

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

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, June 6, 2018, 1:30 p.m.
Spokane Transit Southside Conference Room

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 *(10 minutes)*
 - A. Minutes of the May 2, 2018, Committee Meeting – *Corrections/Approval*
 - B. Citizen Advisory Committee Charter Update *(Bousley)*
5. **Committee Action** *(25 minutes)*
 - A. Board Consent Agenda
 1. Custodial Plaza and 2nd Floor Boone - Award of Contract *(Bousley)*
 2. Equal Employment Opportunity Policy and Affirmative Action Plans-Resolution *(Williams)*
 - B. Board Discussion Agenda
 1. *(No Items being presented this month)*
6. **Reports to Committee** *(30 minutes)*
 - A. 1st Quarter 2018 Performance Measures *(Watkins/Otterstrom)*
 - B. 2018 New Fare – Phase 2 - Communications *(Bousley)*
 - C. 2018 Communications Plan Update *(Bousley)*
7. CEO Report *(10 minutes)*
8. Committee Information – *no discussion/staff available for questions*
 - A. April 2018 Financial Results Summary *(Warren)*
 - B. May 2018 Sales Tax Revenue Information *(Warren)*
 - C. April 2018 Operating Indicators *(Watkins)*
 - D. 1st Quarter Service Planning Input Report *(Otterstrom)*
 - E. 1st Quarter Safety & Loss Report *(Williams)*
 - F. STA Outreach Update *(Bousley)*
9. July 11, 2018, Committee Packet Draft Agenda Review
10. New Business *(5 minutes)*
11. Committee Members' Expressions *(5 minutes)*
12. Adjourn
13. Next Committee Meeting: July 11, 2018, 1:30 p.m.
(STA Southside Conference Room, 1230 West Boone Avenue, Spokane, Washington)

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting on STA's website: www.spokanetransit.com. Discussions concerning matters to be brought to the Board are held in Committee meetings. The public is welcome to attend and participate.

Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964. For more information, see www.spokanetransit.com. Upon request, alternative formats of this information will be produced for people who are disabled. The meeting facility is accessible for people using wheelchairs. For other accommodations, please call 325-6094 (TTY Relay 711) at least forty-eight (48) hours in advance.

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

June 6, 2018

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

June 6, 2018

AGENDA ITEM 3 : **COMMITTEE CHAIR REPORT**

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Pamela Haley, Chair, Performance Monitoring and External Relations

SUMMARY: At this time, the Committee Chair 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 AND EXTERNAL RELATIONS COMMITTEE MEETING

June 6, 2018

AGENDA ITEM 4A : **MINUTES OF THE MAY 2, 2018, PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING – CORRECTIONS OR APPROVAL**

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Dana Infalt, Executive Assistant

SUMMARY: Minutes of the May 2, 2018, Performance Monitoring and External Relations Committee 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 May 2, 2018, Meeting
Southside Conference Room

MEMBERS PRESENT

Pamela Haley, City of Spokane Valley *
Josh Kerns, Spokane County
Lori Kinnear, City of Spokane
Mike Kennedy, City of Liberty Lake
(Ex-Officio)
Rhonda Bowers, Labor Representative
E. Susan Meyer, CEO (Ex-Officio)

STAFF PRESENT

Roger Watkins, Chief Operations Officer
Karl Otterstrom, Director of Planning and Development
Lynda Warren, Director of Finance and Information Services
Emily Arneson, Community Ombudsman & Accessibility Officer
Daniel Wells, Deputy Director Planning and Development
Kathleen Weinand, Principal Transit Planner

MEMBERS ABSENT

John Paikuli, City of Medical Lake

GUESTS

Charles Hansen, Citizen Advisory Committee Member
Mike Kunder, AFSCME 3939 President

* Chair

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

Chair Haley 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 APRIL 4, 2018, COMMITTEE MEETING**

Mr. Kerns moved to recommend approval of the April 4, 2018, Committee meeting minutes. The motion was seconded by Ms. Kinnear and passed unanimously.

5. **COMMITTEE ACTION**

A. **Board Consent Agenda**

(No items were presented this month.)

05A1 - Equal Employment Opportunity Policy & Affirmative Action Plans-Resolution scheduled to be presented May 2, 2018, was postponed to the June 6, 2018, Performance Monitoring and External Relations Committee Meeting.

An "Updated Packet" was provided members at the meeting and has been posted to the STA website reflecting the change of omitting *05A1 - Equal Employment Opportunity Policy & Affirmative Action Plans-Resolution* and including *08A - April 2018 Sales Tax Revenue Information*, which was unavailable at the time the original packet was published.

B. **Board Discussion Agenda**

(No items were presented this month.)

6. REPORTS TO COMMITTEE

A. Annual Route Report

Mr. Otterstrom advised this represents the 9th Annual Route Report, which allows staff to communicate the performance of the system to the Board and the public. This report provides staff a means to acknowledge successes and understand areas for improvement in STA's Fixed Route system. He reviewed the three sections of the report: Section 1 - Performance Results – which are tied to service design standards and performance measures associated with the Comprehensive Plan; Section 2 provides the encyclopedia of all the data – all made public to help people understand the system better and allow STA's transit planners a quick reference. Section III represents the Universal Transit Access Pass Program. It shows the standard rate table which is calculated from data in Section II.

Ms. Bowers arrived at 1:35

Mr. Otterstrom noted he would focus on Sections I and II today.

Section 1 – Performance Standards include three standards in which routes were rated:

- **Ridership productivity** (how many people are STA actually serving in any given hour) community contribution to serving people.
- **Equivalent Energy Consumption** looks at service relative to private automobiles. He noted not all transit agencies do this, but a bus has lower fuel economy than the typical car, but when you have it full of passengers, that fuel economy per person can be quite high. In the data, some routes do better than others, but we recognize our environmental impact in terms of emissions through energy consumption. Brief discussion ensued concerning types of fuel used and British thermal units (btu) and how staff collect data.
- **Farebox Recovery** reviews what each route contributes to fare revenues compared to its unallocated costs – the costs directly tied to the bus operator, fueling, and servicing that vehicle.

Mr. Otterstrom advised that ridership in 2017 was essentially flat; STA had two new routes that began service. He reminded members that a new route is given two years as a “burn in” period prior to it being evaluated. Staff produce the data but recognize it needs time to mature prior to fully evaluating the impact on ridership.

Mr. Otterstrom reported on the overall results, individual items of note, and highlights of the route report. He advised that for detailed information, the Annual Route Report was provided in the packet and is available on the Spokane Transit website. He advised the energy benchmark is the most challenging to meet due to the energy efficiency of newer cars, but also it is a factor of service design and he went on to explain how different things impact service efficiency.

Regarding Section II, Mr. Otterstrom noted the highlights of top performing routes. He explained that even though some route performance looks alarming, there are conditions to be aware of in evaluating those routes. Staff are monitoring these routes but taking mitigating reasons into account in plans for future.

Discussion ensued.

The Chair recognized that Rhonda Bowers joined the meeting during the presentation.

B. Monroe-Regal High Performance Transit (HPT) & South Hill Service Planning Outreach

Mr. Otterstrom informed Items 06B and 06C work hand-in-hand. He focused on the Monroe-Regal Performance Transit (HPT) Line, which will run from the Five Mile Park & Ride to the future Moran Station Park & Ride, and will replace Route 24, portions of routes 44 and 45. He noted it is scheduled to begin in 2019. He reported it would have frequent service, similar to Division or Sprague today, a hefty investment through STA Moving Forward dollars, as well as a State Regional Mobility Grant, and improved passenger facilities along the corridor.

Mr. Otterstrom noted key improvements included the Moran Station Park & Ride on the south end and, as part of *STA Moving Forward*, an expanded and relocated transit center at Spokane Community College (Upriver Transit Center). He advised that during peak service hours, the lot would be served by a commuter express route that would take the shortest travel time to downtown, bypassing many commercial and high-density areas in favor of commuters, but it would only run during peak periods to meet that peak travel need. However, in contrast, the HPT service will be an “all day” service, and will serve the corridors that contain the greatest density and/or greatest plans for density in the future (i.e. Lincoln Heights).

In conjunction with the consultant design team, staff will be conducting outreach on the planning and design phases of the project throughout 2018. Stakeholder meetings in May and June focus on a broad project corridor overview, with discussion of preliminary vision and process. Concept designs and proposed stop locations will be presented to public stakeholders in September. This input will be incorporated into the final design, with anticipated start of construction in early 2019.

Ms. Kinnear asked about the South Express and how often it would run. Mr. Otterstrom advised it is assumed to run every 15 minutes during the peak times (6:00-9:00 in the morning and 3:00-6:00 pm) and will be every 30 minutes during non-peak times. Discussion ensued regarding the sizing of the Park & Ride and the capture area of the transit center.

Mr. Otterstrom advised other *STA Moving Forward* improvements were scheduled to begin in 2019, including the new Moran Station Park & Ride, Upriver Transit Center at Spokane Community College, and the new South Commuter Express. He noted that these programmed improvements offer the chances to review other opportunities for improvements, which could be implemented at the time of the September 2019 Service Revisions.

Consistent with STA’s adopted policies and procedures, outreach activities will be conducted in order to develop and receive input on the September 2019 Service Revision proposal. Staff will attend neighborhood council meetings this May and June to introduce the Monroe-Regal HPT project and discuss conditions and opportunities related to existing bus service, locations served, and other factors that affect service planning for 2019 improvements. He noted the timeline provided below was based on current information, and may be subject to change. The two efforts outlined have different parts but are being shared on one calendar to make sure everyone is aware of the differences and timelines. He explained they are related projects and play off each other even though some of the questions are different they work together.

Process and Outreach Timelines*		
Timeline	Monroe-Regal HPT	2019 Service Revisions
2018	Planning	Inventory Opportunities
Feb	Staff and consultant workshops	Staff workshops
May-June	Discussion of preliminary vision and process with neighborhoods	Conditions and opportunities discussions with neighborhoods
		Preliminary proposal and outreach
July	Design	Publish preliminary proposal, present to PMER, CAC & Board
Sept	Discussion of concept designs and station locations with neighborhoods	
Oct		Online survey, stakeholder outreach
2019		Draft Recommendation
Jan	Finalize construction drawings	Publish draft recommendation
Feb		Present to PMER, CAC, & Board, public hearing
		Final Recommendation
Mar	Project out to bid	PMER Recommendation, Board action
May	Start Construction	Service Change Implementation
June-Sept	Construction	
Sept 15	Monroe Regal HPT Line service begins	Fall 2019 service changes begin
* Timeline is preliminary, subject to change		

Discussion ensued. Mr. Otterstrom advised next steps include coming back in July with the preliminary proposal for the service changes and then discussion about some issues, opportunities, and conditions in the corridor to think about, but that will be in July.

C. 2019 September Service Revisions: Conditions and Opportunities

Mr. Otterstrom remarked that the first step in the September 2019 Service Revisions planning process is to review conditions & opportunities for improvements to the bus network. He noted the service revisions will primarily focus on changes to the south Spokane network in conjunction with the implementation of the Monroe-Regal High Performance Transit (HPT) Line and the Upriver Transit Center at Spokane Community College. He reported these improvements provide staff the opportunity to consider the south Spokane bus network comprehensively and review other opportunities for improvements, noting many factors are taken into account when designing fixed routes bus service. He also informed the September 2019 Service Revision planning process provides a chance to reflect and adjust to changing conditions. He reviewed the conditions and opportunities related to existing bus service, locations served and other factors that influence service planning. Some of the conditions and opportunities covered include:

- Ridership by stop location
- Recent and upcoming multifamily development in south Spokane
- Proposed new public library locations (Ms. Kinnear remarked the libraries won't be changing locations)
- Ridership and route performance trends
- South Commuter Service
- Lack of night and weekend service on Bernard Street
- Opportunities to streamline routes for more direct travel while maintaining service to key destinations

Brief discussion ensued.

7. CEO REPORT

- Ms. Meyer provided an update on the Boone NW Garage. She noted this facility represents the first investment in bus electrification/charging and will house the Central City Line and Monroe-Regal vehicles. The project is moving along quickly and she encouraged everyone to stop by and see the activity on site.
- The West Plains Parking Lot has been paved and is on track for a September opening - on time and on budget. She advised if anyone had an interest in birds or wetlands, to go see the bird deterrent system STA was required to build to keep birds from landing at the Park & Ride lot – because of the proximity to the airport and the amount of water on the land. It is a large grid-like system that prevents birds from landing on the water.
- Bloomsday is this Sunday and is a big deal for STA. She noted staff are so excited for this event and have 75 extra drivers who have volunteered to work Bloomsday-in addition to the regular coach operators working. STA will have additional mechanics and drivers on duty, as well as lots of staff volunteering at the four shuttle locations and downtown to make this event happen. She noted the first buses leave the shuttle locations at 6:30 am. There are 70 buses being provided for this service. All Day Passes are available at the convention center for \$1.75 if they weren't purchased with the registration. If you pay at the bus, it will be \$1.75 each way, exact change only. All existing passes are accepted. Return trips start downtown at 10:30 in the morning. After 2:00 pm, riders can catch the bus at the Plaza. Staff are expecting 15,000 to 20,000 to ride the bus for Bloomsday. More information is available on the website or call customer service at 328-7433.
- Ms. Meyer advised the Fixed Route Coach Operator who wins the local professional driving competition (Rodeo) competes at the International Bus Rodeo on the same weekend as Bloomsday. Gabe Fernos will be competing this year – as he has for the past 11 years. Roger would normally attend the Rodeo, but he stays to run Bloomsday and she will be attending the APTA Bus Rodeo in Florida.

- In response to driver assault protocol review completed by Nancy Williams and Steve Blaska last year, STA has taken a number of steps to create a safer environment for operators. One item STA agreed to do was test a Driver Shield on one of the buses. The shield has been installed on one bus, where it will stay for six months or more so all operators to have an opportunity to use that bus on their route. Ms. Meyer noted a driver's shield would have only been helpful in about 1/3 of the incidents staff reviewed, so it is not a 100% solution, but STA are letting the drivers weigh in with their opinions. In addition, she noted staff are adding a monitor on the bus for passengers to see themselves being recorded – it will be placed above the driver. A brief discussion ensued regarding video equipment, recording timeline, and protocol, as well as the logistics and construct of the driver shield.
- An article from the Journal of Business was provided in the folders at the meeting. The article covered an interview with STA consultants from Cardinal Infrastructure, Ms. Sherry Little and Mr. Sev Miller, when they were on site with staff last week. She reported it was a nice article about the Central City Line.

8. COMMITTEE INFORMATION

- A. April 2018 Sales Tax Revenue Information – *as presented*
- B. March 2018 Operating Indicators - *as presented*
- C. 2018 Van Grant Recipients Award – *as presented*
- D. STA Outreach Update – *as presented*

Chair Haley took a moment to mention the Van Grant Recipients Award and noted what a great program it is and how many worthy candidates receive vans. Ms. Meyer said it is a labor of love for staff, saying STA has been doing it for a number of years – taking vans at the end of their useful transit life and making them available to organizations. She took a moment to review the recipients listed on item 08C – 2018 Van Grant Recipients Award.

Ms. Warren noted that the Sales Tax Revenue was not included in the original packet but has been included in packets provided today. She also noted the Department of Revenue did not include all the jurisdictions in the report. Staff are working on getting that information from them for future reports. Ms. Infalt advised the updated packet provided and posted on the website contained this updated item.

9. JUNE 4, 2018 - COMMITTEE PACKET AGENDA REVIEW

No changes at this time.

10. NEW BUSINESS

None.

11. COMMITTEE MEMBERS' EXPRESSIONS

None.

12. ADJOURN

Chair Haley adjourned the meeting at 2:40 p.m.

13. NEXT MEETING – WEDNESDAY, JUNE 6, 2018, 1:30 P.M, STA SOUTHSIDE CONFERENCE ROOM, 1230 WEST BOONE AVENUE

Respectfully submitted,



Dana Infalt, Executive Assistant

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

June 6, 2018

AGENDA ITEM 4B : **CITIZEN ADVISORY COMMITTEE CHARTER UPDATE**

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Charles Hansen, STA Citizen Advisory Committee
Beth Bousley, Director of Communications and Customer Service

SUMMARY: In 2004, the STA Board of Directors created the Citizen Advisory Committee (CAC) as a pilot project and formalized it as a standing committee of the Board (Resolution No. 613-06, as amended by Resolution No. 654-09). In 2011, The Board adopted a high-impact Board leadership and governance model and created three standing governing committees: Planning and Development (P&D), Performance Monitoring and External Relations (PM&ER), and the Board Operations Committee. Whereas previously there was citizen participation on STA committees, each committee would now be comprised of only STA Board members so it was determined that the CAC was the proper forum to ensure community input.

The PM&ER Committee is charged with overseeing the development and implementation of strategies for STA image building, marketing and public relations, and for maintaining close, positive relationships with key external stakeholders.

In November 2015, the Citizen Advisory Committee and Board Operations Committee determined it was in the best interests of STA's high-impact governance model to recommend changes in the role and relationship of the CAC as a standing committee and to properly align this committee of external stakeholders directly with the PM&ER Committee.

Therefore, the STA Board of Directors repealed Resolution No. 654-09 regarding the Board Standing Committee and directed the Performance Monitoring and External Relations to formulate a Citizen Advisory Committee and other matter properly related thereto under Resolution No. 738-15.

The CAC has recommended minor changes in 1) its purpose and desired group representation to clarify the process through which the public and CAC members can make recommendations to the PM&ER Committee, as well as 2) the term renewal process to assist and enhance recruitment. The implementing resolution and a revised CAC Charter, which reflects the aforementioned changes are, attached (Exhibit A) for your review and approval.

RECOMMENDATION TO COMMITTEE: Review and approve a revised CAC Charter reflecting minor changes to the Citizen Advisory Committee's purpose, desired group representation and term renewal process.

COMMITTEE ACTION:

RECOMMENDATION TO BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

CHARTER

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

Citizen Advisory Committee

December 2015

Updated May 2018

ARTICLE I – NAME OF GROUP

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

ARTICLE II – PURPOSE

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

- Represent a wide range of stakeholders from the STA Public Transportation Benefit Area (PTBA).
- ~~Increase public participation in the functions of STA.~~ and
- Act as a focused, educated forum for public input and feedback to the organization.
- ~~Ensure accountability of the organization's actions.~~
- ~~Act as an educational arm of the organization to reach out to the public.~~
- ~~Act as a focused, educated forum for public input and feedback to the organization.~~
- ~~Represent a wide range of stakeholders from the STA Public Transportation Benefit Area (PTBA).~~ Provide advice and suggestions to the STA based on conversations and interactions with the public and on the members' experiences and perspectives.

The CAC is advisory to the STA Board of Directors and not to the agency itself.

The CAC will represent the interests of the community and assist staff and STA in making the region proud of its public transportation system.

ARTICLE III- SCOPE OF WORK

The CAC will:

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

Adopted December 2, 2015

Updated May 14, 2018

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

ARTICLE IV – COMPOSITION

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

ARTICLE V – MEMBERSHIP SELECTION PROCESS

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

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

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

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

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

- Business Owners
- Chambers of Commerce
- College Students
- Faith Community
- Groups interested in multi-modal transportation
- Higher Education/Administration/Faculty
- Medical Community/ Public Health
- Neighborhood Associations/Councils
- Persons with Disabilities

- Public Agencies/Law Enforcement
- Rotary, Kiwanis, AHANA, Martin Luther King Jr. Family Outreach Center and/or other Fraternal and Civic Associations
- Rural Community
- Senior Citizens
- Service Users (Fixed Route, Paratransit, Vanpool)
- Social Service Agencies
- Youth

ARTICLE VI – MEMBERSHIP ROTATION PROCESS

Annually, in September, the CAC members will select the Chair of the CAC. An annual membership recruitment will follow. Membership recruitment and filling vacancies is an ongoing process.

Membership on the CAC is for a three-year term with at least five members appointed/reappointed each year. At the end of their term, members can ~~reapply to~~ serve a second term for a total of two three-year terms. If a member needs to leave the CAC prior to the end of their term, a new candidate will be selected to serve out the remainder of their term. The chair of the CAC will poll the members each May as to their desire to remain on the Citizen Advisory Committee. Annual membership terms shall begin at the September CAC meeting.

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

Attendance

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

ARTICLE VII – OPERATING GUIDELINES

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

- The CAC shall meet monthly except for the month of August.
- The Chair, or the Chair’s designee, will be the appointed spokesperson for the CAC.
- As designated on the Performance Monitoring and External Relations Committee agenda, the CAC Chair, or a delegated CAC member, may provide the STA Board of Directors with the CAC's input and advice.

- The CAC shall provide meeting minutes to the Clerk of the Authority to be forwarded to the Performance Monitoring and External Relations Committee and the STA Board of Directors. All CAC records will be open to public review.
- A charter review will be conducted at least once every three years.
- The members of the CAC serve in a voluntary role and without salary. Travel is reimbursed according to STA Bylaws.

ARTICLE VIII – STAFFING

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

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

June 6, 2018 - Updated

AGENDA ITEM 5A.1: AWARD OF CONTRACT FOR JANITORIAL SERVICES AT THE STA PLAZA AND BOONE FACILITY (SECOND FLOOR)

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Beth Bousley, Director of Communications and Customer Service
Roger Watkins, Chief Operations Officer

SUMMARY: The current contract for janitorial services at the STA Plaza and the second floor Boone facility will expire on July 31, 2018. Staff is proposing a five-year contract for this service:

A Request for Proposals (RFP) was advertised on April 10, 2018, and issued to eleven (11) potential contractors. A pre-proposal meeting and site visit was held on April 18, with nine (9) contractors represented. Two (2) Amendments to the RFP were issued, on April 19 and May 3, 2018.

STA received six (6) responsive proposals from responsible contractors on May 10, as follows:

- American Building Maintenance (ABM)
- Argus Janitorial
- MSNW
- Uniserve Facilities Services
- Vanguard Cleaning Systems
- Varsity Facility Services

An evaluation committee comprised of Darin Hoffman, Jenni Knoll, Brandon Rapez-Betty, Jan Watson, Jacque Tjards and Laurie Hitchcock met on May 23rd to review the proposals. Criteria for evaluation included (1) Price, (2) Firm's Experience and Stability, (3) Firm's Proposed Work Plan, (4) References, (5) Qualifications of Personnel, and (6) RFP Compliance. Proposals were scored as follows:

PROPOSER	ESTIMATED 3-YEAR COST	AVERAGE SCORE	RANK
Argus Janitorial	\$1,032,207	97.67	1
Uniserve	\$1,062,650	90.50	2
ABM	\$1,137,092	85.17	3
Vanguard	\$1,065,204	80	4
Varsity	\$1,212,816	79.67	5
MSNW	\$1,560,600	75.33	6

Note: Three-year totals are estimates only. Prices are firm the first year. However, in accordance with prevailing wage law, hourly rates must be reviewed annually and adjusted as necessary to account for prevailing wage rate changes. This figure will be used as a starting point for the prevailing wage adjustment each year. Third year rates plus prevailing wage adjustment will be year four rates. Fourth year rates plus prevailing wage adjustment will be year five rates.

The evaluation committee recommends an award of a five-year contract to Argus Janitorial. They are our current Contractor, staff is pleased with their work and the quote they provided is approximately 2% lower than their current rate.

RECOMMENDATION TO COMMITTEE: Review and recommend the Board award a five-year contract to Argus Janitorial to provide janitorial services to the STA Plaza and the Boone Facility Second Floor for an estimated three-year cost of \$1,032,207.00

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

June 6, 2018

AGENDA ITEM 5A.2: EQUAL EMPLOYMENT OPPORTUNITY COMMISSION POLICY & AFFIRMATIVE ACTION PLANS - RESOLUTION

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Nancy Williams, Director of Human Resources

SUMMARY: The Federal Transit Administration (FTA) requires that Spokane Transit (STA) reaffirm its commitment to equal employment opportunity and update its Affirmative Action Plans annually. Associated Industries performed an independent review of STA's Affirmative Action Plans and conducted the required utilization analysis. This analysis has been used to help establish goals and timeframes that are set forth in the plan.

A public hearing on the Affirmative Action Plans will be held on June 21, 2018, at 1:30 p.m. A summary of the Plans will be reviewed.

A proposed resolution reaffirming STA's commitment to EEO policy is attached for your review. Also attached are copies of STA's updated Affirmative Action/EEO Plans, for your reference.

Staff is recommending adoption, by resolution, of the Plans.

RECOMMENDATION TO COMMITTEE: Review and recommend the Board approve a resolution adopting STA's Affirmative Action Plans (Women & Minorities, Veterans and Disabilities) as presented and forwarded to the consent agenda.

COMMITTEE ACTION:

RECOMMENDATION TO BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

RESOLUTION NO. _____

A RESOLUTION FOR THE PURPOSE OF ESTABLISHING AND AUTHORIZING
THE EXECUTION AND IMPLEMENTATION OF STA'S AFFIRMATIVE ACTION PLANS
AND OTHER MATTERS PROPERLY RELATING THERETO

SPOKANE TRANSIT AUTHORITY
Spokane County, Washington

BE IT RESOLVED BY THE SPOKANE TRANSIT AUTHORITY as follows:

WHEREAS, the Spokane Transit Authority (STA) is a municipal corporation operating and existing under and pursuant to the Constitution and Laws of the State of Washington pursuant to RCW Title 36, Chapter 57A, Public Transportation Benefit Area;

WHEREAS, it is the policy of STA that each and every person, regardless of race, creed, color, national origin, gender, gender identity, age, disability, sexual orientation, veteran or disability status, has the right to obtain and hold employment without discrimination;

WHEREAS, it is the policy of the United States of America to provide equal employment opportunities for all, and that every person to be employed has an opportunity for advancement based on merit, ability, and potential;

WHEREAS, the STA Board of Directors wishes to ensure equal participation of all STA employees in a favorable working environment, and to ensure equal opportunities for all citizens to STA employment;

WHEREAS, the STA Board of Directors deems it appropriate to the interests and benefit of STA to establish and commit itself to Affirmative Action Plans, and that there be full compliance with the spirit as well as the letter of all State of Washington and United States statutes, orders, rules, and regulations dealing with equal employment opportunities;

WHEREAS, the STA staff has prepared said Affirmative Action Plans;

NOW, THEREFORE, be it resolved by the Board of Directors of STA as follows:

Section 1. The STA Board of Directors hereby adopts, establishes, and authorizes the execution and implementation of the Affirmative Action Plans, as prepared by the STA staff, and incorporated herein by reference. A copy of the Affirmative Action Plans and Equal Employment Opportunity Policy are available upon request from STA's Human Resources Department.

