

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

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, July 5, 2023

1:30 p.m. – 3:00 p.m.

Committee Meeting is via Virtual Conference

w/In Person Public Viewing Option

Spokane Transit, 1230 W Boone Avenue, Spokane, WA

Join Link: [STA JULY PMER MEETING](#)

Committee Member Password (if asked): 2023 | Guest Password (if asked): 0723

Call-in Number: 1-408-418-9388 | Event/Access code: 2489 390 0299 | Password: 2023

AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report *(5 minutes)*
3. Committee Action *(20 minutes)*
 - A. Minutes of the May 31, 2023, Committee Meeting -- *Corrections/Approval*
 - B. Citizen Advisory Committee Charter Review *(Cortright)*
 - C. Transit Vehicle Tire Lease Services Scope of Work *(Rapez-Betty)*
4. Committee Action *(10 minutes)*
 - A. Board Consent Agenda
 1. Plaza and Boone Janitorial Services Award of Contract *(Rapez-Betty)*
 - B. Board Discussion Agenda *(none)*
5. Reports to Committee *(10 min)*
 - A. July Service Change Outreach (Otterstrom/Cortright)
6. CEO Report *(E. Susan Meyer) (15 minutes)*
7. Committee Information (no discussion/staff available for questions)
 - A. May 2023 Operating Indicators *(Rapez-Betty)*
 - B. June 2023 Sales Tax Revenue *(Liard)*
 - C. May 2023 Financial Results Summary *(Liard)*
8. Review September 6, 2023, Committee Meeting Agenda (No August Meeting) *(5 minutes)*
9. New Business *(5 minutes)*
10. Committee Members' Expressions *(5 minutes)*
11. Adjourn
12. Next Committee Meeting: Wednesday, September 6, 2023, at 1:30 p.m. via WebEx w/In Person Option (No August Meeting)

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting at the 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 and the Americans with Disabilities Act. 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 & EXTERNAL RELATIONS COMMITTEE MEETING

July 5, 2023

AGENDA ITEM 3A : MINUTES OF THE MAY 31, 2023, PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING – CORRECTIONS OR APPROVAL

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Molly Fricano, Executive Assistant

SUMMARY: Attached are minutes of the May 31, 2023, Performance Monitoring & External Relations Committee meeting for corrections or approval.

RECOMMENDATION TO COMMITTEE: Corrections or approval.

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Draft Minutes of the May 31, 2023, Meeting
Via Virtual WebEx

COMMITTEE MEMBERS PRESENT

Pamela Haley, City of Spokane Valley*
Josh Kerns, Spokane County
Hank Bynaker, City of Airway Heights (*Ex-Officio*)
Rhonda Bowers, Non-Voting Labor Representative
E. Susan Meyer, CEO (*Ex-Officio*)

COMMITTEE MEMBERS ABSENT

Zack Zappone, City of Spokane
Betsy Wilkerson, City of Spokane
Don Kennedy, City of Medical Lake (*Ex-Officio*)

*Committee Chairwoman

STAFF PRESENT

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

PROVIDING LEGAL COUNSEL

Megan Clark, Etter, McMahon, Lamberson, Van Wert & Oreskovich, P.C.

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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 May 3, 2023, Committee Meeting**
Mr. Kerns moved to approve the May 31, 2023, Committee meeting minutes. Ms. Haley seconded, and the motion passed unanimously.
 - B. **Public Transportation Agency Safety Plan**
Ms. Williams provided background on the Public Transportation Agency Safety Plan which documents STA's processes to identify and mitigate hazards posed to the public, employees, and property. She explained the key safety management components and the current plan updates.
Mr. Kerns moved to recommend the Board approve the updated STA Public Transportation Agency Safety Plan as presented. Ms. Haley seconded, and the motion passed unanimously.
 4. **COMMITTEE ACTION**
 - A. **Board Consent Agenda**
 1. **Sprague Line Construction: Phase 1 Award of Contract**
Mr. Otterstrom provided background on the Sprague Line Phase 1 Award of Contract and the procurement process timeline, which ends with Board of Directors authorization on June 15, 2023. He explained Cameron-Reilly, LLC was determined to be a responsive and responsible bidder. Staff interviewed several area contractors who did not bid due to sufficient workload. Mr. Otterstrom presented the project budget showing the bid amount from Cameron Reilly, LLC. was \$1,314,550, and also included a 15% Construction Contract Contingency. The anticipated construction timeline showed project substantial completion is expected to be fall 2023.

Mr. Kerns moved to recommend the Board approve the award of contract for Sprague Line – Phase 1 construction to Cameron-Reilly, LLC for \$1,314,550 and allow the CEO to apply 15% contingency funds, as necessary. Ms. Haley seconded, and the motion passed unanimously.

B. Board Discussion Agenda (none)

5. REPORTS TO COMMITTEE

A. 2022 Fixed Route System Performance Report

Mr. Otterstrom provided background on the 2022 Fixed Route System Performance Report and explained the data is focused on Fixed-Route bus service and related passenger facilities. He shared results which included various ridership categories, bus stops and service availability, transit shelters, passenger facility improvements, bus stops without shelters, and park and ride locations. Mr. Otterstrom stated route profile sheets will be added to the report in early summer.

6. CEO REPORT

- Ms. Meyer reported the May 2023 voter-approved sales tax revenue, collected on March 2023 sales, against a budget of \$9,741,227. The actual receipts were \$9,682,305 which is 0.6% below budget with a variance totaling \$58,922. Year-to-date is 2.2% above budget and totaling approximately \$0.97M.
- Ms. Meyer discussed the City Line Launch events taking place. On Saturday, July 15th there will be community celebrations in five locations from 11am -2pm. Board members are invited to ride on the first City Line bus in service which will launch from Coeur d' Alene Park in Browne's Addition and will stop at celebrations taking place downtown, U District, Mission Park and Chief Gary Park. On Tuesday, July 18th there is breakfast and a ribbon cutting. All Board members were sent an invitation to these events.

7. JULY 5, 2023 – COMMITTEE MEETING DRAFT AGENDA REVIEW

The July 5, 2023, Performance Monitoring & External Relations Committee Meeting draft agenda was reviewed and there were no changes.

8. NEW BUSINESS

9. COMMITTEE MEMBERS' EXPRESSIONS

10. ADJOURN

With no further business to come before the Committee, Chair Haley adjourned the meeting at 2:45 p.m.

The next committee meeting will be held on Wednesday, July 5, 2023, at 1:30 p.m. via WebEx with an in-person option.

Respectfully submitted,

Molly Fricano

Molly Fricano

Executive Assistant to the Chief Operations Officer

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

July 5, 2023

AGENDA ITEM 3B : CITIZEN ADVISORY COMMITTEE CHARTER REVIEW

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Carly Cortright, Chief Communications & Customer Service Officer

SUMMARY: The Citizen Advisory Committee (CAC) Charter must be updated once every three years. The CAC is a subcommittee of the Performance Monitoring and External Relations (PMER) committee, therefore PMER approves the CAC Charter. After previous presentations to CAC, feedback has been incorporated and the final draft is ready for PMER to approve.

Changes to the CAC charter include language updates to be more concise and updates for accuracy, such as meeting frequency and election of chair. Of the more substantive changes, these were mostly reorganization of articles as relates to selection process for committee members. An addition was made to highlight the composition of the CAC that should reflect demographic diversity (in addition to existing language regarding geographic diversity). Language was also added to clarify when the chair would begin their term and clarification regarding breaks between member terms.

RECOMMENDATION TO COMMITTEE: Approve the CAC Charter.

CHARTER

SPOKANE TRANSIT AUTHORITY CITIZEN ADVISORY COMMITTEE

~~October-June 2019~~2023

ARTICLE I – NAME OF GROUP

The name of this group shall be Spokane Transit Authority (STA) Citizen Advisory Committee (CAC).

ARTICLE II – PURPOSE

~~The mission of the STA Citizen Advisory Committee (“CAC”) is to:~~

~~The mission of the STA Citizen Advisory Committee, hereinafter referred to as CAC, is to:~~

- Represent a wide range of stakeholders from the STA Public Transportation Benefit Area (PTBA).
- Increase public participation in the functions of STA and act as a focused, educated forum for public input and feedback to the organization.
- Ensure accountability of the organization’s actions.
- Act as an educational arm of the organization to reach out to the public.

The CAC is advisory to the STA Performance Monitoring and External Relations Committee ~~STA Board of Directors~~ and not to the agency itself.

The CAC will represent the interests of the community and assist staff and STA in furthering STA’s stated mission, vision, and goals, in accordance with the regular input received from the public and stakeholders ~~making the region proud of its public transportation system.~~

ARTICLE III- SCOPE OF WORK

The CAC will:

- Review and assess STA’s performance measurements ~~Assess performance of STA.~~
- Review and assess STA’s progress in achieving its measurable goals and objectives ~~Examine where STA is heading.~~
- Explore and advise STA of emerging public transportation issues ~~Explore emerging public transportation issues.~~
- ~~Assess STA’s progress in achieving its measurable goals and objectives.~~
- Make recommendations, at its discretion, and present them to the Performance Monitoring and External Relations Committee, for recommendation to the STA Board of Directors.

When requested and for new members, Staff will provide an information packet and

orientations to CAC members in specific areas including, but not limited to, defined responsibilities and legal requirements, nomenclature, history, mission, vision, services, policies, budget, strategic communications plan, Transit Development Plan, partnerships, and community outreach practices.

ARTICLE IV – COMPOSITION

The CAC shall be composed of no more than 15 members appointed by the Performance Monitoring and External Relations Committee. Membership shall reflect the PTBA STA service area and strive for regional and demographic representation and diversity of opinion.

ARTICLE V – MEMBERSHIP SELECTION PROCESS

Members of the CAC must reside within the PTBA service area. The residency requirement may be waived if the applicant or member demonstrates in their application that they are a consistent user of STA’s fixed route buses, paratransit, or vanpool service. We strive to have a good geographic representation.

CAC members are expected to introduce and discuss STA in as many venues as are open to the member. The following list represents groups from which participation may be sought:

~~Selection of the members of the CAC shall be through an application process:~~

- ~~• CAC will review applicants and select potential candidates.~~
- ~~• Staff and a CAC representative will meet with candidates and may recommend them to the CAC for further consideration.~~
- ~~• The CAC may vote to recommend candidates to the Performance Monitoring and External Relations Committee to be CAC committee members.~~
- ~~• The Performance Monitoring and External Relations Committee will vote to appoint members of the CAC.~~

~~Members of the CAC must reside within the STA boundaries. The residency requirement is waived if the applicant or member is a consistent user of STA’s fixed route buses, paratransit, or vanpool service. We strive to have a good geographic representation.~~

~~The STA Board of Directors expects CAC members to introduce and talk about STA in as many venues as are open to the member. To this end, during the membership selection process, weighted value will be given to those who are active participants in other area organizations.~~

~~The following list represents groups from which participation will be sought:~~

- Business Owners
- Chambers of Commerce
- College Students
- Faith Community

- Groups interested in multi-modal transportation
- Higher Education/Administration/Faculty
- Medical Community/ Public Health
- Neighborhood Associations/Councils
- Persons with Disabilities
- Public Agencies/Law Enforcement
- Rotary, Kiwanis, AHANA, Martin Luther King Jr. Family Outreach Center and/or other Fraternal and Civic Associations
- Rural Community
- Senior Citizens
- Service Users (Fixed Route, Paratransit, Vanpool)
- Social Service Agencies
- Youth

ARTICLE VI – MEMBERSHIP SELECTION PROCESS

Selection of the members of the CAC shall be through an application process:

- The CAC will review applicants and select potential candidates.
 - Weighted value will be given to those who are active participants in other organizations within the PTBA service area.
- Staff and a CAC representative will meet with potential candidates and may recommend them to the CAC for further consideration.
- The CAC may vote to recommend candidates to the Performance Monitoring and External Relations Committee to be CAC committee members.
- The Performance Monitoring and External Relations Committee will vote to appoint members of the CAC.

