

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, October 2, 2019, 1:30 p.m.
Spokane Transit Southside Conference Room

AGENDA

Estimated meeting time: ~~40~~ 30 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 July 10, 2019, Committee Meeting – *Corrections/Approval*
 - B. Minutes of the September 4, 2019, Committee Meeting – *Corrections/Approval*
5. **Committee Action** (*10 minutes*)
 - A. Board Consent Agenda
 1. Acceptance of Boone Northwest Garage Contract (*Watkins*)
 - B. Board Discussion Agenda
 1. (*No items being presented this month*)
6. **Reports to Committee** (*10 minutes*)
~~A. Initiative 976 Public Education (*Rapez-Betty*)~~
7. Committee Information – *no discussion/staff available for questions*
 - A. August 2019 Operating Indicators (*Watkins*)
 - B. August 2019 Financial Results Summary (*Palmer*)
 - C. September 2019 Sales Tax Revenue Information (*Palmer*)
8. November 6, 2019, Committee Packet Draft Agenda Review
9. New Business (*5 minutes*)
10. Committee Members' Expressions (*5 minutes*)
11. Adjourn
12. Next Committee Meeting: November 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

October 2, 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: Information only.

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

October 2, 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: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

October 2, 2019

AGENDA ITEM 4A : MINUTES OF THE JULY 10, 2019, PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING – CORRECTIONS OR APPROVAL

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Sam Guzman, Executive Assistant

SUMMARY: Attached are the revised minutes of the July 10, 2019, Performance Monitoring and External Relations Committee meeting for corrections or approval.

RECOMMENDATION TO COMMITTEE: Corrections or approval

COMMITTEE ACTION:

RECOMMENDATION TO THE BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

Minutes of the July 10, 2019, Meeting
Southside Conference Room

MEMBERS PRESENT

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

MEMBERS ABSENT

Veronica Messing, City of Airway

* Chair

STAFF PRESENT

Roger Watkins, Chief Operations Officer
Karl Otterstrom, Director of Planning and Development
Lynda Palmer, Director of Finance and IS
Nancy Williams, Director of Human Resources
Sam Guzman, Executive Assistant to the COO
Emily Arneson, Community Ombudsman and Accessibility Officer

PROVIDING LEGAL COUNSEL

Laura McAloon, McAloon Law PLLC

GUESTS

(none)

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

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

2. **PUBLIC EXPRESSIONS**

(none)

3. **COMMITTEE CHAIR REPORT**

Chair Kinnear had no report at this time.

4. **COMMITTEE APPROVAL**

A. **Minutes of the June 5, 2019, Committee Meeting**

Mr. Woods moved to recommend approval of the June 5, 2019, Committee meeting minutes. Ms. Burke seconded the motion and it passed unanimously.

5. **COMMITTEE ACTION**

A. **Board Consent Agenda**

1. West Plains Transit Center (WPTC) Construction Contract Acceptance

The construction budget for the WPTC was originally set at \$9.332M, however the project was later adjusted to \$5.908M. The difference was transferred to other projects such as the Spokane Community College and the WSDOT lane additions near the WPTC. The project expenses included \$4.012M in construction costs, \$245K for change orders, \$32K in taxes, \$16K for security, \$971K for construction management and inspections, and \$246K in miscellaneous expenses, for a total of \$5.5M. The project is expected to be closed out underbudget.

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

2. **Disadvantaged Business Enterprise: Adoption of Proposed 3-Year Goal**

Every three years the Federal Transit Administration (FTA) requires the Department of Transportation (DOT) regulated the adoption of the Disadvantaged Business Enterprise (DBE) program goal, which needs to be completed by August 1, 2019.

A DBE is a for-profit small business where socially and economically disadvantaged individuals own at least a 51% interest and also control management and daily business operations. It is a federally mandated program and is meant to level the playing field in the competitive bidding process. The projected DBE goal for Federal Fiscal Years (FFY) 2020, 2021 and 2022 is 1.13%.

Timeline:

- May 26th – Notice of proposed 3-year DBE goal and request for public comments
- June 5th – PMER Committee received information of proposed goal
- July PMER/Board – Request Board adoption
- August 1st – Goal submitted to FTA as mandated

STA's goal for FFYs 2017, 2018 and 2019 is 0.49%. That goal has been exceeded and the current utilization is 1.03%. Currently there are 22 certified DBE firms of varying crafts operating in Spokane County.

Mr. Kerns moved to approve item 5A2, Mr. Kerns seconded the motion, and it passed unanimously.

3. **Award of Contract: Paratransit Purchased Transportation**

Timeline:

- April 3rd – PMER committee approved the SOW
- April 12th – Request for proposals (RFP) published
- April 22nd – Pre-proposal conference
- May 31st – Proposals due, one responsive bid received

First Transit was the responsive bidder and proposed to place an emphasis on recruiting and retaining staff as well as enhancing safety and committing to comprehensive preventative maintenance inspections. The First Transit general manager and maintenance manager met with STA staff for a presentation and discussion.

The best and final offer was \$72.74 per revenue hour for the first contract year. This puts the value of the contract for the first year at approximately \$5.9M.

Ms. Bowers asked if STA had considered bringing the contracted service in house and if any cost comparisons were done. Ms. Meyer responded that contracting out night and weekend service is a long-term business strategy that STA has embraced. The cost is significantly lower to have a contractor provide part of the service.

Ms. Bowers clarified that she would like to have an idea of how much it would cost to bring the service in house. Ms. Meyer replied that it would be about \$113 per hour.

Ms. Bowers also asked how much it costs to bring additional dispatchers (for nights and weekends) in house. Mr. Watkins responded that the cost difference of dispatching in house vs contracting out is \$18,632 per year.

Mr. Kerns moved to approve item 5A2, Mr. Woods seconded the motion, and it passed with a vote of 3-1.

B. **Board Discussion Agenda**

(no items presented this month)

6. REPORTS TO COMMITTEE

(no items presented this month)

7. CEO REPORT

- Groundbreaking at the Moran Station Park and Ride scheduled to Wednesday, July 24th at 1pm
- Recent news coverage regarding the Plaza was proven to be unsupported
- A documentary to draw attention to crime/homelessness issues downtown has identified the Plaza block as an area of focus
- June sales tax was 11% over June of 2018

8. COMMITTEE INFORMATION

- May 2019 Operating Indicators – *as presented*
- May 2019 Financial Results Summary – *as presented*
- June 2019 Sales Tax Revenue Information – *as presented*

7. SEPTEMBER 4, 2019 - COMMITTEE PACKET DRAFT AGENDA REVIEW

(No changes were suggested)

8. NEW BUSINESS

(No new business at this time)

9. COMMITTEE MEMBERS' EXPRESSIONS

(None)

10. ADJOURN

Chair Kinnear adjourned the meeting at 2:21 p.m.

11. NEXT MEETING – WEDNESDAY, SEPTEMBER 4, 2019, 1:30 P.M, STA SOUTHSIDE CONFERENCE ROOM, 1230 WEST BOONE AVENUE

Respectfully submitted,



Sam Guzman, Executive Assistant

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

October 2, 2019

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

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Sam Guzman, Executive Assistant

SUMMARY: Attached are the minutes of the September 4, 2019, Performance Monitoring and External Relations Committee meeting for corrections or approval.