Section 2. The STA Board of Directors reaffirms the policy of STA to provide equal employment opportunity in all personnel actions for all persons; pledges STA to a program of positive Affirmative Action aimed at assuring true equality of employment opportunities and a work environment without discrimination; and adopts the Affirmative Action Plans, summaries of which are attached hereto as Exhibit "A", Exhibit "B" and Exhibit "C" which are incorporated by reference herein in their entirety, and specifically approves those sections dealing with matters under the control of the STA Board of Directors.

Section 3. The STA Board of Directors authorizes and instructs the STA CEO to implement and to effect such delegation as may be required or necessary to administer said STA Affirmative Action Plans.

Section 4. All resolutions in conflict herewith are hereby repealed.

ADOPTED by STA at a regular meeting thereof held on the 21st day of June 2018.

ATTEST:

SPOKANE TRANSIT AUTHORITY

Jan Watson
Clerk of the Authority

Kevin Freeman
STA Board Chairman

Approved as to form:

Laura McAloon
Attorney for Spokane Transit Authority



Spokane Transit Affirmative Action Plan Plan Years 2017 & 2018

The Federal Transit Administration (FTA) requires that Spokane Transit reaffirm its commitment to equal employment opportunity and update its Affirmative Action Plans annually.



EEOC Responsibilities

- The Equal Employment Opportunity Commission (EEOC) is responsible for enforcing federal laws that make it illegal to discriminate against a job applicant or an employee because of the person's race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability, veteran status or genetic information. It is also illegal to discriminate against a person because the person complained about discrimination, filed a charge of discrimination, or participated in an employment discrimination investigation or lawsuit.
- Affirmative Action is the term used in the workplace to show an active effort to improve the employment opportunities of historically underrepresented or discriminated against groups and to foster diversity in the workplace.



EEOC: Laws Enforced

- Title VII of the Civil Rights Act of 1964
- The Pregnancy Discrimination Act
- The Equal Pay Act of 1963
- The Age Discrimination in Employment Act of 1967
- Veterans and the Americans with Disabilities Act of 1990
- Sections 102 and 103 of the Civil Rights Act of 1991
- Sections 501 and 505 of the Rehabilitation Act of 1973
- The Genetic Information Nondiscrimination Act of 2008

Three Main Criteria

1. Recruiting and hiring practices meet EEOC guidelines.
2. Applicants and hires help to achieve diversity objectives.
3. STA's current employee diversity is equal to or exceeds the available employees in the Spokane area. Employees should be representative of the demographics in which STA operates.

Previous Affirmative Action Plan Goals

- Attract, hire, and retain qualified female service workers
 - Goal Achieved During Plan Year 2016

- Increase the rate of hire for qualified Veterans and Individuals who identify as having a disability
 - Achieved During Plan Year 2017

- Attract, hire, and retain qualified female operators
 - Goal in 2017 & 2018

1. Recruiting and Hiring Practices Meet EEOC Guidelines (Examples, not all inclusive)

- Job advertisements encourage diversity in our workforce; include reference to our status as an Equal Opportunity – Affirmative Action employer;
- Good faith efforts with Work Source and other organizations to encourage female, minority, veterans and individuals with disability applicants for our positions;
- Job postings are disseminated to agencies with interests in diversity concerns. This is done in face-to-face meetings, email notifications as well as US Mail.
- Partnership with local community colleges to assist with resume building, interview skills, and pipeline development for various positions

Community Partners

AARP	D.V.R.	N.A.T.I.V.E. Project	Career Transitions	Easter Seals	WorkSource
SFCC	Goodwill	Skills'Kin	Spokane Tribe	YWCA	United Way
West Central Community Center	African American Voice	Highland Park Methodist Church	Community Colleges of Spokane	Korean Presbyterian Church	Martin Luther King Jr Family Center
The Arc	NAACP	Senior Times	Career Path Services	The Black Lense	Dept. of Veteran Affairs
YMCA	First Transit	Gonzaga	Whitworth	EWU	Spokane Library



2. Applicants, New Hires and Promotions Plan Year 2016 and 2017

2016 Apps.	New Hires	Promotions	2017 Apps.	New Hires	Promotions	Notes:
1088	64	11	1581	92	37	
Min. Apps.			Min. Apps.			
203	11 (17%)	0	308	12 (13%)	5 (14%)	
Female			Female			
355	20 (31%)	6 (55%)	622	31 (34%)	8 (22%)	
Veterans			Veterans			
63	4	1	151	10	1	Nat'l goal=7% STA=11%
Individuals w/ Disability			Individuals w/ Disability			
64	2	0	112	5	2	Nat'l goal=7% 2016=3% 2017=5%

3. STA's Current Employee Diversity is Equal to or Exceeds the Available Employees in the Spokane Area

- Areas of Underutilization: Female Operators, Hiring Individuals with Disabilities and Veterans

	<u>Total #</u>	<u>Women</u>	<u>STA %</u>	<u>Weighted Market</u>
• Operators				
2016	334	80	23.95%	37%
2017	336	81	24.10%	37%
• Individuals W/ Disabilities				
2016			3%	7% Nat'l Goal
2017			5%	7% Nat'l Goal
• Veteran Hiring				
2016			6%	7% Nat'l Goal
2017			11%	Goal Achieved

Coach & Van Operator Statistics

<u>Year</u>	<u>Applicants</u>	<u>Males</u>	<u>Female</u>	<u>Percentage Represented</u>
2016	463	360	103	22% of all operator applicants were female
2017	425	346	79	19% of all operator applicants were female

<u>Year</u>	<u>Hired</u>	<u>Males</u>	<u>Female</u>	
2016	51	37	14	27% of all operators hired were female
2017	53	37	16	30% of all operators hired were female

2018 Action Plan

- Focus on increasing partnerships with groups and organizations that are female focused
- Utilize imagery in recruitment efforts that illustrate females in non-traditional roles
- Strengthen partnerships with supported employment and DVR through community outreach including additional attendance at job fairs and WorkSource events

Additional Notes:

- All Plans are developed with assistance from Associated Industries and Jackson Lewis as STA consultants.

Recommendation

Review and recommend the Board approve a resolution adopting STA's Affirmative Action Plans (Women & Minorities, Veterans and Persons with Disabilities) and forward to the consent agenda.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

June 6, 2018 - Updated

AGENDA ITEM **6A** : 1ST QUARTER 2018 PERFORMANCE MEASURES

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Roger Watkins, Chief Operations Officer

SUMMARY: A complete set of the 1st Quarter 2018 Performance Measures is attached to the end of this packet. Staff will be prepared to address any questions about any measure. The complete report has also been posted to the STA website at: https://www.spokanetransit.com/files/content/2018_1st_Q_Perf_Measures-for_WEB.pdf

The following is a summary of significant measures that are of particular interest or the committee has provided guidance for staff to highlight on a routine basis.

Earn and Retain the Community's Trust

Ridership

Ridership for Fixed Route ended the quarter down 1.2% compared to our ridership year in 2017. Fixed Route provided 2,641,381 in 2018 vs. **2,673,479** in 2017. The ridership goal for Fixed Route in 2018 is 1.5% increase from 2017 (approximately 10.45 million trips).

- Last year we saw indications that the decline in ridership was starting to bottom out. Ridership to date is still fairly flat. Staff are conducting several marketing/communication initiatives to restore ridership in our most productive markets.
- As we noted last year, ridership at STA is still approximately 34% higher than it was in 2005. In perspective, when compared to other urban systems in Washington State, STA's ridership growth over this timeframe is nearly triple that of the next best performing transit (Community Transit) and four of the eight urban transits actually experienced declines in ridership over that time.

STA's goal in Paratransit is to manage growth and maintain a 1.5% increase over 2017 ridership level. At the end of the 1st Quarter, Paratransit ridership is 2.2% higher than in 2017 (121,709 vs. 119,120).

- STA's Paratransit ridership growth has been successfully managed since 2005. From a high of 521,000 trips in 2009, we have been successful in reducing demand to approximately 477,000 trips in 2017. This has been accomplished through a combination of creative programs such as In-Person Assessments, Mobility Training, Special Use Van Program, and the Van Grant Program.
- The 2.2% growth in Paratransit Ridership includes a 12.5% increase in Special Use Van (SUV) ridership. The SUV program was designed to reduce demand on the more expensive ADA Paratransit trips. At a cost of \$4.91 per trip the 12.5% increase in SUV ridership (984 additional rides this year) equates to a cost avoidance of \$22,022. ADA Paratransit Ridership with SUV ridership numbers removed has increased by 1.4% slightly lower than predicted.

Vanpool ridership decreased in the first quarter of 2018 by 16.1% (41,273 vs. 49,208 in 2017). STA's goal is to realize a 2.5% increase in ridership from 2017 (approximately 190,000 trips).

Vanpool ridership continues to decrease as a number of current riders retire. Vanpool performance measures can fluctuate noticeably when slight decreases in roster sizes lead a group to disband. Three of the four Vanpool folds that occurred in the first quarter were results of riders retiring. Vanpool continues to recover 100% of operational and administrative costs through its fare structure. Rising gas prices predicted for the remainder of the year could lead to more ridership and group formations. In addition, the opening of the new West Plains Transit Center offers additional opportunity to promote Vanpool's new first/last mile (Vanshare) solution.

Passengers per Revenue Hour (PPRH)

Fixed Route PPRH was 25.08

- This is slightly above of the goal of 25. Staff expects our 1st Quarter performance will be the high mark of the year. Lower ridership in the summer as well as the introduction of more service late at night and weekends will tend to lower PPRH performance. It is important to note that no other urban transit in Washington State, other than King County Metro, delivers more than 28 PPRH. In fact, no other urban transit in Washington State delivered more than 23 in 2017.

Paratransit PPRH was 2.76

- The productivity goal for Paratransit is 3.0 PPRH. Similar to the Fixed Route goal, the PPRH goal is very aspirational. Paratransit operation performance goals of 2.5 are common.
- In 2017, STA had the highest ADA paratransit passenger per revenue hour performance of all urban systems in Washington State. C-Tran (Vancouver, WA) was second highest at 2.54. In The American Bus Benchmarking Group (ABBG), the average passenger boardings per total vehicle hour (a slightly different measurement) was 2.1 boardings per hour. STA rated number 2 out of the 18 ABBG agencies, with an average of 2.7.

Provide Excellent Customer Service

Professional and Courteous

- The company-wide average for “professional and courteous” rating exceeded the goal of a 4.5 (or above) average (on a 5 point scale) from customer observations in our Quality Counts! Survey Program. STA’s overall average was 4.81.

On Time Performance

- At 94.3%. Fixed Route exceeded STA’s goal of 90% of trips running on time (on time is measured as a bus departing between 0 to 5 minutes from the scheduled departure time). Due to the success in meeting the 2017 goal, staff raised the goal to 93% for 2018. Achieving a 90+ OTP with a CAD/AVI system is almost unheard of in the industry.
- Paratransit on time performance was 91.7%, slightly short of the goal of 93%. Similar to other goals, a 93% on time performance rate is aspirational goal.
- STA uses real time data to verify on time performance. In 2016, the average on time performance for ABBG properties using real time data was 91% on time.

Enable Organizational Success

Operator Ride Checks

- Fixed Route and Paratransit both are on target to meet the respective goals of 100% successful ride checks for all active coach and van operators. (Fixed Route - 93 of 267 – Paratransit - 4 out of 59).

Exemplify Financial Stewardship

Cost per Passenger

- Fixed Route and Paratransit both far surpassed STA’s goal to keep the cost per passenger less than 95% of the average cost of the urban systems in Washington State. We do much better than that goal. It should be noted however, that 1st Quarter data will be skewed in a positive manner due to the timing lag of some outstanding payments. Most significant are the fuel and contracted service payments from MV.
 - Fixed Route cost per passenger was \$4.64. This is 64.9% of the urban systems’ average.
 - Paratransit cost per passenger was \$25.10. This is 59.6% of the urban systems’ average.

Cost Recovery from User Fees (Farebox Recovery).

- Fixed Route farebox recovery is down to 19.0%, below the goal of 20%. The Board-approved fare changes in 2017 and 2018 will help restore this recovery ratio. However, it is important to note that ridership will also need to be restored to 2015 ridership levels in order to meet/exceed the 20% goal.
- Paratransit farebox recovery is at 5.8%, which is above the goal of 5%. Part of this trend may be due to the fare increase in July 2017, which would have influenced average fare collected. The average fare collected increased from \$1.24 in 2017 to \$1.50 in 1st quarter 2018. Similar to the cost per passenger measure, this result is skewed in a positive manner due to outstanding payments to MV and fuel bills.

Ensure Safety

Preventable Accident Rate.

- Both Fixed Route and Paratransit met and/or exceeded the goal of 0.08 and 0.10 preventable accidents per 10,000 miles respectively.
 - At 0.04, Fixed Route was substantially lower than STA's goal of 0.08 preventable accidents per 10,000 miles.
 - At 0.10, Paratransit achieved STA's goal of 0.10 preventable accidents per 10,000 miles.

RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____



Performance Measures 1st Quarter 2018



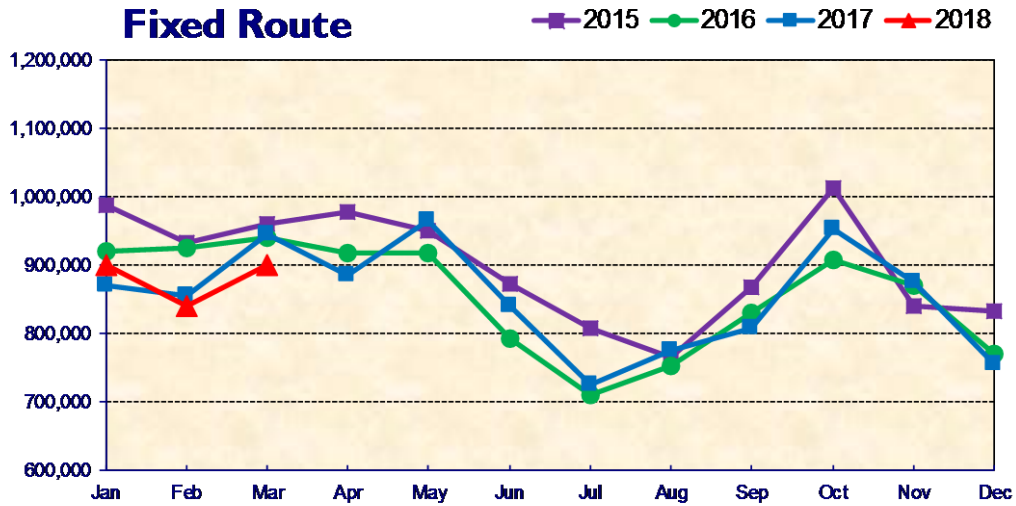
Priorities and Objectives

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



Ridership

Fixed Route



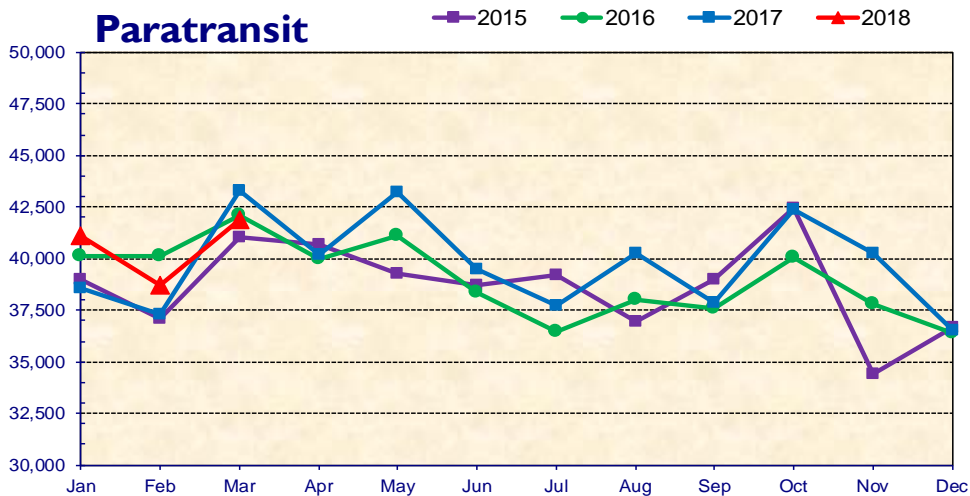
2015 = 10,815,736
 2016 = 10,261,789
 2017 = 10,264,971
 Proj.-2018 = 10,418,945

Goal: 1.5% Increase over 2017 Ridership
1st Qtr. Result: 1.2% Decrease



Ridership

Paratransit



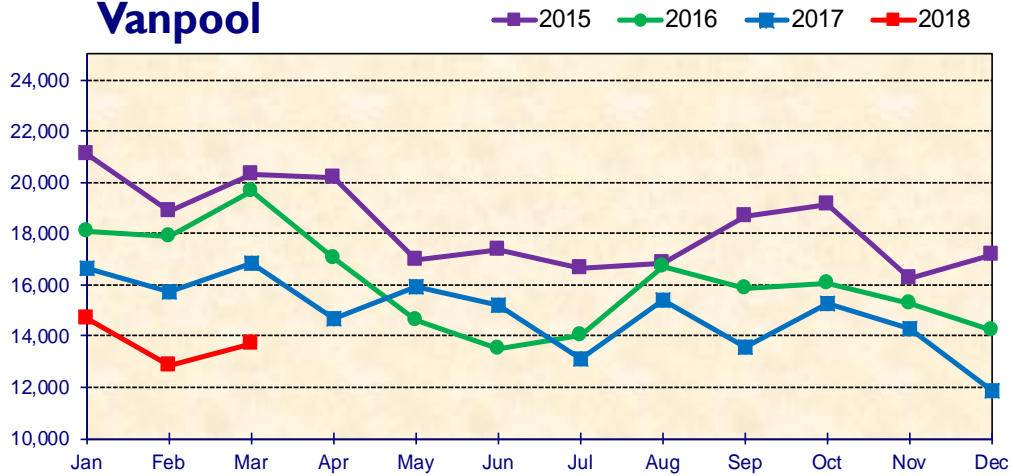
2015 = 464,449
 2016 = 468,050
 2017 = 477,010
 Proj. 2018 = 484,165

Goal: 1.5% Increase over 2017 Ridership
1st Qtr. Result: 2.2% Increase



Ridership

Vanpool



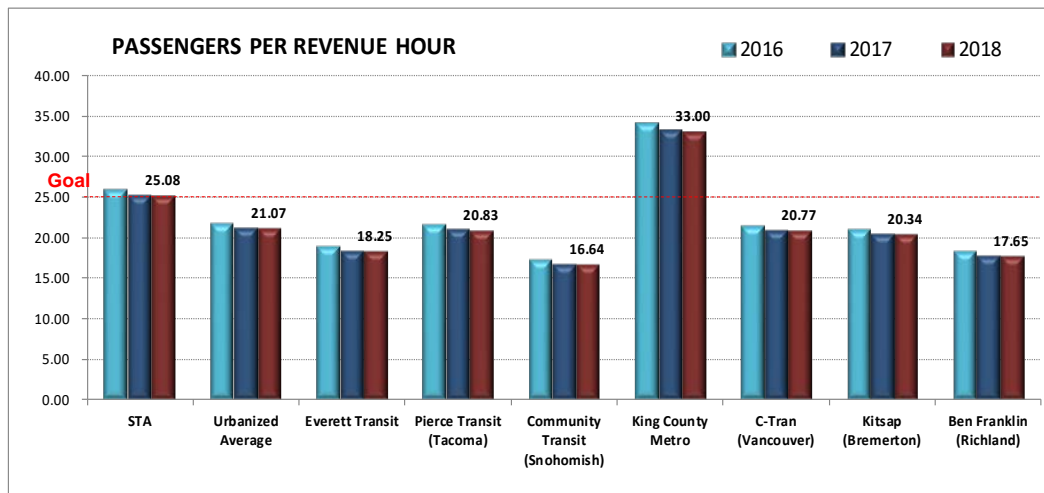
2015 = 246,331
 2016 = 193,006
 2017 = 178,457
 Proj. 2018 = 182,918

Goal: 2.5% Increase over 2017 Ridership
1st Qtr. Result: 16.1% Decrease



Fixed Route

Service Effectiveness



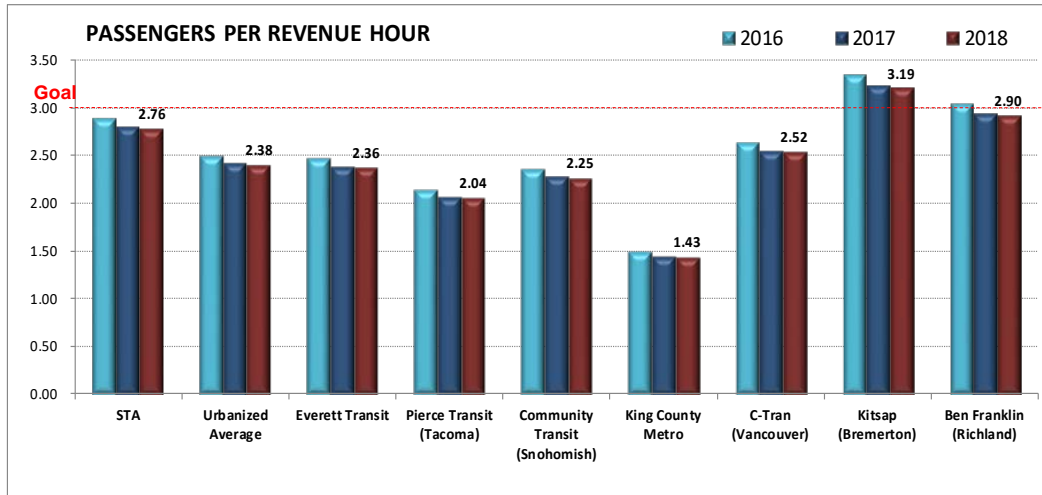
GOAL: TRANSPORT 25.0 OR MORE PASSENGERS PER REVENUE HOUR

* System averages assume a performance equal to STA for 2017 & 2018



Service Effectiveness

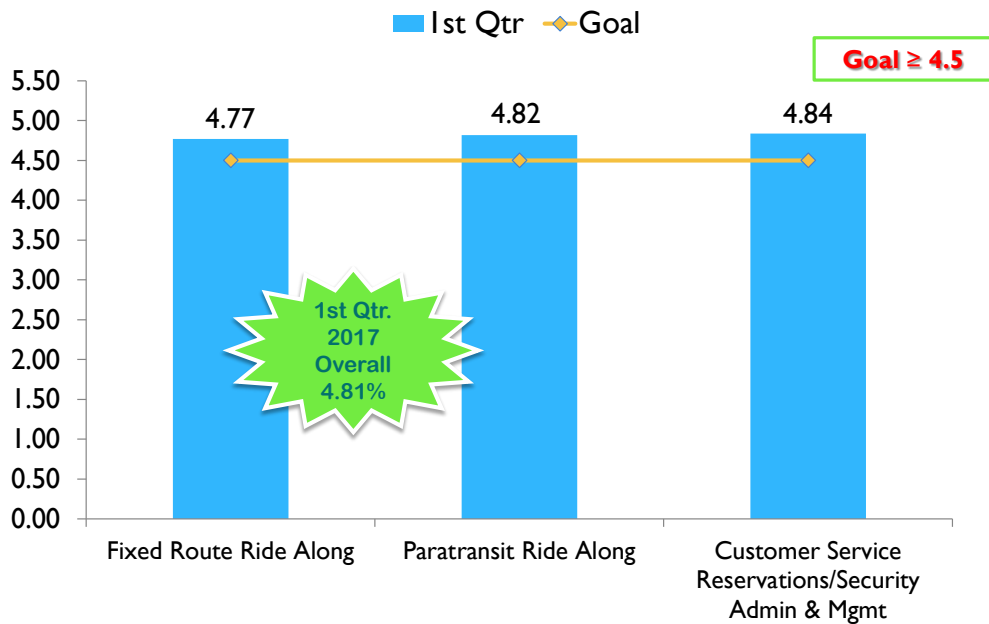
Demand Response



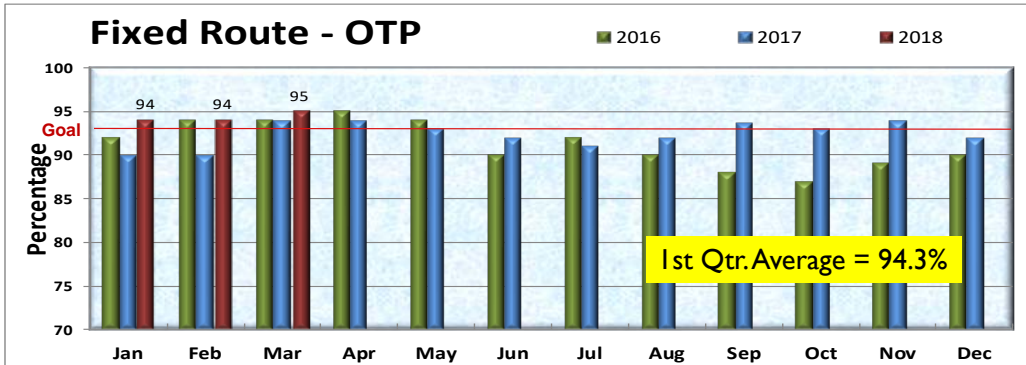
GOAL: TRANSPORT 3.0 OR MORE PASSENGERS PER REVENUE HOUR

* System averages assume a performance equal to STA for 2017 & 2018 

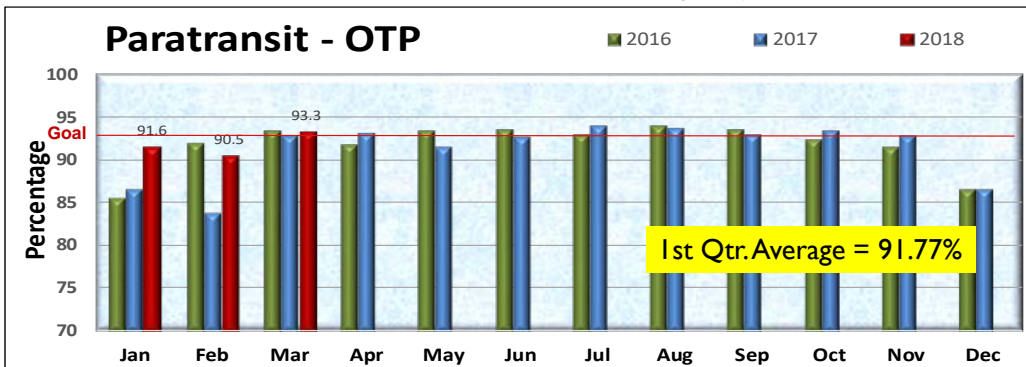
Professional & Courteous



On Time Performance



Fixed Route – 100% Automated Time Checks began May 2016



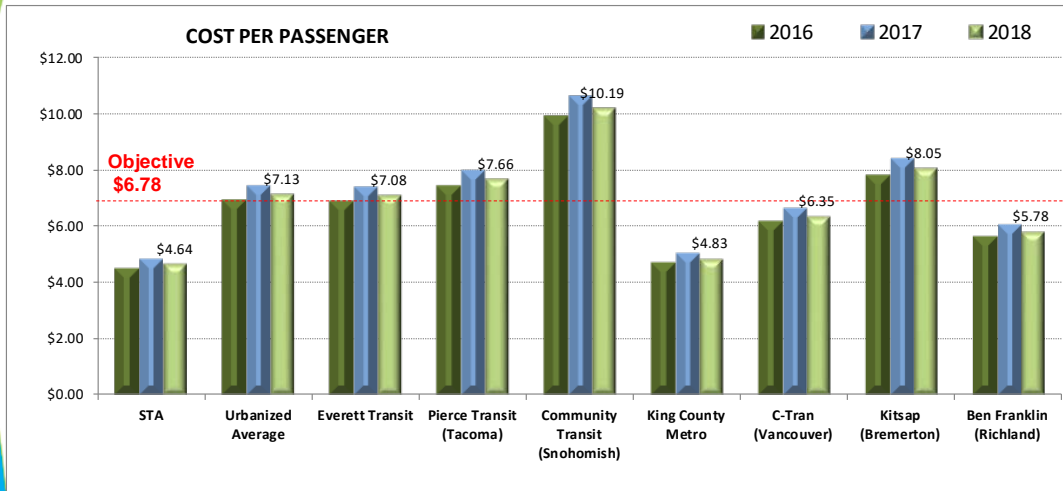
Ride Checks/Ride Along

	2017	YTD 2018	Goal
Fixed Route	265* of 273 completed	93 of 267 completed	100% of operators checked annually
Paratransit	55* of 59 completed	4 of 59 completed	100% of operators checked annually

