

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

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, March 2, 2016, 1:30 p.m.
Spokane Transit Southside Conference Room

DRAFT AGENDA

Estimated meeting time: 90 minutes

1. Call to Order and Roll Call
2. Public Expressions
3. Committee Chair Report *(5 minutes)*
4. Committee Action *(5 minutes)*
 - A. Approval of Minutes of the February 3, 2016, Committee meeting – *Corrections/Approval*
5. **Committee Action** *(15 minutes)*
 - A. Board Consent Agenda
 1. Request to Approve the Budget Amount for the Jefferson Lot Improvement Project *(Otterstrom)*
 2. Award of Contract for Plaza Upgrades *(Otterstrom)*
 - B. Board Discussion Agenda
(No items being presented this month.)
6. **Reports to Committee** *(45 minutes)*
 - A. Purchase of Nine (9) Fixed Route Replacement Coaches *(Blaska)*
 - B. Year End 2015 Unaudited Financial Report *(Warren)*
 - C. Year End 2015 Performance Measures *(Blaska)*
7. CEO Report *(10 minutes)*
8. Committee Information – *no discussion/staff available for questions*
 - A. February 2016 Sales Tax Revenue Information *(Warren)*
 - B. 2015 State Audit Timeline *(Warren)*
 - C. Year End 2015 Safety & Loss Summary *(Doolittle/Toole)*
 - D. January 2016 Operating Indicators *(Blaska)*
 - E. Communications Update *(Bousley)*
9. April 2016 Committee Packet Agenda Review
10. New Business *(5 minutes)*
11. Committee Members' Expressions *(5 minutes)*
12. Adjourn
13. Next Committee Meeting: April 6, 2016, 1:30 p.m.
(STA Southside Conference Room, 1230 West Boone Avenue, Spokane, Washington)

Agendas of regular Committee and Board meetings are available the Friday afternoon preceding each meeting at the STA Administrative Office, 1230 West Boone Avenue, Spokane, Washington. Discussions concerning matters to be brought to the Board are held in Committee meetings. The public is welcome to attend and participate.

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**SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING**

March 2, 2016

AGENDA ITEM 2 : PUBLIC EXPRESSIONS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: N/A

SUMMARY:

At this time, the Performance Monitoring and External Relations Committee will give the public an opportunity to express comments or opinions.

Anyone wishing to speak should sign in on the sheet provided and indicate the subject of interest.

RECOMMENDATION TO COMMITTEE: N/A

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

**SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING**

March 2, 2016

AGENDA ITEM 4A : **MINUTES OF THE FEBRUARY 3, 2016, PERFORMANCE
MONITORING AND EXTERNAL RELATIONS COMMITTEE
MEETING – CORRECTIONS OR APPROVAL**

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Jeanette Van Dort, Executive Assistant

SUMMARY: Minutes of the meeting are attached for corrections or approval.

RECOMMENDATION TO COMMITTEE: Corrections or approval.

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

Draft Minutes of the February 3, 2016, Meeting
Southside Conference Room

MEMBERS PRESENT

Chuck Hafner, City of Spokane Valley*
Tom Trulove, City of Cheney
Keith Kopelson, City of Liberty Lake
John Higgins, City of Medical Lake (Ex-Officio)
Rhonda Bowers, Labor Representative
E. Susan Meyer, CEO (Ex-Officio)

MEMBERS ABSENT

Steve Lawrence, City of Airway Heights

* Chair

STAFF PRESENT

Steve Blaska, Director of Operations
Karl Otterstrom, Director of Planning
Lynda Warren, Director of Finance & Information Systems
Beth Bousley, Director of Communications & Customer Svc.
Steve Doolittle, Director of Human Resources
Susan Millbank, Community Ombudsman &
Accessibility Officer
Don Skillingstad, Project Manager HPT
Patty Talbott, Paratransit Contract Manager
Chris Tohm, Sr. Communications Specialist
Brandon Rapez-Betty, Sr. Communications Specialist
Merilee Robar, Exec. Asst., Finance & Information Systems

GUESTS

Fran Papenleur, Citizen Advisory Committee Member

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

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

2. **PUBLIC EXPRESSIONS**

None.

3. **COMMITTEE CHAIR REPORT**

None.

4. **COMMITTEE APPROVAL**

A. **MINUTES OF THE DECEMBER 2, 2015, COMMITTEE MEETING**

Mr. Kopelson moved to recommend approval of the December 2, 2015, Committee meeting minutes. The motion was seconded by Mr. Trulove and passed unanimously.

B. **APPROVAL OF SCOPE OF WORK FOR MOBILITY TRAINING, VOLUNTEER MOBILITY MENTOR COORDINATION, AND SERVICES TO CONDUCT ADA ELIGIBILITY IN-PERSON ASSESSMENTS**

Mr. Blaska explained that STA has funded mobility training since 2005 with successful results. The current contract for this service will expire at the end of July 2016, and approval of a scope of work is needed to solicit proposals for a new contract. Program goals include:

- contract for services for a mobility training program coordinator to collaborate with the community and Social Service providers to identify needs and obtain training referrals;
- promote independent travel among individuals who are seniors and/or disabled;
- provide cost savings to STA by reducing demand for costly door-to-door transportation; and
- provide a valuable service to the community.

Included in the scope of work is service to provide Paratransit ADA eligibility in-person assessments (IPA's). Implemented in October 2012, IPA's are a tool to aid Paratransit staff in making more individualized and accurate Paratransit eligibility determinations, as well as to better control the high costs of Paratransit. Mr. Blaska noted that the estimated savings (cost avoidance) to STA for this program is \$1.08M.

In addition, the scope of work includes a Volunteer Mobility Mentor Coordination service. STA was recently awarded \$366,393 in FTA Section 5310 funding (for two years) with an 80/20 local match to implement this program.

Mr. Kopelson moved to approve the scope of work for contracted mobility training services, volunteer mobility mentor coordination, and Paratransit ADA eligibility in-person assessments, services. The motion was seconded by Mr. Trulove and passed unanimously.

5. REPORTS TO COMMITTEE

A. FARE ANALYSIS

Ms. Warren explained that STA evaluates its fares on a periodic basis. The last major review was conducted in 2009, which resulted in a phase in of fare changes in 2010, 2011, and 2012. Since that time, farebox recovery has fallen below the Board policy of 20%, so staff is again evaluating STA's fares and fare structure. Objectives include: convenience, reasonable pricing, bring a minimum farebox return of 20%, minimized complexity, and increased use of pre-payment cards/reduced use of cash.

Ms. Warren reviewed the current distribution of fare types and ridership, and presented a preliminary proposed fare structure for the Committee to review and discuss. She also reviewed the fare analysis timeline noting that following public outreach on the preliminary proposal, a final recommendation for Board decision will be presented at the July 2016 Board meeting. If approved, the anticipated date of implementation of any changes would be July 2017.

B. PREPARATON FOR FIXED ROUTE FLEET REPLACEMENT PROGRAM – SUMMARY

Mr. Blaska reminded Committee members that for the last several months, staff has provided information and received input from the Committee on the basis for STA's fixed route coach replacement strategy. His presentation summarized those elements which comprise the basis for seeking the individual awards of contract for fixed route coach purchases, with the first recommended award of contract anticipated to be presented to the Board in March or April 2016.

Mr. Blaska gave an overview of the information previously provided, since some Committee members were new:

1. The fleet replacement challenge and funding requirements for STA's current fleet (the need to pre-plan the maintenance, replacement cycle, and funding for the fleet replacement program over the next ten years).
2. An analysis of the alternate fuel possibilities during this replacement cycle (the most viable near-term vehicle remains a diesel/biodiesel powered vehicle but STA should plan for integration of battery powered vehicles in this replacement cycle).
3. An evaluation of the various procurement mechanisms which are available (justification as to why the best procurement option was to purchase coaches using the Washington State's procurement contract).
4. Four alternative scenarios as to the timing of purchases led to staff's conclusion that replacing vehicles on their 15th year of service at approximately 750,000 miles was the most prudent strategy (which provides for flexibility over the next five years, is fully funded through the Transit Development Plan 7-year horizon, and optimizes the value of the capital and maintenance investment of each individual vehicle).

Mr. Blaska added that this strategy validates the current long-range capital programming to meet STA's fleet replacement requirement without incurring debt. He said that it is important that the Board understands the basis for this plan because it is a significant element of STA's financial capacity to sustain service in accordance with the approved financial projections and Capital Improvement Plan/Transit Development Plan.

C. HIGH PERFORMANCE TRANSIT (HPT) FACILITY DESIGN AND SERVICE COMMUNICATION STANDARDS UPDATE

Mr. Otterstrom explained that the HPT network envisions a series of transportation corridors offering high-frequency, reliable service allowing customers greater access to the public transportation system and the

ability to reach more destinations. This new service features improved amenities for the passengers, helping to make the transit experience attractive, safe, comfortable and more enjoyable.

In 2012, STA was awarded a \$495,000 federal grant for the project. The STA Board approved \$123,750 in matching funds and the project was approved in the 2014-2019 Capital Improvement Program (CIP). After a competitive request for qualifications, IBI Group, Inc. was awarded the design and engineering contract in October 2014 and work began on the project.

The consultant team was tasked with preparing two manuals, a facilities design manual and communications/branding manual. The facilities design manual will include plans and specifications for all stop and station amenities, including a “kit-of-parts.” This kit-of-parts will identify what amenities will be provided at future HPT stop and station locations, which may include lighting and furniture types, shelters, real-time signage, ticket vending machines, kiosks, etc. The communications/branding manual will include color schemes, material types and font/type applications, logos, route map layout, signage and other HPT specific branding features.

Mr. Otterstrom said that the consultant and STA staff have held a number of internal workshops to review and discuss concepts for this new service. The team has conducted extensive research on best practices and provided STA with various design and branding options for consideration that have been successful with other agencies. One tool that has been used throughout the project is an online information gathering website called *mySidewalk*. Questions and design options were presented to the public through this website asking for input from visitors.

Preliminary design concepts for future station amenities and branding schemes have been prepared that will be presented to the public to gather input prior to preparing the final draft manuals. Mr. Otterstrom’s gave a presentation which provided samples of several design concepts.

Upcoming events include:

- Focus Group testing (January 26 & 27)
- Posting to *mySidewalk* (February 1)
- Central City Line Steering Committee (February 1)
- East Downtown/U-District Open House (February 2)
- Brown Bag Luncheons in February (dates TBD)
- Neighborhood meetings (January – March)
- West Downtown/Browne’s Addition Open House (March 1 - tentative)

Mr. Otterstrom reviewed the project timeline, noting that the anticipated completion date for this project is March 31, 2016. The Central City Line is anticipated to be the first implementation of these new standards.

6. COMMITTEE ACTION

A. Board Consent Agenda

1. REQUEST FOR SPECIAL 2016 COMMUNITY EVENTS FARE STRUCTURE FOR VALLEYFEST

Ms. Bousley explained that the decision regarding the Special Event Fare Structure for Valleyfest in 2016 was held in abeyance at the September 2015 Performance Monitoring and External Relations Committee meeting to allow staff to assess the impact of the additional measures taken to promote 2015 Valleyfest shuttle ridership. Fare structure for these types of events has previously been based on a logical connection to STA’s standard base fare; however, the change for fares for First Night and Valleyfest were precipitated by the fact that STA no longer has a standard fare that is \$0.75.

In an effort to increase ridership to the 2015 event, STA teamed up with Coats4Kids to “stuff the bus” with coats for children in need. Because ridership remained flat, staff is asking the Board to consider a fare rate and structure that is consistent with other STA rates, and affordable for Valleyfest users, as a way of increasing ridership on the Valleyfest shuttle. Staff is proposing to offer Valleyfest shuttle service at 10-minute intervals at no charge to riders. Instead, riders will use a Valleyfest Universal Transit Access Pass paid for by Valleyfest or the event sponsor(s), which would include a “not to exceed” fee of \$1,000, based on a fare of \$0.85 per customer.

Mr. Kopelson moved to recommend the Board approve a Valleyfest Universal Transit Access Pass (UTAP) program through which Valleyfest, or Valleyfest's designated sponsor, would commit to paying a Not to Exceed (NTE) fee of \$1,000, based on an \$0.85 fare per customer. The motion was seconded by Mr. Trulove and passed unanimously.

2. 2016 COMMUNICATIONS PLAN

Ms. Bousley gave a presentation on the 2016 Communications Plan. She introduced several of the Communications Department staff members and noted that two new advertising agencies were hired in September 2015 to assist with marketing.

Ms. Bousley said that growth trends show a decline in households with children, and an increase in households without children and two workers households, and denser regional development. 58% of STA riders are between the age of 16-34, and 37% are students, indicating that STA should focus on establishing loyalty among younger audiences. She noted that Spokane is expected to grow to a population of 592.9K people by 2040. Trends also indicate that Spokane County is growing as a destination for visitors, with \$893M in visitor spending in 2014.

Ms. Bousley defined the objectives and tactics of the 2016 Communications Plan, which included:

- increasing STA brand awareness and affinity awareness and affinity;
- improving internal communications;
- enhancing user education and information services;
- improving communication and engagement with priority audiences;
- improving and controlling image of STA;
- improving the customer experience;
- improving online access to information; and
- communicating financial information to demonstrate transparency and accountability.

Ms. Bousley added that these objectives are aligned with STA's Priorities with the ultimate goal of increasing ridership and improving community perception. She gave an overview on the strategies, tactics, and metrics the Communications Department will use to achieve STA's goals. Next steps include a request for Board approval of the 2016 Communications Plan, prioritization of 2016 strategies, and the monitoring/tracking/reporting of programs.

Mr. Trulove moved to recommend the Board approve the 2016 Communications Plan, which supports the STA Priorities and the ultimate goal of increasing ridership and improving community perception. The motion was seconded by Mr. Kopelson, and passed unanimously.

B. Board Discussion Agenda

1. FARE ANALYSIS PUBLIC OUTREACH PLAN

Ms. Bousley reiterated that STA's sustainable plan for the next six years requires a minimum farebox recovery of 20%. The last major review of the fare structure was conducted in 2009, resulting in a phase-in of fare changes in 2010, 2011, and 2012. Subject to Board approval, STA plans to implement a fare increase in July 2017.

Ms. Bousley explained the outreach plan which will be conducted to ensure stakeholder participation. In-person outreach will be conducted with 25 local organizations, through regional open houses, and through the media (press releases and radio spots). Ms. Bousley also covered the outreach timeline, noting that a final recommendation to the Board is anticipated at the July 2016 Board meeting.

Mr. Kopelson moved to recommend the Board approve the Fare Analysis Public Outreach Plan. The motion was seconded by Mr. Trulove and passed unanimously.

7. CEO REPORT

- A. Ms. Meyer gave a State Legislative update, noting that the 60 day session is scheduled to end on March 10th. Staff is currently following about 30 bills that potentially could impact STA. Three of interest include:

- HB 2574 – preserves the ability for public transit operators to communicate with dispatch;
- HB 2757– requires state transportation projects to include impacts to public transportation as part of a SEPA review; and
- HB 2864 – allows Intercity Transit in Olympia to raise the 0.9% sales tax maximum to 1.2%.

B. Ms. Meyer said that on January 21-22, Mr. Otterstrom attended the Joint Chambers' Olympia GSI fly-in. Ms. Amber Waldref, Ms. Kathleen Collins (STA Government Relations Consultant), and Mr. Otterstrom met with representatives Marcus Riccelli, Matt Shea, Jeff Holy, and Judy Clibborn. Mr. Otterstrom also met with senators Cyrus Habib and Andy Billig. The focus of the meetings was to provide an update about Spokane Transit, STA Moving Forward, the Central City Line, and the West Plains Transit Center, with an emphasis on preserving the funding for STA that is included in Connecting Washington.

C. Governor Inslee visited Spokane on Friday, January 29th, to celebrate the four projects in Eastern Washington that are included in the Connecting Washington revenue package (Central City Line, North Spokane Corridor, U-District Pedestrian Bridge, and the Palouse-Coulee City Railroad). The Governor and his staff rode a bus along with other advocates of those programs.

8. COMMITTEE INFORMATION

- A. January 2016 Sales Tax Revenue Information – *as presented.*
- B. November 2015 Operating Indicators – *as presented.*
- C. December 2015 Operating Indicators – *as presented.*
- D. Fourth Quarter 2015 Safety and Loss Summary Report – *as presented.*
- E. Fourth Quarter 2015 Service Planning Public Input Report – *as presented.*
- F. Community Outreach and Involvement – *as presented.*
- G. 2016 Citizen Advisory Committee Meeting Dates – *as presented.*

9. MARCH 2016 COMMITTEE PACKET AGENDA REVIEW

Chair Hafner asked if there were any comments about the draft agenda for the next Committee meeting. None were forthcoming.

10. NEW BUSINESS

None.

11. COMMITTEE MEMBERS' EXPRESSIONS

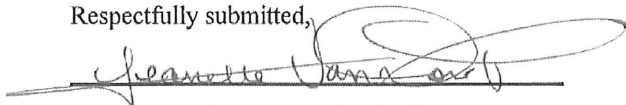
None.

12. ADJOURN

Chair Hafner adjourned the meeting at 3:04 p.m.

13. NEXT MEETING – WEDNESDAY, MARCH 2, 2016, 1:30 P.M., STA SOUTHSIDE CONFERENCE ROOM, 1230 WEST BOONE AVENUE

Respectfully submitted,



Jeanelle Van Dort, Executive Assistant

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 2, 2016

**AGENDA ITEM 5A.1 : REQUEST TO APPROVE THE BUDGET AMOUNT FOR THE
JEFFERSON LOT IMPROVEMENT PROJECT**

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning
 Don Skillingsstad, Capital Projects Manager

SUMMARY: The Jefferson Lot is the most heavily used park and ride lot in STA’s system. The lot is served by the Cheney-Spokane route which is part of the future Cheney High Performance Transit route, and is used extensively by students travelling to Cheney. The lot is owned by WSDOT and leased to the City of Spokane. STA then sub-leases the lot from the City of Spokane. The current lease with the City expires on May 10, 2021, concurrent with the expiration of the City’s lease with WSDOT. Spokane Transit is seeking affirmation from WSDOT that the lot will continue to be available for lease following the expiration of the City’s lease.

There are a number of improvements needed, including general maintenance items and a number of service and operational improvements STA would like to complete in order to make the lot safer and easier to use for riders. The scope of work generally includes the replacement of failing asphalt and concrete in the bus drive aisle, widening the approach off of Jefferson Street to make it easier for buses to enter the lot, replacing failing concrete at the exit onto 4th Avenue, and seal coating and restriping the entire lot. New improvements to the lot would include the installation of fiber optic cabling, security cameras and a new ADA accessible passenger loading platform with real time signage at the west end of the lot. The loading platform will be a raised platform clearly delineating a place for riders to wait for their bus.

The construction work will be completed during the summer months while most Eastern Washington University students are on summer break. A specific construction schedule will be prepared prior to going out to bid and will be communicated to EWU students, faculty and staff, as well as other STA customers using the lot.

The project was approved in the CIP and funded as three separate projects:

Project Number	Project Name	Available Budget
OPF-2015-346	Jefferson Lot Improvements	\$250,000
TCS-2011-336	Fiber Communications	\$200,000 (2015 & 2016)
TCS-2011-305	Jefferson Add-Ons (Cameras)	\$104,000
	TOTAL BUDGET	\$554,000

Since the project was approved and funded as three separate projects in the CIP, staff is requesting the Committee recommend that the Board approve the scope of work as a single project with a budget of \$554,000 as part of the Board’s consent agenda. Award of contract will be issued by the CEO as total project cost is under \$1million and is an approved project in the CIP

RECOMMENDATION TO COMMITTEE: Recommend the Board approve consolidating the three separate projects as a single project with a budget amount of \$554,000.

COMMITTEE ACTION:

RECOMMENDATION TO BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

March 2, 2016

AGENDA ITEM 5A.2: AWARD OF CONTRACT FOR PLAZA UPGRADES

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning
 Jessica Charlton, Project Manager

SUMMARY: In December 2014 the STA Board of Directors authorized the Plaza Upgrade (aka Plaza Renovation) project to proceed to final design and approved a total project budget of \$4.95M. The goal of the Plaza renovation project is to support a vibrant downtown by improving the Plaza's functionality for the customer and community. The action to approve the project was an important milestone after extensive public and stakeholder outreach, market research and value engineering. On July 1, 2015 the Performance Monitoring and External Relations Committee approved the general scope that would be issued in the invitation for bid. The Plaza Upgrade project was originally put out to bid on August 5, 2015. One bid was received on the September 9, 2015 due date. That bid exceeded the allowable budget; therefore, staff elected to reject the bid and go back out for re-bid. After receiving feedback from several of the contractor's the project was reworked to find efficiencies that would shorten the project duration and enlarge the allowable work area.

The Invitation for Bid (IFB) advertised for rebid in the Spokesman Review on January 7, 2016. Approximately ten (10) different general contractors were also notified. A pre-bid site meeting was held on January 13, 2016. The bid included two parts due to its complexity and size. Part 1 was due at 3:00 p.m. on February 4, 2016 and the final Part 2 was due at 3:00 p.m. on February 5, 2016.

STA received four (4) proposals from the following general contractors: Baker Construction & Development, Inc., Dardan Enterprises, Inc., Northcon, Inc., and Walker Construction, Inc. The bid tabulation is attached for your review. The bid included ten (10) different additive options, four (4) of which staff recommend selecting as they are important features that aid in achieving the project's goals and would be more cost effective to complete concurrently with the base bid work. See the bid tabulation (attached) for the four (4) additives staff recommends, and the resulting overall anticipated dollar value.

