

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

## PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

February 1, 2023  
1:30 p.m. – 3:00 p.m.

**Committee Meeting is via Virtual Conference**  
w/In Person Viewing Option  
Spokane Transit, 1230 W Boone Avenue, Spokane, WA

**Committee Members:** [CLICK HERE TO JOIN THE MEETING](#)

**General Public:** [CLICK HERE TO JOIN THE MEETING](#)

**Audio Conference:** Call the number below and enter the access code.  
+1-408-418-9388 | Access code: 2493 378 8097 | Password: 2023

### AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report *(10 minutes)*
3. Committee Action *(15 minutes)*
  - A. Minutes of the November 30, 2022 (December meeting), Committee Meeting - *Corrections/Approval*
  - B. Sprague Line - Phase I: Scope of Work Approval *(Otterstrom)*
4. Committee Action *(10 minutes)*
  - A. Board Consent Agenda
    1. Extension of Laundered Uniforms and Supplies Contract #2017-10048 *(Rapez-Betty)*
  - B. Board Discussion Agenda *(none)*
5. Reports to Committee *(25 minutes)*
  - A. July 2023 Service Changes: Public Outreach Update *(Otterstrom)*
  - B. Connect Fare System Customer Experience Update *(Cortright)*
6. CEO Report *(E. Susan Meyer) (15 minutes)*
7. Committee Information (no discussion/staff available for questions)
  - A. December 2022 Operating Indicators *(Rapez-Betty)*
  - B. 4th Quarter 2022 Service Planning Public Input Report *(Otterstrom)*
  - C. January 2023 Sales Tax Revenue *(Liard)*
8. Review March 1, 2023, Committee Meeting Agenda
9. New Business *(5 minutes)*
10. Committee Members' Expressions *(5 minutes)*
11. Adjourn
12. Next Committee Meeting: Wednesday, March 1, 2023, at 1:30 p.m. via WebEx w/In Person Option

*Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting at the STA's website: [www.spokanetransit.com](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 and the Americans with Disabilities Act. 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 & EXTERNAL RELATIONS COMMITTEE MEETING**

November 30, 2022

**AGENDA ITEM 3A :** MINUTES OF THE NOVEMBER 30, 2022, PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING – CORRECTIONS OR APPROVAL

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Molly Fricano, Executive Assistant

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**SUMMARY:** Attached are the minutes of the November 30, 2022, Performance Monitoring & External Relations Committee meeting for corrections or approval.

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

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

## PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

**Draft** Minutes of the November 30, 2022, Meeting  
Via Virtual WebEx

### **MEMBERS PRESENT**

Lori Kinnear, City of Spokane (Acting Chair)  
Josh Kerns, Spokane County  
Veronica Messing, City of Cheney (*Ex-Officio*)  
Don Kennedy, City of Medical Lake (*Ex-Officio*)  
E. Susan Meyer, CEO (*Ex-Officio*)

### **MEMBERS ABSENT**

Pam Haley, City of Spokane Valley\*  
Zack Zappone, City of Spokane  
Rhonda Bowers, Non-Voting Labor Representative

### **STAFF PRESENT**

Brandon Rapez-Betty, Chief Operations Officer  
Karl Otterstrom, Chief Planning and Development Officer  
Monique Liard, Chief Financial Officer  
Nancy Williams, Chief Human Resources Officer  
Carly Cortright, Chief Communications and Customer Service Officer  
Molly Fricano, Executive Assistant to the COO

### **PROVIDING LEGAL COUNSEL**

Megan Clark, Etter, McMahon, Lamberson, Van Wert & Oreskovich, P.C.

*\*Committee Chairwoman*

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1. **CALL TO ORDER AND ROLL CALL**  
Acting Chair Kinnear called the meeting to order at 1:30 p.m. and roll call was conducted.
  2. **COMMITTEE CHAIR REPORT**  
Acting Chair Kinnear had no report at this time.
  3. **COMMITTEE APPROVAL**
    - A. **Minutes of the November 2, 2022, Committee Meeting**  
**Mr. Kerns moved to approve the November 2, 2022, Committee meeting minutes. Ms. Kinnear seconded, and the motion passed unanimously.**
    - B. **Cheney Line Corridor Improvements and West Plains Transit Center Retrofit (Bay 4) - Scope of Work Approval**  
Mr. Otterstrom began by providing background on why the Cheney Line improvements are integral to STA's HPT network and the commitment to expand transit services as part of the *STA Moving Forward* plan. He explained the general scope of work integrates remaining Cheney Corridor Improvements (CIP #764) with a retrofit project at West Plains Transit Center (CIP #902) for a single procurement. Mr. Otterstrom summarized the work being completed at the selected stations, shared the project budget and estimate details, and went through the construction timeline.  
**Mr. Kerns moved to approve the general scope of work for the Cheney Corridor Improvements and West Plains Transit Center (Bay 4) and authorize staff to release the Invitation for Bid (IFB) for Cheney HPT Corridor Development. Ms. Kinnear seconded, and the motion passed unanimously.**

C. Recommendation to Appoint New Members to the Citizen Advisory Committee

Ms. Cortright provided background on the Citizen Advisory Committee (CAC) and advised they are requesting approval of the nomination of Mr. Konrad Capeller and Mr. Tino Andrade to the committee. Ms. Cortright provided information on the CAC's charter and the qualifications of both candidates.

