

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, October 3, 2018, 1:30 p.m.
Spokane Transit Southside Conference Room

UPDATED -AGENDA

Estimated meeting time: 75 minutes

1. Call to Order and Roll Call
2. Public Expressions
3. Committee Chair Report *(5 minutes)*
4. Committee Action *(5 minutes)*
 - A. Minutes of the September 9, 2018, Committee Meeting – *Corrections/Approval*
5. **Committee Action** *(20 minutes)*
 - A. Board Consent Agenda
 1. Request for Approval 2019 Special Community Events Fare Structure (*Rapez-Betty*)
 - B. Board Discussion Agenda
 1. *(No items being presented this month)*
6. **Reports to Committee** *(15 minutes)*
 - A. 3rd Quarter 2018 Citizen Advisory Committee (CAC) Report (*Rapez-Betty*)
 - B. Communications Update (*Rapez-Betty*)
7. CEO Report *(15 minutes)*
8. Committee Information – *no discussion/staff available for questions*
 - A. August 2018 Financial Results Summary (*Warren*)
 - B. September 2018 Sales Tax Revenue Information (*Warren*)
 - C. August 2018 Operating Indicators (*Watkins*)
9. October 31, 2018, (November Meeting) Committee Packet Draft Agenda Review
10. New Business *(5 minutes)*
11. Committee Members' Expressions *(5 minutes)*
12. Adjourn
13. Next Committee Meeting: October 31, 2018, (**November Meeting**), 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

October 3, 2018

AGENDA ITEM 2 : **PUBLIC EXPRESSIONS**

REFERRAL COMMITTEE: N/A

SUBMITTED BY: N/A

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

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

RECOMMENDATION TO COMMITTEE: N/A

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

October 3, 2018

AGENDA ITEM 3 : **COMMITTEE CHAIR REPORT**

REFERRAL COMMITTEE: N/A

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

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

RECOMMENDATION TO COMMITTEE: N/A

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

October 3, 2018

AGENDA ITEM 4A : **MINUTES OF THE SEPTEMBER 5, 2018, PERFORMANCE
MONITORING AND EXTERNAL RELATIONS COMMITTEE
MEETING – CORRECTIONS OR APPROVAL**

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Dana Infalt, Executive Assistant

SUMMARY: Attached are the minutes of the September 5, 2018, Performance Monitoring and External Relations Committee meeting for corrections or approval.

RECOMMENDATION TO COMMITTEE: Corrections or approval

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

Draft Minutes of the September 5, 2018, Meeting
Southside Conference Room

MEMBERS PRESENT

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

STAFF PRESENT

Roger Watkins, Chief Operations Officer
Karl Otterstrom, Director of Planning and Development
Lynda Warren, Director of Finance and Information Services
Nancy Williams, Director of Human Resources
Brandon Rapez-Betty, Interim Director of Communications and
Customer Service

MEMBERS ABSENT

Shirley Maike, City of Medical Lake
Rhonda Bowers, Labor Representative

GUESTS

Kathleen Weinand, Principal Transit Planner
Janet Stowe, Manager Paratransit and Vanpool
Allison Mitchell, Contract Manager
Todd Griffith, Vehicle Maintenance Manager
Jacque Tjards, Purchasing Manager

* Chair

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

Chair Haley called the meeting to order at 1:32 p.m. Introductions were made.

2. **PUBLIC EXPRESSIONS**

None.

3. **COMMITTEE CHAIR REPORT**

None.

4. **COMMITTEE APPROVAL**

A. **Minutes of September 3, 2018, Committee Meeting**

Mr. Kerns moved to recommend approval of the September 3, 2018, Committee meeting minutes. Ms. Kinnear seconded the motion and it passed unanimously.

5. **COMMITTEE ACTION**

A. **Board Consent Agenda**

1. **Award of Contract for Tire Mileage Leasing and Services**

Mr. Watkins advised that STA currently contracts tire mileage leasing and service through Bridgestone Americas Tire Operations, LLC. The contract will expire on November 30, 2018. He informed that STA prefers a leasing arrangement and paying for actual usage over owning the tires.

In June 2018, the CEO approved the Scope of Work (SOW) and authorized Staff to release a Request for Proposals (RFP). Staff advertised the RFP July 9, 2018, and it was subsequently issued to three potential contractors. Responsive proposals were received from Michelin and Bridgestone Americas.

An evaluation committee reviewed the proposals and determined Michelin to be the highest ranking based on the criteria evaluated of billing rates, tire mileage contractual experience, qualifications and references, technical approach and capacity to perform, and RFP compliance.

Mr. Watkins stated that staff is recommending the committee review and recommend the Board of Directors approve the Award of Contract for lease of tire vehicle mileage and services to Michelin North America, Inc. for five years beginning December 1, 2018, for an estimated five-year amount of \$2,096,406.55, based on current levels of service.

Mr. Watkins asked for questions or comments. There were no questions or comments.

Ms. Kinnear moved to recommend the Board of Directors approve the Award of Contract for lease of tire vehicle mileage and services to Michelin North America, Inc. for five years beginning December 1, 2018, for an estimated five-year amount of \$2,096,406.55, based on current levels of service. Mr. Kerns seconded the motion and it passed unanimously.

B. Board Discussion Agenda

(No items presented this month)

6. REPORTS TO COMMITTEE

A. 2nd Quarter 2018 Performance Measures

Mr. Watkins briefed members on the 2nd Quarter 2018 Performance Measures, noting that fixed route ridership is slightly below the goal of 1.5% increase over 2017. He noted that STA results are mirroring the national trends and with the uptick in fuel prices, there may be an increase in ridership in the future.

Paratransit ridership was 0.5% higher than this time in 2017. Paratransit ridership is exceeding the goal of managing growth to no more than 1.5% increase over 2017 ridership. He noted the 0.5% increase includes a 9.3% increase in Special Use Van ridership, which is a program designed to reduce demand on the more expensive ADA Paratransit trips.

Mr. Watkins advised that Vanpool ridership decreased by 14.1% over 2017. Staff's goal for Vanpool was to realize a 2.5% increase in ridership over 2017. He noted that the number of current riders that are retiring continues to reduce overall Vanpool ridership numbers. Staff are increasing marketing outreach and have noted additional opportunities for growth with the new West Plains Transit Center opening and the introduction of first/last mile (Vanshare) solution.

Other Performance measures reported on included Passengers Per Revenue Hour, Professional & Courteous & On Time Performance, Operator Ride Checks, Cost per passenger, and Cost Recovery from User Fees. The final statistic reported on was Preventable Accident rates.

He mentioned these abbreviated items include performance measures the committee has specifically asked to see but that a complete set of all Performance Measure slides was included at the end of the committee packet.

Brief discussion ensued.

B. Purchase of 40 Paratransit Replacement Vans

Mr. Watkins advised that the upcoming purchase of Paratransit vans is in accordance with STA's Capital Improvement Program, Vehicle Replacement Plan, and the 2019 Capital Budget. He noted staff identified a vehicle from the Washington State Department of Enterprise Services Contract that satisfies STA's requirements. Staff are moving forward with the purchase of the Starcraft Starlite E250 built on a Ford chassis.

