

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Minutes of the May 4, 2022, Meeting
Via Virtual WebEx

MEMBERS PRESENT

Pam Haley, City of Spokane Valley*
Josh Kerns, Spokane County
Lori Kinnear, City of Spokane
Zack Zappone, City of Spokane
Veronica Messing, City of Cheney (*Ex-Officio*)
Rhonda Bowers, Labor Representative (*non-voting*)
E. Susan Meyer, CEO (*Ex-Officio*)

MEMBERS ABSENT

Don Kennedy, City of Medical Lake (*Ex-Officio*)

STAFF PRESENT

Brandon Rapez-Betty, Chief Operations Officer/
Interim Chief Communications and Customer
Service Officer
Karl Otterstrom, Chief Planning and Development
Officer
Monique Liard, Chief Financial Officer
Nancy Williams, Chief Human Resources and Labor
Relations Officer
Molly Fricano, Executive Assistant to the COO

PROVIDING LEGAL COUNSEL

Laura McAloon, McAloon Law PLLC

*Committee Chairwoman

GUESTS

Emily Arneson, Ombudsman & Accessibility Officer
(*Staff Liaison to Citizen Advisory Committee*)

1. CALL TO ORDER AND ROLL CALL

Chair Haley called the meeting to order at 1:30 p.m. and roll call was conducted.

2. COMMITTEE CHAIR REPORT

Chair Haley had no report at this time.

3. COMMITTEE APPROVAL

A. Minutes of the April 6, 2022, Committee Meeting

Mr. Kerns moved to approve the April 6, 2022, Committee meeting minutes. Ms. Haley seconded, and the motion passed unanimously.

B. Architectural & Engineering Consulting Services: Scope of Work Approval

Mr. Otterstrom explained Spokane Transit's current five-year contract for Architectural and Engineering (A&E) on-call consulting services expires on October 31, 2022, therefore, a new procurement for on-call A&E consulting services is required to continue key capital projects and facility upgrades. Prospective consultants are evaluated based on qualifications. Mr. Otterstrom described the various projects which would fall under this contract. After reviewing the procurement schedule, the new contract would commence November 1, 2022.

Ms. Haley moved to approve the attached general scope of work as presented and authorize staff to release an RFQ for Architectural and Engineering On-Call Consulting Services. Mr. Kerns seconded, and the motion passed unanimously.

4. COMMITTEE ACTION

A. Board Consent Agenda

1. West Plains Connector Project Cooperative Agreement Approval

Mr. Otterstrom explained *STA Moving Forward* calls for more service to Airway Heights. He described the proposal would include street improvements and enable enhanced access to northwest Airway Heights along Routes 60 and 61. STA and the City of Airway Heights will collaborate on the planning, design, and construction of transit improvements. While the City of Airway Heights will manage design and construction, STA will cooperate with the City to complete the design of transit improvements.

Mr. Kerns moved to approve the Board authorize the CEO execute the West Plains Connector Project Cooperative Agreement with the City of Airway Heights, providing funding of up to \$2,000,000.00 or 80% of the total project cost. Ms. Haley seconded, and the motion passed unanimously.

B. Board Discussion Agenda (*no items were presented this month*)

5. REPORTS TO COMMITTEE

A. 1st Quarter 2022 Performance Measures

Mr. Ropez-Betty presented the 1st Quarter 2022 Performance Measures Summary. Each performance measure relates to a specific Spokane Transit priority. These quantifiable benchmarks demonstrate the agency's commitment to accountability. He advised the full packet of Performance Measure results for the 1st Quarter may be viewed on the STA website through the link provided on the cover page. Mr. Ropez-Betty presented a summary of the 1st Quarter Performance Measures website presentation and highlighted the Ridership data.

Fixed Route: Ridership for Fixed Route ended the quarter up 8.9% compared to our Ridership year in 2021. Fixed Route provided 1,507,366 in 2022 vs. 1,305,548 in 2021. The ridership goal for Fixed Route in 2022 is a 20.3% increase from 2021 (approximately 6.3 million trips).

