

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: [COMMITTEE MEMBER LINK](#)

General Public: [GENERAL PUBLIC LINK](#)

Audio Conference: Call the number below and enter the access code.
+1-408-418-9388 | Access code: 2480 766 4058 | Password: 2023

AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report *(5 minutes)*
3. Committee Action *(10 minutes)*
 - A. Minutes of the February 1, 2023, Committee Meeting -- *Corrections/Approval*
 - B. Citizen Advisory Committee: Reappointment of Member to a Second Term *(Cortright)*
 - C. Plaza Facility Engineering Services Scope of Work *(Rapez-Betty)*
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)*
 3. 100% Rideshare Subsidy for Spokane Transit Employees *(Rapez-Betty/Williams)*
 - B. Board Discussion Agenda *(none)*
5. Reports to Committee *(30 minutes)*
 - A. 2022 Year-End Performance Measures *(Rapez-Betty)*
 - B. 2022 State Audit Timeline *(Liard)*
 - C. 2022 Unaudited Year-End Financial Report *(Liard)*
 - D. Community Access Pass (CAP) Program Report *(Cortright)*
6. Committee Discussion *(15 minutes)*
 - A. Student Fare Cards *(E. Susan Meyer)*
 - B. Fee for Connect Cards *(E. Susan Meyer)*
7. CEO Report *(E. Susan Meyer) (15 minutes)*
8. 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 *(Liard)*
9. Review April 5, 2023, Committee Meeting Agenda
10. New Business

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting at the STA's website: www.spokanetransit.com. Discussions concerning matters to be brought to the Board are held in Committee meetings. The public is welcome to attend and participate. Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act. For more information, see www.spokanetransit.com. Upon request, alternative formats of this information will be produced for people who are disabled. The meeting facility is accessible for people using wheelchairs. For other accommodations, please call 325-6094 (TTY Relay 711) at least forty-eight (48) hours in advance.

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11. Committee Members' Expressions
12. Adjourn
13. Next Committee Meeting: Wednesday, April 5, 2023, at 1:30 p.m. via WebEx w/In Person Option

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SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 1, 2023

AGENDA ITEM 3A : MINUTES OF THE FEBRUARY 1, 2023, PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING – CORRECTIONS OR APPROVAL

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Molly Fricano, Executive Assistant

SUMMARY: Attached are the minutes of the February 1, 2023, Performance Monitoring & External Relations Committee meeting for corrections or approval.

RECOMMENDATION TO COMMITTEE: Corrections or approval.

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Minutes of the February 1, 2023, Meeting
Via Virtual WebEx

MEMBERS PRESENT

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

MEMBERS ABSENT

Don Kennedy, City of Medical Lake (*Ex-Officio*)

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**
Chair Haley called the meeting to order at 1:30 p.m. and roll call was conducted. Mr. Zappone joined the meeting after the meeting was called to order and Ms. Wilkerson left before the meeting was adjourned.
 2. **COMMITTEE CHAIR REPORT**
Chair Haley had no report at this time.
 3. **COMMITTEE APPROVAL**
 - A. **Minutes of the November 30, 2022, Committee Meeting**
Ms. Wilkerson moved to approve the November 30, 2022, Committee meeting minutes. Mr. Kerns seconded, and the motion passed unanimously.
 - B. **Sprague Line - Phase I: Scope of Work Approval**
Mr. Otterstrom provided background information on the Sprague Line's importance to STA's HPT network and the expansion of regional transit services as part of the *STA Moving Forward* plan (2016). He described the general scope of work, the scope of work summary, and updates to the Valley Transit Center. Mr. Otterstrom discussed the project budget and future expenses. The consolidated budget total is \$ 7,763,607 and after expenditures to date, the remaining budget is \$6,582,773. The engineering estimate for Phase 1 is \$1,070,000 which leaves a remaining budget for future expense(s) of \$5,512,773. Mr. Otterstrom went through the anticipated construction timeline showing the start of construction to begin July 2023 with a substantial completion in Fall 2023.

Mr. Zappone moved to approve general scope of work and authorize staff to release the Invitation for Bid (IFB) for Sprague Line – Phase I Construction. Ms. Wilkerson seconded, and the motion passed unanimously.

4. COMMITTEE ACTION

A. Board Consent Agenda

1. Extension of Laundered Uniforms and Supplies Contract 2017-10048

Mr. Rapez-Betty explained STA's contract with AlSCO, Inc. for laundered uniforms and supplies expires February 28, 2023. The contract is not eligible for an extension under STA's Procurement Resolution 702-13, which limits contracts to no more than five (5) years in length, unless otherwise approved by the Board. Although the Purchasing Department staff had created a Scope of Work to issue a Request for Proposal for a new five (5) year contract, they were made aware of obstacles which will require additional time for AlSCO, Inc. to provide the goods and services.

In order to have a smooth transition, the Procurement staff recommends a one (1) year contract extension with AlSCO, Inc. for the period of March 1, 2023, through February 29, 2024. The contract extension will incur an estimated cost of \$130,000 and be paid with operating funds from the respective departments.

Mr. Zappone moved to recommend the Board authorize the CEO to extend Contract 2017-10048, Laundered Uniforms and Supplies, with AlSCO, Inc. for one (1) year, at an estimated cost of \$130,000 as presented. Mr. Kerns seconded, and the motion passed unanimously.

B. Board Discussion Agenda (none)

5. REPORTS TO COMMITTEE

A. July 2023 Service Revisions: Public Outreach Update

Mr. Otterstrom provided background on the July 2023 Service Revisions draft recommendation introduced last month which is due to staffing shortfalls that limit STA's ability to fully deliver planned service improvements in July 2023. This restructured service package of improvements is focused on preserving and delivering City Line at 95% of the net new service to be deployed in July. Temporarily, the City Line is proposed to have less frequency than was originally planned which has to do with staffing shortages. It has been a challenge to grow the system and hire additional bus operators during a difficult time in the industry.

Mr. Otterstrom explained public outreach is essential to ensure awareness of changes and to receive input. He described the various ways STA will do public outreach which includes a survey in paper form and on the STA website, social media, and through neighborhood councils in areas mostly impacted. There is also signage at each bus stop. Mr. Otterstrom outlined the timeline which will result in the service revision launch on July 16, 2023.

Ms. Wilkerson expressed some concerns about making sure we are targeting the neighborhoods which have high ridership and to ensure STA receives the most accurate results. She specifically mentioned the East Central and Lincoln Heights neighborhoods. Mr. Otterstrom confirmed STA shares information with those neighborhoods and requests information to be passed on. Ms. Wilkerson stated although technology is very important and beneficial, there might be older riders who are not able to use those technology formats to participate in the survey. Mr. Otterstrom agreed older riders are a more challenging demographic and suggested there be an outreach day at the Plaza to capture other riders who are not able to use the other means.