An evaluation committee composed of internal stakeholders participated in the review, as well as STA's legal counsel. The evaluation committee and legal counsel determined that Walker Construction, Inc. is the lowest, most responsible and responsive bidder. Staff recommends award of contract to Walker Construction, Inc. for the total base bid plus additive options #2, #8, #9, and #11 for a total contract value of \$3,502,800. The contract value excludes any applicable Washington States sales tax and construction contingency reserved by STA.

With all expenses required for the project, which include contracts for architectural and engineering services, construction, secure access and security cameras, special inspection and fees such as advertising, permitting, and reserved construction contingency, the project is anticipated to be within the \$4.95M budget approved by the Board.

RECOMMENDATION TO COMMITTEE: Recommend to the Board Award of Contract of the Plaza Upgrade Project to Walker Construction, Inc. for a contract value of \$3,502,800, excluding sales tax.

COMMITTEE ACTION:

RECOMMENDATION TO BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

PLAZA UPGRADE - BID TABULATION

	<i>Engineer's Estimate</i>	Bids Received by Contractors (from lowest to highest)			
		Walker Construction	Dardan Enterprises, Inc.	Baker Construction & Development, Inc.	Northcon, Inc.
Total Base Bid	\$3,107,707	\$3,181,000	\$3,228,213	\$3,515,530	\$3,742,993
ADD. #1: Re-plumb boilers to operate in parallel	\$84,500	\$37,700	\$35,560	\$39,725	\$71,708
ADD. #2: Elevator feature	\$55,119	\$62,600	\$49,150	\$69,700	\$71,179
ADD. #3: Expansion of 2 nd floor STA space	\$146,584	\$103,000	\$114,700	\$111,140	\$55,864
ADD. #4: Connectagon installation – exterior, Sprague Ave. bldg. wall	\$7,800	\$3,600	\$6,700	\$8,900	\$20,594
ADD. #5: Exterior lighting upgrade	\$139,500	\$48,900	\$45,470	\$54,500	\$60,007
ADD. #6: Replace sprinklers in basement	\$41,200	\$44,800	\$47,680	\$49,800	\$51,887
ADD. #7: Replace sprinklers on 1 st and 2 nd floors	\$14,300	\$46,900	\$48,000	\$52,300	\$54,296
ADD. #8: Atrium lighting upgrade	\$24,300	\$23,100	\$28,460	\$25,400	\$18,635
ADD. #9: 2 nd floor Rotunda programmable space	\$121,500	\$113,000	\$149,900	\$132,500	\$135,787
ADD. #10: Not used	-	-	-	-	-
ADD. #11: Demolition of former retail space an buildout of new Security Offices on 2 nd floor	\$147,016	\$123,100	\$116,740	\$144,600	\$158,228
Sum of Base bid plus recommended additive options	\$3,455,642	\$3,502,800	\$3,572,463	\$3,887,730	\$4,126,822

Additive Options that staff recommend as pertinent and cost effective additions to the project and budget.

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

March 2, 2016

AGENDA ITEM 6A : PURCHASE OF NINE (9) FIXED ROUTE REPLACEMENT COACHES

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Steve Blaska, Director of Operations
Don Reimer, Maintenance and Facilities Manager

SUMMARY: In accordance with STA's adopted 2016-2021 Capital Improvement Program and Vehicle Replacement Plan, nine (9) Fixed Route Coaches are scheduled to be replaced in 2018. The vehicles scheduled for replacement exceed the Federal Transit Administration (FTA) minimum service life guidelines of twelve years or 500,000 miles. The vehicles being replaced will have been in service for over 15 years and have average estimated miles of 546,000.

The Capital Improvement Program has identified \$4,498,520 in Local funds and \$1,121,265 in Federal funds for a total of \$5,619,785 for the replacement of these vehicles.

The Washington State Cooperative Contract (WSCC) (#09214) has low floor, clean-diesel powered coaches that satisfy STA's requirements. Purchasing from the WSCC ensures competitive pricing and saves significant time over the development of specifications, release of a request for proposals, and the awarding of a contract.

STA's 2018 coach requirements include the purchase of three (3) 60' coaches and six (6) 40' coaches. Staff recommends purchasing the three (3) 60' articulated coaches from New Flyer Industries and the six (6) 40' coaches from Gillig Corporation. STA is very familiar with both of these manufacturers and currently operates thirteen (13) New Flyer coaches and 121 Gillig coaches. These vehicles will be manufactured in a very similar configuration to all our other coaches, which have performed well for our application and duty cycle.

The quoted unit price to purchase a 2018 60' articulated coach is \$694,160. This price represents a 17.3% cost above our most recent 60' articulated coach purchase in 2009. This primary increase in pricing is attributed to the Producer Price Index (PPI) increase. Additionally, approximately \$19,000 of the pricing increase is attributed to the 2010, 2013, and 2017 Federal Engine Emissions Standard requirements.

The quoted unit cost to purchase a 2018 40' coach is \$419,838. This price represents a 2.3% increase cost above our 2016 purchase. This pricing increase is attributed to the Producer Price Index (PPI) increase and the 2017 Federal Engine Emissions Standards requirements.

The total quoted pricing for these nine (9) vehicles is currently \$5,011,042. This pricing includes sales tax and a \$1,000 per unit fee to purchase off of the WSCC. Staff anticipates the need for approximately a 5% contingency budget to make minor changes to enhance operator and passenger amenities and ensure other appropriate coach enhancement requirements can be achieved. These configuration changes represent items such as coach pre-wiring (camera & CAD/AVL), passenger seating and securements, disc brakes, composite flooring, and electric fan drives.

It will also be important for Maintenance staff to travel to the manufacturing facility to conduct pre-production meetings and on-line inspections during production to ensure quality control and contract specification compliance. The total anticipated cost of this purchase (including taxes contingency, and travel) will not exceed the budgeted amount of \$5,619,785. Currently the total cost is estimated to be \$5,282,594.

This item comes to this Committee as information only because STA's Procurement Policy authorizes the CEO to award a contract for replacement of equipment included the Board-approved Capital Improvement Program.

RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 2, 2016

AGENDA ITEM 6B : 2015 UNAUDITED YEAR-END FINANCIAL REPORT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Lynda Warren, Director of Finance & Information Services

SUMMARY: Attached are the 2015 year-end financial results.

- ❖ Annual revenues exceeded budget by \$1.7 million
- ❖ Annual operating expenses were \$5.0 million below budget. Fuel expenses comprised \$2.6 million of this total.
- ❖ Due to the timing of projects, approximately \$6.5 million of the adopted capital budget remained unexpended in 2015. The majority of this was incorporated into the 2016 capital budget.

RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____



2015 Unaudited Year-End Financial Report

Performance Monitoring and External
Relations Committee

Lynda Warren
Director of Finance & Information Services
March 2, 2016

2015 Fares & Other Transit Revenue

(\$1.2M) (10.6%) Below Budget

- (\$1.1M) Passenger Fares
- (\$100K) Advertising

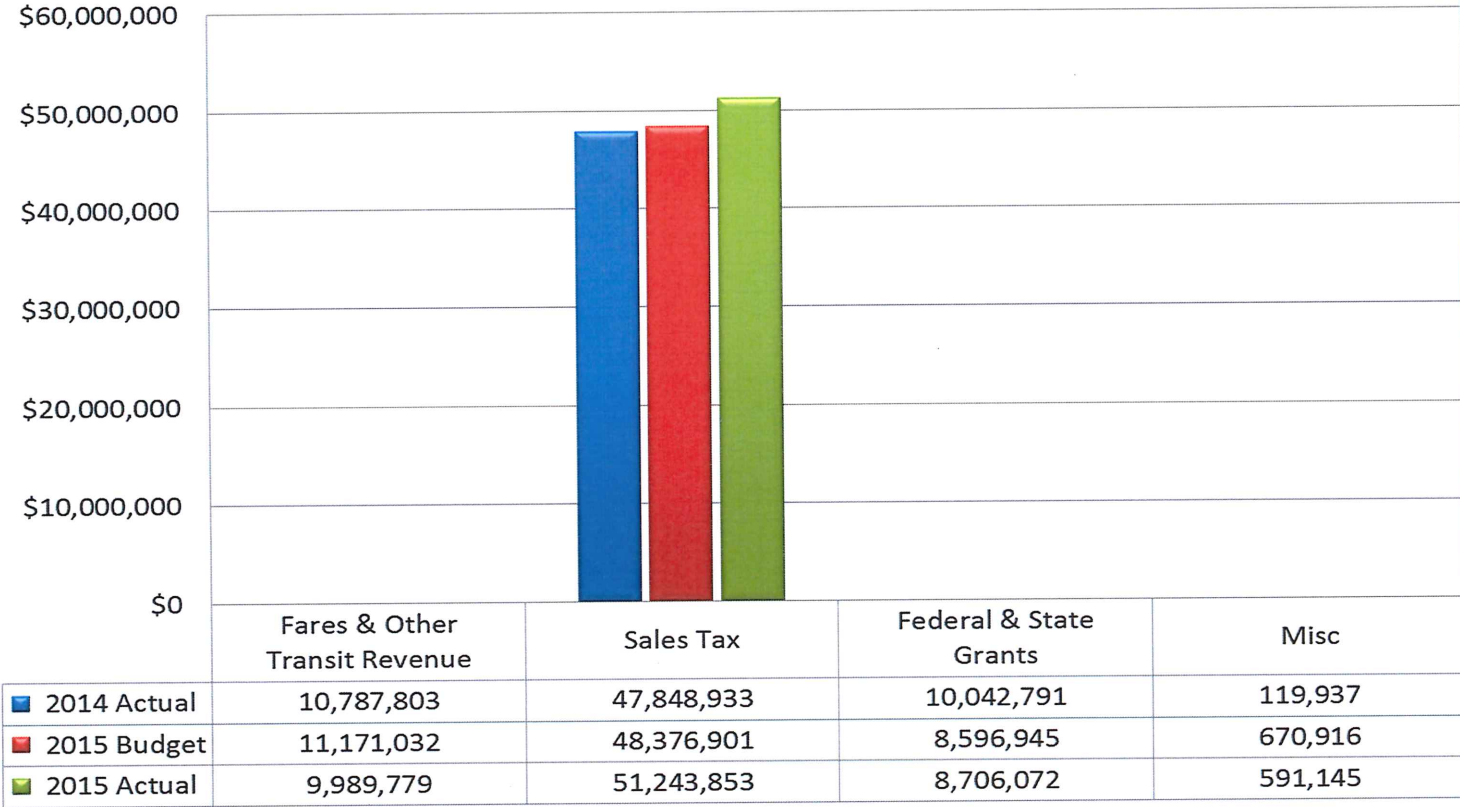
\$60,000,000
 \$50,000,000
 \$40,000,000
 \$30,000,000
 \$20,000,000
 \$10,000,000
 \$0



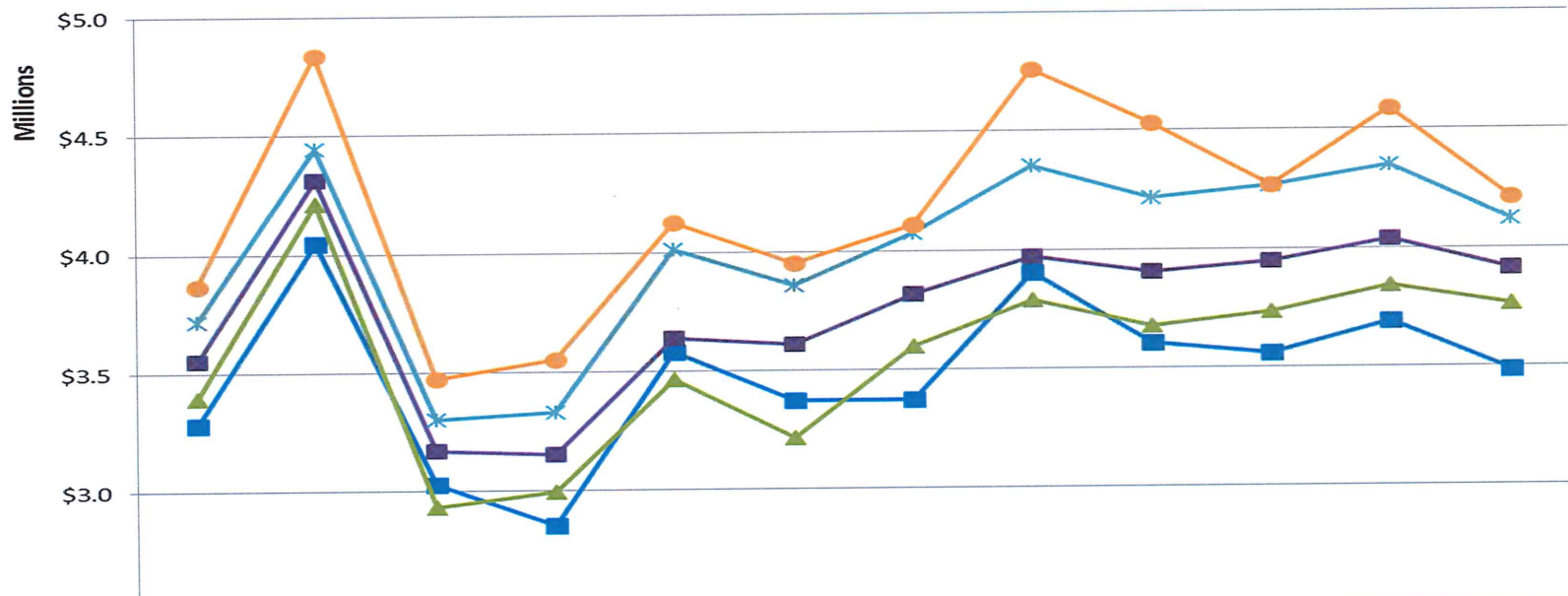
	Fares & Other Transit Revenue	Sales Tax	Federal & State Grants	Misc
2014 Actual	10,787,803	47,848,933	10,042,791	119,937
2015 Budget	11,171,032	48,376,901	8,596,945	670,916
2015 Actual	9,989,779	51,243,853	8,706,072	591,145

2015 Sales Tax Revenue

\$2.9M (5.9%) Above Budget



Sales Tax Revenue History-December 2015⁽¹⁾ *



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
■ 2011	\$3.3	\$4.0	\$3.0	\$2.9	\$3.6	\$3.4	\$3.4	\$3.9	\$3.6	\$3.6	\$3.7	\$3.5
▲ 2012	\$3.4	\$4.2	\$2.9	\$3.0	\$3.5	\$3.2	\$3.6	\$3.8	\$3.7	\$3.7	\$3.8	\$3.8
■ 2013	\$3.6	\$4.3	\$3.2	\$3.2	\$3.6	\$3.6	\$3.8	\$4.0	\$3.9	\$3.9	\$4.0	\$3.9
* 2014	\$3.7	\$4.4	\$3.3	\$3.3	\$4.0	\$3.9	\$4.1	\$4.4	\$4.2	\$4.3	\$4.3	\$4.1
● 2015	\$3.9	\$4.8	\$3.5	\$3.6	\$4.1	\$3.9	\$4.1	\$4.8	\$4.5	\$4.3	\$4.6	\$4.2

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

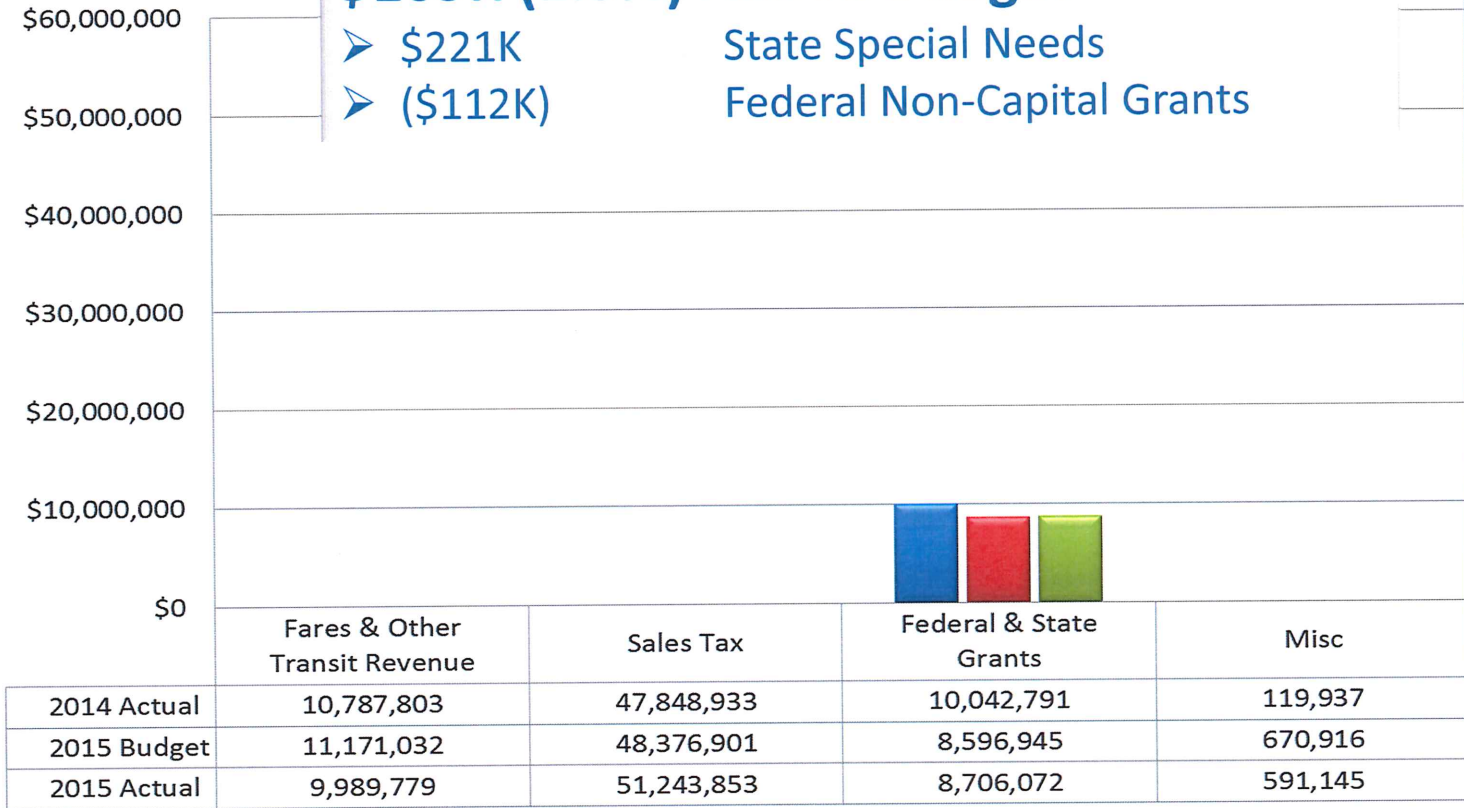
*Cash Basis

3/2/2016

2015 Federal & State Grants Revenue

\$109K (1.3%) Above Budget

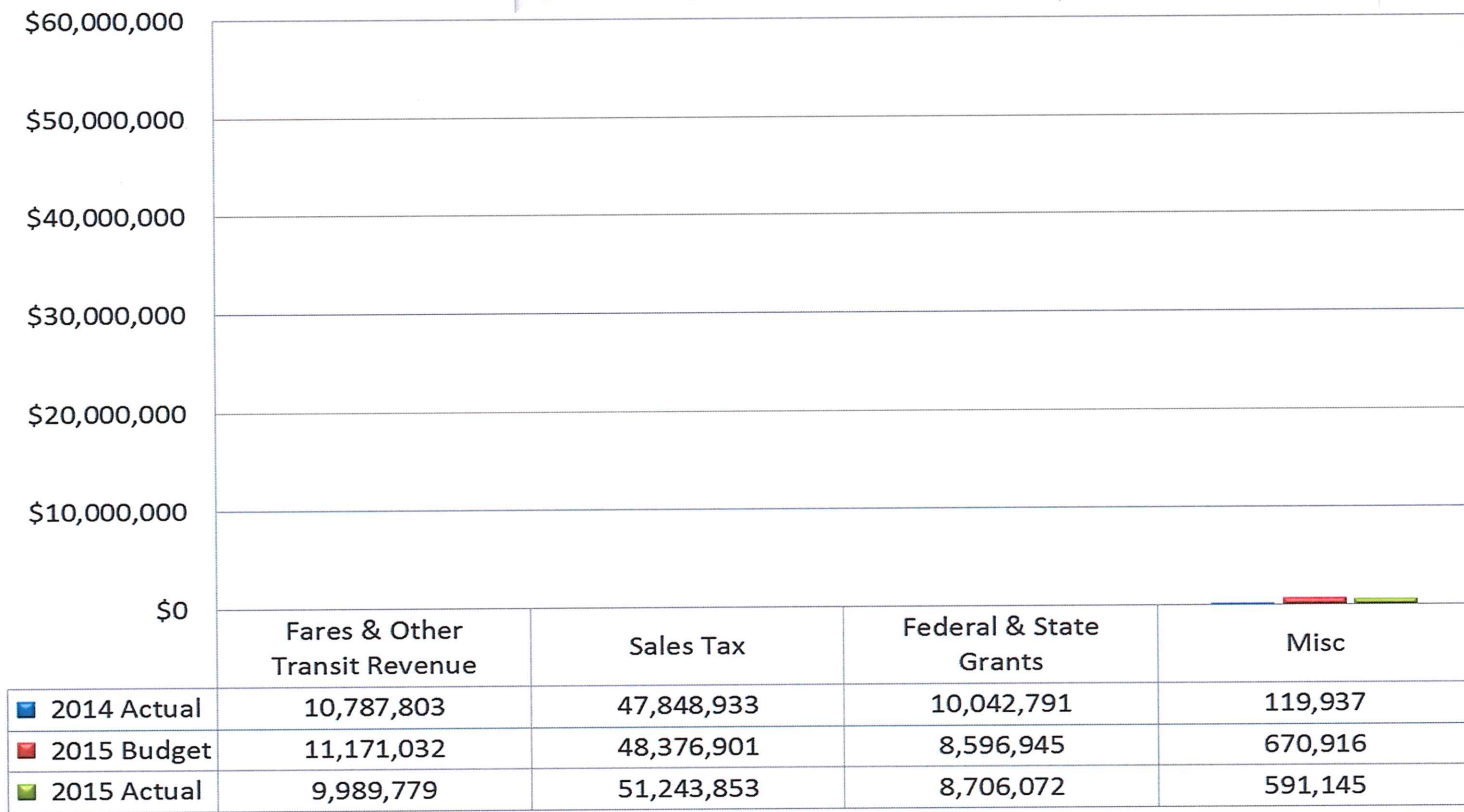
- \$221K State Special Needs
- (\$112K) Federal Non-Capital Grants



(1) Above amounts exclude grants used for capital projects. Year-to-date December 2015, state capital grants reimbursements total \$133,082 and federal capital grants reimbursements total \$2,421,581. Prior period amounts have been reclassified to conform to current year presentation.