Mr. Watkins stated that these vehicles have the capacity to transport 10 ambulatory customers, 3 customers traveling in wheelchairs or a combination of the two, while the current cutaway fleet has the capacity to transport 14 ambulatory customers, 4 customers traveling in wheelchairs or a combination of the two. He also noted that staff completed a thorough analysis of ridership and found the five busiest days in paratransit and, with the reallocation of seats they would not have lost any customers. Mr. Kennedy asked if it would have required additional vans of this size to meet the need and Mr. Watkins said it would not have required additional vans.

Staff anticipates the Ford Transit Starlite will provide \$1,722 per year in fuel savings per vehicle, per year, for a total of \$68,881 in fuel savings for a fleet of 40 vehicles. This item comes to this Committee as information only because STA's Procurement Policy authorizes the CEO to award a contract for replacement of equipment in the Board-approved Capital Improvement Program and Budget.

A brief discussion ensued concerning availability or use of compressed natural gas (CNG) fuel and Battery Electric Vans, neither being viable options at this time.

C. Draft Master Design and Construction Agreement between City of Spokane and Spokane Transit Authority

Mr. Otterstrom advised this information item is being provided to bring awareness and that there will be something coming for decision next month. He provided review of the intention of the Master Design and Construction Agreement between the City of Spokane (City) and Spokane Transit Authority (STA). He advised it is an interlocal agreement that provides for cooperation between the City and STA to make improvements that directly benefit transit.

He noted the Master Design and Construction Agreement sets the foundation for future, specifically written, Project Orders that will include project specific details including scopes of work, budget, compensation, schedule, project contacts and incorporation of the master agreement. Project orders may require additional Board authority depending on total value. Mr. Otterstrom noted that STA and the City have a history of partnering on improvement projects, specifying the signals installed at Ermina & Green and at 37th and Grand Avenue. He provided a few examples of projects that STA has cooperated on in the past and future projects that could be included in this agreement.

Mr. Otterstrom informed members that he expects the draft agreement to be completed during the next several weeks and brought before the committee and board for action in October. No questions or additional discussion ensued.

D. Plaza Operations Study Update: Preliminary Evaluation Results

Mr. Otterstrom reported that STA has engaged a consulting team led by Nelson\Nygaard to assist in defining 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 the passenger-loading impacts on adjoining buildings and businesses, specifically the Peyton and SRBC buildings.

As discussed at the April Performance Monitoring and External Relations (PMER) Committee meeting, the committee reviewed potential operational strategies for achieving these objectives and evaluation criteria.

The consultant team completed the initial evaluation and STA has been reviewing the results with various stakeholders and gathering feedback. The project team is preparing a Draft Plan throughout September that will incorporate major findings from the evaluation to propose a preferred alternative to implement in phases over the coming three to five years.

Mr. Otterstrom advised the ultimate result might well be a hybrid of the three strategies provided which each received both positive and negative feedback. He highlighted the overall results of each strategy and informed that the evaluation criteria used a "Multiple Account Evaluation" method that included the Regional Community, Downtown Community, Environment, and Transit Efficiency. Beyond the evaluation, staff will participate in a Rider Roundtable, an Operator Roundtable, the Downtown Spokane Partnership, and the Citizen Advisory Committee for feedback.

He noted staff are not recommending anything today but will be coming forward with a recommendation in the future. He said the next steps are to come back with outreach on the evaluation and development of a preferred option and to review a preferred concept with the Board.

Discussion ensued. Ms. Kinnear asked about the timeline and Mr. Otterstrom advised the end of the year – November for approval. Ms. Kinnear also "strongly encouraged staff to include DSP and some businesses already affected at the Plaza and seek them out so this doesn't get blown up". Mr. Kennedy asked about the time it takes for loading and unloading passengers. Mr. Otterstrom stated staff has a good understanding on how long it takes to load a wheelchair passenger. He said staff is looking at a "board and go" option and a complimentary strategy is to allow for all door boarding, which routes go to the board and go, the ideal scenario, worst case scenario, and said that even today, under current circumstances, buses run into issues.

Mr. Kennedy asked if STA has ever tried having an STA employee to assist loading and unloading passengers. Ms. Meyer responded that he had hit on a favorite subject of how to get people to get on the bus quickly and efficiently. She noted the sign says, "Have your fare ready" and there is a video on the website, too. She noted STA does have Supervisors at the Plaza that help, but she thought staff should revisit having some folks from Planning to help people get ready to get on the bus. She thought that it was an excellent idea and thanked Mr. Kennedy for asking.

Chair Haley noted that there have been negative responses from people close to the Plaza, but that she and her staff and customers enjoy the safety and security it offers. Ms. Meyer agreed it is a safe place with security, cameras, and people.

Ms. Kinnear added one last thing regarding cameras – considering the ordinance with Downtown Spokane Partnership (DSP) for additional cameras downtown, she would like STA to try to coordinate when the time comes.

7. CEO REPORT

- Staff are submitting an update to the FTA to an application packet submitted in April 2017. That submission resulted in STA being rated for funding. Once in the pipeline, STA has to submit an update every year. Creating updated application package will be submitted tomorrow. She noted staff are not expecting to be re-rated. It is simply providing further support of and expanding detail of the original submission. Staff checked with FTA to make sure it was not an opportunity to re-rate STA.
- Ms. Meyer will meet with K.J. Williams at the APTA conference next month. She is traveling with committee members and Mr. Watkins to Nashville.
- Spokane is planning a redevelopment project to Riverside to include one lane each direction and a turn lane. Transit has two options – pull out or stop in the lane. Staff are proposing consolidating the three eastbound stops being affected going from the Plaza to Division proposing to one or two. She noted options have been shared with the City and DSP and both have STA pulling out of traffic. Some misperception that Riverside bus stop shows full in front of or split block on Bernard that it will create a Plaza-like environment. These are two very different things. Someone who owns property on Riverside heard it would be an imposition on business. Staff are trying to indicate STA is open to suggestions. Staff can talk to them if any committee members know of anyone with concerns.
- The City is working with STA on the Spokane Falls Blvd route which included STA's departure from the Plaza, traveling north on Lincoln, to a well-used stop between the Library and Nordstrom, before turning right on Monroe. The new CSO tank is changing that configuration. It appears buses will continue what they are doing now, turning left on Main and right on Monroe. Ms. Meyer said it is a reasonable solution for STA.
- New Pass program – will tell you about it later. She then handed off to Mr. Watkins to update concerning construction projects.
 - Mr. Watkins discussed the progress at Boone NW Garage. He said if members have not seen the site recently to stop by today when they leave. He provided pictured slides to show the progress, noting the roof panels are almost complete and construction will continue inside throughout the winter.
 - West Plains Transit Center Ribbon Cutting ceremony will be September 18 at 9:00 am. He extended an invitation to everyone to attend. He noted everything is substantially complete, with just a few minor things to be completed. The new service revision starts on 9/16 and ribbon cutting will be 9/18.

8. COMMITTEE INFORMATION

- A. June 2018 Financial Results Summary – *as presented*
- B. July 2018 Financial Results Summary – *as presented*
- C. August 2018 Sales Tax Revenue Information – *as presented*
- D. July 2018 Operating Indicators – *as presented*
- E. Second Quarter 2018 Service Planning Input Report – *as presented*
- F. Second Quarter 2018 Safety and Loss Summary – *as presented*

9. OCTOBER 5, 2018 - COMMITTEE PACKET DRAFT AGENDA REVIEW

No changes at this time.

10. NEW BUSINESS

None.

11. COMMITTEE MEMBERS' EXPRESSIONS


None.

