

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

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, October 4, 2023

1:30 p.m. – 3:00 p.m.

Meeting via Virtual Conference

w/In Person Public Viewing Option

Spokane Transit Authority, 1230 W. Boone Avenue, Spokane, WA

Virtual Link:	Join Here		
Password:	Members: 2023		Guests: 1023
Call-in Number:	1-408-418-9388		Event #: 2487 975 0814

AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report *(5 minutes)*
3. Committee Action *(10 minutes)*
 - A. Minutes of the September 6, 2023, Committee Meeting -- *Corrections/Approval*
 - B. Fleck Fuel Facility Replacement: Scope of Work Approval (Rapez-Betty)
4. Committee Action *(10 minutes)*
 - A. Board Consent Agenda
 1. Transit Vehicle Tire Lease Services Award of Contract *(Rapez-Betty)*
 2. Fare Collection System Update and Request for New Contract *(Liard)*
 - B. Board Discussion Agenda *(none)*
5. Reports to Committee *(10 min)*
 - A. 2024 Service Revisions: Preliminary Proposal *(Otterstrom)*
6. CEO Report *(E. Susan Meyer) (15 minutes)*
7. Committee Information (no discussion/staff available for questions)
 - A. August 2023 Operating Indicators *(Rapez-Betty)*
 - B. August 2023 Financial Results Summary *(Liard)*
 - C. September 2023 Sales Tax Revenue *(Liard)*
8. Review November 1, 2023, Committee Meeting Agenda *(5 minutes)*
9. New Business *(5 minutes)*
10. Committee Members' Expressions *(5 minutes)*
11. Adjourn
12. Next Committee Meeting: Wednesday, November 1, 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

October 4, 2023

AGENDA ITEM 3A : MINUTES OF THE SEPTEMBER 6, 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 September 6, 2023, Performance Monitoring & External Relations Committee meeting for corrections or approval.

RECOMMENDATION TO COMMITTEE: Corrections or approval.

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

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Draft Minutes of the September 6, 2023, Meeting
Via Virtual WebEx

COMMITTEE MEMBERS PRESENT

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

COMMITTEE MEMBERS ABSENT

*Committee Chairwoman

STAFF PRESENT

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.

STAFF MEMBERS ABSENT

Brandon Rapez-Betty, Chief Operations Officer

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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**
Ms. Wilkerson moved to approve the July 5, 2023, Committee meeting minutes. Mr. Kerns seconded, and the motion passed unanimously.
 4. **COMMITTEE ACTION**
 - A. **Board Consent Agenda**
 1. **Laundered Uniforms and Related Supplies Award of Contract**
Ms. Liard provided background on the Request for Proposals (RFP) process and explained the solicitation closed with no bidders. Staff is recommending a direct contract with Unifirst Via Sourcewell Cooperative Purchasing Agreement. Ms. Liard explained the contract will begin on October 2, 2023, and end on February 28, 2029. The contract price totals \$794,026. There will be an overlap with the current AlSCO contract to allow for a transition period to prepare and measure garments.

Mr. Kerns moved to recommend the Board of Directors authorize the CEO to execute a five-year and five-month contract with Unifirst Corporation for Laundered Uniforms and Related Supplies, using Sourcewell Contract 040920, for a total value of \$794,026. Ms. Wilkerson seconded, and the motion passed unanimously.

B. Board Discussion Agenda (none)

5. REPORTS TO COMMITTEE

A. 2022 State Audit Exit Briefing

Ms. Liard explained on August 30, 2023, the Washington State Auditor's Office held an Audit Exit Conference with STA staff regarding the 2022 Audit results.

Alex Lycan, Audit Supervisor, and Walter Green, Audit Lead, briefed the Committee on the 2022 Audit results. The State Auditor's Office determined STA's financial statements were fairly presented as of December 31, 2022.

B. 2022 Employee Engagement Survey

Dr. Cortright explained the Employee Engagement Survey was conducted by Critical Data at the last all-employee meeting in October 2022 which was the first survey since 2020 due to the pandemic. Dr. Cortright discussed the satisfaction ratings, levels, and the main takeaways of the survey. She noted soon after the survey, a contract extension for 1015 was proposed by management and approved by employees, and a wage reopener took place with ATU 1598 and AFSCME 3939 which resulted in pay increases for staff. Dr. Cortright also discussed the new ways the Communications Team is helping employees to stay more informed.

Discussion ensued about the historical comparison of previous surveys and whether the request to see previous surveys should go to the Board.

Ms. Wilkerson moved to recommend the Board review the most current Employee Engagement Survey and review surveys from the past five years. Ms. Wilkerson and Mr. Zappone voted yes. Mr. Kerns and Ms. Haley voted no. The vote was tied. The motion failed.

Since the motion did not pass, further discussion about the Employment Engagement Survey will go to the Board Operations Committee.

C. Zero-Fare for Youth Update

Dr. Cortright provided background on the Board Approved Zero-Fare for Youth program and explained the options youth can use to ride the bus. She discussed the STA partnerships with Spokane Public Library, Spokane County Library, and Liberty Lake Municipal Library to distribute Rider's Licenses to youth. Dr. Cortright provided an update on the new Spokane Public School (SPS) combined Connect card which is also a SPS District identification card. October through June there were an average of 117,454 youth rides per month and approximately 76% used a Connect card.

Discussion ensued about how to better communicate the Zero-Fare for youth program and the necessity of using connect cards.

D. Extreme Conditions Procedure Report

Ms. Meyer explained the STA Extreme Conditions Procedure which enables coach operators to make fare exceptions for customers who are traveling to and from cooling, safe air and warming centers, and cannot afford fare payment. This unique fare exception will be available when temperatures reach 95 degrees or higher, and air quality index is 201 or above. For warming centers, STA is reviewing what makes most sense operationally, but a determination has not been made yet.

E. Potential North Bank Shuttle Update

Mr. Otterstrom provided an update on the potential North Bank Shuttle which included explaining existing conditions, existing service, and planned improvements and revisions. He also discussed possible enhancements which could be implemented as early as 2024. The next update will be later in the fall.

6. CEO REPORT

- Ms. Meyer reported the August 2023 voter-approved sales tax revenue, collected on June 2023 sales, against a budget of \$10,291,837. The actual receipts were \$10,624,848 which is 3.2% above budget with a variance totaling \$333,011. Year-to-date is 2.6% above budget and totaling approximately \$1.9M.
- Ms. Meyer provided an update on City Line ridership from July 16, 2023, through September 2, 2023, which showed ridership is trending up. The comparison included the top four routes; 25 Division, 4 Monroe-Regal, 90 Sprague and City Line which represent 37% of all system ridership. Ms. Meyer explained software for Automatic Passenger Counters (APCs) is still being calibrated and validated.

Mr. Otterstrom reported the top ten locations for riders to get on and off the bus from August 28, 2023 through September 1, 2023, which was data from a preliminary APC report. The Spokane Community College City line station has the highest activity for both arrivals and departures.

7. OCTOBER 4, 2023 – COMMITTEE MEETING DRAFT AGENDA REVIEW

The October 4, 2023, Performance Monitoring & External Relations Committee Meeting draft agenda was reviewed and there were no changes.

8. NEW BUSINESS

There was discussion about the Community Access Pass (CAP) survey and the plan to have it completed before the end of the year. Conducting a UTAP survey will be discussed.

COMMITTEE MEMBERS' EXPRESSIONS

Ms. Liard was congratulated on a successful state audit, and Mr. Ropez-Betty was commended for the way he handled STA's involvement with the Medical Lake fire evacuations.

9. ADJOURN

With no further business to come before the Committee, Chair Haley adjourned the meeting at 3:00 p.m.

The next committee meeting will be held on Wednesday, October 4, 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

October 4, 2023

AGENDA ITEM 3B : FLECK FUEL FACILITY REPLACEMENT: SCOPE OF WORK APPROVAL

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer
Jessica Kelch, Senior Project Manager

SUMMARY: STA is seeking to replace its fuel facility located at Fleck Service Center located in Spokane Valley. The purpose of this agenda item is to approve the scope of work and authorize staff to release the invitation for bid for construction of Fleck Fuel Facility project.