* All active Operators completed

Fixed Route

Cost Effectiveness



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

2017 Status: 64.9% (STA - \$4.83; Urban Average - \$7.44)

Notes:

Previous year results

- 2016 data from NTD reports
- 2017 STA data reflects year-end

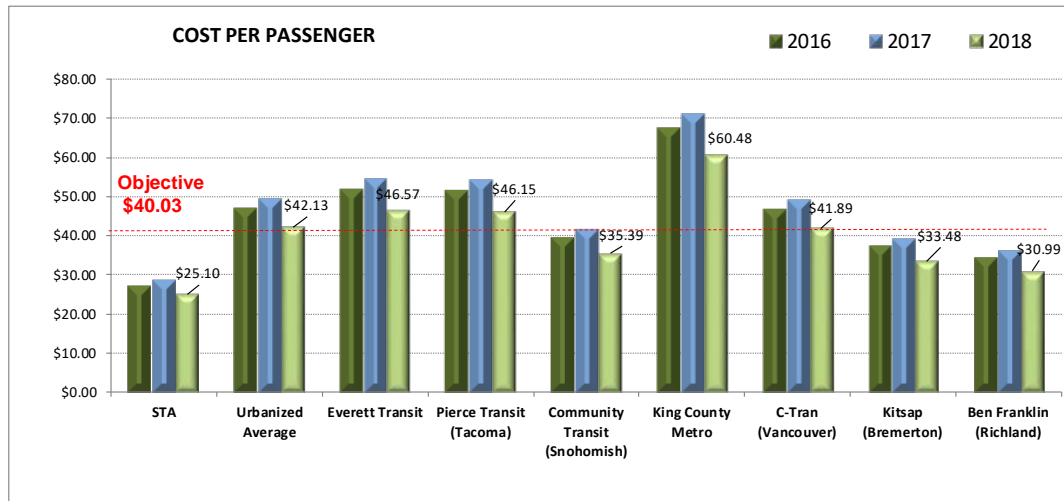
STA 2018 data reflects year-to-date 1st quarter

- Expenditures will lag slightly until end of year



Demand Response

Cost Effectiveness



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

2017 Status: 58.1% (STA - \$28.83; Urban Average - \$49.49)

Notes:

Previous year results

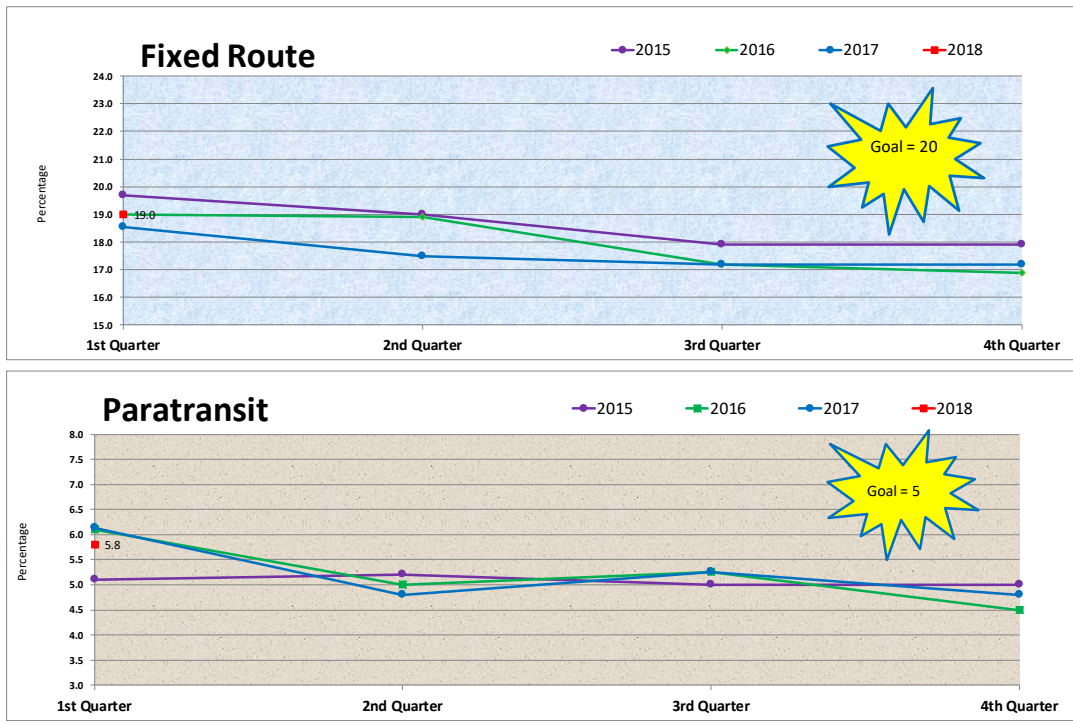
- 2016 data from NTD reports
- 2017 STA data reflects year-end

STA 2018 data reflects year-to-date 1st quarter

- Expenditures will lag slightly until end of year



Cost Recovery from User Fees



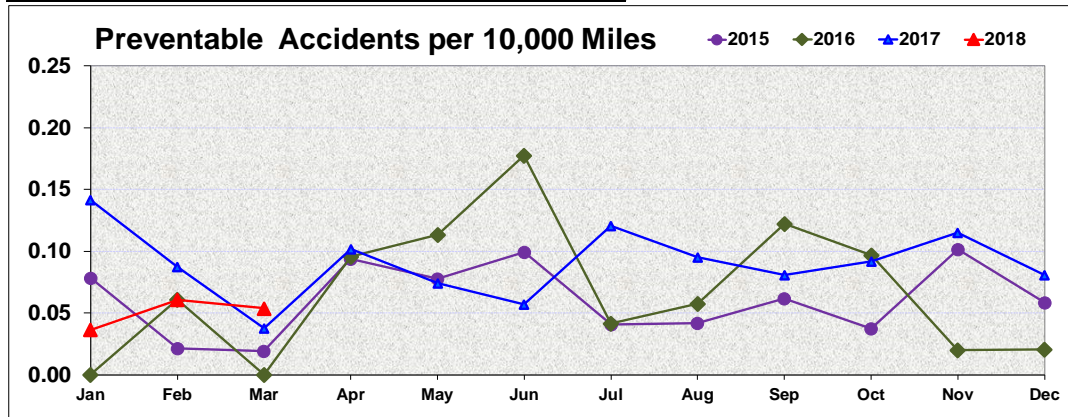
Ensure Safety

2 Performance Measures:

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

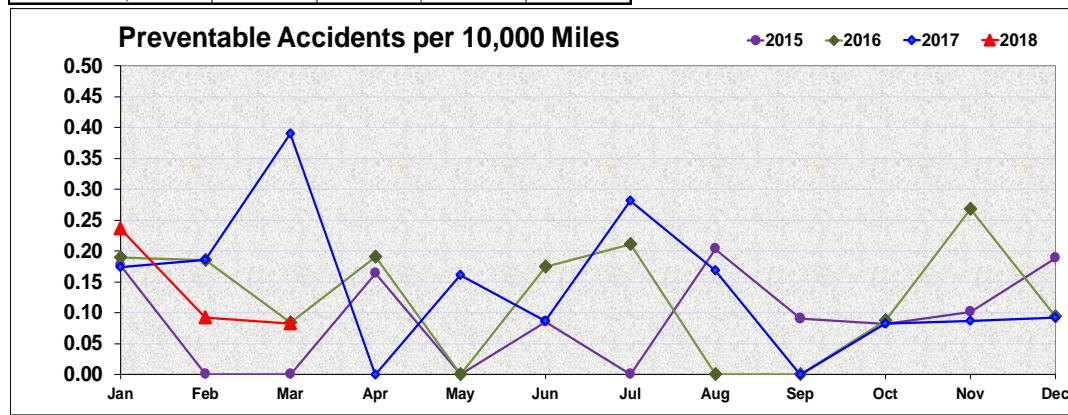
Fixed Route				
	2015	2016	2017	2018
Jan	4	0	7	2
Feb	1	3	4	3
Mar	1	0	2	3
Apr	5	5	5	
May	4	6	4	
Jun	5	9	3	
Jul	2	2	6	
Aug	2	3	5	
Sep	3	6	4	
Oct	2	5	5	
Nov	5	1	6	
Dec	3	1	4	
Total Prev. Accidents	37	41	55	8
YTD PREVENTABLE ACCIDENTS PER 10,000 MILES	0.06	0.07	0.09	0.05

Preventable Vehicles Accidents



Paratransit				
	2015	2016	2017	2018
Jan	2	2	2	3
Feb	0	2	2	1
Mar	0	1	5	1
Apr	2	2	0	
May	0	0	2	
Jun	1	2	1	
Jul	0	2	3	
Aug	2	0	2	
Sep	1	0	0	
Oct	1	1	1	
Nov	1	3	1	
Dec	2	1	1	
Total Prev. Accidents	12	16	20	5
YTD PREVENTABLE ACCIDENTS PER 10,000 MILES	0.09	0.12	0.15	0.14

Preventable Vehicles Accidents



SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

June 6, 2018

AGENDA ITEM 6B : 2018 NEW FARE – PHASE 2 - COMMUNICATIONS

REFERRAL COMMITTEE: N/A

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

SUMMARY: On Thursday, July 21, 2016, the STA Board of Directors approved a two-phased approach to a new fare structure: Phase 1 became effective July 1, 2017, and Phase 2 will become effective July 1, 2018. The Board made the decision after a three-month outreach process and a public hearing that resulted in changes to the original recommendation. Based on public input, the Board directed staff to phase in the change over a two-year period, delay the increase for reduced fare passes until the second year, and to retain student and youth summer passes.

FARE CATEGORY	Current Fare	New Fare as of 7/1/2018
Adult		
Cash Fare	\$1.75	\$2.00
2-Hour Pass	\$1.75	\$2.00
Day Pass	\$4.00	\$4.00 *
31-Day Rolling Pass	\$50.00	\$60.00
City Ticket (Shuttle)	\$35.00	\$40.00
7-Day Rolling Pass	\$15.00	\$17.00
Reduced Fare		
Cash Fare	\$0.75	\$1.00
2-Hour Pass	\$0.75	\$1.00
31-Day Rolling Pass	\$25.00	\$30.00
Student Pass	\$42.00	\$52.00
Youth		
Cash Fare	\$1.75	\$2.00
Day Pass	\$4.00	\$4.00*
31-Day Rolling Pass	\$35.00	\$40.00
Youth Summer	\$50.00	\$60.00
Paratransit		
Cash Fare	\$1.75	\$2.00
One Ride Card	\$1.75	\$2.00
Monthly Pass	\$50.00	\$60.00

* No Increase

New Fare Education: On July 1, 2018, Phase 2 of the new fare will go into effect. STA Staff is taking the following steps to remind audiences and help them understand the reasons behind the fare change.

- **STA passengers** - STA Staff will be on hand to educate customers at the Plaza, Valley Transit Center, and Park & Rides periodically through **June and July** to remind customers of the new fare and answer any questions. There will also be signage at these facilities and on the buses.
- **Bulk-Pass Buyers and Pass Sales Outlet partners** – STA is communicating with bulk-pass buyers and pass sales outlets to remind them of the fare change and help them plan their pass purchases accordingly.
- **Employees** – STA Staff is helping employees be prepared to understand and answer any questions by educating them at the **June** all employee meeting, with handouts, Frequently Asked Questions (FAQs), breakroom posters, meetings with supervisors, and internal e-communications.
- **Board Members** – STA Staff is briefing Board members on the new fare and providing a handout and FAQs to prepare them to disseminate information as appropriate.
- **The Community** – A media alert will be issued informing the community of the Phase 2 Fare Change.

Communications tools: Informational flyer, frequently asked questions and answers, web content, social media postings, print advertising, signage, updated fare information on fleet, bus shelters, facilities.

RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

June 6, 2018

AGENDA ITEM **6C** : 2018 COMMUNICATIONS PLAN UPDATE

REFERRAL COMMITTEE: N/A

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

SUMMARY: Staff will report on progress on implementing the 2018 Communications Plan, which supports the Spokane Transit (STA) objectives to increase ridership and improve community perception.

Pass sales:

- The 3-month summer youth pass is being promoted through social media and digital advertising on Pandora and Facebook, and promotional flyers on the buses, at local libraries, and at STA customer service.
- Universal Transit Access Pass Program (UTAP) agreements are being renewed with educational institutions, City of Spokane and Spokane County. A UTAP agreement with Whitworth University will launch this fall.
 - 2017-2018 Forecasted ridership: 11% increase at Community Colleges of Spokane, 1% increase at Eastern Washington University, 8% increase at Gonzaga University, and 2% decrease at Washington State University – Spokane.
 - Developing plans for promotions in conjunction with September 2018 service change and fall orientation.
- Working with Downtown Spokane Partnership (DSP) and the Public Facilities District (PFD) to revitalize the City Ticket Program under the new name Shuttle Park which is part of a family of parking options for downtown Spokane called Park Spokane.

STA Moving Forward

- The May Service change was successfully implemented and included updated schedules and system maps.
- The September 2018 Service Change will be broadly promoted through:
 - The West Plains Transit Center ribbon cutting
 - An integrated communications strategy promoting new services, routes, amenities, and facilities.
- Ongoing support of public outreach to educate and engage our audiences about STA Moving Forward projects and progress.
- STA Moving Forward Progress will continue to be communicated through a breadth of channels including digital communications, outreach presentations, employee communications, video, social media, press releases, and advertising.

Strategic Communications

- Ongoing demonstration that STA is a key player and leader in the region's future growth and development through community and media relations.
 - Digital annual report distributed to over 500 recipients achieved an open rate of over 47%
 - STA Moving Forward Newsletter is being sent monthly to subscribers, the STA Board, and employees. The April edition was sent to over 500 recipients and achieved an open rate of over 52%,

New employee recruitment

- An integrated communications program supports STA’s efforts to recruit talented, committed candidates for employment and includes social media, career fair displays, giveaways, job description handouts, and vehicle signage.

Vanpool

- Handouts, a video, vehicle signage, website updates, social media, advertising, and joint outreach events are planned to educate potential vanpool passengers and promote ridership.

Internal Communications

- The annual employee engagement survey conducted in February shows positive trends in employee engagement and satisfaction and will be presented at the June All Employee Meeting.
- Efforts are underway to enhance internal communications, including updated digital monitors in breakrooms.

Customer Service

- Under new management, efforts to improve quality of customer service have achieved the following results in 2018:
 - Quality counts year to date customer satisfaction ratings (where 100% is excellent): call center 87.5%; customer service: 91.67%
 - During March 2018, 97% of calls in the call center were answered within 30 seconds

Community Relations

- STA and Spokane County Libraries are partnering for the second year with storytelling events and bus demonstrations at five libraries, where STA coach operators read stories about buses to toddlers, who will then have a chance to “touch-a-bus” with their parents.
- Partnering with EWU’s Everyday Language and Literacy Opportunities (ELLO) program, which supports literacy among small children through engaging, and interesting visuals that help parents and other adults have meaningful conversations with kids while in everyday spaces. Signage will be displayed on STA bus shelters throughout the region.
- Visitors to the STA Plaza will enjoy a full schedule of musicians and entertainment. Plaza displays are being developed to educate existing and potential passengers regarding the September 2018 Service Change.

Social Media

- Results since May 5th: page views up 21%, page likes up 8%, people reached up 94%, post engagement up 108%, page followers up 33%

Web Development

- STA Communications is undergoing a major web governance effort to ensure that STA web properties are well equipped to accommodate the anticipated continuous increase in web traffic. The majority of visitors visit spokanetransit.com for route information.

RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

June 6, 2018

AGENDA ITEM 8A : APRIL 2018 FINANCIAL RESULTS SUMMARY

REFERRAL COMMITTEE: N/A

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

SUMMARY: Attached are the April 2018 financial results. The emphasis is on what percent of the budget has been received or expended to date compared to where we are in the year. April equates to 33.0% of the year.

Revenue

Overall, revenue is at 34.9% of budget (\$29.5M) which is higher than the expected \$27.9M.

Fares & Other Transit Revenue is slightly higher than the budget at 33.4%.

Sales Tax Revenue is higher than the budget at 34.7%.

Federal & State Grants is higher than the budget at 36.5%.

Miscellaneous Revenue is higher than the expected budget at 50.7%.

Operating Expenses

Operating expenses at 27.9% of budget (\$20.5M) are 15% below the expected amount of \$24.3M.

Fixed Route 29.5% of budget expended

Paratransit 24.0% of budget expended

Vanpool 25.7% of budget expended

Plaza 21.9% of budget expended

Administration 26.9% of budget expended

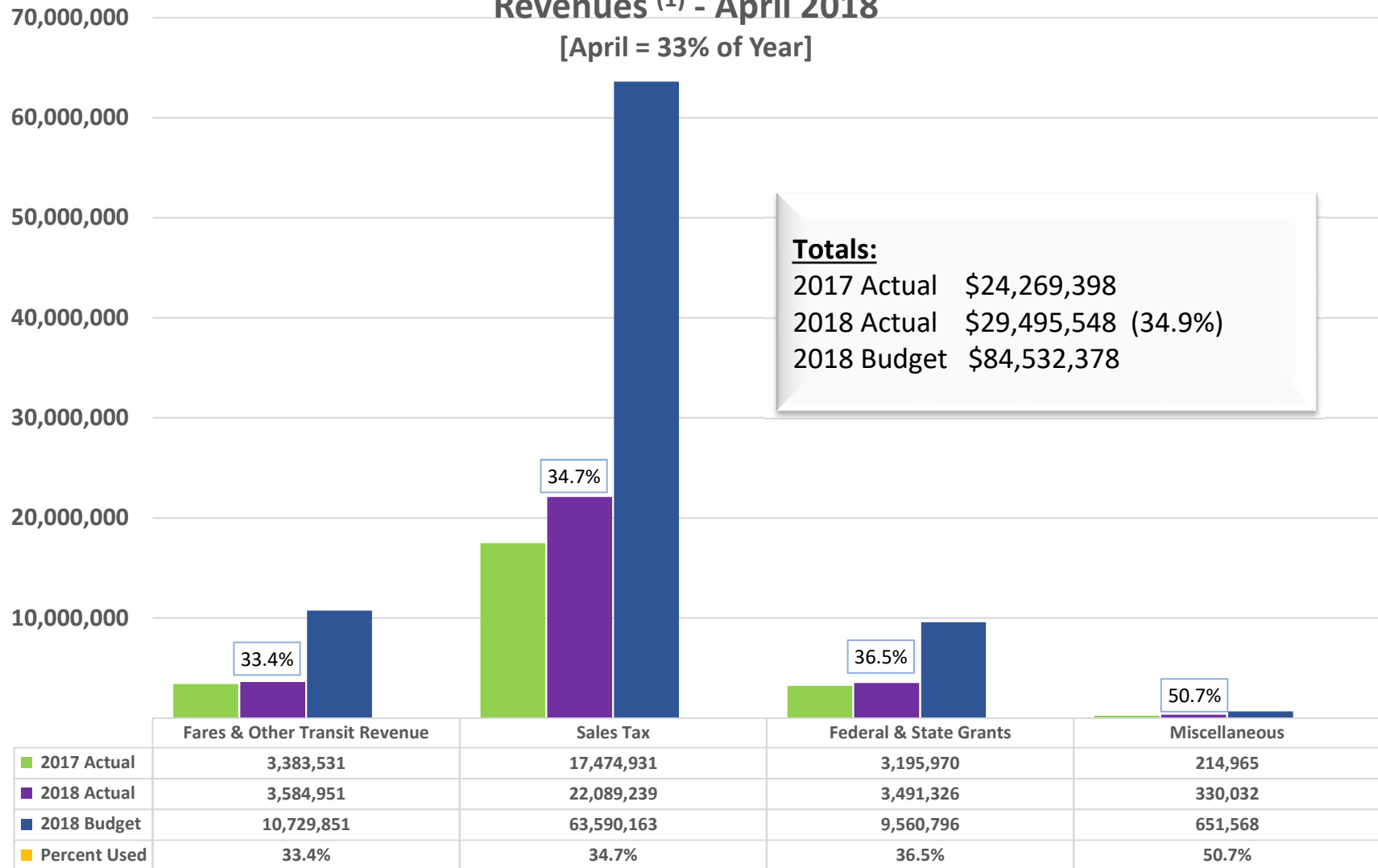
Operating expenses are greatly influenced by timing of payments. For example, only 23.2% (\$1.0M) of the fuel budget has been spent to date and we expect that to change significantly as the year progresses.

RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

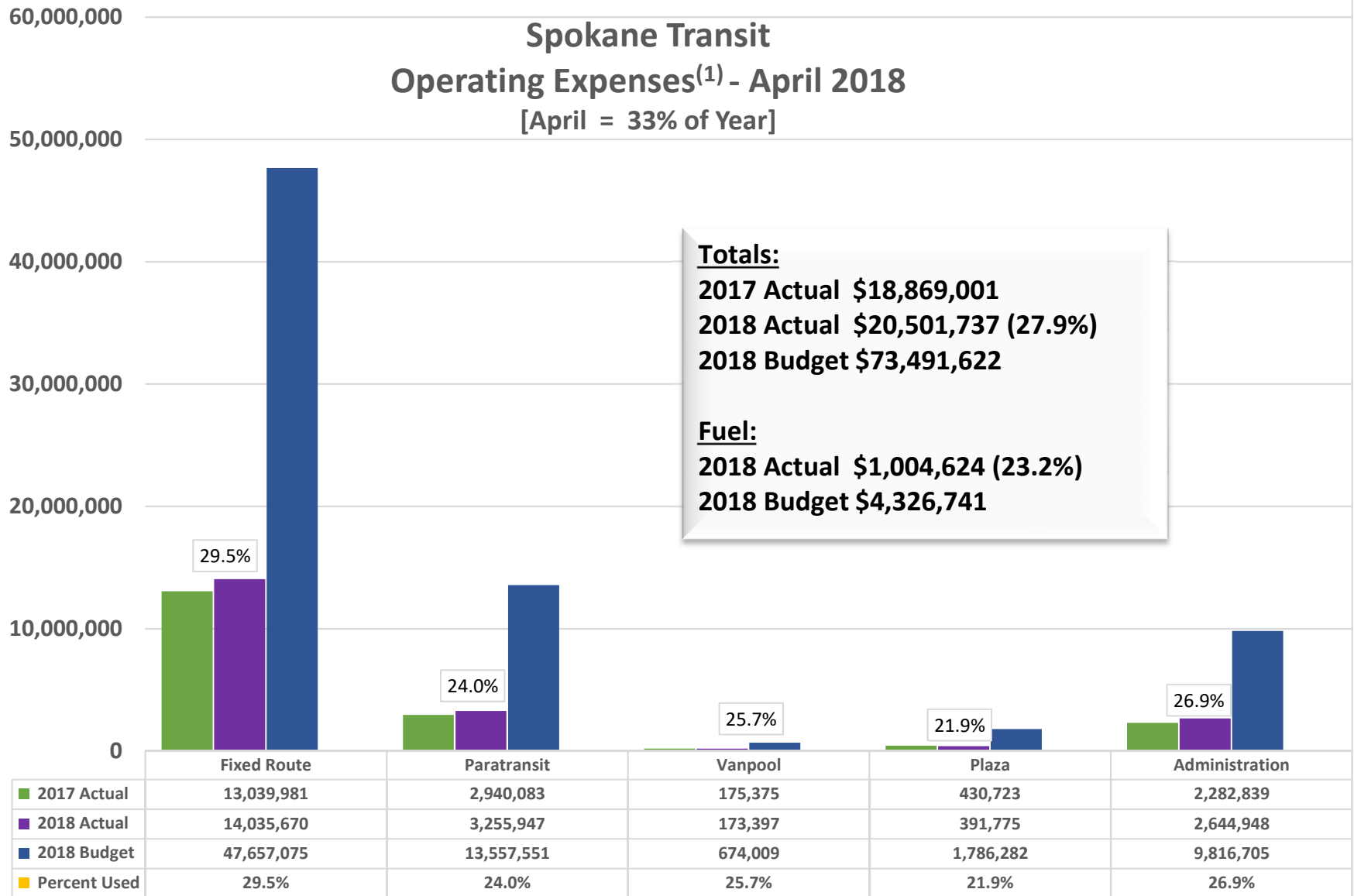
Spokane Transit Revenues ⁽¹⁾ - April 2018 [April = 33% of Year]



Totals:
 2017 Actual \$24,269,398
 2018 Actual \$29,495,548 (34.9%)
 2018 Budget \$84,532,378

⁽¹⁾ Above amounts exclude grants used for capital projects. Year-to-date April state capital grant reimbursements total \$525,987 and federal capital grant reimbursements total \$1,287,614.