RECOMMENDATION TO COMMITTEE: Corrections or approval

COMMITTEE ACTION:

RECOMMENDATION TO THE BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

Minutes of the September 4, 2019, Meeting
Southside Conference Room

MEMBERS PRESENT

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

MEMBERS ABSENT

Veronica Messing, City of Airway Heights (Ex-Officio)
Sam Wood, City of Spokane Valley

* Chair

STAFF PRESENT

Roger Watkins, Chief Operations Officer
Karl Otterstrom, Director of Planning and Development
Lynda Palmer, Director of Finance and IS
Brandon Rapez-Better, Director of Communications and Customer Service
Nancy Williams, Director of Human Resources
Sam Guzman, Executive Assistant to the COO
Emily Arneson, Community Ombudsman and Accessibility Officer

PROVIDING LEGAL COUNSEL

Laura McAloon, McAloon Law PLLC

GUESTS

(none)

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

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

2. **PUBLIC EXPRESSIONS**

(none)

3. **COMMITTEE CHAIR REPORT**

Chair Kinnear had no report at this time.

4. **COMMITTEE APPROVAL**

A. Minutes of the July 10, 2019, Committee Meeting

Mr. Kerns moved to recommend approval of the July 10, 2019, Committee meeting minutes. Ms. Bowers expressed an interest in having the additional language added to the minutes prior to approval. She requested the following information be added to item 5A3 - Award of Contract: Paratransit Purchased Transportation:

- If STA had considered moving the contracted services in-house and the associated cost
- If STA intended to make that change in the future
- What the cost of additional dispatchers is

The revisions will be made and brought back to the October 2nd PMER meeting for approval.

5. COMMITTEE ACTION

A. Board Consent Agenda

1. **2020 Special Community Events Fare Structure**

Each year STA proposes a special event fare structure. In 2020 STA is requesting special fares for three repeat events and one new event. The events are:

- Bloomsday –Pre-purchased day pass for \$2 (no discount for same-day purchased fares)
- Hoopfest – Day pass discounted to \$2 on Saturday and Sunday on all routes and Hooploop Shuttle
- Valleyfest – No charge associated due to charter guidelines
- Spokane County Fair (new addition) – As part of the upcoming September service change service on Havana will be removed. This will be a mitigation effort to make sure fair service is still provided and incentivizing alternative modes to reduce traffic on Havana. The offering is a day pass discounted to \$2 valid on the fare shuttle from Spokane Community College only.

Ms. Burke moved to approve item 5A1, 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 2019 Performance Measures**

Mr. Watkins presented a condensed version of the 2nd quarter 2019 performance measures noting that a complete set was included in the committee packet.

Ridership:

- Fixed Route is down 1.9% year to date (YTD). Snow created a challenging February and March. While ridership numbers are recovering the overall percentage is still lagging.
- Paratransit had a very significant dip in February and March, and again in May and June. As a result, the YTD ridership is down 7.9%. Analysis into the ridership drop revealed that late 2018 on time performance (OTP) issues continued into early 2019 and caused some people to stop riding. There has also been a substantial decline in Special Use Van (SUV) ridership.
- Vanpool ridership is down 0.7% YTD. Vanpool has been tracking even and slightly above for much of 2019, but a few Vanpools closed in June causing the numbers to decrease.

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.

*Mr. Watkins noted that Paratransit had a significant increase in operational costs for the 2nd quarter. This was due to a one-time operational purchase of \$325K to replace the computers that are onboard the vans. These were originally budgeted in the capital budget, but because the cost per unit was less than \$5K (threshold for capital purchases) the cost was reclassified as operational.

Discussion followed regarding the impact of Lyft/Uber and the summer city youth pass, how college enrollment affects ridership numbers, and vehicle accident prevention.

B. September Service Change Communications and Marketing

Mr. Rapez-Betty shared the communication and marketing strategies for the upcoming September service change. Some of the components include:

- Communications are sent to existing passengers as well as potential customers (letting them know about a specific improvement in their area)
- New color for all printed schedules to avoid confusion
- Stanchion signs in plaza with variety of messages
- User guide handout on coaches
- Service change information front-and-center on website
- STA informed and posters for employees, bulkhead posters on coaches, billboards, new publications, etc.

Video has also been a part of the September service change strategy. Videos are used on Facebook, Twitter, Plaza monitors, digital monitors at the West Plains Transit Center, and STA informed. The videos cover a range of topics, including a general overview of the changes, the new cross-town route #4, know your zones, and reduced wait times.

Additional marketing campaigns involve general lifestyle radio ads and campaigns at area colleges promoting the UTAP program.

Discussion followed about how college IDs function as a UTAP bus pass and how to best share how-to-ride videos/information (in-house videos, local news, Facebook live).

C. Income-Based Transit Access

Ms. Arneson began the presentation by reviewing the information presented at the June PMER Committee meeting.

STA staff met with Dr. Patrick Jones, the Executive Director of Institute for Public Policy and Economic Analysis at Eastern Washington University (per Chair Kinnear's suggestion). Dr. Jones primarily uses data from the American Community Survey and suggested that STA staff remove children 6 and under and riders 65 and older from their calculations since they already qualify for reduced fare programs.

STA staff also looked into how much households spend on transit (per Ms. Burke's request). Ms. Arneson reported that overall households spent \$9,737 on transportation in 2017, however that figure includes travel costs as well. Transportation is the 2nd largest household expenditure after housing. Transportation costs have increased less than other major expenditures from 2000 to 2017. When breaking this data down into income quintiles the first quintile (\$0-20,738) spends 13.4% of their income on transportation.

Lastly, STA staff contacted other agencies that have instituted low-income programs to find out their experiences. Since most of the programs are quite new, there isn't much data. However, Ms. Arneson went on to share the information that was gathered from TriMet, Metro, and Kitsap Transit.

Staff estimates that there are approximately 165,000 residents at or below 200% of the Federal Poverty Level (FPL) in the Spokane area. If you remove the population under 6 and over 65 as recommended by Dr. Jones, that brings the total eligible population to 130,700. Many UTAP riders would also fall into this population. Ms. Palmer added that the spring term enrollment at the colleges and universities is around 56,000.

Ms. Burke inquired about applying King County Metro active card users vs eligible population percentage (16%) to Spokane's numbers. Mr. Kerns calculated that it would reduce the number to about 22,000 including college students and 12,000 without.

Ms. Burke asked if that number (12,000-22,000) could be used to estimate a program cost. Ms. Palmer replied that it is difficult to calculate due to all the assumptions. If we assume that only a 30-day pass was

offered and sold 12,000 passes at \$30 each, that would equal \$360,000 a month, or \$4.3M a year. Current fare revenue is around \$11M.

Chair Kinnear suggested that Ms. Burke reach out to some agency partners and find out if they offer low-income passes, how many, and who receives them, then bring a recommendation back to the committee.