BACKGROUND: The Fleck Service Center is located at 123 S. Bowdish Road in Spokane Valley, and provides storage, washing, and fueling facilities for a portion of STA’s fixed route and paratransit fleet. It was constructed in 1990, and during the past ten years, has undergone several projects to modernize and extend its life, such as a reroof, and energy savings projects that included replacement of overhead garage doors, new air handling units and replacement of all light fixtures with LED.

The Fleck Service Center Fuel Facility includes three Above Ground Storage Tanks (AST) placed in a below-grade vault and are original to the Service Center. The ASTs include two (2) 12,000-gallon diesel tanks and one (1) 5,000-gallon unleaded gasoline tank. In August 2022, STA determined the gasoline tank and one diesel tank had developed small cracks allowing fluids to leak from the tanks. As a result, those two (2) tanks were closed in place. The third tank is still in service and being monitored.

Fixed Route and Paratransit revenue vehicles are dispatched directly from the Fleck Service Center as their service is dedicated to the eastern portion of the Public Transportation Benefit Area (PTBA) serving the cities of Spokane Valley, Millwood, and Liberty Lake. There are five lanes dedicated to overnight parking for the revenue vehicles which are also washed and cleaned after each day’s service.

The life expectancy of a typical AST is approximately 20 years. Replacing the entire fuel facility is necessary to maintain a state of good repair, given the infrastructure’s age and the need to replace the tanks, albeit with smaller fuel capacity. The Fleck Service Center’s fuel facility is an essential component in the ongoing support of STA operations in the eastern parts of the PTBA.

The board-approved 2024-2029 Capital Improvement Program has programmed \$1,500,000 under CIP #787 for all phases of the Fleck Fuel Facility Replacement project. Through its existing on-call engineering services contracts, STA has tasked Coffman Engineers, ALSC Architects and Budinger & Associates, Inc. to provide design and engineering services for the Fleck Fuel Facility Replacement project. Design has progressed to the 60% design level and is advancing toward final design in preparation for construction. The current construction cost estimate prepared by STA’s engineering consultants is \$2,063,000. This is in addition to other project costs, capital labor, design, engineering, bid advertisement, permitting, construction contingency, construction management and so forth. A budget

adjustment by the STA Board of Directors is anticipated to be a necessary step toward awarding a construction contract and will be subsequently reflected in the 2024 capital budget.

An Invitation for Bids (IFB) is required for procurement of the general contractor that will carry out project construction. Construction contracts that are anticipated to be more than \$1 million require approval by a board committee of the general scope of work prior to procurement. The general scope of work is attached.

RECOMMENDATION TO COMMITTEE: Approve the general scope of work and authorize staff to release an invitation for bid (IFB) for the Fleck Fuel Facility Replacement project.

General Scope of Work

Fleck Fuel Facility Replacement Project

- Establish temporary employee and vehicle pathways to safely separate the work from STA Operations.
- Perform selective demolition activities to remove the existing fuel facility and make way for construction of the new facility.
- Trench where needed for electrical and mechanical utilities.
- Excavate for and construct two (2) below grade concrete vaults with lids rated for heavy traffic.
- Procure and install one (1) 10,000-gallon double walled tank to contain diesel.
- Procure and install one (1) 500-gallon double walled tank to contain unleaded gasoline.
- Install fill ports adjacent to the vehicle travel lane for future filling.
- Install pumps, piping, leak detection, monitoring and alarms for new tanks as required by code.
- Decommission remaining operational tank.
- Remove all three original tanks.
- Infill of existing below grade vault and repair of subgrades.
- Reconstruct the fuel island and canopy.
- Install new fuel dispensers, one for gasoline and one for diesel, with appropriate nozzles and all sub surface sumps, piping, and leak detection as required by code.
- Repair concrete drives where disrupted by the work.
- Perform all testing and commissioning of the system.
- Perform training with select STA employees.
- Re-establish employee and vehicle pathways to their permanent location.
- Satisfactorily undertake all necessary permitting and inspection activities required by regulatory bodies including the City of Spokane Valley and the Spokane Valley Fire Department.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

October 4, 2023

AGENDA ITEM 4A1 : TRANSIT VEHICLE TIRE LEASE SERVICES AWARD OF CONTRACT

REFERRAL COMMITTEE: N/A

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

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

On August 1, 2023, Request for Proposals 2023-10833 for Transit Vehicle Tire Lease Services was advertised on the STA website and the Washington State Department of Enterprise Services managed solicitations site. Four companies participated in the pre-proposal meeting held August 9, 2023. The solicitation period ended September 7, 2023, and one responsive proposal was received from responsible proposer, Michelin North America, Inc. Despite receiving a single proposal, STA has determined competition to be adequate.

The evaluation committee, which met on September 13, 2023, evaluated the proposal based on the following criteria established within the RFP: 1) Proposer Qualifications; 2) Proposed Fee; 3) Record of Performance; and 4) Completeness of Proposal. The evaluation results are as follows:

<u>Proposer</u>	<u>Evaluation Score</u>
Michelin North America	96.10

RECOMMENDATION TO COMMITTEE: Recommend the Board of Directors authorize the CEO to execute a five-year contract with Michelin North America, Inc., for Transit Vehicle Tire Lease Services for a total value of \$3,337,429.

COST ESTIMATE

The estimated cost of the five-year contract is \$3,681,397 inclusive of Washington State sales tax, detailed as follows:

SUMMARY

Description	Amount
Tire Mileage	\$ 2,477,378
Services	\$ 900,051
Subtotal	\$ 3,377,429
Tax	\$ 303,968.58
TOTAL	\$ 3,681,397

Inflation FIXED FIXED FIXED 3% 3%

Tire Mileage

Size	Total Annual		Total \$/mi		2024	2025	2026	2027	2028	5 yr Total
	Tire Miles	\$/mi (Proposal)	\$/mi (Proposal)	\$/mi (Proposal)						
275/70R22.5	648,000	\$ 0.00939	\$ 6,084.72	\$ 6,084.72	\$ 6,084.72	\$ 6,084.72	\$ 6,084.72	\$ 6,267.26	\$ 6,455.28	\$ 30,976.70
305/70R22.5	22,068,000	\$ 0.00799	\$ 176,323.32	\$ 176,323.32	\$ 176,323.32	\$ 176,323.32	\$ 176,323.32	\$ 181,613.02	\$ 187,061.41	\$ 897,644.39
305/85R22.5	35,028,000	\$ 0.00786	\$ 275,320.08	\$ 275,320.08	\$ 275,320.08	\$ 275,320.08	\$ 275,320.08	\$ 283,579.68	\$ 292,087.07	\$ 1,401,627.00
315/80R22.5	3,768,000	\$ 0.00767	\$ 28,900.56	\$ 28,900.56	\$ 28,900.56	\$ 28,900.56	\$ 28,900.56	\$ 29,767.58	\$ 30,660.60	\$ 147,129.86
	61,512,000		\$ 486,628.68	\$ 486,628.68	\$ 486,628.68	\$ 486,628.68	\$ 486,628.68	\$ 501,227.54	\$ 516,264.37	\$ 2,477,377.95

Services (labor)

Description	Current	2024	2025	2026	2027	2028	5 yr Total
Monthly Services	\$ 14,733.00	\$ 14,733.00	\$ 14,733.00	\$ 14,733.00	\$ 15,174.99	\$ 15,630.24	\$ 90,007.60
		\$ 176,796.00	\$ 176,796.00	\$ 176,796.00	\$ 182,099.88	\$ 187,562.88	\$ 900,050.76

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

October 4, 2023

AGENDA ITEM 4A2 : FARE COLLECTION SYSTEM UPDATE AND REQUEST FOR NEW CONTRACT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Monique Liard, Chief Financial Officer

SUMMARY: In October 2020, the Board of Directors approved the award of contract for a Fare Collection System to INIT Innovations in Transportation, Inc. (INIT). This modernized fare collection system, now known as Connect, was launched to the public a year ago on October 1, 2022. Over 60,000 unique, Connect, eConnect and contactless fare payment cards are active in the system, resulting in over 4.8 million rides over the last 12 months. The Connect system has been very well received by the STA riders and now accounts for more than 65% of all fare payments.

