

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

## PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, February 2, 2022, 1:30 p.m.

### Via Video Conference

**Committee Members:** [Committee Members Join Here](#)

**General Public:** [Attendees and Guests Join Here](#)

**Audio Conference:** Call the number below and enter the access code  
+1-408-418-9388 | Access Code: 2492 410 3498 | Password: 2022

### AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report *(5 minutes)*
3. Committee Action *(5 minutes)*
  - A. Minutes of the December 1, 2021, Committee Meeting – *Corrections/Approval*
4. Committee Action
  - A. Board Consent Agenda *(15 minutes)*
    1. Fall Protection Contract: Final Acceptance *(Rapez-Betty)*
  - B. Board Discussion Agenda *(None)*
5. Reports to Committee *(None)*
6. CEO Report *(15 minutes)*
7. Committee Information – *no discussion/staff available for questions*
  - A. January 2022 Sales Tax Revenue Information *(Liard)*
  - B. December 2021 Operating Indicators *(Rapez-Betty)*
  - C. 4<sup>th</sup> Quarter 2021 Service Planning Public Input Report *(Otterstrom)*
8. March 2, 2022, Committee Meeting Draft Agenda Review
9. New Business
10. Committee Members' Expressions
11. Adjourn

Next Committee Meeting: March 2, 2022, 1:30 p.m. via WebEx.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING**

February 2, 2022

**AGENDA ITEM 2 :** COMMITTEE CHAIR REPORT

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** ~~Lori Kinnear~~ Pamela Haley, Chair, Performance Monitoring and  
External Relations

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

**RECOMMENDATION TO COMMITTEE:** Information only.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING**

February 2, 2022

**AGENDA ITEM 3A :** MINUTES OF THE DECEMBER 1, 2021, PERFORMANCE  
MONITORING AND EXTERNAL RELATIONS COMMITTEE  
MEETING – CORRECTIONS OR APPROVAL

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** Molly Fricano, Executive Assistant to the Chief ~~Executive~~ Operations  
Officer

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**SUMMARY:** Attached are the minutes of the December 1, 2021, Performance Monitoring and External Relations Committee meeting for corrections or approval.

**RECOMMENDATION TO COMMITTEE:** Corrections or approval.

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

## PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

DRAFT

Minutes of the December 1, 2021, Meeting  
Via Virtual WebEx

### MEMBERS PRESENT

Chris Grover, City of Airway Heights\*  
Lori Kinnear, City of Spokane  
Josh Kerns, Spokane County  
Don Kennedy, City of Medical Lake (*Ex-Officio*)  
Veronica Messing, City of Cheney (*Ex-Officio*)  
Rhonda Bowers, Labor Representative (*non-voting*)  
E. Susan Meyer, CEO (*Ex-Officio*)

### MEMBERS ABSENT

Kate Burke, City of Spokane

*\*Committee Chair*

### STAFF PRESENT

Brandon Rapez-Betty, Director of Communications  
& Customer Service  
Karl Otterstrom, Director of Planning and  
Development  
Monique Liard, Chief Financial Officer  
Dana Infalt, Executive Assistant to the CEO / Clerk  
of the Authority

### PROVIDING LEGAL COUNSEL

Laura McAloon, Attorney, McAloon Law PLLC

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#### 1. CALL TO ORDER AND ROLL CALL

Chair Grover called the meeting to order at 1:30 p.m. and the Clerk conducted roll call.

#### 2. COMMITTEE CHAIR REPORT

Chair Grover had no report at this time.

#### 3. COMMITTEE APPROVAL

##### A. Minutes of the November 3, 2021, Committee Meeting

Chair Grover advised he was open to a motion to approve the minutes.

**Mr. Kerns moved to approve the November 3, 2021, Committee meeting minutes. Ms. Kinnear seconded, and the motion passed unanimously.**

#### 4. COMMITTEE ACTION

##### A. Board Consent Agenda

##### 1. Diesel and Unleaded Gasoline: Award of Contract

Ms. Liard provided background, vendor comparisons of the bids received, and noted the recommendation from staff was to have the Board award a contract to Coleman Oil, for diesel and unleaded fuel and service for five years effective February 1, 2022.

**Ms. Kinnear moved to approve as presented. Mr. Kerns seconded, and the motion passed unanimously.**

B. Board Discussion Agenda

1. Draft 2022 State Legislative Priorities

Mr. Rapez-Betty provided an overview of the general focus of the legislative priorities, and discussed new funding requests for Division Line Bus Rapid Transit. He reviewed the priorities to preserve and maintain funding and talked about developing priorities.

**Ms. Kinnear made a motion to recommend the Board approve the 2022 Legislative Priorities as presented and grant authority to the CEO to determine STA’s interest on specific pieces of legislation, convey those interests to legislators and others, and report to the Performance Monitoring and External Relations Committee and the Board during the legislative session. Mr. Kerns seconded, and the motion passed unanimously.**

5. REPORTS TO COMMITTEE

A. Fare Policy Public Outreach Update

Mr. Otterstrom’s update report informed the committee members about the Fare Policy Outreach Strategy, including the media campaign, meetings with community-based organizations, community presentations, fare policy survey, and public hearing to be held at the STA Board meeting on December 16, 2021.

Concerning survey results, Ms. Kinnear asked about comments regarding cash where people responded to say, “it’s more convenience to me”. She wondered if people were just more comfortable using cash and if there were a good way to flesh that out. Mr. Otterstrom advised there were other open-ended questions asked in different ways to help determine if they would use other modes if available.

He advised staff expect feedback and guidance from the Board to finalize a recommendation prior the item being presented to Board Operations for a recommendation to the Board next month. He noted staff will have the complete preliminary Title VI ready to share in January as well, also prior to Board action.

Chair Grover thanked Mr. Otterstrom and commented that it was very interesting feedback.