**Mr. Kerns moved to recommend the appointment of Konrad Capeller and Tino Andrade to serve on the Citizen Advisory Committee for a three-year term commencing January 1, 2023. Ms. Kinnear seconded, and the motion passed unanimously.**

4. COMMITTEE ACTION

A. Board Consent Agenda

1. 2023 Performance Measures

Mr. Rapez-Betty presented the 2023 Performance Measures Summary and advised the full 2023 Performance Measures List is included in the Committee packet.

Each Performance Measure relates to a specific Spokane Transit priority. These quantifiable benchmarks demonstrate the agency's commitment to accountability.

**Mr. Kerns moved to approve the 2023 Performance Measures as presented. Ms. Kinnear seconded, and the motion passed unanimously.**

B. Board Discussion Agenda

1. Draft 2023 State Legislative Focus and Priorities

Ms. Cortright provided a background on the general focus of Legislative Priorities which includes monitoring and providing information to the Washington State Legislature on proposed legislation which may impact STA and/or the Spokane region. Ms. Cortright explained the new funding requests, in addition to projects already in progress, will help preserve and maintain funding. She also described upcoming applications for Buses and Bus Facilities grant, and other priorities which include zero-emission transit vehicles.

**Mr. Kerns moved to approve the 2023 Legislative Priorities as presented but with a correction on page twenty-nine striking out bullet number three, 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 & External Relations Committee and the Board during the legislative session.**

5. REPORTS TO COMMITTEE (none)

6. CEO REPORT

- Ms. Meyer followed up about a question she had asked regarding the project at the West Plains Transit Center. At the Planning and Development Committee meeting today, Item 4A2 requested the Committee recommend to the Board that STA apply for a Washington State Bus Facilities grant in January 2023. It was announced awards would be announced in May 2023 and this project will include restrooms and operator layover improvements.
- Ms. Meyer reported the November 2022 voter-approved sales tax revenue, collected on September sales, had a budget of \$8.7M. The actual receipts were \$10.2M, which is 17.5% above budget, approximately \$1,529,940. Year-to-date is 7.6% above budget, totaling approximately \$7.3M.
- Ms. Meyer stated the next PMER Committee meeting in February will occur after the presumed new Board Chair, Councilmember Kinnear, has been elected in December and she will appoint

new members to this Committee. When we meet next there may be a different Chair and Committee members.

7. COMMITTEE INFORMATION

- A. October 2022 Operating Indicators
- B. STA Outreach Update
- C. October 2022 Financial Results Summary
- D. November 2022 Sales Tax Revenue
- E. January 2023 Service Changes

8. FEBRUARY 1, 2023 – COMMITTEE MEETING DRAFT AGENDA REVIEW

The February 1, 2022, Performance Monitoring & External Relations Committee Meeting draft agenda was reviewed and there were no changes.

9. NEW BUSINESS

None

10. COMMITTEE MEMBERS' EXPRESSIONS

None

11. ADJOURN

With no further business to come before the Committee, Acting Chair Kinnear adjourned the meeting at 2:15 p.m.

The next committee meeting will be held on Wednesday, February 1, 2023, at 1:30 p.m. via WebEx with an in-person option.

Respectfully submitted,

Molly Fricano

*Molly Fricano*

Executive Assistant to the Chief Operations Officer

## SPOKANE TRANSIT AUTHORITY

### PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

February 1, 2023

**AGENDA ITEM 3B :** SPRAGUE LINE – PHASE 1: SCOPE OF WORK APPROVAL

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Karl Otterstrom, Chief Planning & Development Officer  
Ryan Brodwater, Capital Projects Manager

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**SUMMARY:** The Sprague Line is an important corridor between downtown Spokane and the Spokane Valley providing all-day, two-way, high-quality transit, which includes frequent service and high performance transit (HPT) stations at key locations. The purpose of this agenda item is to approve the scope of work and authorize the release of the invitation for bids for construction of station and stop improvements for Phase 1 of the Sprague Line.

**BACKGROUND:** The Sprague Line is an integral part of STA's High Performance Transit network and commitment to expand regional transit services as part of the *STA Moving Forward* plan (2016). The Sprague Line High Performance Transit (HPT) Corridor extends from the Plaza in downtown Spokane to the Valley Transit Center in Spokane Valley. Combined with improvements to the Valley Transit Center (VTC), the Sprague Line is envisioned to enhance transit service and pedestrian access between the cities of Spokane and Spokane Valley. In December 2021, the STA Board approved the Sprague Line Corridor Development Plan which detailed phased improvements starting construction in 2023. IBI Group and Jacobs Engineering, which previously provided design support for the Monroe-Regal Line, are now finalizing design documents for Phase 1 of the Sprague Line.

Phase 1 construction in 2023 is planned to include civil, pedestrian, and amenity improvements at 14 stops (5 stations and 9 enhanced stops) throughout the corridor. In addition to the stations and stop improvements, a new bus-only entrance to the VTC will be installed via Appleway Boulevard. Multiple stops at the west end of the corridor have already been improved through partnership with City of Spokane street projects. Civil work is complete for these sites and improvements are limited to additional HPT amenities.