7. COMMITTEE INFORMATION

- July 2019 Operating Indicators – *as presented*
- July 2019 Financial Results Summary – *as presented*
- August 2019 Sales Tax Revenue Information – *as presented*
- June 2019 Semi-Annual Financial Reports – *as presented*
- 2nd Quarter 2019 Service Planning Input Report – *as reported*

8. October 2, 2019 - COMMITTEE PACKET DRAFT AGENDA REVIEW

- Ms. Burke requested a presentation on the Spokane Summer Youth Pass

9. NEW BUSINESS

(No new business at this time)

10. COMMITTEE MEMBERS' EXPRESSIONS

(None)

11. ADJOURN

Chair Kinnear adjourned the meeting at 3:03 p.m.

11. NEXT MEETING – WEDNESDAY, OCTOBER 2, 2019, 1:30 P.M, STA SOUTHSIDE CONFERENCE ROOM, 1230 WEST BOONE AVENUE

Respectfully submitted,



Sam Guzman, Executive Assistant

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

October 2, 2019

AGENDA ITEM 5A1 : ACCEPTANCE OF THE BOONE NORTHWEST GARAGE CONTRACT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Roger Watkins, Chief Operations Officer
Jessica Charlton, Capital Projects Manager

SUMMARY: On January 18, 2018, the Board of Directors awarded a contract to Garco Construction, Inc. in the amount of \$7,539,000 to perform construction activities associated with the Boone Northwest Garage project. The CEO executed the contract on January 18, 2018. Garco Construction and their subcontractors immediately began work on January 22, 2018, and reached substantial completion on June 12, 2019.

Work occurred in two phases. Phase I consisted of mitigation of impacted soils along the former rail line and construction of a new employee parking lot and landscaping at the southwest corner of Jefferson Avenue and Sinto Street. Completion of Phase I allowed employee parking impacts to be minimized as well as giving the contractor a place to lay down materials and install temporary job trailers. Phase II included all public utility and roadway adjustments, construction of the new garage and associated infrastructure, reconstruction of an employee parking lot and landscaping.

Throughout construction change orders were executed. Changes were made due to varying or unknown conditions and omissions or errors in the plans and specs. Each were required for successful completion of the project. In all, changes during construction resulted in a \$200,170 (or approximately 2.6%) increase to the Garco Construction contract resulting in a final contract value of \$7,739,170. This relatively low use of construction contingency is a testament to the thorough and professional work of the consulting team as well as the contracted construction team.

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

The project was included in the Capital Improvement Program with a Board approved budget of \$11.5M. The project is under budget. Costs associated with the project include but are not limited to the Garco Contract.

	Authorized Budget	\$11,500,000
	Garco Contract	\$7,539,000
	Applied construction contract contingency	\$200,170
	Washington State Sales Tax on Garco Contract	\$118,307
	*Other (<i>Permits, Fees, A&E, Security Systems, Public & Private utilities, radio controls, equipment, fixtures, etc.</i>)	\$1,829,080
	Total Project Expenses	\$9,686,557
	*Approximate Favorable Variance	\$1,813,443

**Some contracts and other operations specific contracts or purchase orders are not yet complete. Some of those may come in underbudget. These values reflect encumbered dollar amounts therefore the Other category could end up lower and the Favorable Variance may be higher.*

RECOMMENDATION TO COMMITTEE: Recommend the Board accept the Garco Construction contract as complete and conditionally authorize release of \$347,693.15 in retainage. Release is conditioned on receipt of pending certificates from the Department of Revenue, the Department of Labor and Industries, and the Employment Security Department.

COMMITTEE ACTION:

RECOMMENDATION TO THE BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

October 2, 2019

AGENDA ITEM 7A : AUGUST 2019 OPERATING INDICATORS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Roger Watkins, Chief Operations Officer

SUMMARY: There was one less weekday in August 2019 compared to August 2018.

FIXED ROUTE

Average weekday ridership increased 3.2% (29,714 vs. 28,790) in August 2019 compared to August 2018 and is down 0.8% (33,937 vs. 34,200) YTD. Total monthly ridership increased 1.5% (770,356 vs. 758,737) in August 2019 compared to August 2018 and is down 0.7% (6,705,118 vs. 6,750,684) YTD.

- Adult ridership decreased 0.7% (449,701 vs. 452,979) in August 2019 compared to August 2018 and is down 0.5% (4,162,720 vs. 4,181,678) YTD.
 - CCS Pass ridership increased 2.1% (19,154 vs. 18,762) in August 2019 compared to August 2018 and is up 1.8% (409,989 vs. 402,870) YTD.
 - Eagle Pass ridership increased 1.9% (10,693 vs. 10,494) in August 2019 compared to August 2018 and is down 9.9% (416,627 vs. 462,278) YTD.
 - GU Bulldogs Pass ridership decreased 12.8% (2,936 vs. 3,367) in August 2019 compared to August 2018 and is up 1.0% (30,352 vs. 30,048) YTD.
- Youth ridership increased 75.3% (63,656 vs. 36,307) in August 2019 compared to August 2018 and is up 14.1% (501,093 vs. 439,313) YTD.
- Reduced Fare / Para ridership decreased 3.9% (119,032 vs. 123,805) in August 2019 compared to August 2018 and is down 1.5% (921,676 vs. 935,245) YTD.

Fixed Route on time performance for August 2019 was at 93%.

PARATRANSIT

Paratransit's ridership goal for 2019 is to increase 2018 ridership levels by no more than 1.5%. Combined total ridership for August 2019 was 36,022 compared to August 2018 which was 38,495, a decrease of 6.4% for the month. Combined total ridership year to date is 295,978 in 2019 compared to 318,213, a decrease of 7%.

Detailed Breakdown - Ridership

- Directly Operated Service ridership for August 2019 was 18,349 compared to 22,711 in August 2018, a 19% decrease. (In August of 2018 STA provided 59% of the service due to staffing issues with the contractor. In August 2019 STA provided 51% of the service)
- Directly Operated Service ridership year to date for 2019 is 157,446 compared to 172,239 in 2018. This is an 8.6% decrease.
- MV Contracted Service ridership for August 2019 was 15,192 compared to 13,186 in August 2018. This is a 15.2% increase.
- MV Contracted Service ridership year to date for 2019 is 119,074 compared to 122,217. This is a 2.6% decrease.

- SUV ridership for August 2019 was 2,481 compared to 2,598 in August 2018, a 4.5% decrease.
- SUV ridership year to date for 2019 is 19,458 compared to 23,757 in 2018, an 18.1% decrease.
- Combined ridership without SUV was 33,541 in August 2019 compared to 35,897 in August 2018, a 6.6% decrease.
- Combined ridership without SUV year to date is 276,520 in 2019 compared to 294,456 in 2018, a 6.1% decrease.

Detailed Breakdown – Performance

- Directly Operated Service had an OTP of 96% in August 2019 compared to 94.04 in August 2018.
- MV Contracted Service had an OTP of 90.8% in August 2019 compared to 83.86 in August 2018.
- Combined Service had an OTP of 93.67 in August 2019 compared to 90.38 in August 2018.
- Directly Operated Service had a PPH of 2.78 in August 2019 compared to 2.83 in August 2018.
- MV Contracted Service had a PPH of 2.56 in August 2019 compared to 2.77 in August 2018.
- Combined Service had a PPH of 2.68 in August 2019 compared to 2.81 in August 2018.