ARTICLE VII – MEMBERSHIP ROTATION PROCESS

Annually, in ~~November~~September, the CAC members will select the Chair of the CAC. The new chair shall be seated at the February meeting. Annual membership recruitment will occur each September, or as needed from time to time at the discretion of the PMER Committee.~~An annual membership recruitment will follow.~~ Membership recruitment and filling vacancies is an ongoing process.

Membership on the CAC is for a three-year term. At the end of their term, a member can reapply to serve a second term for a total of two consecutive three-year terms. Following the expiration of a member's second consecutive three-year term, a member must wait one full year before reapplying for a new three-year term.~~Membership on the CAC is for a three-year term with at least five members appointed/reappointed each year. At the end of their term, members can serve a second term for a total of two three-year terms.~~

If a member cannot fulfill their term, a new candidate may be selected to serve out the remainder of the term.~~If a member needs to leave the CAC prior to the end of their term, a new candidate will be selected to serve out the remainder of their term.~~ The CAC Chair will poll the members each April as to their desire to remain on the Citizen Advisory

~~Committee. The chair of the CAC will poll the members each May as to their desire to remain on the Citizen Advisory Committee. Any member who has three consecutive unexcused absences will be called by the CAC Chair or staff representative to determine their interest in continuing on the committee. Annual membership terms shall begin at the September CAC meeting.~~

Membership applications will be sent to all who have requested an application, to people suggested by CAC members, other citizens, and to groups representing the previously stated participation list.

Attendance

~~Committee members missing three consecutive meetings without an excuse will be called by the CAC Chair or staff representative to determine their interest in continuing on the committee.~~

ARTICLE VIII – OPERATING GUIDELINES

The CAC will conduct its business in accordance with Washington State’s Open Public Meetings Act, RCW 42.30 and Public Disclosure Laws RCW 42.56. The CAC has adopted the following operating procedures:

- The CAC shall meet five times a year: ~~in~~ February, April, June, September, and November.
- Special meetings can be called if necessary.
- The Chair, or the Chair’s designee, will be the appointed spokesperson for the CAC.
- As designated on the Performance Monitoring and External Relations Committee agenda, the CAC Chair, or a delegated CAC member, may provide the STA Board of Directors with the CAC's input and advice.
- The CAC shall provide meeting minutes to the Clerk of the Authority to be forwarded to the Performance Monitoring and External Relations Committee and the STA Board of Directors. ~~All CAC records will be open to public review.~~
- A charter review will be conducted at least once every three years, or as necessary from time to time at the discretion of the CAC or Performance Monitoring and External Relations Committee.
- The members of the CAC serve in a voluntary role and without salary. Travel is reimbursed according to STA Bylaws.

ARTICLE VIII-IX – STAFFING

As authorized by the Board, the CEO shall appoint staff members to serve as the CAC Staff Liaisons. Staff shall acquire meeting facilities and equipment, record, transcribe, and distribute minutes, and distribute other materials, including the agenda. Other duties include preparation of agenda forms and attachments to communicate CAC issues and

recommendations to the Performance Monitoring and External Relations Committee and/or the STA Board of Directors.

CHARTER
SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE
June 2023

ARTICLE I – NAME OF GROUP

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ARTICLE III- SCOPE OF WORK

The CAC will:

- Review and assess STA’s performance measurements.
- Review and assess STA’s progress in achieving its measurable goals and objectives.
- Explore and advise STA of emerging public transportation issues.
- Make recommendations, at its discretion, and present them to the Performance Monitoring and External Relations Committee, for review and potential recommendation to the STA Board of Directors.

When requested and for new members, Staff will provide an information packet and orientation to CAC members in specific areas including, but not limited to, defined responsibilities and legal requirements, nomenclature, history, mission, vision, services, policies, budget, strategic communications plan, Transit Development Plan, partnerships, and community outreach practices.

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SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE
June 2023

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ARTICLE V – MEMBERSHIP QUALIFICATIONS AND RESPONSIBILITIES

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CHARTER
SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE
June 2023

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- Special meetings may be called if necessary.
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CHARTER
SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE
June 2023

- As designated on the Performance Monitoring and External Relations Committee agenda, the CAC Chair, or a delegated CAC member, may provide the STA Board of Directors with the CAC's input and advice.
- The CAC shall provide meeting minutes to the Clerk of the Authority to be forwarded to the Performance Monitoring and External Relations Committee and STA Board of Directors.
- A charter review will be conducted at least once every three years, or as necessary from time to time at the discretion of the CAC or Performance Monitoring and External Relations Committee.
- The members of the CAC serve in a voluntary role and without salary. Travel may be reimbursed according to STA policies and procedures.

ARTICLE IX– STAFFING

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SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

July 5, 2023

AGENDA ITEM 3C: TRANSIT VEHICLE TIRE LEASE SERVICES SCOPE OF WORK

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer
Josh Stoddard, Sr. Vehicle Maintenance Manager

SUMMARY: The current five-year contract (2018-10169) with Michelin North America, Inc. for Transit Vehicle Tire Lease Services expires on November 30, 2023.

The independent cost estimate for a new five-year contract is \$3,992,779. This estimate was developed using recent prices for the same or similar services and has been adjusted for inflation and an increase in service and fleet size.

SCOPE OF WORK ELEMENTS: The purpose of this contract is to establish on-site maintenance service and supply of radial transit tires for STA's transit bus fleet through a mileage-lease program. Per these specifications, the contractor shall lease tires on a per-mile basis to be used on coaches now owned and those acquired during the contract term.

RECOMMENDATION TO COMMITTEE: Approve the scope of work for Transit Vehicle Tire Lease Services.

TRANSIT TIRE MILEAGE LEASE SCOPE OF WORK

1. AGENCY BACKGROUND

Spokane Transit Authority (“STA”) is a Washington State public transportation benefit area (“PTBA”) providing public transportation services in Spokane County. STA provides fixed route, paratransit, rideshare matching and commute trip reduction services to individuals and businesses throughout the PTBA.

STA operates a Fleet of 172 Gillig, Proterra and New Flyer 29’, 35’ and 40’ Coaches, and 60’ articulating Coaches in varying models and configurations and maintains a total wheel inventory of 926 aluminum wheels. STA does not use steel wheels.

Total estimated Service Miles for each year of the Contract are 9.284 million.

STA’s current contracted tire and service provider is Michelin North America, Inc.

2. REQUIREMENTS OVERVIEW

The purpose of this solicitation is to establish on-site maintenance service and supply of radial transit tires for STA’s transit bus Fleet through a mileage-lease program. Per these specifications, the Contractor shall lease tires on a per-mile basis to be used on Coaches now owned and/or operated by STA and on Coaches that may be acquired during the Contract term. The Contractor shall provide on-site service necessary to install, service, maintain and repair the Tires supplied under this Contract and STA’s current contract, whether or not the Contractor awarded a Contract resulting from this RFP is the incumbent contractor.

STA will not incorporate any Contractor’s standard tire lease, MOA or additional terms and conditions into the Contract.

3. DEFINITIONS

- A. Coach: A rubber-tired transit bus owned or operated by STA used for providing public transit service.
- B. Damage: Partial total destruction of a tire by means other than normal wear, including but not limited to, irregular wear, damage from excessive brake heat, road hazards and wheel misalignment.
- C. Fleet: All Coaches owned, leased or operated by STA whether they are in service, retired, reserved or otherwise.
- D. GAWR: Gross Axle Weight Rating.
- E. Illegal Tire: Any tire that does not meet all federal, state and local laws and regulations and STA’s specifications herein.
- F. Lease Rate: The per-mile fee charged by the Contractor, inclusive of any and all costs, including but not limited to, freight, handling and delivery charges for lease and use of Tires on STA Coaches under the Contract.

- G. Mileage Remaining: The remaining service life of a Tire, measured in miles. Calculated by subtracting from the average total mileage life of new Tires of equivalent size and construction normally and permanently removed from service during the previous twelve (12) month period, the mileage accumulated by the Tire being measured.
- H. Ready-for-use Wheel: An aluminum wheel and Tire assembly that has been cleaned, Siped, balanced, inspected and determined to be ready for use.
- I. Scrap Tire: A Tire that: (1) has been exhausted of its possible Service Miles and no longer meets the specifications required herein for service; (2) an Illegal Tire; or (3) a Tire that has been installed on a STA wheel and experienced Damage, rendering it no longer fit for service.
- J. Service Mile: One mile accumulated on a single Tire installed on a Coach.
- K. Service Rate: The monthly fee charged by the Contractor for services provided by Technicians in accordance with the Contract.
- L. Siping (Siped): A series of razor-like cuts across the tread face of a tire that are perpendicular to the direction of rotation to improve traction, as performed in present tire service industry best practices.
- M. Technician: Employee of the Contractor providing service requirements specified herein on site at STA facilities.
- N. Tire: A commercial mileage tire consisting of a casing (tubeless tires are considered as casings) and tread designed for public transit service.
- O. Tires in Service: All tires on STA property, including Ready-for-Use Wheels, Contractor's Tire inventory on STA premises allocated for STA use, and Tires installed on Coaches. Does not include Scrap Tires.

4. FLEET AND OPERATIONS DETAIL

A. Fleet

STA currently operates & maintains a Fleet of 172 Coaches out of its Boone Avenue maintenance facility located at 1229 W. Boone Ave, Spokane, WA 99201. The Fleet consists of diesel and battery-electric 60-ft articulated low-floor, 40-ft low-floor, and 30-ft low-floor Coaches. Listed below is a Fleet schedule providing various details, including tire sizes and axle capacities by vehicle type.

