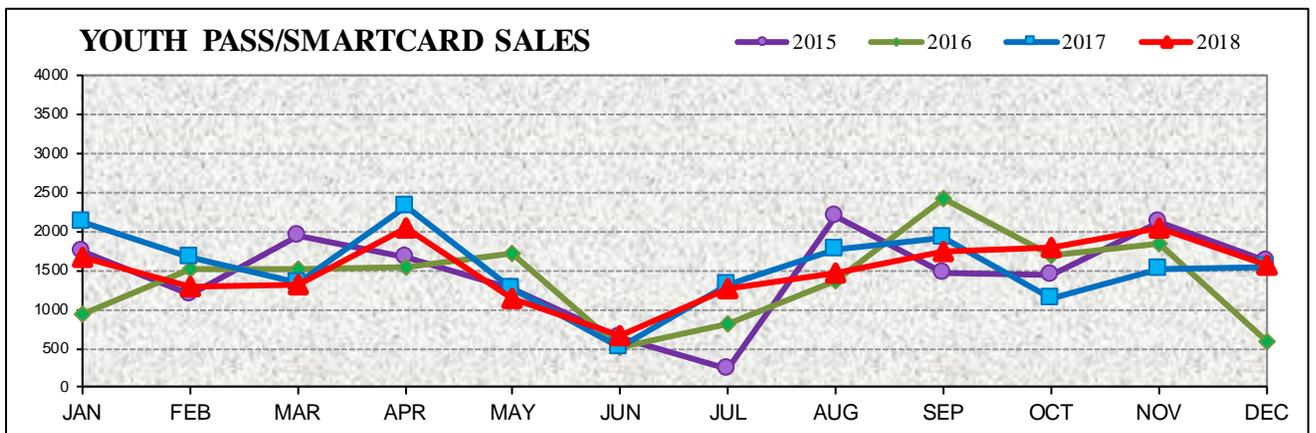
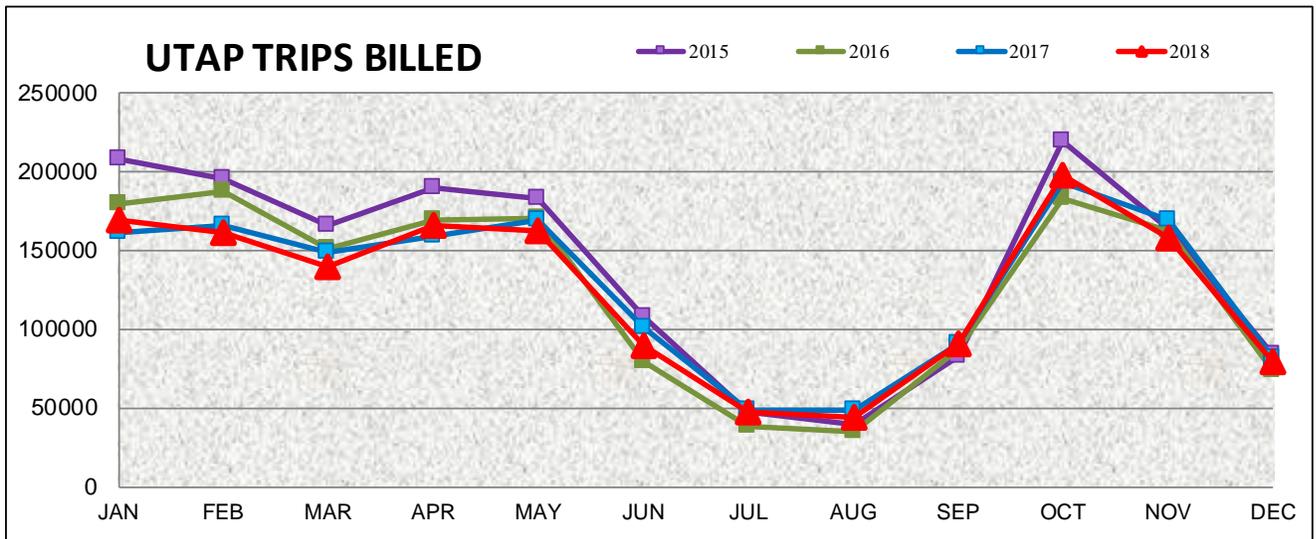


Paratransit



Vanpool





SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

February 6, 2019

AGENDA ITEM 8C : 4TH QUARTER 2018 SERVICE PLANNING PUBLIC INPUT REPORT

REFERRAL COMMITTEE: N/A

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

SUMMARY: The Planning and Development Department receives comments from external sources and itemizes each comment to follow up and document feedback used for emerging opportunities for future service changes. These comments are obtained from a variety of sources since customer engagement cannot be a one-size-fits-all approach. Planning Department staff obtains feedback from customers at public meetings, through the Customer Service Department, phone calls, letters, emails, voice messages, emails from STA Questions (STA's website comment portal), and feedback from coach operators and supervisors. Planning staff may also receive inquiry requests from STA Board Members. STA's planning staff responds to every comment received when valid contact information is provided. Comments are also discussed at the internal Service Improvement Committee meetings.