6. CEO REPORT

- Ms. Meyer extended her appreciation to Kathleen Weinand, Principal Transit Planner in STA’s Planning Department, for the analysis completed for the Board Workshop. She thanked her for all the work that went into scoring, calculating, and creating spreadsheets, further commenting that Kathleen has remarkable skills in transit planning, knowledge of STA system and routes, and noted she is an overall great professional colleague.
- Ms. Meyer reported on the November 2021 voter approved Sales Tax, which represents sales tax collected on sales two months prior. She reminded that STA operates in a public transportation benefit area (PTBA) and is not a part of the county, but is a stand-alone transit agency with taxing authority with voter approval. In the State of Washington, transit is funded primarily by voter approved sales tax. STA’s voters have approved up to 8/10 of a cent of sales tax – collected on retail sales in the PTBA and generated for the month of November, collected on September, \$9.36M which is \$1.1M above November 2020 and 18% above 2020 actual. STA had a higher budget and actual in 2020 and budgeted quite conservatively for 2021 and are 34% above the 2021 budget year-to-date \$24M.

- Ms. Meyer reviewed the rotation schedule of the nine voting members for the STA Board Chair position. She said the Washington RCW 36.57A provides the structure for public transportation benefit area operations and specifies there will be nine elected officials, appointed by their jurisdictions, in the Spokane PTBA. As of a couple years ago, the number of positions for jurisdictions have been determined by population and are comprised of four City of Spokane members, two Spokane County members, two Spokane Valley members, and one Small City representative (representing five small cities-Airway Heights, Liberty Lake, Medical Lake, Millwood, and Cheney). The rotation agreed upon among the small cities shows Airway Heights has the voting seat in 2021 and 2022, followed by Liberty Lake, Medical Lake, Millwood, and Cheney. The 2021 STA Board Chair was Spokane Valley representative Pam Haley and in 2022 the Chair is appointed by Airway Heights. They have appointed Cheney Mayor Chris Grover to serve as their representative for two years (2021/2022). Mayor Grover will be elected Chair for the 2022 term on behalf of all small cities. The City of Spokane is in rotation for the 2023 Chair position and may have the vice chair in 2022.

Ms. Meyer offered to answer any questions or comments.

Mayor Grover thanked Veronica Messing from Airway Heights for agreeing to represent the City of Cheney in the small cities' rotation. Ms. Messing thanked him in return for the appointment.

Ms. Meyer clarified that each of the small cities, whether in a voting position or not, have a seat on the STA Board. She explained that of the five cities, one has a voting seat, and the other four appoint their representatives to attend and have all the privileges of board membership except voting for that year.

There were no further questions or comments

7. COMMITTEE INFORMATION

- A. January 2022 Service Changes
- B. October 2021 Financial Results Summary
- C. November 2021 Sales Tax Revenue Information
- D. October 2021 Operating Indicators
- E. STA's 2021 Holiday Service and Office Hours

8. FEBRUARY 2, 2022 - COMMITTEE MEETING DRAFT AGENDA REVIEW

The February 2, 2022, Performance Monitoring and External Relations Committee Meeting draft agenda was reviewed. There were no changes at this time.

9. NEW BUSINESS

None

10. COMMITTEE MEMBERS' EXPRESSIONS

Mr. Grover thanked the committee members for their service to PMER for the 2021 year. He recognized the committee got a lot accomplished and thanked staff for their hard work and for keeping things moving forward.

Ms. Messing thanked staff for the presentation in the workshop, noting Airway Heights is excited about the projects included that will help their community members access transit.

Performance Monitoring and External Relations Committee Meeting Minutes

December 1, 2021

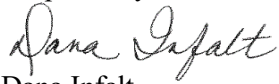
Page | 4

11. ADJOURN

With no further business to come before the Committee, Chair Grover adjourned the meeting at 2:37 p.m.

The next committee meeting will be held on Wednesday, February 2, 2022, at 1:30 p.m. via WebEx

Respectfully submitted,



Dana Infalt

Executive Assistant to the Chief Executive Officer

Clerk of the Authority

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING**

February 2, 2022

**AGENDA ITEM 4A1: FALL PROTECTION CONTRACT: FINAL ACCEPTANCE**

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** Brandon Rapez-Betty, Chief Operations Officer, and Interim Director of Communications & Customer Service  
Jessica Charlton, Senior Project Manager

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**SUMMARY:** On September 14, 2021, the CEO awarded a contract with Walker Construction, Inc. in the amount of \$53,400 to perform construction activities associated with installing fall protection systems at STA's Fixed Route maintenance garage. The contractor began work at the site on September 29, 2021 and reached substantial completion on November 4, 2021.

In accordance with closeout requirements for Public Works Contracts in excess of \$35,000, staff are seeking this committee's recommendation that the Board of Directors accept the Walker Construction, Inc. contract as complete.

**BACKGROUND:** The work performed by Walker Construction, Inc. and their subcontractors successfully increased STA's capacity to maintain buses by installing a fall protection system for one of STA's body shop maintenance bays and an additional system that supports two electrical maintenance bays. Safety protocols require that any work on STA's battery electric bus fleet be conducted by two technicians at all times. The newly installed fall protection system was designed with this requirement in mind, allowing dual technician access to the top of a bus for maintenance.

Throughout construction, one additive change order was executed in response to variable and unknown field conditions. The change resulted in \$5,084.33 increase resulting in a final contract value of \$58,484.33.

Five percent of the total contract value, or \$2,924.22, has been withheld as retainage as required by RCW 60.28.011. All affidavits of wages paid have been received and all progress payments have been made. On December 13, 2021 the Notice of Completion was sent to the Department of Revenue, the Department of Labor and Industries, and the Employment Security Department as required for any public works project over \$35,000.

This work was part of the Fall Protection capital project with an original budget of \$65,000. The project budget was later adjusted to a total of \$105,000, using \$40,000 in savings from an underspent 2021 capital project, allowing the overall 2021 Capital Budget to stay within the Board approved total. Costs associated with the project include but are not limited to A&E services, contingency funds, equipment purchases and sales tax. The project will close out \$2,238 over its revised budget.

**RECOMMENDATION TO COMMITTEE:** Recommend the Board approve a motion to accept the contract with Walker Construction, Inc. for the Fall Protection project as complete, and authorize release of retainage security subject to receipt of such certificates and releases as are required by law.