The Sprague Line project has a total approved budget of \$7.76 million. Funding is derived from both local and state funds allocated as shown below:

| Project Element                     | Local        | State       | Total Budget | Expenditures to Date | Remaining Budget |
|-------------------------------------|--------------|-------------|--------------|----------------------|------------------|
| Sprague Line HPT (CIP #540)         | \$ 3,656,000 | \$2,900,000 | \$6,556,000  | \$1,180,834          | \$5,375,166      |
| Sprague Line HPT Branding (CIP#901) | \$1,207,607  | -           | \$1,207,607  | -                    | \$1,207,607      |
| Totals                              | \$ 4,863,607 | \$2,900,000 | \$7,763,607  | \$1,180,834          | \$6,582,773      |

An Invitation for Bid (IFB) is required for procurement of the general contractor that will carry out project construction. Construction contracts that are anticipated to be more than \$1 million require approval by a board committee of the scope of work prior to procurement. The engineer's estimate for the construction activities summarized in the attached general scope of work is \$1,070,000. Other Phase I project expenses include design and engineering, construction management, permitting, HPT amenities, and construction testing. At least one additional phase of the project is anticipated in 2024. All project expenses are expected to be within budget from existing CIP #540 and #901

**RECOMMENDATION TO COMMITTEE:** Approve the general scope of work and authorize staff to release the Invitation for Bid (IFB) for Sprague Line – Phase I.

## GENERAL SCOPE OF WORK

### SPRAGUE LINE – PHASE 1

#### Sprague Line Improvements

- Demolition of existing sidewalk and landscaping
- Construct High Performance Transit platforms (14 locations)
- Install shelters
- Install HPT markers at station locations
- Install power and communications infrastructure (stations only)
- Install HPT amenities
- Install stop posts & flags
- Other related site-specific roadway, utility, and geometric improvements as required

Phase 1 Station/Stop Locations

| Route Street | Cross Street | Direction | Type          |
|--------------|--------------|-----------|---------------|
| Riverside    | Bernard      | Eastbound | Station       |
| Sprague      | Pine         | Westbound | Enhanced Stop |
| Sprague      | Helena       | Westbound | Enhanced Stop |
| Sprague      | Helena       | Eastbound | Enhanced Stop |
| Sprague      | Napa         | Westbound | Enhanced Stop |
| Sprague      | Napa         | Eastbound | Station       |
| Sprague      | Stone        | Eastbound | Enhanced Stop |
| Sprague      | Altamont     | Westbound | Enhanced Stop |
| Sprague      | Carnahan     | Eastbound | Enhanced Stop |
| Sprague      | Park         | Westbound | Station       |
| Sprague      | Mullan       | Westbound | Enhanced Stop |
| Sprague      | Farr         | Westbound | Station       |
| Sprague      | Farr         | Eastbound | Enhanced Stop |
| Sprague      | University   | Westbound | Station       |

#### Valley Transit Center

- Construct new bus-only entrance and pedestrian improvements from Appleway Blvd.



**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

February 1, 2023

**AGENDA ITEM 4A1 :** Extension of Laundered Uniforms and Supplies Contract 2017-10048

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Brandon Rapez-Betty, Chief Operations Officer  
Darin Hoffman, Senior Facilities Maintenance Manager

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**SUMMARY:** The current contract with AlSCO, Inc. for laundered uniforms and supplies is due to expire on February 28, 2023, and the contract is not eligible for extension under STA's Procurement Resolution 702-13, which limits contract terms to no more than five (5) years in length, unless otherwise approved by the Board.

**BACKGROUND:** The Purchasing Department is working with three (3) departments (Vehicle Maintenance, Facilities & Grounds, and Customer Service) on a new scope of work in order to issue a Request for Proposal for a new five (5) year contract. Through preparation efforts for this new procurement, STA was informed that due to supply chain issues, the new uniforms would take up to ten (10) weeks to receive from date of order. This time frame is in addition to the time necessary to measure each employee for their new uniform if a new vendor is chosen.

Additional time is also necessary to have the current lockers removed and new lockers installed.

Due to the above constraints, the Purchasing Department recommends a one (1) year contract extension with AlSCO, Inc., Contract 2017-10048, for the period of March 1, 2023, through February 29, 2024, in order to allow for a smooth transition from the current contract to a new contract and to be able to work out all of the logistics needed to order and receive new uniforms and lockers.

This contract extension will incur an estimated cost of \$130,000 and will be paid with Operating funds from the respective departments.

**RECOMMENDATION TO COMMITTEE:** Approve a one (1) year extension of Contract 2017-10048 for laundered uniforms and supplies as supplied by AlSCO, Inc.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

February 1, 2023

**AGENDA ITEM 5A :** JULY 2023 SERVICE CHANGES: PUBLIC OUTREACH UPDATE

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Karl Otterstrom, Chief Planning and Development Officer  
Lukas Yanni, Principal Transit Planner/Department Manager

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**SUMMARY:** STA is preparing to launch the City Line and various service changes to better serve the community. In January 2023, STA released the July 2023 Service Revisions Draft Recommendation report as found here: <https://www.spokanetransit.com/projects/july-2023-service-revisions/>. The report outlines a proposal for service investments and changes, and details how the proposal differs from current service and previously Board approved service investments.

Community input and board approval of the revisions are essential. Staff will provide an update on outreach activities underway to ensure STA customers and the broader community are aware of proposed changes and have an opportunity to inform the final recommendations that will be prepared for Board approval in March 2023.

**RECOMMENDATION TO COMMITTEE:** Receive report.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

February 1, 2023

**AGENDA ITEM 5B :** CONNECT FARE SYSTEM CUSTOMER EXPERIENCE UPDATE

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Carly Cortright, Chief Communications and Customer Service Officer

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**SUMMARY:** Staff will provide an update on the Connect Fare System customer experience through the first four months of operations.