12. ADJOURN

Chair Haley adjourned the meeting at 2:36 p.m.

13. NEXT MEETING – WEDNESDAY, OCTOBER 5, 2018, 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 3, 2018

AGENDA ITEM 5A1 : 2019 SPECIAL COMMUNITY EVENTS FARE STRUCTURE

REFERRAL COMMITTEE: N/A

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

SUMMARY: STA presents the following proposed special events fare structure for approval:

Proposed Special Events Fare Structure:

Bloomsday – May 5, 2019

Fare: \$2.00 – 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 29-30, 2019

Fare: \$2.00 – A standard Day Pass discounted from \$4.00 to \$2.00

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 2019 (date TBD)

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 the area, reduces single occupancy vehicle use, and improves public safety.

Fare Media: No charge to Valleyfest Shuttle passengers.

Special Service Concept: Valleyfest: Shuttle service between Spokane Valley Mall, CenterPlace, and Mirabeau Meadows Park. Service is open to the public and serves pre-designated stops.

RECOMMENDATIONS TO COMMITTEE: Review and recommend the Board approve the 2019 Special Events Fare Structure for Bloomsday, Hoopfest, and Valleyfest.

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 3, 2018

AGENDA ITEM 6A : 3RD QUARTER CITIZEN ADVISORY COMMITTEE UPDATE

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Brandon Rapez-Betty, Interim Director of Communications & Customer Service

SUMMARY: Staff or Citizen Advisory Committee (CAC) member will provide an update on recent activities related to the CAC for the third quarter of 2018.

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 3, 2018

AGENDA ITEM 6B : STA COMMUNICATIONS UPDATE

REFERRAL COMMITTEE: N/A

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

SUMMARY: Staff will provide a recap of Communications system-wide marketing efforts. When possible, staff leverages outreach opportunities to promote all of Spokane Transit's (STA) services. This report provides an update on current outreach efforts.

RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

October 3, 2018

AGENDA ITEM 7: CEO REPORT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: N/A

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

RECOMMENDATION TO COMMITTEE: N/A

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

October 3, 2018

AGENDA ITEM 8A : **AUGUST 2018 FINANCIAL RESULTS SUMMARY**

REFERRAL COMMITTEE: N/A

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

SUMMARY: Attached are the August 2018 financial results. The emphasis is on what percent of the budget has been received or expended to date compared to where we are in the year. August equates to 67% of the year.

Revenue

Overall, revenue is at 72.9% of budget (\$61.7M) which is higher than the expected \$56.6M.

Fares & Other Transit Revenue is slightly higher than the budget at 67.2%.

Sales Tax Revenue is higher than the budget at 73.0%.

Federal & State Grants is higher than the budget at 75.8%.

Miscellaneous Revenue is higher than the expected budget at 119.4% due to increased interest income.

Operating Expenses

Operating expenses at 60.7% of budget (\$44.6M) are 9% below the expected amount of \$49.2M.

Fixed Route	63.4% of budget expended
Paratransit	57.2% of budget expended
Vanpool	52.4% of budget expended
Plaza	48.8% of budget expended
Administration	55.2% of budget expended

Operating expenses are greatly influenced by timing of payments. For example, only 56.2% (\$2.4M) of the fuel budget has been spent to date and we expect that to change significantly as the year progresses.

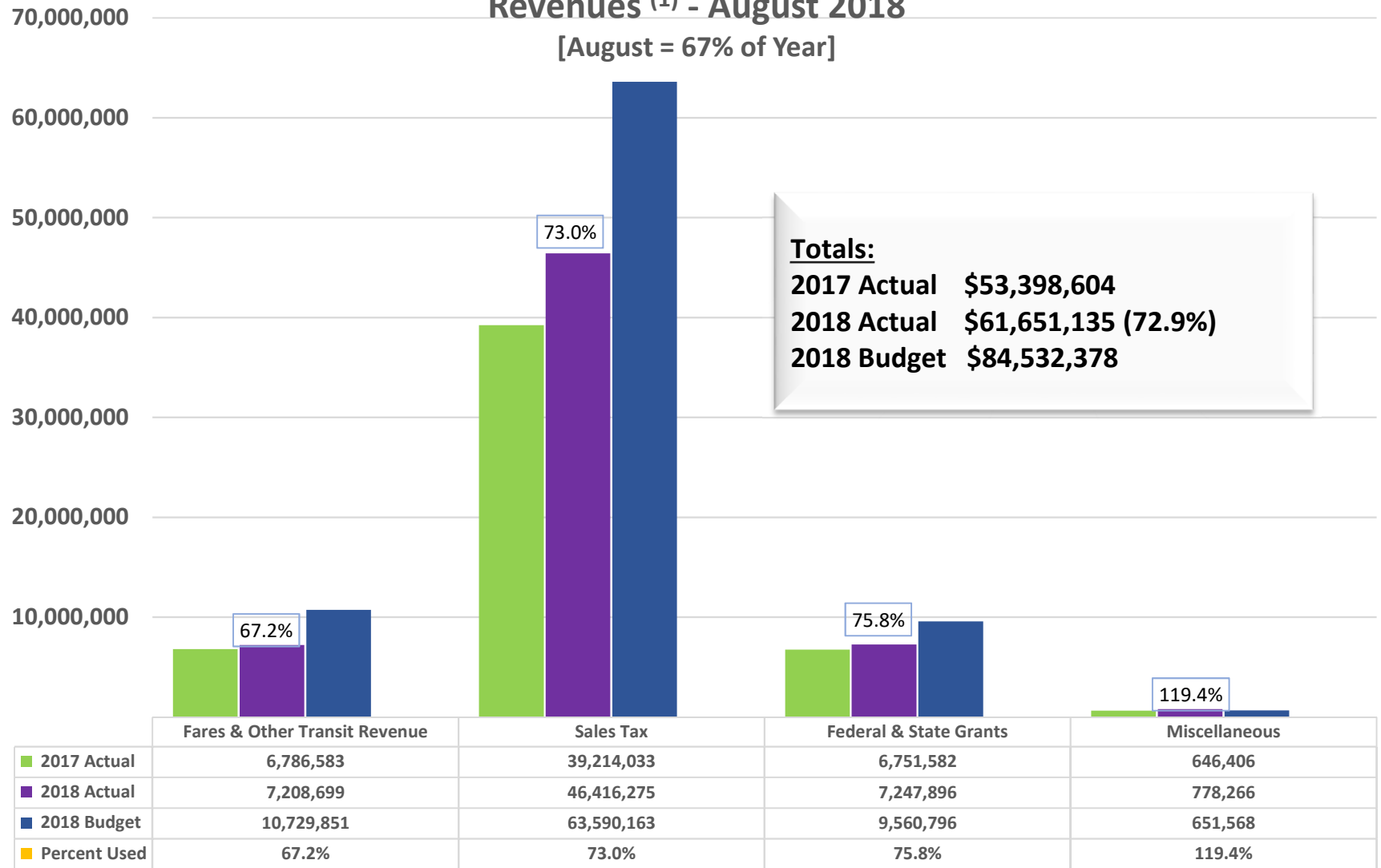
RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