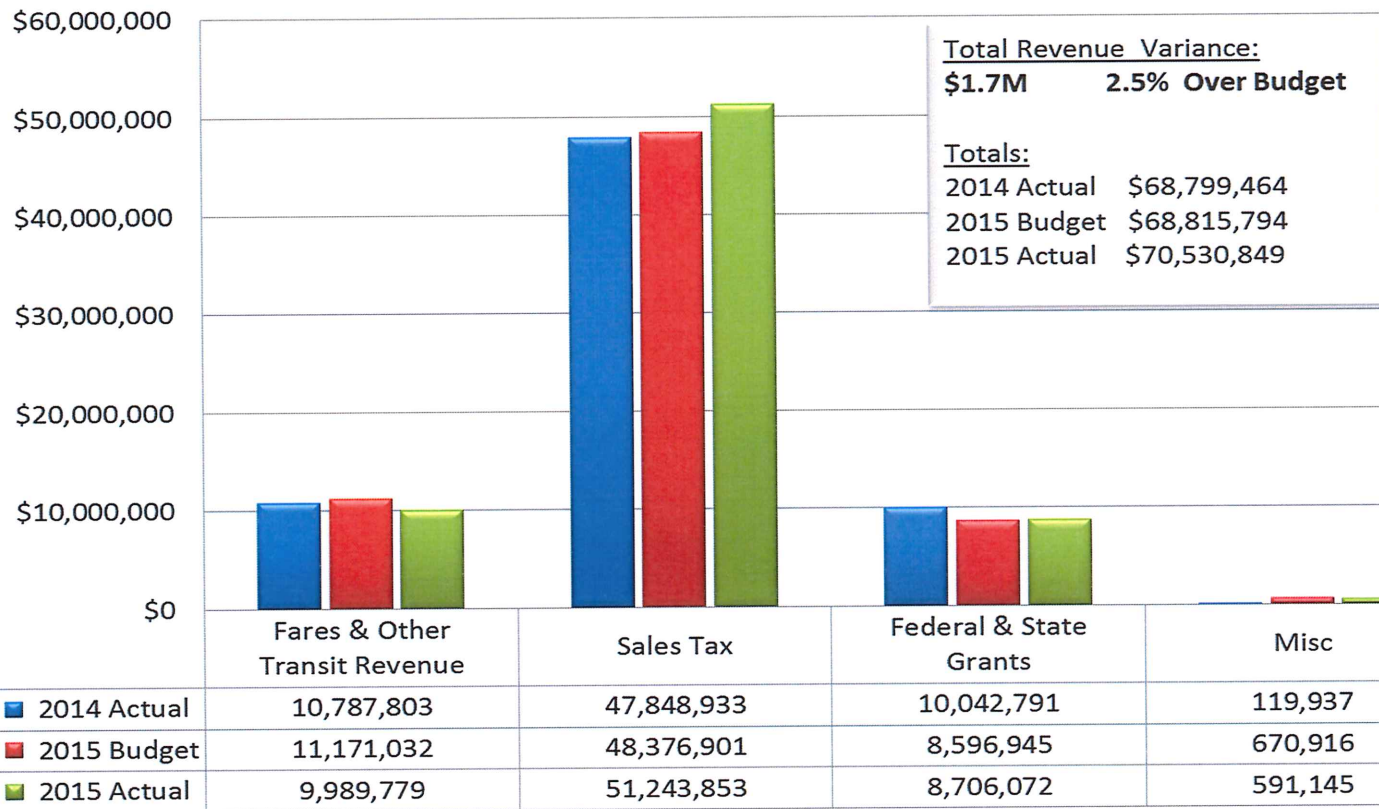
2015 Miscellaneous Revenue

(\$80K) (12%) Below Budget



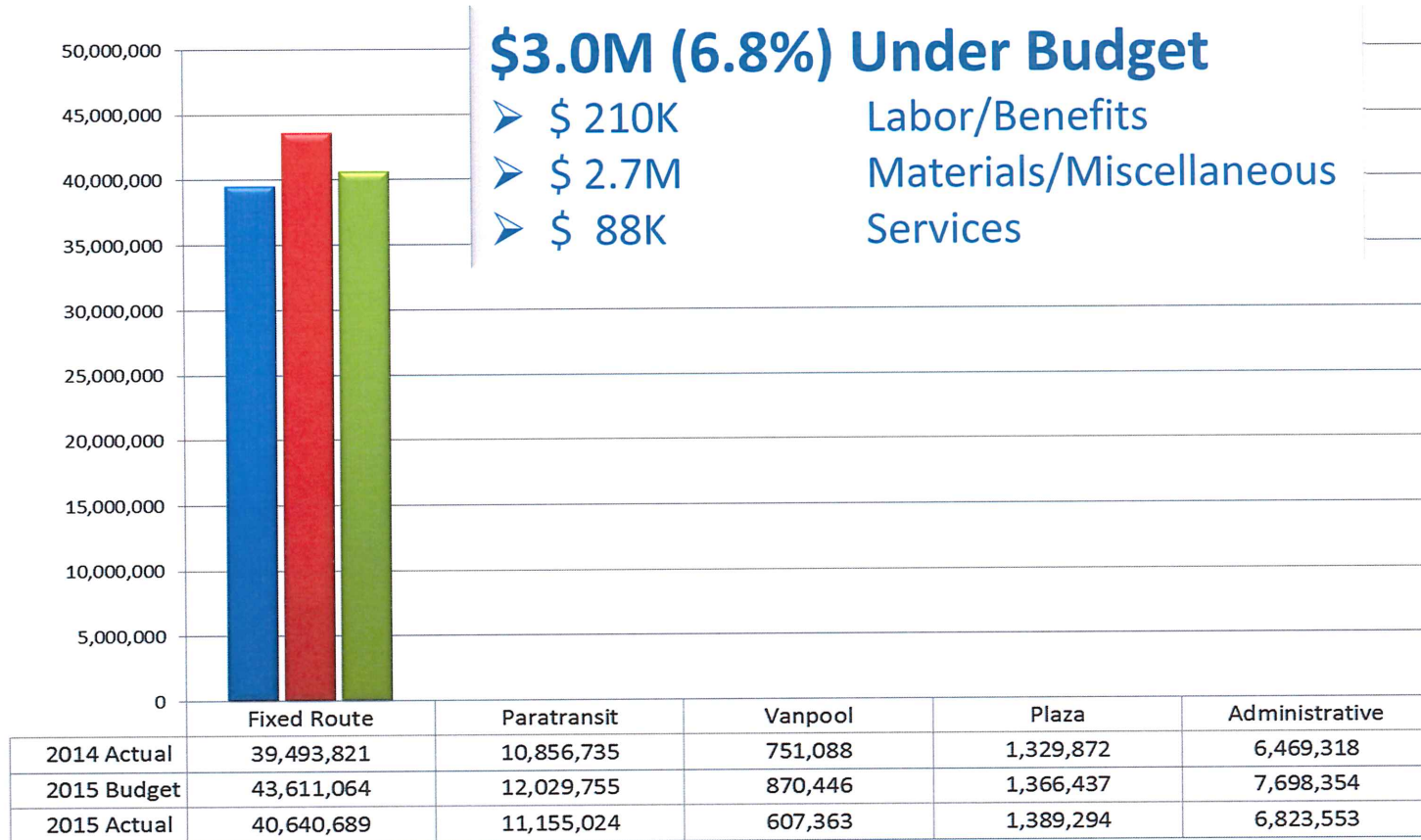
2015 Revenue Summary

Spokane Transit Revenues ⁽¹⁾ December 2015 Year-to-Date (YTD)



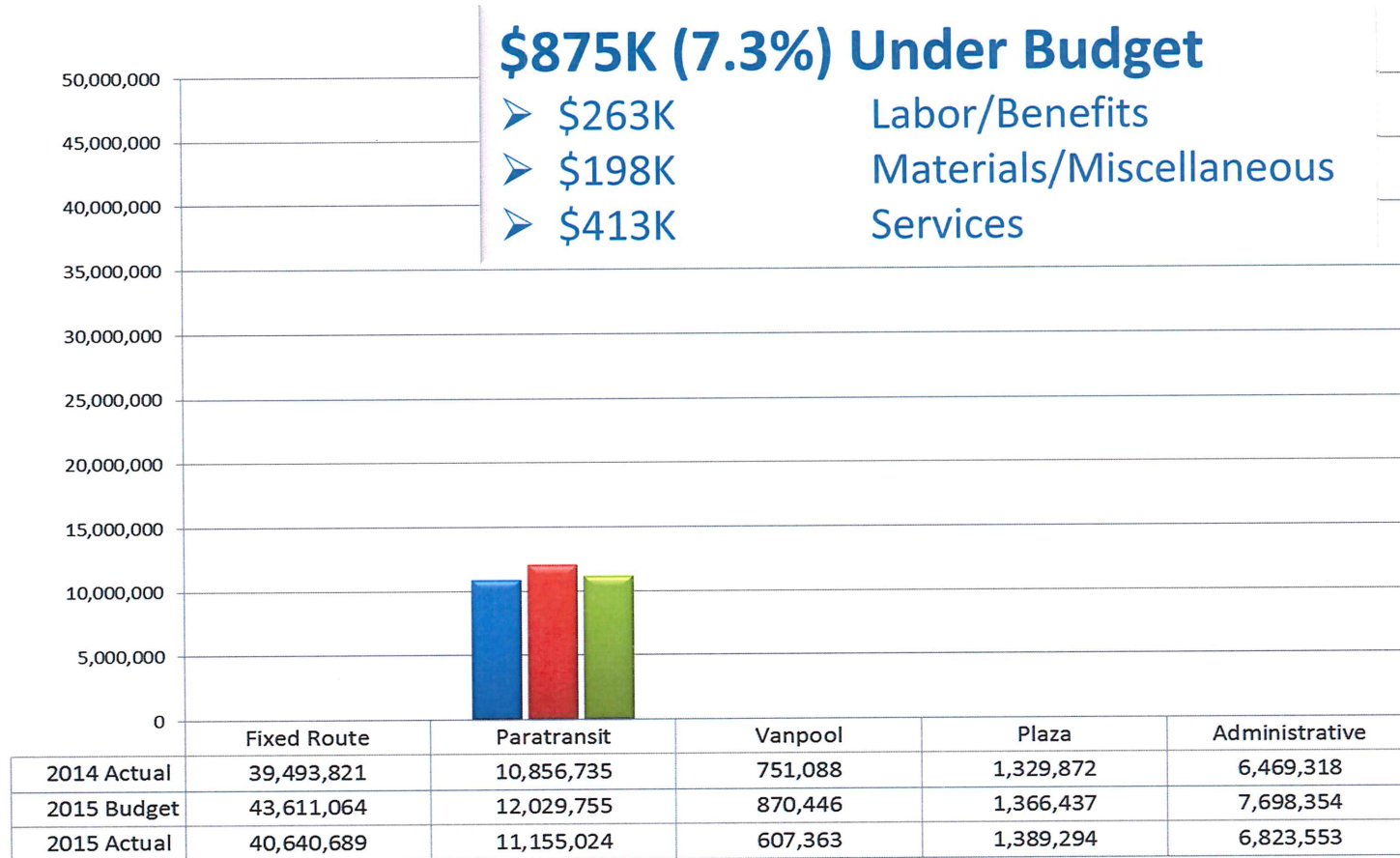
⁽¹⁾ Above amounts exclude grants used for capital projects. Year-to-date December 2015, state capital grants reimbursements total \$133,082 and federal capital grants reimbursements total \$2,421,581. Prior period amounts have been reclassified to conform to current year presentation.

2015 Fixed Route Expenses



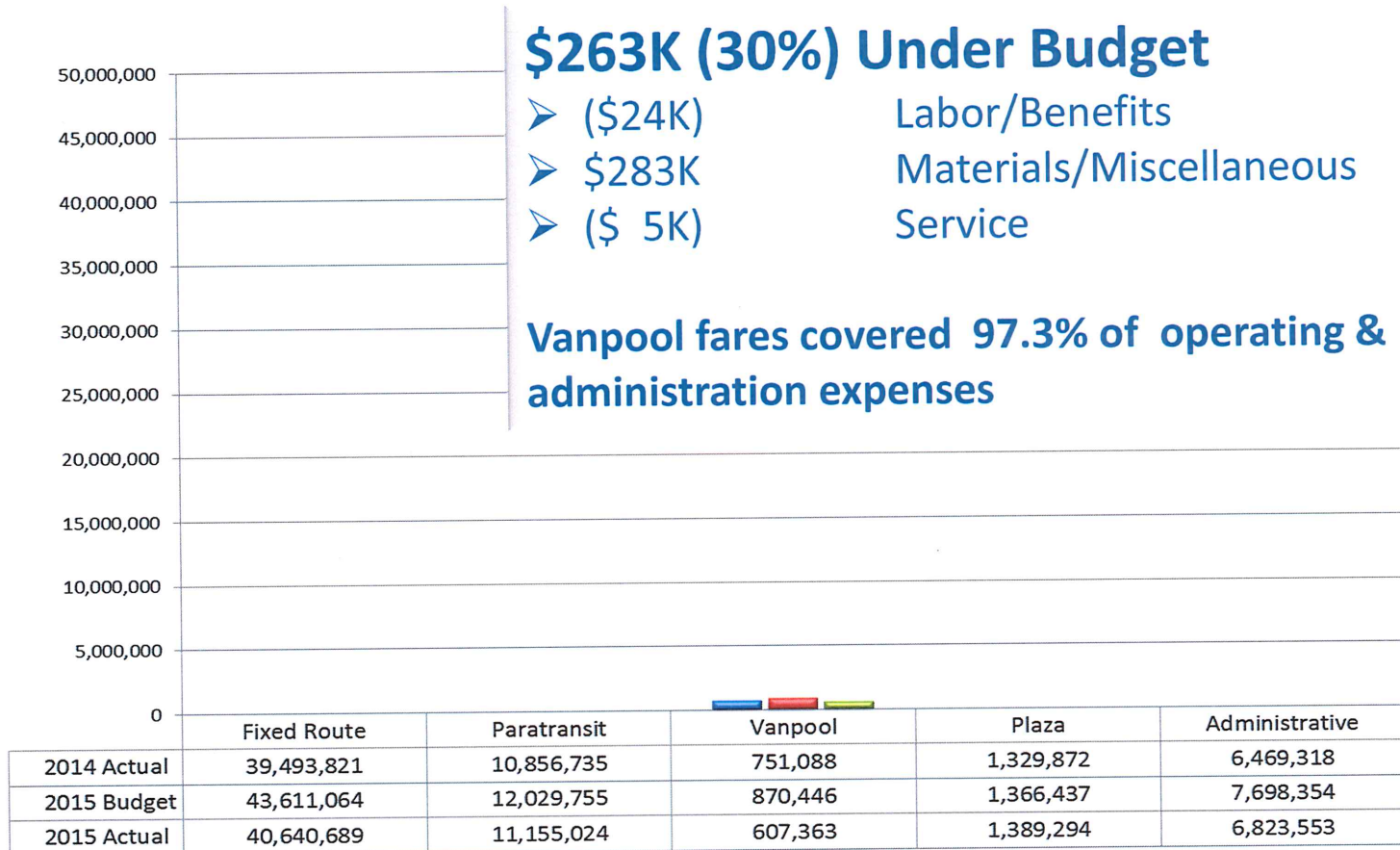
(1) Operating expenses exclude capital expenditures of \$12,185,429, street/road cooperative projects of \$81,026 and election costs of \$140,680 at year-to-date December 2015. Prior period amounts have been reclassified to conform to current year presentation.

2015 Paratransit Expenses



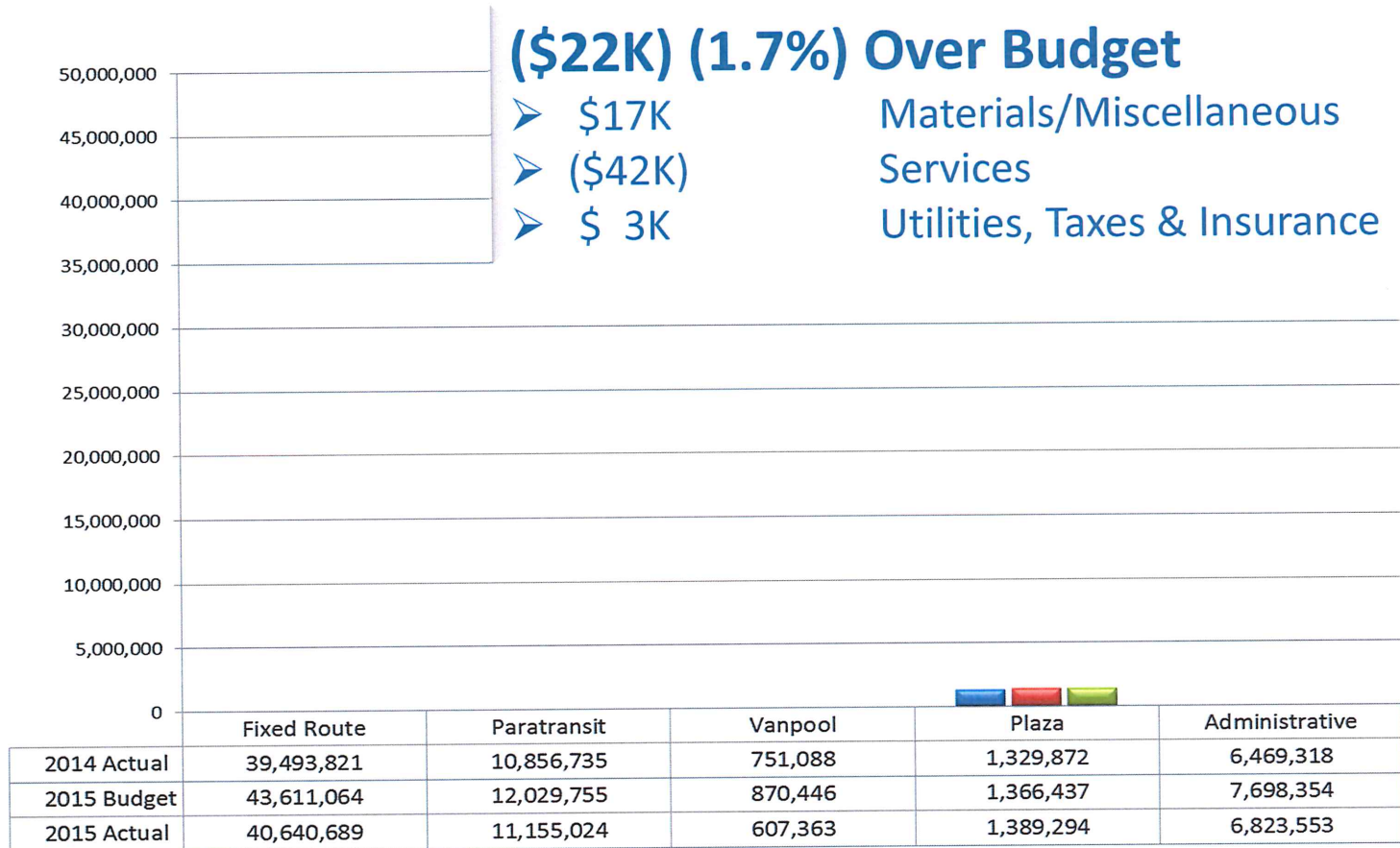
⁽¹⁾ Operating expenses exclude capital expenditures of \$12,185,429, street/road cooperative projects of \$81,026 and election costs of \$140,680 at year-to-date December 2015. Prior period amounts have been reclassified to conform to current year presentation.

2015 Vanpool Expenses



⁽¹⁾ Operating expenses exclude capital expenditures of \$12,185,429, street/road cooperative projects of \$81,026 and election costs of \$140,680 at year-to-date December 2015. Prior period amounts have been reclassified to conform to current year presentation.

2015 Plaza Expenses



⁽¹⁾ Operating expenses exclude capital expenditures of \$12,185,429, street/road cooperative projects of \$81,026 and election costs of \$140,680 at year-to-date December 2015. Prior period amounts have been reclassified to conform to current year presentation.