**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

February 2, 2022

**AGENDA ITEM 6 :** CEO REPORT

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** E. Susan Meyer, Chief Executive Officer

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

**RECOMMENDATION TO COMMITTEE:** Information only.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING**

February 2, 2022

**AGENDA ITEM 7A :** JANUARY 2022 SALES TAX REVENUE

**REFERRAL COMMITTEE:** N/A

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

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**SUMMARY:** Attached is January 2022 voter-approved sales tax revenue information. January sales tax revenue, which represents sales for November 2021, was:

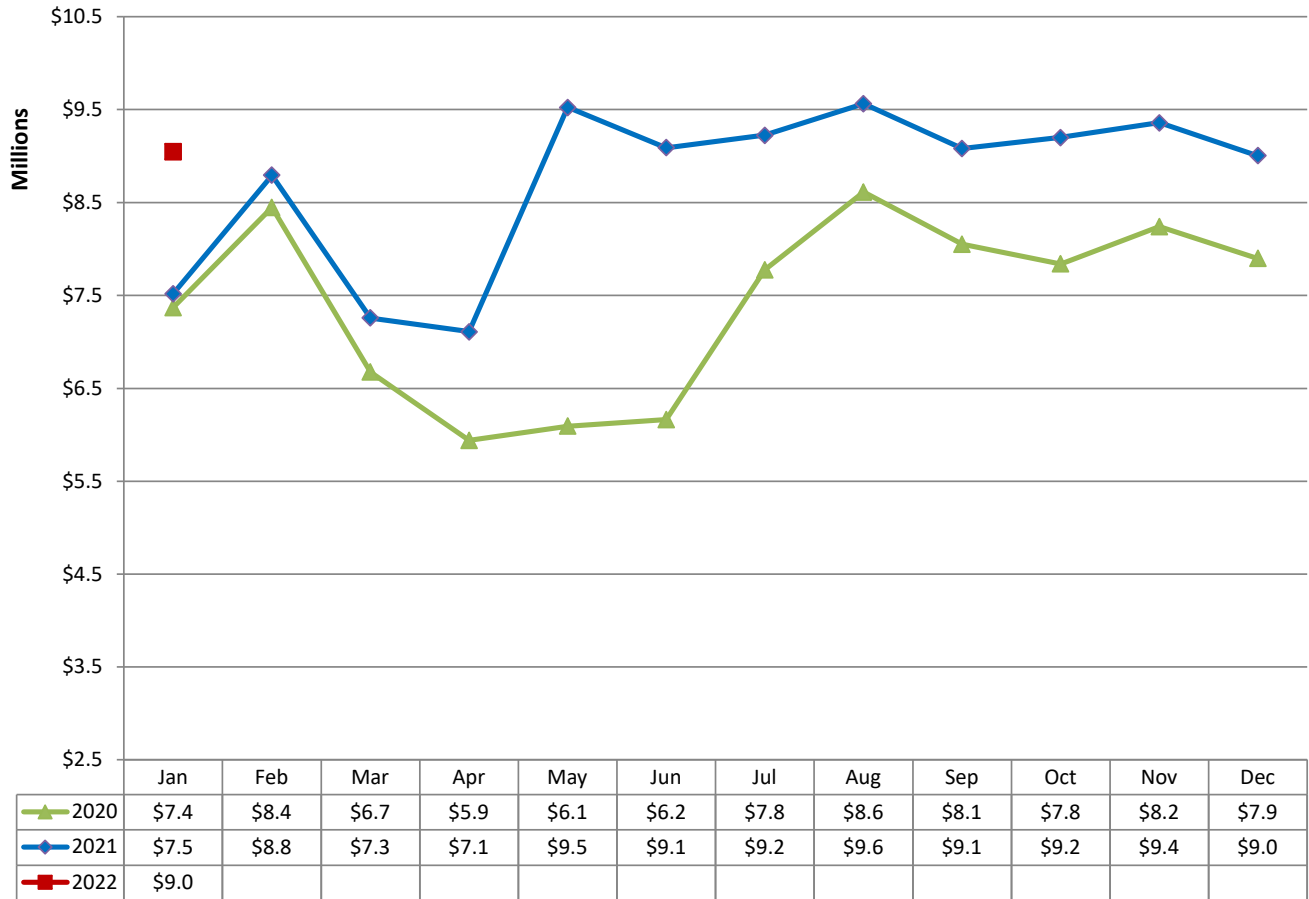
- 16.8% above 2022 budget
- 16.8% above YTD 2022 budget
- 20.4% above 2021 actual
- 20.4% above YTD 2021 actual

Total taxable sales for November 2021 were up 20.5% from November 2020, while November 2021 YTD sales were up 20.6% compared with November 2020 YTD. Retail, Construction, and Accommodation and Food Services continue to be the top three rankings YTD.

- Retail Trade increased by 15.5% (\$75.7M) in November 2021 vs November 2020 and is up by 19.0% (\$971.0M) November 2021 YTD vs 2020 YTD
  - Automobile Dealers increased 24.6% (\$216.7M) for November 2021 YTD over 2020 YTD
  - Other Miscellaneous Store Retailers increased 23.3% (\$139.3M) for November 2021 YTD over 2020 YTD
  - General Merchandise Stores, including Warehouse Clubs and Supercenters, increased 13.0% (\$97.4M) November 2021 YTD over 2020 YTD
  - Clothing Stores increased 52.0% (\$88.0M) November 2021 YTD over 2020 YTD
  - Building Material & Supplies Dealers increased 14.3% (\$82.2M) for November 2021 YTD over 2020 YTD
- Construction increased by 14.3% (\$20.0M) in November 2021 vs November 2020 and is up by 18.9% (\$294.5M) November 2021 YTD vs 2020 YTD
- Accommodation and Food Services increased by 45.0% (\$28.5M) in November 2021 vs November 2020 and is up 33.8% (\$270.0M) November 2021 YTD vs 2020 YTD. However, it is 1.4% (\$15.1M) below November 2019 YTD.