VANPOOL

Vanpool customer trips were down 10.7% in August 2019 vs August 2018 (11,975 vs 13,409). Year to date ridership is down 1.79% (104,816 vs. 106,728). August 2019 had 75 van groups in operation versus 77 in August 2018. July 2019 had 74 vans operating.

August 2019

- 500 riders took at least one trip vs 501 last month.
- Riders added were 19.
- Riders removed were 17.
- Days operated per van 18 (out of 22)
- Average daily vanpool ridership 656 trips vs 659 last month.
- Average Participant per van was 6.67 vs 6.77 last month.
- Two vans were inactive due to vacation schedules.

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

One new van group started for Sacred Heart Medical Center.

CUSTOMER SERVICE

August 2019 ESBP sales were 31.9% higher (265 passes) than August 2018. YTD ESBP sales are 5.1% higher (396 passes) than 2018. Contributing to the YTD increase is Umpqua Bank (983 passes YTD 2019 vs. 0 YTD 2018), Ecova (342 passes YTD 2019 vs. 20 YTD 2018) and Rockwood Retirement South (100 passes YTD 2019 vs. 0 YTD 2018).

The largest decreases were from: Alorica (0 passes YTD 2019 vs. 871 YTD 2018), Travelers (550 passes YTD 2019 vs. 770 passes YTD 2018), and Dept. of Commerce (2 passes YTD 2019 vs. 135 YTD 2018).

August 2019 Group Sales decreased 25.5% (21,893 passes vs. 29,376 in 2018), YTD Group Sales decreased 26.3% (151,351 passes vs. 191,227 in 2018):

The largest YTD decreases were from:

- Spokane Mental Health -47,750 fewer 2hr and 4,000 fewer 2hr Paratransit passes than August YTD 2018
- Mukogawa- 6,448 fewer 2hr passes and 500 fewer Day passes than August YTD 2018

- Family Impact Network- 1,650 fewer Adult, 2,000 fewer 2hr and 500 fewer Youth passes than August YTD 2018
- Spokane County Juvenile- 2,595 fewer 2hr passes than August YTD 2018

The largest YTD increases were from:

- Spokane School District #81- 9,177 more 2hr passes than August YTD 2018
- Dept. of Children and Family Services- 3,000 more Adult, 1,000 more 2hr and 1,500 more Youth Passes than August YTD 2018
- Cheney Outreach- 4,550 more 2hr passes and 900 more Day passes than August YTD 2018
- Special Mobility Service- 700 more Adult passes, 3,100 more 2hr passes, 675 more 2hr Paratransit and 360 more 2hr Reduced passes than August YTD 2018

Pass Sales:

Total monthly pass sales increased 14.0% (9,172 vs. 8,047 in 2018), YTD pass sales decreased 5.4% (71,378 vs. 75,458 in 2018).

Adult Pass/Smartcard sales increased 35.5% (3,898 vs. 2,877 in 2018), YTD pass sales decreased 6.0% (29,796 vs. 31,690 in 2018).

Shuttle Park sales increased 15.9% (561 vs. 484 in 2018), YTD pass sales increased 4.9% (4,073 vs 3,881 in 2018).

7-Day Pass/Smartcard sales increased 93.7% (1,680 vs 867 in 2018), YTD pass sales increased 11.5% (8,836 vs. 7,926 in 2018).

ESBP sales increased 31.9% (1,097 vs 832 in 2018), YTD pass sales increased 5.1% (8,192 vs. 7,796 in 2018).

Student Pass sales decreased 50.0%. (4 vs. 8 in 2018), YTD pass sales decreased 68.0% (39 vs.122 in 2018).

Youth Pass/Smartcard monthly sales decreased 7.0% (1,370 vs. 1,473 in 2018), YTD pass sales decreased 0.5% (10,827 vs. 10,885 in 2018).

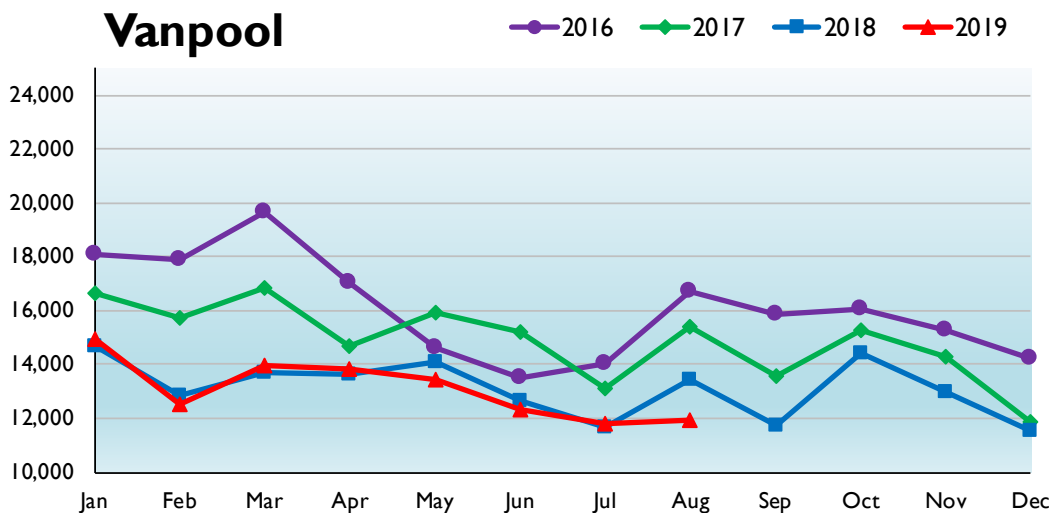
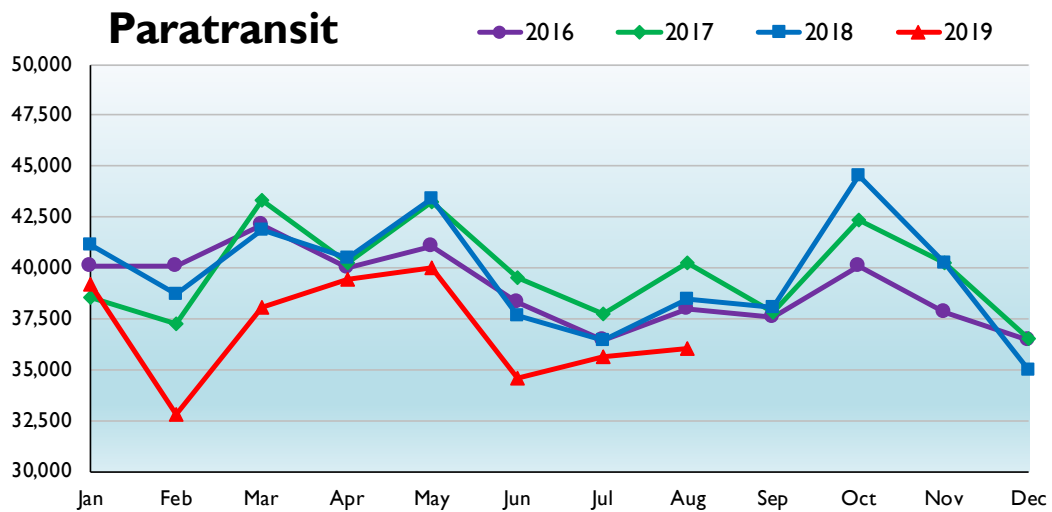
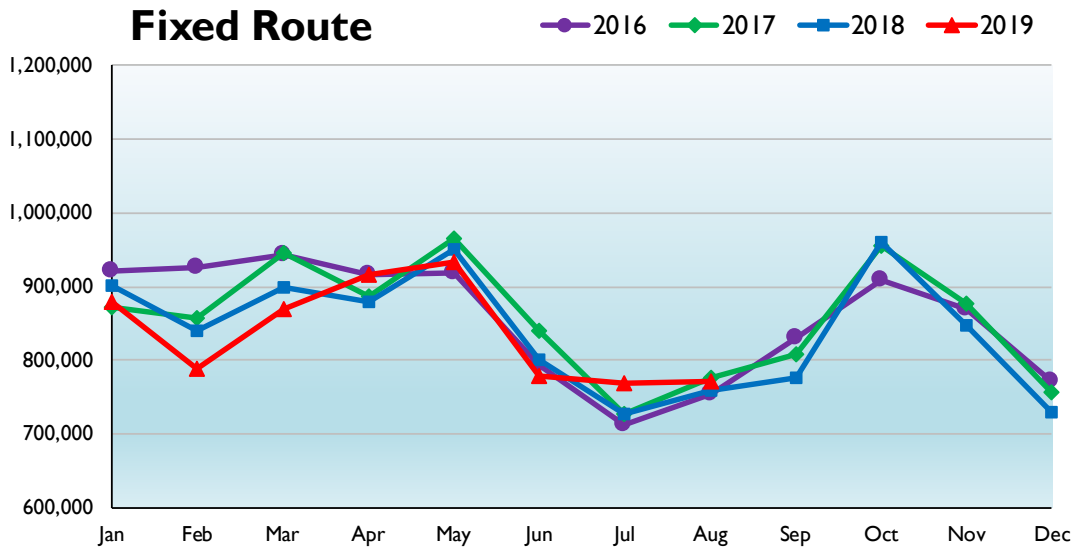
Summer Youth Pass had no sales in August. YTD pass sales decreased 68% (295 vs. 921 in 2018).