Paratransit: Ridership for Paratransit ended the quarter up 3.4% compared to our ridership year in 2021. Paratransit provided 133,482 in 2022 vs. 91,709 in 2021. The ridership goal for Paratransit in 2022 is a 11.2% increase from 2021 (approximately 277,000 trips).

Vanpool: Ridership for Vanpool ended the quarter up 29.5% compared to our ridership year in 2021. Paratransit provided 51,811 in 2022 vs. 49,546 in 2021. The ridership goal for Vanpool in 2022 is a 25.7% increase from 2021 (approximately 88,000 trips).

B. 2021 Bus Rider Survey Results Summary

Mr. Rapez-Betty presented the 2021 Rider Survey, conducted by Zilo International, which gathered opinions, insights, and feedback from residents living within the Public Transportation Benefit Area regarding their perceptions about the services provided by STA. Due to the COVID-19 pandemic, a survey in 2020 was not conducted, and the 2021 survey was conducted online. Mr. Rapez-Betty explained the survey collected 672 responses from Monday, October 18, 2021, to Sunday November 21, 2021. Overall, the survey shows STA performing well in customer service, safety and driver courtesy.

C. 2021 Community Perception Survey Results Summary

Mr. Rapez-Betty presented the 2021 Community Perception Survey Results Summary procured by Critical Data, Inc. Telephone surveys were conducted of 400 adults who reside within Spokane Transit Authority's Public Transportation Benefit Area (PTBA) in December 2021. A key takeaway which Mr. Rapez-Betty shared:

Question: The overall job STA is doing in providing public transportation service in the Spokane area?

Answer: 3.75 out of 5 – up slightly from the 2020 study findings; 64.5% rated STA at a '4' or a '5' on a 1-5 scale.

D. Fare Policy Revisions: Preliminary Proposal – Zero-Fare for Youth

Mr. Otterstrom provided background information on the Transit Support Grant Program which was created to provide direct funding allocations for transit agencies for public transportation needs. To be eligible for the \$1.45 billion in state funding for this program over the 16-year period, agencies must implement a "zero-fare policy" for youth ages 18 and younger. To be eligible to receive grant allocation, verification must be received by October 1, 2022.

Mr. Otterstrom presented the proposed revisions to STA's fare structure tables and explained the public outreach period would take place in May and June in preparation for a Public Hearing at the STA Board Meeting in June 2022.

6. CEO REPORT

- Ms. Meyer reported the April 2022 voter-approved sales tax revenue, collected on February sales, had a budget of \$7.3M. The actual receipts were \$7.9M, which is 8.4% above budget and totaling approximately \$600,000. Year-to-date is 8.7% above budget and totaling approximately \$2.8M.
- Ms. Meyer stated Bloomsday was a success. STA had forty-six coach operators starting service from five locations, approximately twenty supervisors, and twenty-two volunteers. The ridership was about half of what we had in 2019.
- Ms. Meyer reminded everyone of the Board Workshop on the 19th of May from 11:30am – 1:15pm prior to the Board Meeting. The purpose of this workshop is to review the strategic plan project status. Input will be reviewed which has been received from Board Members, Community Leaders, and employees. The research and analysis from the consultant will be reviewed to help analyze transit trends in our community as we begin thinking about the 2025-2035 period of time. Lunch will be provided.

7. COMMITTEE INFORMATION

- A. March 2022 Financial Results Summary
- B. April 2022 Sales Tax Revenue
- C. 1st Quarter 2022 Service Planning Input Report
- D. March 2022 Operating Indicators

8. JUNE 1, 2022 – COMMITTEE MEETING DRAFT AGENDA REVIEW

The June 1, 2022, Performance Monitoring and External Relations Committee Meeting draft agenda was reviewed. There were no changes at this time.

9. NEW BUSINESS

None

10. COMMITTEE MEMBERS' EXPRESSIONS

None

11. ADJOURN

With no further business to come before the Committee, Chair Haley adjourned the meeting at 2:31 p.m.

The next committee meeting will be held on Wednesday, June 1, 2022, at 1:30 p.m. via WebEx.

Respectfully submitted,

Molly Fricano

Molly Fricano

Executive Assistant to the Chief Operations Officer