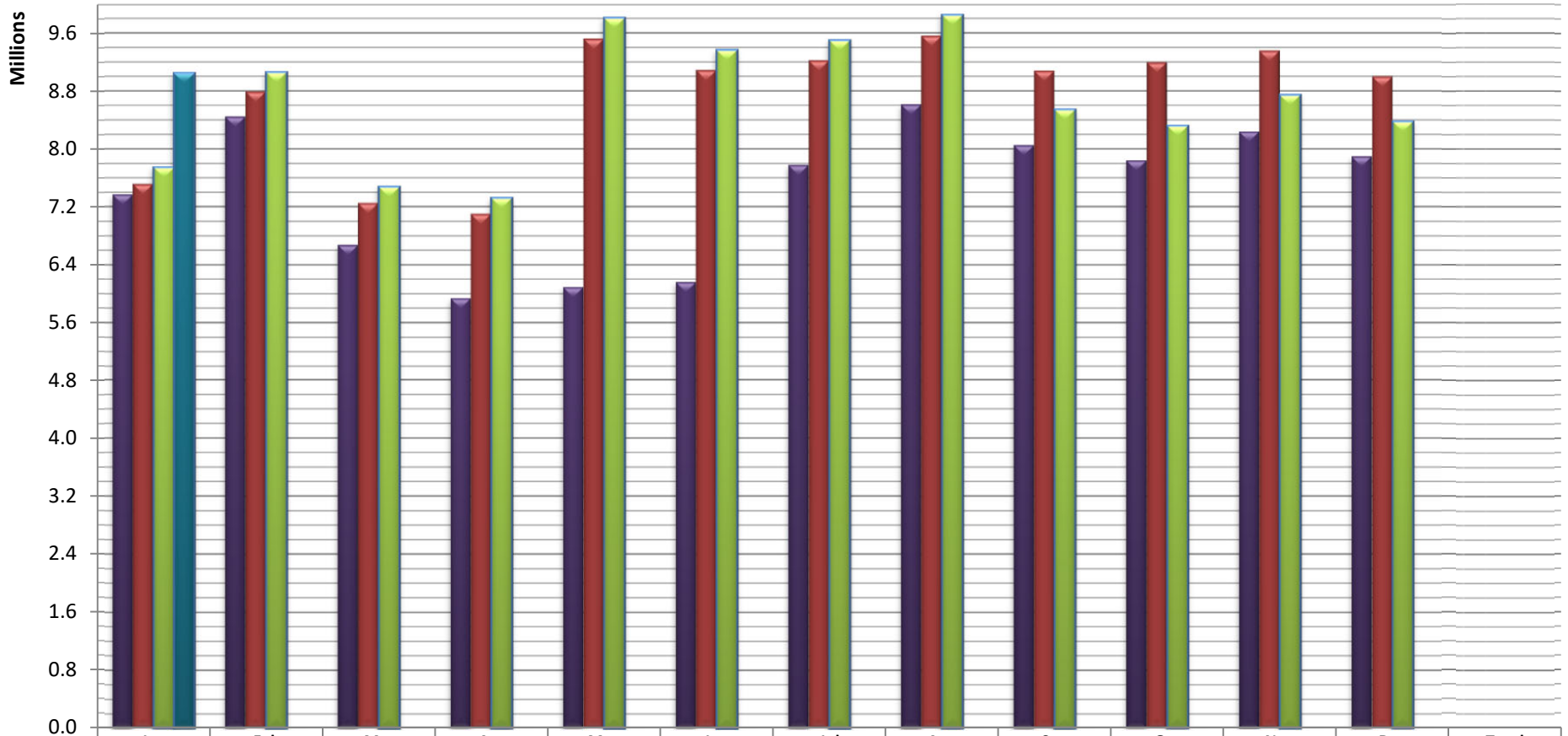
**RECOMMENDATION TO COMMITTEE:** Information only.

## Sales Tax Revenue History-January 2022<sup>(1)</sup>



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

## 2020 - 2022 SALES TAX RECEIPTS <sup>(1)</sup>



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2020 Actual	7,370,074	8,448,309	6,674,740	5,937,757	6,092,534	6,163,749	7,776,530	8,613,027	8,051,397	7,840,122	8,241,404	7,898,954	89,108,597
2021 Actual	7,517,140	8,794,667	7,257,060	7,108,633	9,523,273	9,090,370	9,223,714	9,563,200	9,082,609	9,199,257	9,358,222	9,004,038	104,722,183
2022 Budget	7,742,654	9,058,507	7,474,772	7,321,892	9,808,971	9,363,081	9,500,425	9,850,096	8,541,727	8,317,585	8,743,306	8,380,001	104,103,017
2022 Actual	9,047,047	-	-	-	-	-	-	-	-	-	-	-	9,047,047
\$ Mo. Var.	1,529,907	-	-	-	-	-	-	-	-	-	-	-	-
% Mo. Var.	20.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
\$ YTD Var.	1,529,907	-	-	-	-	-	-	-	-	-	-	-	-
% YTD Var.	20.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
% YTD Bud. Var.	16.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

<sup>(1)</sup> Voter approved sales tax distributions lag two months after collection. For example, collection of January taxable sales are distributed in March.

## SPOKANE TRANSIT AUTHORITY

### PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

February 2, 2022

**AGENDA ITEM 7B:** DECEMBER 2021 OPERATING INDICATORS

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** Brandon Rapez-Betty, Chief Operations Officer

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**SUMMARY:** December 2021 had one additional weekday compared to December 2020.

#### **FIXED ROUTE**

Fixed Route 2021 ridership goal was to increase ridership 39.7% over 2020 levels to approximately 8.1M rides. December's total monthly ridership increased 20.8% (451,890 vs. 347,129 in 2020) and is down 10% (5,238,664 vs. 5,817,776) year-to-date. Average weekday ridership increased 19.5% (17,210 vs. 14,399) in December 2021 compared to December 2020 and is down 9.5% (17,271 vs. 19,080) year-to-date.