Spokane Transit Operating Expenses⁽¹⁾ - April 2018 [April = 33% of Year]



⁽¹⁾ Operating expenses exclude capital expenditures of \$8,219,366 and Street/Road cooperative projects of \$29,535 for year-to-date April.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

June 6, 2018

8aAGENDA ITEM 8B : MAY 2018 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

SUMMARY: Attached is May 2018 sales tax revenue information.

May sales tax revenue, which represents sales for March 2018, was:

- +27.3% over May 2017 actual
- +26.6% above YTD actual
- +14.5% YTD above budget

RECOMMENDATION TO COMMITTEE: Information only.

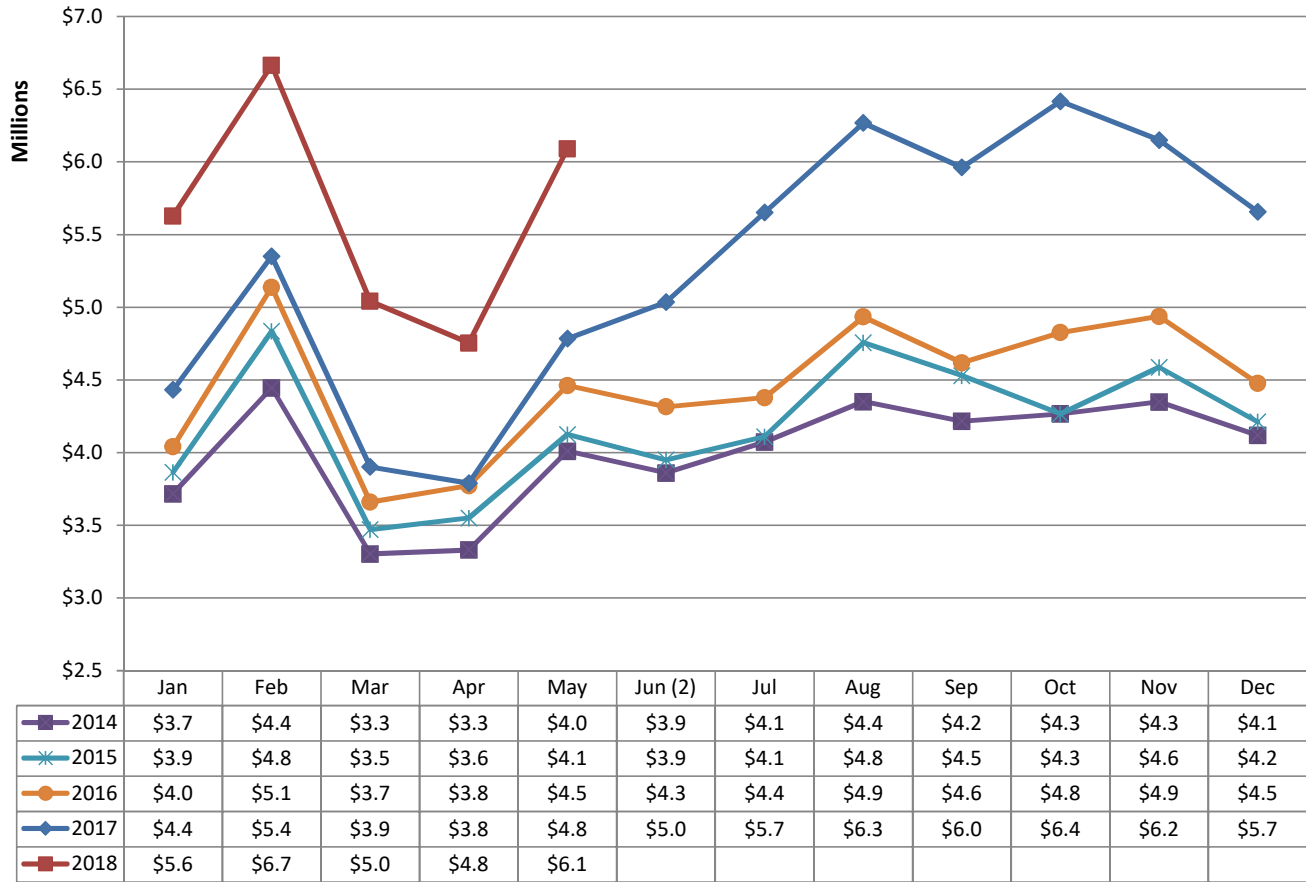
FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

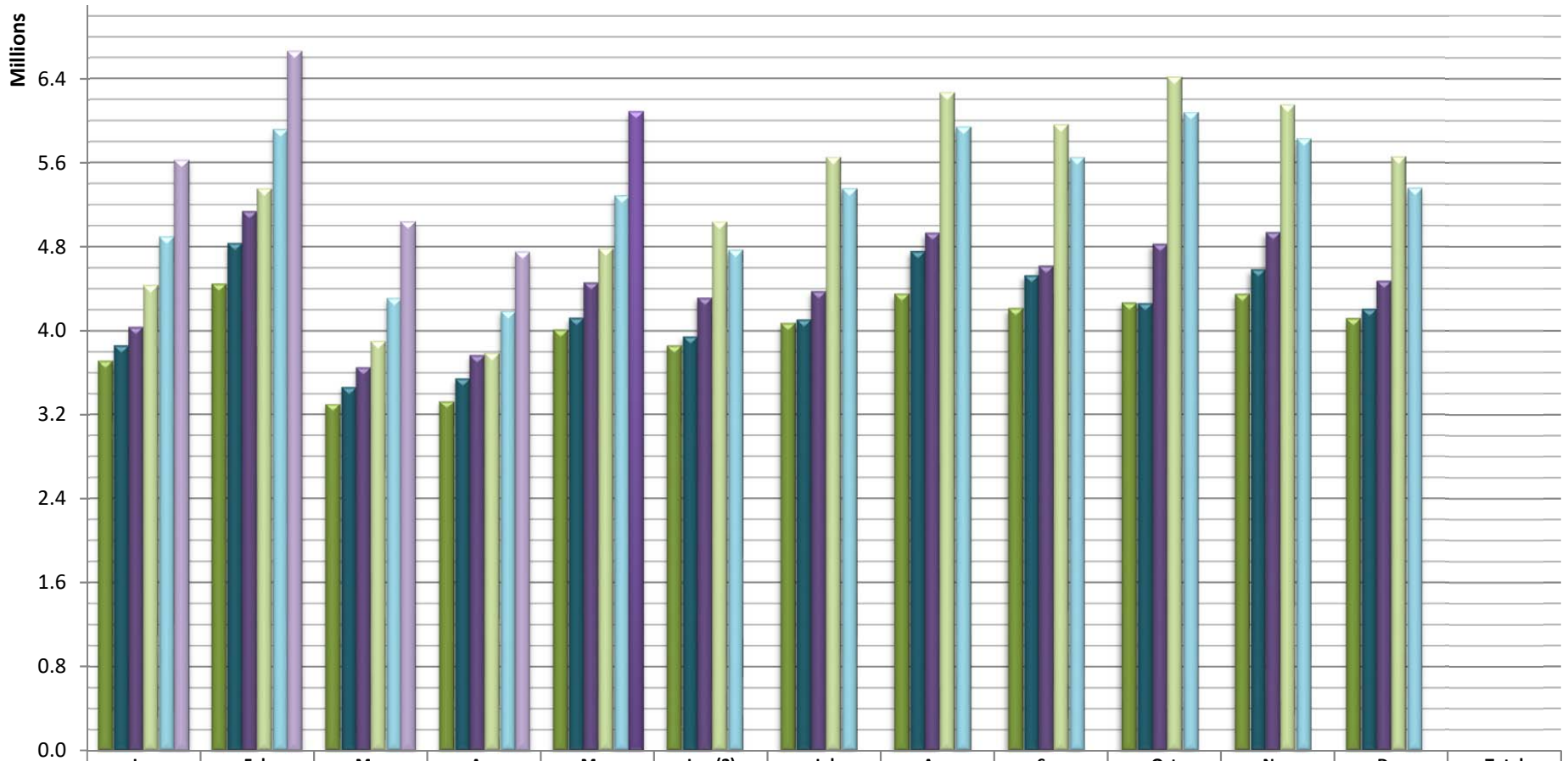
Sales Tax Revenue History-May 2018⁽¹⁾



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

(2) June distribution is April taxable sales in which the sales and use tax rate increased one-tenth of one percent (.001) from .006 to .007.

2014 - 2018 SALES TAX RECEIPTS ⁽¹⁾



	Jan	Feb	Mar	Apr	May	Jun (2)	Jul	Aug	Sep	Oct	Nov	Dec	Total
■ 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 Act.	4,040,342	5,138,043	3,659,616	3,772,996	4,462,273	4,315,784	4,378,473	4,933,936	4,618,531	4,826,474	4,936,883	4,477,725	53,561,075
■ 2017 Act.	4,432,233	5,350,787	3,901,562	3,790,349	4,783,883	5,035,578	5,651,610	6,268,031	5,961,836	6,416,307	6,150,443	5,656,970	63,399,589
■ 2018 Bud.	4,899,774	5,915,222	4,313,124	4,190,180	5,288,518	4,771,511	5,355,239	5,939,334	5,649,197	6,079,834	5,827,913	5,360,318	63,590,163
■ 2018 Act.	5,628,134	6,664,160	5,042,196	4,754,750	6,090,019	-	-	-	-	-	-	-	-
\$ Mo. Var.	1,195,900	1,313,373	1,140,634	964,401	1,306,136	-	-	-	-	-	-	-	-
% Mo. Var.	27.0%	24.5%	29.2%	25.4%	27.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
\$ YTD Var.	1,195,900	2,509,273	3,649,907	4,614,308	5,920,443	-	-	-	-	-	-	-	-
% YTD Var.	27.0%	25.6%	26.7%	26.4%	26.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
% YTD Bud. Var.	14.9%	13.7%	14.6%	14.3%	14.5%	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.

⁽²⁾ June distribution is April taxable sales in which the sales and use tax rate increased one-tenth of one percent (.001) from .006 to .007.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

June 6, 2018

AGENDA ITEM **8C** : APRIL 2018 OPERATING INDICATORS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Roger Watkins, Chief Operations Officer
Karl Otterstrom, Director of Planning and Development

SUMMARY: There was one more weekday in April 2018 compared to April 2017.

FIXED ROUTE

The 2018 ridership goal for Fixed Route is to increase 2017 ridership levels by 1.5%. Total monthly ridership decreased 0.8% (878,886 vs. 886,256) in April 2018 and is down 1.1% (3,520,267 vs. 3,559,735) YTD.

Detailed breakdown:

- Adult ridership increased 0.5% (558,382 vs. 555,836) in April 2018 compared to April 2017 and is down 0.4% (2,238,097 vs. 2,247,522) YTD.
 - CCS Pass ridership increased 8.3% (65,503 vs. 60,457) in April 2018 compared to April 2017 and is up 4.0% (255,322 vs. 245,591) YTD.
 - Eagle Pass ridership increased 2.1% (85,640 vs. 83,911) in April 2018 compared to April 2017, and is down 1.3% (321,161 vs. 325,231) YTD.
 - GU Bulldogs Pass ridership increased 23.5% (4,609 vs. 3,733) in April 2018 compared to April 2017 and is up 12.2% (16,591 vs. 14,790) YTD.
- Youth ridership increased 6.1% (58,016 vs. 54,688) in April 2018 compared to April 2017 and is up 2.8% (242,389 vs. 235,824) YTD.
- Reduced Fare / Para ridership decreased 0.6% (116,321 vs. 117,024) in April 2018 and is up 2.1% (448,401 vs. 439,135) YTD.

Fixed Route On Time Performance for April was 94% which is above the goal for 2018 of 93%.

PARATRANSIT

Paratransit goal for 2018 ridership is to increase 2017 ridership levels by 1.5%. Combined total ridership for April increased 0.7% (40,516 vs. 42,219) in April and increased 1.8% (162,225 vs. 159,339) year to date.

Detailed breakdown:

- Directly Operated Service increased 10.2% in April (19,467 vs. 17,694) and increased 5.1% (78,265 vs. 74,470) YTD.
- MV Contracted Service decreased 10.0% in April (15,586 vs. 16,231) and decreased 1.2% (45,365 vs. 45,926) YTD.
- Special Use Vans (SUV) increased 8.0% (3,128 vs. 2,895) in April and increased 11.3% YTD (11,960 vs. 10,743).
- Purchased Transportation (SUV and MV combined) provided 52.4% of the service in April 2017 compared to 47.9% in April 2018.

In 2018 there were 21 weekdays in April compared to 20 in 2017. This would account for part of the increase in ridership for the month. Weather in April 2018 was comparable to weather in April of 2017.

- Directly Operated Service on time performance (OTP) for April was 95.16%, exceeding the established goal of 93% and is up from 94.28% in April 2017.
- MV Contracted Service OTP was 89.06% in April, slightly lower than the 91.89% achieved in April 2017.
- Combined, the service ran at 92.57% in April 2018 compared to 93.14% in April 2017.
- Year to date, the combined service operated at 91.97% on time compared to 91.3% in 2017, for an increase of 0.67%.

VANPOOL

Vanpool Ridership goal for 2018 is to increase 2017 numbers by 2.5% and have 88 vans in service.

Detailed Breakdown:

Vanpool passenger trips decreased 7.0% in April (13,636 vs. 14,657) and decreased 14.0% YTD (54,909 vs. 63,865). There were 80 vans in service in April 2018 vs. 85 in April 2017. One more van in service for April 2018 vs March 2018 (80 vs 79).

549 riders took at least one trip in April 2018 vs. 659 in April of 2017

- Riders added in April 2018 were 26 vs. 21 in April 2017
- Riders removed in April 2018 were 23 vs. 33 in April 2017
- Days operated per van 19 (out of 21) April 2018 vs. 18 (out of 20) in April 2017
- Average Trips Per van in April 2018 decreased slightly (170 vs. 172) over April 2017
- Average vanpool round trip in April 2018 (54.5 vs. 52.3) over April 2017

April 2018 had one more working day than 2017. Year to date, Vanpool has seen 4 van groups end and two new van groups start. Also, two new groups are scheduled to start in May, 2018.

CUSTOMER SERVICE

While April 2018 is down roughly 1,500 passes from April 2017, total monthly pass sales for the year dipped 1.6%. A 24.5% decrease in Adult Monthly Passes accounts for that gap. Cenex Zip Trip was recently purchased by Par Pacific, and no passes were purchased during the multi-month transition, which may explain some of the decrease month to month. Employer Sponsored Bus Pass (ESBP) sales are up for the year as employees are responding positively to the new \$8 discount, although that discount is soon to be offset by the new fare on July 1, 2018. City Ticket continues to benefit from Riverfront parking lot closures and downtown construction.

Detailed breakdown:

Total monthly pass sales decreased 14% in April (9,297 vs. 10,810) and YTD pass sales decreased 1.6% (39,086 vs. 39,720).

- Adult Pass/Smartcard sales decreased 24.5% (4,544 vs. 6,019) in April while year to date sales increased 0.9% (22,679 vs. 22,471).
- 7-Day Pass/Smartcard sales increased 5.1% from last month (981 vs. 933 in April 18).
- Employer Sponsored Bus Pass (ESBP) sales increased 27.2% (1,114 vs 876) in April and YTD pass sales increased 11% (4,291 vs 3,861).
Student Pass sales decreased in April by 40% (12 vs. 20) while YTD pass sales decreased 15.2% (84 vs. 99).
- City Ticket monthly sales increased 12.5% (487 vs. 433) in April and YTD pass sales increased 9.8% (1,878 vs. 1,711).

Youth Pass/Smartcard monthly sales decreased 11.3% (2,054 vs. 2,316) in April and YTD pass sales decreased 15.1% (6,341 vs. 7,466).

Reduced Fare Pass/Smartcard monthly sales increased in April by 13.8% (1870 vs. 1,645). YTD pass sales increased 4.9% (6,723 vs. 6,410).

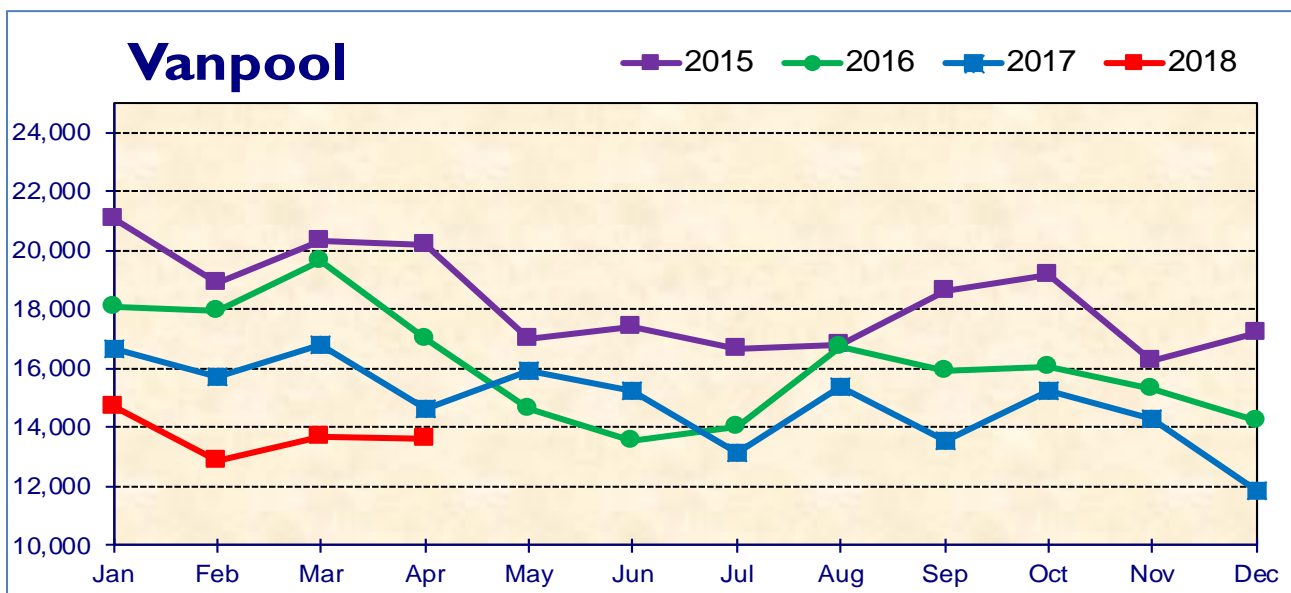
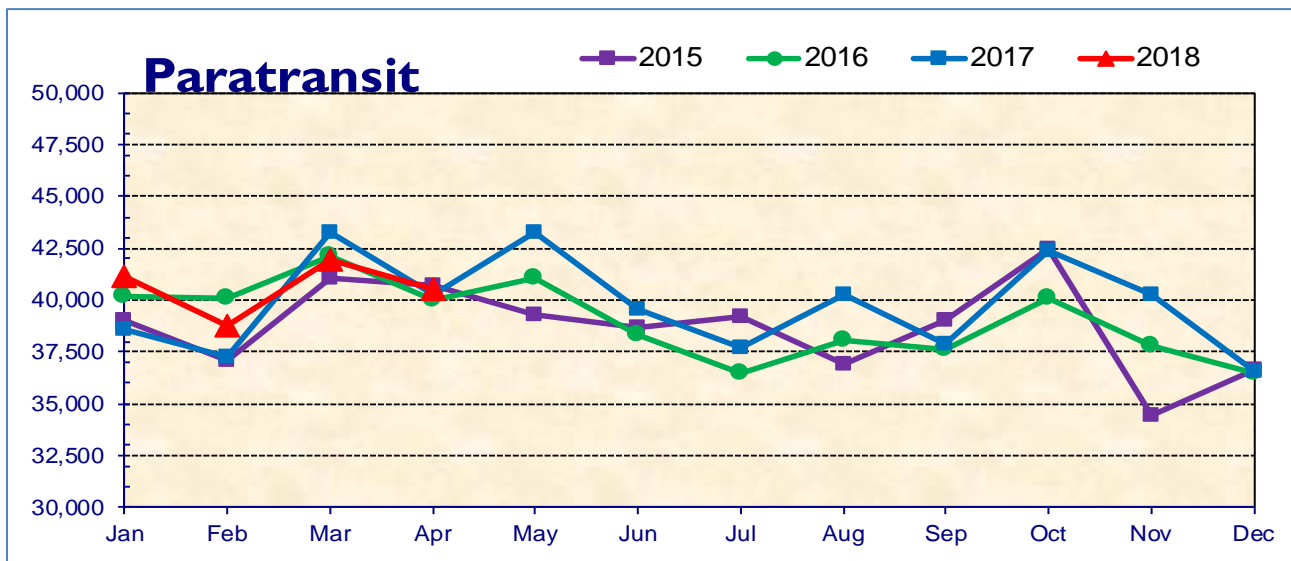
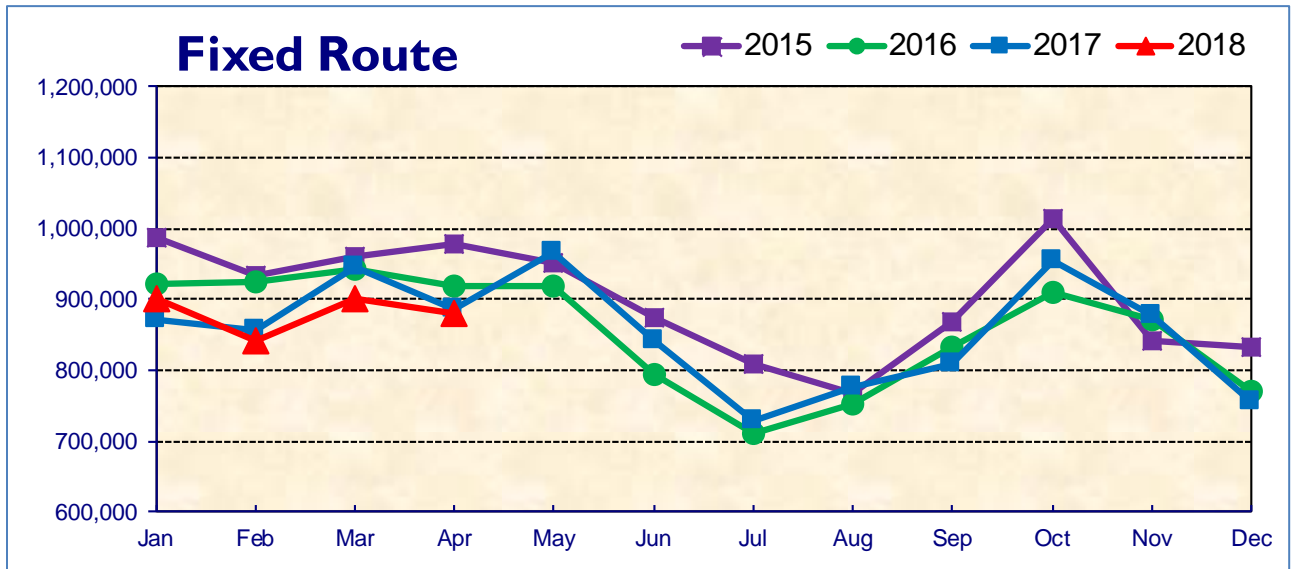
Paratransit Pass/Smartcard sales decreased .4% (827 vs. 830) in April. YTD sales decreased 0.9% (3,343 vs. 3,373).

RECOMMENDATION TO COMMITTEE: Information only.