The purpose of this summary is to inform the Performance Monitoring & External Relations Committee of the feedback received by the Planning and Development Department in the 4th Quarter of 2018. It should be noted that this feedback summary applies only to department-related activities which include, but are not limited to, existing and potential bus service and/or feedback related to specific bus stops.

A total of 37 comments were received by the Planning and Development Department in the 4th Quarter. Of the comments received, 9 were related to requests for new service, 20 were related to existing service, and 8 were related to bus stops. The comments are summarized below. It is also noted if any comments are addressed by the *STA Moving Forward* plan.

NEW SERVICE COMMENTS
3 inquiries regarding service on N. Newport Hwy north of our current service area (YMCA, Costco, Mead). <i>Service to this area is not included in STA Moving Forward but is included in long range plans in STA's Comprehensive Plan, Connect Spokane.</i>
2 requests for new service on Highway 291 to Nine Mile Falls/Suncrest. <i>New service to this area is not included in STA Moving Forward.</i>
1 comment requesting bus service on Geiger Blvd. Concerned about the area between Sunset Highway and West Flightline Blvd./South Grove Street. <i>Service between the Medical Lake and Airway Heights via West Plains Transit Center was programmed in STA Moving Forward to be implemented in 2020. This improvement has been rescheduled to September of 2019 in order to serve the new Amazon Fulfillment center on Geiger Blvd. No current plans to serve Geiger Blvd. north of Flightline/Grove.</i>
1 request for new service on East Upriver Drive west of North Greene Street. <i>New service to this area is not included in STA Moving Forward.</i>
1 idea for a new bus line that operates on North Argonne Road/North Mullan Road/South Dishman-Mica Road between East Upriver Drive and the Chester Area. <i>Service to this area is not included in STA Moving Forward</i>
1 comment regarding the future of light rail/monorail service in Spokane.

EXISTING SERVICE COMMENTS
4 comments about changes that took place on September 16, 2018 to Route 68 Cheney Local. Commenters are unhappy about stops that have closed near the EWU campus and would also like the schedule to better match up with class times. <i>STA is working with the City of Cheney and the University to make adjustments to Cheney routes. Adjustments are scheduled for September 2019.</i>
2 comments were received about the scheduling of bus service on Route 62 in Medical Lake. 1 person requested an earlier AM weekday arrival time. Another person wanted a 5pm departure from Lakeland instead of 5:35pm.
1 comment lamenting the loss of the Route 165 which was discontinued on September 16, 2018 and replaced by the new Route 64 Cheney/West Plains and revised route 68.

1 request to improve the connection between the Route 21 West Broadway and the Route 94 East-Central/Millwood. <i>The connection was an interline transfer prior to September 2018.</i>
1 request for earlier Sunday morning service to arrive downtown by 7:50am on Route 45. <i>This is not included in STA Moving Forward. However, changes to some Sunday routes have been discussed in order to ease operator scheduling constraints.</i>
1 request to for different evening departure times from FAFB on Route 61 or a return to front gate service on Route 60. <i>Service will be considered for September 2019.</i>
1 request from an employee at Lighthouse for the Blind to return the Route 26 3:52pm departure to the previous 3:36pm departure time for downtown connections.
1 comment regarding missed connections from the Route 27 Inbound to Route 25 Northbound at Francis Ave and N Division St. <i>Day in question was an anomaly and does not represent an ongoing connection issue.</i>
1 question regarding morning Route 66 Plaza departures.
1 comment regarding evening return trip times from EWU Spokane campus to Cheney.
1 request for a 10am VTC departure of Route 663 to Cheney. <i>This is not included in current plans.</i>
1 request for realignment of Route 22 to serve Shadle Center and remove confusion of what trips are interlined with Route 27 at 5-Mile. <i>No current plans for Route 22 realignment. North Spokane changes are scheduled in STA Moving Forward for 2021 which may result in operational changes at 5-Mile.</i>
1 complaint regarding service changes every September. Recommends improving the quality of current routes. <i>STA Moving Forward has plans to make service adjustments each September until 2025.</i>
1 comment requesting better connections between Route 25 and Route 33 at Wellesley Ave and N Division St. <i>Due to new transit centers on both ends of the line, service on Route 33 between SFCC and SCC will likely be adjusted for September 2019.</i>
1 request for more frequent bus service on weekdays after 7pm and on the weekends. <i>Bus frequency has increased in some areas with prior STA Moving Forward improvements.</i>
1 complaint about Route 32 taking up too much road space on E Mansfield Ave. Suggests the road is too narrow for bus service.