All functionality included in the original INIT agreement, Contract 2020-10498 and its amendments, with a total authorized value of \$8,818,000, along with several key enhancements, has been delivered and accepted. The more notable features include:

- Updated Fare Policy and New Fare Media
 - Fare Policy: Expanded discount programs, farecapping, pay-as-you-go
 - Fare Media: Connect cards, eConnect mobile fare payment through the STA Connect app, Limited Use One Ride and Day passes and Spokane Public Schools Student ID cards
- Prepayment of Paratransit Fares – Paratransit customers with a Connect account have fares automatically paid from their Connect account when the trip is performed
- New Website with self-service options to customers for checking balances, adding value, reviewing ride history and fare-capping status as well as security features to lock and/or replace a lost Connect card
- STA Connect Mobile App with self-service options to customers for checking balances, adding value, reviewing ride history and fare-capping status
- Open Payments for customers to tap contactless Visa, Mastercard or Discover cards or the same stored in a Google or Apple wallet at the onboard validator
- Retail Network – Customers who use cash benefit from a growing retail network. Customers can purchase or reload their Connect cards at participating retail stores.

The project funding for the capital portion of the Fare Collection System Update was provided by the City Line (CIP 347) and the Fare Collection Project (CIP 431). Spend against the capital budget is summarized below:

Description	CIP #431 – Fare Collection System	CIP #347 – City Line	Total
Project Budget	\$ 5,890,000	\$ 3,336,870	\$ 9,226,870
Project Expenditures:			
Amended INIT Contract	4,072,262	2,714,842	6,787,104
Other Project Costs	<u>831,776</u>	<u>161,239</u>	<u>993,015</u>
Total Project Expenditures	\$ 4,904,038	\$ 2,876,081	\$ 7,780,119
<i>Project Savings</i>	<u>\$ 985,962</u>	<u>\$ 460,789</u>	<u>\$ 1,446,751</u>

While the capital portion and first year operating expenses under the INIT contract of \$6,787,104 have been spent and the capital projects can be closed out with savings, the contract still carries \$1,940,923 for operating costs for maintenance and support for years 2 through 5 with an overall unspent balance of \$89,973.

Staff recommends allocating the budget savings from CIP #431 – Fare Collection System toward a new Connect Enhancements capital project and entering into a sole source master contract with INIT with a not-to-exceed value of \$985,962. Based on customer and user feedback received, staff is considering additional functionality and enhancements including to date:

- Order Fulfillment Tool – Web-based order processing tool which provides expanded functionality and improved performance in filling customer orders
- API Integration with Reduced Fare Application – provides automation with reduced fare application processing
- Website enhancements and customizations – improved useability and data collection for STA specific programs as well as translation services
- Bus Operator Single Sign On – allows operators to tap ID badge at the validator to sign on to all onboard systems

As the adoption of Connect continues and staff experience with the system increases, STA expects to continue considering requests for enhancements and implementing those where appropriate.

RECOMMENDATION TO COMMITTEE: Recommend the Board of Directors authorize the CEO to execute a sole source five-year master contract with INIT for fare collection system enhancements with a value not to exceed \$985,962.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

October 4, 2023

AGENDA ITEM <u>5A</u> :	2024 SERVICE REVISIONS: PRELIMINARY PROPOSAL
REFERRAL COMMITTEE:	n/a
SUBMITTED BY:	Karl Otterstrom, Chief Planning and Development Officer Lukas Yanni, Principal Transit Planner

SUMMARY: Staff will present the preliminary proposal for service revisions; the starting point for public input for changes to routes that are programmed for implementation in May and September of 2024, subject to Board approval. The preliminary proposal includes elements of service improvements identified in past plans, including more service to Northeast Spokane/Hillyard, Airway Heights, and the North Bank. It also includes fully implementing service frequency and span planned for City Line. These changes and improvements around the region reflect ongoing customer feedback, system performance and community needs.

BACKGROUND: Spokane Transit continues to invest in more and better bus service as part of implementation of its Board-adopted plans, including the *STA Moving Forward* plan, 2021 Near Term Investments, and as articulated in the 2024-2029 Transit Development Plan (TDP) adopted by the STA Board of Directors on July 20, 2023. The TDP contemplates that by September 2024, STA's fixed-route system would provide 539,000 annualized revenue hours of service, a 6% increase over the current system.

The scale and scope of programmed service changes meets the definition of a "Category II – Moderate" according to STA's Communications and Input Policy 1.1 found in *Connect Spokane*, STA's comprehensive plan for public transportation. This policy requires "Category II – Moderate" changes to undergo a public input process that culminates in a public hearing followed by action by the STA Board of Directors. The "2024 Service Revisions: Preliminary Proposal" (Preliminary Proposal) represents the initial basis for public input on proposed changes and improvements for 2024.

The Preliminary Proposal addresses programmed and potential changes to service throughout 2024 and is compared to current service levels and route configurations. Highlights of the Preliminary Proposal include the following:

- Increase City Line frequency to 7.5-minutes at peak and 10-minutes midday, with other night and weekend improvements, as previously approved to be implemented by May 2024
- Increase service span on Route 11 Arena / Downtown Shuttle to run on nights and weekends
- Increase and revise service in Northeast Spokane and Hillyard, with two distinct configuration options for public consideration
- More service to the West Plains, including more direct service between Airway Heights and the West Plains Transit Center

Because of interest in improving service quality and capacity to downtown Spokane's North Bank sporting and entertainment district, the Preliminary Proposal also describes an option for an additional

downtown shuttle that would operate nights and weekends between downtown and the North Bank, including to several area hotels.

The Preliminary Proposal will be available online at the following address beginning October 3, 2023:

<http://spokanetransit.com/2024service>

Following presentation of the Preliminary Proposal to the Committee, staff will engage the community and STA customers in collecting input on the Preliminary Proposal. Engagement activities will include outreach to neighborhood groups, a virtual online open house and an online survey. Materials on STA buses and at bus stops potentially affected by the service revisions will also be put in place to maximize input from existing riders. Below is a timeline of significant public input and Board activities related to the 2024 Service Revisions. Please note that increasing frequency on the City Line to every 7.5 minutes is planned for January 2024 and will be implemented prior to the completion of the timeline below.

Service Revisions Activity	Estimated Date
Preliminary Proposal published	October 3, 2023
Public input on Preliminary Proposal	October – November 2023
PMER Committee review of Draft Recommendation	December 6, 2023
Public input on Draft Recommendation	December 2023 – January 2024
Public hearing on Draft Recommendation	January 18, 2024
PMER Committee review of and action on Final Recommendation	January 31, 2024
Board action on Final Recommendation	February 15, 2024

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

October 4, 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

October 4, 2023

AGENDA ITEM 7A: AUGUST 2023 OPERATING INDICATORS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: There were the same number of weekdays in August 2023 compared to August 2022.

FIXED ROUTE

Total monthly ridership increased 31.8% (710,515 vs. 539,161) in August 2023 compared to August 2022 and was up 34.4% (5,544,590 vs. 4,124,425) YTD.

Average weekday ridership increased 32.7% (26,298 vs. 19,812) in August 2023 compared to August 2022 and was up 31.3% (26,837 vs. 20,446) YTD.

Adult Ridership decreased 2.1% (299,324 vs. 305,623) in August 2023 compared to August 2022 and was up 8.1% (2,685,073 vs. 2,482,943) YTD.

Zero-Fare for Youth (formerly Youth) Ridership increased 53.9% (99,814 vs. 64,852) in August 2023 compared to August 2022 and was up 147.7% (984,444 vs. 397,481) YTD.

Reduced Fare / Paratransit Ridership increased 32.3% (106,710 vs. 80,645) in August 2023 compared to August 2022 and was up 40.3% (804,577 vs. 573,629) YTD.