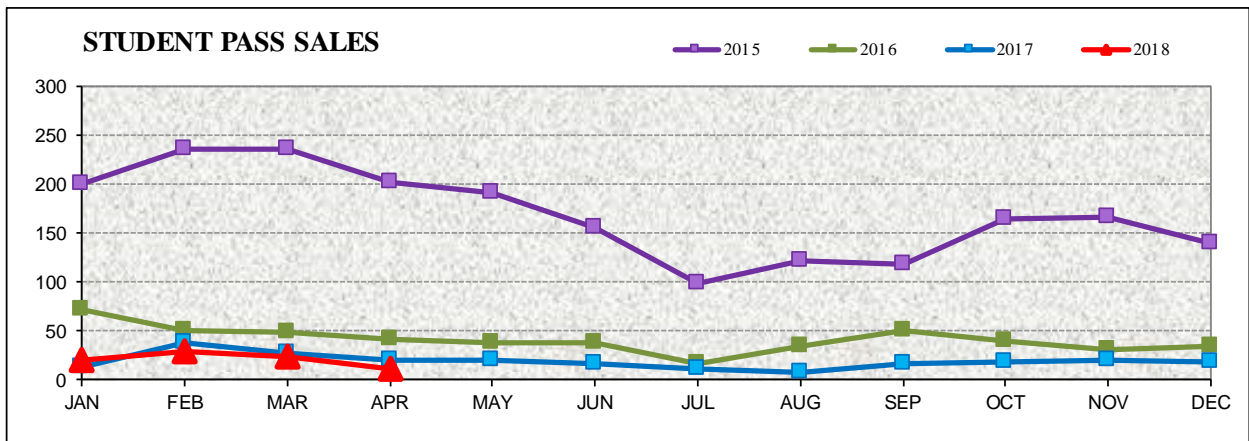
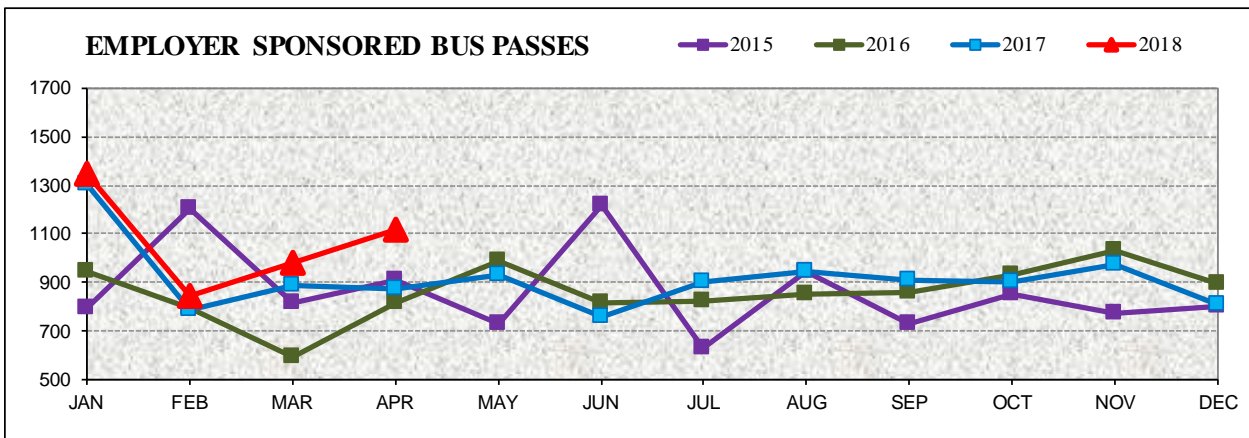
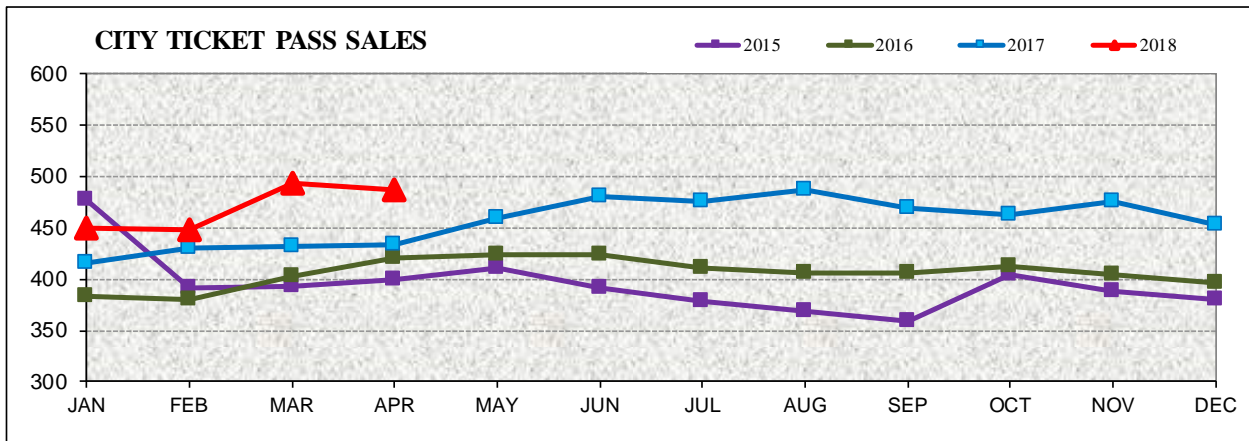
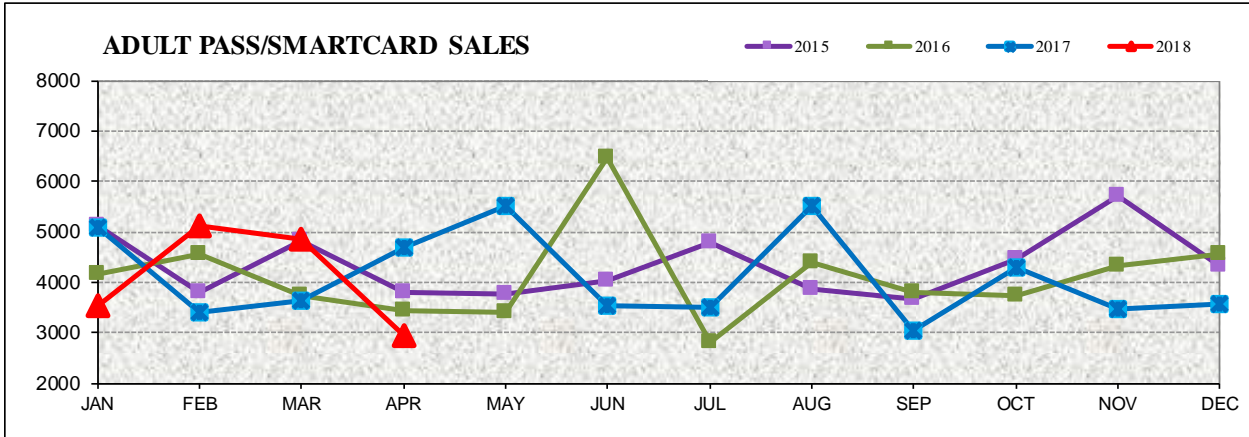
FINAL REVIEW FOR BOARD BY:

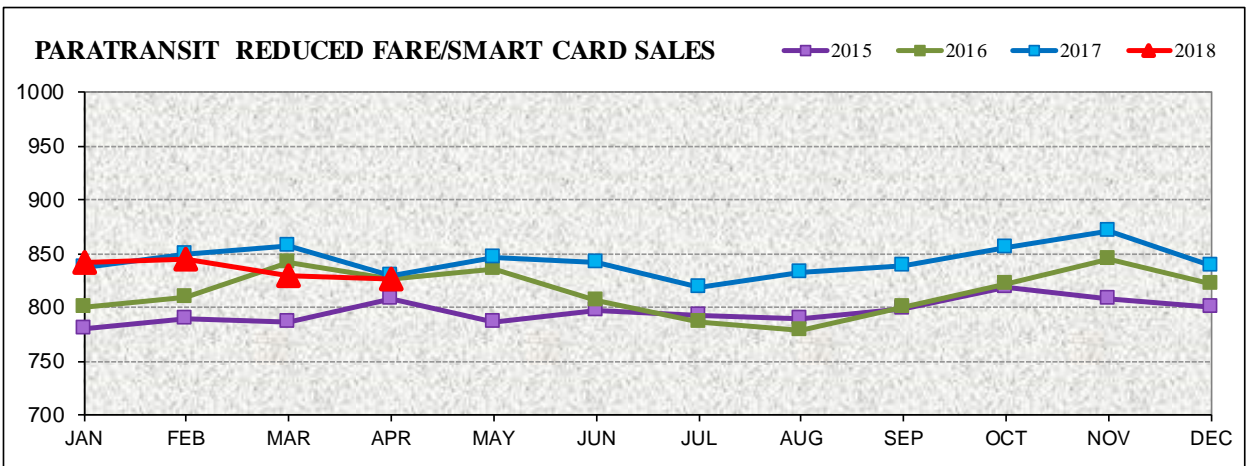
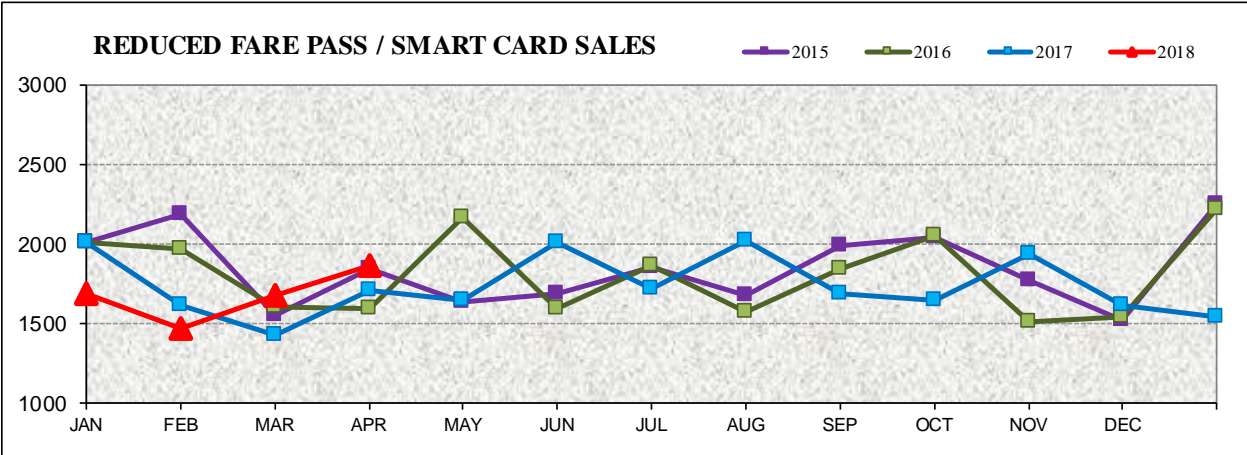
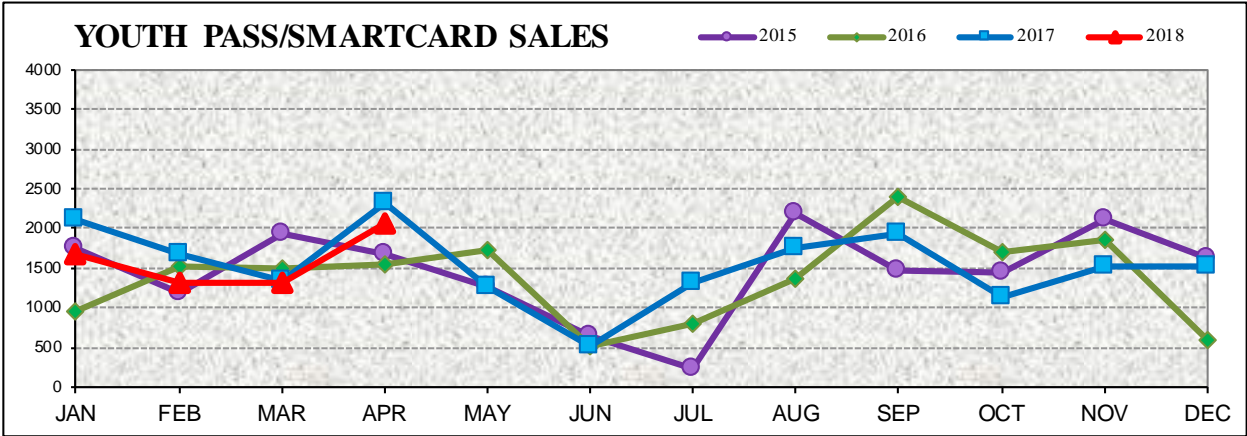
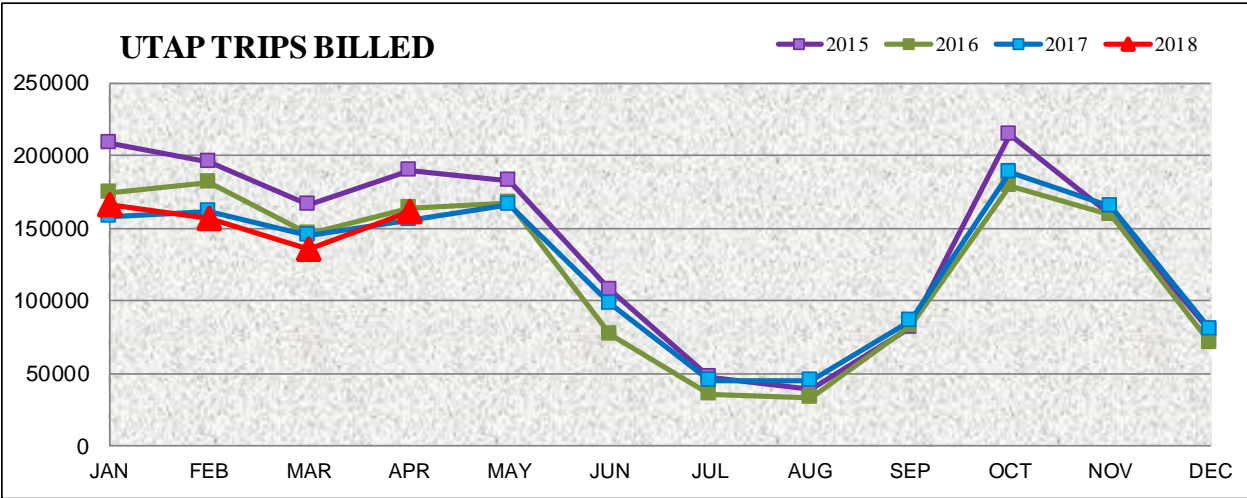
Division Head _____ Chief Executive Officer _____ Legal Counsel _____

RIDERSHIP



PASS SALES





SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

June 6, 2018

AGENDA ITEM **8D** : FIRST QUARTER 2018 SERVICE PLANNING INPUT REPORT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning and Development
Kathleen Weinand, Principal Transit Planner

SUMMARY: The Planning and Development Department receives comments from external sources and itemizes each comment in order to follow up and document feedback used for emerging opportunities for future service changes. These comments are obtained from a variety of sources since customer engagement cannot be a one-size-fits-all approach. Planning Department staff obtains feedback from customers at public meetings, through the Customer Service Department, phone calls, letters, emails, voice messages, emails from STA Questions (STA website), and feedback from Coach Operators and Supervisors. Planning staff may also receive inquiry requests from STA Board Members. STA's planning staff responds to every comment received when valid contact information is provided. Comments are also discussed at the internal Service Improvement Committee meetings.

The purpose of this summary is to inform the Performance Monitoring & External Relations Committee of the feedback received by the Planning and Development Department in the 1st Quarter of 2018. It should be noted that this feedback summary applies only to department-related activities that include, but are not limited to, planning bus service and/or feedback related to specific bus stops.

In the first quarter of 2018, a total of 23 comments were received by the Planning and Development Department. Of the comments received, seven were related to requests for new service, nine were related to existing service, and seven were related to bus stops. The comments are summarized below. It is also noted if any comments are addressed by the *STA Moving Forward* plan.

NEW SERVICE COMMENTS

1 inquiry regarding the possibility of service on to the Latah Creek area. *It is difficult for transit to be successful in the Latah Creek area because of the lack an arterial network, that Hwy 195 barrier for pedestrians, the topography, and development patterns.*

1 request proposing a route from the Hastings Park and Ride to Spokane Community College via Hastings/Farwell Rd and Hamilton. *Significant revisions to the northeast Spokane network including new routes are being considered for implementation in 2021. Outreach for 2021 service change will begin in spring of 2019.*

1 request for service on Mirabeau Parkway in Spokane Valley. *Adding a bus route on Mirabeau Parkway was included in one alternative for the reconfiguration of the bus network in Spokane Valley that took place in May of 2017. However, in response to public input another alternative was selected.*

1 inquiry regarding service to the Northwest Terrace Neighborhood. *Service to the Northwest Terrace Neighborhood was cut in 2010 due to lack of ridership. The development patterns, land uses, and topography in the area make it difficult for a bus route to be successful.*

1 request for service to the Skils'kin office at 4004 E Boone Ave. *Boone Avenue in this location is not ideal for operation of regular bus service, both because of low service demand but also a deviation from the arterial network where traffic and ADA improvements are prioritized. Staff has requested more information for Skils'kin regarding their employees' travel needs.*

1 request for service to the Mead area. *Service to the Mead Area is not included in STA Moving Forward. A future park & ride at Farwell Road near the North Spokane Corridor is identified in Connect Spokane, STA Comprehensive Plan. STA will continue to monitor the development patterns and interest in service in the area.*

1 request for service to the Valley YMCA and Centerplace. *There was a bus stop at the turn-around between Centerplace and YMCA that was removed in September 2011 due to low ridership and because it resulted in out-of-direction travel and longer travel times for other riders on the route. In May 2016, STA revised service on Route 32 to travel on Mansfield Avenue, placing service less than a five-minute walk to the front entrance of the YMCA.*

EXISTING SERVICE COMMENTS

2 requests to add more trips to the Route 74 Mirabeau/Liberty Lake. *One trip was added to the Route 74 schedule at the time of the January 21, 2018 service change. Ridership dose not presently warrant adding additional trips on the 74 but STA will continue to monitor ridership and feedback.*

1 request for early and later service. Staff from a temporary employee agency says she often has trouble matching employees with jobs that start in the early morning or end late at night because the prospective employees do not have access to transit at these times.

1 comment regarding a consistently late arriving route 61 bus. *The comment was addressed by schedule adjustments implemented at the time of the January 21, 2018 service change.*

1 request to extend the last outbound trip to of the Route 95 Mid-Valley to Indiana Ave and Desmet Ct. *This change was implemented at the time of the May 20, 2018 service change.*

1 request for more frequent service on the Route 33 Wellesley after 6:00 PM. *This improvement would require additional resources and is not included in STA Moving Forward.*

1 operator comment sharing information regarding heavy passenger loads on the Route 68 Cheney Local. *The 68 Cheney Local will be revised on September 16, 2018. The route will be closely monitored and adjusted as necessary after the change.*

1 comment regarding the schedule for the Route 28 Nevada, requesting that the bus arrive at time points on the same minutes every hour in the morning and afternoon, for example 7:13 and 7:43, 8:13 and 8:43, 9:13 and 9:43, etc. *Due heavier traffic in the afternoon, the route takes longer in the afternoon and as such the scheduled afternoon arrival times are different than the morning.*

1 request to change where the Route 90 Sprague alights passengers at the Valley Transit Center. *The change cannot be made without delaying other passenger trips.*

BUS STOP COMMENTS

1 request to place stops in parking lots of facilities such as Walmart, Target, and malls, etc. or place cart corrals at STA bus stops. *STA generally avoids operating on private property where possible and in particular avoids private parking lots for bus stops and routing. Typically big box stores do not want their carts off store property and therefore would not condone cart corrals at bus stops.*

1 request that a trash can be installed at the stop at Monroe St and Columbia Ave. *A trash can will be installed.*

1 request for a stop by the Wingate Hotel for the inbound Route 60 Airport. *The stop may be installed after the Airport completes a sidewalk project that is under way.*

1 request for a bench at the bus stop at Haven St and Diamond Ave. *The stop warrants a shelter based on ridership but there is not enough right-of-way to fit a bench or shelter. Staff is working with the City of Spokane to explore options.*

1 request for the 124 North Express to stop at Monroe St and Maxwell Ave or Monroe St and Gardner Ave. *The 124 is an express route meaning that by adopted policy and design it has limited stops in order to maintain faster travel times. Adding stops would be counter to the purpose of the route. However, schedule changes to the Route 25 Division may be made at the time of the September service could address this customers travel needs.*

1 request for a trash can to be replaced at a stop that is mounted on an Avista powerline pole at 28th and Grand. *With the exception of signage, for which the City of Spokane has an easement for, Avista does not allow objects to be attached to their power poles.*

1 request to move a bus stop away from a single-family home at Cozza Dr and Standard St. *Staff is coordinating with City of Spokane staff to see if there is an option for another location.*

RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

June 6, 2018

AGENDA ITEM 8E : FIRST QUARTER 2018 SAFETY AND LOSS SUMMARY REPORT

REFERRAL COMMITTEE: Operations and Customer Service

SUBMITTED BY: Nancy Williams, Director of Human Resources
Mike Toole, Manager of Safety & Security

SUMMARY:

VEHICLE ACCIDENTS

Fixed Route: There were eight (8) preventable collisions reported during the first quarter resulting in a rate of 0.05 collisions per 10,000 miles. The collision rate is well below our standard of 0.08 collisions per 10,000 miles. No collision is classified as Type 3 (costs exceed \$7,500); two are Type 2 (costs \$2500-\$7500); six are Type 1 (costs up to \$2500) and no Type 0 (\$0 damage) collisions.

Paratransit: There were five (5) preventable collisions reported during the first quarter. The resulting preventable collisions rate of .14 per 10,000 miles is slightly above standard of .1 per 10,000 miles. One collision is classified as Type 3; none are classified as Type 2 (costs \$2500-\$7500); none are Type 1 (costs up to \$2500), and four are classified as Type 0 (\$0 damage.)

EMPLOYEE INJURIES

Twenty six (26) injury events were reported during the first quarter. Sixteen (16) injuries involved medical treatment and, of those, four (4) involved time loss from work. The total number of worker's compensation claims filed year to date is sixteen (16); the total claims filed by the end of the first quarter in 2017 was twenty three (23). Employee lost work days YTD are higher (719 vs 651) at first quarter end. The majority of accidents this quarter involved escorting passengers and wheelchair transport.

OTHER KEY EVENTS

- STA conducted its annual Awards Banquet on March 25th honoring employees receiving safe driving, service, quality counts excellence; State - Wall of Fame, peer performance recognition, and attendance awards; 208 employees and guests attended the event.
- Two new Transit Officers (David Fauteaux & Mark Green) joined STA replacing two officers that left.
- The Washington State Insurance Pool (WSTIP) and STA announced the 2017 Driver Recognition Awards Program recipients. Six Operators received awards for safe driving in the categories of 20-24 years, 25-29 years, 30-34 years and 35+ years.
- 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
- On-board vehicle camera system operations:
- 401 video requests processed in the following categories: customer complaints; vehicle accidents; passenger slip/trip/falls; employee injuries, public records requests; and other. Total requests down from 492 in 2017.

- Security filed 365 incident reports during the quarter resulting in 59 arrests and 91 exclusions compared to 299 reports in 2017 with 53 arrests and 108 reported exclusions.
- STA's On-Board Security Patrol completed 41 patrols on 12 routes. The total on-board time was approximately 33 hours compared to 46 hours in 2017.
- STA renewed a service agreement with the Spokane Police Department.
- Professor Beckett conducted an accident review for four (4) collisions; one collision was determined to be non-preventable and the remaining three deemed preventable.
- Three Rules of Conduct refresher training sessions completed with Laura McAloon.
- Advanced training completed for Paratransit Operators.
- Critical Incident Peer Support Team (CIPST) refresher training completed.

1RECOMMENDATION TO BOARD: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

June 6, 2018

AGENDA ITEM 8F : STA OUTREACH UPDATE

REFERRAL COMMITTEE: N/A

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

SUMMARY: The attached Staff Report provides a recap of outreach efforts system-wide, in the areas of Fixed Route, Mobility Mentor & Training, and Vanpool. When possible, staff leverages outreach opportunities to promote all of Spokane Transit's (STA) services. This report provides an update on current outreach efforts.

RECOMMENDATION TO COMMITTEE: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

Staff Report – STA Outreach Update

Vanpool:

May Outreach Summary:

STA Vanpool's 2018 outreach goal is to hold 110 events. Vanpool held seven outreach/trainings in May, including Washington State Department of Transportation (WSDOT), Holy Family Hospital, and the Department of Social and Health Services (DSHS).

Promotional flyers have been produced, and a video to help educate potential vanpool passengers is planned to be finalized this summer.

Vanpool saw an increase in both riders added to vans and operating vehicles. Air National Guard started up a new van, and there is the potential of two more vans at Fairchild Air Force Base.

Mobility Training and Mobility Mentor Programs:

Goal: Increase independence for people with disabilities by training them to use the fixed route system. Not only does this provide more independence, it is also a more cost-effective solution both for the individual and Spokane Transit.

January 2018- Current Outreach Summary:

- Total contacts in the community from January 2018 through current (including group orientations, meetings, group presentations, material drop-off, calls, resource fairs): 1683 contacts via 232 events.
- Total contacts in the community for the month of April: 789 contacts via 46 events.
- During the month of April, job coaches from Ability came to the Mobility Center to learn more about the transportation options that their clients could utilize to get to their job sites. The Program Manager presented on the programs and went through basic bus education using the mock bus. As a result, the job coaches were excited about the opportunity to refer their clients to our programs. Sonja DeLeon from Pace Services asked if a Mobility Trainer could accompany them to Mt. Spokane to speak at their Life Skills class regarding transportation. Kathy Smith attended and spoke about Mobility Training and the fixed route bus system. The Mobility Mentor Program attended the Inland Northwest Brain Injury Symposium with Allison Mitchell. Both programs attended the SFCC Wellness Fair and Safety Rally at the Plaza for High School students.

Moving forward we will be at the Stroke Awareness Event at St. Luke's Rehabilitation Institute. The Mobility Trainers will also be presenting at the STEP and IMAGES orientation night for parents.

Fixed Route:

2018 Communication Goals:

- Increase ridership 1.5% over 2017 ridership
- Continue to improve community perception

2018 Priorities:

- Ridership, STA Moving Forward, Strategic Communications, New Employee Recruitment, Internal Communications, Departmental Communications,

February Outreach Summary:

- **Ridership:**
 - Promoting STA's 3-month Summer Youth Pass program to encourage students to ride the bus this summer.
 - Communicating Phase 2 of Fare Change, effective July 1, 2018.
 - Ongoing development of passenger education materials displayed on buses, and through rider alerts.
 - STA will participate in Ride Transit Month in June, a statewide initiative sponsored by Transportation Choices to celebrate transit riders and encourage new ridership through promotions, incentives, and events.

- **Community Perception:**
 - Plaza activities include weekly entertainment by local musicians and artists.
 - Over 20 veteran resource organizations including a mobile health clinic will participate in the Veteran's Resource Fair to be held on Flag Day, June 14, 2018, at the Plaza.

- **STA Moving Forward (STAMF):**
 - The second edition of a monthly STA Moving Forward e-newsletter highlighting progress on key STA Moving Forward projects was sent in May. A promotion to encourage subscription to the newsletter is under way.
 - May service change occurred on May 20, 2018. Schedules and rider education materials were updated.

- **Strategic Communications:** Distributed 2017-2018 Annual report highlighting recent accomplishments and future plans. An accompanying video is in the works.