Spokane Transit Revenues ⁽¹⁾ - August 2018

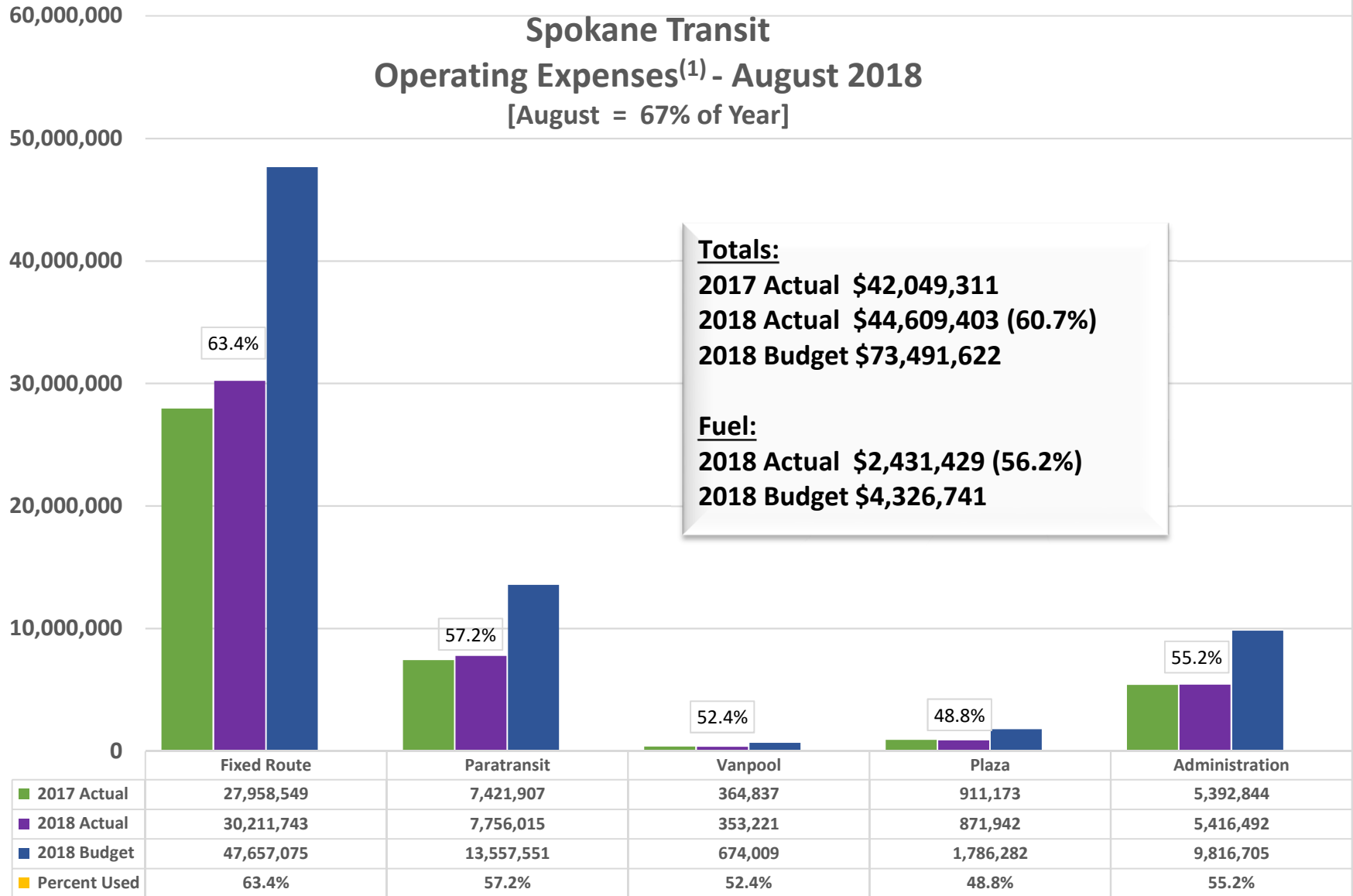
[August = 67% of Year]



Totals:
 2017 Actual \$53,398,604
 2018 Actual \$61,651,135 (72.9%)
 2018 Budget \$84,532,378

⁽¹⁾ Above amounts exclude grants used for capital projects. Year-to-date August state capital grant reimbursements total \$2,972,836 and federal capital grant reimbursements total \$2,006,032.

Spokane Transit Operating Expenses⁽¹⁾ - August 2018 [August = 67% of Year]



⁽¹⁾ Operating expenses exclude capital expenditures of \$16,399,368 and Street/Road cooperative projects of \$256,124 for year-to-date August.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

October 3, 2018

AGENDA ITEM 8B : SEPTEMBER 2018 SALES TAX REVENUE

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 2018 sales tax revenue information.

September sales tax revenue, which represents sales for July 2018, was:

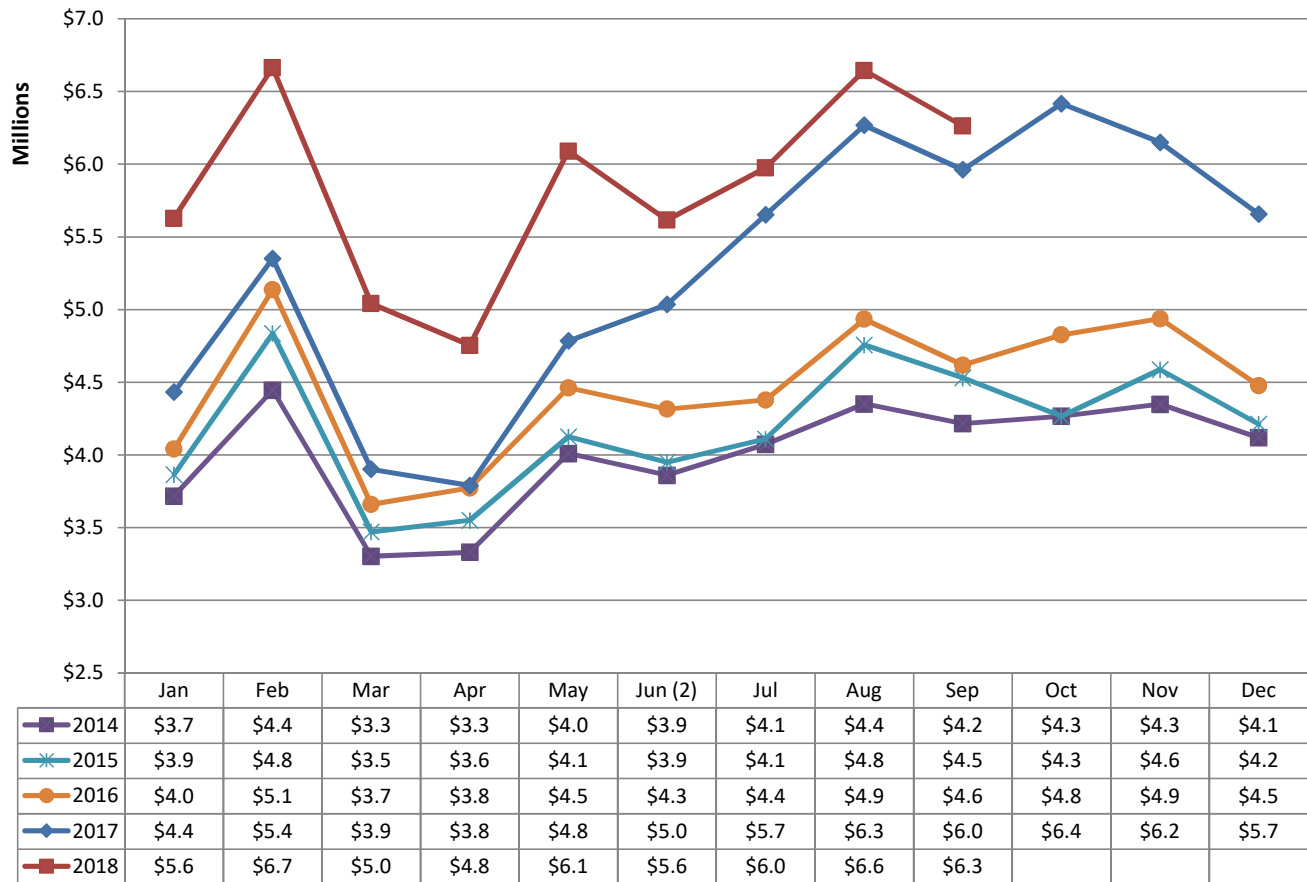
- +5.1% over September 2017 actual
- +16.6% above YTD actual
- +13.7% YTD above budget

RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

Sales Tax Revenue History-September 2018⁽¹⁾

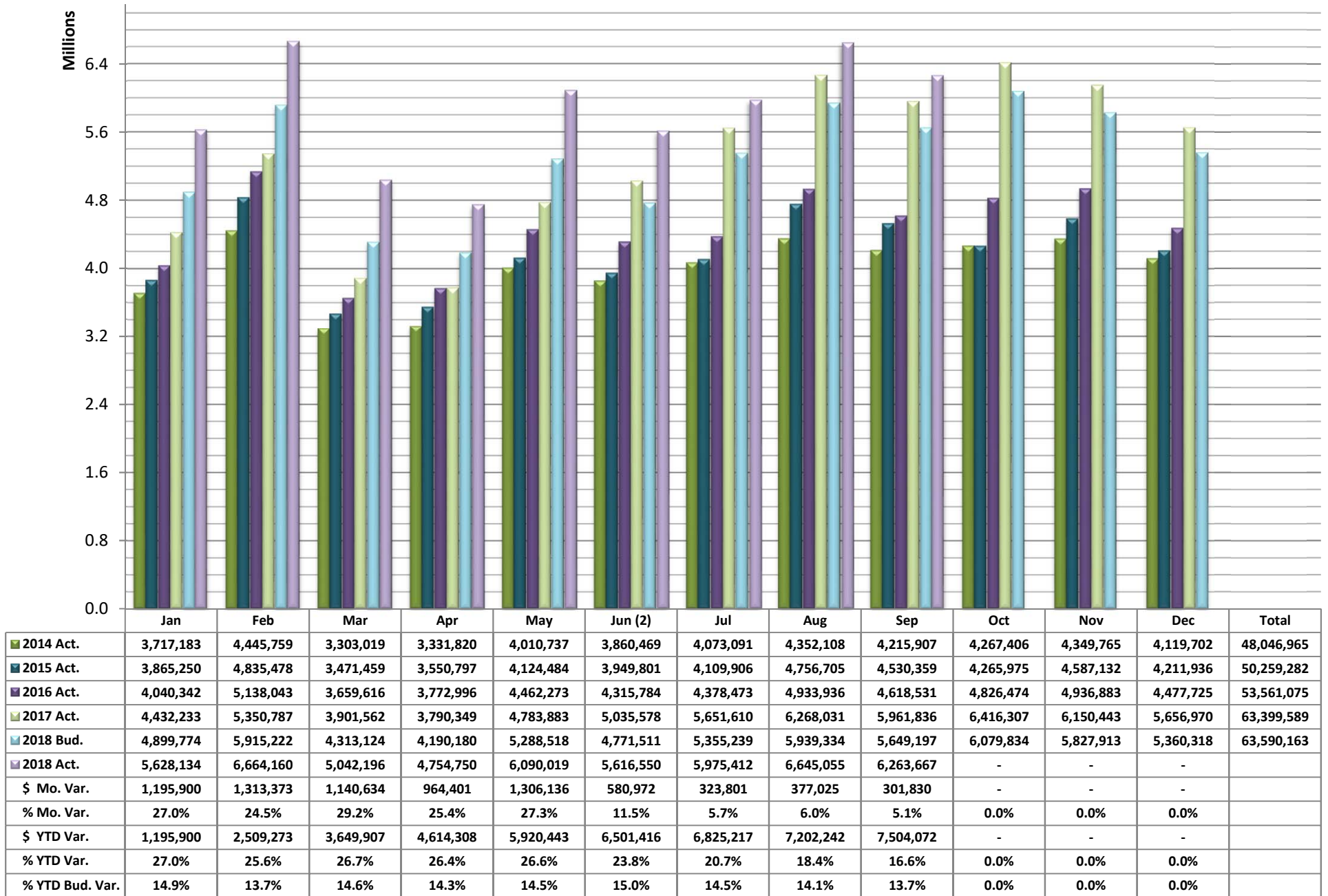


(1) Sales tax distributions lag two months after collection by the state. For example, collection of January taxable sales are distributed in March.

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

Sales Tax Summary (with Mitigation for All Jurisdictions)				
Sep-18				
	YTD 2017	YTD 2018	\$ CHANGE	% CHANGE
STA	\$ 45,175,869	\$ 52,679,941	\$ 7,504,072	16.6%
SPOKANE COUNTY	19,517,722	21,834,911	2,317,189	11.9%
PFD	7,436,476	8,107,011	670,536	9.0%
AIRWAY HEIGHTS	1,464,235	1,590,599	126,365	8.6%
SPOKANE VALLEY	15,696,573	16,912,218	1,215,645	7.7%
SPOKANE	33,139,890	35,690,983	2,551,092	7.7%
MEDICAL LAKE	227,395	238,049	10,654	4.7%
LIBERTY LAKE	2,525,715	2,625,850	100,135	4.0%
MILLWOOD	387,195	398,927	11,732	3.0%
CHENEY	1,105,457	1,109,080	3,623	0.3%
ALL	\$ 126,676,527	\$ 141,187,569	\$ 14,511,042	11.5%

2014 - 2018 SALES TAX RECEIPTS ⁽¹⁾



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

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

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

October 3, 2018

AGENDA ITEM 8C : AUGUST 2018 OPERATING INDICATORS

REFERRAL COMMITTEE: N/A

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

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

FIXED ROUTE

The 2018 ridership goal for Fixed Route is to increase 2017 ridership levels by 1.5%. Average weekday ridership decreased 2.7% (28,635 vs. 29,432) in August 2018 compared to August 2017 and is down 2.4% (34,111 vs. 34,954) year-to-date (YTD). Total monthly ridership decreased 2.2% (758,888 vs. 775,747) in August 2018 compared to August 2017 and is down 1.7% (6,755,897 vs. 6,869,748) YTD.

Detailed breakdown:

- Adult ridership decreased 2.8% (452,979 vs. 465,876) in August 2018 compared to August 2017 and is down 1.4% (4,181,674 vs. 4,242,024) YTD.
 - CCS Pass ridership decreased 22.7% (18,762 vs. 24,281) in August 2018 compared to August 2017 and is down 2.5% (402,870 vs. 413,056) YTD.
 - Eagle Pass ridership increased 3.0% (10,494 vs. 10,190) in August 2018 compared to August 2017, and is down 2.6% (462,278 vs. 474,435) YTD.
 - GU Bulldogs pass ridership increased 16.4% (3,367 vs. 2,892) in August 2018 compared to August 2017 and is up 15.9% (30,048 vs. 25,920) YTD.
- Youth ridership increased 5.5% (36,307 vs. 34,408) in August 2018 compared to August 2017 and is up 2.9% (439,313 vs. 427,000) YTD.
- Reduced Fare / Para ridership decreased 0.8% (123,805 vs. 124,757) in August 2018 compared to August 2017, and is up 1.0% (935,243 vs. 925,919) YTD.