**SPOKANE TRANSIT
CAPITAL BUDGET STATUS
DECEMBER 31, 2015**


Capital Projects	Quantity	State Funding	Federal Funding	Local Funding	2015 Budget Total	Expensed to Date	Remaining Balance
Revenue Vehicles							
Fixed Route Coaches (Diesel)							
Paratransit Vans	7		\$541,557	\$135,389	\$676,946	\$577,422	\$99,524
Vanpool Vans (Replacement)	10			292,632	292,632	-	292,632
Vanpool Vans (Expansion)	10	\$234,106		58,526	292,632	-	292,632
Total Revenue Vehicles	27	\$234,106	\$541,557	\$486,547	\$1,262,210	\$577,422	\$684,788
Non-Revenue Vehicles							
Service Vehicles	1			\$30,000	\$30,000	\$0	\$30,000
Genie Boom Lift	1			47,250	47,250	44,958	2,292
Total Non-Revenue Vehicles	2	\$0	\$0	\$77,250	\$77,250	\$44,958	\$32,292
Facilities - Maintenance and Administration							
Boone - Facility Master Plan Program				\$940,792	\$940,792	\$261,015	\$679,777
Boone - Preservation and Improvement			\$376,338	2,518,028	2,894,366	2,395,647	498,719
Fleck Center Preservation and Improvement				670,448	670,448	190,699	479,749
Miscellaneous Equipment and Fixture				152,000	152,000	-	152,000
Total Facilities - Maintenance and Administration		\$0	\$376,338	\$4,281,268	\$4,657,606	\$2,847,361	\$1,810,245
Facilities - Passenger and Operational							
Park and Ride Upgrades				\$275,000	\$275,000	\$54,152	\$220,848
Plaza Renovation				2,043,500	2,043,500	445,743	1,597,757
Route and Stop Facility Improvements			\$80,000	120,000	200,000	177,489	22,511
Valley Transit Center (Pence Cole) Preservation				61,000	61,000	10,108	50,892
Park and Ride Development				477,500	477,500	878	476,622
Total Facilities - Passenger and Operational		\$0	\$80,000	\$2,977,000	\$3,057,000	\$688,370	\$2,368,630
Technology Projects							
Business Systems Replacement			\$575,200	\$443,800	\$1,019,000	\$398,854	\$620,146
Communications Technology Upgrade				4,200,000	4,200,000	4,376,605	(176,605)
Computer Equipment Preservation and Upgrade				225,000	225,000	126,260	98,740
Operating and Customer Service Software				105,000	105,000	22,006	82,994
Smart Bus Implementation			38,159	1,847,237	1,885,396	410,859	1,474,537
Security and Access Technology				104,326	104,326	-	104,326
Fare Collectin and Sales Technology				112,000	112,000	-	112,000
Total Technology Projects		\$0	\$613,359	\$7,037,363	\$7,650,722	\$5,334,584	\$2,316,138
High Performance Transit							
Central City Line		\$250,000	\$687,500	\$40,000	\$977,500	\$163,886	\$813,614
HPT Program Development			288,835	72,210	361,045	362,772	(1,727)
West Plains Transit Center			523,325	81,675	605,000	469,171	135,829
Total High Performance Transit	-	\$250,000	\$1,499,660	\$193,885	\$1,943,545	\$995,829	\$947,716
SUBTOTAL before reconciling items and accruals	29	\$484,106	\$3,110,914	\$15,053,313	\$18,648,333	\$10,488,525	\$8,159,808
RECONCILING ITEMS (ITEMS BUDGETED AND ANTICIPATED TO HAVE BEEN PAID IN 2014 BUT PAYMENTS DELAYED TO 2015)						\$1,065,798	(\$1,065,798)
RECONCILING ITEMS (ITEMS UNBUDGETED IN 2015)						39,106	(39,106)
DECEMBER ACCRUALS						591,999	(591,999)
GRAND TOTAL					\$18,648,333	\$12,185,429	\$6,462,904

SPOKANE TRANSIT
STATUS OF FEDERAL CAPITAL GRANTS
DECEMBER 31, 2015

<u>GRANTS</u>	<u>LATEST APPROVED BUDGET</u>	<u>CUMULATIVE AMOUNT EXPENDED</u>	<u>ACCRUALS</u>	<u>UNEXPENDED BALANCE</u>	<u>UNEXPENDED LOCAL BALANCE</u>	<u>UNEXPENDED FEDERAL BALANCE</u>
WA-04-0064 ROOF REPLACEMENT/BUSINESS SYSTEM	4,645,068	3,062,879	0	1,582,189	316,438	1,265,751
WA-95-X050 SMART BUS - CAD/AVL	4,473,837	4,473,837	0	(0)	(0)	(0)
WA-90-X492 ADA ACCESS, SIGNAGE, BUS SHELTERS	323,578	323,578	0	0	0	0
WA-04-0090 GENERATORS, STATE OF GOOD REPAIR-MAINTENANCE	1,332,500	1,171,970	10,465	150,065	30,013	120,052
WA-90-X512 ADA ACCESS, SIGNAGE, BUS SHELTERS	241,250	241,250	0	0	0	0
WA-37-X050 MEDICAL LAKE SERVICE OPERATING ASSISTANCE	779,048	779,048	0	0	0	0
WA-57-X023 NEW FREEDOM (PASS THRU TO CITY OF SPOKANE)	315,500	315,495	0	5	1	4
WA-34-0002 PARATRANSIT VANS (12)	2,904,777	2,456,274	0	448,503	89,701	358,802
WA-90-X537 ADA ACCESS	140,214	140,214	0	0	0	0
WA-95-X079 UNIVERSAL TRANSIT ACCESS PASS - CCS	1,748,397	1,093,794	0	654,603	44,368	610,235
WA-95-X068 CENTRAL CITY/HPT DESIGN & STANDARDS	618,750	471,342	0	147,408	29,482	117,927
WA-95-X081 ENGINEERING/DESIGN WEST PLAINS TRANSIT CENTER	1,100,000	669,191	0	430,809	(16,777)	447,585
WA-95-X082 ENGINEERING/DESIGN CENTRAL CITY LINE	1,589,596	126,206	0	1,463,390	181,804	1,281,586
WA-90-X579 ADA ACCESS	97,849	40,134	0	57,715	11,543	46,172
WA-16-X048 VAN SERVICE EXPANSION, DEMAND RESPONSE, ADA PARATRANS	818,737	0	0	818,737	250,747	567,990
WA-90-X598 BUS SHELTERS, BUS STOP IMPROVEMENTS, SIGNAGE	96,250	0	0	96,250	19,250	77,000
WA-95-X092 SMART CARD/FAREBOX UPGRADE	1,400,000	0	0	1,400,000	700,000	700,000
FEDERAL GRANTS TOTAL	\$22,625,351	\$15,365,211	\$10,465	\$7,249,674	\$1,656,569	\$5,593,105

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

March 2, 2016

AGENDA ITEM 6C : YEAR END 2015 PERFORMANCE MEASURES
REFERRAL COMMITTEE: N/A
SUBMITTED BY: Steve Blaska, Director of Operations 

SUMMARY: Attached are the results for our fourth quarter 2015 Performance Measures highlights. The complete report is posted to the STA website at: <http://www.spokanetransit.com/about-sta/view/mission-priorities-performance-measures>.

Earn and Retain the Community's Trust

- Ridership for Fixed Route ended the year down 4.5% compared to our record ridership year in 2014. Fixed Route provided 10,815,736 in 2015 vs. 11,324,434 in 2014.
 - As reported previously, this decrease in ridership is consistent with national trends, and American Bus Benchmarking Group trends. Washington State transit results are somewhat mixed depending on whether an agency had to cut service during the recession and whether they have now restored some of that service.
 - Largest contributors to decreased ridership are in the post-secondary school population. Decreased ridership in the Eagle Pass and the Community Colleges of Spokane programs accounted for 40% of the decrease in ridership
 - The assessment from partner agencies is that lower fuel prices have contributed to some individuals returning to their cars. We share that assessment as well. Another factor was our mild winter in early 2015. We did not see the bump in ridership we usually experience on days with moderate snowfall. Conversely, the November windstorm had a negative effect on ridership in the days following the storm.
- Our goal in Paratransit is to manage growth and maintain the 2014 ridership level. At year end, Paratransit ridership is 2.3% lower than in 2014 (464,449 vs. 475,171).
 - Paratransit demand continues to be managed through programs like Mobility Training and In Person Assessments. Additionally, we continue to get a benefit from the distribution of retired vanpool and paratransit vans through the Van Grant Program. We have distributed 40 vans to Human Services Organizations over the last 5 years.
 - Also contributing is the reduction of some programs that served individuals with disabilities. With fewer activities, their travel demands have been reduced. Evidence of this is the fact that almost half of the reduction in Para ridership is attributable to the reduced number of trips conducted by the Special Use Vanpool (SUV) program. SUV is a program where agencies use STA vehicles to meet some of their own travel demands.
 - The year-over-year reduction in Paratransit demand represents the continuation of a general trend over the last ten years due to the factors listed above. However, indications from the last two months suggest that we have maximized the effect of these measures and we are starting to see a trend to growing demand in 2016.
- Vanpool ridership decreased in 2015 by 10.9% (219,578 vs. 246,331 in 2014). Now our objective is to set our sights on overall ridership growth in 2016.
 - Vanpool participation is very heavily affected by fuel prices, so we are experiencing the same challenge as we are in Fixed Route in that regard.
 - One other trend is that there has been a slight reduction in the number of riders in each vanpool group. This not only has an overall ridership impact, but it also makes vanpool groups more susceptible to folding if they experience any additional group members dropping out.
 - An aggressive marketing and outreach program is in place to educate major employers and inform individuals of vanpool opportunities.

Provide Excellent Customer Service

- The company-wide average for “professional and courteous” exceeded the goal of a 4.5 average (on a 5 point scale) from customer observations in our Quality Counts! survey program. STA’s overall average was 4.68.
- At 95.4%, Fixed Route exceeded our goal of 85% of trips running on time (on time is measured as a bus departing between 0 to 5 minutes from the scheduled departure time). The last six month’s results reflect initial reporting from our new computer-aided dispatch and automated vehicle location (CAD/AVL) system which measured over 250,000 stops each month. This is a much more comprehensive view than our previous manual random samples by Supervisors.
- Paratransit on time performance was at 93.6%, just short of our goal of 95%. These checks represent automated vehicle location information compiled for every trip.

Enable Organizational Success

- Both Fixed Route and Paratransit met the goal of 100% successful ride checks for all active coach and van operators.

Exemplify Financial Stewardship

- Both Fixed Route and Paratransit far surpassed our goal to keep our cost per passenger at least 95% of the average cost of the urban systems in Washington State. Ben Franklin Transit has been added to our comparables in 2016 due to the fact that WSDOT has now categorized them as an “urban” system.
- Fixed Route cost per passenger was \$4.36. This is 68.3% of the urban systems’ average.
- Paratransit cost per passenger was \$27.78. This is 59.4% of the urban systems’ average.

Ensure Safety

- At 0.06, Fixed Route was in line with our standard of 0.08 preventable accidents per 10,000 miles.
- At 0.09, Paratransit was in line with our standard of 0.10 preventable accidents per 10,000 miles.

(A complete set of the 2015 Year End Performance Measures is attached to the end of this packet.)

RECOMMENDATION TO BOARD: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____



Performance Measures Year End 2015



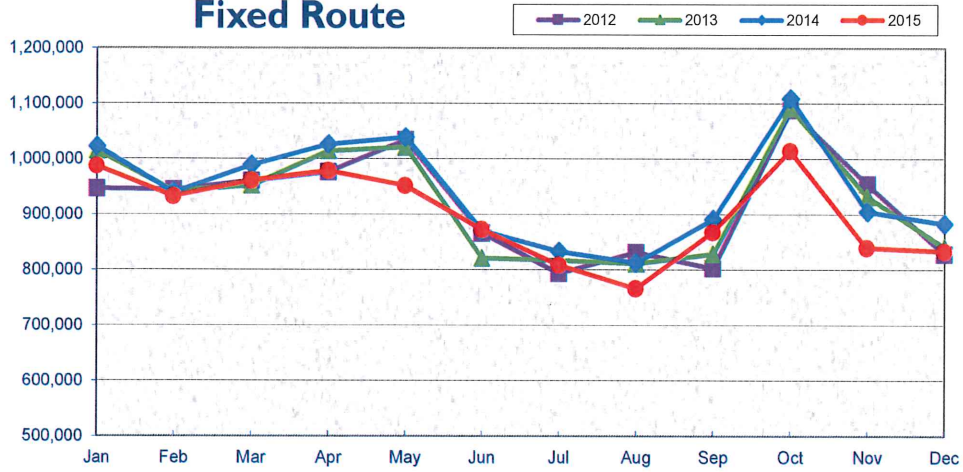
Performance Measures

- **Earn and Retain the Community's Trust**
Ridership
- **Provide Excellent Customer Service**
Professionalism and Courtesy /
On Time Performance
- **Enable Organizational Success**
Annual Employee Feedback / Ride Checks
- **Exemplify Financial Stewardship**
Cost Effectiveness / Cost Per Passenger
- **Ensure Safety**
Accident Rate



Ridership

Fixed Route



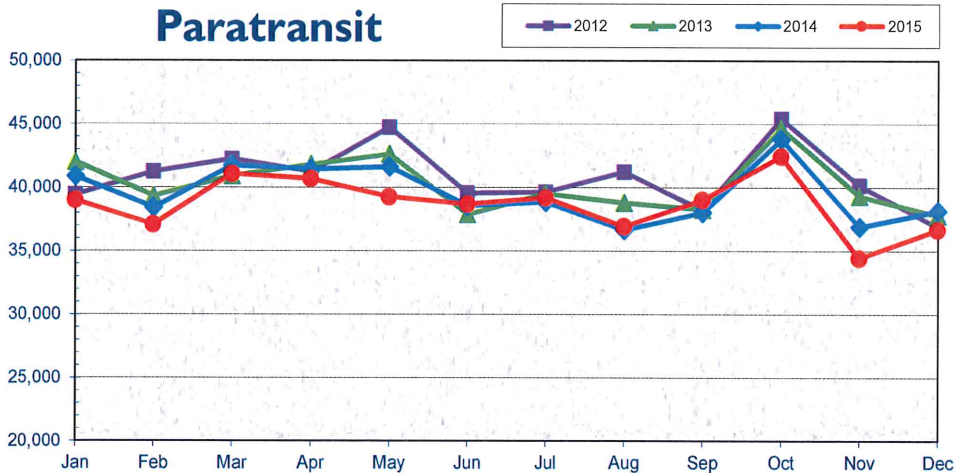
2012 = 11,031,338
 2013 = 11,087,049
 2014 = 11,324,434
 2015 = 10,815,736

Goal: 0.5% Increase over 2014 Ridership
Result: 4.5% Decrease



Ridership

Paratransit



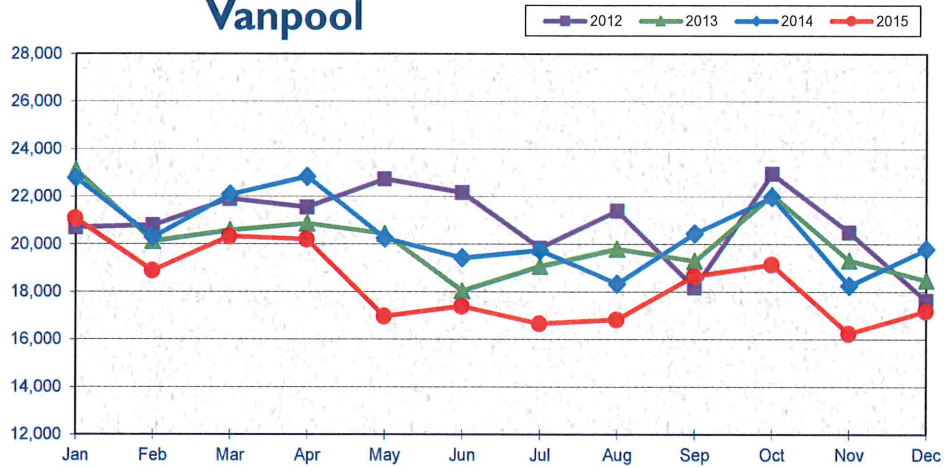
2012 = 490,106
 2013 = 483,038
 2014 = 475,171
 2015 = 464,449

Goal: Maintain 2014 Ridership Level
Result: 2.3% Decrease



Ridership

Vanpool

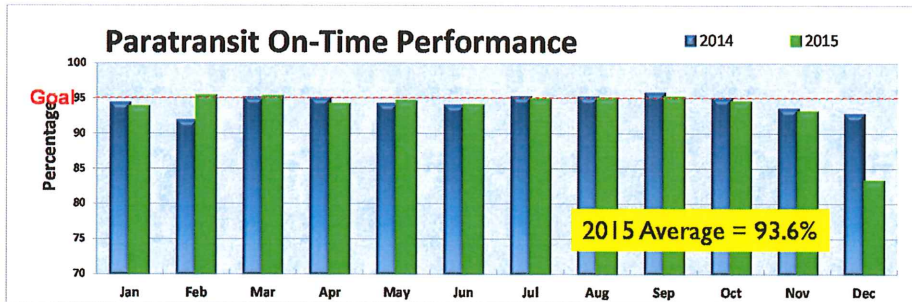
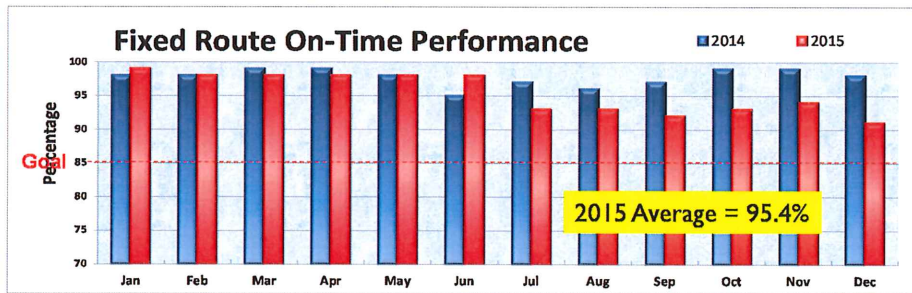


2012 = 250,436
 2013 = 241,257
 2014 = 246,331
 2015 = 219,578

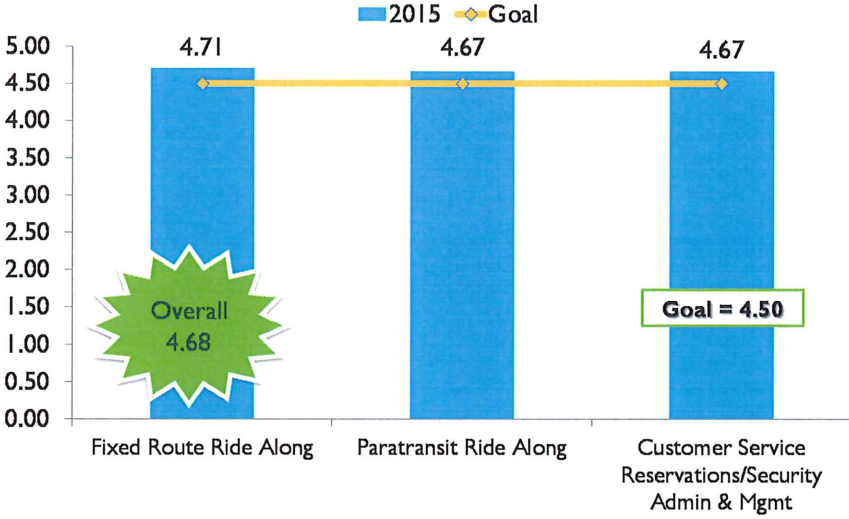
Goal: 7.0% Increase over 2014 Ridership
Result: 10.9% Decrease



On Time Performance



Professional & Courteous



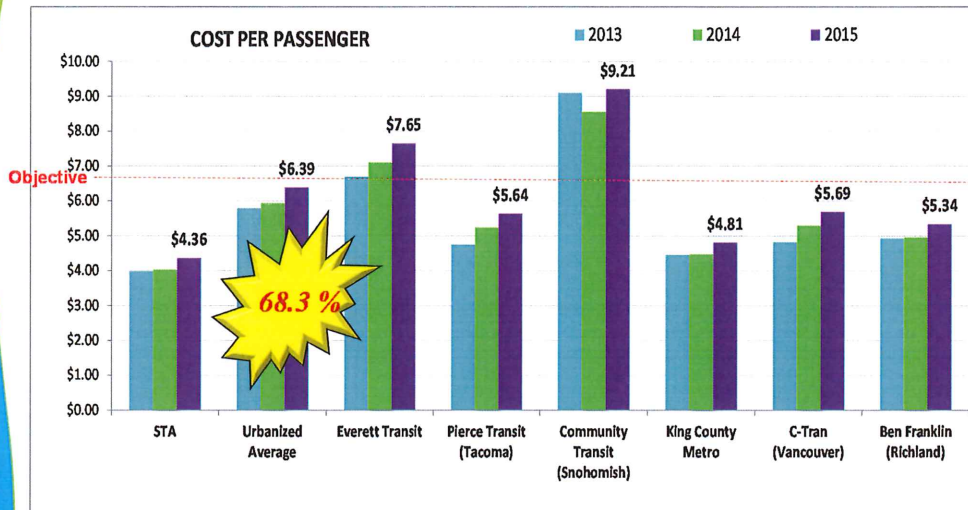
Ride Checks/ Ride Alongs

	2014	2015	Goal
Fixed Route	230 of 242 completed	233* of 253 completed	100% of operators checked annually
Paratransit	54 of 55 completed	54 of 55 completed	100% of operators checked annually