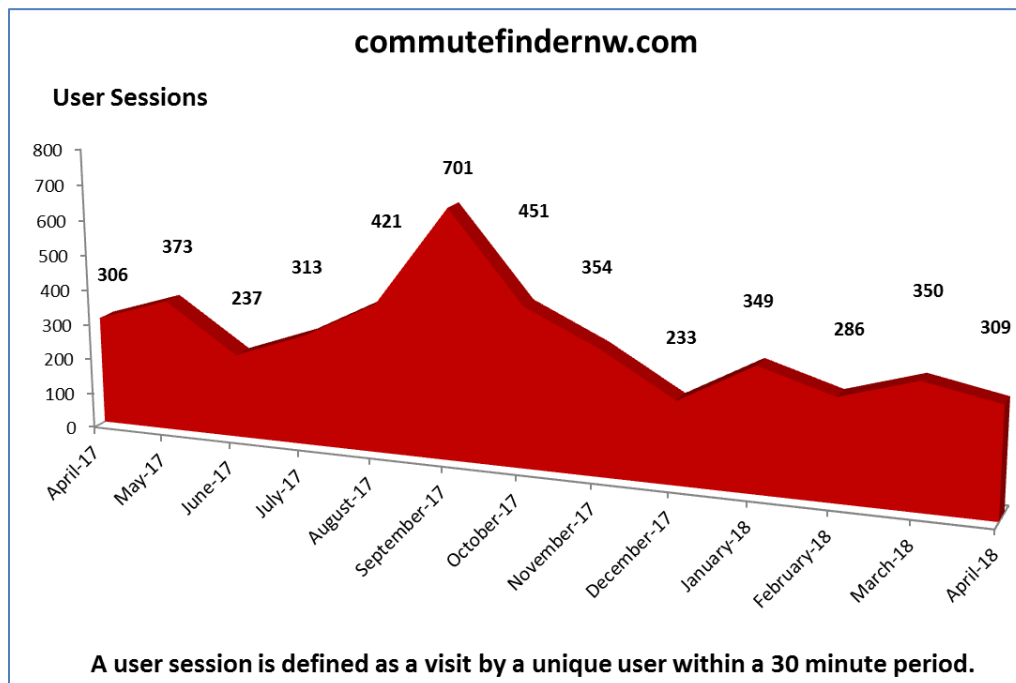
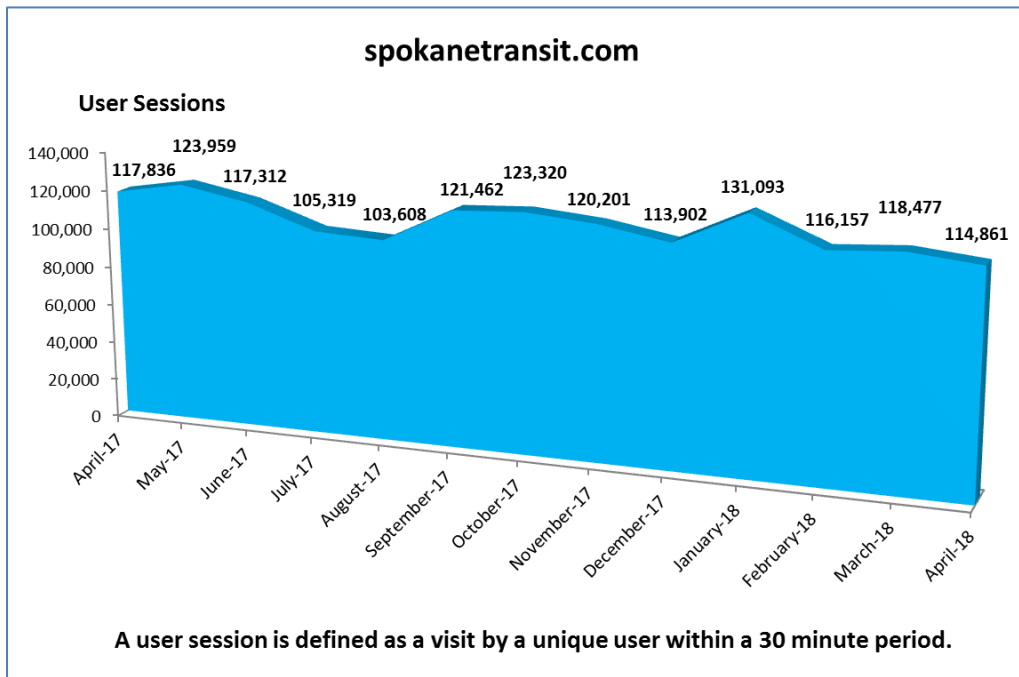
- **Internal Communications:**
 - The next all Employee Meeting is scheduled for June 26, 2018. A report on the 2018 Employee Engagement Survey will be provided.
 - STA Informed, an email and digital display in the break rooms, is provided biweekly to employees.

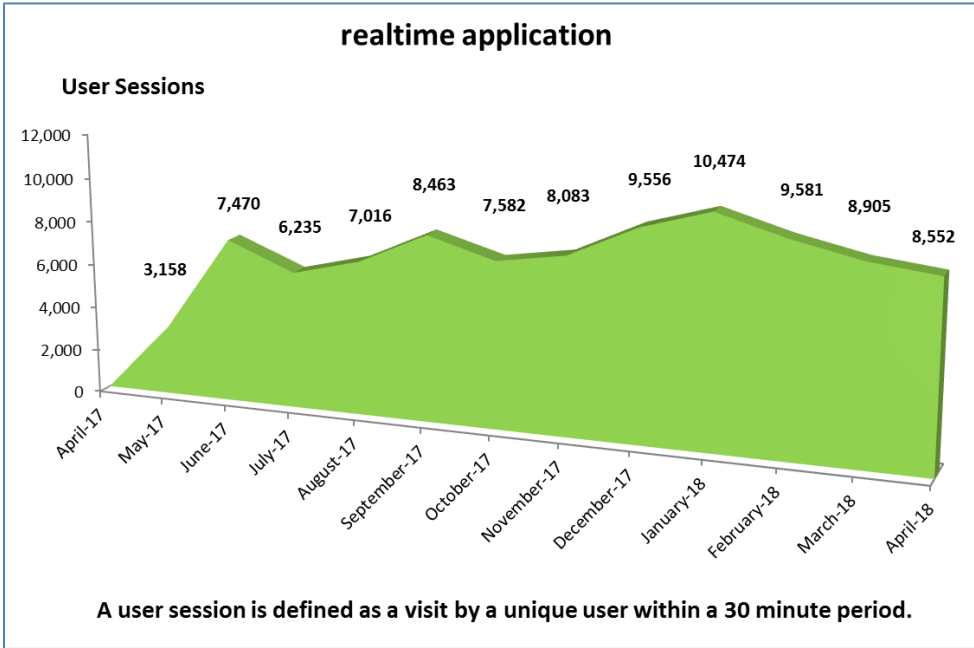
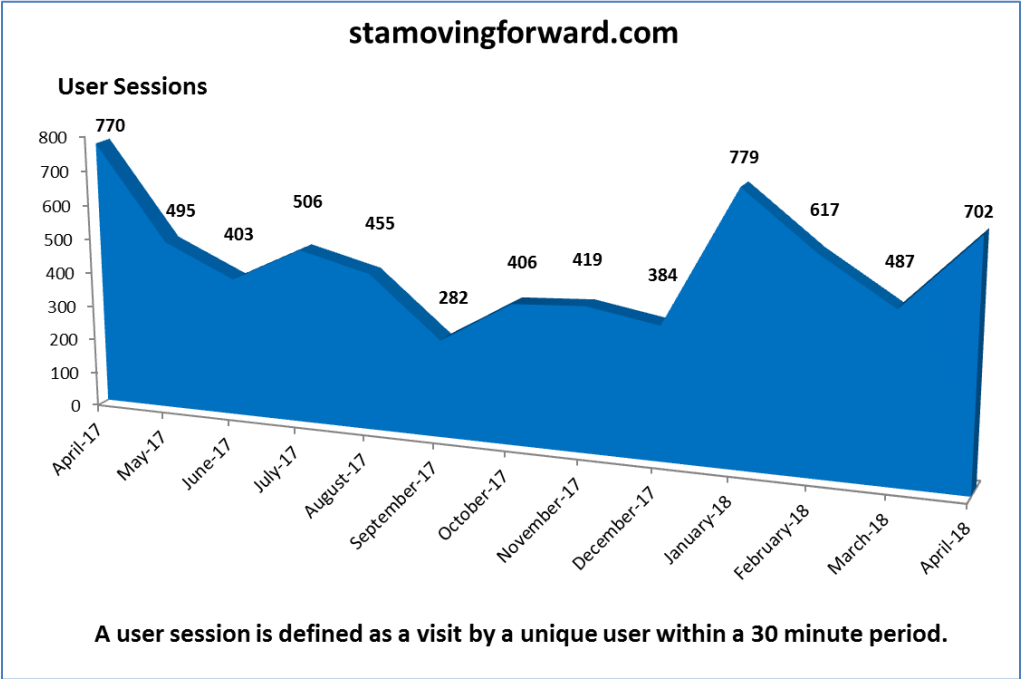
- **Departmental Communications:**
 - Developing new employee recruitment communications program.
 - Developing educational video to promote vanpool

Web Governance:

To safeguard the health, functionality and content quality of STA's web properties and assets, STA is developing a set of Web Governance Guidelines with recommendations in the areas of hosting, development, design, content management, web accessibility, webstore/financial, data use, and verification/terms of use/brand identity.

Here is a look at our web traffic over the past year:

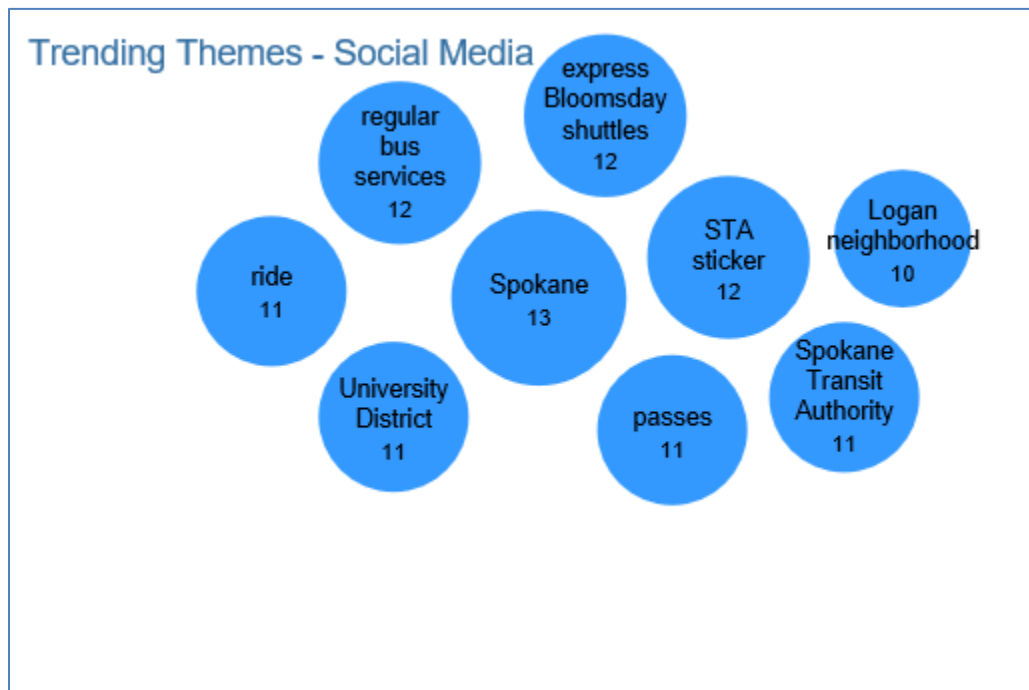
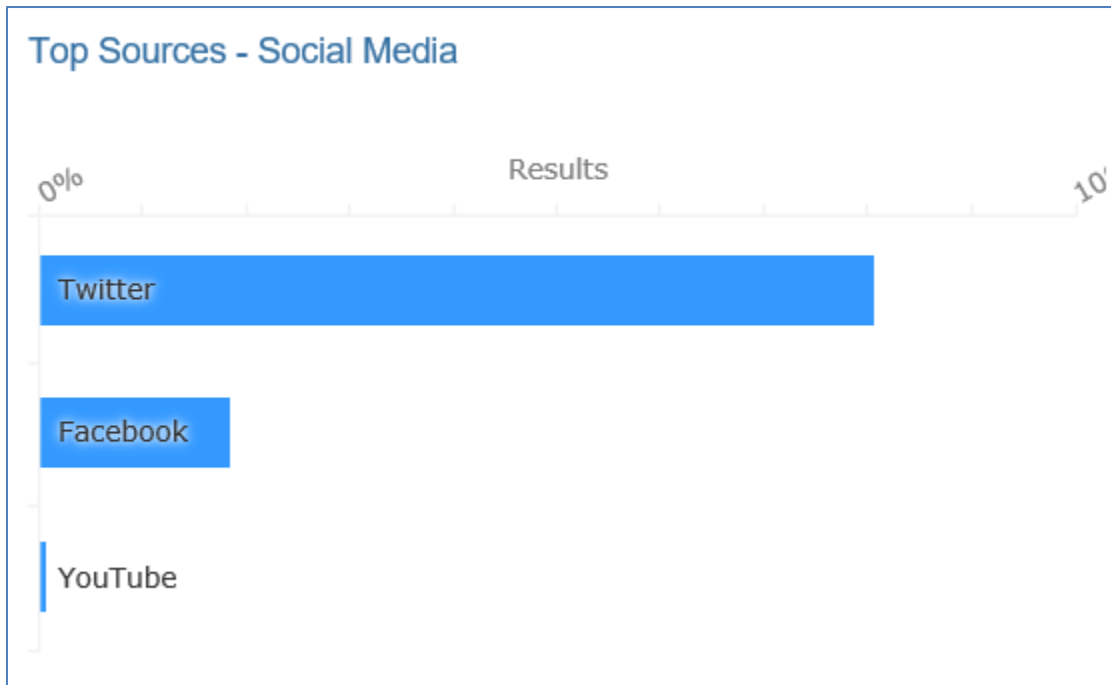




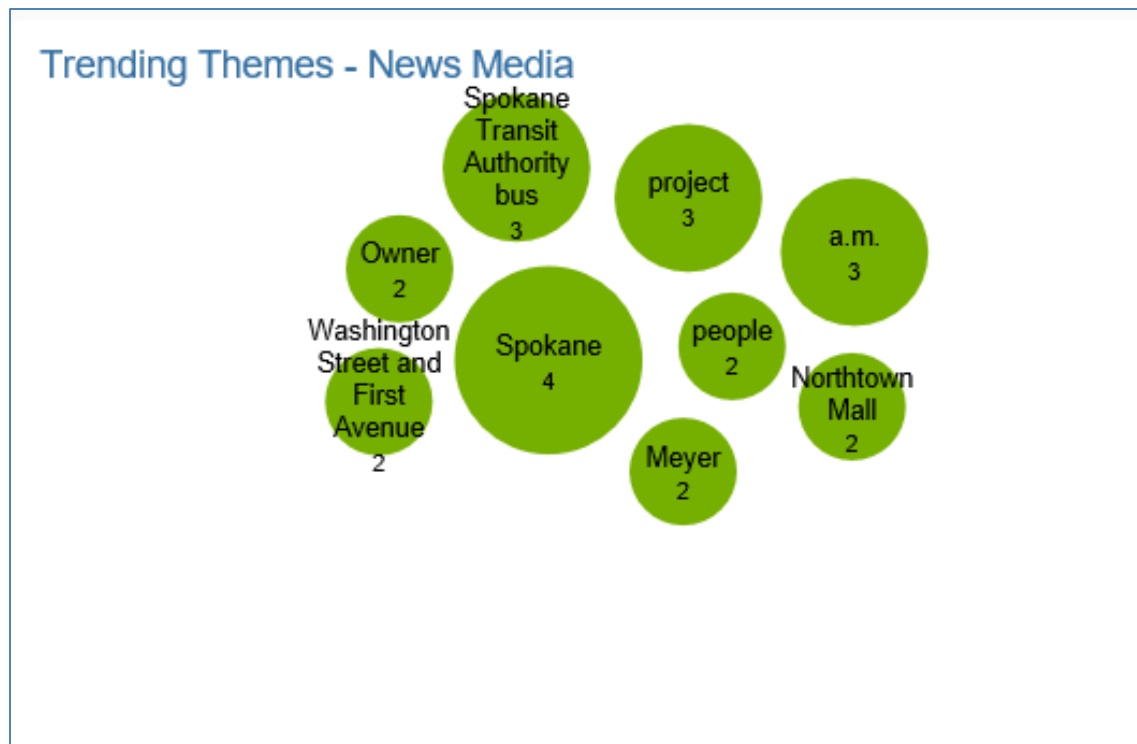
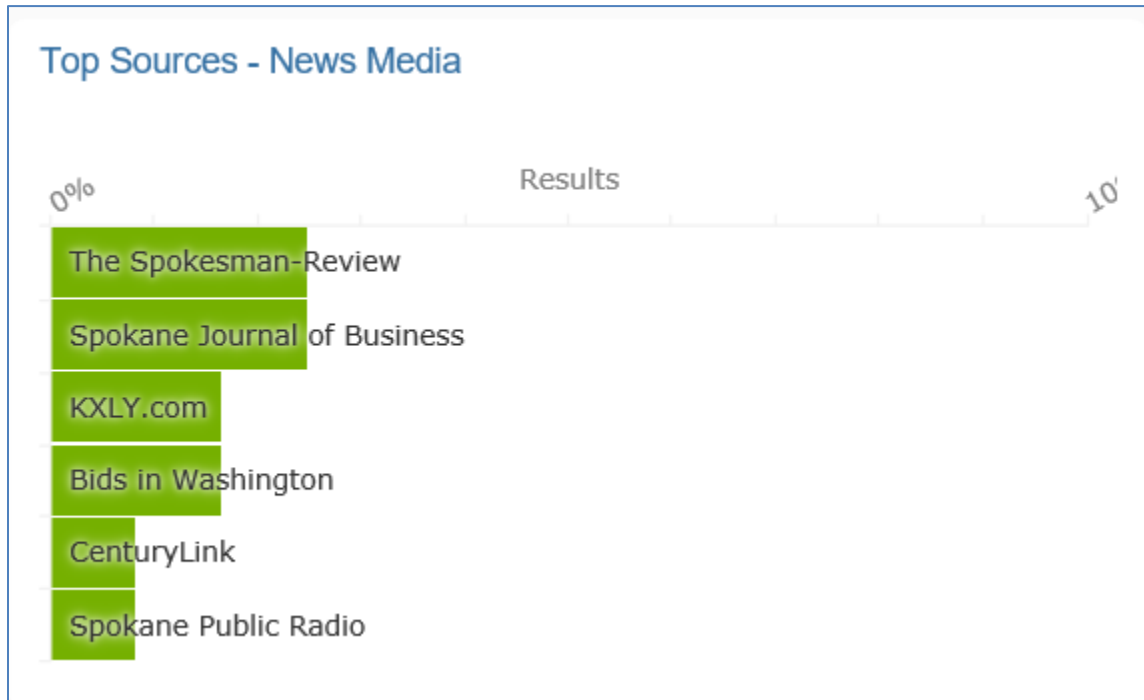
STA Media Overview

Below is an overview of media in both the news and social media February 13, 2018 – March 16, 2018.

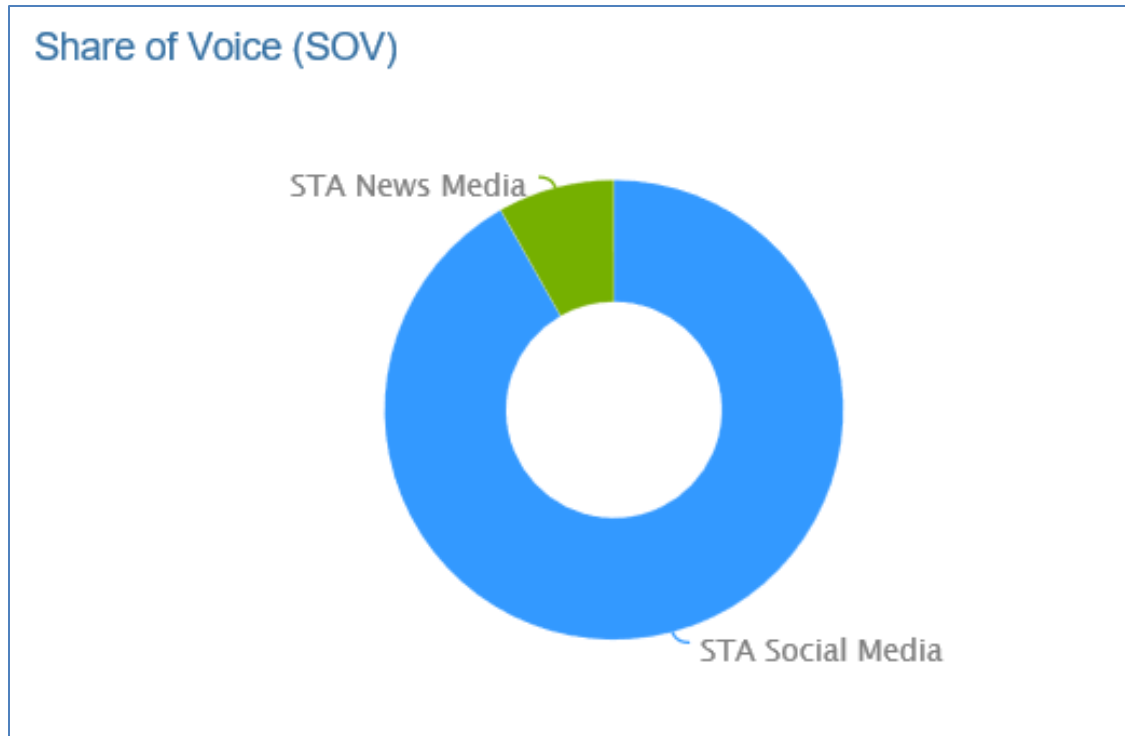
Social Media:



News Media:



Combined :



Representative media coverage for the past 30 days:



 Spokane Transit @spokanetransit • May 11 10:30 am 

RT @SRTC_Spokane: [@spokanetransit's](#) Annual Report is now available that shows both progress made in the past year and the transit company's...



 Pullman Transit 🚌 @Pullman_Transit • May 11 10:04 am 

RT @spokanetransit: The Family Fun Fair features over 100 vendors, including a petting zoo, interactive activities, sports, and more....



 Mo por 🧑 @Mopor777 • May 10 06:47 pm 

RT @spokanetransit: Save 50% on your children's bus fare by purchasing a Summer Youth Pass! One pass covers June, July, and August for...



Spokane Transit Authority • May 10 03:00 pm



of bus rides only costs you \$50. That's a \$55 savings! To purchase your pass online, visit spokanetransit.com/fares or visit the STA...



Spokane Journal of Business • Mike McLean • May 10 07:49 am



[The city of Spokane's environmental report card](#)

commute trip reduction at its facilities though support for **Spokane Transit Authority** programs and alternate modes of transportation...



Elliot Stoll @elliottstoll • May 9 02:02 pm



RT @spokanetransit: Today we are celebrating 50 years of public transit in the Spokane Region! On this day in 1968, voters approved



Spokane Clean Air @SpokaneCleanAir • May 9 12:32 pm



Happy 50th @spokanetransit! <https://t.co/jrQdryRUaK>



Spokane Transit @spokanetransit • May 9 11:27 am



RT @KREMTomSherry: Thanks @spokanetransit for the @bloomsdayrun shuttles. Super Convenient! <https://t.co/la5Dbjn567>



#WeAreSpokane @wearespokane • May 8 07:34 pm



RT @spokanetransit: Congratulations Bloomies! Did you enjoy riding the bus? Give it a try to work or school! Visit <https://t.co/DDePegWil6...>



Tom Sherry @KREMTomSherry • May 8 05:02 pm



Thanks @spokanetransit for the @bloomsdayrun shuttles. Super Convenient!
<https://t.co/la5Dbjn567>



Spokane Transit Authority • May 8 02:50 pm



you enjoy riding the bus? Give it a try to work or school! Visit spokanetransit.com to plan your trip. Photo Credit: Colin Mulvany...



Karl Otterstrom @PedestrianMan • May 8 02:35 pm



RT @spokanetransit: Hey STA riders, there are upcoming May service changes happening to routes near you! Keep an eye out for them and...



Karl Otterstrom @PedestrianMan • May 8 02:17 pm



@spokanetransit I think you meant May service changes. The lilacs are in bloom.



Susie Bush @AgateShadow • May 8 02:04 pm



RT @spokanetransit: Hey STA riders, there are upcoming September service changes happening to routes near you! Keep an eye out for them...



Spokane Transit Authority • May 8 01:01 pm



to routes near you! Keep an eye out for them and visit <https://www.spokanetransit.com/ride-sta/service-changes-may-20-2018> for more



[Janet Planner @JanetPlanner](#) • May 8 05:28 am



E. Susan Meyer keeps the buses running on time at **Spokane Transit Authority** <https://t.co/dJBySKa5DH>



[Carston Mortenson @CarstonMort](#) • May 7 07:21 pm



with SRTC Board member E. Susan Meyer. Love her quote about just "dating" @**spokanetransit**; no commitment required. <https://t.co/DbSIKaOUdo...>



[Spokane Transit Authority](#) • May 7 04:44 pm



for a regional transit system grew, voters approved the transition of transit service from the City of Spokane to **Spokane Transit** in...



[Don Barbieri @donbarbieri](#) • May 7 03:34 pm



Some great ideas here @votebenstuckart @**spokanetransit** can we apply to 6 mile long **Central City Line** & identify & incentivize...



[SRTC @SRTC_Spokane](#) • May 7 09:14 am



with SRTC Board member E. Susan Meyer. Love her quote about just "dating" @**spokanetransit**; no commitment required. <https://t.co/DbSIKaOUdo...>



[CTAA @OfficialCTAA](#) • May 7 04:15 am



Susan Meyers keeps the buses running on time at #Spokane #Transit Authority <https://t.co/qJdcKkOiyf> @SpokaneTransit



Spokane's University District • May 6 06:49 pm



sets of partners highlighted in today's The Spokesman-Review Business section. Great coverage [Spokane Transit](#) Authority and Bill and...



Spokane Transit Authority • May 6 09:00 am



until 3pm today due to Bloomsday street closures. Details at <https://www.spokanetransit.com/about-sta/bloomsday-2018-regular-bus-service-and...>



David Reilly @WASmallBiz • May 6 08:00 am



Susan Meyers keeps the buses running on time at [Spokane Transit](#) Authority <https://t.co/9Grgl8K7ZG>



PulpNews Crime @PulpNews • May 6 07:50 am



#Susan #Meyers keeps the buses running on time at #[Spokane Transit](#) Authority - May 6 @ 10:49 AM ET <https://t.co/6Yir6d5Mzz>



Spokane Transit Authority • May 6 07:17 am



stop early. Don't have a ticket? You can pay on the bus. It's just \$1.75 exact change. Visit spokanetransit.com for more information....



The Spokesman-Review • Michael Guilfoil • May 6 07:06 am



[News > Business Susan Meyers keeps the buses running on time at Spokane Transit Authority](#)

to help pay the capital cost of a proposed 6-mile **Central City Line** route between Browne's Addition and Spokane Community College. We...