Fixed Route On Time Performance for August was 93% which achieves the goal for 2018 of 93%.

PARATRANSIT

Paratransit's ridership goal for 2018 is to increase 2017 ridership levels by no more than 1.5%. Combined total ridership for August decreased 4.3% (38,495 vs. 40,230) in August and decreased 0.6% (318,213 vs. 320,053) year-to-date.

Detailed breakdown:

- Directly Operated Service increased 10.7% in August (22,711 vs. 20,523) and is up 7.0% (171,545 vs. 160,253) year-to-date.
- MV Contracted Service decreased 20.6% in August (13,186 vs. 16,606) and is down 10.4% (122,217 vs. 136,409) year-to-date.
- Special Use Vans (SUV) decreased 16.2% 2,598 vs. 3,101) in August and has increased 1.6% year-to-date (23,757 vs. 23,381).
- Purchased Transportation (SUV and MV combined) provided 45.9% in August 2018 compared to 48.99% of the service in August 2017.

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

- Directly Operated Service On Time Performance (OTP) for August was 94.04%, above the goal of 93%
- MV Contracted Service OTP was 83.86% in August 2018, compared to 92.6% achieved in August 2017.
- Combined, the service ran at 90.38% in August 2018 compared to 93.66% in August 2017.
- Year-to-date, the combined service operated at 91.0% on time compared to 90.99% 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 passenger trips decreased 12.9% in August (13,409 vs. 15,388) and decreased 13.6% YTD (106,728 vs. 123,510). There were 77 vans in service in August 2018 vs. 83 in August 2017. There were two less vans in service August 2018 vs July 2018 (77 vs 79).

Vanpool had 539 riders that took at least one trip in August 2018 vs 604 in August of 2017.

- Riders added in August 2018 were 24 vs 15 August 2017.
- Riders removed in August 2018 were 24 vs 24 August 2017.
- Days operated per van 20 (out of 23) vs 20 (out of 25) August 2017.
- Average trips per van is 174 vs 188 August 2017.
- Average vanpool round trip is 54.3 vs 51.8 August 2017

A new Vanpool marketing video was released in August.

CUSTOMER SERVICE

Total monthly pass sales decreased 28.3% in August (8,047 vs. 11,222) and decreased 5.2% (75,458 vs. 79,607) year-to-date.

August 2018 ESBP sales were 12% (112 passes) lower than August 2017. YTD ESBP are 5.4% (400 passes) higher than 2017. Contributing to the YTD increase are increase purchases from Davenport (133 more passes YTD than 2017), Goodwill Industries (120 more passes YTD than 2017) and Group Health (99 more passes YTD than 2017) The remainder of the variance is made up of multiple companies with plus or minus 50 passes compared to last July YTD.

Detailed breakdown:

- Adult Pass/Smartcard sales decreased 49.5% (2,633 vs. 5,212 in 2017). YTD sales decreased 10.2 % (29,375 vs. 32,701 in 2017).
- 7-Day Pass/Smartcard sales decreased 5.5% in August 2018 (842 vs. 891) compared to August 2017.
- ESBP sales decreased 11.9% (832 vs 944) in August and increased 5.4% (7,796 vs 7,396) year-to-date.
- Student Pass sales increased 14.3% in August (8 vs. 7) and year-to-date sales decreased 20.8% (122 vs. 154).
- City Ticket monthly sales decreased 0.6% (484 vs. 487) in August and year-to-date increased 7.4% (3,881 vs. 3,614).

Youth Pass/Smartcard monthly sales decreased 16.6% (1,472 vs. 1,765) in August and decreased 9.4% (11,806 vs. 13,026) year-to-date.

Reduced Fare Pass/Smartcard monthly sales decreased in August by 4.4% (1,616 vs. 1,691). Year-to-date sales decreased 1.4% (13,671 vs. 13,866).