**RECOMMENDATION TO COMMITTEE:** Information only.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

February 1, 2023

**AGENDA ITEM 7A:** DECEMBER 2022 OPERATING INDICATORS  
**REFERRAL COMMITTEE:** n/a  
**SUBMITTED BY:** Brandon Rapez-Betty, Chief Operations Officer

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**SUMMARY:** There were 2 less weekdays in December 2022 compared to December 2021.

**FIXED ROUTE**

Total Fixed Route monthly ridership increased 25.4% (566,644 vs. 451,890) in December 2022 compared to December 2021 and is up 25.9% (6,597,018 vs. 5,238,664) year-to-date.

Average weekday ridership increased 29.0% (22,199 vs. 17,210) in December 2022 compared to December 2021 and is up 26.0% (21,770 vs. 17,271) year-to-date.

Adult Ridership increased 14.0% (309,526 vs. 271,398) in December 2022 compared to December 2021 and is up 18.4% (3,650,623 vs. 3,082,678) year-to-date.

CCS Pass Ridership increased 36.4% (16,286 vs. 11,941) in December 2022 compared to December 2021 and is up 41.8% (210,212 vs. 148,207) year-to-date.

Eagle Pass Ridership decreased 3.2% (13,683 vs. 14,140) in December 2022 compared to December 2021 and is up 101.2% (322,536 vs. 160,276) year-to-date.

Youth ridership increased 165.3% (84,695 vs. 31,922) in December 2022 compared to December 2021 and is up 95.8% (732,133 vs. 373,931) year-to-date.

Reduced Fare / Paratransit: No accurate data due to the changes in the new fare collection system. Work is in progress to correct this.

**PARATRANSIT**

Total Paratransit ridership increased 9.7% (26,289 vs. 23,957) in December 2022 compared to December 2021 and is up 29.8% (327,327 vs. 252,201) year-to-date.

**Detailed breakdown:**

Directly operated service increased 3.1% (13,134 vs. 12,741) in December 2022 compared to December 2021 and is up 16.6% (167,704 vs. 143,809) year-to-date.

Contracted service increased 21.2% (12,072 vs. 9,963) in December 2022 compared to December 2021 and is up 53.6% (142,605 vs. 92,849) year-to-date.

Special Use Van ridership decreased 13.6% (1,083 vs. 1,253) in December 2022 compared to December 2021 and is up 9.5% (17,018 vs. 15,543) year-to-date.

### **VANPOOL**

Vanpool ridership increased 37.0% (7,427 vs. 5,423) in December 2022 vs December 2021 and is up 28.9% (90,576 vs 70,298) year-to-date.

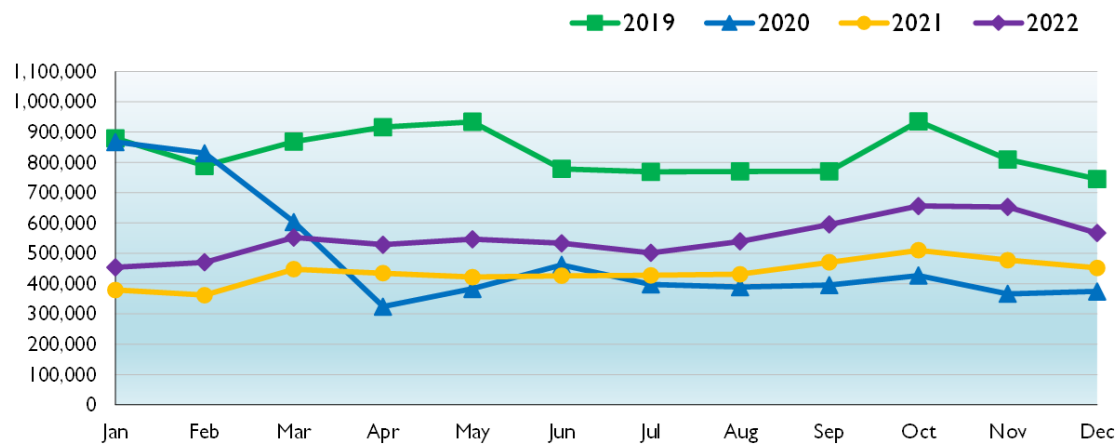
Vanpool vans in service increased 23.7% (73 vs. 59) in December 2022 compared to December 2021. Year-to-date, Vanpool has a net gain of 14 van groups.

### **PASS SALES**

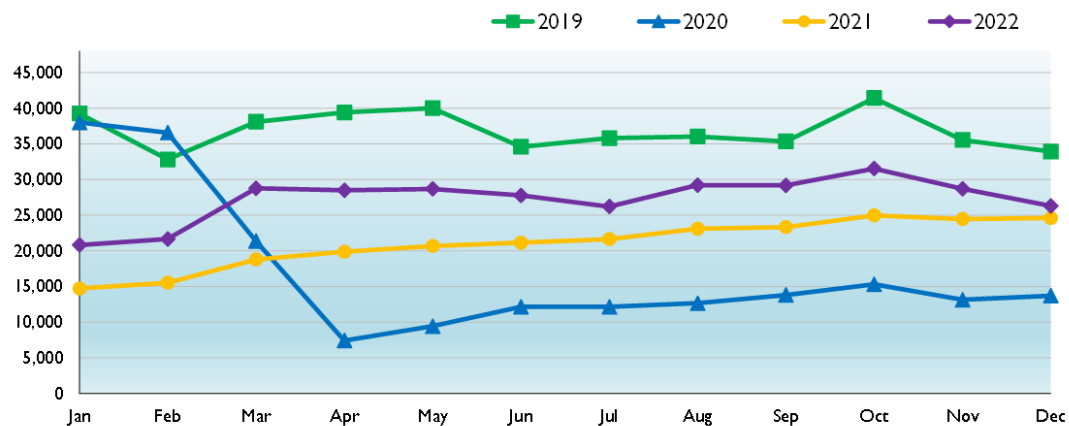
Given the changes in fare types introduced by the Connect fare collection system, including fare capping, staff is evaluating new measures to report. As such, there will be a temporary pause in pass sales data reporting while this new format is being developed.