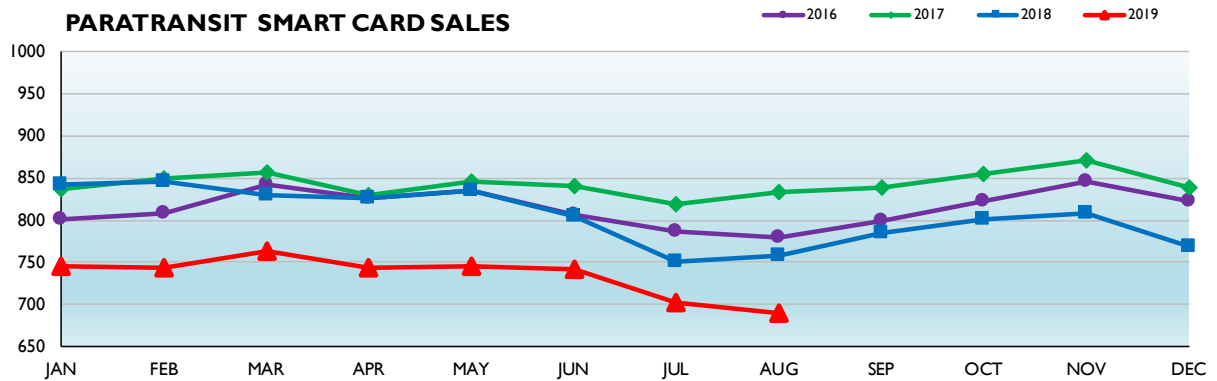
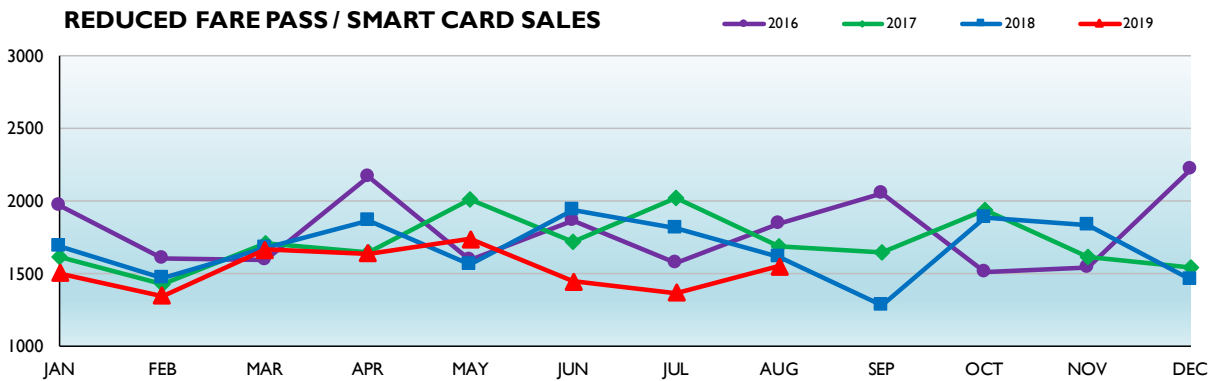
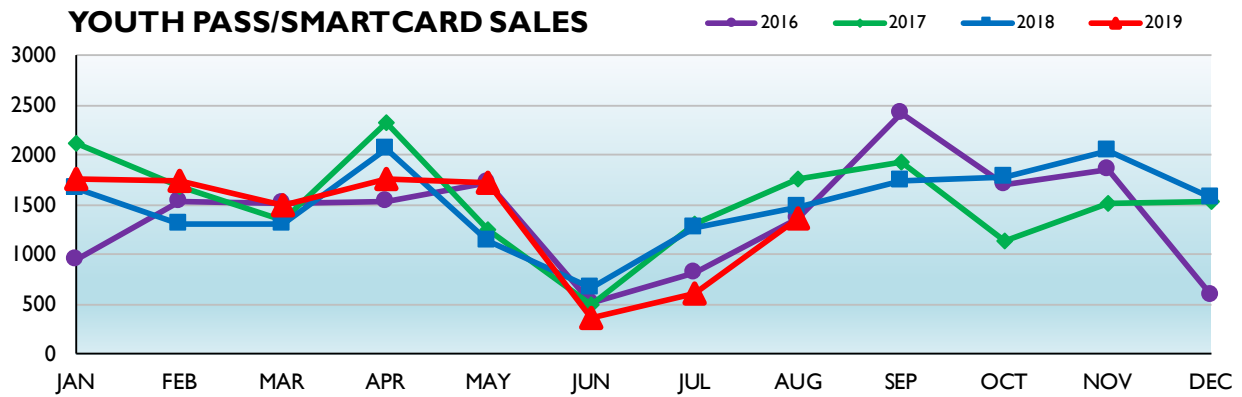
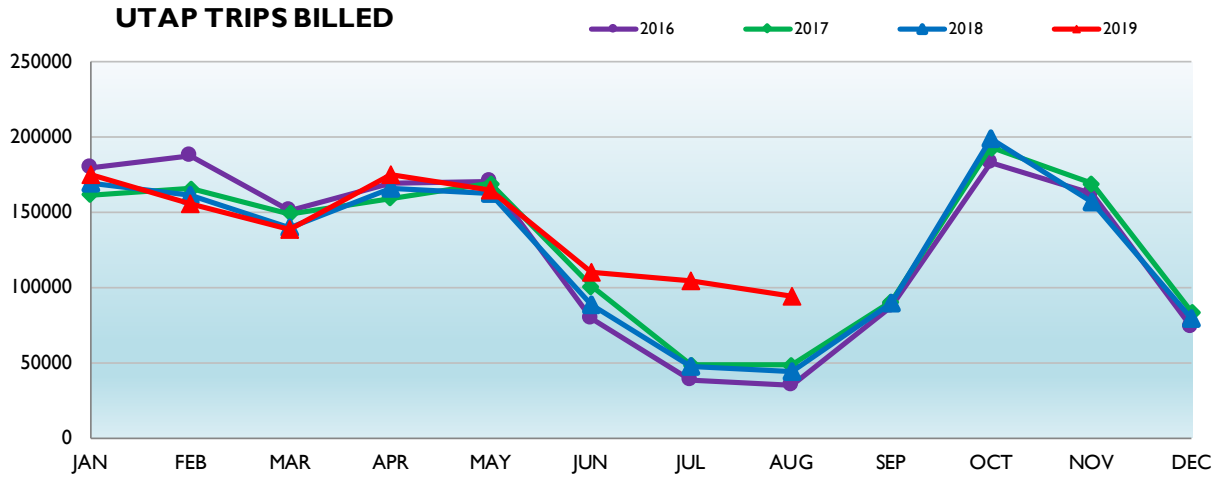
Reduced Fare Pass/Smartcard monthly sales decreased 3.9% (1,553 vs. 1,616 in 2018), YTD pass sales decreased 10.2% (12,281 vs. 13,671 in 2018).