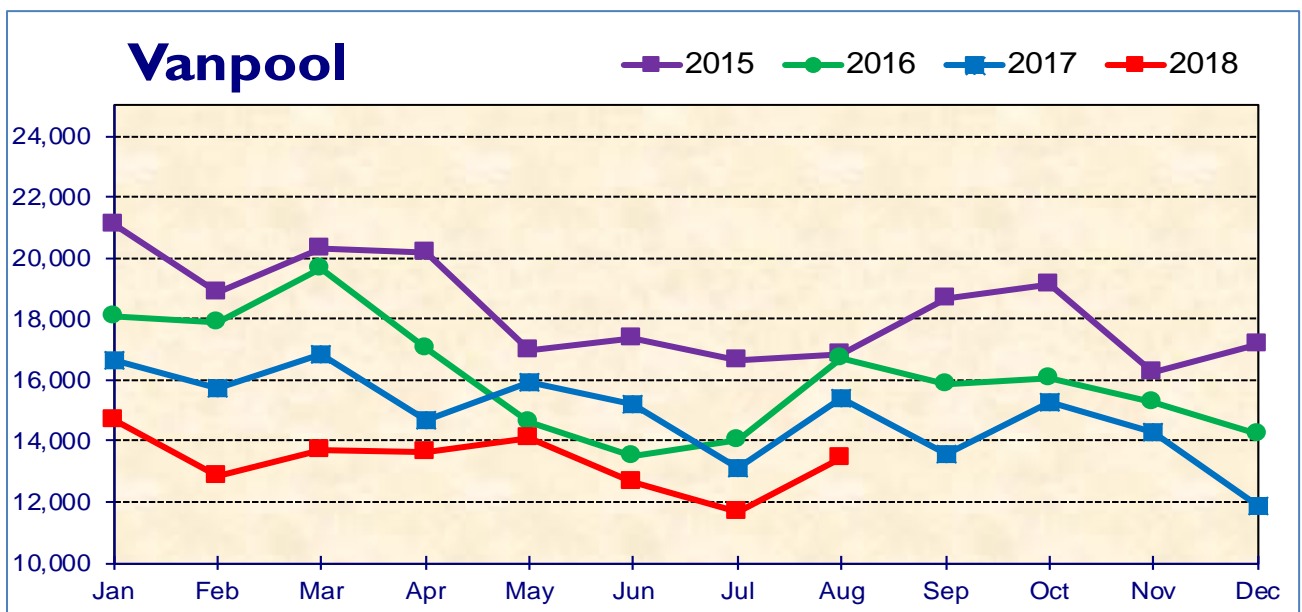
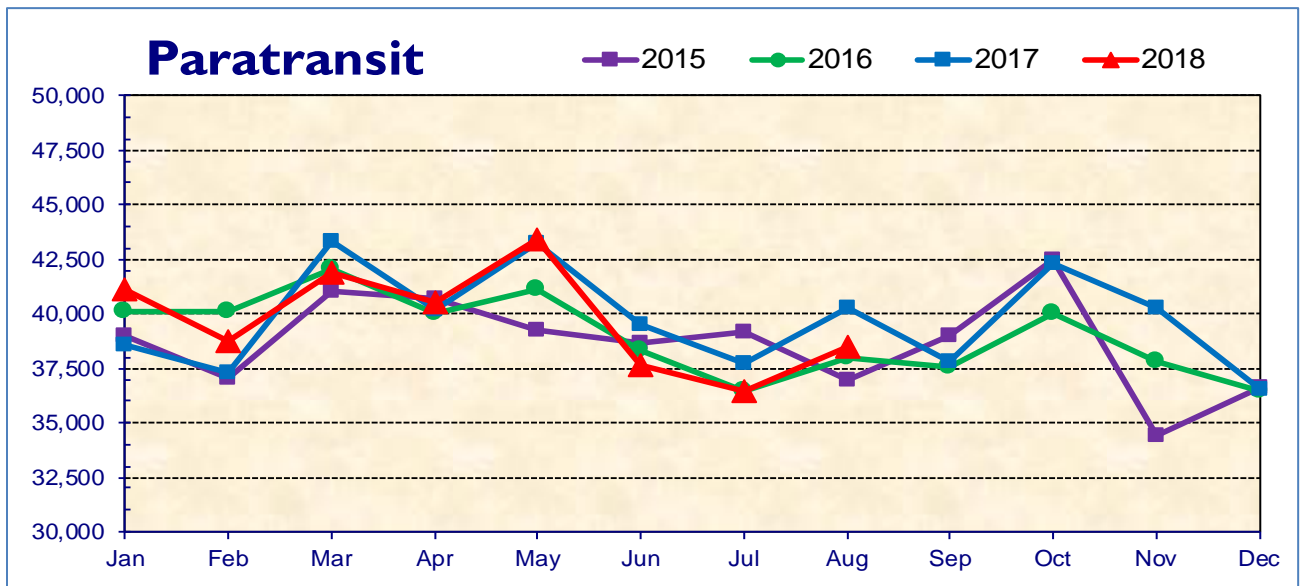
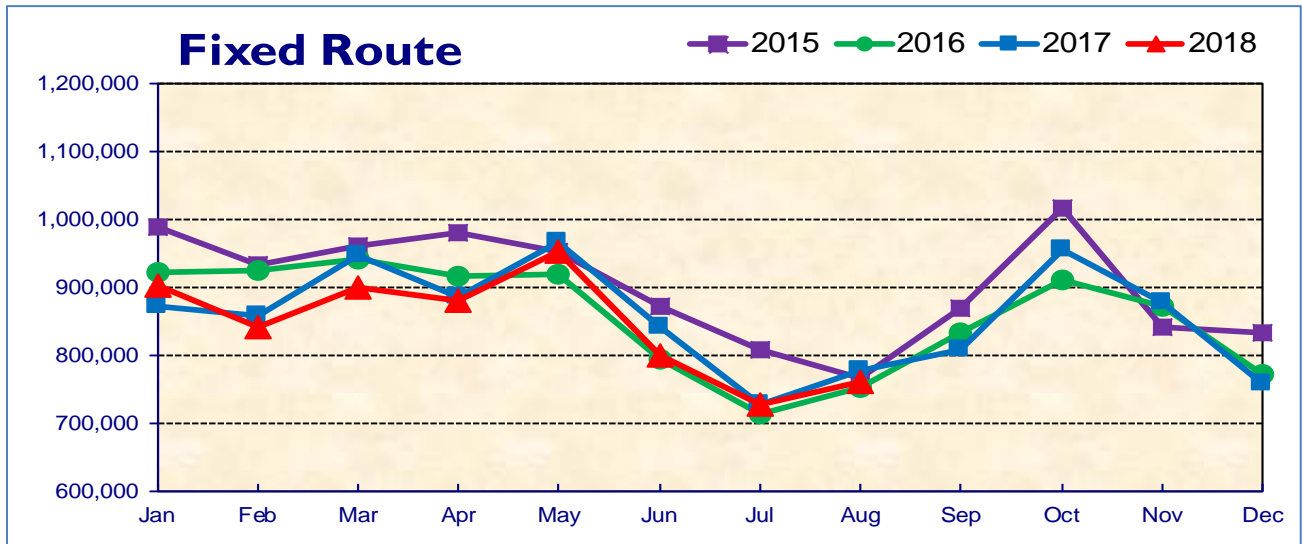
Paratransit Pass/Smartcard sales decreased 9.0% (758 vs. 833) in August. Year-to-date sales decreased 3.3% (6,492 vs. 6,712).

