

Spokane Transit Authority
1230 West Boone Ave.
Spokane, WA 99201

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Minutes of the May 3, 2023, Meeting
Via Virtual WebEx

COMMITTEE MEMBERS PRESENT

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

COMMITTEE MEMBERS ABSENT

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.

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 5, 2023, Committee Meeting

Mr. Zappone moved to approve the April 5, 2023, Committee meeting minutes. Mr. Kerns seconded, and the motion passed unanimously.

B. Plaza and Boone Janitorial Contract Scope of Work

Mr. Rapez-Betty provided background on the current five (5) year contract with Argus/Northwest which is due to expire on July 31, 2023, and the proposed five (5) year contract terms and process. The new contract commencement will begin on August 1, 2023. He discussed details of the Scope Elements for both the Plaza and Boone.

There was discussion about the restrooms at the Plaza being cleaned and checked by Security twice within an hour. The goal is to have employee visibility every 15 minutes.

Mr. Zappone moved to approve the general scope of work for Plaza and Boone janitorial contract and authorize the release of a request for proposals (RFP). Mr. Kerns seconded, and the motion passed unanimously.

4. COMMITTEE ACTION

A. Board Consent Agenda

1. Black Realty Management, Inc. Contract 2017-10050 Extension

Mr. Rapez-Betty provided background on the services supplied by Black Realty Management, Inc. and explained the current contract expires June 30, 2023. He informed

the Committee a one (1) year extension is being requested to facilitate a review of contract scope elements, operational strategies, and expenses.

Mr. Rapez-Betty discussed the property and engineering labor expenses, as well as the total and projected current contract expenses. He explained staff are seeking approval for an estimated contract total of \$445,220.

Mr. Zappone moved to recommend the Board approve a motion to authorize a one (1) year contract extension with Black Realty Management, Inc. for Plaza property management, leasing and facility engineering services. Mr. Kerns seconded, and the motion passed unanimously.

B. Board Discussion Agenda (*none*)

5. REPORTS TO COMMITTEE

A. 2023 First Quarter Performance Measures

Mr. Rapez-Betty presented the 2023 First Quarter 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 the 2023 First Quarter Performance Measure results may be viewed on the STA website through the link provided on the packet cover page. Mr. Rapez-Betty presented a summary of significant measures and highlighted Ridership data.

Fixed Route 2023 first quarter year-to-date ridership was up 36.7% compared to our ridership in 2022. Fixed Route provided 2,018,300 in 2023 vs. 1,476,050 in 2022. The ridership goal for Fixed Route in 2023 was 20.6% higher than 2022 (approximately 7.6M trips).

Paratransit 2023 first quarter year-to-date ridership was up 29.5% compared to our ridership in 2022. Paratransit provided 88,435 in 2023 vs. 68,307 in 2022. The ridership goal for Paratransit in 2023 was 9.5% higher than 2022 (approximately 344,707 trips).

Rideshare 2023 first quarter year-to-date ridership was up 27.0% compared to our ridership in 2022. Rideshare provided 24,431 in 2023 vs. 19,235 in 2022. The ridership goal for Rideshare in 2023 was 30.1% higher than 2022 (approximately 122,000 trips).

Mr. Zappone requested to include 2019 pre-pandemic data in the performance measures.

There was discussion about Employee Engagement Survey Results being shared with the Board and a request by Mr. Zappone to have a future conversation about seeing those results.

B. 2022 Rider Survey

Ms. Cortright provided background on the 2022 Rider Survey, conducted by Zilo International, which gathered feedback from residents living within the Public Transportation Benefit Area regarding their perceptions about services provided by STA. The 2023 data was compared to 2018, 2019 and 2021, but no survey was conducted in 2020. Rider demographic information was also collected.

Ms. Cortright highlighted the following key takeaways:

- 71% of respondents reported their satisfaction with STA bus service to be Excellent or Very Good, which is higher than pre-pandemic.
- 55% of Riders reported one of the main reasons they use the bus is they don't have a car.

- The number of respondents stating they have ridden for more than 5 years is significantly higher than in 2018 and 2019.
- Respondents were asked to rate certain aspects of STA's bus service, including driver courtesy, driver driving safely, personal safety on bus, and cleanliness of bus interior:
 - 82% reported Driver Courtesy as Good or Excellent
 - 90% reported Driver Driving Safely as Good or Excellent
 - 80% reported Personal Safety on Bus as Good or Excellent
 - 73% reported Cleanliness of Bus Interior as Good or Excellent

There was discussion about STA working with a new vendor to perform all surveys that will offer various methods for customers to complete surveys which will be more comprehensive.

6. CEO REPORT

- Ms. Meyer reported the March 2023 voter-approved sales tax revenue, collected on February 2023 sales, against a budget of \$7,938,326. The actual receipts were \$7,893,722 which is 0.6% below budget with a variance totaling \$44,554. Year-to-date is 3.0% above budget and totaling approximately \$1.0M.
- Ms. Meyer discussed STA's involvement in Bloomsday, held on Sunday, May 7, 2023. STA employees work hard in various roles to make this day a success for our community and many volunteer their time. Ms. Meyer explained Express Shuttles to and from downtown and fare options made available to participants.
- Ms. Meyer discussed and showed photos of the Employee Recognition Banquette held on Sunday, April 30, 2023. Many Board members attended. STA employees were recognized for safety accomplishments.

7. COMMITTEE INFORMATION

- A. March 2023 Operating Indicators
- B. April 2023 Sales Tax Revenue
- C. March 2023 Financial Results Summary
- D. 1st Quarter 2023 Service Planning Input Report

8. MAY 31, 2023 (JUNE MEETING) – COMMITTEE MEETING DRAFT AGENDA REVIEW

The May 31, 2023, Performance Monitoring & External Relations Committee Meeting draft agenda was reviewed and there were no changes.

9. NEW BUSINESS

10. COMMITTEE MEMBERS' EXPRESSIONS

Mr. Zappone requested suggestions from STA staff about which path should be taken to further discuss low-income fare. There was discussion about the new rules of procedure which will be presented to the Board for approval in either June or July. These new rules will provide a clearer path for Board members who have a new initiative. The rules are currently being reviewed by the Board Operations Committee. Additionally, discussion ensued about this specific topic and how it fits into the Comprehensive Plan. The Comprehensive Plan review begins in July.

11. 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, May 31, 2023 (June Meeting), 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