Mr. Zappone inquired about outreach to schools and to community centers. There was discussion about the importance of sharing information directly with the various Spokane school's administration rather than only the District 81 office. Mr. Zappone stated a concern about the accessibility of the survey, its difficulty to understand, and his impression it limits public engagement regarding City Line changes. There was conversation about the staffing issue and how STA has tried to maximize the rider benefit and the operational sustainability of the changes. According to Mr. Otterstrom, the most common feedback from the surveys has to do with requesting more night and weekend frequency. The best way for STA to mitigate the staffing shortfall is to offer more consistency across the day. This type of schedule offers consistent work for the operators and allows STA to have more buses out. There has not been enough evidence from all the customer feedback to cut into night and weekend service to fund peak frequency service. Agencies nationally and statewide are pivoting to an all-day frequent service. STA's goal is to provide the public with the best option possibility. Mr. Zappone asked how STA uses the survey results. Mr. Otterstrom stated STA uses those results to make large and small adjustments when possible.

B. Connect Fare System Customer Experience Update

Ms. Cortright provided an update on the Connect Fare System which launched on October 1, 2022. There are 58,356 Active Connect Fare Media which breaks down to 31,407 Connect cards, 7,581 eConnect cards and 19,368 Limited Use cards which are paper passes distributed by institutions. She gave a breakdown of monthly adoption rates and fare categories for the first three months.

Ms. Cortright explained starting in March there will be a \$5.00 charge for a physical card, but once the card is registered the fee will be credited and applied to the card-holder account. Connect cards are currently sold at Safeway and Albertsons. Additional retailers will be coming online and contactless credit cards, as well as Apple and Google Pay, will be available second quarter. Ms. Cortright discussed the UTAP transition and the efforts in reaching out to area schools as well as a few issues still being addressed having to do with phone QR codes and general app issues.

6. CEO REPORT

Ms. Meyer reported the January 2023 voter-approved sales tax revenue, collected on November sales, had a budget of \$9,047,047. The actual receipts were \$8,976,504, which is 0.8% below budget and totaling approximately \$70,543. Year-to-date numbers are the same for January.

7. COMMITTEE INFORMATION

- A. December 2022 Operating Indicators
- B. 4th Quarter 2022 Service Planning Public Input Report
- C. January 2023 Sales Tax Revenue

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

The March 1, 2023, Performance Monitoring & External Relations Committee Meeting draft agenda was reviewed and there were no changes.

9. NEW BUSINESS

Mr. Zappone requested a review of the Community Access Pass (CAP) program to discuss potential modifications. He would also like to further discuss working with the school districts to enable bus

passes on their student ID before the next school year. Mr. Zappone stated he also wants to explore the possibility of STA performing Means Testing.

Chair Haley asked for input from other committee members about Mr. Zappone's proposals for new business at the next committee meeting. Mr. Kerns asked Mr. Zappone what his objective is with regard to the CAP program. Mr. Zappone stated he would like a review of the program. His goal is to find out if the CAP program is working as effectively as possible. Mr. Zappone suggested outreach efforts to our community partners and non-profits to ask for feedback on how the program is working. Mr. Kerns agreed there would be value in reviewing the CAP program and he is open to having a presentation on it.

10. COMMITTEE MEMBERS' EXPRESSIONS

11. ADJOURN

With no further business to come before the Committee, Chair Haley adjourned the meeting at 2:52 p.m.

The next committee meeting will be held on Wednesday, March 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

March 1, 2023

AGENDA ITEM: **3B** CITIZEN ADVISORY COMMITTEE: REAPPOINTMENT OF MEMBER TO A SECOND TERM

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Carly Cortright, Chief Communications & Customer Service Officer

SUMMARY: Per its charter, the Citizen Advisory Committee (CAC) shall be composed of no more than 15 members who are appointed by the Performance Monitoring & External Relations (PMER) Committee. Terms are for three (3) years, and members may serve up to two (2) terms. Membership shall reflect the STA service area and strive for regional representation and diversity of opinion. Selection of members is through an application process followed by a vote from the PMER Committee to appoint members of the CAC. Currently, the CAC has twelve (12) members.

CAC member Caleb McDougall's first term is expiring in March 2023. Mr. McDougall has been a valuable committee member, providing consistent and useful input on STA operations and plans during his first term. At the February 8, 2023, CAC meeting, the CAC voted to recommend to PMER the reappointment of Caleb McDougall. Staff recommends the PMER Committee reappoint Mr. McDougall to a second three-year term, beginning March 1, 2023.

RECOMMENDATION TO COMMITTEE: Approve, by motion, the reappointment of Caleb McDougall to the Citizen Advisory Committee, for a second term of three years, commencing March 1, 2023.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

February 22, 2023

AGENDA ITEM 3C : PLAZA FACILITY ENGINEERING SERVICES SCOPE OF WORK

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer
Jenni Knoll, Plaza Operations Manager

SUMMARY: STA relies on contracted facility engineering services to maintain the STA Plaza located at 701 W. Riverside, Spokane, WA 99201. The facility engineering group provides equipment maintenance, building maintenance and other activities required to keep the facility in a state of good repair. Staff is seeking Committee approval of the scope of work for building engineering services and the release of the request for proposal.

SCOPE OF WORK SUMMARY:

Facility Engineering Services:

- Provide facility engineering staff consisting of one (1) working foreman and three (3) facility engineers to perform repairs, preventative maintenance and other facility engineering functions at the direction of the Plaza Operations Manager.
- Work with STA-contracted service providers/contractors as required to facilitate contracted public works efforts.
- Provide vehicles for use by engineering staff to perform services as required.
- Maintain STA-owned tools & equipment inventory.
- Utilize a work order management system to facilitate management of required facility engineering services.
- Ensure all services provided are in compliance with applicable laws, rules and regulations and City of Spokane municipal codes.
- Procure facility engineering goods, hardware, products, etc. in accordance with STA procurement regulations (at STA's direct expense) and maintain inventory of facility maintenance & repair operations supplies, hardware, etc. sufficient to perform facility engineering services.
- Provide a safety plan for facility engineering services.

General Services:

- Perform payroll services for facility engineering staff in compliance with applicable laws, rules & regulations, including Washington State Public Works and Prevailing Wage laws.
- Provide activity and financial reports as required by STA.
- All other duties reasonably associated with facility engineering services at the Plaza as requested by the Plaza Operations Manager.

RECOMMENDATION TO COMMITTEE: Approve the general scope of work and authorize staff to release the request for proposal (RFP).

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 1, 2023

AGENDA ITEM **4A1** : JULY 2023 SERVICE CHANGES: FINAL RECOMMENDATION

REFERRAL COMMITTEE: n/a

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

SUMMARY: STA will launch the City Line this July, along with other service improvements and adjustments. Staff have prepared a final recommendation for the July 2023 Service Revisions for Committee consideration. Board action is needed in March to maintain the implementation schedule of this significant milestone.