CCS Pass Ridership increased 17.1% (8,465 vs. 7,227) in August 2023 compared to August 2022 and was up 26.2% (162,877 vs. 129,105) YTD.

Eagle Pass Ridership decreased 10.8% (4,604 vs. 5,162) in August 2023 compared to August 2022 and was down 4.6% (195,608 vs. 204,950) YTD.

64.6% of rides were associated with Connect Passes.

PARATRANSIT

Total monthly ridership increased 8.7% (29,978 vs. 27,586) August 2023 compared to August 2022 and was up 18.4% YTD (237,170 vs. 200,391).

Detailed breakdown:

Directly operated service increased 18.2% (17,550 vs. 14,852) in August 2023 compared to August 2022 and was up 17.2% (128,886 vs. 109,986) YTD.

- Contracted service decreased 2.4% (12,428 vs. 12,734) in August 2023 compared to August 2022 and was up 19.8% (108,304 vs. 90,405) YTD.
- Special Use Van ridership decreased 20.3% (1,299 vs. 1,629) in August 2023 compared to August 2022 and was down 11.9% (9,886 vs. 11,222) YTD.

RIDESHARE

Total Rideshare ridership increased 0.7% (8,846 vs. 8,786) August 2023 compared to August 2022 and was up 9.7% (63,934 vs 58,304) YTD.

- Rideshare vans in service increased 8.2% (79 vs. 73) in August 2023 compared to August 2022.

CUSTOMER SERVICE/SALES

Total Value Added to Connect Cards:

Value added increased 6.6% (\$233,399 vs. \$218,862) in August 2023 compared to July 2023.

- Autoload increased 9.0% (\$13,249 vs. \$12,153) in August 2023 compared to July 2023.
- Call Centers increased 17.2% (\$6,028 vs. \$5,145) in August 2023 compared to July 2023.
- Customer Service Terminal increased 8.0% (\$65,642 vs. \$60,765) in August 2023 compared to July 2023.
- Customer Website increased 5.0% (\$24,161 vs. \$23,011) in August 2023 compared to July 2023.
- Mobile Ticketing increased 2.1% (\$103,172 vs. \$101,026) in August 2023 compared to July 2023.
- Institutional Website increased 13.0% (\$13,903 vs. \$12,307) in August 2023 compared to July 2023.
- Open Payments increased 122.1% (\$4,006 vs. \$1,804) in August 2023 compared to July 2023.
- Retail Network increased 22.1% (\$3,238 vs. \$2,651) in August 2023 compared to July 2023.

Total Pass Sales:

Total Pass Sales increased 214.1% (25,691 vs. 8,180 passes) in August compared to July 2023.

- 1-Ride Pass increased 214.5% (11,443 vs. 3,639) in August 2023 compared to July 2023.
- 7-Day Rolling Pass increased 121.1% (367 vs. 166) in August 2023 compared to July 2023.
- Day Pass increased 289.2% (12,556 vs. 3,226) in August 2023 compared to July 2023.
- Honored Rider 31-Day Rolling Pass increased 120.0% (77 vs. 35) in August 2023 compared to July 2023.
- Paratransit Monthly Pass increased 100.0% (38 vs. 19) in August 2023 compared to July 2023.
- Shuttle Park Pass increased 0.6% (169 vs. 168) in August 2023 compared to July 2023.
- Standard 31-Day Rolling Pass increased 12.1% (1,039 vs. 927) in August 2023 compared to July 2023.

Total Discounted Passes (Included in Pass Sales above):

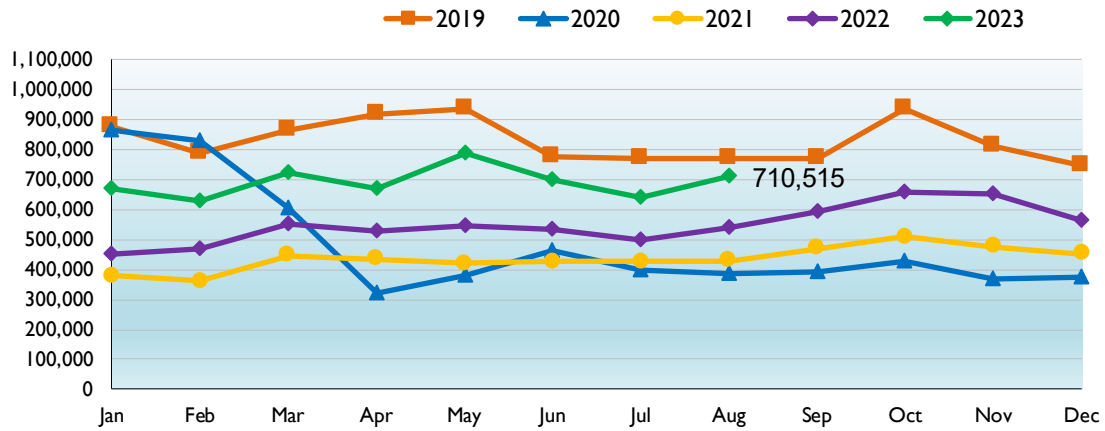
- 1-Ride CAP passes increased 2,291.2% (8,130 vs. 340) in August 2023 compared to July 2023.
- Day CAP Passes increased 103.8% (5,534 vs. 2,716) in August 2023 compared to July 2023.
- Employer-Sponsored Bus Pass Program decreased 9.3% (437 vs. 482) in August 2023 compared to July 2023.

Specialty Pass Programs:

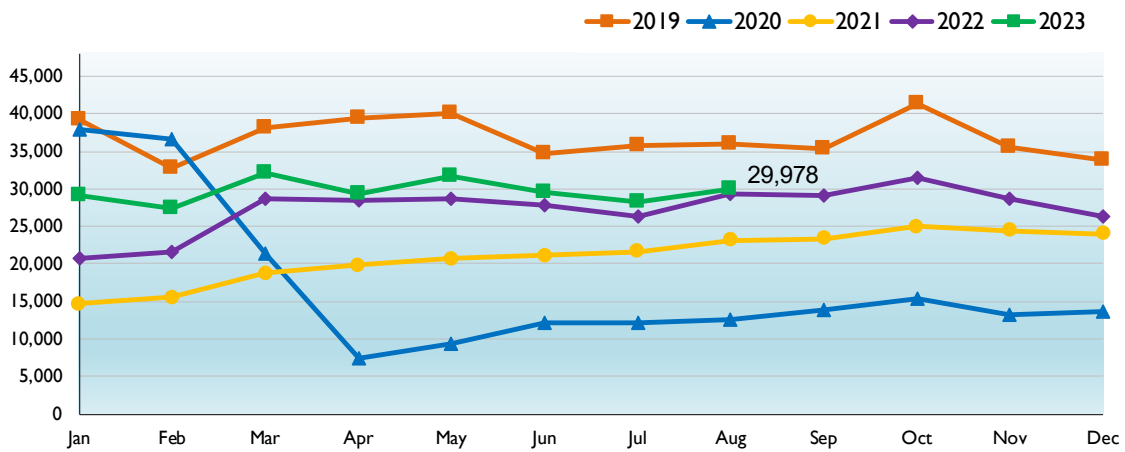
Monthly Data	YTD Data
Shuttle Park monthly sales Decreased 24.6% (169 vs. 224 in 2022)	YTD sales Decreased 15.3% (1,450 vs. 1,711 in 2022)
ESBP monthly sales Increased 5.6% (437 vs. 414 in 2022)	YTD sales Increased 21.8% (3,405 vs. 2,795 in 2022)
UTAP monthly rides Increased 8.9% (27,883 vs. 25,609 in 2022)	YTD rides Increased 17.0% (502,534 vs. 429,571 in 2022)
Community Access Program Increased 446.8% (13,664 vs 2,499 in 2022)	YTD CAP Sales Increased 52.6% (73,639 vs 48,271 in 2022)

RECOMMENDATION TO COMMITTEE: Information only.