**RECOMMENDATION TO COMMITTEE:** Information only.

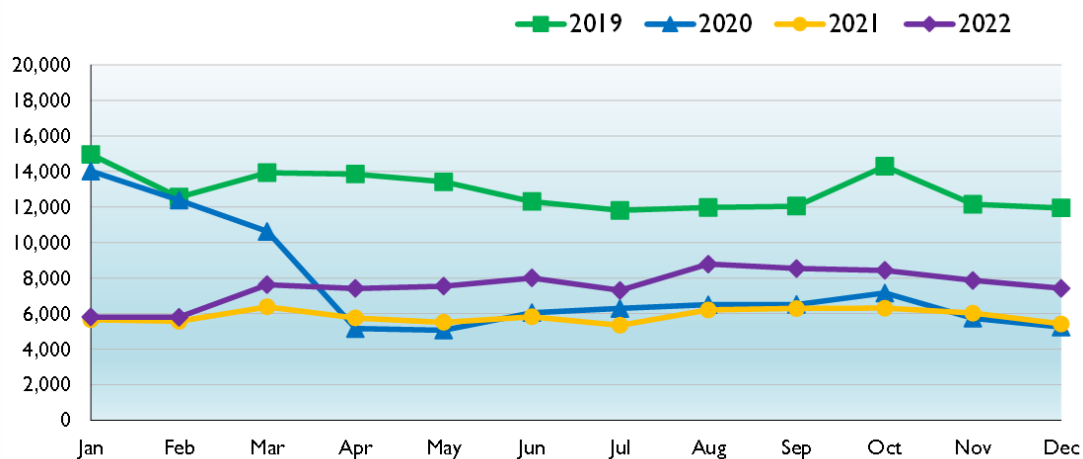
## Fixed Route Ridership



## Paratransit Ridership



## Vanpool Ridership



## SPOKANE TRANSIT AUTHORITY

### PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

February 1, 2023

AGENDA ITEM **7B** : FOURTH QUARTER 2022 SERVICE PLANNING INPUT REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Planning and Development Officer  
Lukas Yanni, Principal Transit Planner/Department Manager

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**SUMMARY:** A total of 31 comments related to fixed route service and stops were received by the Planning & Development Department during the fourth quarter of 2022. Of the comments received, 11 were requests related to requests for new service, 8 were related to existing service, and 12 were related to bus stops. The comments are summarized below.

**BACKGROUND:** The Planning & 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.

The purpose of this summary is to inform the Performance Monitoring & External Relations Committee of the feedback received in the 4th Quarter of 2022. 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  |  |
|--|--|
| COMMENT  | RESPONSE   |
| One request for inbound service on Route 664.  | <i>Students attending EWU have varied schedules that result in a diffuse return demand that makes limited-service express trip scheduling difficult.</i>   |
| Two comments requesting mid-day service on Route 124 to service Country Homes Christian Church.                              | <i>Devised plan with the church's director on how to use already existing routes to satisfy mid-day demand.</i>  |
| One request for Route 74 to run until at least 10:00 PM.   | <i>Weeknight and weekend service planned for September of 2025 per STA Moving Forward.</i>   |
| One request for an earlier Route 124 trip to service North Central students.   | <i>Earlier trip added as part of the January 2023 service change.</i>  |
| One request for 15-minute service between 5:26 PM and 5:49 PM on Route 4.  | <i>Frequency during this time period changes from 15 minutes to 23 minutes for one trip. 15-minute frequency is maintained for trips before and after this period.</i>   |
| One request for service to the Hillyard area East of the North Spokane Corridor.   | <i>Service to area was explored in 2021 near-term investments evaluation process but was ultimately not included in final adopted project list. A capital project to build bus stops was entered into the 6-year CIP so bus stops could be built and ready for service that would coincide with the completion of the Division BRT and the potential future Mead Transit Center.</i> |
| Two requests for service to Deer Park.   | <i>Deer Park is beyond the current boundaries of the Public Transportation Benefit Area. There are no current plans to service Deer Park, currently serviced by WSDOT's Gold Line.</i>   |
| One request for Paratransit service to Eagle Ridge which would require extension of fixed-route service to the neighborhood. | <i>Eagle Ridge presents a unique challenge due to topography and low density. Area has been identified as a possible location for on-demand service in the future.</i>   |
| One Request for service to Spokane Produce on Geiger Blvd.   | <i>No plans for service along this section of Geiger Blvd. Nearest bus stop is less than 0.5 miles away.</i>   |