Paratransit Pass/Smartcard sales decreased 9.1% (689 vs. 757 in 2018), YTD pass sales decreased 9.5% (5,875 vs 6,492 in 2018).

RECOMMENDATION TO BOARD: Information only.

RIDERSHIP





SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

October 2, 2019

AGENDA ITEM 7B : AUGUST 2019 FINANCIAL RESULTS SUMMARY

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Lynda Palmer, Chief Financial Officer
Tammy Johnston, Senior Financial Services Manager

SUMMARY: Attached are the August 2019 financial results. The emphasis is on what percent of the budget has been received or expended to date compared to where we are in the year. August equates to 67% of the year.

Revenue

Overall, revenue is at 70.3% of budget (\$70.2M) which is higher than the expected \$66.9M.

Fares & Other Transit Revenue is slightly lower than the budget at 64.2%.

Sales Tax Revenue is slightly higher than the budget at 68.1%. This is looking at an annual amount and is a reflection of a rate change in April. Year-to-date sales tax is 108.7% of budget.

Federal & State Grants is higher than the budget at 88.7%.

Miscellaneous Revenue is higher than the expected budget at 125.3%.

Operating Expenses

Operating expenses at 59.9% of budget (\$47.6M) are 11% below the expected amount of \$53.3M.

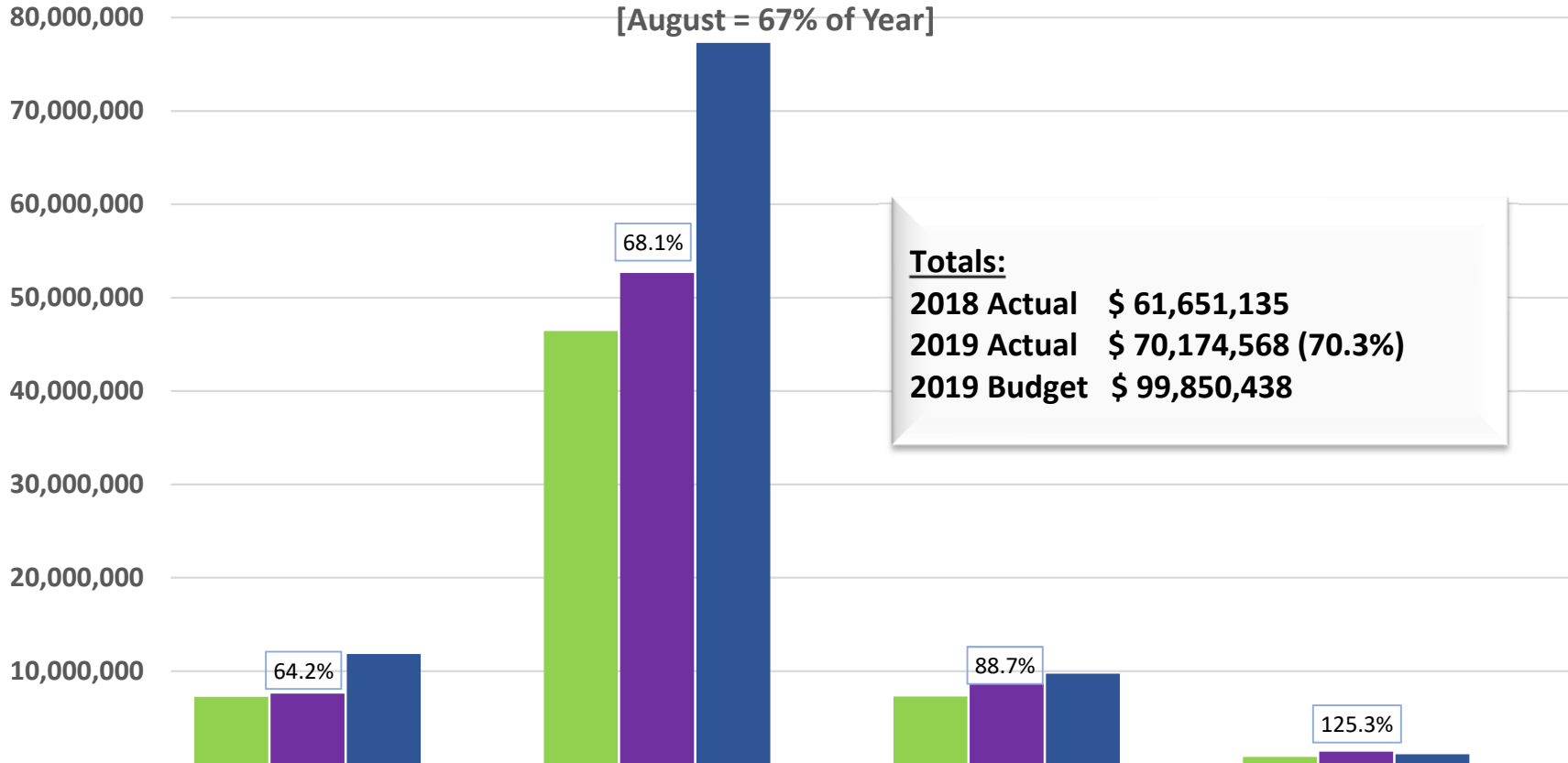
Fixed Route	61.1% of budget expended
Paratransit	56.4% of budget expended
Vanpool	49.5% of budget expended
Plaza	50.3% of budget expended
Administration	61.2% of budget expended

Operating expenses are greatly influenced by timing of payments.