* All active Operators completed

Cost Effectiveness

Fixed Route



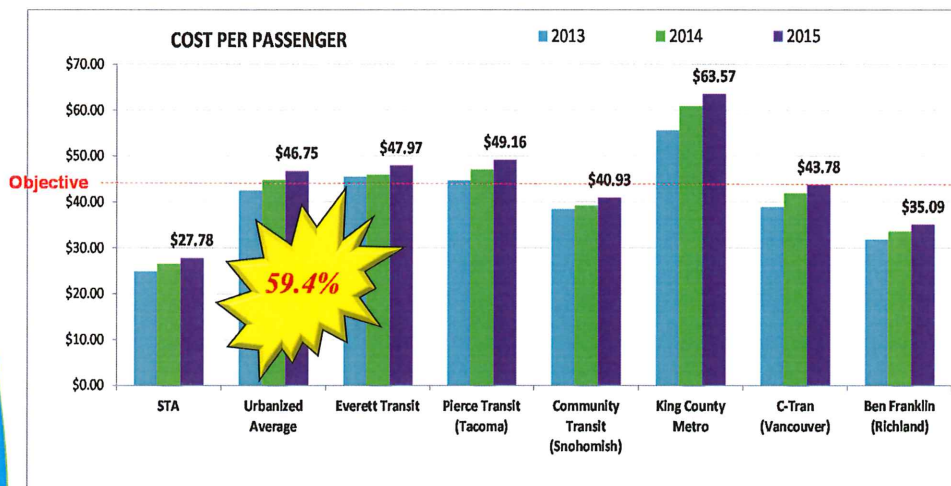
OBJECTIVE: CONSTRAIN OPERATING COST PER PASSENGER TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS

* System averages assume a performance equal to STA for 2014

29

Cost Effectiveness

Paratransit



OBJECTIVE: CONSTRAIN OPERATING COST PER PASSENGER TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS

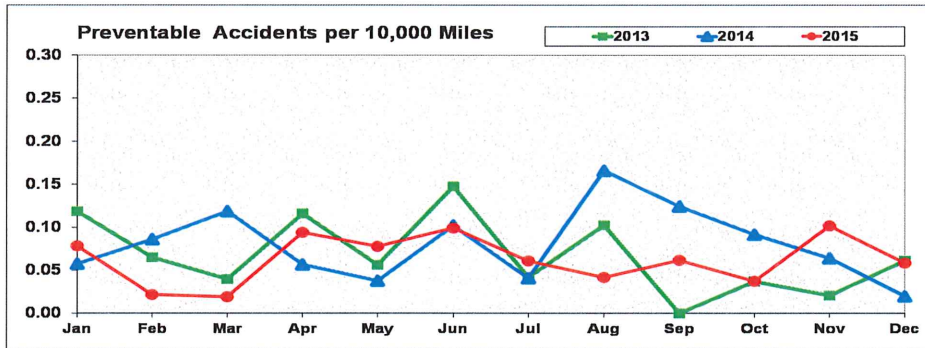
* System averages assume a performance equal to STA for 2014

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PREVENTABLE VEHICLE ACCIDENTS

Fixed Route				
	2012	2013	2014	2015
Jan	2	6	3	4
Feb	4	3	4	1
Mar	5	2	6	1
Apr	1	6	3	5
May	4	3	2	4
Jun	2	7	5	5
Jul	1	2	2	3
Aug	4	5	8	2
Sep	2	0	6	3
Oct	2	2	5	2
Nov	3	1	3	5
Dec	0	3	1	3
Total Prev. Accidents	30	40	48	38
YTD PREVENTABLE ACCIDENTS PER 10,000 MILES	0.05	0.07	0.08	0.06

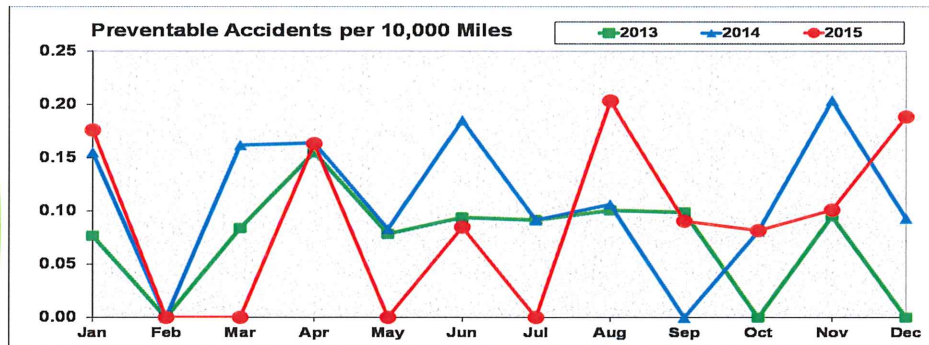
**Standard:
Less than 0.08 per
10,000 miles**



PREVENTABLE VEHICLE ACCIDENTS

Paratransit				
	2012	2013	2014	2015
Jan	0	1	2	2
Feb	2	0	0	0
Mar	1	1	2	0
Apr	0	2	2	2
May	1	1	1	0
Jun	0	1	2	1
Jul	0	1	1	0
Aug	0	1	1	2
Sep	0	1	0	1
Oct	0	0	1	1
Nov	3	1	2	1
Dec	0	0	1	2
Total Prev. Accidents	7	10	15	12
YTD PREVENTABLE ACCIDENTS PER 10,000 MILES	0.05	0.07	0.11	0.09

**Standard:
Less than
0.10 per
10,000 miles**



**SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING**

March 2, 2016

AGENDA ITEM 7: CEO REPORT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: N/A

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

RECOMMENDATION TO COMMITTEE: N/A

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING & EXTERNAL RELATIOS COMMITTEE MEETING

March 2, 2016

AGENDA ITEM 8A : FEBRUARY 2016 SALES TAX REVENUE INFORMATION

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Lynda Warren, Director of Finance & Information Services
Lynn Holmes, Financial Services Manager
Tammy Johnston, Budget and Accounting Manager

Attached is February 2016 sales tax revenue information.

February sales tax revenue, which represents sales for December 2015, was:

+6.3% over February 2015 actual

+5.4% YTD above budget

+5.5% above YTD actual

RECOMMENDATION TO COMMITTEE: Information only.

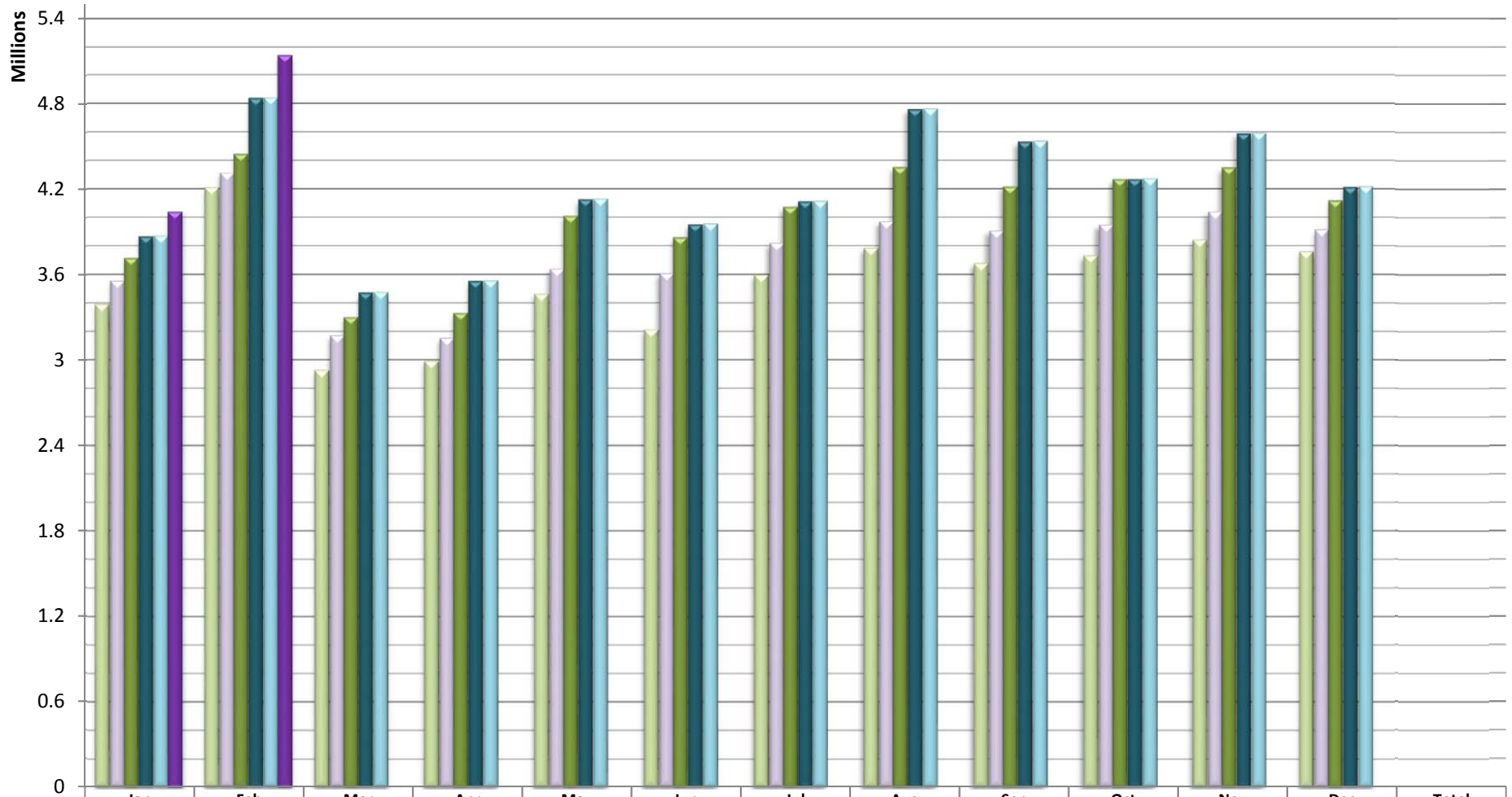
FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

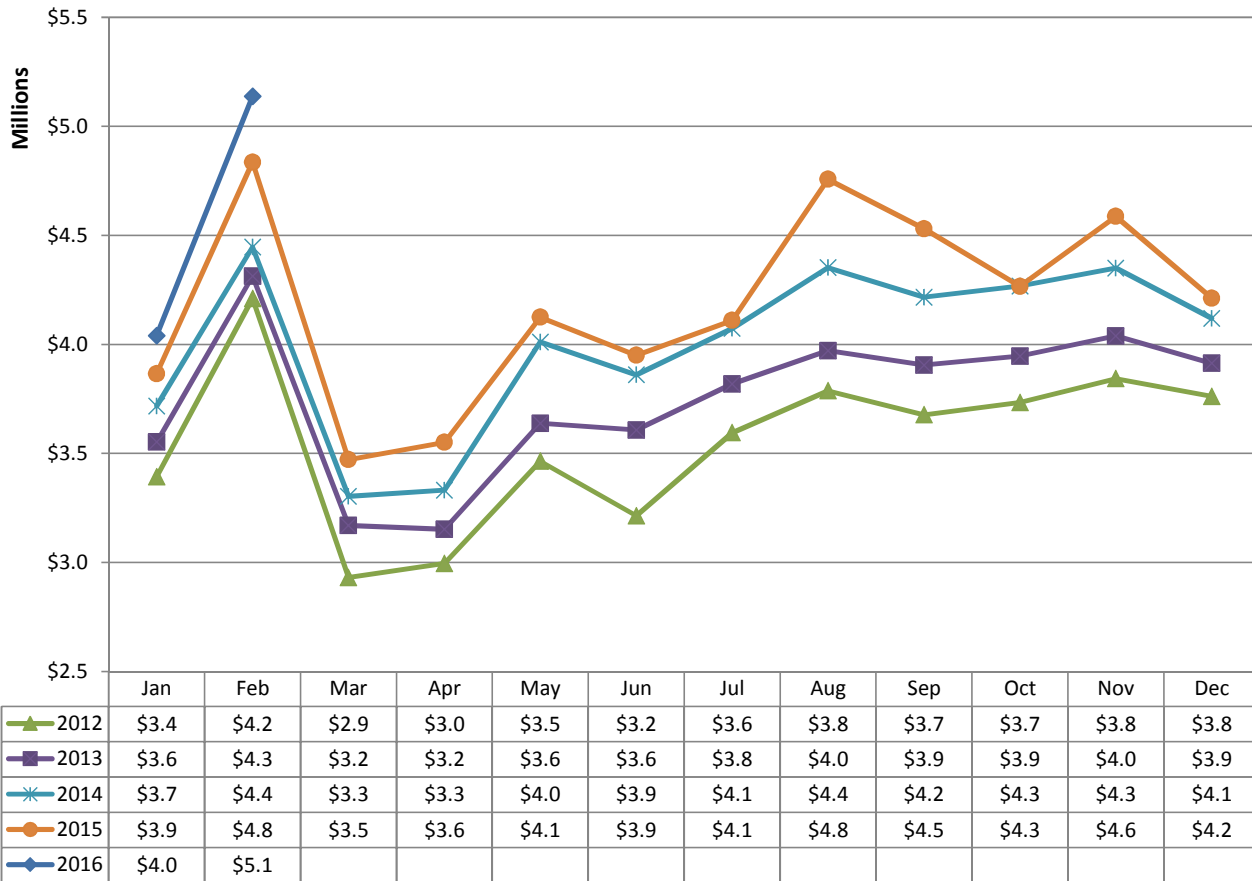
2012 - 2016 SALES TAX RECEIPTS ⁽¹⁾



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2012 Act.	3,393,162	4,210,587	2,931,140	2,995,322	3,464,079	3,214,084	3,595,195	3,786,787	3,677,285	3,733,831	3,842,726	3,761,526	42,605,722
2013 Act.	3,552,629	4,313,315	3,170,287	3,152,776	3,638,110	3,607,445	3,818,364	3,971,379	3,905,284	3,946,531	4,038,362	3,913,617	45,028,101
2014 Act.	3,717,183	4,445,759	3,303,019	3,331,820	4,010,737	3,860,469	4,073,091	4,352,108	4,215,907	4,267,406	4,349,765	4,119,702	48,046,965
2015 Act.	3,865,250	4,835,478	3,471,459	3,550,797	4,124,484	3,949,801	4,109,906	4,756,705	4,530,359	4,265,975	4,587,132	4,211,936	50,259,282
2016 Bud.	3,869,575	4,840,888	3,475,344	3,554,771	4,129,100	3,954,221	4,114,505	4,762,028	4,535,428	4,270,749	4,592,265	4,216,648	50,315,522
2016 Act.	4,040,342	5,138,043	-	-	-	-	-	-	-	-	-	-	-
\$ Mo. Var.	175,092	302,566	-	-	-	-	-	-	-	-	-	-	-
% Mo. Var.	4.5%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
\$ YTD Var.	175,092	477,657	-	-	-	-	-	-	-	-	-	-	-
% YTD Var.	4.5%	5.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
% YTD Bud. Var.	4.4%	5.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

Sales Tax Revenue History-February 2016⁽¹⁾



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

Sales Tax Summary (with Mitigation for All Jurisdictions)					
February 2016					
	YTD 2015	YTD 2016	\$ CHANGE	% CHANGE	
LIBERTY LAKE	347,370	437,688	90,317	26.0%	
MILLWOOD	\$ 66,209	\$ 79,310	\$ 13,101	19.8%	
CHENEY	199,292	221,681	22,389	11.2%	
SPOKANE COUNTY	3,920,176	4,226,978	306,803	7.8%	
SPOKANE VALLEY	3,115,895	3,305,129	189,234	6.1%	
PFD	1,540,870	1,629,755	88,885	5.8%	
STA	8,700,727	9,178,385	477,657	5.5%	
SPOKANE	7,295,898	7,555,472	259,573	3.6%	
MEDICAL LAKE	48,524	44,414	(4,110)	-8.5%	
AIRWAY HEIGHTS	315,058	275,983	(39,075)	-12.4%	
ALL	\$ 25,550,020	\$ 26,954,794	\$ 1,404,774	5.5%	

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 2, 2016

AGENDA ITEM 8B : 2015 STATE AUDIT TIMELINE

REFERRAL COMMITTEE: N/A

SUBMITTED BY: E. Susan Meyer, Chief Executive Officer
Lynda Warren, Director of Finance & Information Services

SUMMARY: The Washington State Auditor will begin the NTD and Financial Audit this month. The entrance conference will be scheduled at the end of March. The draft audit schedule is below. Dates to be confirmed by the State Auditor's Office (SAO).

Week of 3/28/2016	SAO Entrance Conference
4/29/2016	SAO finish financial audit & exit conference with STA Finance
May 2016 (TBD)	Exit conference with STA Administration
7/06/2016	Exit conference with Performance Monitoring & External Relations Committee

RECOMMENDATION TO COMMITTEE: Receive report.

FINAL REVIEW FOR BOARD BY:

Division Head _____

CEO _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

March 2, 2016

AGENDA ITEM 8C : YEAR END 2015 SAFETY AND LOSS SUMMARY REPORT

REFERRAL COMMITTEE: Operations and Customer Service

SUBMITTED BY: Steve Doolittle, Director of Human Resources
Mike Toole, Manager of Safety & Security

VEHICLE ACCIDENTS

Fixed Route: There were thirty-eight (38) preventable collisions reported during the year resulting in a rate of 0.06 collisions per 10,000 miles. This rate exceeds our standard of 0.08 collisions per 10,000 miles. Two collisions are classified as Type 3 (costs exceed \$7,500); six are Type 2 (costs \$2500-\$7500); eighteen are Type 1 (costs up to \$2500) and twelve are Type 0 (\$0 damage.)

Paratransit: There were twelve (12) preventable collisions reported during the year. The resulting preventable collisions rate of .08 exceeds our standard of 0.10. No collisions were classified as Type 3; three were classified as Type 2; four were Type 1, and five were Type 0.

EMPLOYEE INJURIES

One-hundred forty-seven (147) injury events were reported during 2015. Seventy three (73) injuries involved medical treatment and of those, thirty nine (39) involved time loss from work. The total number of worker's compensation claims filed year to date is seventy-three (73), compared to seventy one (71) at the end of 2014. Lost days for 2015 are slightly higher: 2669 vs. 2336 through the end of 2014.

- Ergonomic evaluations and work space improvements were completed for fifteen (15) drivers, twenty (20) office staff, and one (1) road supervisor during the year. New external security vests were provided to Security personnel in lieu of a standard utility belt to ease hip and low back pain. Eleven (11) Maintenance employees obtained prescription safety glasses during the year.

OTHER KEY EVENTS

- The agency experienced a non-preventable fatality collision on 5/22/15. A motorcycle ran a red light and collided with a bus in an intersection, killing the motorcycle operator.
- Vanpool Group #513 experienced a serious non-preventable, 3-vehicle, multiple-injury collision on 9/3/2015 when another vehicle ran a red-light.
- Final disposition was reached on three significant legacy claims:
 - a 1/28/10 Fixed Route bus/motorcycle non-preventable side collision;
 - a 3/4/11 Fixed Route bus/SUV non-preventable, rear-end collision; and
 - a 1/19/13 MV Paratransit preventable passenger injury claim.
- STA experienced one natural disaster with only minimal loss during the 11/17/15 wind event; a facility power loss at the Boone facility and a system-wide radio communications loss were the main difficulties addressed.
- STA conducted its annual Awards Banquet on March 29th honoring employees receiving safe driving, service, quality counts excellence; State - Wall of Fame, peer performance recognition, and attendance awards; 303 employees and guests attended the event.
- Safety completed its second full year of responsibility for vehicle & passenger injury accident preventability determination; 257 accidents were reviewed in all departments; two (2) accident review hearing were conducted as needed through-out the year, hearing a total of seven disputed determinations. Of the accidents reviewed, one was determined to be non-preventable.

- Safety administered the on-line driver’s license activity monitoring service (Envision) through the Washington State Insurance Pool. Monthly monitoring of self-reporting compliance, license renewal, and medical card currency make up the service.
- STA Safety Committee met monthly to address and resolve over 44 issues brought forward by employees identifying and addressing hazards or improvement opportunities identified in work or the service delivery areas.
- The Spokane County Sheriff’s Office (SCSO) initiated a Crime Prevention through Environmental Design (CPTED) evaluation of the STA Plaza; only finding noted – enhance the external Post Street lighting; several positive comments (camera system, lighting, clear lines of sight, etc.)
- Local Bus & Van Rodeo event conducted on 6/20. Gabe Fernos is the Coach Champion this year and Rob Howard is the Van Champion. Gabe and Rob, along with the Maintenance Team, competed at the WSTA State Rodeo in Vancouver, WA, on August 23 and 24.
- Two new security officers were hired and started work on 10/19: Travis Rosengrant and Jeremy Green.
- On-board vehicle camera system operations:
 - 1,431 video requests processed in the following categories: vehicle accidents, passenger injuries, customer complaints, and public records requests; up from 1,262 in 2014, which is a 13% increase.
 - Of the 1,431 processed, 1,285 were fulfilled; 51 could not be located given the date/time from the requestor; 49 were overwritten, and 45 were lost due to equipment failure.
- Real-time building camera system monitoring began at the Valley Transfer Center due to fiber installation.
- Security filed 1,766 incident reports during the year resulting in 326 arrests and 736 exclusions compared to 1,684 reports in 2014 with 287 arrests and 714 exclusions reports and in 2013 we recorded 1,397 reports with 204 arrests and 609 exclusions.
- Four red-light, photo enforcement infractions and five school zone speed photo enforcement warnings were processed during the year; four issued to STA and four to MV.
- STA’s On-Board Security Patrol completed 130 patrols on various fixed routes. The total on-board time was approximately 186 hours compared to 212 hours in 2014, which is a 12% decrease mostly due to security staff non-availability.
- TSA's Office of Law Enforcement/Federal Air Marshal Service (OLE/FAMS) and Spokane Transit's (STA) Security Division teamed up for a Visible Intermodal Prevention and Response (VIPR) patrols and/or mass transit random surges on three (3) separate occasions during the year. The program was suspended in May so OLE/FAMS could concentrate on other priorities.
- A WSTIP grant was received for a portion of the cost for two more Automated Electronic Defibrillators (AED’s); installed at the Boone North and the Valley Transit Center buildings. This completes the AED installation project. All main facilities contain AED’s.