Avg. Annual Miles/Coach	Qty	Total Estimated Annual Coach			Year	Tire Size	Front GAWR	Center GAWR	Rear GAWR	Total Estimated Annual Tire Miles
		Miles	Description							
17,000	3	51,000	Gillig 29' Dsl	2003	275/70R22.5	10,000 lbs.		20,000 lbs.	306,000	
45,000	8	360,000	Gillig 40' Dsl	2006	305/85R22.5	14,600 lbs.		25,000 lbs.	2,160,000	
37,000	6	222,000	New Flyer 60' Dsl	2006	305/70R22.5	14,780 lbs.	24,250 lbs.	27,760 lbs.	2,220,000	
38,000	3	114,000	Gillig 35' Dsl	2007	305/85R22.5	14,600 lbs.		25,000 lbs.	684,000	
51,000	14	714,000	Gillig 40' Dsl	2007	305/85R22.5	14,600 lbs.		25,000 lbs.	4,284,000	
49,000	3	147,000	Gillig 40' Hyb	2007	305/85R22.5	14,600 lbs.		25,000 lbs.	882,000	
54,000	14	756,000	Gillig 40' Dsl	2008	305/85R22.5	14,600 lbs.		25,000 lbs.	4,536,000	
50,000	5	250,000	Gillig 40' Hyb	2008	305/85R22.5	14,600 lbs.		25,000 lbs.	1,500,000	
54,000	9	486,000	Gillig 40' Dsl	2009	305/85R22.5	14,600 lbs.		25,000 lbs.	2,916,000	
44,000	4	176,000	New Flyer 60' Dsl	2009	305/70R22.5	14,780 lbs.	24,250 lbs.	27,760 lbs.	1,760,000	
19,000	3	57,000	Gillig 29' Hyb	2009	275/70R22.5	10,000 lbs.		20,000 lbs.	342,000	
48,000	10	480,000	Gillig 40' Hyb	2010	305/85R22.5	14,600 lbs.		25,000 lbs.	2,880,000	
46,000	6	276,000	Gillig 40' Hyb	2012	305/85R22.5	14,600 lbs.		25,000 lbs.	1,656,000	
48,000	8	384,000	Gillig 40' Dsl	2014	305/85R22.5	14,600 lbs.		25,000 lbs.	2,304,000	
53,000	7	371,000	Gillig 40' Dsl	2016	305/85R22.5	14,600 lbs.		25,000 lbs.	2,226,000	
42,000	3	126,000	New Flyer 60' Dsl	2017	305/70R22.5	14,780 lbs.	24,250 lbs.	27,760 lbs.	1,260,000	
53,000	6	318,000	Gillig 40' Dsl	2018	305/85R22.5	14,600 lbs.		25,000 lbs.	1,908,000	
54,000	7	378,000	New Flyer 60' Dsl	2018	305/70R22.5	14,780 lbs.	24,250 lbs.	27,760 lbs.	3,780,000	
53,000	6	318,000	Gillig 40' Dsl	2019	305/85R22.5	14,600 lbs.		25,000 lbs.	1,908,000	
54,000	16	864,000	Gillig 40' Dsl	2021	305/85R22.5	14,600 lbs.		27,000 lbs.	5,184,000	
59,000	2	118,000	New Flyer 40' BEB	2021	305/70R22.5	15,520 lbs.		28,484 lbs.	708,000	
35,000	10	350,000	New Flyer 60' BEB	2021	305/70R22.5	15,873 lbs.	28,660 lbs.	28,660 lbs.	3,500,000	
59,000	2	118,000	Proterra 40' BEB	2021	315/80R22.5	18,078 lbs.		25,572 lbs.	708,000	
54,000	10	540,000	New Flyer 40' Dsl	2022	305/70R22.5	15,520 lbs.		28,484 lbs.	3,240,000	
51,000	10	510,000	Proterra 40' BEB	2022	315/80R22.5	18,078 lbs.		28,600 lbs.	3,060,000	
50,000	3	150,000	New Flyer 40' BEB	2023	305/70R22.5	15,520 lbs.		28,484 lbs.	900,000	
50,000	1	50,000	New Flyer 60' BEB	2023	305/70R22.5	15,873 lbs.	28,660 lbs.	28,660 lbs.	500,000	
50,000	3	150,000	New Flyer 60' BEB	2023	305/70R22.5	15,873 lbs.	28,660 lbs.	28,660 lbs.	1,500,000	
50,000	6	300,000	New Flyer 40' BEB	2023	305/70R22.5	15,520 lbs.		28,484 lbs.	1,800,000	
50,000	3	150,000	New Flyer 35' BEB	2023	305/70R22.5	15,520 lbs.		28,484 lbs.	900,000	
TOTAL		9,284,000						TOTAL	61,512,000	

STA maintains a contingency Fleet comprised of the following:

Avg. Annual Miles Per Coach	Qty	Description	Year	Model Tire Size	Front GAWR	Center GAWR	Rear GAWR
2,400	10	Gillig (40ft)	2006	305/85R22.5	14,600 lbs.		25,000 lbs.

B. Fleet Changes

- 1) STA’s Fleet size may increase or decrease as service requirements dictate during the term of the Contract. For the purpose of this solicitation, Proposals should be based on the Fleet information shown above.
- 2) Any change in size of the Fleet shall not affect the Lease Rate or Service Rate for the term of the Contract.

C. Tire Mileage by Size

Estimated annual fleet mileage by tire size:

Size	Total Annual Coach Miles	Total Annual Tire Miles
275/70R22.5	108,000	648,000
305/70R22.5	2,710,000	22,068,000
305/85R22.5	5,838,000	35,028,000
315/80R22.5	628,000	3,768,000
	9,284,000	61,512,000

D. Operations

Fixed route service traditionally operates up to 22 hours per day, seven days per week, including holidays. STA reserves the right to modify service operating hours during the Contract in its sole discretion. STA will provide the Contractor a minimum of thirty (30) days' advance written notice of such change in service operating hours.

5. QUALITY AND WORKMANSHIP

STA expects the quality of products used under the Contract and the workmanship of tire maintenance and services provided by Contractor to be of exceptional quality and in accordance with commercial tire industry best practices.

All aspects of the Contractor's performance under the Contract shall conform to all applicable federal, state and local laws and regulations. The Contractor shall provide STA with a written certification that products and service under the Contract comply with such laws and regulations. This certification shall be included in the Service Procedure Manual, as the first page of the quality assurance section.

6. STA RESPONSIBILITIES

A. STA will furnish the following items to the Contractor for use during the Contract that will remain the property of STA:

- 1) A Tire service area at STA's Boone Avenue facility approximately 45 ft by 100 ft with storage for Tires in Service. A drawing of the service area is attached as Exhibit B.
- 2) Storage racks for new Tires and Ready-for-use Wheels. Scrap tires will be stored in an area designated by STA.
- 3) Wheels will be furnished by STA in sufficient quantity to provide an adequate reserve supply of Ready-for-use Wheels. STA will work with the Contractor to establish Ready-for-Use Wheel inventory quantities.
- 4) STA will allow Contractor's service employees to use restrooms and break rooms designated for STA maintenance staff.
- 5) One (1) wheel balancing machine and one (1) Siping machine.

B. STA will provide electricity, water, compressed air, and waste disposal.

- C. Mileage Statements: On or before the 10th (tenth) day of each month, STA will provide the Contractor an accurate statement of all mileage accruing on each Coach during the previous month.
- D. STA will keep wheels in alignment and brakes properly adjusted.
- E. STA agrees not to release any Tire out of its possession and control other than to the Contractor except during the sales/disposal process of surplus Coaches.
- F. Quality Inspections: At any time during the Contract, STA reserves the right to conduct an inspection of the materials and equipment supplied by the Contractor to ensure that the quality and specifications required in this SOW are met. STA will document the inspection and any deficiencies identified. Written notice of noncompliance with the SOW shall be provided to the Contractor. The written notification shall detail deficiencies in material, equipment, and/or workmanship. Within ten (10) calendar days of notification of deficiencies, the Contractor shall provide a detailed response and written plan for resolving deficiencies and ensuring its performance meets the SOW requirements.

STA reserves the right to reject or accept the Contractor's plan for correcting deficiencies. In the event the plan is rejected, the equipment or material will be deemed unacceptable and returned to the Contractor at the Contractor's sole expense. This procedure of remedy to deficiencies in materials and services provided by Contractor is not intended to limit or preclude any other remedies permitted by law.

Any condition regarding the service or products under the Contract that is deemed unsafe shall require immediate Contractor action. STA reserves the right to use any means necessary to mitigate the situation prior to any written notice being issued to the Contractor.

- G. Wheel Disposal: STA is responsible for the disposal of all unusable wheels.

7. TIRE REQUIREMENTS

- A. Tire Type and Size: Tires furnished shall be new "Intercity or City Transit" type steel-belted radial transit mileage tires meeting all federal, state and local regulations, including but not limited to Federal Motor Vehicle Safety Standards 119 and 120. Tires shall be capable of safely sustaining speeds of 65 mph for a minimum of one hour of continuous use. Sizes shall be of the size and weight capacity required in the Fleet detail in Section 3 herein, or as established for new Coaches. Tires shall meet or exceed STA-specified GAWR requirements. Blemished Tires shall not be furnished by the Contractor or accepted by STA. STA may, at its sole discretion, require the Contractor to furnish written certification that Tires furnished under the Contract comply with such laws and regulations. The Contractor shall specify in its Proposal the average total expected Service Miles for each Tire required herein.
- B. Branding: The Contractor's tires may be uniquely and individually branded in accordance with industry standards. However, any cost associated with branding shall be borne entirely by the Contractor.
- C. Noncompliant Tires: Tires which do not comply with local, state, federal and/or STA specifications shall not be allowed on STA property, whether on Coaches or in storage. Tires on STA property that do not meet the above specifications shall be removed immediately at the sole cost of the Contractor. The Contractor shall be responsible and liable for the proper storage and disposal of

all Scrap Tires, including tires provided by the incumbent tire service provider under the 36-month Run Out period of the current contract.

D. Tread Depth

- 1) Front Tires: When the tread depth equals 5/32-inch, arrangement shall be made for Tire replacement via the maintenance list submitted to STA's maintenance foreman on duty. The Coach may still be used for regular service. STA will schedule the Coach to permit replacement of the tire.

When the tread depth equals 4/32-inch, arrangement shall be made for Tire replacement via the maintenance list submitted to STA's maintenance foreman on duty and the Coach shall be held out of service until the Tire has been replaced.

- 2) Rear Tires: When the tread depth is 3/32-inch, arrangement shall be made for Tire replacement via the maintenance list submitted to STA's maintenance foreman on duty. The Coach may still be used for regular service. STA will schedule the Coach to permit replacement of the Tire.

When the tread depth equals 2/32-inch, arrangement shall be made for Tire replacement via the maintenance list submitted to STA's maintenance foreman on duty and the Coach shall be held out of service until the Tire has been replaced.