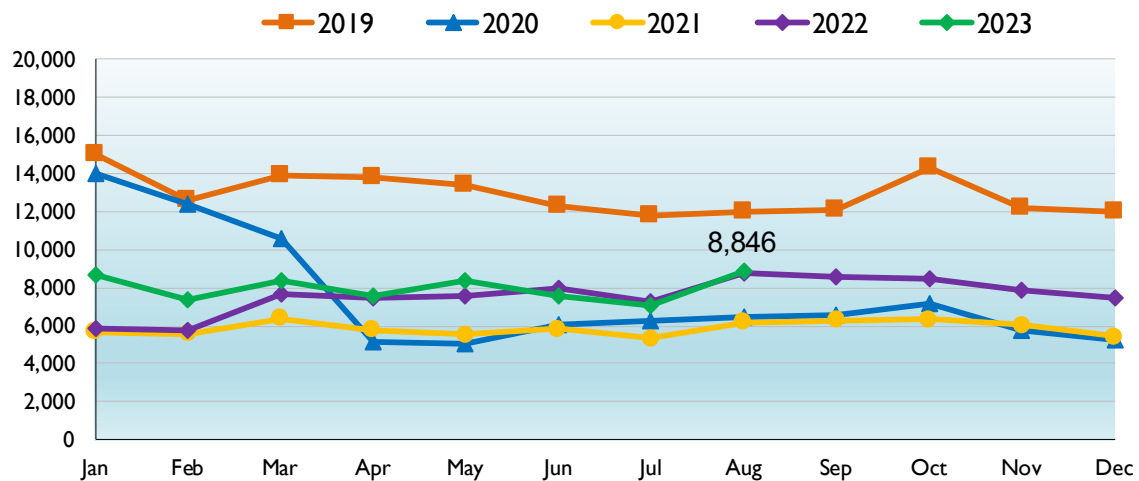
FIXED ROUTE RIDERSHIP



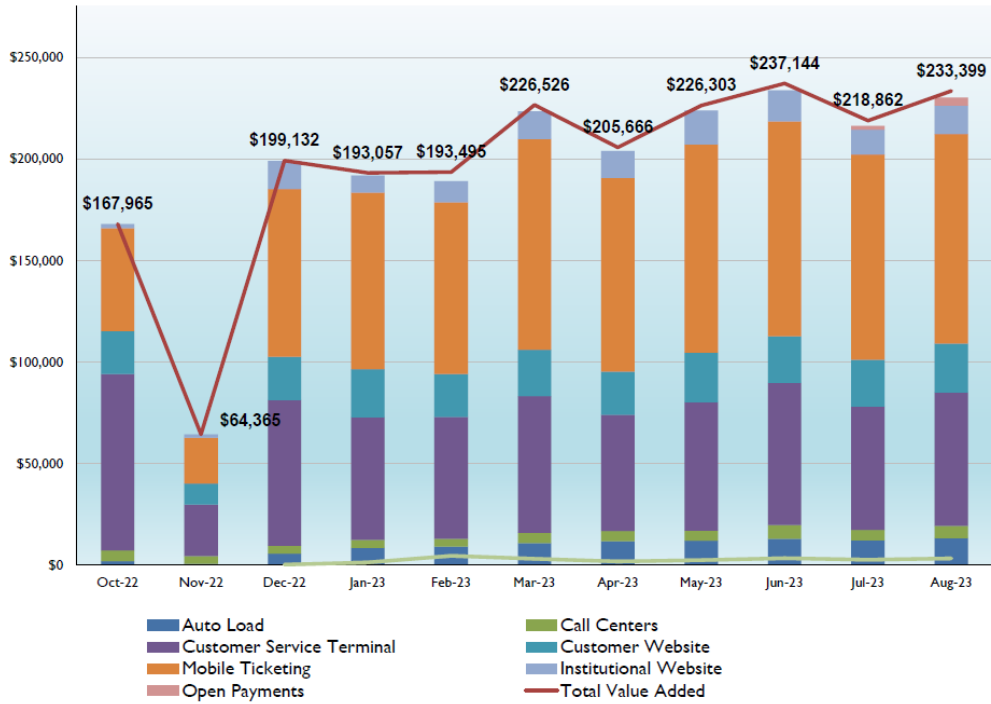
PARATRANSIT RIDERSHIP



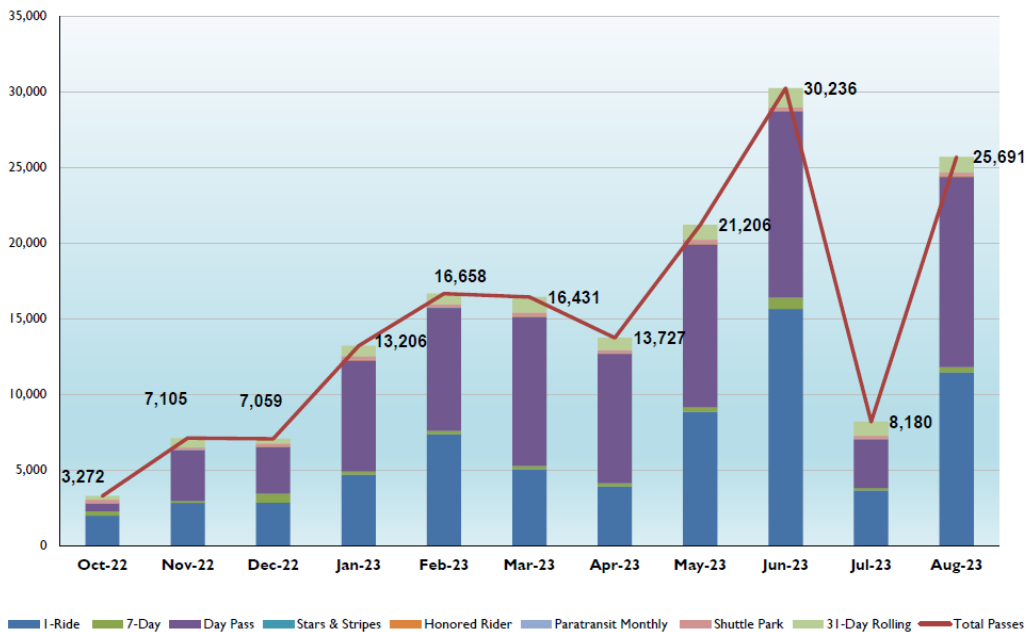
RIDESHARE RIDERSHIP



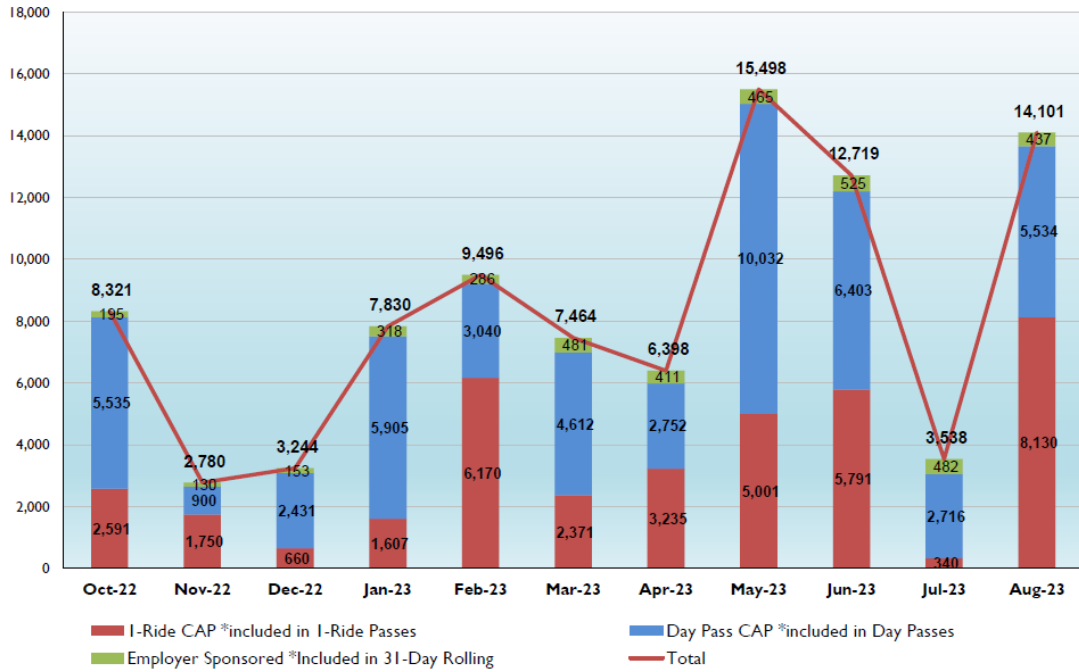
TOTAL VALUE ADDED TO CONNECT CARDS



TOTAL PASS SALES



TOTAL DISCOUNT PASSES



SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

October 4, 2023

AGENDA ITEM 7B : AUGUST 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 August 2023 financial results. The charts are being shown with a comparison to the YTD budgetary and prior year actual values.