IRECOMMENDATION TO BOARD: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 2, 2016

AGENDA ITEM 8D : JANUARY 2016 OPERATING INDICATORS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Steve Blaska, Director of Operations
Karl Otterstrom, Director of Planning

SUMMARY: January 2016 had one less weekday than January 2015.

FIXED ROUTE

Average weekday ridership decreased 4.1% (39,478 vs. 41,157 in January 2015). Total ridership decreased 6.8% (920,625 vs. 987,279 in January 2015). The ridership goal for 2015 is 1.5% growth.

- Adult ridership decreased 8.6% (592,512 vs. 648,397 in January 2015).
- Youth ridership increased 1.2% (59,472 vs. 58,771 in January 2015).
- Reduced Fare / Para increased 0.1% (115,895 vs. 115,753 in January 2015).
- UTAP program ridership decreased 16.1% (208,131 vs. 174,710 in January 2015).
 - CCS Pass program ridership decreased 26.2% (64,273 vs. 87,113 in January 2015).
 - Eagle Pass ridership decreased 9.4% (98,117 vs. 108,308 in January 2015).
 - GU Bulldogs Pass ridership totaled 5,338 for January 2016.

PARATRANSIT

Monthly ridership increased 2.9% (40,124 vs. 38,994 in January 2015). The 2016 ridership goal is to maintain 2015 ridership.

VANPOOL

Year over year vanpool customer trips were down by 14.3%, (18,057 vs 21,081 in January 2016). Two new Vanpool groups were formed in January and 20 new participants joined Vanpool since December. Total vans in service is 97 vs. 99 in 2015. The 2016 ridership goal is a 7% increase over 2015.

CUSTOMER SERVICE

Total monthly pass sales were down 18.1% (9,271 vs. 11,315 in 2015). The decline in sales is attributed to smaller purchases by Work Source/Career Path, World Relief Services, and Rosauer's.

Adult Pass/Smartcard sales decreased 18.8% (4,157 vs. 5,120 in January 2015).

- ESBP sales increased 18.3% (944 vs. 798 in January 2015), largely due to more purchases by Sacred Heart Hospital, Davenport Hotel, Deaconess, and the Spokesman-Review.

Student Pass sales decreased 64% (72 vs. 200 in January 2015). Decreases are attributed to universities converting to the UTAP program.

Youth Pass/Smartcard monthly sales decreased 45.9% (977 vs. 1,746 in January 2015) primarily due to decreased purchases from Rosauer's, District 81, SMS, and the Spokane Tribe of Indians.

Reduced Fare Pass/Smartcard monthly sales decreased 10.2% (1,969 vs. 2,192 in January 2015) due to decreased purchases by School District 81.

RECOMMENDATION TO COMMITTEE: Information only.

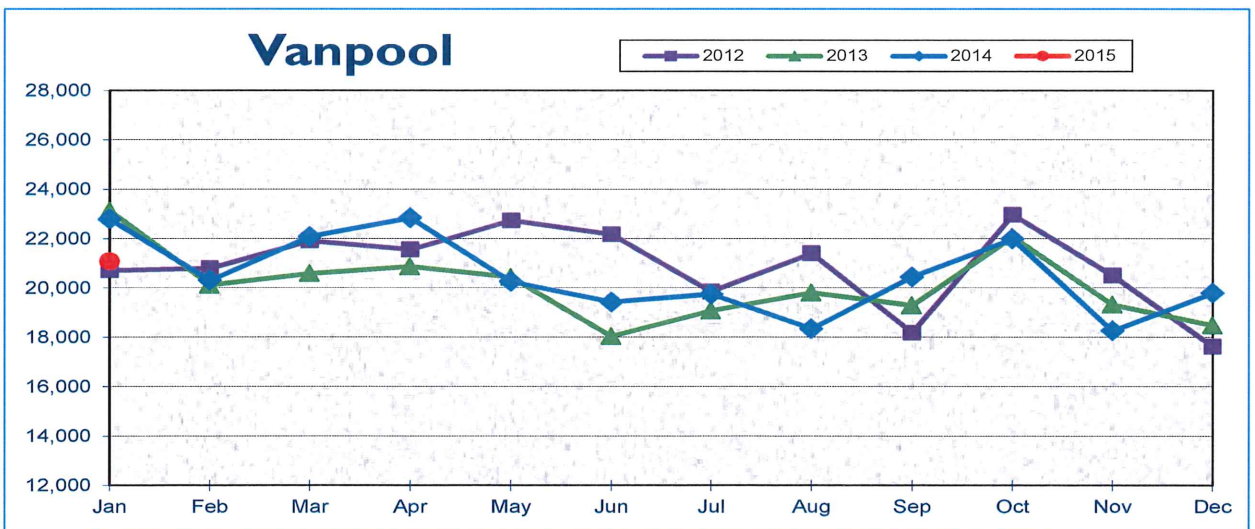
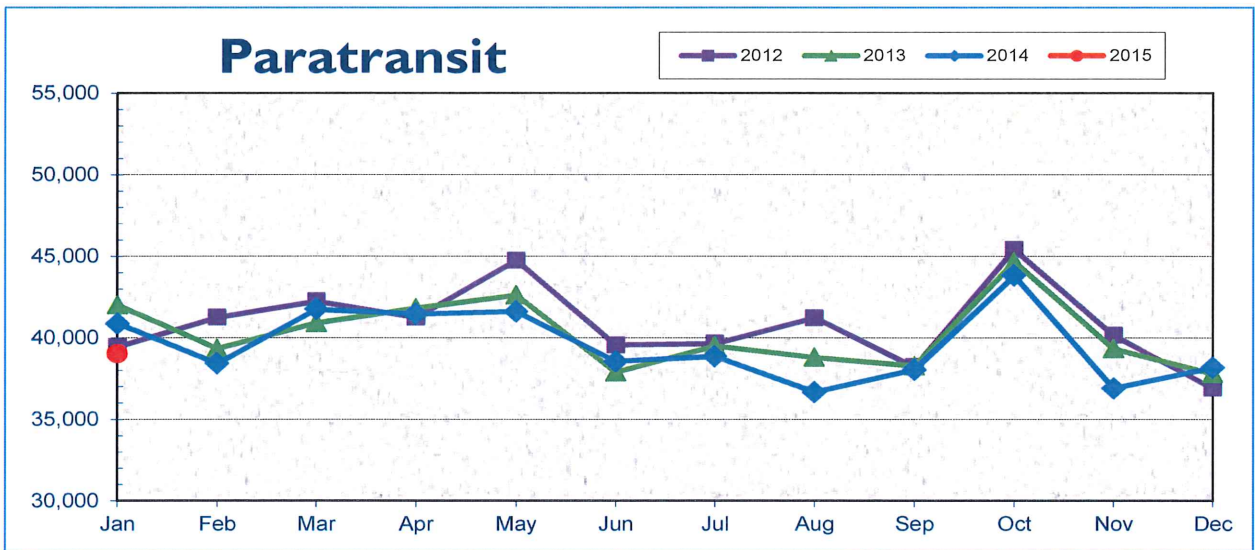
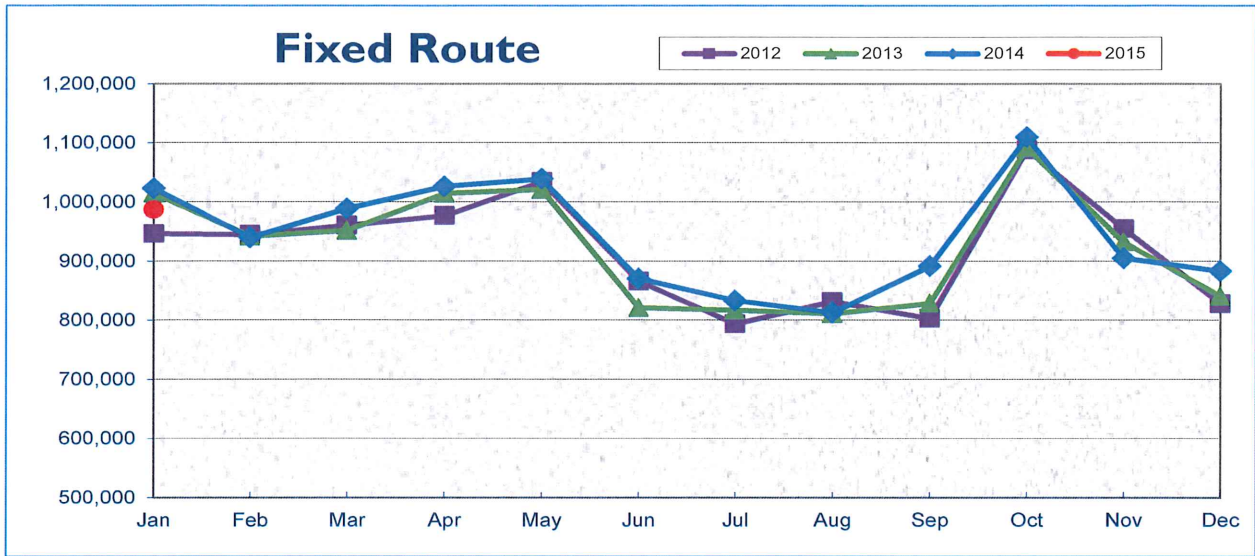
FINAL REVIEW FOR BOARD BY:

Division Head _____

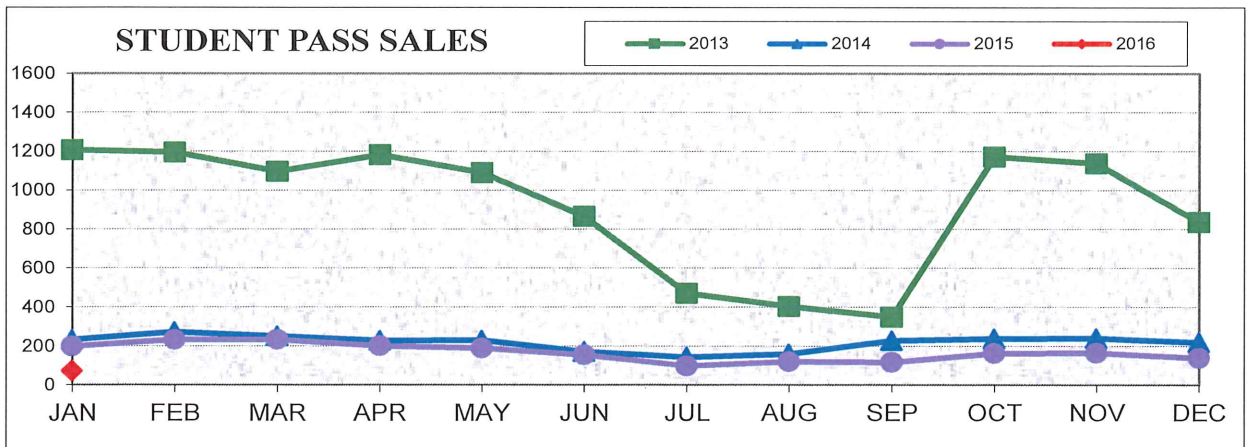
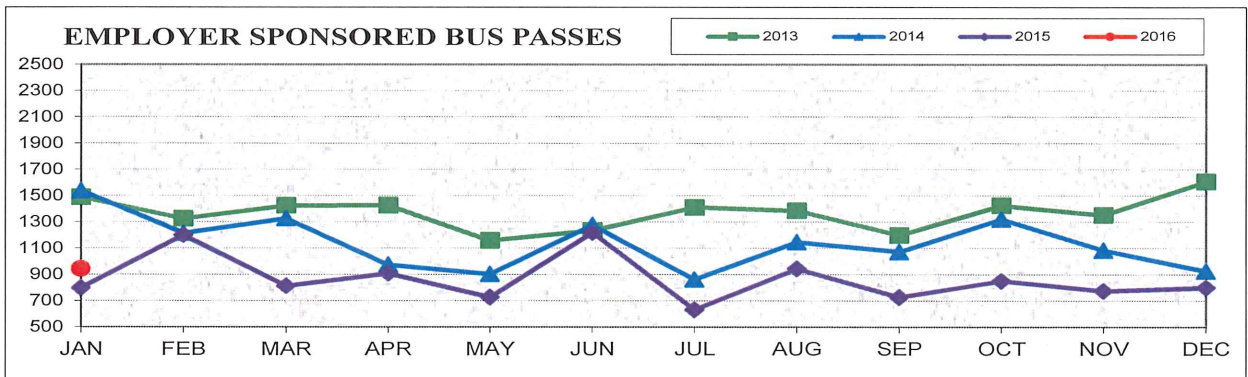
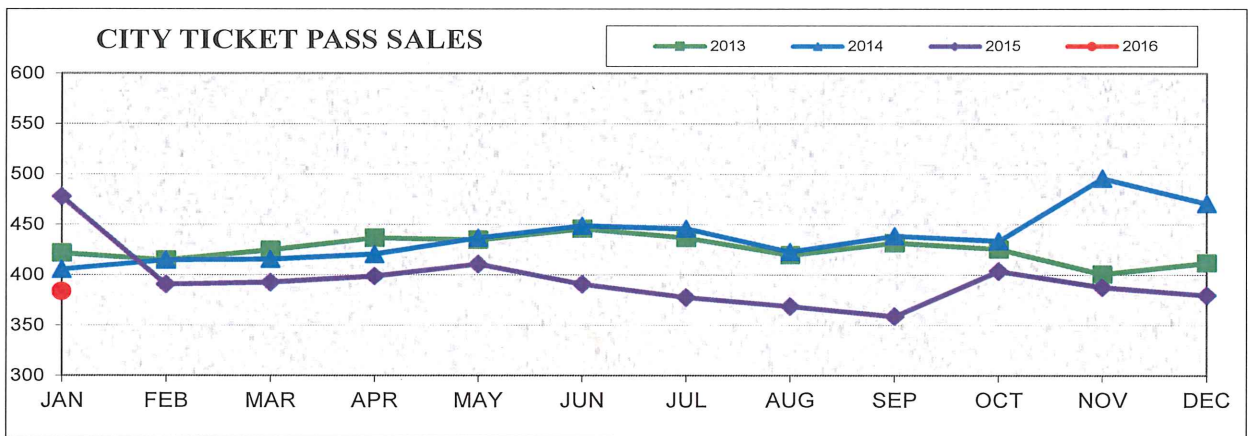
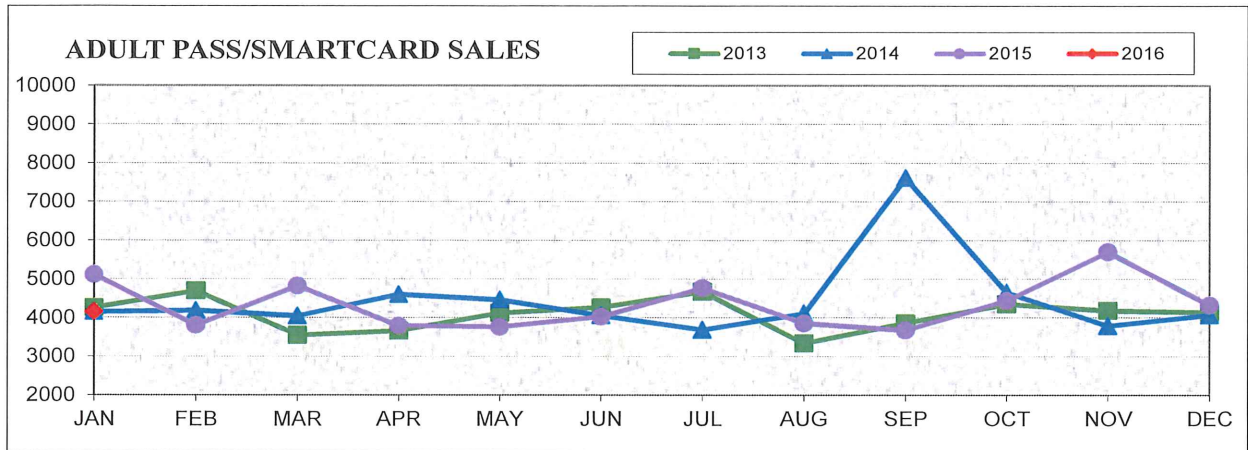
Chief Executive Officer _____

Legal Counsel _____

RIDERSHIP



PASS SALES



**SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING**

March 3, 2016

AGENDA ITEM 8E : **COMMUNICATIONS UPDATE**

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Beth Bousley, Director of Communications and Customer Service

SUMMARY: This document describes progress towards communication objectives that support STA's priorities, with the ultimate goals of increasing ridership and improving community perception.

RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

Date: March 3, 2016

SUBJECT: 2016 COMMUNICATIONS UPDATE

The following communications objectives support STA’s priorities, with the ultimate goals of increasing ridership and improving community perception:

STA Priority	Communication Objective
Ensure Safety Earn and Retain the Community’s Trust	<ul style="list-style-type: none"> Enhance user education and information services
Earn and Retain the Community’s Trust	<ul style="list-style-type: none"> Enhance brand and identity Communicate/engage key audiences Improve/control STA image Improve online access to information
Provide Outstanding Customer Service	<ul style="list-style-type: none"> Improve customer experience
Enable Organizational Development	<ul style="list-style-type: none"> Improve internal communications

Here are highlights of the work accomplished to achieve these objectives:

STA Priority: Earn and Retain the Community’s Trust

1. Communications Objective: Communicate/Engage Key Audiences

Strategy: Celebrate the 35th anniversary of the vote to create Spokane Transit Authority

Progress:

- Press release scheduled for March 10th anniversary date
- Plan is being developed and will be implemented throughout the year:
 - celebrating how STA connects people, and
 - looking at STA past, present and future

Strategy: Implement destination campaign with Spokesman Review to encourage ridership

Progress:

- In February, STA began advertising monthly in the Spokesman’s *Neighborhood Connect*, highlighting key destinations and the STA routes to get you there. The ads direct to a landing page at *spokanetransit.com*, featuring destination details and route information.

The image shows a screenshot of a website landing page for "7 Date Night Destinations" and a "Find a Ride" search form. The landing page features a large graphic with the text "7 Date Night Destinations" and a list of three featured destinations: "Down River Grill", "Nectar Wine & Beer Tasting", and "Ambrosia Bistro in the Valley". Each destination includes a brief description and a link to "Plan your trip here". The "Find a Ride" form is on the right, with fields for "Start Here" (1230 W Boone Ave, Spokan), "Arrive Here" (e.g. Spokane Valley Mall), "Date" (02/19/2016), and "Time" (9:45AM). Below the form is a "Ride STA" section with a list of links: "Mobility Training", "The Plaza", "Bike On Buses", "STA Fleet", "STA Hybrid Facts", "Security Cameras and Surveillance", "Departure Status", "Park & Ride Locations", "Commuter Calculator", "Surplus Van Grant Program", "Reduced Fare Pass and Qualifications", and "7 Date Night Destinations". At the bottom right, there is a "STA LINKED" section with icons for "Chirp Chirp" (Receive Text Message Alerts) and "Email" (Receive Email Alerts).

Strategy: Improve community understanding of Spokane Transit through monthly digital newsletter

Progress:

- Inaugural edition of a digital newsletter, *On Board*, will be distributed to community leaders and the interested public in March to celebrate the 35th anniversary of the vote establishing Spokane Transit Authority

Strategy: Conduct research to measure performance of Spokane Transit and its services

Progress:

- Developing survey to be implemented in March to measure community understanding of Spokane Transit
- Developing fixed route and paratransit passenger surveys to measure perceived performance

Strategy: Encourage participation in existing UTAP programs through targeted promotions

Progress:

- **Gonzaga, EWU, SCC, SFCC, WSU Spokane**
 - Implementing promotional campaigns at all campuses
 - Working with leadership at EWU, SCC, SFCC, and WSU Spokane to negotiate and approve 2016-2017 UTAP agreements.