BACKGROUND: Throughout 2022, STA's services have been impacted by staffing challenges. These are not unique to STA or the transit industry and have been reported to the STA Board of Directors in multiple instances beginning in March 2022. Service growth requires more operators and STA continues to recruit and grow the workforce. In January 2023, staff prepared draft recommendations for the July 2023 Service Revisions. In addition to implementing the City Line, the draft recommendation intended to align service growth relative to projected workforce availability.

The Draft Recommendation report was reviewed with the Board Operations committee in January. Following their review, public outreach was conducted from January 19 to February 16, and includes an online survey, online map, a live online open house and Q&A, targeted outreach to neighborhood councils and community centers, in-person tabling at the Plaza, social media posts, and signage at select bus stops and transit centers throughout the STA network. The public outreach period culminated in a public hearing on February 16 before the Board.

The Final Recommendation report reflects feedback received and further evaluation conducted by identifying adjustments from the original recommendation. These include:

- Confirming May 2024 as the time by which the City Line will operate on the service levels STA committed to as part of the project
- Adjusting the Route 11 Plaza/Arena Shuttle's downtown stops to minimize scheduling conflicts with the City Line
- Adding trips to Route 12 Southside Medical Shuttle during times of higher ridership in the mid-afternoon

The Final Recommendation report, including service changes, can be viewed here:

<https://www.spokanetransit.com/projects/july-2023-service-revisions/>

RECOMMENDATION TO COMMITTEE: Recommend the Board approve a motion to approve the July 2023 Service Revisions Final Recommendation as presented.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 1, 2023

AGENDA ITEM 4A2 : CHENEY LINE CORRIDOR IMPROVEMENTS AND WEST PLAINS TRANSIT CENTER RETROFIT (BAY 4) - AWARD OF CONTRACT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Planning and Development Officer
Jeff Hall, Capital Projects Manager

SUMMARY: In accordance with Spokane Transit's procurement policy, staff is seeking committee recommendation to award a public works contract for the Cheney Line Corridor Improvements and West Plains Transit Center Retrofit (Bay 4).

BACKGROUND: On November 30, 2022, the Performance Monitoring and External Relations Committee approved the general scope of work for the Cheney Line Corridor Improvements and West Plains Transit Center retrofit and authorized staff to release the invitation for bid (IFB). In preparation for the award of contract for this project, staff advertised the IFB on January 18, 2023. The in-person pre-bid meeting was held on January 24, 2023. Two addenda were issued, and bids were received on February 7, 2023. STA received three (3) qualifying bids, which breakdown as follows:

Name of Firm	Total Bid Amount
Cameron Reilly, LLC	\$1,580,500.00
D-McP Construction, LLC	\$1,389,330.62
DW Excavating, Inc.	\$1,470,900.00

D-McP Construction, LLC. has been determined to be the lowest bidder. As such, staff recommend Award of Contract to D-McP Construction for the TOTAL BID Amount of \$1,389,330.62. Staff recommend retention of a construction contingency equal to 15% of the construction contract value given the perceived level of risk associated with the approved scope of work.

The construction contract includes HPT amenity installation (incorporating Four Lakes Station, Eagle Station and Riverside and Bernard), along with civil, road, and ADA accessibility improvements at twenty bus stops (6 stations, 2 enhanced stops, and 12 standard stops) throughout the corridor. The contract also includes construction at the West Plains Transit Center to incorporate HPT station amenities into the existing passenger loading bay used by the Cheney Line along with construction of a fourth passenger loading bay.

The budget for the Cheney Corridor Improvements and the West Plains Transit Center Retrofit totals \$4.7 million and is summarized below:

Project Element	Total Budget(s)
Cheney Corridor Improvements (CIP #764)	\$4,490,000.00
West Plains Transit Center Retrofit (CIP #902)	\$208,811.00
Consolidated Budget Total	\$4,698,811.00
Previous Encumbrances	\$2,404,811.81
Cheney Corridor Improvements Construction Contract	\$1,389,330.62
Construction Contract Contingency (15%)	\$208,399.60
Remaining Project Budget	\$696,268.97

Anticipated remaining expenses include construction management, construction testing and monitoring, and STA staff labor.

RECOMMENDATION TO COMMITTEE: Recommend the Board approve, by motion, the award of contract for the Cheney Line Corridor Improvements and West Plains Transit Center Retrofit (Bay 4) to D-McP Construction, LLC for \$1,389,330.62, and allow the CEO to apply 15% contingency funds as necessary.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 1, 2023

AGENDA ITEM 4A3: 100% Rideshare Subsidy for Spokane Transit Employees

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer
Nancy Williams, Chief Human Resources Officer

SUMMARY: The State Commute Trip Reduction (CTR) law affects worksites with 100 or more full-time employees who begin their shift between 6 a.m. and 9 a.m. on weekdays in the nine most populous counties in the state. Worksites develop and manage their own programs based on transportation demand management strategies identified as having the greatest effect for their employees and locally adopted goals for reducing vehicle trips and miles traveled.

BACKGROUND: RCW 70.94.521 Washington's CTR law was adopted in 1991 and incorporated into the Washington Clean Air Act. The intent of the CTR law is to reduce the automobile-related air pollution, traffic congestion, and energy use through employer-based programs that encourage the use of alternatives to the single occupant vehicle traveling during peak traffic periods for the commute trip.

In 2006, the Washington State Legislature passed the Commute Trip Reduction Efficiency Act that requires local governments in those counties experiencing the greatest automobile-related air pollution and traffic congestion to develop and implement plans to reduce single-occupant vehicle trips. A regional plan was prepared in accordance with RCW 70.94.527(6) which supports the goals and policies of the Spokane Regional Transportation Council (SRTC) Metropolitan Transportation Plan (MTP).

Spokane Transit plays a significant role in the successful implementation of the region's CTR plan. Employees at affected worksites in Airway Heights, Spokane, Spokane Valley, Liberty Lake, Spokane County, Cheney, Millwood, and Medical Lake log the number of trips taken using the bus and Rideshare. Most employers in these affected worksites provide full or partial fare subsidies to their employees for using these commute alternatives.

In 2018, STA's management and administrative employees received a 50% fare subsidy (max \$60) for Rideshare. In 2021, each of the three (3) unions adopted the same policy. In April 2022, employee Rideshare participation went from two (2) to eight (8). In 2022, Spokane Transit provided \$4,730 in Rideshare subsidies at the 50% rate. As of January 2023, there are five (5) Rideshare routes used by fifteen (15) STA employees.

Currently, all STA employees receive 100% subsidy for Fixed Route and Paratransit services (as eligible). By increasing the subsidy for Rideshare from 50% to 100%, Rideshare forecasts the following: subsidies paid will increase to \$15,984 in 2023, employee groups will increase from five (5) Rideshare routes to eight (8), and employee participation will increase from fifteen (15) employees to twenty-eight (28). Rideshare subsidy funds are internally transferred from the employee's department fringe benefit

account to the Rideshare revenue account. Therefore, increasing the employee Rideshare subsidy from 50% to 100% will not impact cost recovery for the service.