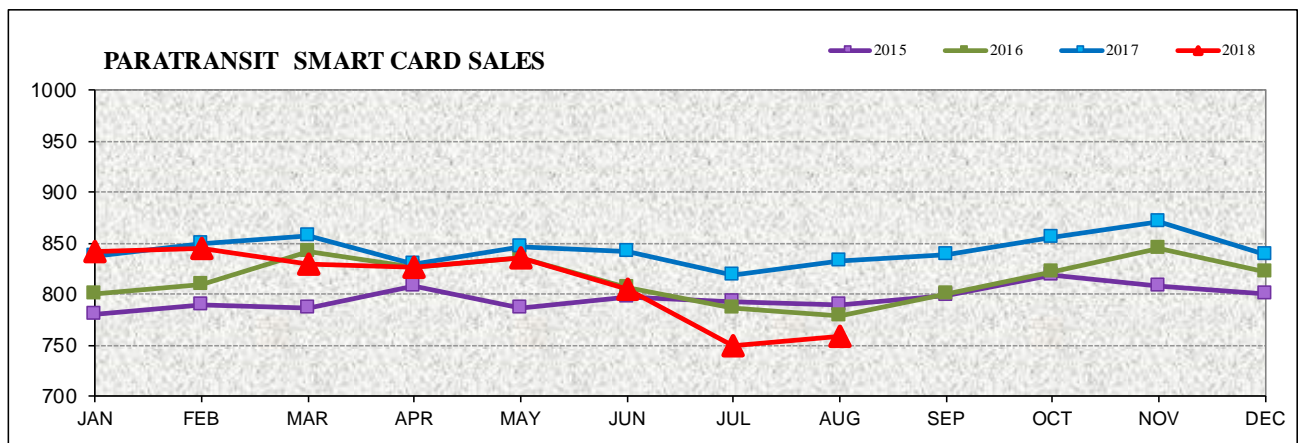
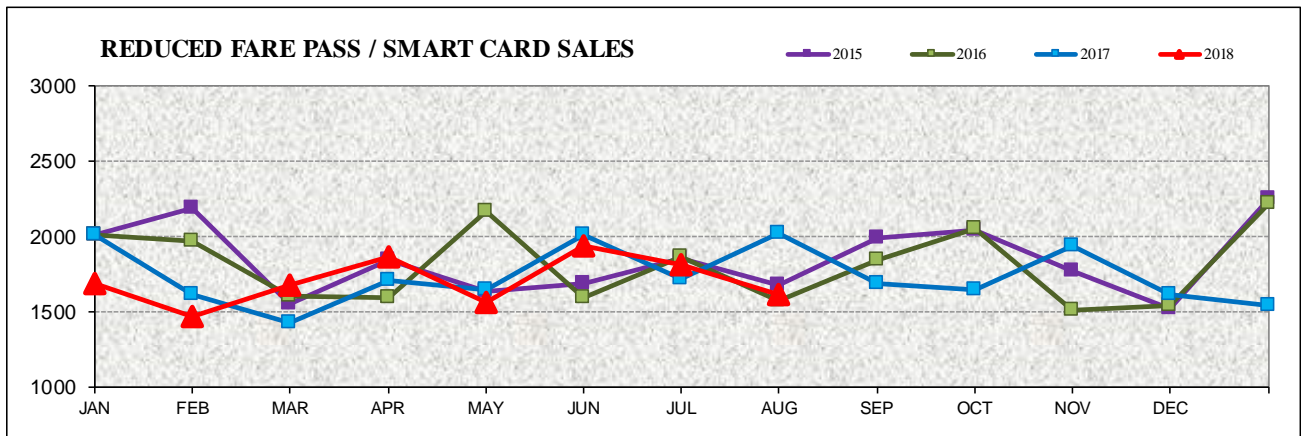
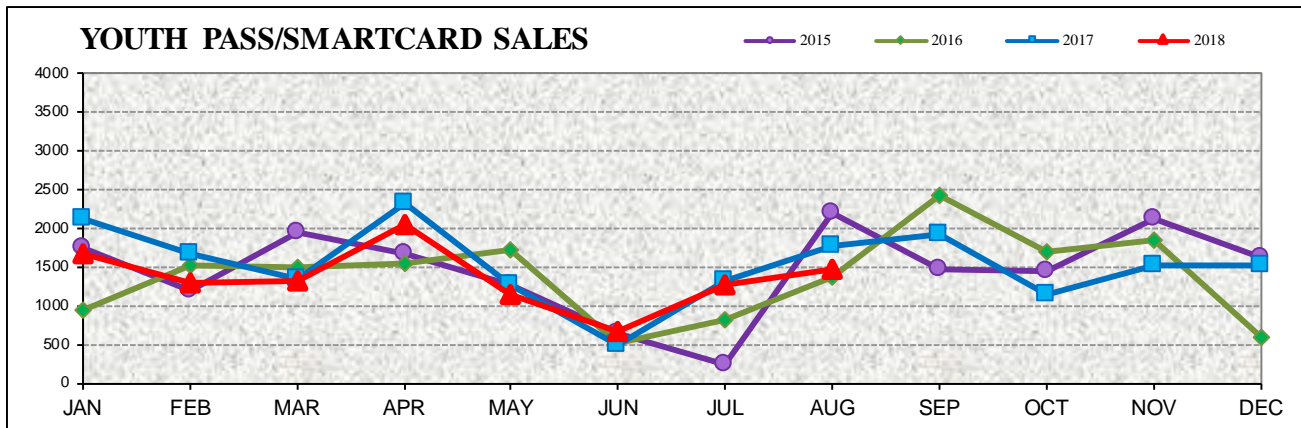
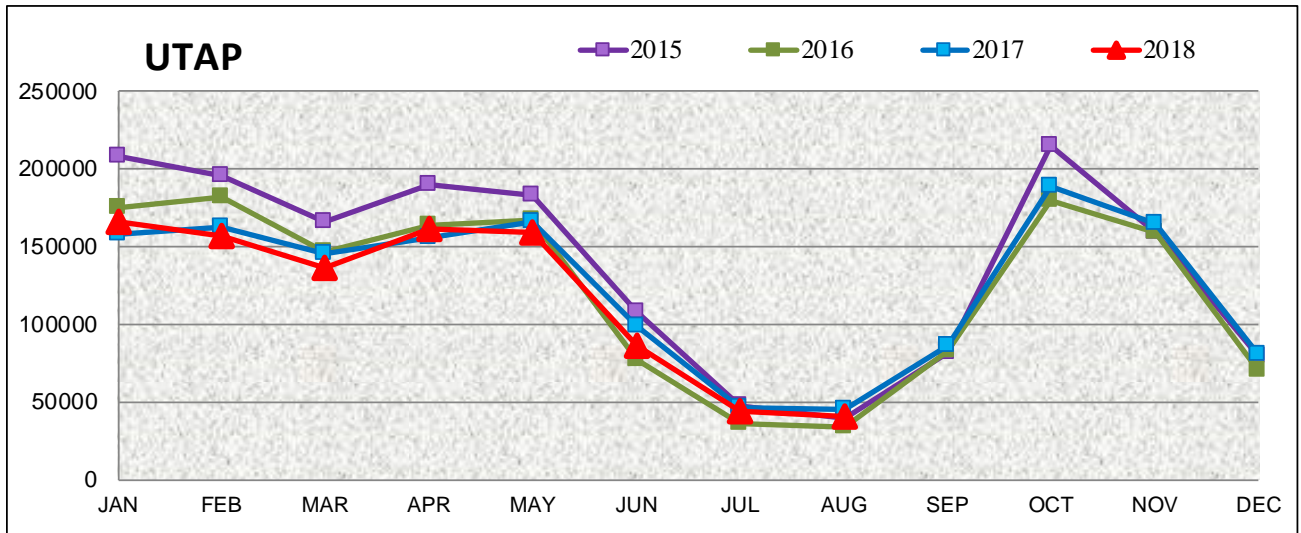
RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

RIDERSHIP





SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

October 3, 2018

AGENDA ITEM 9: OCTOBER 31, 2018 (NOVEMBER MEETING) 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 (PMER) Committee will have an opportunity to review and discuss the items proposed to be included on the agenda for the November meeting of October 31, 2018.

Estimated meeting time: 90 minutes

1. Call to Order and Roll Call
2. Public Expressions
3. Committee Chair Report *(5 minutes)*
4. Committee Action *(35 minutes)*
 - A. Minutes of the October 3, 2018, Committee Meeting – *Corrections/Approval*
 - B. Upriver Transit Center – Scope of Work and Invitation for Bid *(Otterstrom)*
 - C. Spokane Falls Transit Center – Scope of Work and Invitation for Bid *(Otterstrom)*
 - D. Moran Station Park & Ride - Invitation for Bid *(Otterstrom)*
 - E. Monroe Regal Line: Station Stop Improvements *(Otterstrom)*
5. **Committee Action** *(20 minutes)*
 - A. Board Consent Agenda
 1. Award of Contract – Fare Collection System *(Warren)*
 - B. Board Discussion Agenda
 1. Draft 2019 State Legislative Priorities *(Meyer)*
6. **Reports to Committee** *(10 minutes)*
 - A. 3rd Quarter 2018 Performance Measures - Results *(Watkins)*
 - B. Purchase of Paratransit Replacement Vans – Update *(Watkins)*
7. CEO Report *(10 minutes)*
8. Committee Information – *no discussion/staff available for questions*
 - A. September 2018 Financial Results Summary *(Warren)*
 - B. October 2018 Sales Tax Revenue Information *(Warren)*
 - C. September 2018 Operating Indicators *(Watkins)*
 - D. 3rd Quarter Service Planning Input Report *(Otterstrom)*
 - E. 3rd Quarter Safety and Loss Summary *(Williams)*
 - F. STA Holiday Services and Office Hours *(Watson)*
9. November 28, 2018, (December Meeting) Committee Packet Draft Agenda Review
10. New Business *(5 minutes)*
11. Committee Members' Expressions *(5 minutes)*
12. Adjourn

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 3, 2018

AGENDA ITEM 11 : COMMITTEE MEMBERS' EXPRESSIONS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: N/A

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

RECOMMENDATION TO COMMITTEE: N/A

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____