BUS STOP COMMENTS

1 request for a bench at the stop at West Sunset Highway and South Lewis Street. <i>Creative Outdoor refused the request, citing lack of curb, sidewalk, concrete pad, and would not be ADA accessible.</i>
1 comment regarding poor ADA access at 5 th Avenue and Division Street. <i>STA has alerted the City of Spokane of the concern.</i>
1 complaint by a passenger that is being passed up at North Driscoll Blvd. and West Rockwell Avenue due to repeated theft and vandalism of the bus stop signage at that location. <i>STA staff has contacted Operations to continue serving the stop. STA is also in contact with the Spokane Police Department regarding monitoring the stop location to apprehend the perpetrator.</i>
1 report of a missing bus stop sign and post on East Mission Avenue eastbound at East Upriver Drive. STA Staff worked with City of Spokane staff to replace the missing items.
1 request for a bus stop at 29 th Avenue and South Division Street on the upcoming Route 144. <i>A stop at this location is included in the draft recommendation.</i>
1 request for shelter at North Perry Street /North Center Street and East Illinois Avenue. <i>The stop warrants a shelter based on ridership and would require an easement from the adjoining property owner. A shelter is not programmed at this location this year but could be included as project in future years.</i>
1 person expressing concern about the renovation of the Cassano's building at East Mission Avenue and North Napa Street. Resident is concerned that its transformation into a homeless shelter will result in groups of people waiting in her yard for the bus.
1 request for a public restroom at the Valley Transit Center (VTC). <i>There are no plans for a public restroom facility at the VTC at this time.</i>

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

February 6, 2019

AGENDA ITEM 9: MARCH 2019 DRAFT COMMITTEE PACKET AGENDA REVIEW

REFERRAL COMMITTEE: N/A

SUBMITTED BY: STA Staff

SUMMARY: At this time, members of the Performance Monitoring and External Relations Committee will have an opportunity to review and discuss the items proposed to be included on the agenda for the March meeting of March 6, 2019.

RECOMMENDATION TO COMMITTEE: N/A

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, March 6, 2019, 1:30 p.m.
Spokane Transit Southside Conference Room

DRAFT AGENDA

Estimated meeting time: 90 minutes

1. Call to Order and Roll Call
2. Public Expressions
3. Committee Chair Report *(5 minutes)*
4. Committee Action *(10 minutes)*
 - A. Minutes of the February 6, 2018, (December) Committee Meeting – *Corrections/Approval*
 - B. Approval of Monroe-Regal Line Scope of Work *(Otterstrom)*
 - C. Approval of Paratransit Purchased Transportation Scope of Work *(Watkins)*
5. **Committee Action** *(15 minutes)*
 - A. Board Consent Agenda
 1. September 2019 Service Revisions (Final Recommendation) *(Otterstrom)*
 2. Approval Interlocal Agreement Between Spokane County and Spokane Transit Authority (STA) for Moran Station Improvements *(Otterstrom)*
 - B. Board Discussion Agenda
 1. *(No Items being presented this month)*
6. **Reports to Committee** *(40 minutes)*
 - A. Year End 2018 Performance Measures *(Watkins)*
 - B. Fixed Route 2018 Passenger Survey Results *(Rapez-Betty)*
 - C. 2018 Communications Recap and 2019 Plan Review *(Rapez-Betty)*
 - D. Year End 2018 Unaudited Financial Report *(Warren)*
 - E. Legislative Report *(Meyer/Rapez-Betty)*
7. CEO Report *(10 minutes)*
8. Committee Information – *no discussion/staff available for questions*
 - A. January 2019 Operating Indicators *(Watkins)*
 - B. 2018 State Audit Timeline *(Warren)*
 - C. February 2019 Sales Tax Revenue Information *(Warren)*
 - D. 4th Quarter 2018 Safety and Loss Summary Report *(Williams)*
9. April 3, 2019, Committee Packet Draft Agenda Review
10. New Business *(5 minutes)*
11. Committee Members' Expressions *(5 minutes)*
12. Adjourn
13. Next Committee Meeting: April 3, 2019, 1:30 p.m.
(STA Southside Conference Room, 1230 West Boone Avenue, Spokane, Washington)

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

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

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

February 6, 2019

AGENDA ITEM 11 : COMMITTEE MEMBERS' EXPRESSIONS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: N/A

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

RECOMMENDATION TO COMMITTEE: N/A

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____