RECOMMENDATION TO COMMITTEE:

Recommend the Board approve, by motion, an amendment to the Spokane Transit Commute Trip Reduction Program, which will increase the subsidy for STA Rideshare fares from 50% to 100% for full and part-time employees.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 1, 2023

AGENDA ITEM 5A : 2022 YEAR-END PERFORMANCE MEASURES

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: A complete set of the 2022 Year-End Performance Measures is attached to the end of this packet. Staff will be prepared to address questions about any measure. The complete report has also been posted to the STA website: [2022 YEAR-END PERFORMANCE MEASURES](#)

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.

Ensure Safety

Preventable Accident Rate

- At 0.15, Fixed Route was higher than STA's goal of 0.08 preventable accidents per 10,000 miles.
 - STA performed below goal due to a change in personnel and methodology, dense construction in the downtown core during the summer months, a significant adjustment to many routes during the August Service Change, and a 10% increase in the number of preventable accidents by operators with less than 1 year on the job.
- At 0.08, Paratransit was below STA's goal of 0.10 preventable accidents per 10,000 miles.

Earn and Retain the Community's Trust

Ridership

- Fixed Route 2022 year-end ridership was up 25.9% compared to our ridership in 2021. Fixed Route provided 6,595,319 in 2022 vs. 5,238,135 in 2021. The ridership goal for Fixed Route in 2022 is 20.3% higher than 2021 (approximately 6.3 million trips).
- Paratransit 2022 year-end ridership was up 29.8% compared to our ridership in 2021. Paratransit provided 327,327 in 2022 vs. 252,201 in 2021. The ridership goal for Paratransit in 2022 is 11.2% higher than 2021 (approximately 277,000 trips).
- Vanpool 2022 year-end ridership was up 28.8% compared to our ridership in 2021. Vanpool provided 90,576 in 2022 vs. 70,298 in 2021. The ridership goal for Vanpool in 2022 is 25.7% higher than 2021 (approximately 88,000 trips).

Passengers per Revenue Hour (PPRH)

- Fixed Route PPRH was 15.70. The goal is to transport 15 or more passengers.
- Paratransit PPRH was 2.47. The goal is to transport 2.1 or more passengers.

Provide Excellent Customer Service

On-Time Performance

On-time is measured as a bus departing between 0 to 5 minutes from the scheduled departure time).

- Fixed Route on-time performance was 92.5%, below STA's goal of 93%
 - STA performed below goal due to new routing associated with STA's partnership with Spokane Public Schools, a significant August Service Change, and dense construction in the downtown core during the summer months.
- Paratransit on-time performance was 91.1%, below STA's goal of 93%.
 - STA performed below goal due to the van operator shortage impacting directly operated and contracted service. Efforts are underway to improve performance by adding multiple new-operator training classes and the procurement of digital navigation tools.

Professional and Courteous

Quality Counts! has been suspended since March 2020 due to the pandemic.

Operator Ride Checks

Paratransit ride checks are completed. The Fixed Route ride check program resumed post-pandemic in mid-October 2022.

Exemplify Financial Stewardship

Cost per Passenger

Fixed Route and Paratransit continue to exceed STA's goal to keep the cost per passenger less than 95% of the average cost of the urban systems in Washington State.

- Fixed Route cost per passenger was \$11.46. This is 58.6% of the urban systems' average.
- Paratransit cost per passenger was \$55.66. This is 61.7% of the urban systems' average.

Cost Recovery from User Fees (Farebox Recovery)

Fare collection continued to be significantly down due to ridership levels.

- Fixed Route farebox recovery is 8.2%, below the goal of 20%.
- Paratransit farebox recovery is 2.9%, below the goal of 5%.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 1, 2023

AGENDA ITEM 5B : 2022 STATE AUDIT TIMELINE

REFERRAL COMMITTEE: n/a

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

SUMMARY: The Washington State Auditor will begin the National Transit Database (NTD) and Financial Audit in March. Following is the draft audit schedule with dates to be confirmed by the State Auditor's Office (SAO).

Week of March 27 ... SAO Entrance Conference

Week of May 29 Exit conference with STA Administration

July 5 Exit conference with Performance Monitoring & External Relations Committee

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 1, 2023

AGENDA ITEM 5C : 2022 UNAUDITED YEAR-END FINANCIAL REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Monique Liard, Chief Financial Officer

SUMMARY: The 2022 unaudited year-end financial report will be provided at the meeting.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS

March 1, 2023

AGENDA ITEM 5D: COMMUNITY ACCESS PASS (CAP) PROGRAM REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Carly Cortright, Chief Communications & Customer Service Officer

SUMMARY: Staff will provide a report on the Community Access Pass (CAP) program including a history of the program, sales volume, and agency participation. Agency experience and overall impression with the CAP program will also be presented.

RECOMMENDATION TO COMMITTEE: Informational only

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 1, 2023

AGENDA ITEM 6A : STUDENT FARE CARDS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: E. Susan Meyer, Chief Executive Officer

SUMMARY: Committee member requested discussion about whether student ID could be used as a bus pass rather than Connect cards.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 1, 2023

AGENDA ITEM 6B : FEE FOR CONNECT CARDS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: E. Susan Meyer, Chief Executive Officer

SUMMARY: Committee members requested discussion about planned fee for new and replacement Connect cards.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 1, 2023

AGENDA ITEM 8A: JANUARY 2023 OPERATING INDICATORS
REFERRAL COMMITTEE: n/a
SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: There was 1 less weekday in January 2023 compared to January 2022.

FIXED ROUTE

Total Fixed Route monthly ridership increased 47.2% (668,070 vs. 453,872) in January 2023 compared to January 2022.

Average weekday ridership increased 51.4% (27,555 vs. 18,205) in January 2023 compared to January 2022.

Adult Ridership increased 23.8% (350,712 vs. 283,185) in January 2023 compared to January 2022.

CCS Pass Ridership increased 47.2% (24,297 vs. 16,511) in January 2023 compared to January 2022.

Eagle Pass Ridership increased 11.1% (34,388 vs. 30,953) in January 2023 compared to January 2022.

Youth ridership increased 280.8% (122,333 vs. 32,122) in January 2023 compared to January 2022.

Reduced Fare / Paratransit Ridership increased 44.1% (86,496 vs. 60,032) in January 2023 compared to January 2022.

PARATRANSIT

Paratransit ridership increased 43.7% (29,017 vs. 20,199) in January 2023 compared to January 2022.

Detailed breakdown:

Directly operated service increased 28% (14,999 vs. 11,683) in January 2023 compared to January 2022.

Contracted service increased 64.6% (14,018 vs. 8,516) in January 2023 compared to January 2022.

Special Use Van ridership increased 95.3% (1,217 vs. 623) in January 2023 compared to January 2022.

VANPOOL

Total Vanpool ridership increased 48.5% in January 2023 vs January 2022 (8,625 vs. 5,807).