Revenue

Overall, August year-to-date revenue is 11.2% (\$11.9M) higher than budget impacted by the following:

- Fares & Other Transit Revenue is 18.0% lower than budget
- Sales Tax Revenue is 2.6% higher than budget
- Federal & State Grant Revenue is 36.5% higher than budget
- Miscellaneous Revenue is 69.1% higher than budget

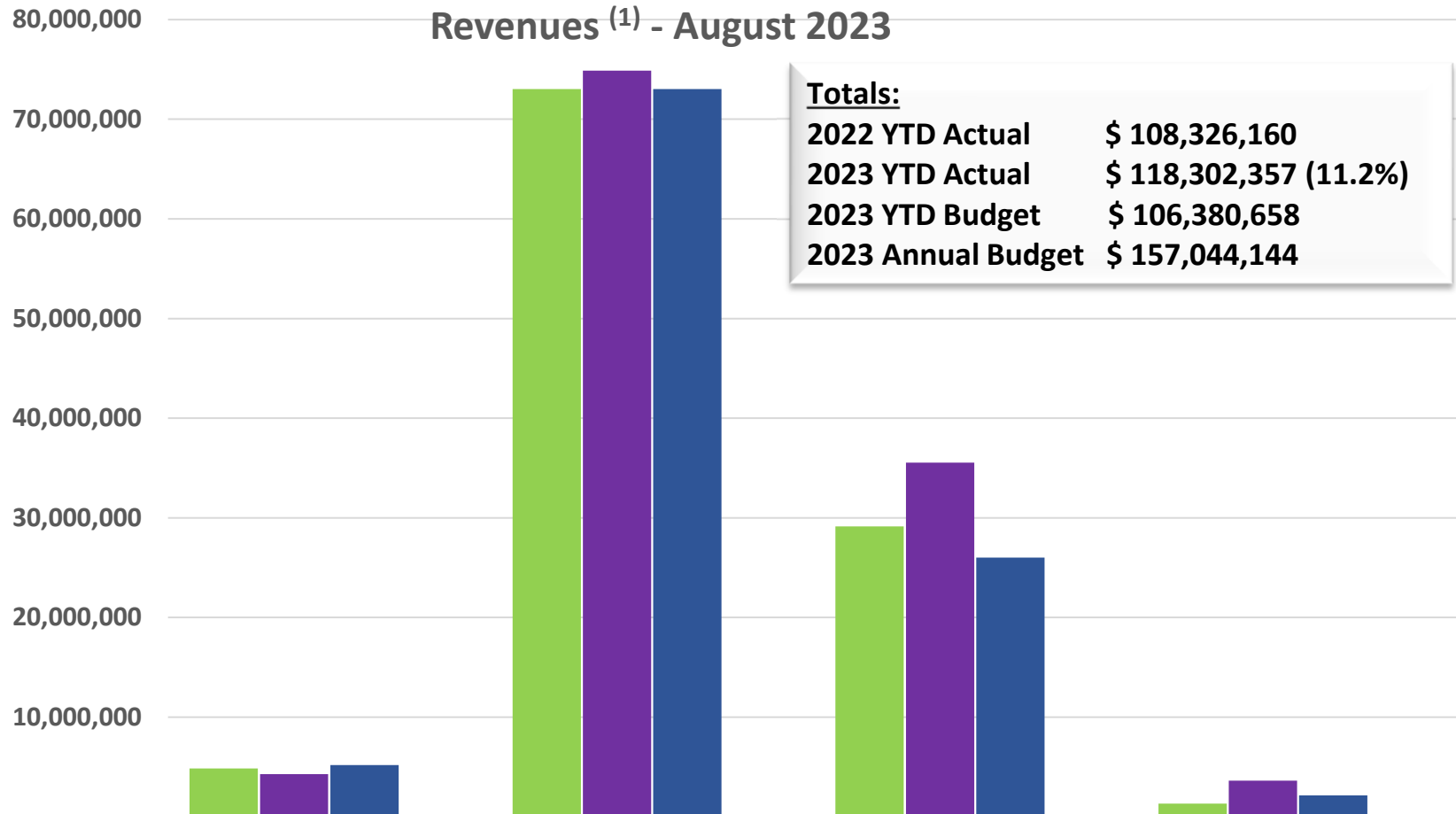
Operating Expenses

Overall, August year-to-date operating expenses are 6.0% (\$4.5M) lower than budget influenced by the timing of payments as follows:

- Fixed Route is 5.4% lower than budget
- Paratransit is 0.2% higher than budget
- Rideshare is 10.6% lower than budget
- Plaza is 15.2% lower than budget
- Administration is 13.0% lower than budget

RECOMMENDATION TO COMMITTEE: Information only.

Spokane Transit Revenues ⁽¹⁾ - August 2023



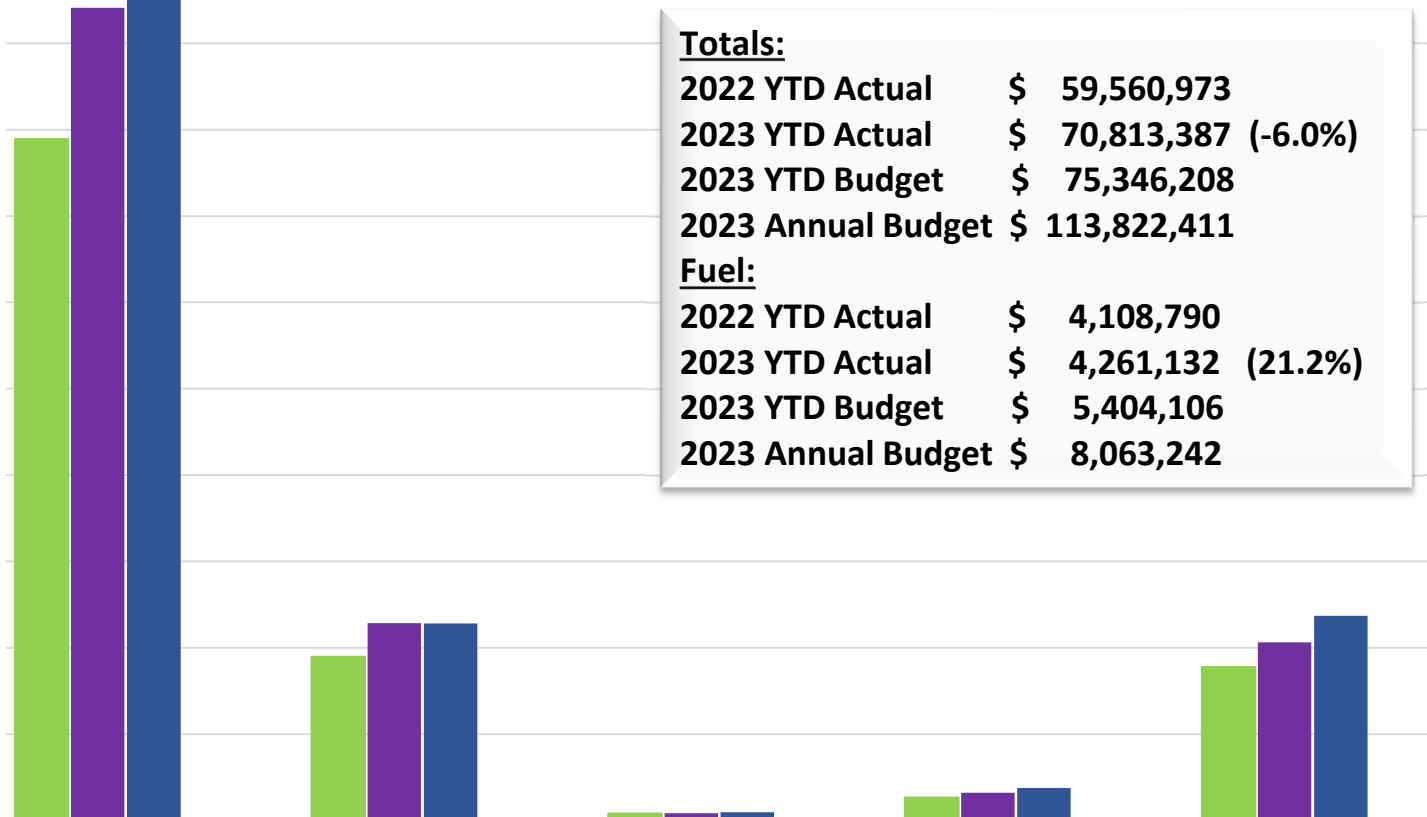
Totals:
2022 YTD Actual \$ 108,326,160
2023 YTD Actual \$ 118,302,357 (11.2%)
2023 YTD Budget \$ 106,380,658
2023 Annual Budget \$ 157,044,144