| EXISTING SERVICE   |   |
|--|---|
| COMMENT  | RESPONSE  |
| One comment about the recent service change in the area of 8 <sup>th</sup> & Pines is resulting in a longer walk to the nearest bus stop. The primary complaint about longer walk is lack of plowed sidewalks. | <i>Directed individual to contact the City of Spokane Valley regarding lack of snow removal.</i>  |
| One comment requesting why Route 35 does not loop around the Shadle Walmart before heading to Northtown.   | <i>Route 33 provides direct service between the Shadle Walmart and the Northtown Mall.</i>  |
| One comment regarding Route 97 being delayed due to the stop at Indiana @ Evergreen.   | <i>Route observed to be late to stop on several occurrences. Schedule team will continue to monitor to see if a schedule change is warranted.</i>           |
| One comment regarding transfers between Inbound Route 6 and outbound Route 63 at West Plains Transit Center, regarding just missing Route 63 when Route 6 arrives.   | <i>There is a 12-minute transfer window between the Inbound Route 6 and outbound Route 63.</i>  |
| One request that the outbound Route 6 and inbound Route 6 use different bays at the West Plains Transit Center to eliminate passenger confusion.   | <i>STA seeks to address this issue with the West Plains Transit Center Operational Enhancements. STA is currently pursuing a grant to fund this effort.</i> |
| One comment about Route 27 change from the August 2022 Service Change. Requested STA reimplement Route 27 how it was previously as they are now unable to access new stop.                                     | <i>Customer referred to Paratransit.</i>  |
| One comment regarding connection window between Route 32 & Route 39 at SCC. <i>Route 39 is slated to be truncated in the July 2023 Service Change.</i>   | <i>The City Line will offer better connection windows due to increased frequency.</i>   |
| One Request for an additional Route 74 trip for Huntwood employees to get downtown in a timely manner.   | <i>Route 74's schedule changed to accommodate employees from Huntwood, starting January 2023.</i>   |

| BUS STOPS  |  |
|--|--|
| COMMENT  | RESPONSE   |
| One Request for a traffic light to allow pedestrians to safely cross Sunset Hwy to access, this is in response to the Catalyst Project on Rustle St. | <i>Four years ago, Spokane Transit worked with the City of Spokane to provide a sheltered stop in the eastbound direction along with a cross walk with a refuge island and a Rapid Rectangular Flashing Beacon System.</i>   |
| One Request for a trash can to be placed at the bus stop at Wellesley @ Cook Stop.   | <i>Historically the stop did have a trash can and was removed during the City of Spokane's curb ramp project. The trash can will be replaced.</i>  |
| One comment regarding Route 4 bay conflicts at the South Hill Park and Ride.   | <i>This park and ride's bus loading area is currently slated to be reconfigured later this year to eliminate such conflicts by adding a new loading bay.</i>   |
| One Request for a trash can to be placed at the bus stop at Division @ Lyons.  | <i>A trash can will be placed at this bus stop.</i>  |
| Two comments regarding the removal of the bus stop at 2 <sup>nd</sup> @ Monroe, and how it impacts ridership to the CHAS clinic nearby.              | <i>A bus stop has been added to 2<sup>nd</sup> Between Madison &amp; Monroe to serve this CHAS clinic.</i>   |
| One request for a bus stop at the CHAS clinic on Market & Bismark on westbound Route 35 to serve the CHAS clinic.                                    | <i>Due to poor ADA connectivity, the nearest viable bus stop location to this CHAS clinic is at Market &amp; Columbia as this intersection includes a crosswalk with pedestrian refuge. City of Spokane denied stop placement as they do not wish for more pedestrians to utilize the crosswalk until further protections can be put in place. STA plans to implement a stop as soon as the city moves forward improvements.</i> |
| One comment regarding the stop removal at Riverside & Browne impacting service on Route 74.  | <i>Stop was closed as part to City of Spokane's Riverside Avenue project. Nearest stop for outbound Route 74 is now Riverside &amp; Washington less than two blocks away.</i>  |
| One request for bus stop at Flint & Granite.   | <i>Temporary stop has been implemented in the northbound and southbound direction on Route 60 &amp; 63.</i>  |
| One request to fix sidewalk bump at Wellesley & Division.  | <i>Sidewalk maintenance is the responsibility of the adjoining property owner.</i>   |

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

February 1, 2023

**AGENDA ITEM 7C :** JANUARY 2023 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 the January 2023 voter-approved sales tax revenue information. January sales tax revenue, which represents sales for November 2022, was:

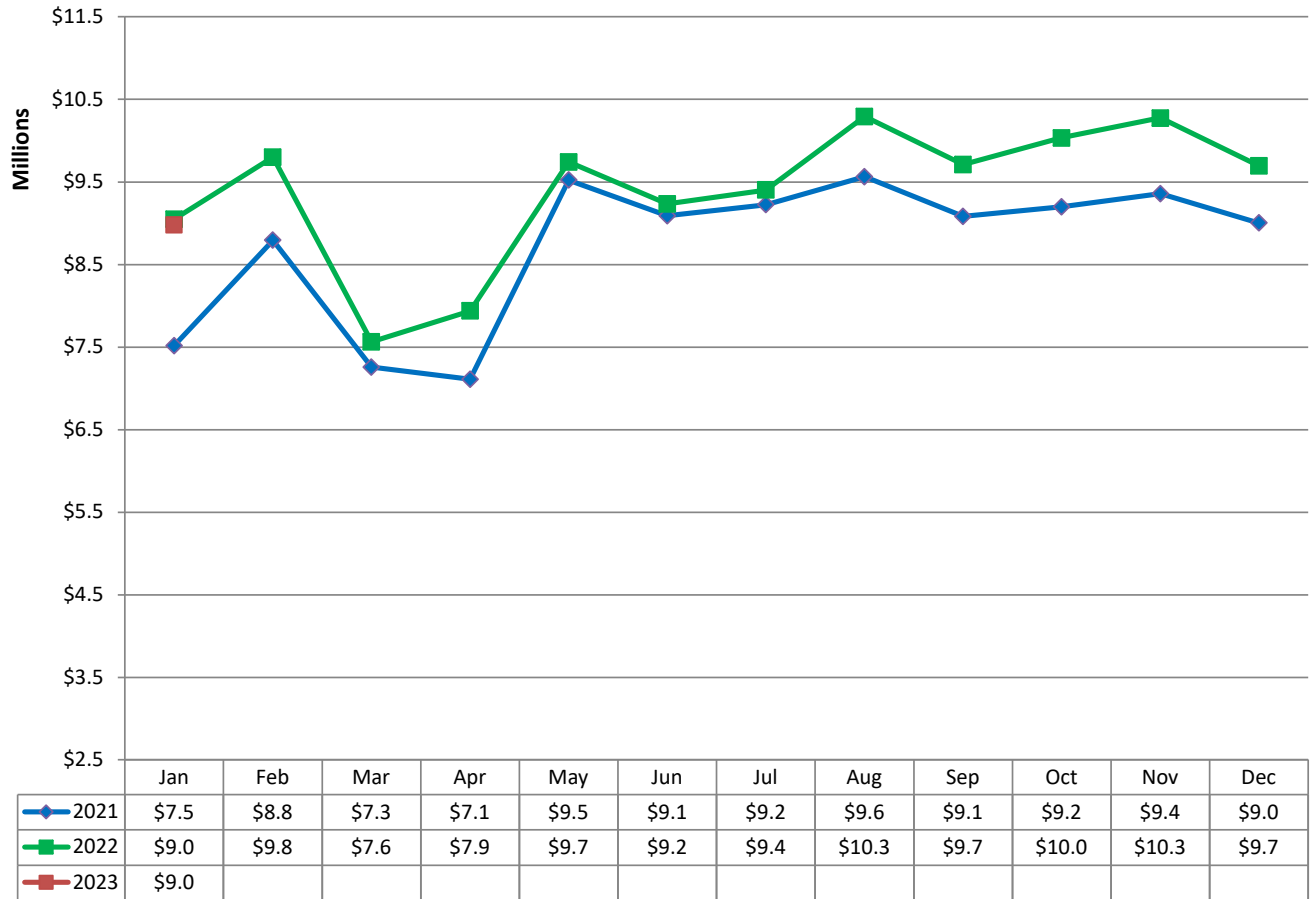
- 0.8% below 2023 budget
- 0.8% below YTD 2023 budget
- 0.8% below 2022 actual
- 0.8% below YTD 2022 actual

Total taxable sales for November were *down* 1.5% from November 2021 while November 2022 YTD sales were *up* 5.5% compared with November 2021 YTD. Retail, Construction and Accommodation and Food Services continue to be the top 3 rankings YTD:

- Retail Trade *increased* by 0.7% (\$3.8M) in November 2022 vs November 2021 and is *up* by 1.1% (\$67.2M) November 2022 YTD vs 2021 YTD
  - Other Misc. Store Retailers *increased* 8.7% or \$69.5M November 2022 YTD over 2021 YTD
  - Furniture and Home Furnishing Retailers *increased* 20.1% or \$39.2M November 2022 YTD over 2021 YTD
  - Grocery and Convenience Retailers *increased* 12.3% or \$34.3M November 2022 YTD over 2021 YTD
  - Automobile Dealers *increased* 2.0% or \$22.4M November 2022 YTD over 2021 YTD
  - Gasoline Stations *increased* 9.5% or \$13.3M November 2022 YTD over 2021 YTD
  - Electronics & Appliance Retailers *decreased* 20.1% or (\$-95.9M) November 2022 YTD over 2021 YTD
  - Other Motor Vehicle Dealers *decreased* 8.6% or (\$-20.9M) November 2022 YTD over 2021 YTD
- Construction *increased* by 5.6% (\$9.0M) in November 2022 vs November 2021 and is *up* by 7.2% (\$133.5M) November 2022 YTD vs 2021 YTD
- Accommodation and Food Services *increased* by 7.6% (\$7.0M) in November 2022 vs November 2021 and is *up* 18.6% (\$198.8M) November 2022 YTD vs 2021 YTD