#### **Detailed breakdown:**

- Adult ridership increased 22.6% in December 2021 (271,398 vs. 221,292 in 2020) and is up 8.8% (3,082,678 vs. 2,833,685) year-to-date.
- Youth ridership increased 207.9% (27,422 vs. 8,905 in 2020) and is up 48.3% year-to-date (306,328 vs. 206,503).
- Reduced Fare / Para ridership increased 8.1% (66,697 vs. 61,715 in 2020) and is up 19.1% (833,043 vs. 699,230) year-to-date.
  - CCS Pass ridership increased 66.3% in December 2021 (11,941 vs. 7,182 in 2020) and is down 27.0% (148,207 vs. 203,052) year-to-date.
  - Eagle Pass ridership increased 228.2% in December 2021 (14,140 vs. 4,309 in 2020) and is down 30.5% (160,276 vs. 230,523) year-to-date.

#### **PARATRANSIT**

Paratransit 2021 ridership goal was to increase ridership by 15% over 2020 ridership levels. Combined total ridership for Paratransit has increased 79.4% (24,613 vs. 13,719) in December 2021, and is up 22.9% year-to-date (252,857 vs. 205,815). Non-revenue ridership is up 104.9% for December (1,920 vs. 937 in 2020) and saw a 62.7% decrease year-to-date (14,266 vs. 38,251).

#### **Detailed breakdown:**

- Directly operated service increased 40.7% (12,085 vs. 8,591) in December and is up 48.4% year-to-date (123,019 vs. 82,874).
- Contracted service increased 152.3% (9,355 vs. 3,708) in December and is up 33.3% year-to-date (86,632 vs. 65,010)
- Special Use Van ridership increased 159.4% (1,253 vs. 483 in 2020) and is up 67.3% year-to-date (15,543 vs. 9,290).

#### **VANPOOL**

Vanpool customer trips were up 3.5% in December 2021 vs. 2020 (5,423 vs. 5,240) and were down 22.6% (70,298 vs. 90,770) year-to-date. The 2021 goal for ridership in Vanpool for 2021 was to increase ridership 68.5% over 2020 (approximately 155,000 trips).

- Vanpool vans in service decreased 12% (59 vs 67 in 2020) in December 2021

### **CUSTOMER SERVICE/PASS SALES**

Total monthly pass sales increased 75.0% (5,952 vs 3,402 in 2020) and were up 14.8% (56,277 vs. 49,016) year-to-date.

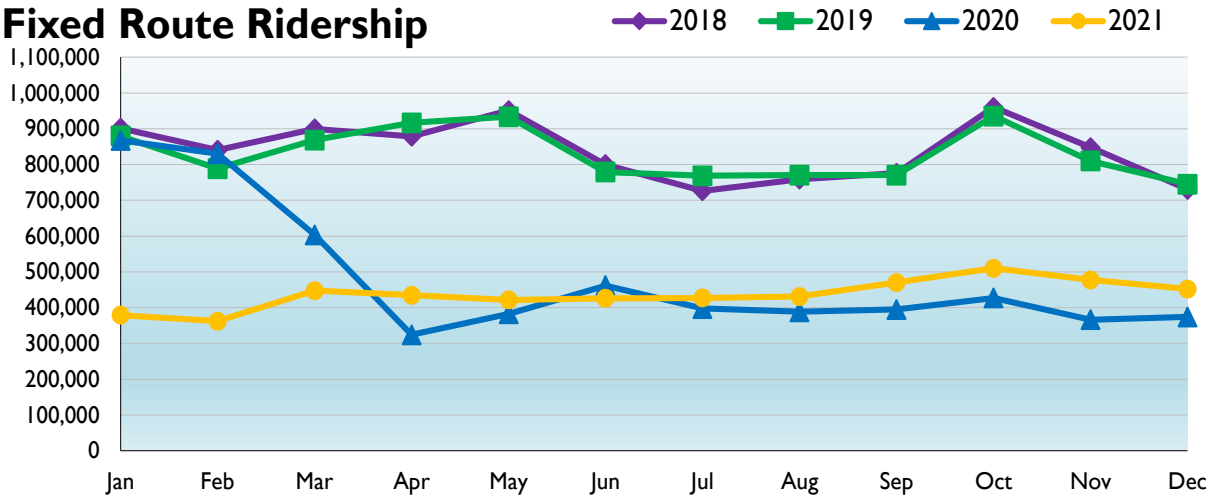
- Adult Pass/Smartcard monthly pass sales increased 45.5% (2,627 vs. 1,806 in 2020) and decreased 31.8% (25,635 vs. 19,450) year-to-date.
- Shuttle Park monthly sales increased 28.1% (173 vs. 135 in 2020) and decreased 20.5% (1,913 2,406) year-to-date.
- 7-Day Pass/Smartcard monthly sales increased 115.6% (1,408 vs. 653 in 2020) and increased 20.5% (9,214 vs. 7,645) year-to-date.
- ESBP monthly sales increased 80.4% (406 vs. 225 in 2020) and decreased 27.2% (3,490 vs. 4,791) year-to-date.

Group Sales ~~increased~~ ~~decreased~~ 5.8% in December 2021 (14,343 passes vs. 15,177 in 2020) and increased 11.3% (132,666 passes vs 119,233) year-to-date.

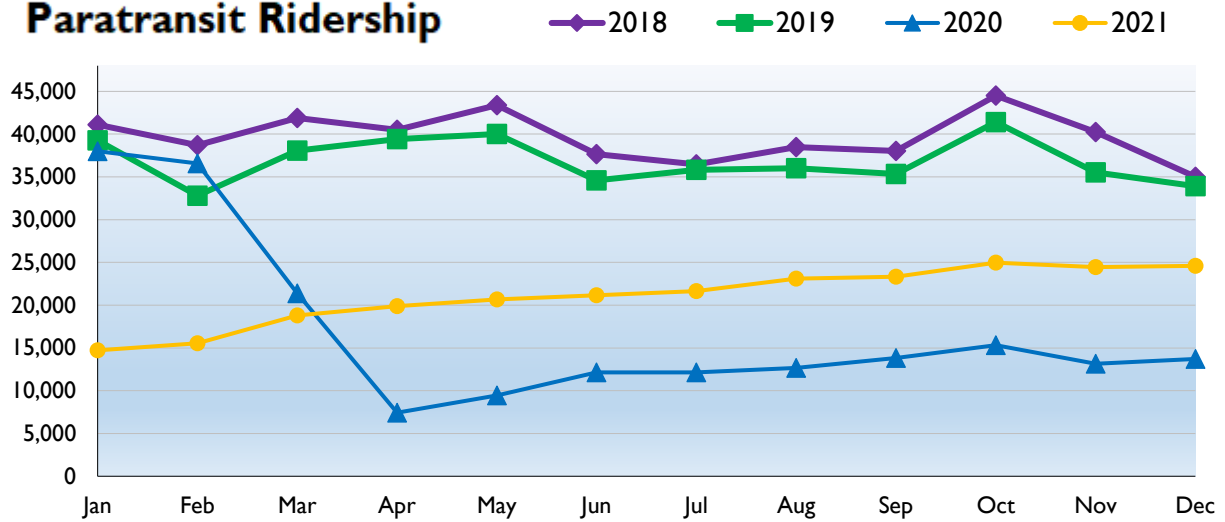
UTAP monthly rides increased 108.8% (39,954 vs. 17,216 in 2020) and decreased 22.7% (408,037 vs. 527,788) year-to-date.