	Fares & Other Transit Revenue	Sales Tax	Federal & State Grants (2)	Miscellaneous
■ 2022 YTD Actual	4,852,126	73,018,922	29,135,757	1,319,355
■ 2023 YTD Actual	4,267,479	74,887,052	35,525,761	3,622,065
■ 2023 YTD Budget	5,203,425	73,018,922	26,016,811	2,141,500
2023 YTD Budget Variance	-18.0%	2.6%	36.5%	69.1%
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 August state capital grant reimbursements total \$2,259,460 and federal capital grant reimbursements total \$9,865,808.

Spokane Transit Operating Expenses⁽¹⁾ - August 2023

55,000,000
50,000,000
45,000,000
40,000,000
35,000,000
30,000,000
25,000,000
20,000,000
15,000,000
10,000,000
5,000,000



Totals:	
2022 YTD Actual	\$ 59,560,973
2023 YTD Actual	\$ 70,813,387 (-6.0%)
2023 YTD Budget	\$ 75,346,208
2023 Annual Budget	\$ 113,822,411
Fuel:	
2022 YTD Actual	\$ 4,108,790
2023 YTD Actual	\$ 4,261,132 (21.2%)
2023 YTD Budget	\$ 5,404,106
2023 Annual Budget	\$ 8,063,242

	Fixed Route	Paratransit	Rideshare	Plaza	Administration
2022 YTD Actual	39,452,979	9,481,123	407,457	1,333,336	8,886,078
2023 YTD Actual	47,042,755	11,420,626	429,627	1,601,159	10,319,220
2023 YTD Budget	49,717,762	11,403,050	480,305	1,888,449	11,856,642
2023 YTD Budget Variance	-5.4%	0.2%	-10.6%	-15.2%	-13.0%
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 \$28,379,282 and Street/Road cooperative projects of \$826,020 for year-to-date August 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

October 4, 2023

AGENDA ITEM 7C : SEPTEMBER 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 September 2023 voter-approved sales tax revenue information. September sales tax revenue, which represents sales for July 2023, was:

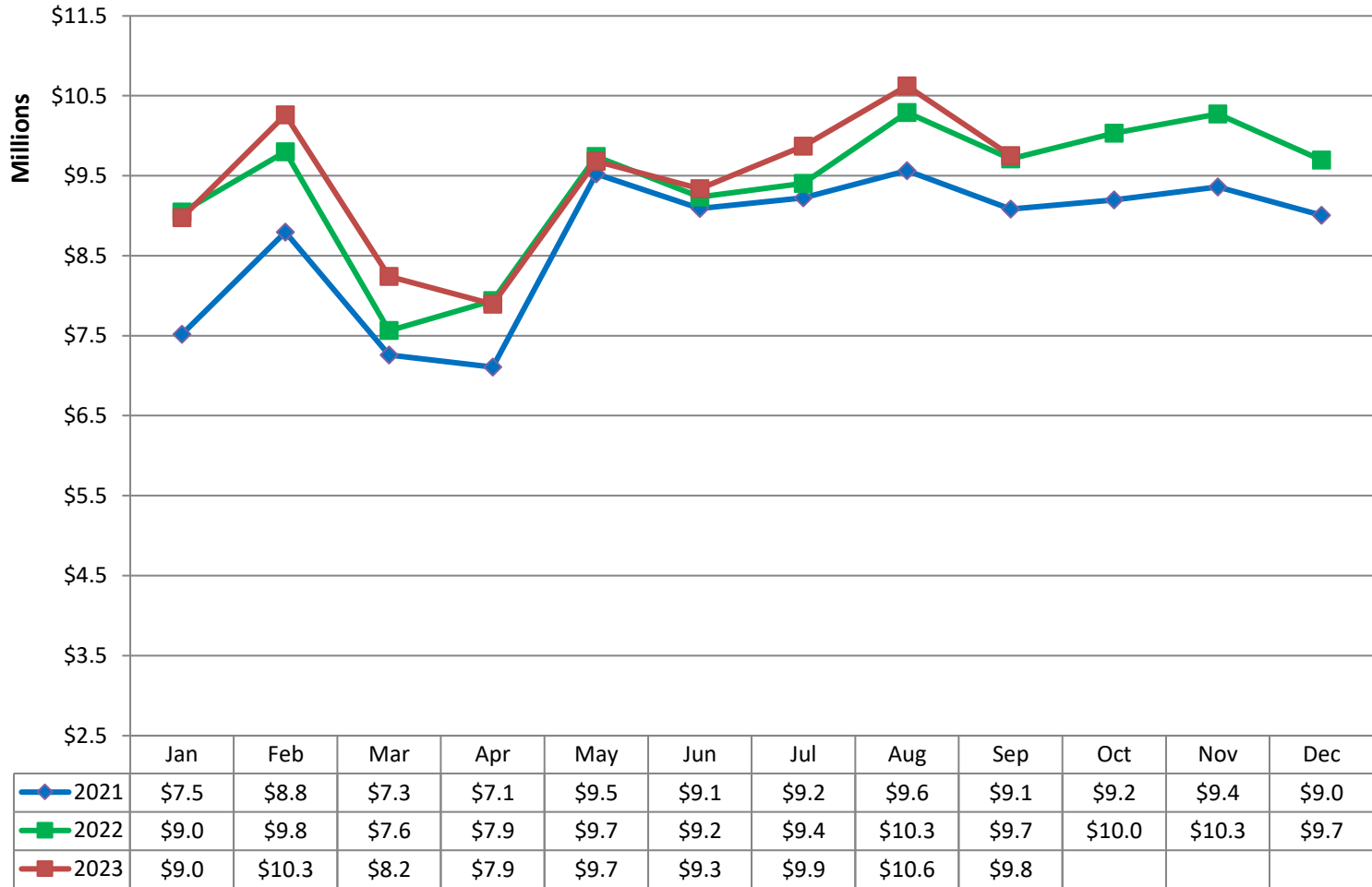
- 14.2% above 2023 budget
- 3.8% above YTD 2023 budget
- 0.4% above 2022 actual
- 2.3% above YTD 2022 actual

Total taxable sales for July were *up* 0.4% from July 2022. Retail, Construction and Accommodation and Food Services continue to be the top 3 rankings YTD:

- Retail Trade *decreased* by 4.6% (\$-27.9M) in July 2023 vs July 2022 and is *down* by 0.2% (\$-8.3M) July 2023 YTD vs 2022 YTD
 - Other Misc. Store Retailers *increased* 13.7% or \$71.3M July 2023 YTD over July 2022 YTD
 - Grocery and Convenience Retailers *increased* 9.0% or \$17.6M July 2023 YTD over July 2022 YTD
 - Building Material and Supplies Dealers *decreased* 3.5% or (\$-14.9M) July 2023 YTD over July 2022 YTD
 - Electronics & Appliance Retailers *decreased* 8.8% or (\$-21.9M) July 2023 YTD over July 2022 YTD
 - Other Motor Vehicle Dealers *decreased* 14.5% or (\$-22.6M) July 2023 YTD over July 2022 YTD
 - Furniture and Home Furnishings Retailers *decreased* 35.0% or (\$-57.0M) July 2023 YTD over July 2022 YTD
- Construction *increased* by 1.0% (\$1.9M) in July 2023 vs July 2022 and is *up* by 1.0% (\$11.9M) July 2023 YTD vs 2022 YTD
- Accommodation and Food Services *increased* by 3.3% (\$3.9M) in July 2023 vs July 2022 and is *up* by 5.6% (\$44.3M) July 2023 YTD vs 2022 YTD

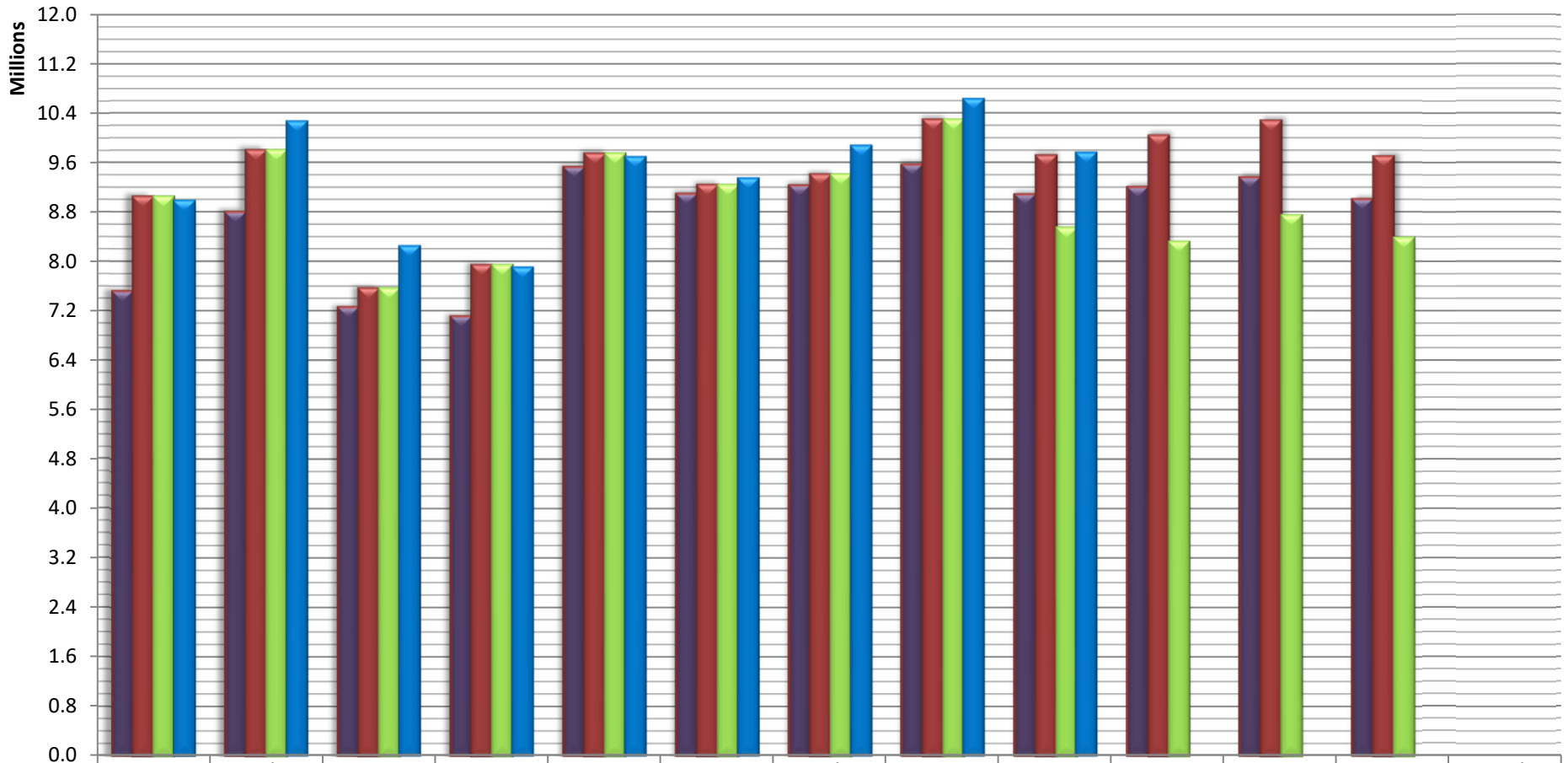
RECOMMENDATION TO COMMITTEE: Information only.

Sales Tax Revenue History-September 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	9,869,962	10,624,847	9,752,433	-	-	-	84,639,484
\$ Mo. Var.	(70,543)	462,064	677,496	(44,554)	(58,922)	103,091	466,487	333,010	41,022	-	-	-	
% Mo. Var.	-0.8%	4.7%	9.0%	-0.6%	-0.6%	1.1%	5.0%	3.2%	0.4%	0.0%	0.0%	0.0%	
\$ YTD Var.	(70,543)	391,521	1,069,017	1,024,463	965,541	1,068,632	1,535,119	1,868,129	1,909,151	-	-	-	
% YTD Var.	-0.8%	2.1%	4.0%	3.0%	2.2%	2.0%	2.4%	2.6%	2.3%	0.0%	0.0%	0.0%	
% YTD Bud. Var.	-0.8%	2.1%	4.0%	3.0%	2.2%	2.0%	2.4%	2.6%	3.8%	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

October 4, 2023

AGENDA ITEM 8 : NOVEMBER 1, 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 to be included on the November 1, 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

Wednesday, November 1, 2023

1:30 p.m. – 3:00 p.m.

Meeting In Person at Spokane Transit Authority
Spokane Transit Authority, 1230 W. Boone Avenue, Spokane, WA
w/Virtual Public Viewing Option

Optional Virtual Link:	Join here		
Password:	Members: 2023		Guests: 1123
Call-in Number:	1-408-418-9388		Event #: xxxx xxx xxxx

DRAFT AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report *(5 minutes)*
3. Committee Action *(10 minutes)*
 - A. Minutes of the October 4, 2023, Committee Meeting -- *Corrections/Approval*
 - B. Plaza Facility Engineering Services: Scope of Work Approval *(Rapez-Betty)*
4. Committee Action
 - A. Board Consent Agenda *(none)*
 - B. Board Discussion Agenda *(none)*
5. Reports to Committee *(10 min)*
 - A. 2023 Third Quarter Performance Measures *(Rapez-Betty)*
6. CEO Report *(E. Susan Meyer) (15 minutes)*
7. Committee Information (no discussion/staff available for questions)
 - A. September 2023 Operating Indicators *(Rapez-Betty)*
 - B. September 2023 Financial Results Summary *(Liard)*
 - C. October 2023 Sales Tax Revenue *(Liard)*
 - D. Third Quarter 2023 Service Planning Input Report *(Otterstrom)*
 - E. STA Holiday Services & Office Hours *(Infalt)*
8. Review December 6, 2023, Committee Meeting Agenda *(5 minutes)*
9. New Business *(5 minutes)*
10. Committee Members' Expressions *(5 minutes)*
11. Adjourn
12. Next Committee Meeting: Wednesday, December 6, 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

October 4, 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 discuss new business relating to Performance Monitoring & External Relations.

RECOMMENDATION TO COMMITTEE: For Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

October 4, 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.