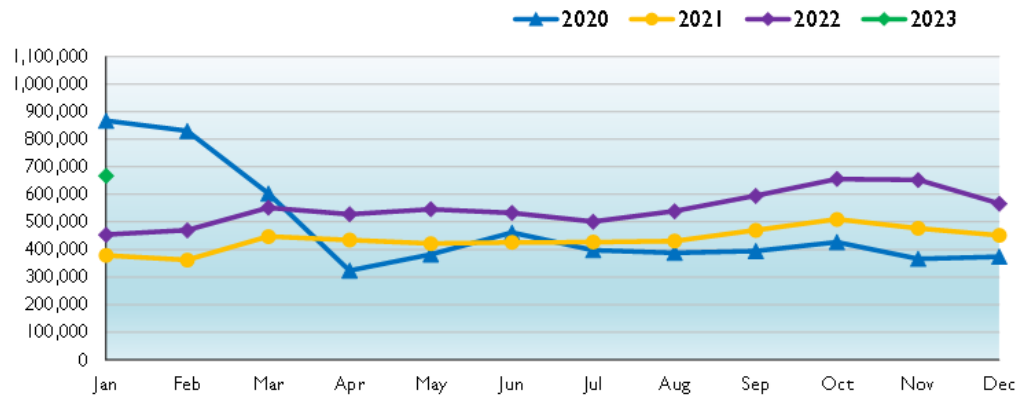
Vanpool vans in service increased 21.6% (73 vs. 60) in January 2023 compared to January 2022.

PASS SALES

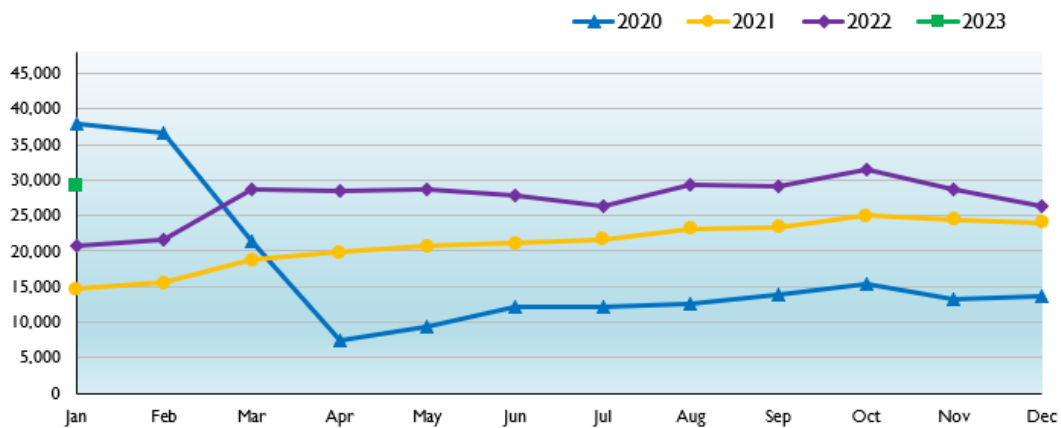
Given the changes in fare types introduced by the Connect fare collection system, including fare capping, staff is evaluating new measures to report. As such, there will be a temporary pause in pass sales data reporting while this new format is being developed.

RECOMMENDATION TO COMMITTEE: Information only.

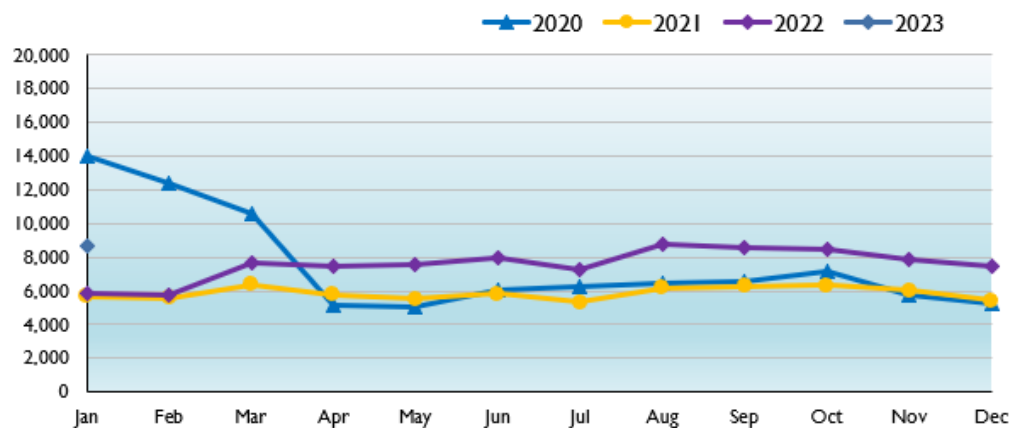
Fixed Route Ridership



Paratransit Ridership



Vanpool Ridership



SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 1, 2023

AGENDA ITEM 8B : FEBRUARY 2023 SALES TAX REVENUE

REFERRAL COMMITTEE: n/a

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

SUMMARY: Attached is the February 2023 voter-approved sales tax revenue information. February sales tax revenue, which represents sales for December 2022, was:

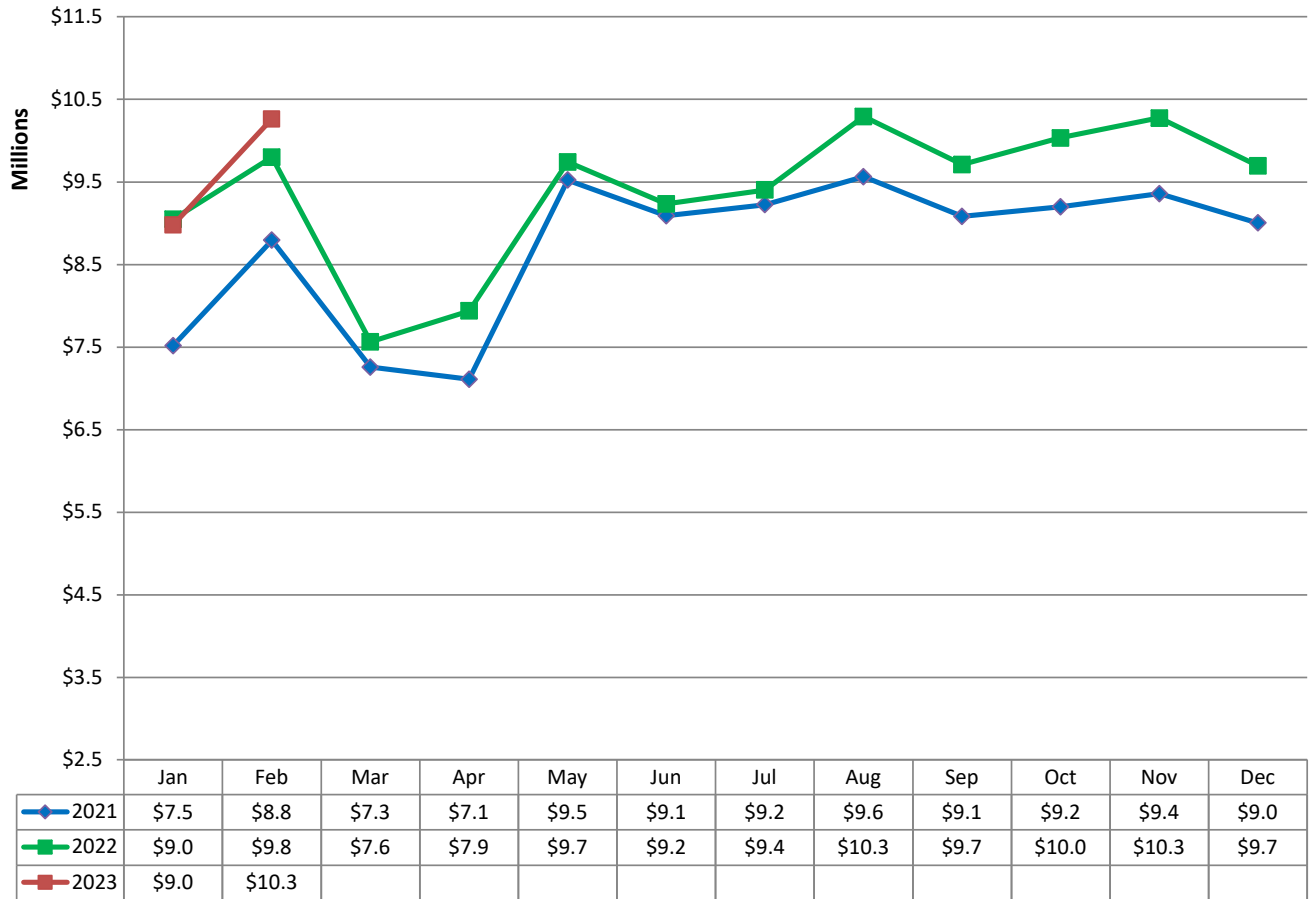
- 4.7% above 2023 budget
- 2.1% above YTD 2023 budget
- 4.7% above 2022 actual
- 2.1% above YTD 2022 actual

Total taxable sales for December were *up* 4.6% from December 2021 while December 2022 YTD sales were *up* 5.4% compared with December 2021 YTD. Retail, Construction and Accommodation and Food Services continue to be the top 3 rankings YTD:

- Retail Trade *decreased* by 0.1% (\$0.9M) in December 2022 vs December 2021 and is *up* by 1.0% (\$66.3M) December 2022 YTD vs 2021 YTD
 - Other Misc. Store Retailers *increased* 9.3% or \$83.2M December 2022 YTD over 2021 YTD
 - Furniture and Home Furnishing Retailers *increased* 17.0% or \$36.4M December 2022 YTD over 2021 YTD
 - Automobile Dealers *increased* 2.9% or \$34.8M December 2022 YTD over 2021 YTD
 - Grocery and Convenience Retailers *increased* 11.1% or \$34.5M December 2022 YTD over 2021 YTD
 - Gasoline Stations *increased* 8.4% or \$13.0M December 2022 YTD over 2021 YTD
 - Electronics & Appliance Retailers *decreased* 20.5% or (\$-109.2M) December 2022 YTD over 2021 YTD
 - Other Motor Vehicle Dealers *decreased* 10.6% or (\$-27.0M) December 2022 YTD over 2021 YTD
- Construction *increased* by 2.1% (\$3.4M) in December 2022 vs December 2021 and is *up* by 6.8% (\$136.9M) December 2022 YTD vs 2021 YTD
- Accommodation and Food Services *increased* by 12.6% (\$12.7M) in December 2022 vs December 2021 and is *up* 18.1% (\$211.5M) December 2022 YTD vs 2021 YTD

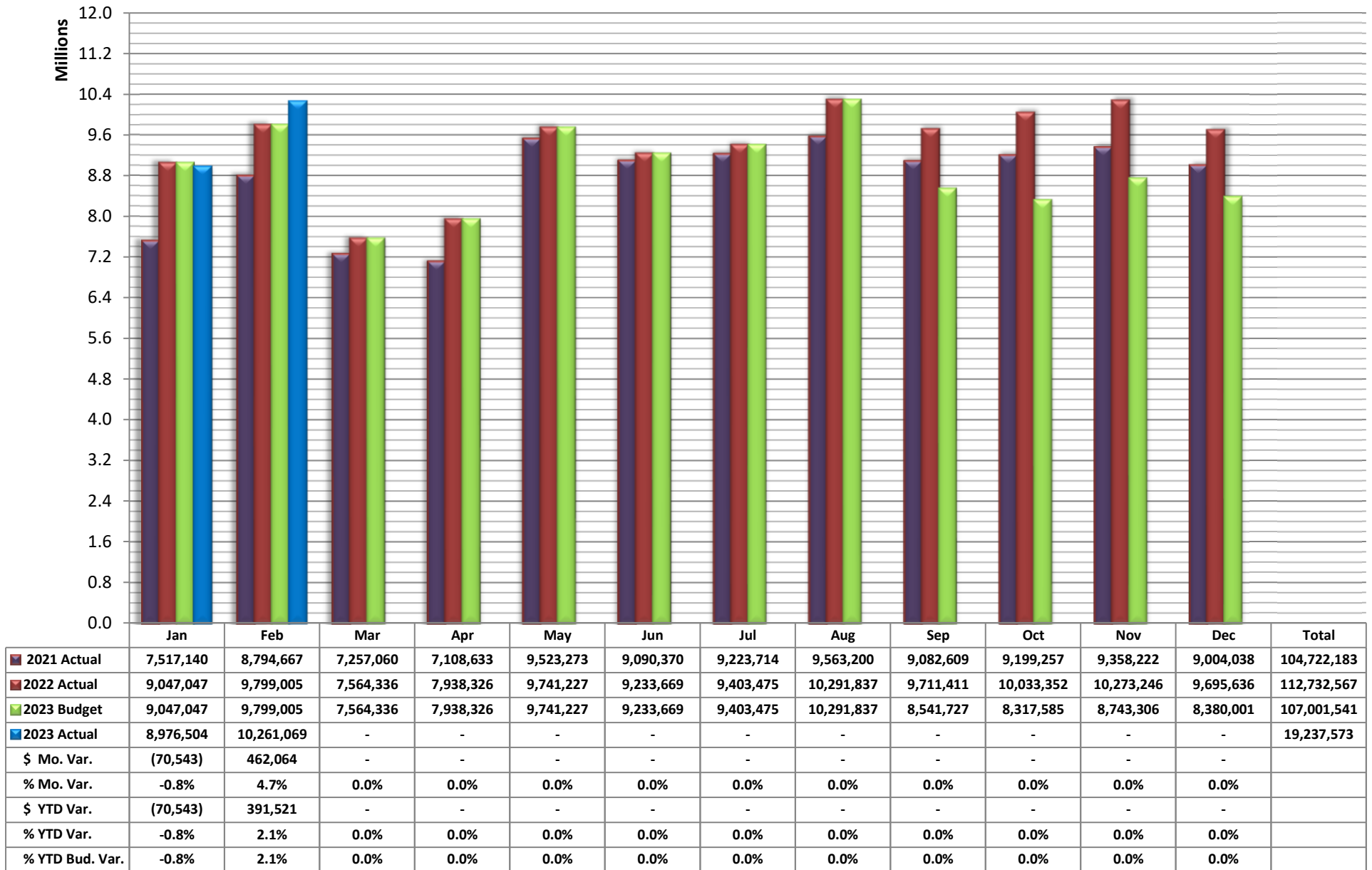
RECOMMENDATION TO COMMITTEE: Information only.