Community Access Pass (CAP) pilot program sold 4,760 2hr passes and 2,164 Day passes in December and 19,374 2hr and 20,251 Day passes year-to-date. These passes are included in the pass sales above.

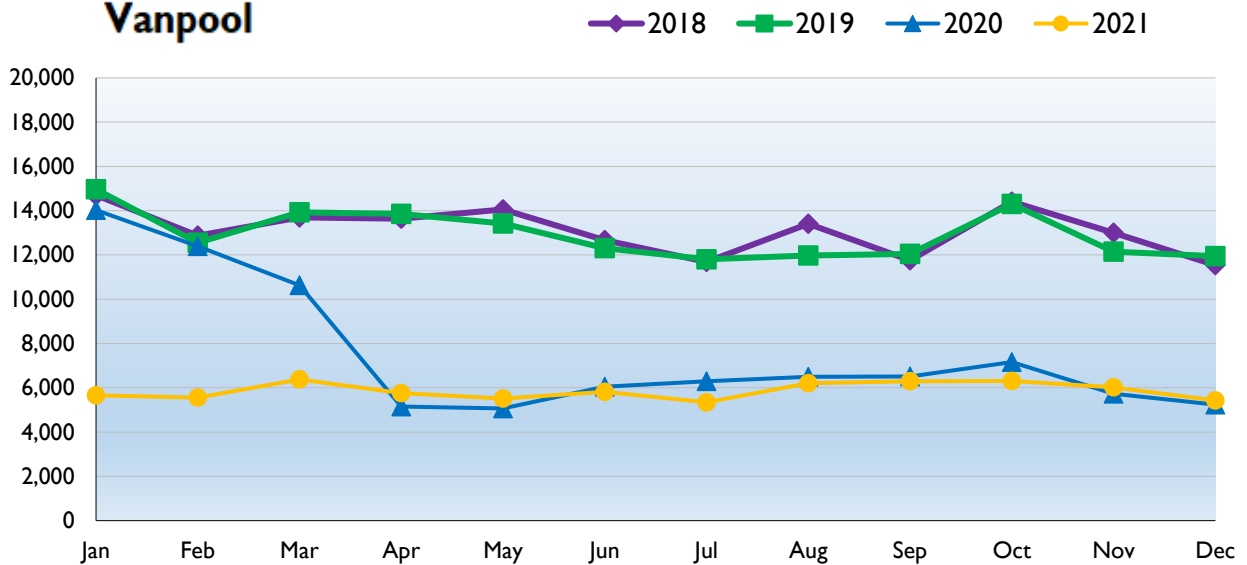
### Fixed Route Ridership



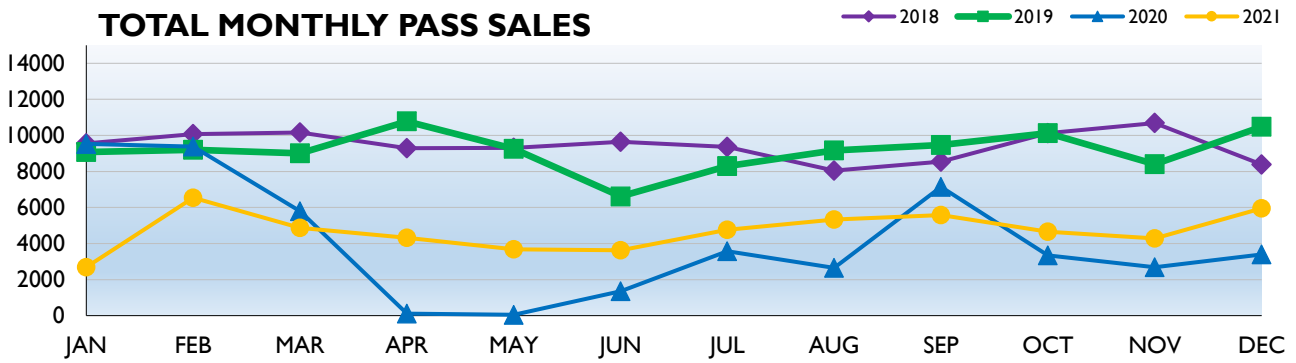
### Paratransit Ridership



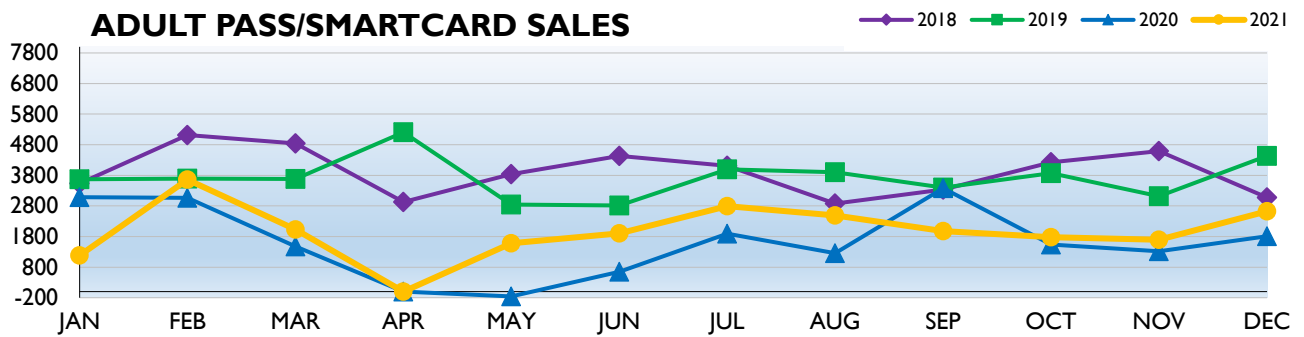
### Vanpool



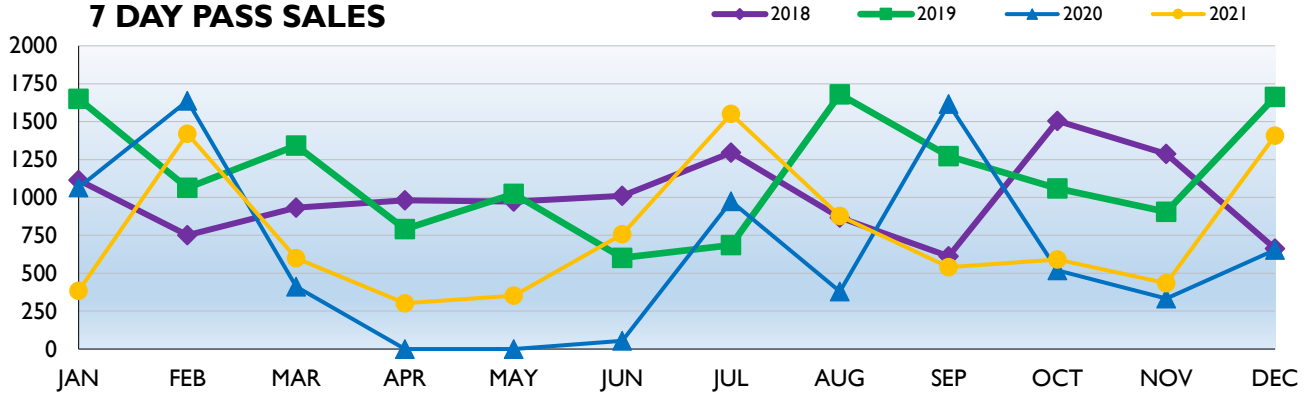
### TOTAL MONTHLY PASS SALES



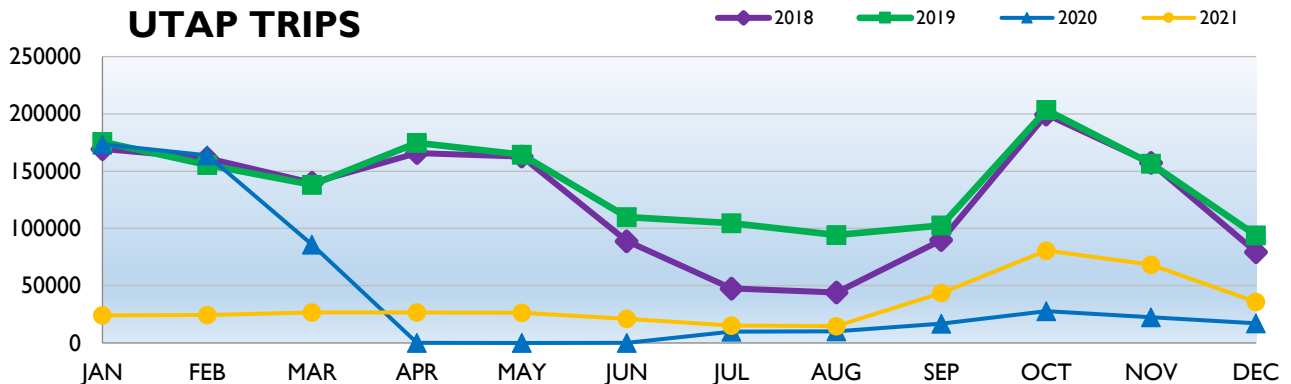
### ADULT PASS/SMARTCARD SALES



### 7 DAY PASS SALES



### UTAP TRIPS





**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING**

February 2, 2022

**AGENDA ITEM 7C :** 4<sup>TH</sup> QUARTER 2021 SERVICE PLANNING PUBLIC INPUT REPORT

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** Karl Otterstrom, Chief Planning and Development Officer  
Kathleen Weinand, Principal Transit Planner

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**SUMMARY:** A total of 22 comments related to fixed route service and stops were received by the Planning and Development Department during the third quarter of 2021. Of the comments received, eleven were related to requests for new service, seven were related to existing service, and four were related to bus stops. The comments are summarized below. It is also noted if any applicable comments are addressed by the *STA Moving Forward* plan.

**BACKGROUND:** The Planning and Development Department receives comments from external sources and itemizes each comment 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’s website comment portal), 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 if deemed appropriate.

The purpose of this summary is to inform the Performance Monitoring and External Relations Committee of the feedback received by the Planning and Development Department in the 3rd Quarter of 2021. It should be noted that this feedback summary applies only to department-related activities which include, but are not limited to, existing and potential bus service and/or feedback related to specific bus stops.