8. TECHNICIAN REQUIREMENTS

The Contractor shall provide on-site Technicians with the following qualifications:

- A. Minimum of two years' experience in the job position assigned.
- B. A current State of Washington driver's license with a Class A Commercial Driver's License (CDL) endorsement. The Technician must carry their driver's license on their person at all times and be prepared to present it upon request of STA staff or applicable federal, state or local authority.
- C. Skill and ability to use the necessary tooling and equipment to perform services specified herein.
- D. Ability to provide superior customer service, and partner and work closely with STA employees. The Contractor shall make every effort to ensure Technicians work cooperatively.
- E. Technicians shall maintain a clean, neat appearance and wear proper safety/uniform clothing that clearly identifies the Contractor. Technicians shall obtain and display a STA vendor badge at all times while on STA property.
- F. Technicians shall be familiar with and adhere to all STA Policies and Procedures. Copies of applicable policies shall be furnished to Contractor upon execution of the Contract. Additionally, Technicians shall be familiar with and adhere to all applicable federal, state and local safety regulations.

9. TIRE MAINTENANCE SERVICES

- A. General Scope of Services: Technicians shall make all wheel changes to and from Coaches, mount and dismount Tires from wheels, inspect, service, maintain and repair all Tires, perform wheel &

Tire balancing, Sipe Tires and supply all equipment and materials necessary to perform such services unless specified otherwise herein. Routine air-checks and tire rotation must be conducted to ensure maximum Service Miles are obtained.

- B. Service Schedule. STA requires two (2) Technicians working separate shifts for on- site services. The work schedule shall be Monday through Friday. Shift 1 shall be from 03:00 to 11:30. Shift 2 shall be from 05:00 to 13:30. STA reserves the right to adjust service schedules to ensure transportation services provided by STA are not, in any way, inhibited. The Contractor shall have fifteen (15) calendar days to replace any Technician who ceases to perform services required herein. Should the Contractor be unable to replace said Technician within the specified timeframe, STA may assess liquidated damages in accordance with the Contract.
- C. Equipment: The Contractor shall furnish all necessary tools and equipment, other than equipment provided by STA as specified in Section 6, to maintain and repair all wheels and Tires, according to applicable laws, regulations and industry best practices. Such tools and equipment include, but are not limited to, all necessary hand tools (wrenches, hammers, pry bars, screw drivers, etc.), properly calibrated torque wrench(es), air impact wrench(es), lifting jacks, jack stands, tire mount/dismount machine, tire spreader and all other necessary for removal, installation, breakdown, repair, maintenance, balancing, siping, etc. Contractor-supplied equipment will be maintained or replaced as required to provide uninterrupted service to STA.
- D. Weekly Inspections: The Contractor shall perform thorough tire inspections on each and every Coach in the Fleet on a weekly basis to ensure that all tires meet all federal, state and local laws and regulations and applicable specifications that are necessary for safe and reliable use. The Contractor shall maintain an inspection log documenting, at a minimum, the inspection date and time, Coach number, tire position on the Coach, general condition, air pressure and tread depth of each tire. The contractor shall identify any buses requiring tire service and provide a written list by Coach number with notes of the work required to the maintenance shop foreman on duty, or their designee. STA reserves the right to review and audit the inspection log at any time and the Contractor shall produce the current inspection log upon demand by STA.
- E. Annual Inspections: The Contractor shall perform annual inspections of all wheels. Steel wheels shall be measured to the standards of the Technology and Maintenance Council (TMS) guidelines and aluminum wheels shall be measured to the standards of the Alcoa Wheel Service Standards. At a minimum, all wheels shall be inspected for cracks and fatigue, circumference check and sizing of stud holes.
- F. Tire Pressure: The Contractor shall maintain tire pressure in all mounted and/or installed tires to meet STA specifications and FMVSS load tables.
- G. Wheel Installation: The Technician shall use a properly and currently calibrated torque wrench to torque each lug nut on each wheel after placing a wheel & Tire assembly on a Coach.
- H. Wheel Cleaning & Preparation: Contractor shall clean all dirt, debris and corrosion from the interior and exterior of the wheel prior to installation of a Tire to the wheel. STA will provide necessary shop supplies for the proper cleaning of wheels. The wheel and hub mating surfaces shall be cleaned with a wire brush to ensure a clean and flat wheel/hub installation. Wheel assemblies shall be spin-balanced using zinc or steel wheel weights in accordance with the Revised Code of Washington, and mounted Tires shall be Siped prior to placing a Ready-for-use Wheel into inventory.

- I. Inventory Management: The Contractor shall work with STA to establish inventory stocking levels of new tires and Ready-for-use Wheels that best meet the needs of the Fleet. A preliminary ratio of inventory is one (1) Ready-for-use Wheel for every three (3) Coaches in service. The Contractor shall manage the inventory and orders of tires and supplies, such that the stocking levels are continuously met to ensure that this service and supply contract does not cause interruptions to STA operations or transit service. The Contractor shall receive tire deliveries and provide the personnel and equipment necessary to unload new Tires and load Scrap Tires.
- J. Monthly Service Report: The Contractor shall provide STA with a detailed Monthly Service Report that includes the following data for the immediately preceding month:
 - 1) A summary of all work completed by the Contractor;
 - 2) Copies of the weekly inspection logs;
 - 3) Any other information deemed appropriate or relevant to services provided by Contractor as requested by STA.

Prior to the start of service, the Contractor shall submit a sample of this report to the STA Maintenance & Facilities Manager for review and approval.

- K. Service Procedure Manual: The Contractor shall produce a procedure manual for its on-site tire service technicians. The manual shall detail the responsibilities of the service technicians and the procedures for providing service with regards to the Contract. A copy of this manual shall be provided to STA's Senior Vehicle Maintenance Manager prior to commencement of services. STA expects the manual to provide direction and guidance to Technicians as found in industry publications such as the Rubber Manufacturers' Association Care & Service Guide and the Tire Industry America Certification program. The manual shall also include all specifications and performance requirements stated herein.
- L. Work Area Cleanliness: Contractor shall keep work and storage areas in a clean, neat and orderly appearance throughout each workday. Tools, equipment and tires shall be properly and safely stored. Power equipment shall be safely shut down. Floor area will be clean and free of debris.
- M. Non-specified Tasks: In the event that STA does not specify a necessary maintenance or service task in this Scope of Work, the Contractor shall not be relieved of the responsibility to ensure such a task is completed in order to provide the best possible service to STA and ensure all applicable federal, state and local safety standards are met.

10. LEASE RATES & TECHINCIAN SERVICE CHARGES

- A. Lease Rates. Lease Rates specified by the Contractor on the Price Proposal Form will be charged for total Service Miles incurred by STA each calendar month by tire size. Lease Rates shall include all risk and costs associated with the furnishing and delivery of Tires, including, but not limited to freight and handling charges. Calculation of Service Miles shall commence upon installation of Tires on STA's Fleet following the term start date delineated in the Contract.

In the event STA directs the Contractor to furnish tires of a different size other than those sizes set forth herein, the Parties shall negotiate and determine a fair and reasonable Lease Rate for such tire size.

In the event laws or governmental regulations require any changes in materials or methods used in the manufacture, delivery or disposal of tires that result in documented increased or decreased costs, the Lease Rate specified on the Price Sheet may be negotiated and adjusted by written executed amendment to the Contract.

- B. Technician Service Charge. The monthly service charge for Technicians shall be a firm flat rate; provided should the Contractor be unable to maintain the minimum number of Technicians on site required herein, Contractor shall reduce the monthly Technician Service Charge on a pro rata basis.

11. CONTRACTOR SITE VISITS

Not less than semi-annually, STA expects the Contractor's district and/or senior management to visit STA and meet with STA's Senior Vehicle Maintenance Manager to review Contractor performance. Additional unscheduled visits by Contractor's management team is encouraged and welcomed to monitor its employee performance and adherence to the requirements of the Contract. Within fifteen (15) days of completion of such visits and inspections, the Contractor shall provide STA's Senior Vehicle Maintenance Manager with written documentation of Contractor's observations and findings, and a general synopsis of the site visit. If required, the Contractor shall provide a written action plan to address any findings or performance issues observed during the site visit or reported by STA.

12. DAMAGED/LOST TIRES

- A. STA will reimburse the Contractor for tires damaged on STA property or from STA use as a result of action or inaction by STA, including loss, theft, fire, collision or accident, damage due to excessive brake heat, use of chains of the incompatible design or that are improperly installed, road hazards and misalignment, other than normal wear encountered during transit operations.
- B. Reimbursement for tires shall consist of payment by STA for Mileage Remaining at the lease rate in effect on the date damage occurred, provided the Contractor can supply evidence of such loss by individual tire and only where the damages or loss occurred on STA property.
 - 1) When a Tire is not available for inspection to apply the above calculations, whether lost, stolen or otherwise missing, or destroyed by a fire, or involved in a collision or accident, STA shall not reimburse the Contractor in excess of fifty percent (50%) of the original value of an equivalent Tire, unless the Contractor can provide an auditable accounting of the Tire's accurate mileage immediately prior to the loss.
- C. Costs for normal wear and tear to Tires shall be included in the Lease Rates shown on the pricing sheet.

13. TIRE DISPOSAL

The Contractor shall assume all liability and responsibility for the removal, disposal and remediation of Illegal or Scrap Tires in accordance with federal, state and local laws and regulations. To preclude fire and safety hazards, at no time shall the Contractor's Scrap and Illegal Tire inventory on STA's premises exceed one hundred (100) Tires. Upon expiration or termination of the Contract, the Contractor shall be solely responsible for immediate disposal of any Illegal or Scrap Tires on hand.

14. ADDITIONAL COACHES

During the Contract term or renewal period(s), as new Coaches are purchased or leased, the Contractor shall supply tires for the new Coaches even if the required size tire is not currently used in STA's Fleet, provided that the Contractor can meet the Coach manufacturer's tire specifications of the new vehicle.

Rates for new tires will be negotiated for Coaches requiring a different tire size or type and the Contract shall be amended to include such tires prior to the placement of such tires into service. STA shall specify to the new Coach manufacturer that the tires mounted on the new Coaches shall be tires manufactured and leased under the Contract. The Contractor shall be given sixty (60) days advance written notice to complete delivery of the tires to the new Coach manufacturer. STA reserves the right to utilize tires from an alternate vendor or service provider other than the Contractor if the Contractor cannot meet the required delivery date to the new Coach manufacturer.

If any new Coaches equipped with tires from the Contract are driven overland to STA instead of being shipped, STA will pay the Contractor for the mileage of the trip at the appropriate per-mile lease rate. Any tires lost, stolen, or damaged while in the possession of the Coach manufacturer, dealer or seller or while the bus is being delivered, shall be paid for by STA.

15. REMOVAL OF COACHES FROM SERVICE

If STA desires to permanently dispose of certain parts or all of its Fleet or provided equipment, STA will provide the Contractor at least two (2) weeks' written notice to that effect. At no time will a Coach scheduled for disposal or disposed Coach be equipped with tires not meeting the specifications required herein.

When Coaches have reached the end of their service life and are removed from service, the Contractor will be notified as delineated above. The Contractor shall provide an accurate listing to STA within five (5) business days containing the residual tire mileage by individual tire left on each Coach. STA shall pay the Contractor for such residual mileage value at the then current per-mile lease rate upon the completion of the disposal of each Coach. The Contractor is responsible for the accuracy of its tire listing submitted, and STA will not be liable for any tire cost shortfalls during the surplus process.