[Oran @oranv](#) • May 5 09:51 pm



RT @PedestrianMan: Tomorrow morning around 10,000 people will take @spokanetransit to get to the @bloomsdayrun. A staging area on Jefferson...



[The Spokesman-Review](#) • Kip Hill • May 5 06:18 pm



[News > Spokane East Sprague considered as site for new Spokane library, instead of Thornton Murphy Park](#)

a new library branch near other social services and on the **Spokane Transit Authority** route running through the newly rebuilt corridor....



[Spokane Transit Authority](#) • May 5 01:06 pm



you're all set for an easy trip before your run Sunday morning by checking out shuttle locations and schedules at www.spokanetransit.com....



[Ziggy @transit509](#) • May 5 09:05 am



RT @spokanetransit: RIDER ALERT: Heads up STA Riders, tomorrow STA will be using alternate Downtown zones until 3pm due to Bloomsday...





[Spokane Transit Authority](#) • May 5 09:03 am



Downtown zones until 3pm due to Bloomsday street closures. Visit <https://www.spokanetransit.com/about-sta/bloomsday-2018-regular-bus-service>...



 [City of Spokane - Municipal Government](#) • May 5 09:00 am 

Headed to the Bloomsday Trade Show? Stop by the **Spokane Transit Authority** booth at the Spokane Convention Center to purchase your STA...



 [Spokane REALTORS @SpokaneREALTOR](#) • May 5 06:54 am 

: During @bloomsdayrun check-in make sure to stop by the @spokanetransit booth at the @SpokaneConCen to pick up your sticker pass. The...



 [Spokane Public Radio](#) • Doug Nadvornick • May 5 12:15 am 

[Grab The Bus To Avoid Bloomsday Parking Hassles](#)

Spokane Transit is again offering Sunday shuttle service to Bloomsday participants. All the regular routes will be in service. In addition,...



 [Spokane Transit Authority](#) • May 4 02:57 pm 

Spokane Transit at Bloomsday Tradeshow!



 [City of Spokane - Municipal Government](#) • May 4 12:22 pm 

41st annual Bloomsday has started! Make sure to stop by the **Spokane Transit Authority** booth at the Spokane Convention Center to pick...



 [Moody Radio Northwest](#) • May 3 07:00 pm 

Attention Bloomsday Volunteers! The **Spokane Transit Authority** is offering rides!! **Spokane Transit** has a few solutions to get...



Spokane Transit Authority • May 3 02:42 pm



up STA riders, service changes are heading your way May 20. Be sure to check out spokanetransit.com to see how this impacts your routes...



#WeAreSpokane @wearespokane • May 3 01:23 pm



: #Spokane #Transit Authority offers solutions to avoid Bloomsday traffic, downtown parking - <https://t.co/L5zeeH1sMD> @[SpokaneTransit](https://twitter.com/SpokaneTransit)...



Karl Otterstrom @PedestrianMan • May 3 01:13 pm



RT @[spokanetransit](https://twitter.com/spokanetransit): Heads up STA riders, service changes are heading your way May 20. Be sure to check out <https://t.co/FvzXCg3bdB> to...



Spokane Transit @spokanetransit • May 3 01:00 pm



updates on obtaining a grant to help fund one of the STA's largest projects, the [Central City Line](#). More: <https://t.co/QKJ5NncDiz>



Spokane's University District • May 3 09:57 am



, University of Washington Spokane Center, Community Building/Saranac, [Spokane Transit](#) Authority, Avista Utilities, Itron, Inc., McKinstry,...



Curation Traffic @CurationTraffic • May 2 06:55 pm



RT @[spokanetransit](https://twitter.com/spokanetransit): Join SNAP Financial Access next Tuesday, May 8, from 1:30 to 3:30pm to learn the basics of inbound marketing includinf...



Lance Kissler @lkissler • May 2 02:04 pm



The latest The #Spokane, WA Daily! <https://t.co/lxcNmMae21> Thanks to @tmj_WAK_sales @kxly4news @[spokanetransit](#) #kxly



CHAS Health @CHAS_health • May 2 11:54 am



RT @[spokanetransit](#): Running in Bloomsday next week? STA offers four special express routes that take you right downtown. Check out all...



CTAA @OfficialCTAA • May 2 04:48 am



#Spokane #Transit Authority offers solutions to avoid Bloomsday traffic, downtown parking - <https://t.co/L5zeeH1sMD> @[SpokaneTransit](#)



KXLY 4 News • May 2 04:04 am



[Spokane Transit](#) Authority offers solutions to avoid Bloomsday traffic, downtown parking



City of Spokane Police Department • May 1 02:57 pm



morning. Additional information is on the STA website <https://www.spokanetransit.com/about-sta/bloomsday-2018> (Photo from Bloomsday...



Spokane Transit Authority • May 1 01:30 pm



express routes that take you right downtown. Check out all of the details at <https://www.spokanetransit.com/about-sta/bloomsday-2018...>



City of Spokane @SpokaneCity • May 15 09:07 am

RT @spokanetransit: Heads up STA riders, service changes are heading your way May 20. Be sure to check out the link below to see how...



Strong Solutions @SpokaneMac • May 14 06:48 pm

We would love to see this for Sprague Ave Phase 2 @SpokaneCity @Spokane_Council @spokanetransit <https://t.co/GHYkHWMBZf> <https://t.co/...>



Carol Kline @Americanforsure • May 14 02:53 pm

this bike tour today of changes coming to Spokane - the @spokanetransit **central city line**, a greenway in the Logan neighborhood,...



Transitions @ Help4Women • May 14 12:29 pm

Thanks to generous support from @SmithBarbieri Foundation @spokanetransit and the Shone Foundation. #healthyfoodeveryoneeveryday...



• May 14 09:38 am

I am the proud owner of this STA Van! Thank you so much to **Spokane Transit** for awarding us this van. We look forward to putting...



wearespokane @wearespokane • May 12 03:07 pm

@spokanetransit: Recharge with **Spokane Transit**. In Partnership with **Spokane transit** has installed...



Spokane Transit Authority • May 12 02:45 pm

in partnership with **Spokane Transit**. In Partnership with Avista Corp, Technology Center, **Spokane Transit** has installed...



Spokane Meetings @MeetSpokane • May 12 09:00 am

@**spokanetransit**: The Junior Lilac Parade starts at 10am today in downtown Spokane. The parade features regional bands and drill units,...



Teske @tedteske • May 11 04:44 pm

Hi @congress @**spokanetransit** @mariahmckay I ran past you guys twice on my way to work. I wondered what was going on. Good day to be on our...



Spokane Transit Authority • May 11 03:19 pm

an affordable, safe, and reliable ride to their destination and back.
<https://www.spokanetransit.com/ride-sta/summer-youth-pass...>

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

June 6, 2018

AGENDA ITEM 9: JULY 11, 2018 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 June meeting of June 6, 2018.

Committee Action:

- Approval of Minutes of June 6, 2018, Committee Meeting

Board Consent Agenda:

- Master Design and Construction Agreement between City of Spokane and Spokane Transit Authority (*Otterstrom*)
- Approval of City of Spokane Design/Construction Interlocal Agreement (*Otterstrom*)

Reports to Committee:

- September 2019 Preliminary Proposal (*Otterstrom*)
- State Exit Conference (*Warren*)
- Low Income Grant (*Watkins*)
- STA Outreach Update (*Bousley*)

Committee Information:

- May 2018 Financial Results Summary (*Warren*)
- June 2018 Sales Tax Revenue Information (*Warren*)
- May 2018 Operating Indicators (*Watkins*)
- STA Outreach Update (*Bousley*)

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

June 6, 2018

AGENDA ITEM 11 : COMMITTEE MEMBERS' EXPRESSIONS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: N/A

SUMMARY: 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 1st Quarter 2018



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

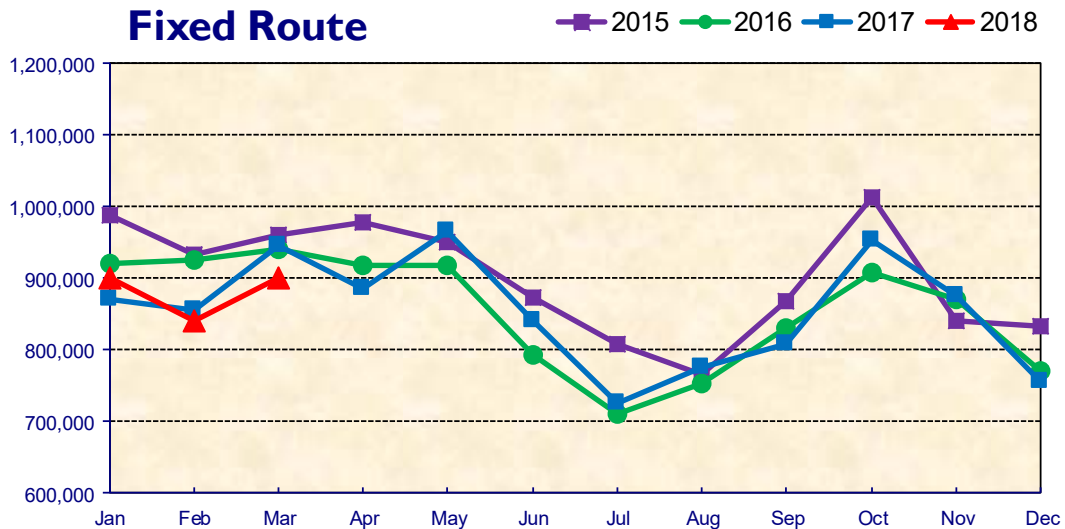
4 Performance Measures:

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



Ridership

Fixed Route



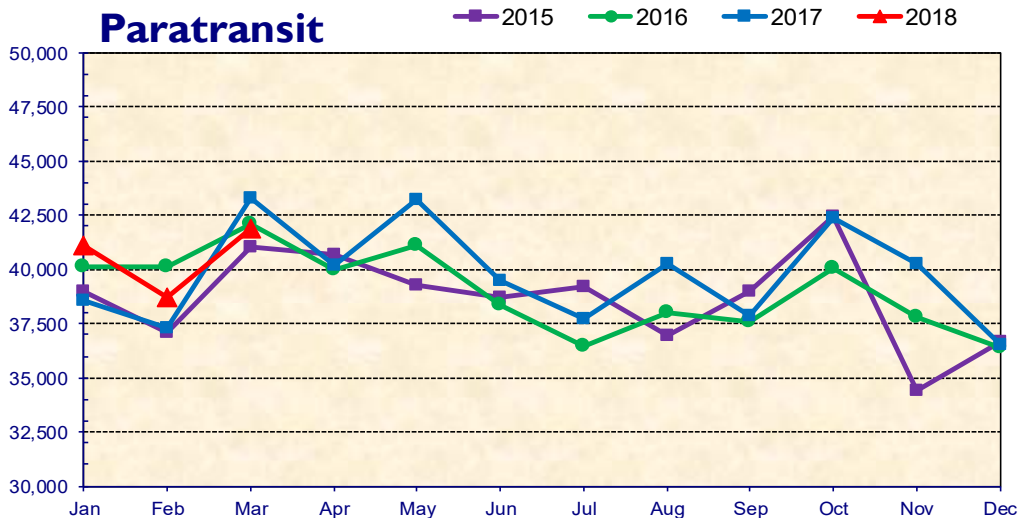
2015 = 10,815,736
 2016 = 10,261,789
 2017 = 10,264,971
 Proj.-2018 = 10,418,945

Goal: 1.5% Increase over 2017 Ridership
1st Qtr. Result: 1.2% Decrease



Ridership

Paratransit



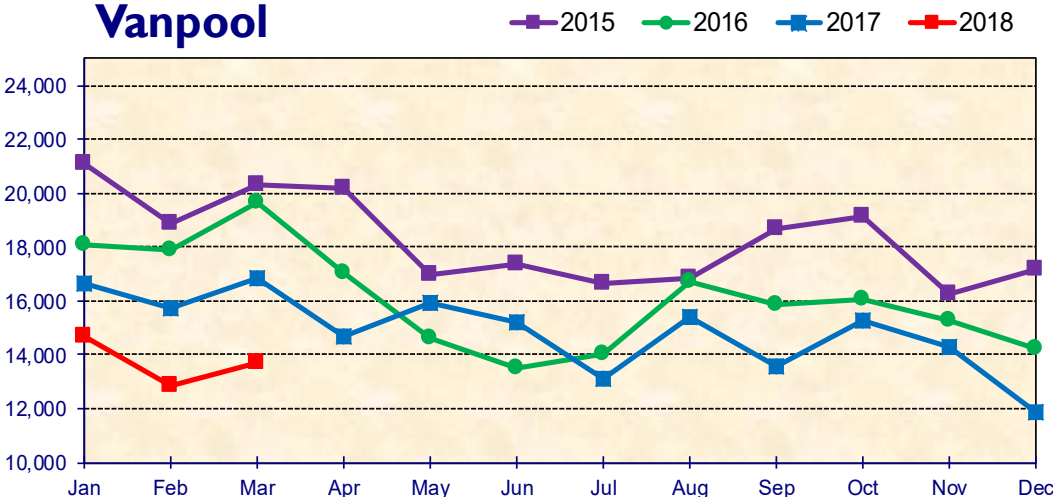
2015 = 464,449
 2016 = 468,050
 2017 = 477,010
 Proj. 2018 = 484,165

Goal: 1.5% Increase over 2017 Ridership
1st Qtr. Result: 2.2% Increase



Ridership

Vanpool



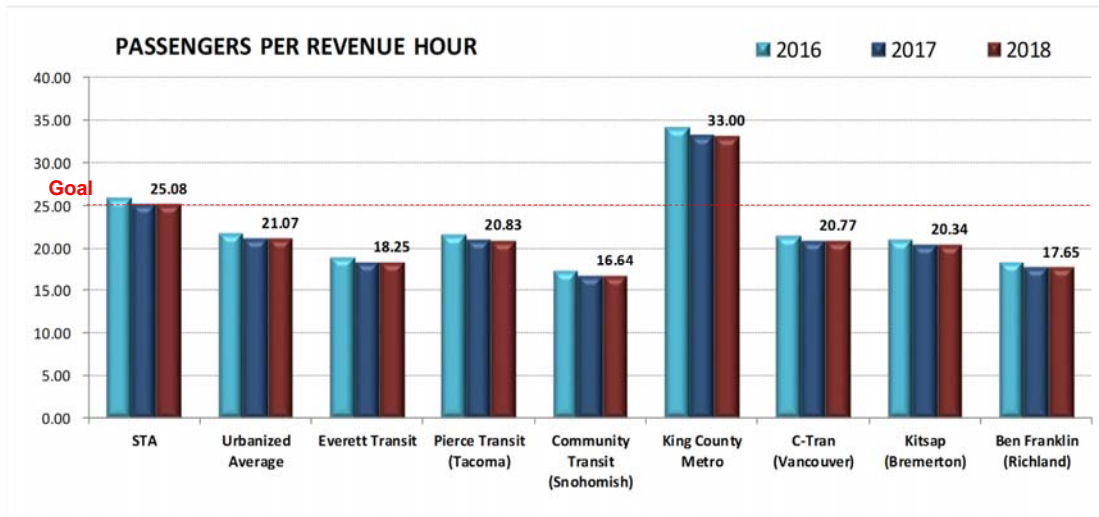
2015 = 246,331
 2016 = 193,006
 2017 = 178,457
 Proj. 2018 = 182,918

Goal: 2.5% Increase over 2017 Ridership
1st Qtr. Result: 16.1% Decrease



Service Effectiveness

Fixed Route



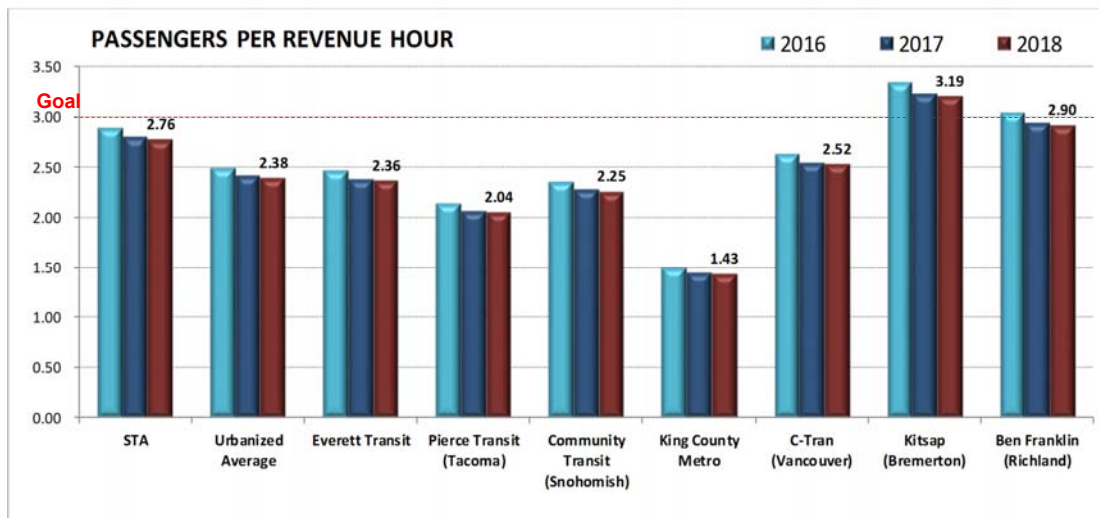
GOAL: TRANSPORT 25.0 OR MORE PASSENGERS PER REVENUE HOUR

* System averages assume a performance equal to STA for 2017 & 2018



Service Effectiveness

Demand Response



GOAL: TRANSPORT 3.0 OR MORE PASSENGERS PER REVENUE HOUR

* System averages assume a performance equal to STA for 2017 & 2018



Customer Security

Fixed Route	2016	2017	2018	GOAL
Personal Safety on Bus	4.5	4.5	Scheduled for Fall	Score 4.5 on a scale of 1-5 (Std. = 4.5)
Driver Driving Safely	4.6	4.6	Scheduled for Fall	Score 4.5 on a scale of 1-5 (Std. = 4.5)
Paratransit	2016	2017	2018	GOAL
Personal Safety on Van	4.8	Scheduled for 2018	Scheduled for Fall	Score 4.5 on a scale of 1-5 (Std. = 4.5)
Driver Driving Safely	4.8	Scheduled for 2018	Scheduled for Fall	Score 4.5 on a scale of 1-5 (Std. = 4.5)

Community Perception

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

2016	2017	2018	GOAL
3.74	Scheduled for late 2017	3.75	Score 4.5 on a scale of 1-5

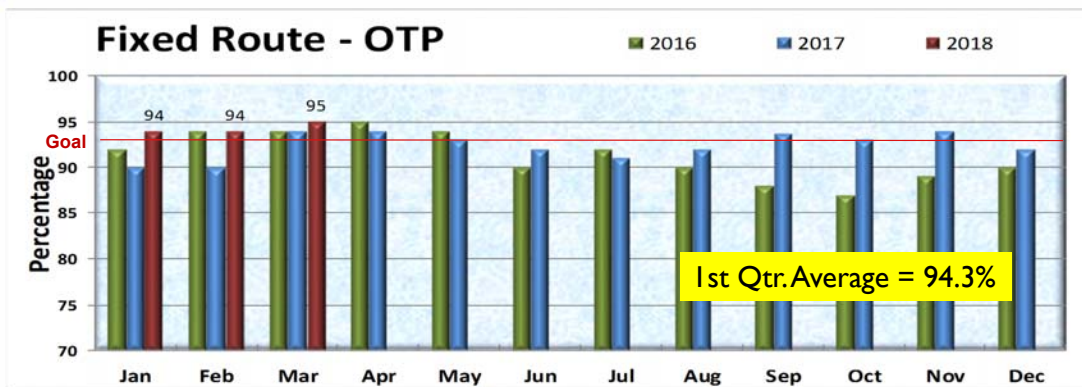
Provide Excellent Customer Service

6 Performance Measures:

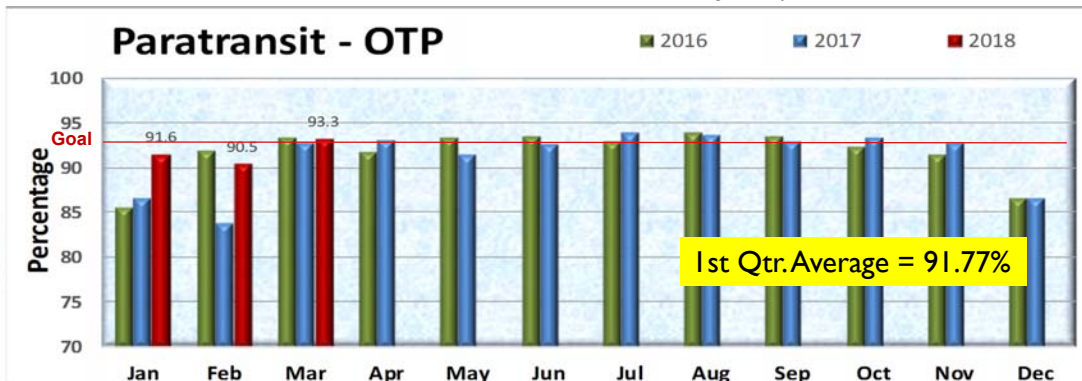
- On-Time Performance
- CS Call Center/Paratransit Reservations
 - Abandoned Calls
 - Customer Service Response Time
- Professionalism and Courtesy
- Driver Announcements / Introduction
- Cleanliness of Coach / Van
- Complaint Rate
- Maintenance Reliability



On Time Performance

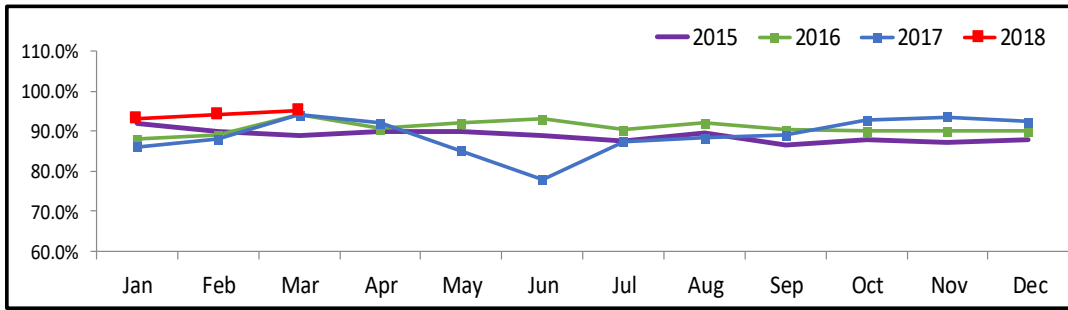


Fixed Route – 100% Automated Time Checks began May 2016



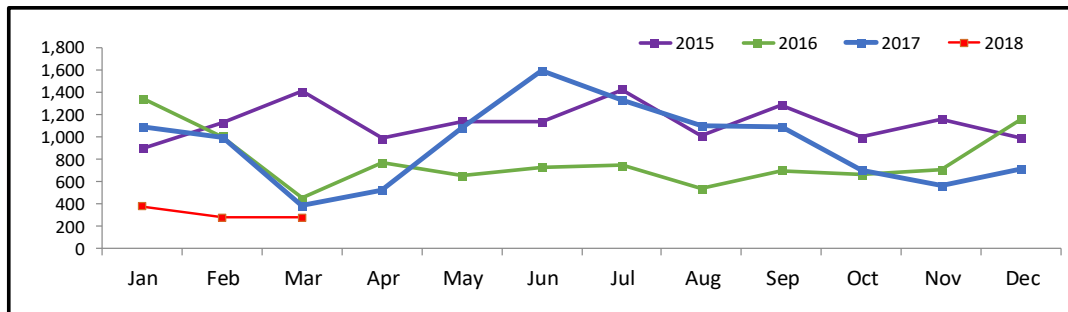
Customer Service: 328-RIDE Call Center Performance

Service Level:
% of Calls Answered within 60 seconds



Abandoned Calls

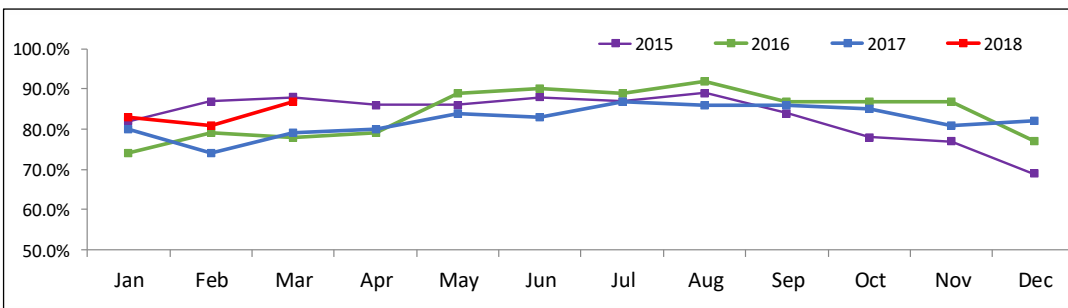
Goal: < 4%



Paratransit Reservations: 328-I552 Call Center Performance

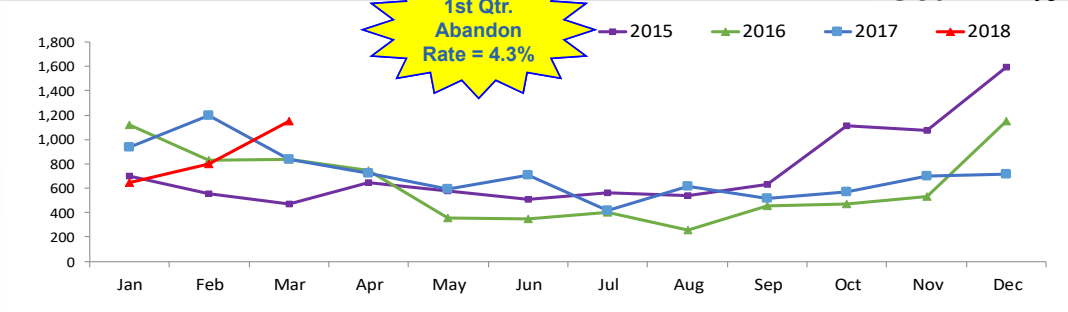
Service Level:
% of Calls Answered within 60 seconds