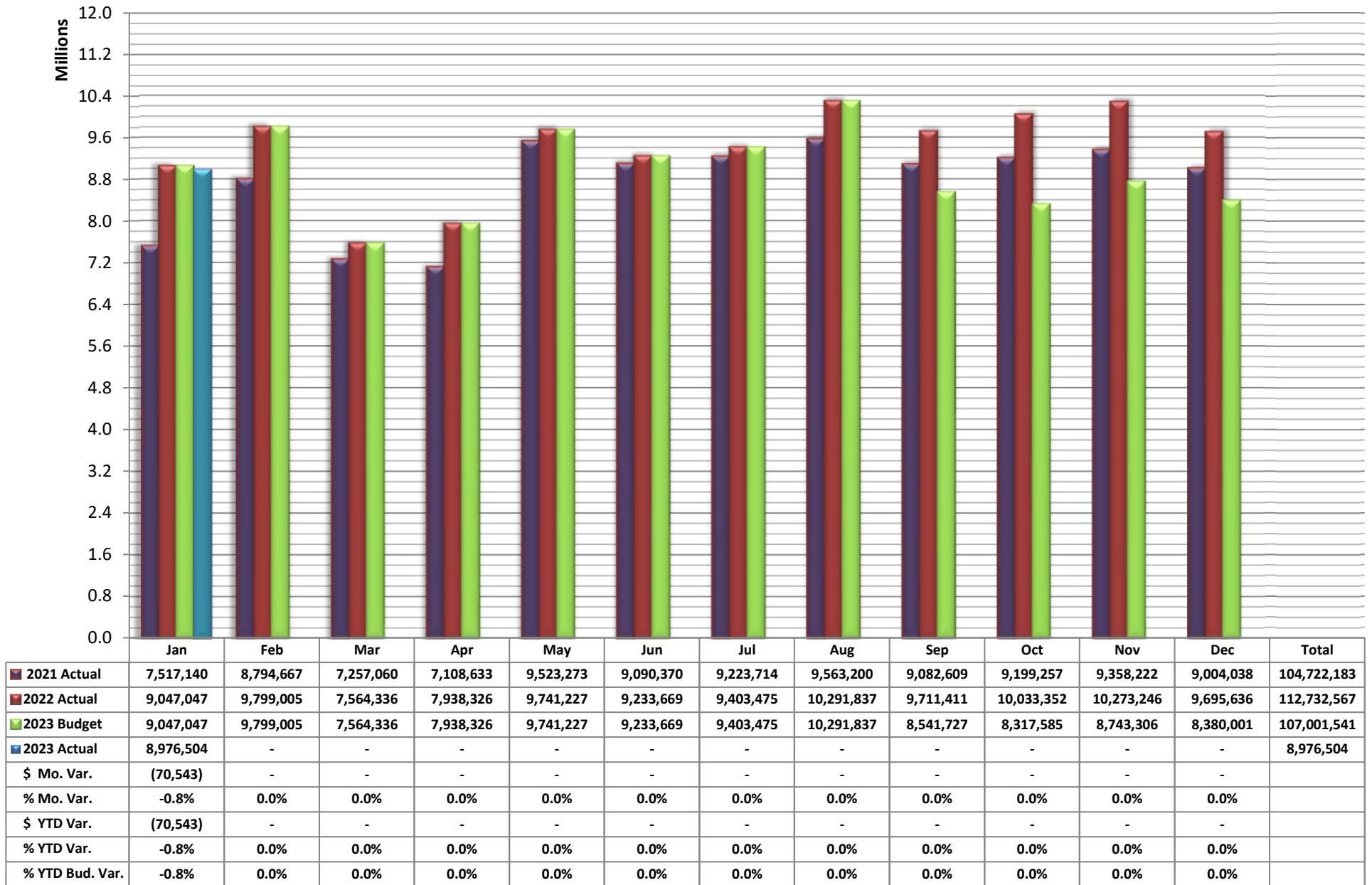
**RECOMMENDATION TO COMMITTEE:** Information only.

## Sales Tax Revenue History-January 2023<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.

## 2021 - 2023 SALES TAX RECEIPTS <sup>(1)</sup>



<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 & EXTERNAL RELATIONS COMMITTEE MEETING**

February 1, 2023

**AGENDA ITEM 8 :** MARCH 1, 2023, 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 & 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 1, 2023.

**RECOMMENDATION TO COMMITTEE:** For discussion.

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

## PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 1, 2023  
1:30 p.m. – 3:00 p.m.

**Committee Meeting is via Virtual Conference**  
w/In Person Viewing Option  
Spokane Transit, 1230 W Boone Avenue, Spokane, WA

**Committee Members:** [INSERT COMMITTEE LINK HERE](#)

**General Public:** [INSERT GUEST AND ATTENDEE LINK HERE](#)

**Audio Conference:** Call the number below and enter the access code.  
+1-408-418-9388 | Access code: **XXXX** | Password: 2023

### DRAFT AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report *(10 minutes)*
3. Committee Action *(15 minutes)*
  - A. Minutes of the February 1, 2023, Committee Meeting -- *Corrections/Approval*
  - B. Citizen Advisory Committee: Charter Review *(Cortright)*
4. Committee Action *(15 minutes)*
  - A. Board Consent Agenda
    1. July 2023 Service Revisions: Final Recommendation *(Otterstrom)*
    2. Cheney Line Corridor Improvements and West Plains Transit Center Retrofit (Bay 4): Award of Contract *(Otterstrom)*
  - B. Board Discussion Agenda *(none)*
5. Reports to Committee *(20 minutes)*
  - A. 2022 State Audit Timeline *(Liard)*
  - B. 2022 Unaudited Year-End Financial Report *(Liard)*
  - C. 2022 Year End Performance Measures *(Rapez-Betty)*
6. CEO Report *(E. Susan Meyer) (15 minutes)*
7. Committee Information (no discussion/staff available for questions)
  - A. January 2023 Operating Indicators *(Rapez-Betty)*
  - B. February 2023 Sales Tax Revenue *(Liard)*
  - C. January 2023 Financial Results Summary *(Otterstrom)*
8. Review April 5, 2023, Committee Meeting Agenda
9. New Business *(5 minutes)*
10. Committee Members' Expressions *(5 minutes)*
11. Adjourn
12. Next Committee Meeting: Wednesday, April 5, 2023, at 1:30 p.m. via WebEx w/In Person Option

*Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting at the STA's website: [www.spokanetransit.com](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 and the Americans with Disabilities Act. 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.*