16. TEST TIRES

STA reserves the right to install and operate test tires and/or tires from other tire suppliers on no more than ten percent (10%) of its Fleet. The Contractor shall provide service to such test tires at the same level of service as provided for the Contractor's own Tires at no additional cost to STA.

17. TITLE

Title to all Tires and equipment furnished hereunder shall be and remain at all times with the Contractor, except: (1) upon purchase by STA in accordance with Sections 18 and 19 herein and shall continue to remain with Contractor until it has received full payment of all sums owing to it by STA under the terms of the Contract; or (2) upon sale of Coaches during STA's Coach disposal process.

STA will hold Contractor harmless against any claim on Contractor's Tires made by any holder of a lien on any Coach on which STA uses such Tires. STA agrees to keep Contractor advised concerning any such liens and will give Contractor any details thereof which Contractor may request.

STA will not transfer, sublet, or lend Tires furnished under the Contract, except: (1) upon purchase by STA; or (2) upon sale of Coaches during STA's Coach disposal process. STA will not permit the Tires to be used by anyone other than STA personnel without the prior written consent of the Contractor.

18. TIRE RUN-OUT

STA may continue use of all tires installed on its Fleet and/or installed on STA wheels under its current tire mileage lease contract for a period of up to thirty-six (36) months following expiration or termination of its current contract (the "Run-out Period"). Following the expiration of the 36-month run-out period, STA shall purchase all remaining tires in its possession from the previous contractor. The Contractor shall be responsible for inspecting, servicing and maintaining such tires in accordance with the specifications herein at no additional cost to STA until such time as said tires are no longer fit for use by STA.

19. COMPLETION OF CONTRACT

If another contractor is awarded a per-mile tire lease contract upon expiration or termination of the Contract, STA shall have the right, upon providing the Contractor with thirty (30) days advance written notice, to exercise one of the two following options:

- A. Continue to lease all Tires supplied by the Contractor installed on STA's Fleet or STA wheels at the Lease Rates in effect upon Contract expiration or termination until permanently removed from service subject to the following:
- 1) STA will attempt to continuously use such Tires as far as practicable on its highest mileage routes. STA will attempt to use all Ready-for-Use Wheels in inventory prior to installation of the contractor's tires provided under the new contract, if any.
 - 2) The Contractor shall not be obligated to furnish additional Tires, equipment, supplies, or tire installation and maintenance service to STA following the expiration or termination date of the Contract.
 - 3) The Contractor shall continue to supply STA with monthly reports detailing the mileage history of each tire in use during the Run-out Period. This report shall also identify the remaining Ready-for-use Wheels in STA inventory with Contractor's Tires and identify all Scrap Tires removed from STA property.
 - 4) During the Run-out Period, STA will record all tire changes, make three (3) copies of such record, and distribute as follows: one (1) copy will be provided to the run-out Contractor; one (1) copy to the current Contractor; and one (1) will be retained by STA for records.
 - 5) Upon expiration of the Run-Out period, STA shall pay for any Mileage Remaining on the remaining Tires in Service supplied by the Contractor at the Lease Rate in effect at the time of Contract expiration or termination.
 - 6) Any tires not identified on the Contractor's monthly report or identified as Damaged or destroyed will be considered to have been removed from STA property by the Contractor upon expiration or termination of the Contract.

OR

- B. Purchase all remaining Tires in Service in inventory at the Lease Rate in effect at the time of Contract expiration or termination.
- C. Carcass Value: Carcass value payments are not permitted under the Contract.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

July 5, 2023

AGENDA ITEM 4A1 : PLAZA AND BOONE JANITORIAL SERVICES AWARD OF CONTRACT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer
Jenni Knoll, Plaza Operations Manager

SUMMARY: The current five-year contract (2018-10140) with Northwest Center Services dba Argus Janitorial for Plaza and Boone Administrative Office Janitorial Services expires on September 30, 2023. On May 10, 2023, Request for Proposals (RFP) 2023-10799 for Plaza and Boone Administrative Office Janitorial Services was advertised on multiple State of Washington websites and the STA website. Two proposals from responsible firms, W Business Solutions and Northwest Center Services, were deemed responsive and evaluated. Based on the scoring and consideration of the proposals, the evaluation committee determined Northwest Center Services scored the highest points and is a qualified and cost-effective firm to provide Plaza and Boone Administrative Office Janitorial Services.

Janitorial services are dictated by prevailing wage laws and vary with the type of labor performed. Based upon estimated prevailing wage rates, which are expected to change August 1, 2023, and the current proposed staffing level, janitorial services are estimated to be \$54,460.70 per month.

RECOMMENDATION TO COMMITTEE: Recommend the Board approve, by motion to authorize a five-year contract with Northwest Center Services for janitorial services at the STA Plaza and Boone Administrative Offices, subject to approval of the STA Board of Directors.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

July 5, 2023

AGENDA ITEM 5A : JULY SERVICE CHANGE OUTREACH

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Planning and Development Officer
Carly Cortright, Chief Communications and Customer Service Officer

SUMMARY: As part of the July 2023 Service Change, outreach will be conducted by STA staff and volunteers during the week leading up to, and after, the July 2023 Service Change on July 16. This outreach will include informing riders of the upcoming launch of City Line as well as routes that will be revised or introduced. Staff will present an overview of activities and key communication materials currently being distributed through various channels to ensure awareness of imminent changes.

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

July 5, 2023

AGENDA ITEM 6 : CEO REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: E. Susan Meyer, Chief Executive Officer

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

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

July 5, 2023

AGENDA ITEM 7A: MAY 2023 OPERATING INDICATORS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: There was 1 more weekday in May 2023 compared to May 2022.

FIXED ROUTE

Total monthly ridership increased 44.8% (791,260 vs. 546,385) in May 2023 compared to May 2022 and was up 36.4% (3,480,427 vs. 2,550,761) YTD.

Average weekday ridership increased 40.4% (30,582 vs. 21,781) in May 2023 compared to May 2022 and was up 35.9% (28,041 vs. 20,631) YTD.

Adult Ridership increased 14.5% (379,077 vs. 330,973) in May 2023 compared to May 2022 and was up 12.1% (1,768,231 vs. 1,576,823) YTD.

Zero-Fare for Youth (formerly Youth) Ridership increased 220.9% (162,501 vs. 50,644) in May 2023 compared to May 2022 and was up 203.0% (654,740 vs. 216,079) YTD.

Reduced Fare / Paratransit Ridership increased 54.2% (114,151 vs. 74,026) in May 2023 compared to May 2022 and was up 39.2% (478,517 vs. 343,696) YTD.

CCS Pass Ridership increased 31.8% (27,893 vs. 21,163) in May 2023 compared to May 2022 and was up 26.1% (124,120 vs. 98,468) YTD.

Eagle Pass Ridership decreased 5.1% (35,043 vs. 36,916) in May 2023 compared to May 2022 and was down 3.1% (169,642 vs. 174,979) YTD.

58.6% of all passengers used Connect Passes last month.

PARATRANSIT

Total monthly ridership increased 17.6% (31,748 vs. 27,001) May 2023 compared to May 2022 and was up 22.3% (149,532 vs. 122,222) YTD.

Detailed breakdown:

Directly operated service increased 18.4% (17,355 vs. 14,658) in May 2023 compared to May 2022 and was up 15.3% (79,324 vs. 68,791) YTD.

- Contracted service increased 16.6% (14,393 vs. 12,343) in May 2023 compared to May 2022 and was up 31.4% (70,208 vs. 53,431) YTD.
- Special Use Van ridership decreased 10.9% (1,501 vs. 1,686) in May 2023 compared to May 2022 and was down 3.2% (6,000 vs. 6,196) YTD.

RIDESHARE

Total Rideshare ridership increased 11.2% (8,399 vs. 7,550) May 2023 compared to May 2022 and was up 18.2% (40,422 vs. 34,202) YTD.

- Rideshare vans in service increased 4.2% (74 vs. 71) in May 2023 compared to May 2022.

CUSTOMER SERVICE/SALES

Total Value Added to Connect Cards:

Value added increased 10.0% (\$226,303 vs. 205,666) in May 2023 compared to April 2023

- Autoload increased 2.2% (\$12,064 vs. \$11,805) in May 2023 compared to April 2023
- Call Centers decreased 2.2% (\$4,849 vs. \$4,958) in May 2023 compared to April 2023
- Customer Service Terminal increased 10.3% (\$63,144 vs. \$57,257) in May 2023 compared to April 2023
- Customer Website increased 15.3% (\$24,545 vs. \$21,286) in May 2023 compared to April 2023
- Mobile Ticketing increased 7.5% (\$102,412 vs. \$95,304) in May 2023 compared to April 2023
- May 2023 Institutional Website increased 26.2% (\$16,819 vs. \$13,327) in May 2023 compared to April 2023
- Retail Network increased 42.9% (\$2,470 vs. \$1,728) in May 2023 compared to April 2023

Total Pass Sales:

Total Pass Sales increased 54.5% (21,206 passes vs. 13,727) in May 2023 compared to April 2023

- 1-Ride Pass increased 125.5% (8,845 vs. 3,922) in May 2023 compared to April 2023
- 7-Day Rolling Pass increased 57.6% (301 vs. 191) in May 2023 compared to April 2023
- Day Pass increased 25.8% (10,773 vs. 8,562) in May 2023 compared to April 2023
- Honored Rider 31-Day Rolling Pass increased 24.5% (66 vs. 53) in May 2023 compared to April 2023
- Paratransit Monthly Pass increased 85.0% (37 vs. 20) in May 2023 compared to April 2023
- Shuttle Park Pass increased 4.9% (191 vs. 182) in May 2023 compared to April 2023
- Standard 31-Day Rolling Pass increased 24.7% (993 vs. 795) in May 2023 compared to April 2023

Total Discounted Passes (Included in Pass Sales above):

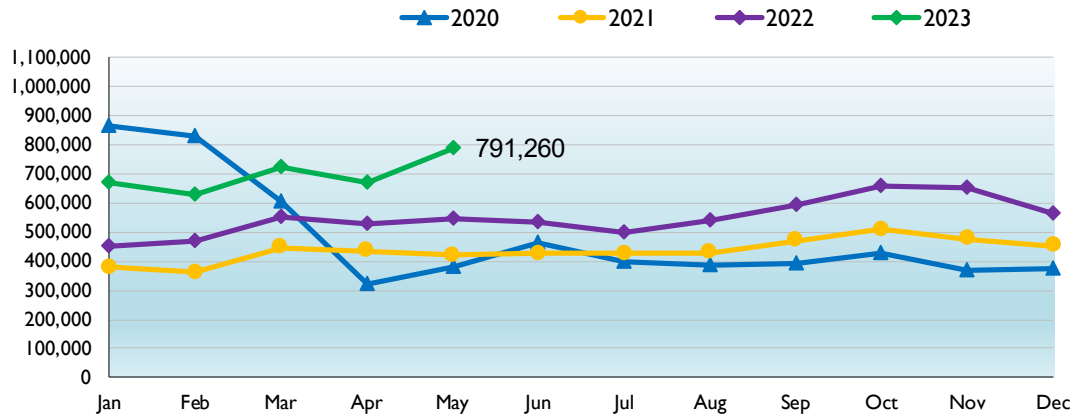
- 1-Ride CAP passes increased 54.6% (5,001 vs 3,235) in May 2023 compared to April 2023
- Day CAP Passes increased 264.5% (10,032 vs. 2,752) in May 2023 compared to April 2023
- Employer-Sponsored Bus Pass Program increased 13.1% (465 vs. 411) in May 2023 compared to April 2023