Sales Tax Revenue History-February 2023⁽¹⁾



(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 ⁽¹⁾



⁽¹⁾ 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

March 1, 2023

AGENDA ITEM 8C : JANUARY 2023 FINANCIAL RESULTS SUMMARY

REFERRAL COMMITTEE: n/a

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

SUMMARY: Attached are the January 2023 financial results. The charts are being shown with a comparison to the YTD budgetary and prior year actual values.

Revenue

Overall, January year-to-date revenue is 7.8% (\$1.0M) higher than budget impacted by the following:

- Fares & Other Transit Revenue is 10.3% lower than budget
- Sales Tax Revenue is 0.8% lower than budget
- Federal & State Grant Revenue is 32.3% higher than budget
- Miscellaneous Revenue is 44.6% higher than budget

Operating Expenses

Overall, January year-to-date operating expenses are 9.0% (\$0.8M) lower than budget influenced by the timing of payments as follows:

- Fixed Route is 7.1% lower than budget
- Paratransit is 6.4% lower than budget
- Vanpool is 9.8% lower than budget
- Plaza is 33.0% lower than budget
- Administration is 16.3% lower than budget

RECOMMENDATION TO COMMITTEE: Information only.

Spokane Transit Revenues ⁽¹⁾ - January 2023

10,000,000
9,000,000
8,000,000
7,000,000
6,000,000
5,000,000
4,000,000
3,000,000
2,000,000
1,000,000

Totals:

2022 YTD Actual \$ 13,041,923
2023 YTD Actual \$ 14,249,298 (7.8%)
2023 YTD Budget \$ 13,217,264
2023 Annual Budget \$ 157,044,144



Fares & Other Transit Revenue

Sales Tax

Federal & State Grants (2)

Miscellaneous

■ 2022 YTD Actual	562,803	9,047,048	3,331,836	100,236
■ 2023 YTD Actual	583,628	8,976,504	4,302,061	387,105
■ 2023 YTD Budget	650,449	9,047,047	3,252,101	267,667
2023 YTD Budget Variance	-10.3%	-0.8%	32.3%	44.6%
2023 Budget	7,805,387	107,001,541	39,025,216	3,212,000

(1) Above amounts exclude grants used for capital projects. Year-to-date January state capital grant reimbursements total \$0 and federal capital grant reimbursements total \$65,151.

Spokane Transit Operating Expenses⁽¹⁾ - January 2023

6,000,000

5,000,000

4,000,000

3,000,000

2,000,000

1,000,000

Totals:

2022 YTD Actual \$ 6,674,825
 2023 YTD Actual \$ 8,391,497 (-9.0%)
 2023 YTD Budget \$ 9,217,073
 2023 Annual Budget \$ 113,822,411

Fuel:

2022 YTD Actual \$ 385,663
 2023 YTD Actual \$ 500,051 (-32.1%)
 2023 YTD Budget \$ 736,768
 2023 Annual Budget \$ 8,057,583

	Fixed Route	Paratransit	Vanpool	Plaza	Administration
2022 YTD Actual	4,566,041	1,110,879	44,096	156,933	796,876
2023 YTD Actual	5,750,217	1,343,350	54,135	154,607	1,089,188
2023 YTD Budget	6,189,667	1,435,124	60,028	230,714	1,301,540
2023 YTD Budget Variance	-7.1%	-6.4%	-9.8%	-33.0%	-16.3%
2023 Total Budget	75,081,534	17,089,137	728,852	2,730,106	18,192,782

(1) Operating expenses exclude capital expenditures of \$0 and Street/Road cooperative projects of \$5,889 for year-to-date January

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 1, 2023

AGENDA ITEM 9 : APRIL 5, 2023, DRAFT COMMITTEE AGENDA REVIEW

REFERRAL COMMITTEE: n/a

SUBMITTED BY: STA Staff

SUMMARY: At this time, members of the Performance Monitoring & External Relations Committee will have an opportunity to review and discuss the items proposed to be included on the April 5, 2023 draft agenda.

RECOMMENDATION TO COMMITTEE: For discussion.

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

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

April 5, 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](#)

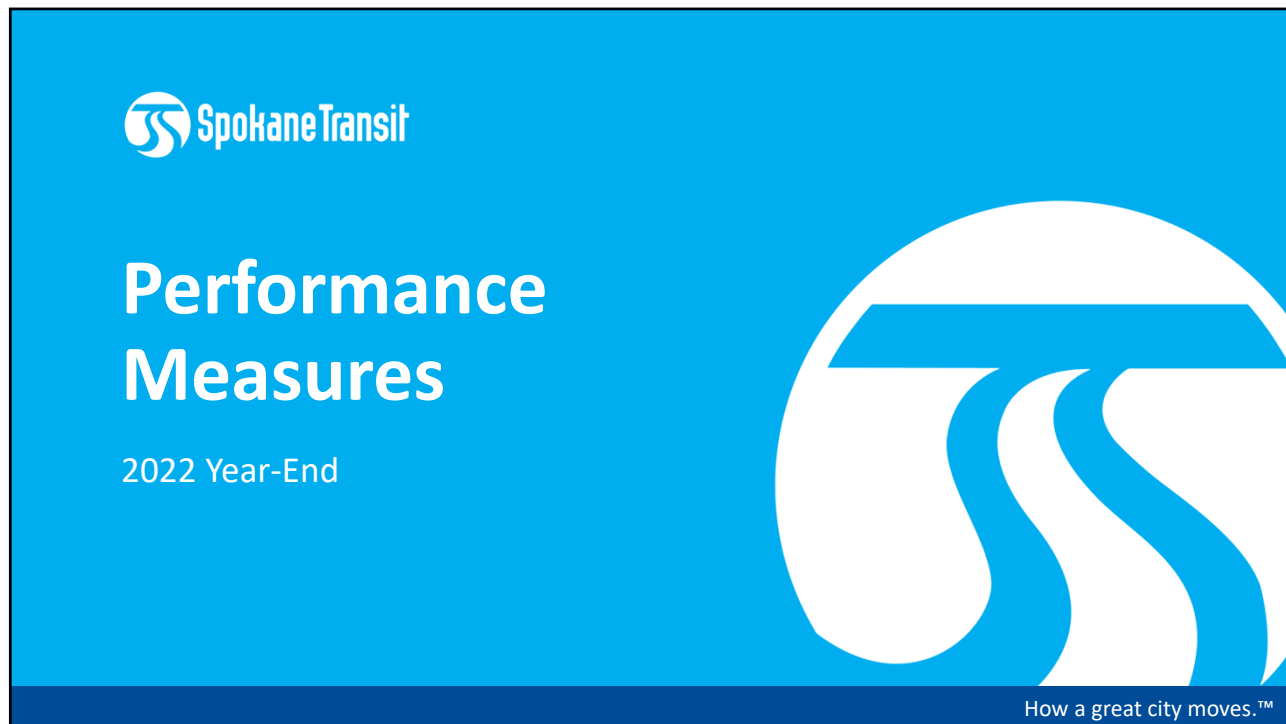
General Public: [INSERT GUEST AND ATTENDEE LINK HERE](#)