Goal: 90%

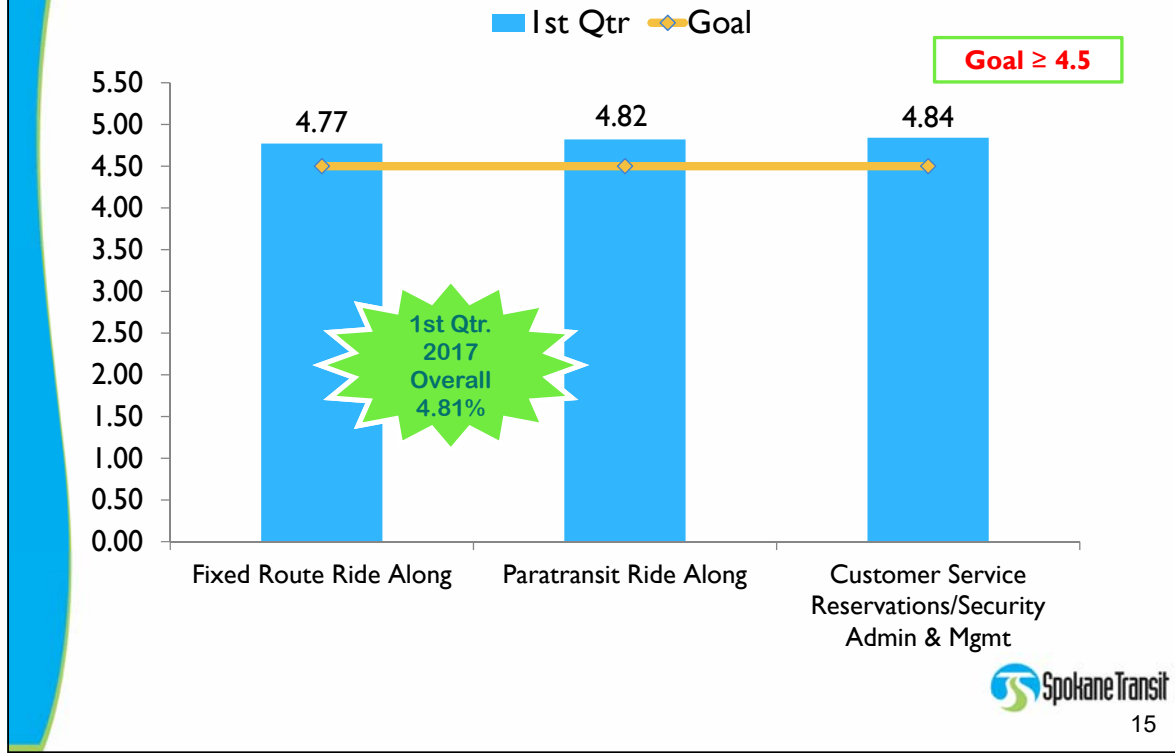


Abandoned Calls

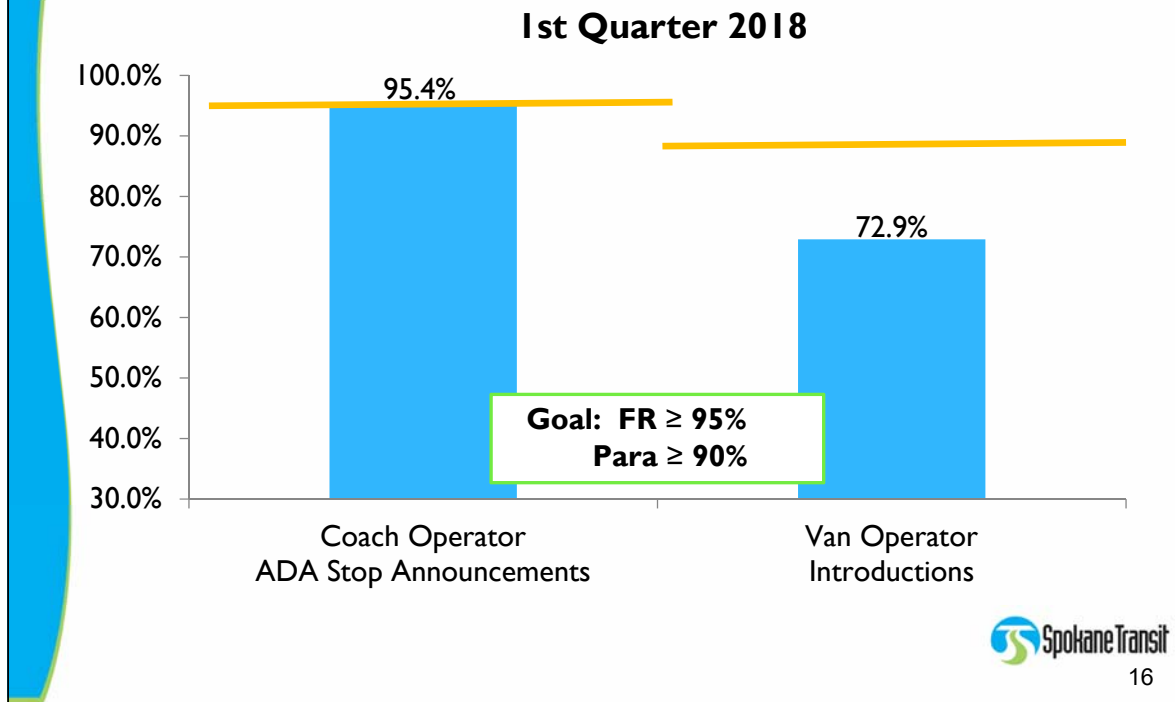
Goal: < 4%



Professional & Courteous

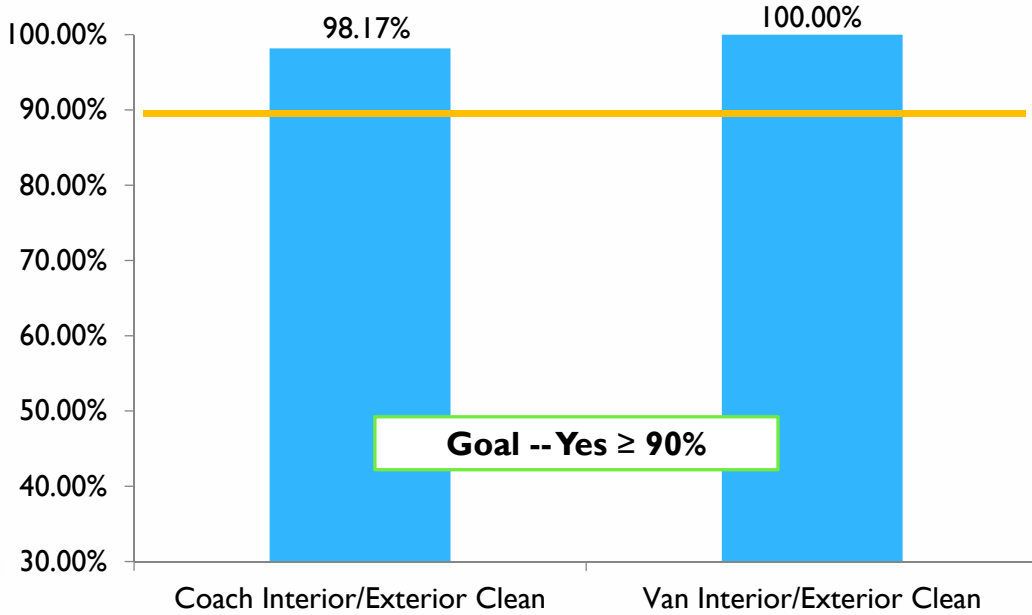


Operator Announcements/ Introductions



Vehicle Cleanliness

Ist Quarter 2018



Comment Rate

	2017	YTD 2018	Goal
Fixed Route	8.6	7.9	\leq 8.0 (per 100K passengers)
Paratransit	8.3	8.9	\leq 8.0 (per 10K passengers)

Maintenance Reliability

Average Miles Between Road Calls

	2017	YTD 2018	GOAL
Fixed Route	6,079	5,784	< 1 / 7,500 miles
Paratransit	59,941	35,834	< 1 / 75,000 miles

Enable Organizational Success

3 Performance Measures:

- Training Rate
- Annual Employee Evaluations
- Governance

Training Rates

	2017	YTD 2018	Goal
Fixed Route	Completed	In Progress	8 hours Advanced Training per Operator annually
Paratransit	Completed	In Progress	8 hours Advanced Training per Operator annually

Ride Checks/Ride Along

	2017	YTD 2018	Goal
Fixed Route	265* of 273 completed	93 of 267 completed	100% of operators checked annually
Paratransit	55* of 59 completed	4 of 59 completed	100% of operators checked annually

* All active Operators completed

Maintenance Training

Maintenance

2018	Goal
Measured Annually	25 hours per employee per year

Managers/Supervisors/ Administrative Training

Managers /
Supervisors/
Admin

2018	Goal
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(s)
APTA Legislative Conference March 18-21, 2018	Washington, D.C.	Al French Pamela Haley Josh Kerns
APTA Annual Meeting September 23–26, 2017	Nashville, TN	To be Determined

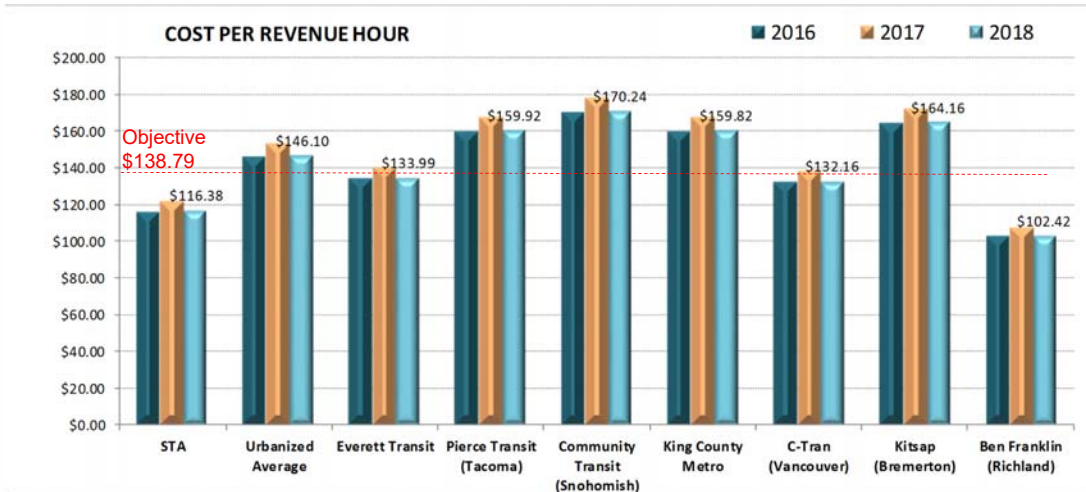
Exemplify Financial Stewardship

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

Fixed Route

Cost Efficiency



OBJECTIVE: CONSTRAIN OPERATING COST PER HOUR OF SERVICE TO LESS THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS

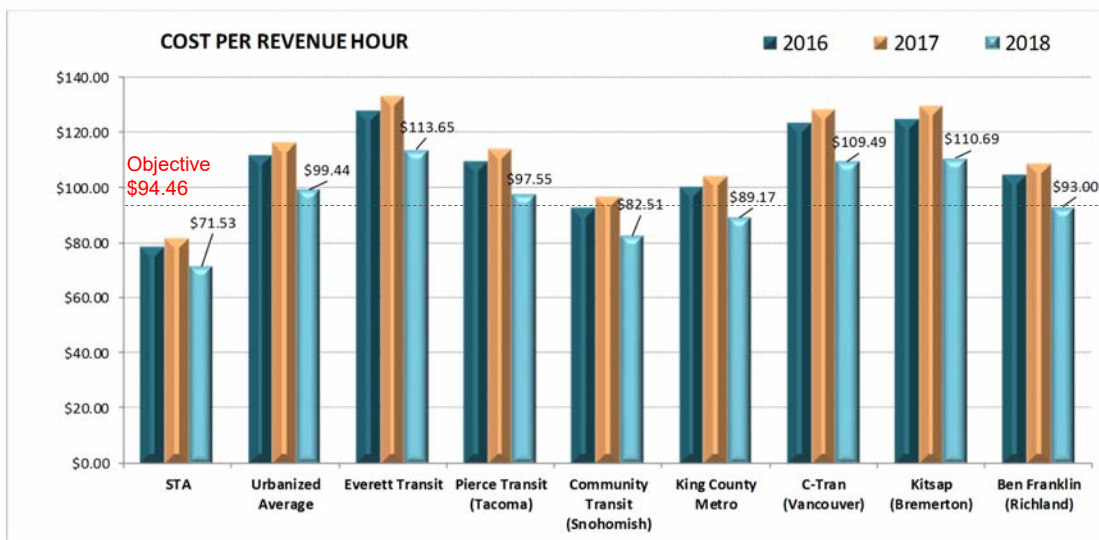
2017 Status: 79.5% (STA - \$121.34; Urban Average - \$152.60)

- Notes:
- Previous year results
 - 2016 data from NTD reports
 - 2017 STA data reflects year-end
 - **STA 2018 data reflects year-to-date 1st quarter**
 - Expenditures will lag slightly until end of year



Demand Response

Cost Efficiency



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

2017 Status: 70.4% (STA - \$81.99; Urban Average - \$116.47)

- Notes:
- Previous year results
 - 2016 data from NTD reports
 - 2017 STA data reflects year-end
 - **STA 2018 data reflects year-to-date 1st quarter**
 - Expenditures will lag slightly until end of year



Cost Efficiency

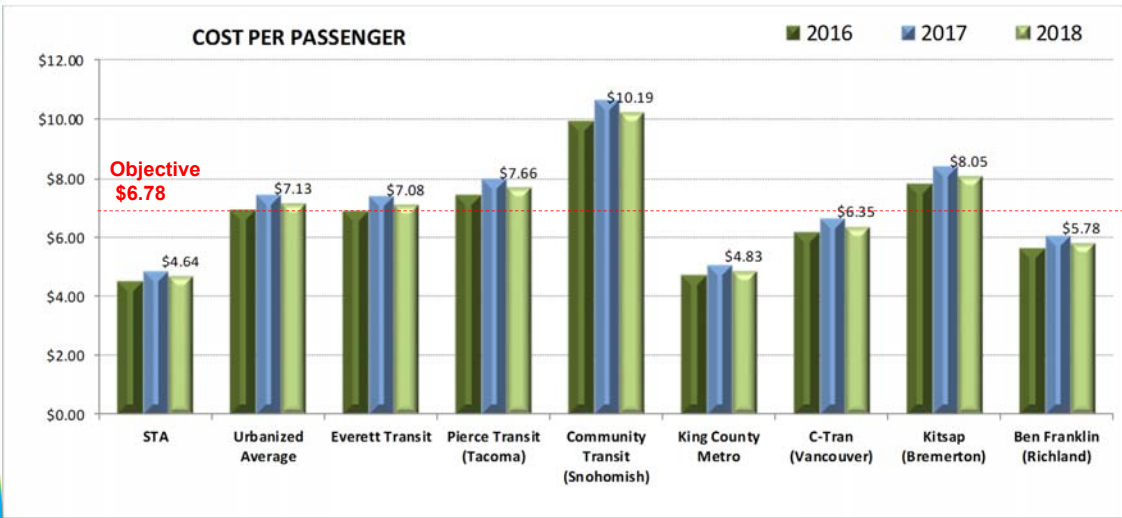
Rideshare

	2017	YTD 2018
Operating/Administrative Cost per Mile	\$0.51	\$0.51
Revenue per Mile	\$0.53	\$0.51
Percentage	104.5%	117.7%

Goal: Recover 100% of Operating/Administrative costs

Fixed Route

Cost Effectiveness



OBJECTIVE: CONSTRAIN OPERATING COST PER PASSENGER TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS
2017 Status: 64.9% (STA - \$4.83; Urban Average - \$7.44)

- Notes:
- Previous year results
 - 2016 data from NTD reports
 - 2017 STA data reflects year-end
 - STA 2018 data reflects year-to-date 1st quarter
 - Expenditures will lag slightly until end of year

Demand Response

Cost Effectiveness



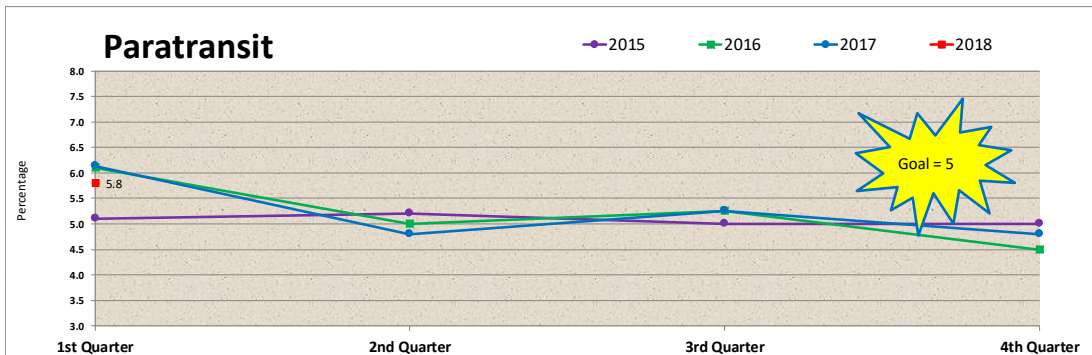
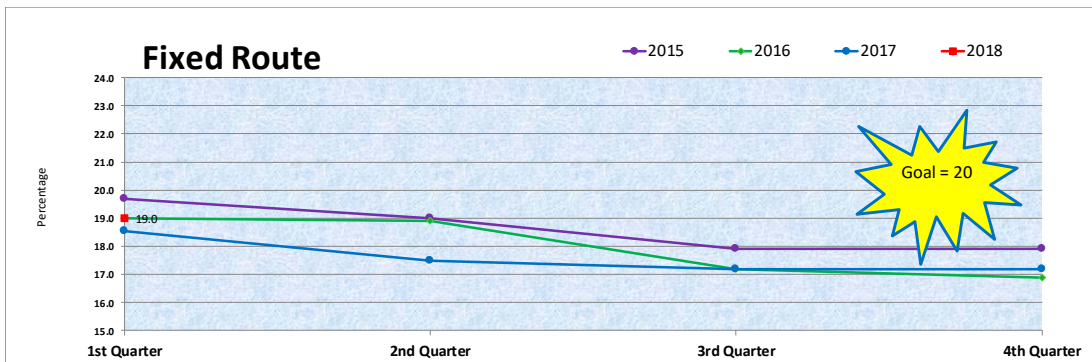
OBJECTIVE: CONSTRAIN OPERATING COST PER PASSENGER TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS

2017 Status: 58.1% (STA - \$28.83; Urban Average - \$49.49)

- Notes:
- Previous year results
 - 2016 data from NTD reports
 - 2017 STA data reflects year-end
 - STA 2018 data reflects year-to-date 1st quarter
 - Expenditures will lag slightly until end of year



Cost Recovery from User Fees



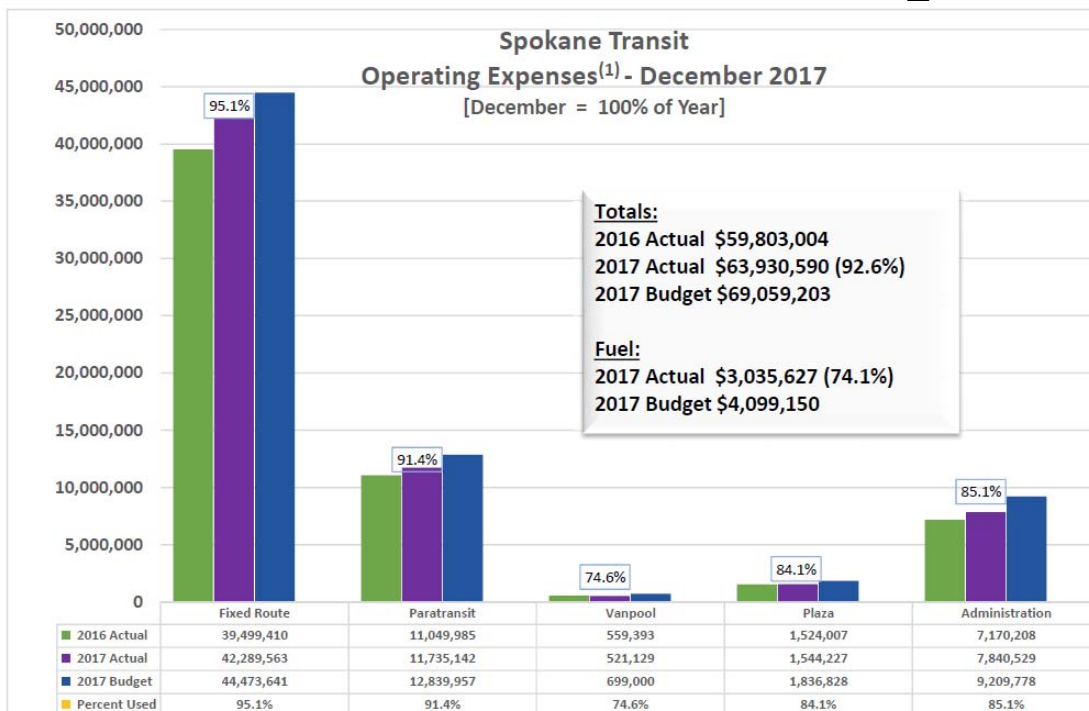
Maintenance Cost

(Cost per Mile)

	2017	YTD 2018	GOAL
Fixed Route	\$1.18	\$1.17	\$1.28
Paratransit	\$0.90	\$0.77	\$0.92



Financial Management



⁽¹⁾ Operating expenses exclude capital expenditures of \$14,201,694 and Street/Road cooperative projects of \$193,907 for year-to-date December 2017.

Service Level Stability & Ability to Sustain Essential Capital Investments

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

Public Perception

Community Survey Question	Response*	Standard
STA is Financially Responsible	3.73	Score 4.5

* Survey completed in 2017

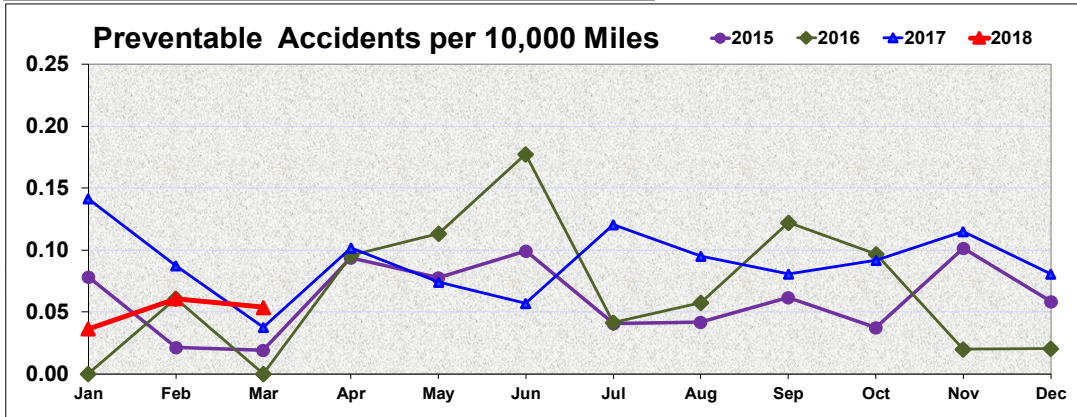
Ensure Safety

2 Performance Measures:

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

Fixed Route				
	2015	2016	2017	2018
Jan	4	0	7	2
Feb	1	3	4	3
Mar	1	0	2	3
Apr	5	5	5	
May	4	6	4	
Jun	5	9	3	
Jul	2	2	6	
Aug	2	3	5	
Sep	3	6	4	
Oct	2	5	5	
Nov	5	1	6	
Dec	3	1	4	
Total Prev. Accidents	37	41	55	8
YTD PREVENTABLE ACCIDENTS PER 10,000 MILES	0.06	0.07	0.09	0.05

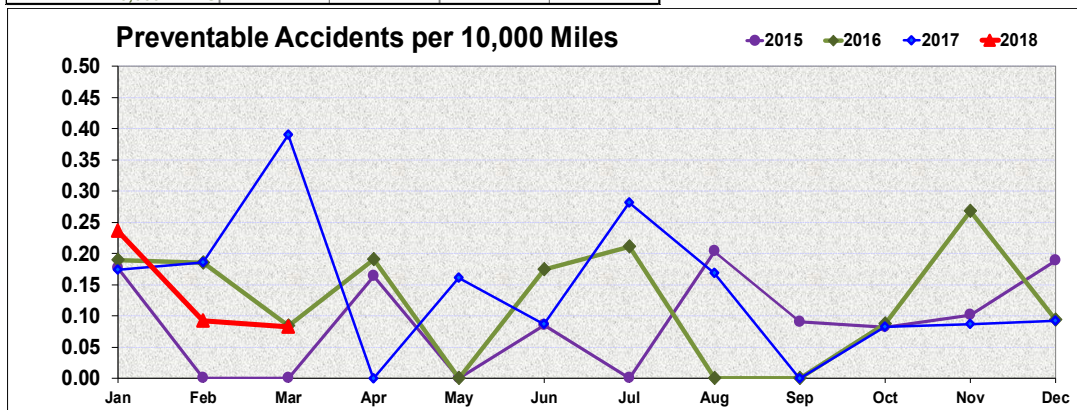
Preventable Vehicles Accidents



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Paratransit				
	2015	2016	2017	2018
Jan	2	2	2	3
Feb	0	2	2	1
Mar	0	1	5	1
Apr	2	2	0	
May	0	0	2	
Jun	1	2	1	
Jul	0	2	3	
Aug	2	0	2	
Sep	1	0	0	
Oct	1	1	1	
Nov	1	3	1	
Dec	2	1	1	
Total Prev. Accidents	12	16	20	5
YTD PREVENTABLE ACCIDENTS PER 10,000 MILES	0.09	0.12	0.15	0.14

Preventable Vehicles Accidents



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Workers' Compensation - Time Loss

Lost Time Days per 1,000 Hours

	2017	YTD 2018	Goal
Fixed Route	0.02	0.02	≤ 0.02
Paratransit	0.05	0.01	≤ 0.04
Maintenance	0.05	0.06	≤ 0.05

Workers' Compensation - Claims

Claims per 1,000 Hours

	2017	YTD 2018	Goal
Fixed Route	0.06	0.07	≤ 0.05
Paratransit	0.10	0.03	≤ 0.08
Maintenance	0.07	0.13	≤ 0.09