RECOMMENDATION TO COMMITTEE: Information only.

Spokane Transit Revenues ⁽¹⁾ - August 2019

[August = 67% of Year]



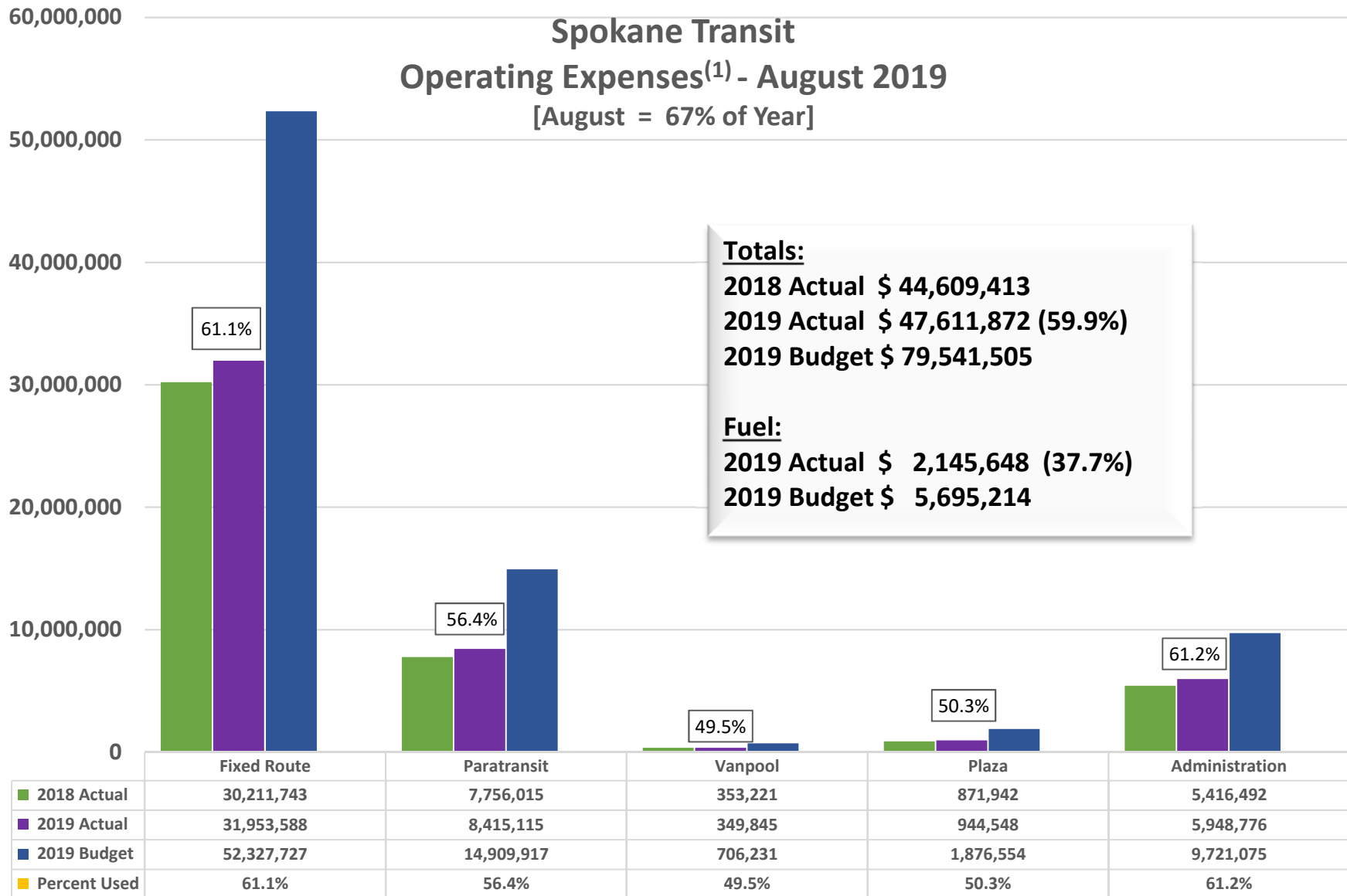
Totals:
 2018 Actual \$ 61,651,135
 2019 Actual \$ 70,174,568 (70.3%)
 2019 Budget \$ 99,850,438

	Fares & Other Transit Revenue	Sales Tax (2)	Federal & State Grants	Miscellaneous
2018 Actual	7,208,699	46,416,275	7,247,896	778,266
2019 Actual	7,583,701	52,635,665	8,600,805	1,354,397
2019 Budget	11,807,075	77,271,349	9,691,088	1,080,926
Percent Used	64.2%	68.1%	88.7%	125.3%

⁽¹⁾ Above amounts exclude grants used for capital projects. Year-to-date August state capital grant reimbursements total \$2,308,754 and federal capital grant reimbursements total \$1,708,275.

⁽²⁾ Year-to-date Sales Tax through August = 108.7% of year-to-date budget.

Spokane Transit Operating Expenses⁽¹⁾ - August 2019 [August = 67% of Year]



⁽¹⁾ Operating expenses exclude capital expenditures of \$10,440,154 and Street/Road cooperative projects of \$3,652,561 for year-to-date August.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

October 2, 2019

AGENDA ITEM 7C : SEPTEMBER 2019 SALES TAX REVENUE INFORMATION

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Lynda Palmer, Chief Financial Officer
Tammy Johnston, Senior Financial Services Manager

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

September sales tax revenue, which represents sales for July 2019, was:

26.6% over September 2018 actual
15.0% above YTD actual
9.2% YTD above budget

RECOMMENDATION TO COMMITTEE: Information only.