Specialty Pass Programs:

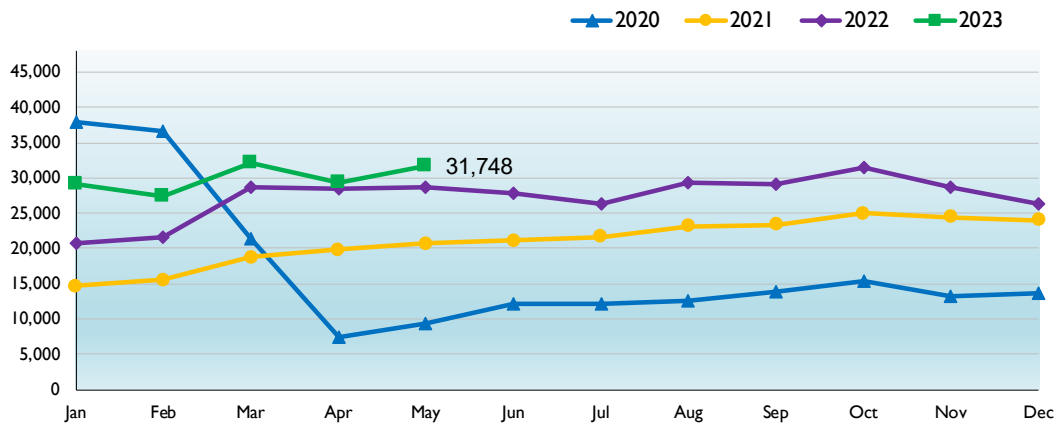
Monthly Data	YTD Data
Shuttle Park monthly sales Decreased 23.9% (191 vs. 251 in 2022)	YTD sales Decreased 9.9% (922 vs. 1,023 in 2022)
ESBP monthly sales Increased 62.6% (465 vs. 286 in 2022)	YTD sales Increased 20.4% (1,961 vs. 1,629 in 2022)
UTAP monthly rides Increased 19.0% (82,998 vs. 69,757 in 2022)	YTD rides Increased 18.2% (391,981 vs. 331,617 in 2022)
Community Access Program Increased 220.5% (15,033 vs 4,690 in 2022)	YTD CAP Sales Increased 46.6% (44,725 vs 30,503 in 2022)

RECOMMENDATION TO COMMITTEE: Information only.

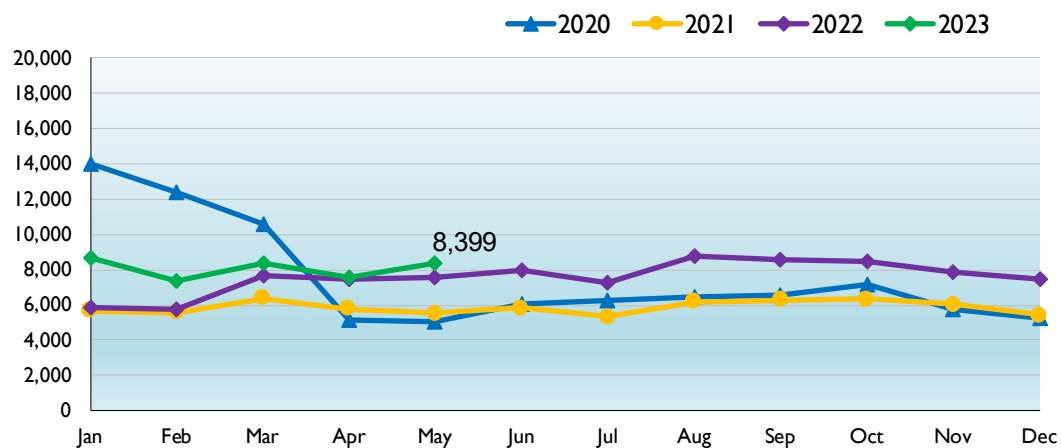
FIXED ROUTE RIDERSHIP



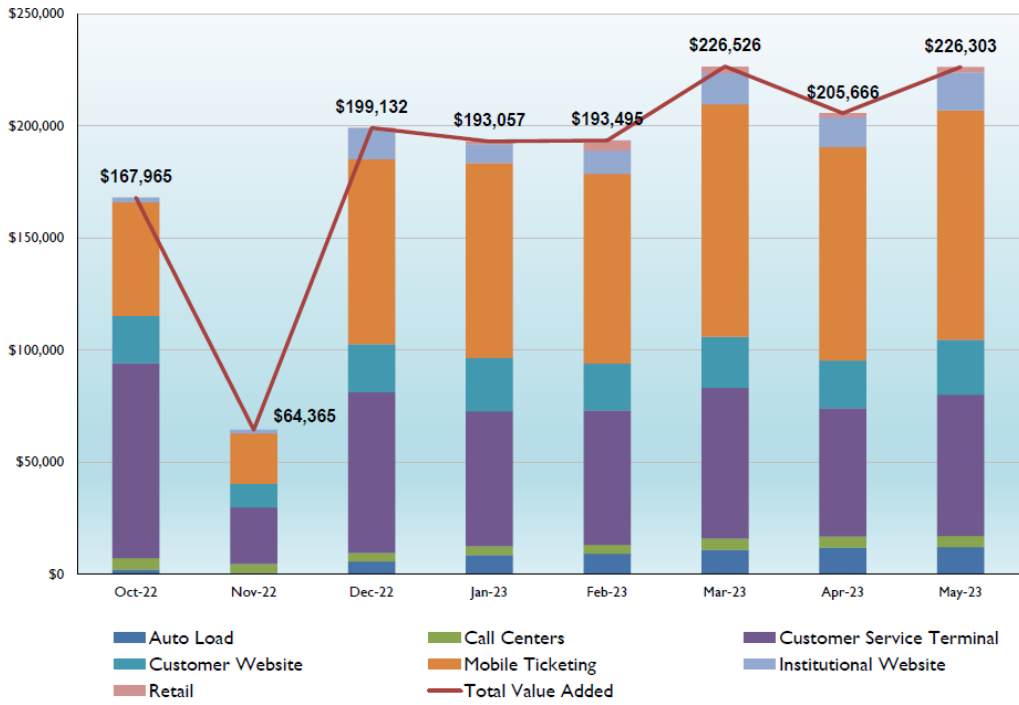
PARATRANSIT RIDERSHIP



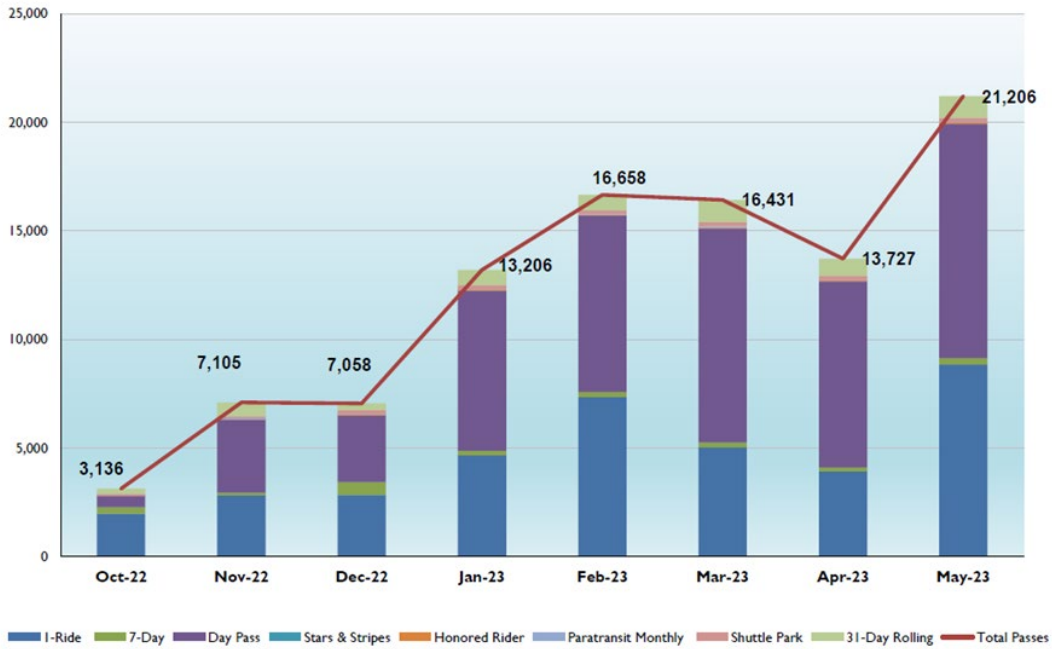
RIDESHARE RIDERSHIP



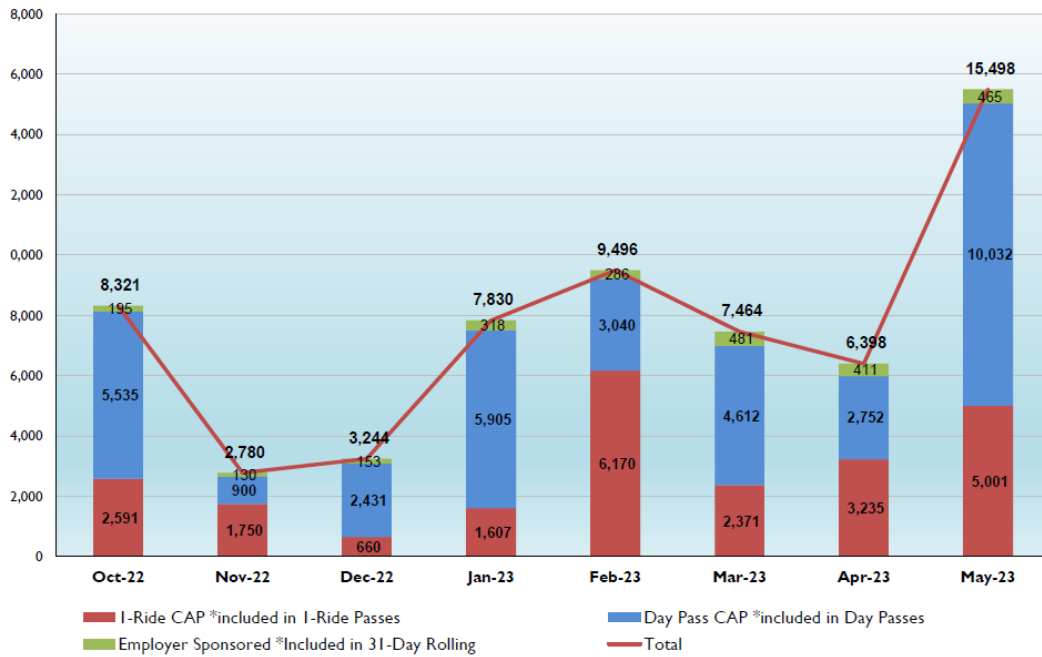
TOTAL VALUE ADDED TO CONNECT CARDS



TOTAL PASS SALES



TOTAL DISCOUNT PASSES



SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

July 5, 2023

AGENDA ITEM 7B : JUNE 2023 SALES TAX REVENUE

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Monique Liard, Chief Financial Officer
Tammy Johnston, Senior Financial Services Manager