**NEW SERVICE COMMENTS**

Two requests for service in the Nine Mile Road area in north Spokane. *Not included in STA Moving Forward.*

One request to extend service to overnight hours. *Not included in STA Moving Forward.*

One request for a direct route between Airway Heights and Fairchild Air Force Base (FAFB) from the West Plains Transit Center (WPTC). *Route 63 will be revised in 2023 to provide more direct service between Airway Heights and the WPTC. Travel between the WPTC and FAFB will still require a transfer between routes 63 and 61.*

One request to provide bus service to the Amazon Fulfillment Center in the Spokane Valley. *Service to the Valley Amazon facility was selected by the Board of Directors as a near-term investment to be implemented this year.*

One request to expand service to Costco in North Spokane and Yokes in Mead. *Not included in STA Moving Forward.*

One request to provide bus service to Eagle Ridge. *Not included in STA Moving Forward.*

One inquiry regarding service to Vinegar Flats. *Not included in STA Moving Forward.*

One request to provide service to the new Ridgeline High School in Liberty Lake. *Route 98 will be amended to serve Ridgeline Highschool this year.*

One request to extend bus service hours on weekends from Geiger Amazon to downtown Spokane on Route 63. *Extended hours of service on Sundays are planned for implementation this year.*

One request to extend service to senior apartments on W. 6<sup>th</sup> Avenue in Airway Heights. *The Route 61 will be extended on W. 6<sup>th</sup> Avenue once the street connects to Craig Road. STA is partnering with the City of Airway Heights to complete the street extension and the project was selected as a near term investment by the STA Board of Directors.*

#### **EXISTING SERVICE COMMENTS**

Two comments requesting the eastern terminus of the Route 6 be changed to the Catalyst building on Sprague Street instead of Front Street at Spokane Falls Blvd. *The route plan for the 6 was developed with extensive involvement and input from the EWU community, including online surveys and public meetings in early 2020. It also considered future plans for double decker buses that are too tall to travel under the railroad trestle at Division Street and Sprague Avenue which limits efficient access to the Catalyst building (those buses are funded and planned to be in operation in 2023).*

One request to increase service to Geiger Amazon to serve growth in shifts for the holidays. *Staff reviewed the ridership on the buses that served the identified shifts and found that there was enough capacity on existing service to accommodate the increase.*

One comment requesting later trips on Route 63 to reach the Amazon facility at the Spokane Airport for night shifts. *A later trip was added to the schedule at the time of the January service change.*

One comment regarding keeping the bus route in West Central on Boone Avenue where it had been detoured for construction rather than returning to the normal routing on Mission Avenue. *The current Route 21 alignment has been utilized since 1999. The routing serves high ridership stops along Broadway Avenue and serves Anna Ogden Hall and the YWCA shelter on A Street between the Northwest Community Center and Broadway Avenue. The current routing minimizes turning movements while still serving high ridership destinations in the neighborhood (Broadway Avenue) and special uses serving vulnerable individuals (shelters). In bus route planning unnecessary turning movements are avoided because they introduce unreliability and delay into the schedule and increase opportunity for conflict with other travelers.*

One comment that routes 66 and 67 should operate on non-EWU school days. These routes cater to increased demand to and from Cheney destinations on EWU school days and do not operate when EWU is not in session. The route 6 and 68 provide service to Cheney on non-school days.

One comment regarding changes to which I-90 exit the westbound Route 74 uses and crowding on the route. *The trip in question was interlined (same bus becomes another route at the route end-of-line) with a different route than it previously was which results in the bus using a different exit from I-90. The loads on the trip will be monitored to see if deploying a 60-foot coach on the trip is appropriate.*

### **BUS STOP COMMENTS**

One request to provide a bus stop closer to the new Liberty Park Library. *STA staff are working with City of ~~Spokane~~ Liberty Lake staff to locate stops closer to the Liberty Park Library.*

One comment regarding donating benches for bus stops. *Staff provided information about bench installation by STA and by third-party advertisers as well as information about Americans with Disabilities (ADA) requirements.*

One comment regarding a request for better lighting at the intersection of E. 32<sup>nd</sup> Avenue and S. Clinton Road on the Route 97. *STA staff is reviewing options with City of Spokane Valley staff.*

One request for a bus shelter at the bus stop at Summit Blvd. and A Street in the West Central Neighborhood in Spokane. Based on average daily ridership, the stop currently does not warrant a shelter, but a shelter pad was constructed as part of a City of Spokane street improvement project to future proof the stop for if and when a shelter is warranted.

**RECOMMENDATION TO COMMITTEE:** Information only.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING**

February 2, 2022

**AGENDA ITEM 8**: MARCH 2, 2022, DRAFT COMMITTEE AGENDA REVIEW

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** STA Staff

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**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 Draft Agenda for the meeting of March 2, 2022.

**RECOMMENDATION TO COMMITTEE:** For discussion.

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

## PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, March 2, 2022, 1:30 p.m.

### Via Video Conference

**Committee Members:** Join Here

**General Public:** Join Here

**Audio Conference:** Call the number below and enter the access code  
+1-408-418-9388 | Access Code: xx | Password: 2022

### DRAFT AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report *(5 minutes)*
3. Committee Action *(5 minutes)*
  - A. Minutes of the February 2, 2022, Committee Meeting – *Corrections/Approval*
  - B. Citizen Advisory Committee: New Member Appointment *(Arneson)*
4. Committee Action
  - A. Board Consent Agenda *(10 minutes)*
    1. 2022 Performance Measures *(Rapez-Betty)*
    2. Refueling Facility Replacement Award of Contract *(Rapez-Betty)*
  - B. Board Discussion Agenda *(none)*
5. Reports to Committee *(40 minutes)*
  - A. 2021 Year End Performance Measures *(Rapez-Betty)*
  - B. May 2022 Service Change Summary *(Otterstrom)*
  - C. 2021 Unaudited Year-End Financial Report *(Liard)*
  - D. 2021 State Audit Timeline *(Liard)*
6. CEO Report *(15 minutes)*
7. Committee Information – no discussion/staff available for questions
  - A. February 2022 Sales Tax Revenue Information *(Liard)*
  - B. January 2022 Financial Results Summary *(Liard)*
  - C. February 2022 Operating Indicators *(Rapez-Betty)*
8. April 6, 2022, Committee Meeting Draft Agenda Review
9. New Business
10. Committee Members' Expressions
11. Adjourn

Next Committee Meeting: April 6, 2022, 1:30 p.m. via WebEx.

*Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting on STA's website: [www.spokanetransit.com](http://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](http://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**

February 2, 2022

**AGENDA ITEM 9**: NEW BUSINESS

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** N/A

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

**RECOMMENDATION TO COMMITTEE:** For discussion.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING**

February 2, 2022

**AGENDA ITEM 10 :** COMMITTEE MEMBERS' EXPRESSIONS

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** N/A

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**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:** For discussion.