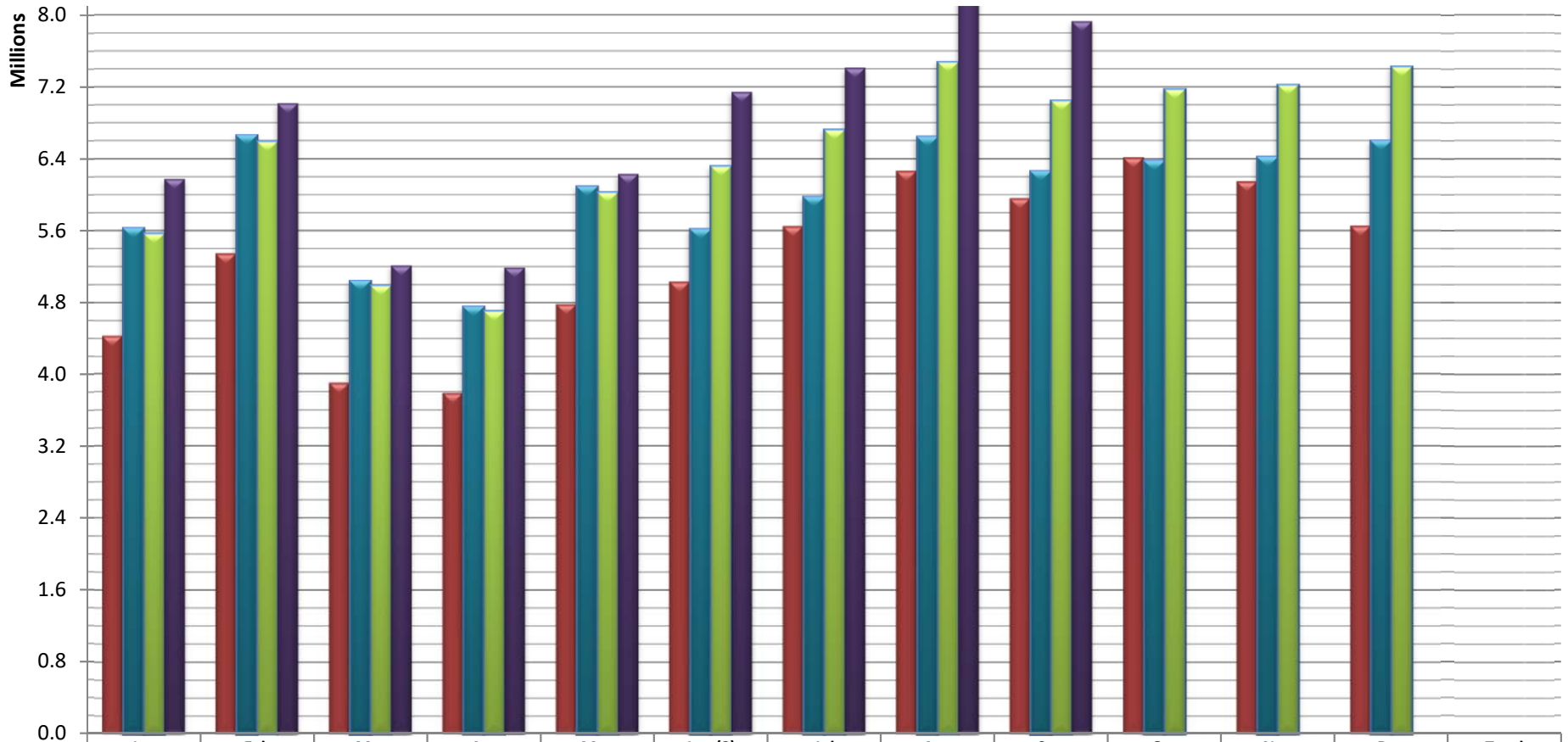
Sales Tax Revenue History-September 2019⁽¹⁾



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

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

2017 - 2019 SALES TAX RECEIPTS ⁽¹⁾



	Jan	Feb	Mar	Apr	May	Jun (2)	Jul	Aug	Sep	Oct	Nov	Dec	Total
■ 2017 Act.	4,432,233	5,350,787	3,901,562	3,790,349	4,783,883	5,035,578	5,651,610	6,268,031	5,961,836	6,416,307	6,150,443	5,656,970	63,399,589
■ 2018 Act.	5,628,134	6,664,160	5,042,196	4,754,750	6,090,019	5,616,550	5,975,412	6,645,055	6,263,667	6,377,811	6,420,673	6,601,136	72,079,561
■ 2019 Bud.	5,569,403	6,594,618	4,989,580	4,705,133	6,026,468	6,318,402	6,722,107	7,475,431	7,046,383	7,174,792	7,223,009	7,426,023	77,271,349
■ 2019 Act.	6,174,965	7,017,558	5,212,448	5,191,296	6,230,069	7,142,964	7,412,766	8,253,600	7,928,815	-	-	-	60,564,481
\$ Mo. Var.	546,831	353,398	170,253	436,546	140,051	1,526,414	1,437,354	1,608,544	1,665,148	-	-	-	
% Mo. Var.	9.7%	5.3%	3.4%	9.2%	2.3%	27.2%	24.1%	24.2%	26.6%	0.0%	0.0%	0.0%	
\$ YTD Var.	546,831	900,229	1,070,482	1,507,027	1,647,078	3,173,492	4,610,847	6,219,391	7,884,539	-	-	-	
% YTD Var.	9.7%	7.3%	6.2%	6.8%	5.8%	9.4%	11.6%	13.4%	15.0%	0.0%	0.0%	0.0%	
% YTD Bud. Var.	10.9%	8.5%	7.3%	7.9%	7.0%	8.1%	8.4%	8.7%	9.2%	0.0%	0.0%	0.0%	

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

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

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

October 2, 2019

AGENDA ITEM 8: NOVEMBER 2019 DRAFT COMMITTEE PACKET AGENDA
REVIEW

REFERRAL COMMITTEE: N/A

SUBMITTED BY: STA Staff

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

RECOMMENDATION TO COMMITTEE: For discussion.

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

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

DRAFT AGENDA

Estimated meeting time: 60 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 October 2, 2019, Committee Meeting – *Corrections/Approval*
5. **Committee Action** (*30 minutes*)
 - A. Board Consent Agenda
 1. Award of Contract: 2020 Battery Electric (*Watkins*)
 - B. Board Discussion Agenda
 1. Draft 2020 State Legislative Priorities (*Meyer/Rapez-Betty*)
6. **Reports to Committee** (*10 minutes*)
 - A. 3rd Quarter 2019 Performance Measures (*Watkins*)
7. Committee Information – *no discussion/staff available for questions*
 - A. September 2019 Operating Indicators (*Watkins*)
 - B. September 2019 Financial Results Summary (*Palmer*)
 - C. October 2019 Sales Tax Revenue Information (*Palmer*)
 - D. Third Quarter 2019 Service Planning Input Report (*Otterstrom*)
 - E. 3rd Quarter 2019 Safety & Loss Report (*Williams*)
 - F. STA's Holiday Services and Office Hours (*Infalt*)
8. November 6, 2019, Committee Packet Draft Agenda Review
9. New Business (*5 minutes*)
10. Committee Members' Expressions (*5 minutes*)
11. Adjourn
12. Next Committee Meeting: December 4, 2019, 1:30 p.m.

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

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

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

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

October 2, 2019

AGENDA ITEM 9 : NEW BUSINESS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: N/A

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

RECOMMENDATION TO COMMITTEE: For discussion.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

October 2, 2019

AGENDA ITEM 10 : COMMITTEE MEMBERS' EXPRESSIONS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: N/A

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

RECOMMENDATION TO COMMITTEE: For discussion.