SUMMARY: Attached is the June 2023 voter-approved sales tax revenue information. June sales tax revenue, which represents sales for April 2023, was:

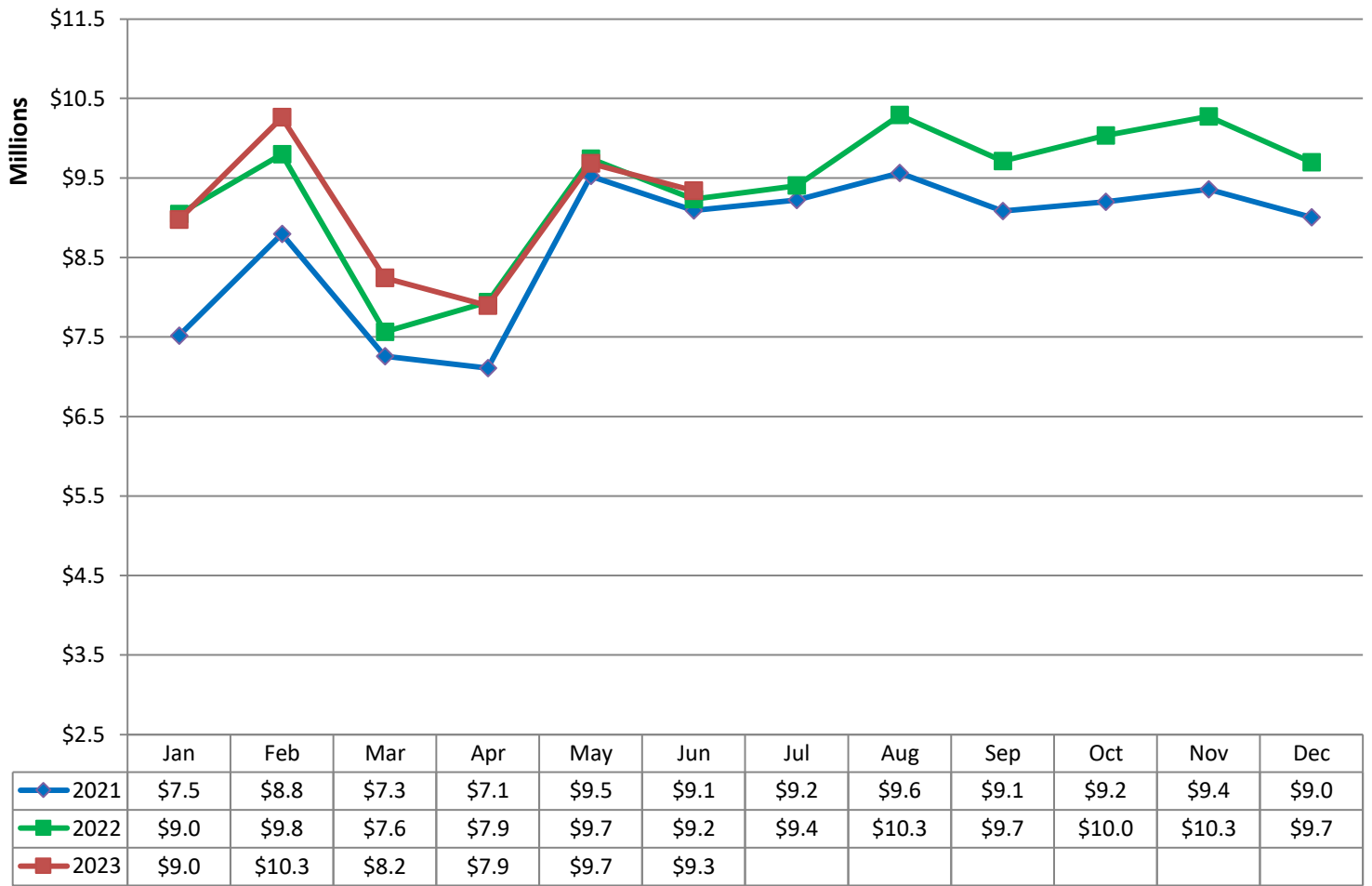
- 1.1% above 2023 budget
- 2.0% above YTD 2023 budget
- 1.1% above 2022 actual
- 2.0% above YTD 2022 actual

Total taxable sales for April were *up* 1.7% from April 2022. Retail, Construction and Accommodation and Food Services continue to be the top 3 rankings YTD:

- Retail Trade *decreased* by 1.4% (\$-7.8M) in April 2023 vs April 2022 and is *down* by 1.0% (\$-20.2M) April 2023 YTD vs 2022 YTD
 - Other Misc. Store Retailers *increased* 23.5% or \$62.7M April 2023 YTD over April 2022 YTD
 - Grocery and Convenience Retailers *increased* 8.7% or \$9.2M April 2023 YTD over April 2022 YTD
 - Building Materials and Suppliers Dealers *decreased* 5.3% or (\$-11.6M) April 2023 YTD over April 2022 YTD
 - Other Motor Vehicle Dealers *decreased* 16.0% or (\$-13.3M) April 2023 YTD over April 2022 YTD
 - Electronics & Appliance Retailers *decreased* 16.7% or (\$-25.6M) April 2023 YTD over April 2022 YTD
 - Furniture and Home Furnishing Retailers *decreased* 46.2% or (\$-50.2M) April 2023 YTD over April 2022 YTD
- Construction *decreased* by 6.9% (\$-12.2M) in April 2023 vs April 2022 and is *up* by 2.5% (\$14.9M) April 2023 YTD vs 2022 YTD
- Accommodation and Food Services *increased* by 4.9% (\$5.6M) in April 2023 vs April 2022 and is *up* 5.5% (\$23.3M) April 2023 YTD vs 2022 YTD

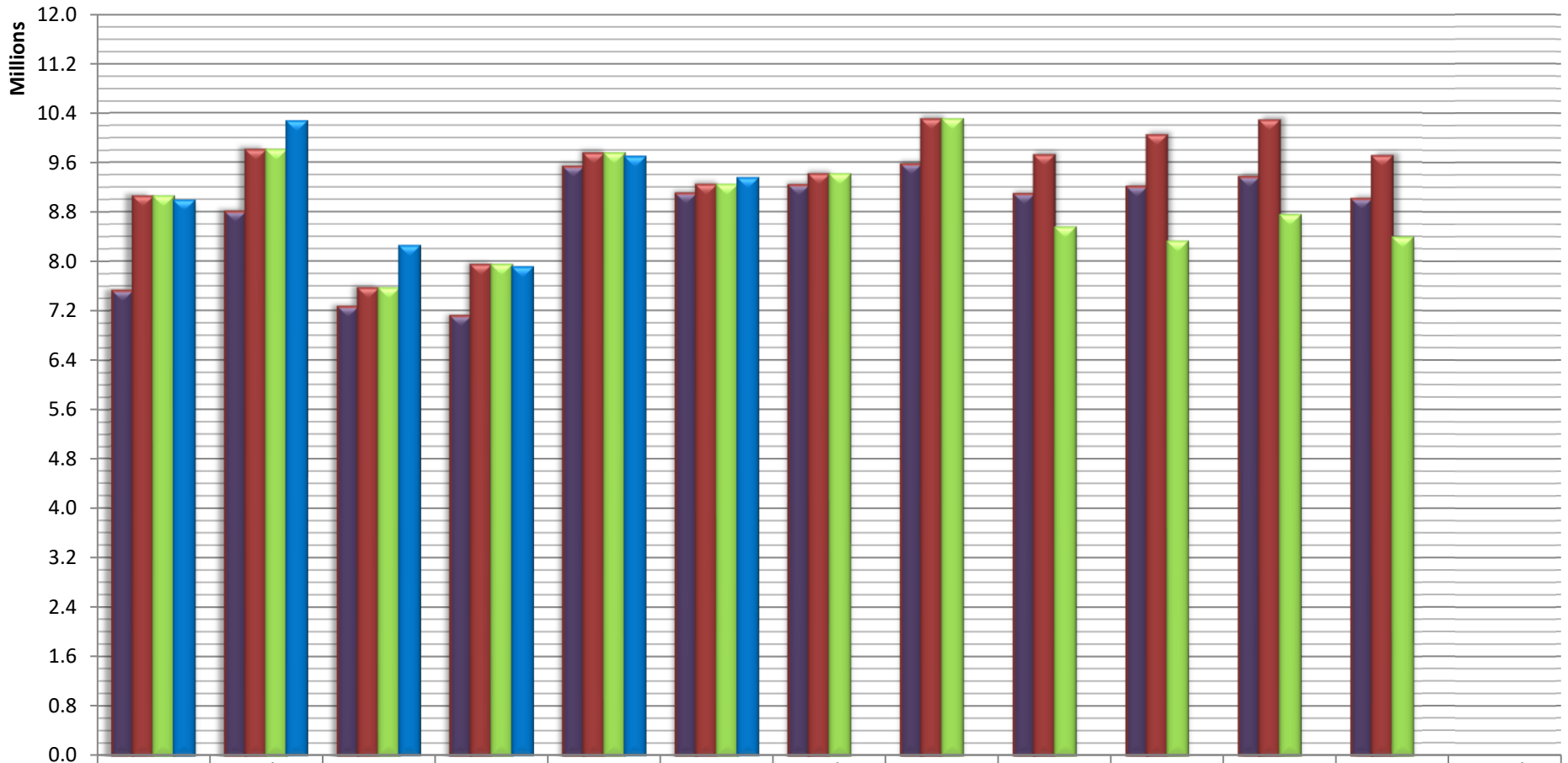
RECOMMENDATION TO COMMITTEE: Information only.

Sales Tax Revenue History-June 2023⁽¹⁾



(1) Voter-approved sales tax distributions lag two months after collection by the state. For example, collection of January's sales tax revenue is distributed in March.