Strategy: Increase participation in Employer Sponsored Bus Pass Program (ESBP)

Progress:

- A short term plan for increased outreach to current customers will launch this spring.
- An updated marketing plan is being developed based on research conducted to date

Strategy: Grow enrollment in STA's Vanpool Program through awareness, support, lead generation, and ultimately ridership

Progress:

- Launched digital strategy in January
- Leveraged a creative test to reach the broadest audience and learn what motivates our audience to choose vanpool and driver interested parties to a strong point of conversion:
- Results as of February 19th:
 - Impressions (How many times your ad was served across social and the Google network):
 - Google Display Network: 972,656
 - Facebook: 34,321
 - TOTAL IMPRESSIONS: 1,006,977
 - Clicks to the landing pages:
 - Google Display Network: 2,473
 - Facebook: 461
 - TOTAL CLICKS: 2,934
 - Leads from the landing pages: 60 complete leads
 - TOTAL LEADS: 60

2. Communications Objective: Improve and control image of STA

Strategy: Develop community relations strategy

Progress:

- Plan development under way

Strategy: Conduct public outreach for key initiatives

Progress:

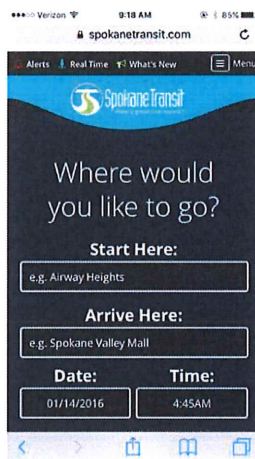
- Board approval of fare analysis public outreach plan received 2/18; outreach begins in March
- CCL public outreach underway; 3rd workshop held on March 1st.
- HPT Network bus stop shelters and amenities – continuing to gather input at spokanetransit.com/feedback

3. Communications Objective: Improve online access to information

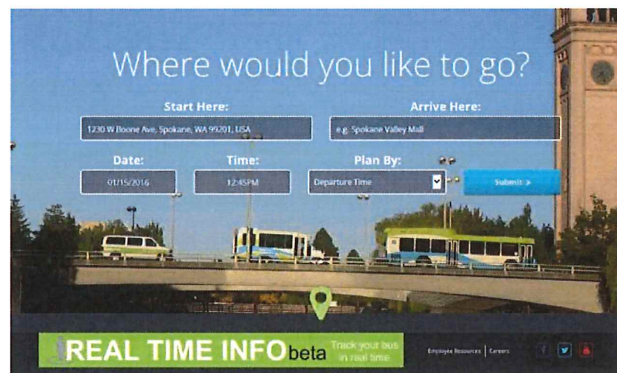
Strategy: Facilitate and enhance access to online information and payment mechanisms

Progress:

- Launched new website based on responsive web design, which provides a better user experience, consistent content display for all platforms, and more consistent metrics.
- Online payment methods resulted in over \$500,000 in online payments in 2015.
- As of February 19th, we have received an additional \$113,570.25 in online payments:
 - Vanpool Payment Center: \$46,595.75
 - Spokanetransit.com Online Store: \$66,974.50
- Building real-time customer information, providing a positive soft launch of Trapeze INFO products, and creating a platform for future success.
 - Promoting on website, digital monitors and information signage at the Plaza, social media
 - Conducting usability testing to ensure optimal user experience



Mobile Page



Promotional banner on website

STA Priorities: Ensure Safety, Earn and Retain the Community's Trust

Communications Objective: Enhance user education and information services

Strategy: Launch courtesy campaign to reinforce rules of conduct

Progress:

- Partnered with EWU Visual Graphic Design to create a courtesy campaign to strengthen relationships with EWU as well as downtown partners, and reinforce good behavior on the bus and at the plaza.
- Featured in monthly ads in Kid's newspaper since September
- Launched in January with advertising on buses, banners at the Plaza
- Presented at APTA Marcom Workshop in February
- Asked to provide letter of commendation for EWU associate professor
- Implemented a media strategy in February to maximize appropriate usage of this campaign and its messages

STA Priority: Provide Outstanding Customer Service

Communications Objective: Improve Customer Experience

Strategy: Improve quality and responsiveness of customer service

Progress:

- Better Business Bureau provided free training based on STA's core values to the customer service team, members of operations and administration, in late February.

STA Priority: Enable Organizational Development

Communications Objective: Improve internal communications

Strategy: Ensure employees understand and are invested in STA

Progress:

- Awards Banquet celebrating our employees to be held on March 6th.
- Employee meeting being planned for this spring
- Employee engagement survey to be conducted in the fall.

SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

March 2, 2016

AGENDA ITEM 9 : APRIL 2016 DRAFT COMMITTEE PACKET AGENDA REVIEW

REFERRAL COMMITTEE: N/A

SUBMITTED BY: STA Staff

SUMMARY: At this time, members of the Performance Monitoring and External Relations Committee will have an opportunity to review and discuss the items proposed to be included on the agenda for the April 6, 2016, meeting.

DRAFT AGENDA

Estimated meeting time: 70 minutes

1. Call to Order and Roll Call
2. Public Expressions
3. Committee Chair Report *(5 minutes)*
4. Committee Action *(5 minutes)*
 - A. Approval of Minutes of the March 2, 2016, Committee meeting – *Corrections/Approval*
5. **Committee Action** *(20 minutes)*
 - A. Board Consent Agenda
 1. Award of Contract for Mobility Training/In-Person Assessments *(Blaska/Marchioro)*
 2. 401 ICMA Plan Documents *(Warren)*
 3. 401 & 457 Investment Policy and Committee Charter *(Warren)*
 4. Acceptance of Boone Tenant Improvements Contract & Approval to Pay Retainage *(Otterstrom)*
 - B. Board Discussion Agenda
(No items being presented this month.)
6. **Reports to Committee** *(20 minutes)*
 - A. 2016 Communications Plan – Report on Progress to Date: Courtesy Campaign *(Bousley)*
 - B. West Plains Transit Center – Update *(Otterstrom)*
7. CEO Report *(10 minutes)*
8. Committee Information – *no discussion/staff available for questions*
 - A. February 2016 Financial Results Summary *(Warren)*
 - B. March 2016 Sales Tax Revenue Information *(Warren)*
 - C. February 2016 Operating Indicators *(Blaska)*
 - D. Communications Update *(Bousley)*
 - E. May 2016 Service Changes *(Otterstrom)*
9. May 2016, Committee Packet Agenda Review
10. New Business *(5 minutes)*
11. Committee Members' Expressions *(5 minutes)*
12. Adjourn

Next Committee Meeting: May 4, 2016, 1:30 p.m.

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

**SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING**

March 2, 2016

AGENDA ITEM 11 : COMMITTEE MEMBERS' EXPRESSIONS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: N/A

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

RECOMMENDATION TO COMMITTEE: N/A

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____



Performance Measures Year End 2015



Priorities and Objectives

1. Earn and Retain the Community's Trust
2. Provide Excellent Customer Service
3. Enable Organizational Success
4. Exemplify Financial Stewardship
5. Ensure Safety



Earn & Retain the Community's Trust

4 Performance Measures:

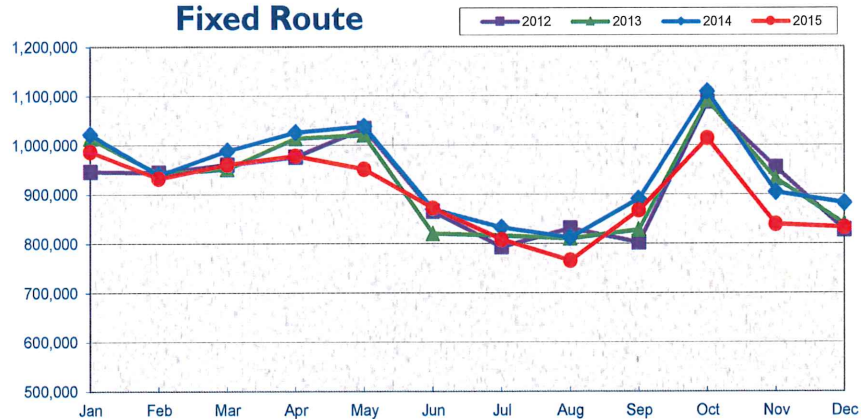
- Ridership
- Service Effectiveness
(Passengers per Revenue Hour)
- Customer Security
- Public Outreach



2

Ridership

Fixed Route

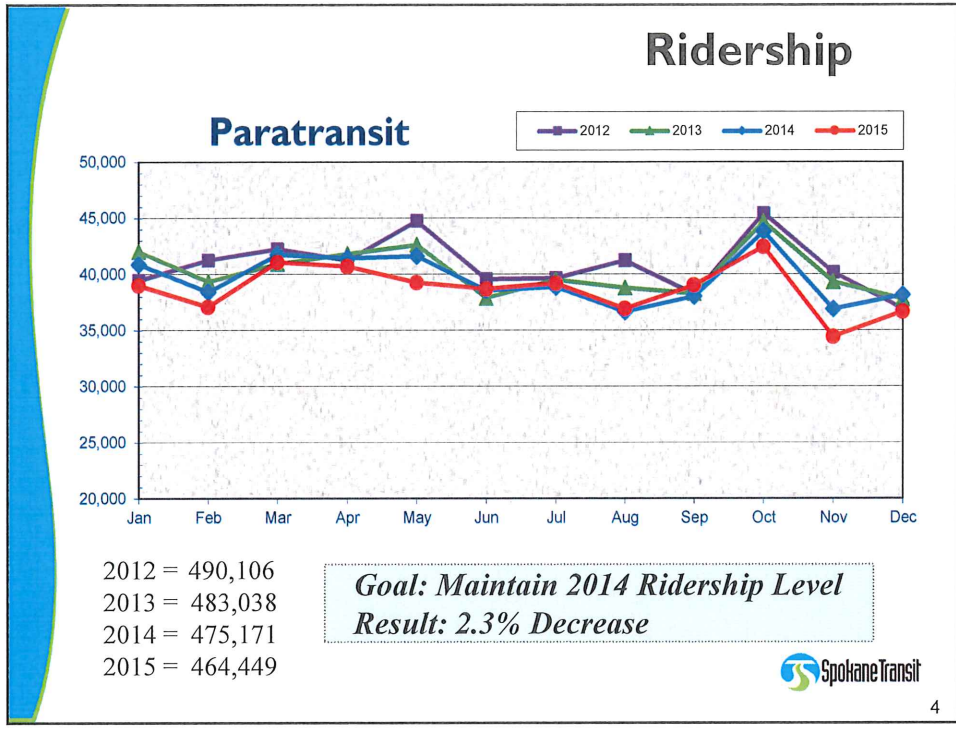


2012 = 11,031,338
 2013 = 11,087,049
 2014 = 11,324,434
 2015 = 10,815,736

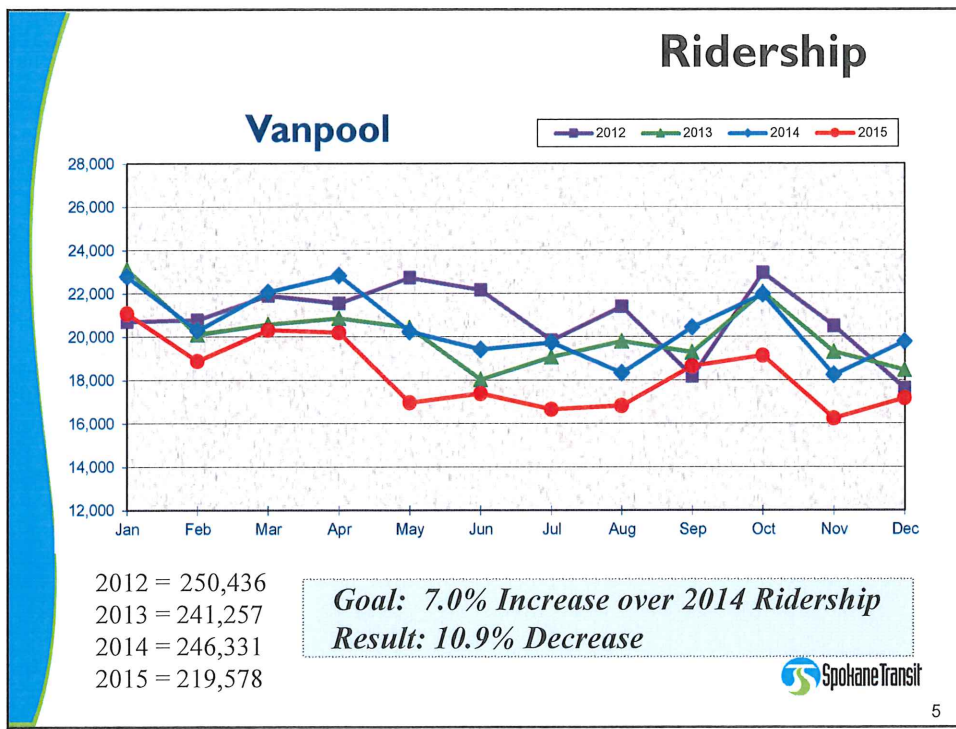
Goal: 0.5% Increase over 2014 Ridership
Result: 4.5% Decrease



3



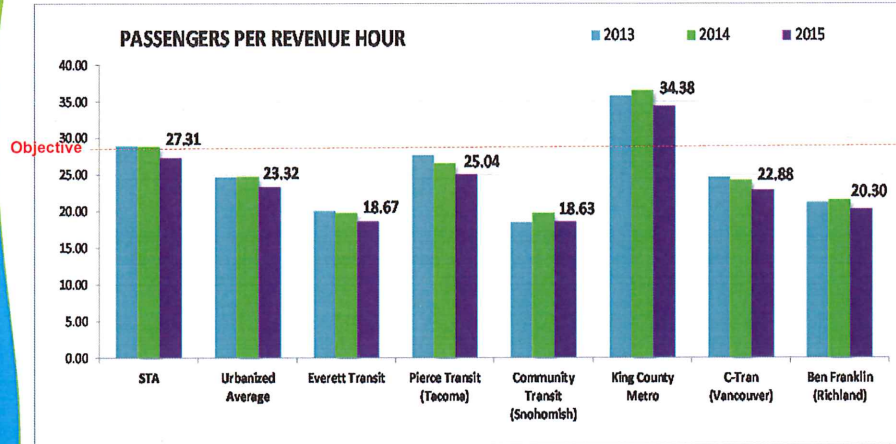
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5

Service Effectiveness

Fixed Route

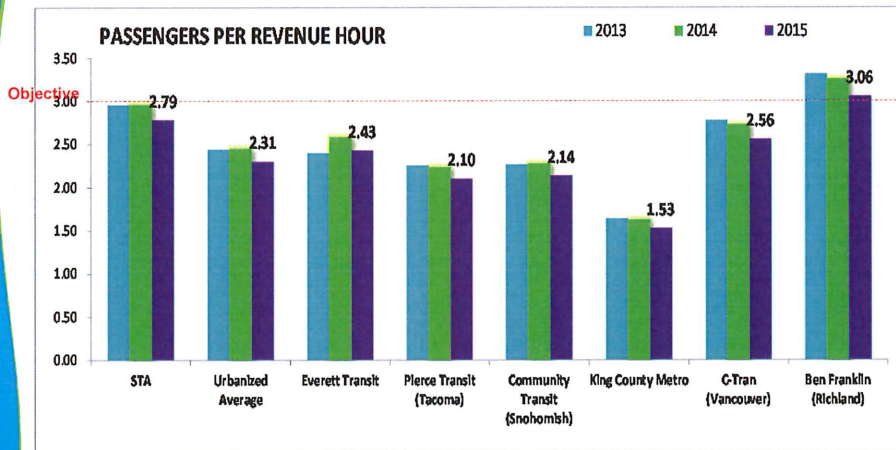


GOAL: TRANSPORT 28.0 PASSENGERS PER REVENUE HOUR

* System averages assume a performance equal to STA for 2015

Service Effectiveness

Paratransit



GOAL: TRANSPORT 3.0 PASSENGERS PER REVENUE HOUR

* System averages assume a performance equal to STA for 2015

Customer Security

Fixed Route	2013	2014	2015	GOAL
Personal Safety on Bus	4.4	Not surveyed	4.5	Score 5 on a scale of 1-5 (Standard = 4.5)
Driver Driving Safely	4.5	Not surveyed	4.6	Score 5 on a scale of 1-5 (Standard = 4.5)

Paratransit	2013	2014	2015	GOAL
Personal Safety on Van	Not surveyed	4.9	(No survey until 2016)	Score 5 on a scale of 1-5 (Standard = 4.5)
Driver Driving Safely	Not surveyed	4.8	(No survey until 2016)	Score 5 on a scale of 1-5 (Standard = 4.5)



8

Public Outreach

“Does STA do a good job of listening to the public?”

2013	2014	2015	Goal
3.55	3.37	Update anticipated in 2016	Score 4.5 on a scale of 1-5



9

Provide Excellent Customer Service

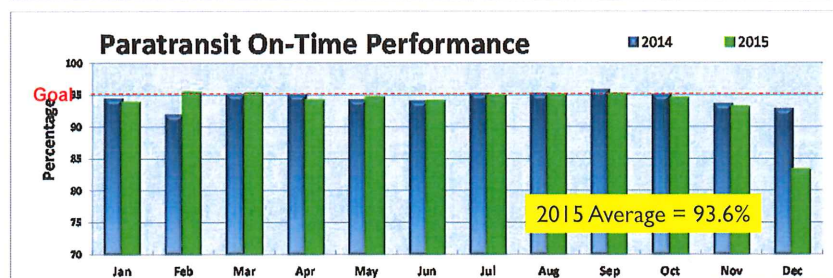
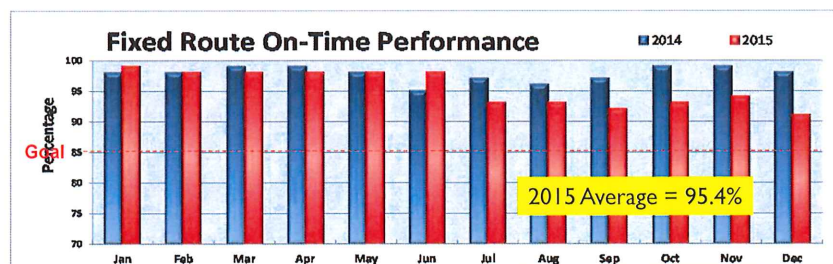
6 Performance Measures:

- On-Time Performance
- CS Call Center/Paratransit Reservations
 - Abandoned Calls
 - Customer Service Response Time
- Professionalism and Courtesy
- Driver Announcements / Introduction
- Cleanliness of Coach / Van
- Complaint Rate
- Maintenance Reliability



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On Time Performance



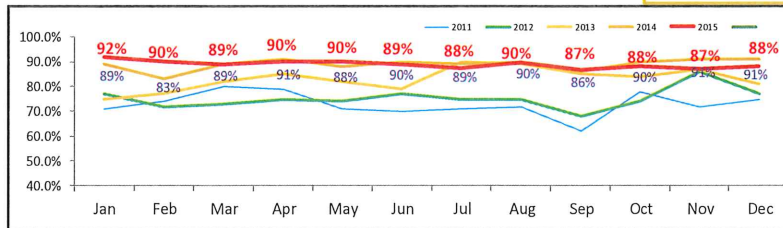
11

Customer Service: 328-RIDE Call Center Performance

Service Level:

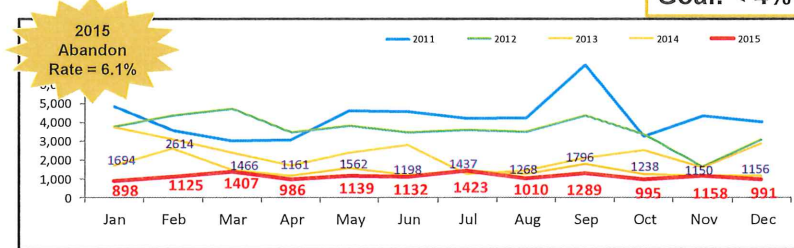
% of Calls Answered within 60 seconds

Goal: 90%



Abandoned Calls

Goal: < 4%



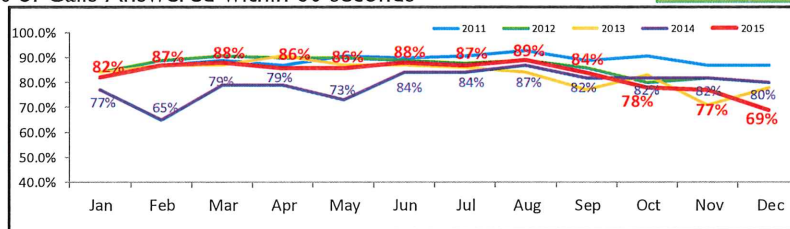
11

Paratransit Reservations: 328-1552 Call Center Performance

Service Level:

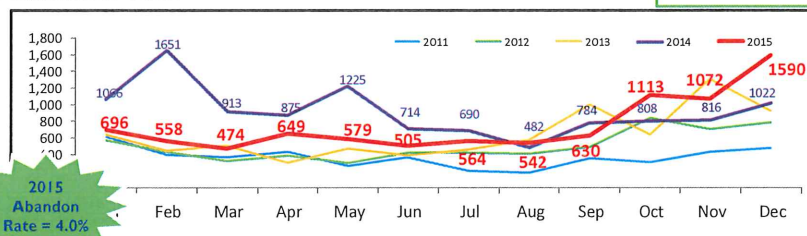
% of Calls Answered within 60 seconds

Goal: 90%

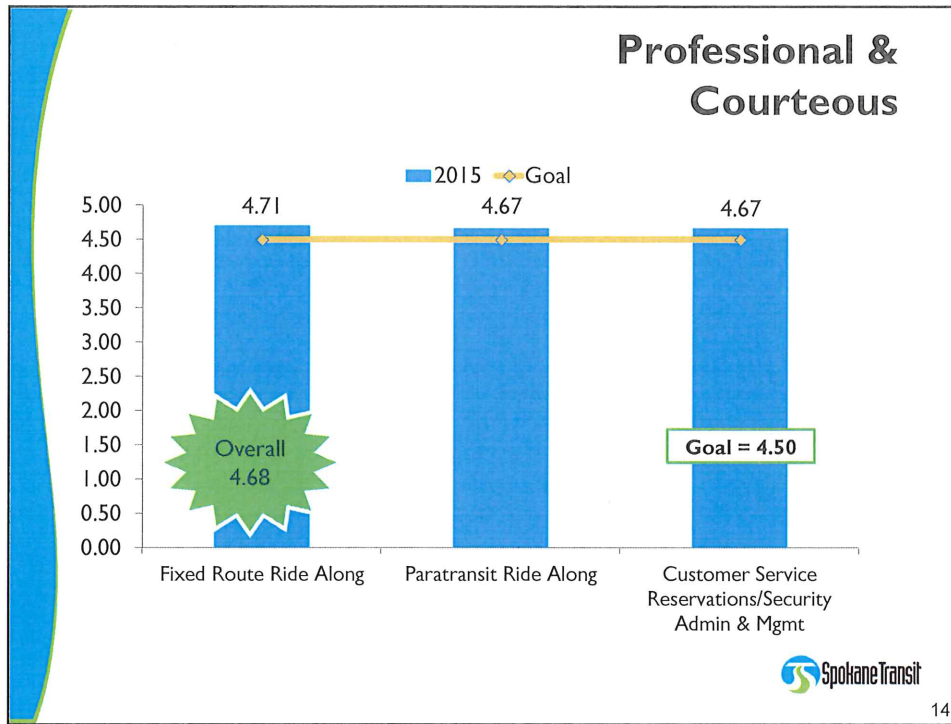


Abandoned Calls

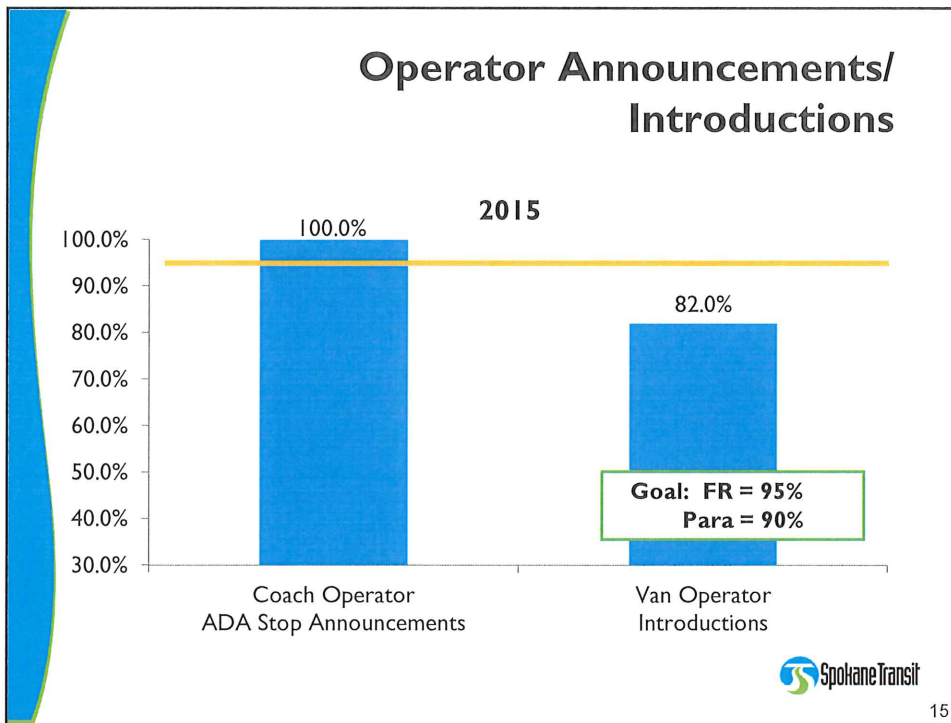
Goal: < 4%



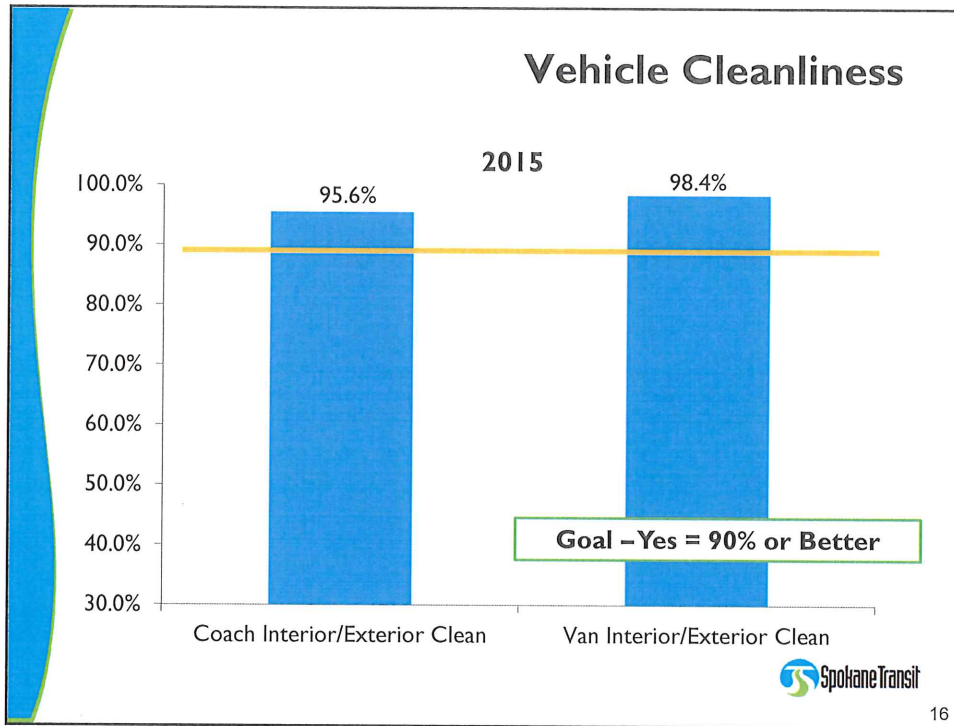
13



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Complaint Rate

	2014	2015	Standard
Fixed Route	5.3	7.2	8.0 (per 100K passengers)
Paratransit	5.8	7.2	8.0 (per 10K passengers)

Spokane Transit

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Maintenance Reliability

Average Miles Between Road Calls

	2014	2015	2015 GOAL
Fixed Route	6,634	7,301	1 / 7,500 miles
Paratransit	67,756	77,963	1 / 57,000 miles



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Enable Organizational Success

3 Performance Measures:

- Training Rate
- Annual Employee Evaluations
- Governance



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Training Rates

	2014	2015	Standard
Fixed Route	Completed CAD/AVL training for all operators	Completed	8 hours Advanced Training per Operator annually
Paratransit	Completed	Completed	8 hours Advanced Training per Operator annually



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Ride Checks/ Ride Alongs

	2014	2015	Goal
Fixed Route	230 of 242 completed	233* of 253 completed	100% of operators checked annually
Paratransit	54 of 55 completed	54 of 55 completed	100% of operators checked annually

* All active Operators completed



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Maintenance Training

Maintenance

2015	Standard
64 hours per employee	25 hours per employee per year

Managers/Supervisors/ Administrative Training

**Managers /
Supervisors/
Admin**

2015	Standard
Measured Annually	100 % receive on-site or off-site training each year

Governance

■ Board Development

Attendance at a transit-related conference / training event

Event	Location	Attendee
APTA Legislative Conference March 8 - 10, 2015	Washington, D.C.	Al French Tom Trulove
APTA Annual Meeting Oct 4 - Oct 7, 2015	San Francisco	Ed Pace Candace Mumm



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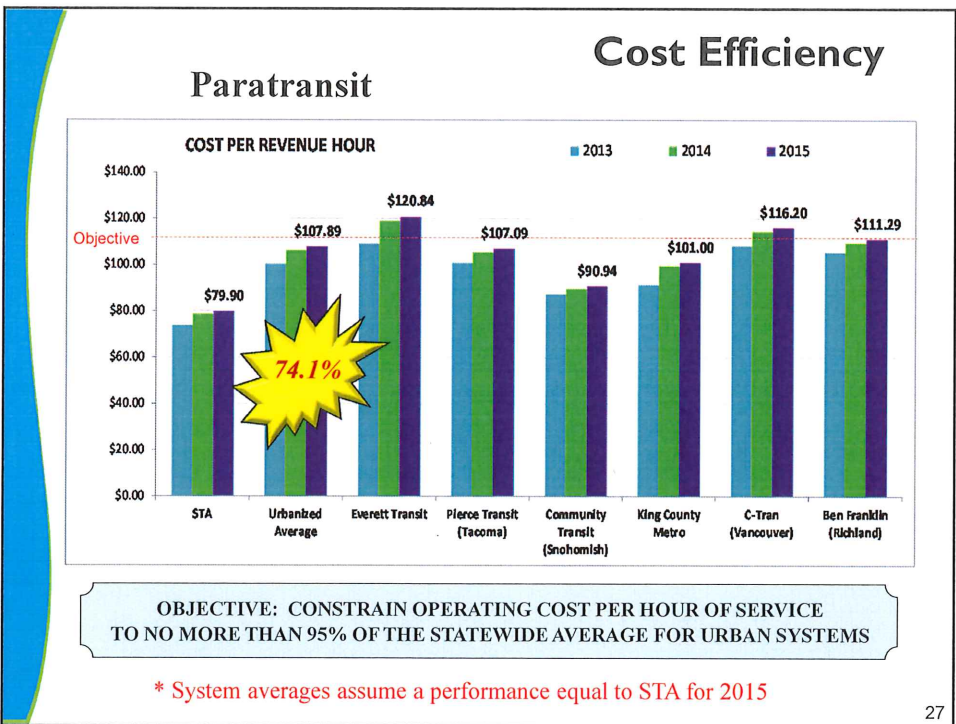
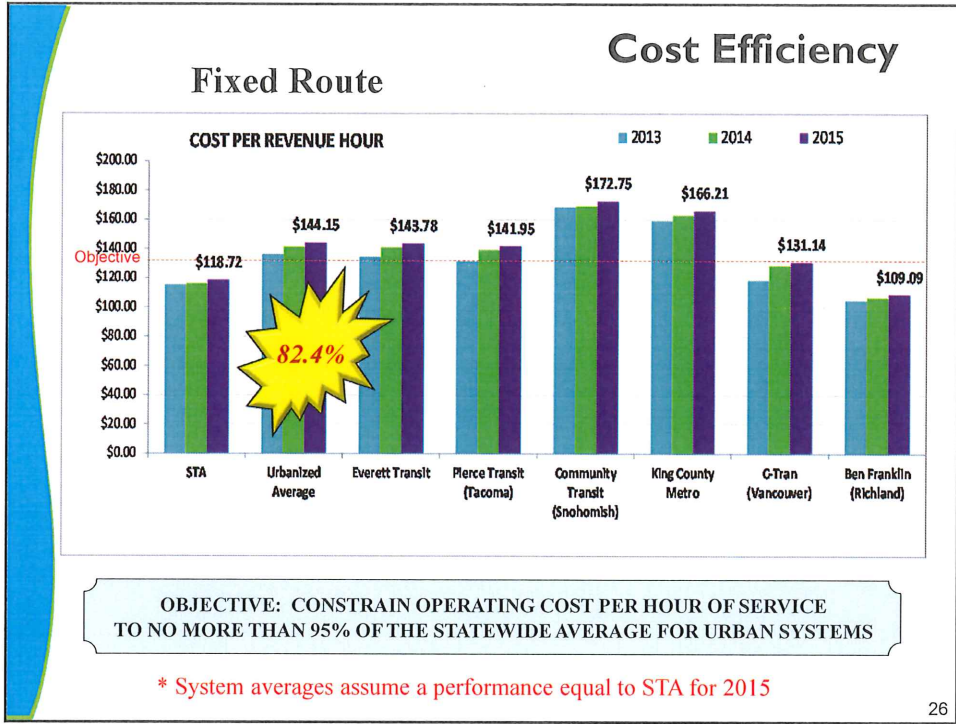
Exemplify Financial Stewardship

5 Performance Measures:

- **Cost Efficiency**
- **Cost Effectiveness**
- **Cost Recovery from User Fees**
- **Maintenance Cost**
- **Financial Capacity**
 - Financial Management
 - Service Level Stability
 - Ability to Sustain Essential Capital Investments
 - Public Perception



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Cost Efficiency

Rideshare

	2014	2015
Operating/Administrative Cost per Mile	\$0.55	\$0.53
Revenue per Mile	\$0.55	\$0.53
%	100.3%	98.1%

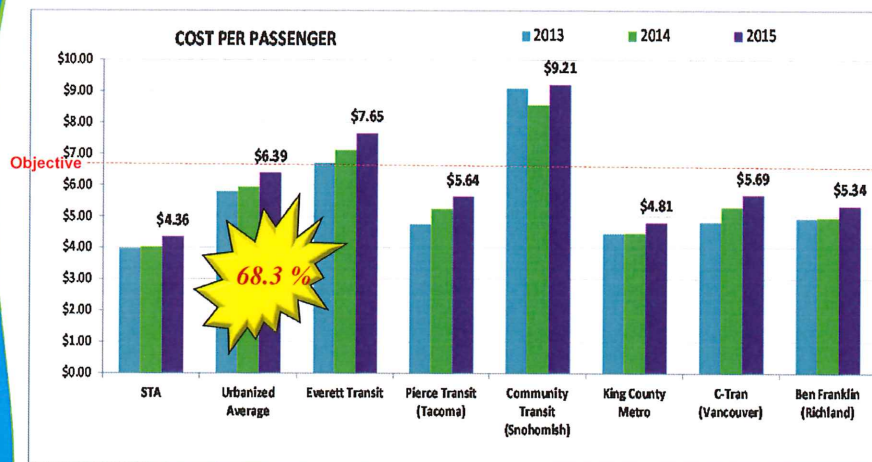
Goal: Recover 100% of Operating/Administrative costs



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Cost Effectiveness

Fixed Route



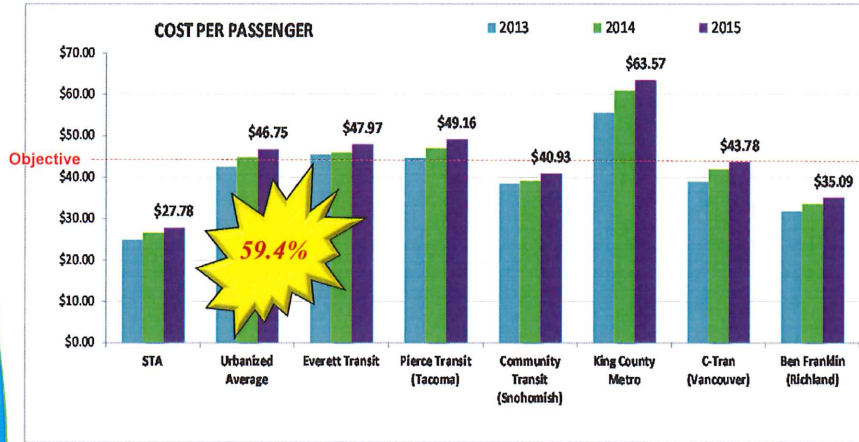
OBJECTIVE: CONSTRAIN OPERATING COST PER PASSENGER TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS

* System averages assume a performance equal to STA for 2014

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Cost Effectiveness

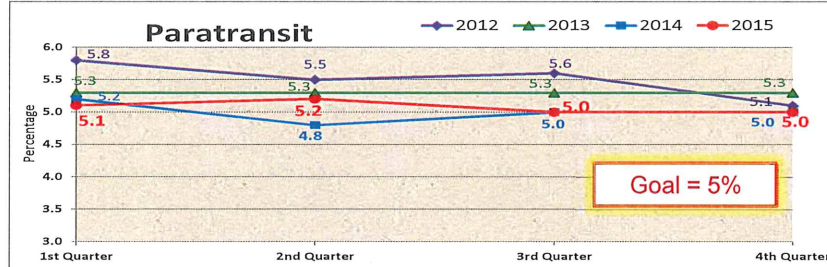
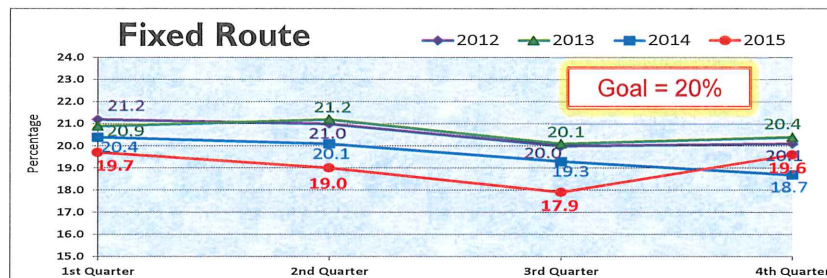
Paratransit



OBJECTIVE: CONSTRAIN OPERATING COST PER PASSENGER TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS

* System averages assume a performance equal to STA for 2014

Cost Recovery from User Fees



Maintenance Cost

(Cost per Mile)

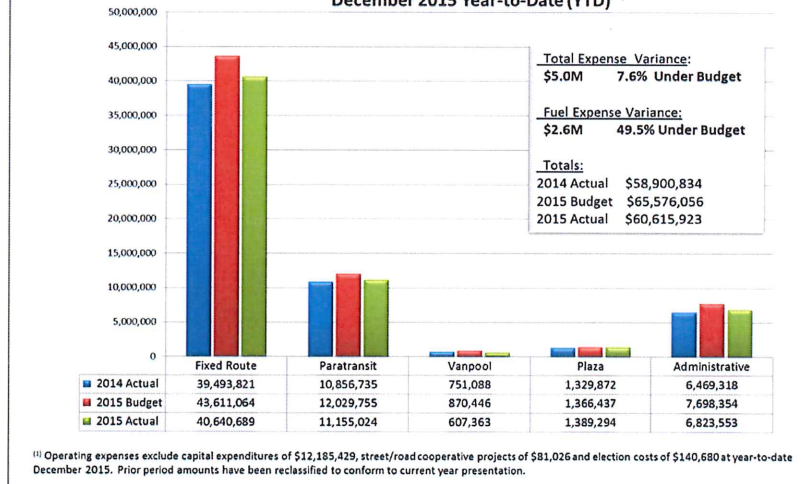
	2014	2015	GOAL
Fixed Route	\$1.14	\$1.19	\$1.27
Paratransit	\$0.81	\$1.01	\$0.93



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Financial Management

Spokane Transit
Operating Expenses ⁽¹⁾
December 2015 Year-to-Date (YTD)



Unaudited



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Service Level Stability & Ability to Sustain Essential Capital Investments

	Current Projection	Goal
# of Years Current Service Level Can Be Sustained	3 Years	6 Years
Fully Funded Capital Improvement Plan	3 Years	6 Years

Public Perception

Community Survey Question	Response*	Standard
STA is Financially Responsible	3.54	Score 4.5

* Survey completed in 2014

Ensure Safety

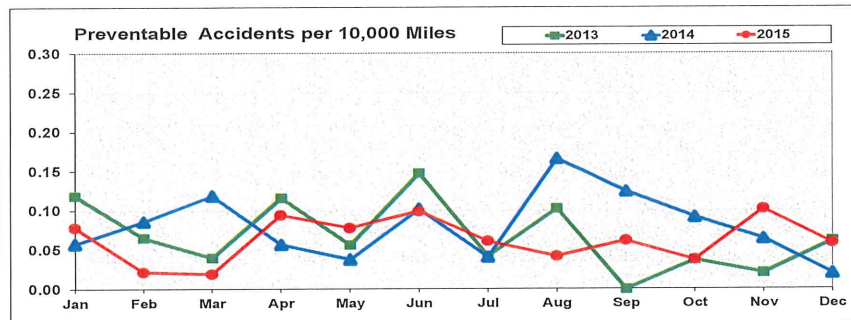
2 Performance Measures:

- **Preventable Accident Rate**
- **Injury Rate**
 - Workers Comp Time Loss
 - Claims per 1,000 Hours

PREVENTABLE VEHICLE ACCIDENTS

Fixed Route				
	2012	2013	2014	2015
Jan	2	6	3	4
Feb	4	3	4	1
Mar	5	2	6	1
Apr	1	6	3	5
May	4	3	2	4
Jun	2	7	5	5
Jul	1	2	2	3
Aug	4	5	8	2
Sep	2	0	6	3
Oct	2	2	5	2
Nov	3	1	3	5
Dec	0	3	1	3
Total Prev. Accidents	30	40	48	38
YTD PREVENTABLE ACCIDENTS PER 10,000 MILES	0.05	0.07	0.08	0.06

**Standard:
Less than 0.08 per
10,000 miles**

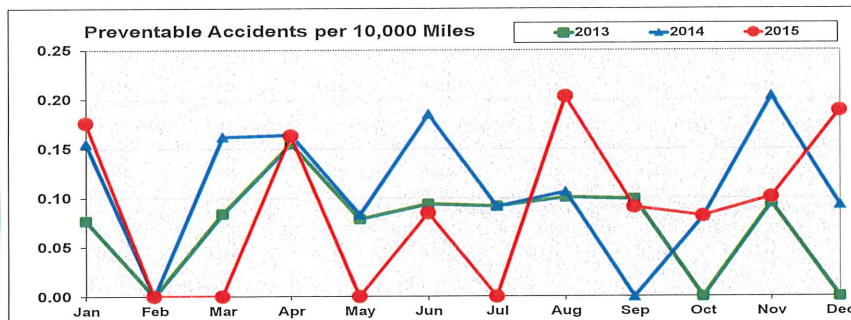


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PREVENTABLE VEHICLE ACCIDENTS

Paratransit				
	2012	2013	2014	2015
Jan	0	1	2	2
Feb	2	0	0	0
Mar	1	1	2	0
Apr	0	2	2	2
May	1	1	1	0
Jun	0	1	2	1
Jul	0	1	1	0
Aug	0	1	1	2
Sep	0	1	0	1
Oct	0	0	1	1
Nov	3	1	2	1
Dec	0	0	1	2
Total Prev. Accidents	7	10	15	12
YTD PREVENTABLE ACCIDENTS PER 10,000 MILES	0.05	0.07	0.11	0.09

**Standard:
Less than
0.10 per
10,000 miles**



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Workers' Compensation Time Loss

Lost Time Days per 1,000 Hours

	2014	2015	Standard
Fixed Route	0.02	0.02	0.02
Paratransit	0.03	0.02	0.04
Maintenance	0.03	0.04	0.05

Workers' Compensation Claims

Claims per 1,000 Hours

	2014	2015	Standard
Fixed Route	0.05	0.06	0.05
Paratransit	0.11	0.08	0.08
Maintenance	0.12	0.12	0.09