2021 - 2023 SALES TAX RECEIPTS ⁽¹⁾



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2021 Actual	7,517,140	8,794,667	7,257,060	7,108,633	9,523,273	9,090,370	9,223,714	9,563,200	9,082,609	9,199,257	9,358,222	9,004,038	104,722,183
2022 Actual	9,047,047	9,799,005	7,564,336	7,938,326	9,741,227	9,233,669	9,403,475	10,291,837	9,711,411	10,033,352	10,273,246	9,695,636	112,732,567
2023 Budget	9,047,047	9,799,005	7,564,336	7,938,326	9,741,227	9,233,669	9,403,475	10,291,837	8,541,727	8,317,585	8,743,306	8,380,001	107,001,541
2023 Actual	8,976,504	10,261,069	8,241,832	7,893,772	9,682,305	9,336,760	-	-	-	-	-	-	54,392,242
\$ Mo. Var.	(70,543)	462,064	677,496	(44,554)	(58,922)	103,091	-	-	-	-	-	-	
% Mo. Var.	-0.8%	4.7%	9.0%	-0.6%	-0.6%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
\$ YTD Var.	(70,543)	391,521	1,069,017	1,024,463	965,541	1,068,632	-	-	-	-	-	-	
% YTD Var.	-0.8%	2.1%	4.0%	3.0%	2.2%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
% YTD Bud. Var.	-0.8%	2.1%	4.0%	3.0%	2.2%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

⁽¹⁾ Voter-approved sales tax distributions lag two months after collection. For example, collection of January's sales tax revenue is distributed in March.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

July 5, 2023

AGENDA ITEM 7C : MAY 2023 FINANCIAL RESULTS SUMMARY

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Monique Liard, Chief Financial Officer
Tammy Johnston, Senior Financial Services Manager

SUMMARY: Attached are the May 2023 financial results. The charts are being shown with a comparison to the YTD budgetary and prior year actual values.

Revenue

Overall, May year-to-date revenue is 15.9% (\$10.3M) higher than budget impacted by the following:

- Fares & Other Transit Revenue is 19.4% lower than budget
- Sales Tax Revenue is 2.2% higher than budget
- Federal & State Grant Revenue is 56.8% higher than budget
- Miscellaneous Revenue is 56.8% higher than budget

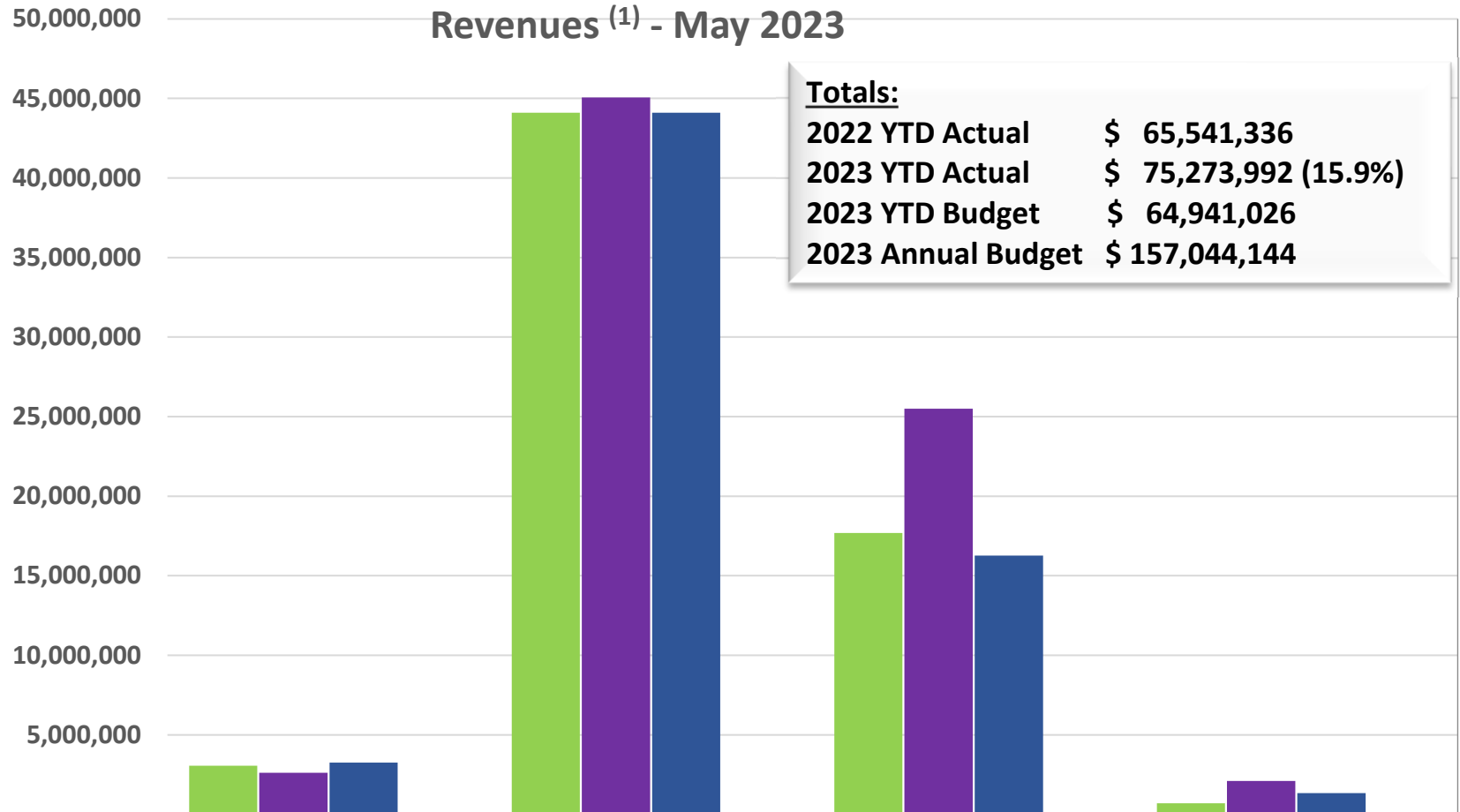
Operating Expenses

Overall, May year-to-date operating expenses are 8.9% (\$4.1M) lower than budget influenced by the timing of payments as follows:

- Fixed Route is 8.3% lower than budget
- Paratransit is 2.6% lower than budget
- Vanpool is 8.6% lower than budget
- Plaza is 19.0% lower than budget
- Administration is 17.0% lower than budget

RECOMMENDATION TO COMMITTEE: Information only.

Spokane Transit Revenues ⁽¹⁾ - May 2023



	Fares & Other Transit Revenue	Sales Tax	Federal & State Grants (2)	Miscellaneous
■ 2022 YTD Actual	3,062,003	44,089,940	17,682,774	706,619
■ 2023 YTD Actual	2,620,621	45,055,482	25,499,203	2,098,686
■ 2023 YTD Budget	3,252,140	44,089,941	16,260,507	1,338,438
2023 YTD Budget Variance	-19.4%	2.2%	56.8%	56.8%
2023 Budget	7,805,137	107,001,541	39,025,216	3,212,250

(1) Above amounts exclude grants used for capital projects. Year-to-date May state capital grant reimbursements total \$1,810,962 and federal capital grant reimbursements total \$7,876,758.

Spokane Transit Operating Expenses⁽¹⁾ - May 2023

33,000,000
30,000,000
27,000,000
24,000,000
21,000,000
18,000,000
15,000,000
12,000,000
9,000,000
6,000,000
3,000,000

Totals:

2022 YTD Actual	\$ 35,103,587
2023 YTD Actual	\$ 42,083,311 (-8.9%)
2023 YTD Budget	\$ 46,196,329
2023 Annual Budget	\$ 113,822,411
Fuel:	
2022 YTD Actual	\$ 2,138,485
2023 YTD Actual	\$ 2,593,588 (-25.9%)
2023 YTD Budget	\$ 3,502,075
2023 Annual Budget	\$ 8,063,242

Fixed Route Paratransit Vanpool Plaza Administration

■ 2022 YTD Actual	23,817,064	5,648,669	251,969	835,099	4,550,786
■ 2023 YTD Actual	28,442,616	6,971,873	275,062	951,990	5,441,770
■ 2023 YTD Budget	31,006,367	7,158,787	300,862	1,175,701	6,554,612
2023 YTD Budget Variance	-8.3%	-2.6%	-8.6%	-19.0%	-17.0%
2023 Total Budget (2)	74,964,941	17,089,137	728,852	2,846,699	18,192,782

(1) Operating expenses exclude capital expenditures of \$18,566,305 and Street/Road cooperative projects of \$672,480 for year-to-date May 2023.
 (2) Total Budget for Fixed Route and Plaza reflect a reclassification of \$116,593 due to a staff reassignment between these divisions.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

July 5, 2023

AGENDA ITEM 8 : SEPTEMBER 6, 2023, DRAFT COMMITTEE AGENDA REVIEW

REFERRAL COMMITTEE: n/a

SUBMITTED BY: STA Staff

SUMMARY: At this time, members of the Performance Monitoring & External Relations Committee will have an opportunity to review and discuss the items proposed to be included on the September 6, 2023, draft agenda.

RECOMMENDATION TO COMMITTEE: For discussion.

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

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

September 6, 2023
1:30 p.m. – 3:00 p.m.

Committee Meeting is via Virtual Conference
w/In Person Viewing Option
Spokane Transit, 1230 W Boone Avenue, Spokane, WA

Join Link: [Insert Link Here](#)

Committee Member Password (if asked): 2023 | Guest Password (if asked): 0923

Call-in Number: 1-408-418-9388 | **Event/Access code:** XXXX | **Password:** 2023

DRAFT AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report *(5 minutes)*
3. Committee Action *(10 minutes)*
 - A. Minutes of the July 5, 2023, Committee Meeting -- *Corrections/Approval*
4. Committee Action *(none)*
 - A. Board Consent Agenda *(none)*
 - B. Board Discussion Agenda *(none)*
5. Reports to Committee *(20 min)*
 - A. 2023 Van Grant Recipients Award *(Cortright)*
 - B. 2022 State Audit Exit Briefing *(Liard)*
6. CEO Report *(E. Susan Meyer) (15 minutes)*
7. Committee Information (no discussion/staff available for questions)
 - A. July 2023 Operating Indicators *(Rapez-Betty)*
 - B. 2023 Second Quarter Performance Measures *(Rapez-Betty)*
 - C. August 2023 Sales Tax Revenue *(Liard)*
 - D. July 2023 Financial Results Summary *(Liard)*
 - E. June 2023 Semi-Annual Financial Reports *(Liard)*
 - F. 2nd Quarter 2023 Service Planning Input Report *(Otterstrom)*
8. Review October 4, 2023, Committee Meeting Agenda *(5 minutes)*
9. New Business *(5 minutes)*
10. Committee Members' Expressions *(5 minutes)*
11. Adjourn
12. Next Committee Meeting: Wednesday, October 4, 2023, at 1:30 p.m. via WebEx w/In Person Option

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting at the 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 and the Americans with Disabilities Act. 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 & EXTERNAL RELATIONS COMMITTEE MEETING

July 5, 2023

AGENDA ITEM 9 : NEW BUSINESS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: n/a

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

RECOMMENDATION TO COMMITTEE: For Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

July 5, 2023

AGENDA ITEM 10 : COMMITTEE MEMBERS' EXPRESSIONS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: n/a

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

RECOMMENDATION TO COMMITTEE: For discussion.