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 March 1, 2023, Committee Meeting -- *Corrections/Approval*
4. Committee Action *(none)*
 - A. Board Consent Agenda *(none)*
 - B. Board Discussion Agenda *(none)*
5. Reports to Committee *(none)*
6. CEO Report *(E. Susan Meyer) (15 minutes)*
7. Committee Information (no discussion/staff available for questions)
 - A. February 2023 Operating Indicators *(Rapez-Betty)*
 - B. March 2023 Sales Tax Revenue *(Liard)*
 - C. February 2023 Financial Results Summary *(Liard)*
 - D. May 2023 Service Change *(Otterstrom)*
8. Review May 3, 2023, Committee Meeting Agenda
9. New Business *(5 minutes)*
10. Committee Members' Expressions *(5 minutes)*
11. Adjourn
12. Next Committee Meeting: Wednesday, May 3, 2023, at 1:30 p.m. via WebEx w/In Person Option

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting at the STA's website: www.spokanetransit.com. Discussions concerning matters to be brought to the Board are held in Committee meetings. The public is welcome to attend and participate. Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act. For more information, see www.spokanetransit.com. Upon request, alternative formats of this information will be produced for people who are disabled. The meeting facility is accessible for people using wheelchairs. For other accommodations, please call 325-6094 (TTY Relay 711) at least forty-eight (48) hours in advance.



1

Priorities and Objectives

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

Spokane Transit 2022 Year-End Performance Measures 3/01/2023 2

2

Ensure Safety

Performance Measures:

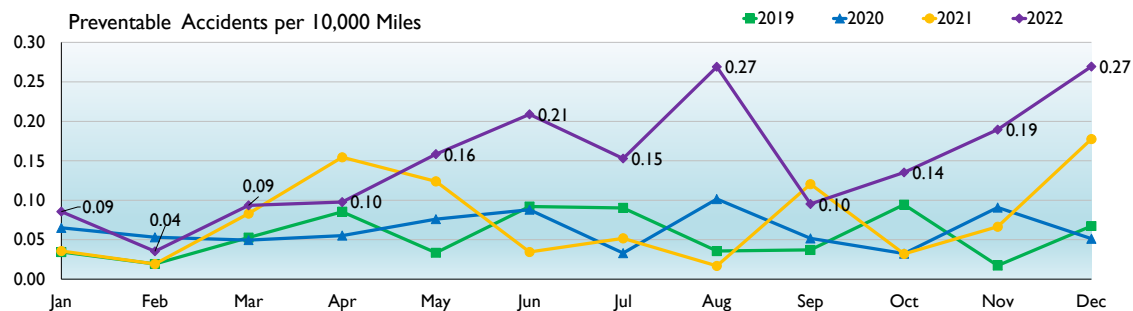
- Preventable Accident Rate
- Injury Rate
 - Workers Comp Time Loss
 - Claims per 1,000 Hours

3

Preventable Vehicle Accidents Fixed Route

Goal:
≤ 0.08 per
10,000 miles

	2019	2020	2021	2022
January	2	4	2	5
February	1	3	1	2
March	3	3	5	6
April	5	3	9	6
May	2	4	7	10
June	5	5	2	13
July	5	2	3	9
August	2	6	1	17
September	2	3	7	6
October	6	2	2	9
November	1	5	4	12
December	4	3	11	17
Total Prev. Accidents	38	43	54	112
YTD Preventables per 10,000 miles	0.06	0.06	0.08	0.15

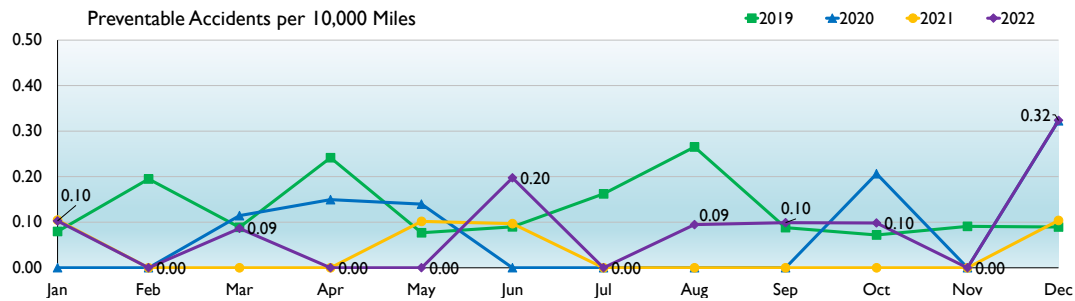


4

Preventable Vehicle Accidents Paratransit

Goal:
≤ 0.10 per
10,000 miles

	2019	2020	2021	2022
January	1	0	1	1
February	2	0	0	0
March	1	1	0	1
April	3	1	0	0
May	1	1	1	0
June	1	0	1	2
July	2	0	0	0
August	3	0	0	1
September	1	0	0	1
October	1	2	0	1
November	1	0	0	0
December	1	3	1	3
Total Prev. Accidents	18	8	4	10
YTD Preventables per 10,000 miles	0.13	0.07	0.04	0.08



5

Workers' Compensation - Time Loss

Lost Time Days per 1,000 Hours

	2019	2020	2021	2022	Goal
Fixed Route	0.03	0.03	0.02	0.02	≤ 0.02
Paratransit	0.04	0.05	0.01	0.02	≤ 0.04
Maintenance	0.08	0.04	0.05	0.04	≤ 0.05

6

Workers' Compensation – Claims

Claims per 1,000 Hours

	2019	2020	2021	2022	Goal
Fixed Route	0.05	0.04	0.05	0.09	≤ 0.05
Paratransit	0.12	0.06	0.10	0.07	≤ 0.08
Maintenance	0.11	0.10	0.12	0.08	≤ 0.09

7

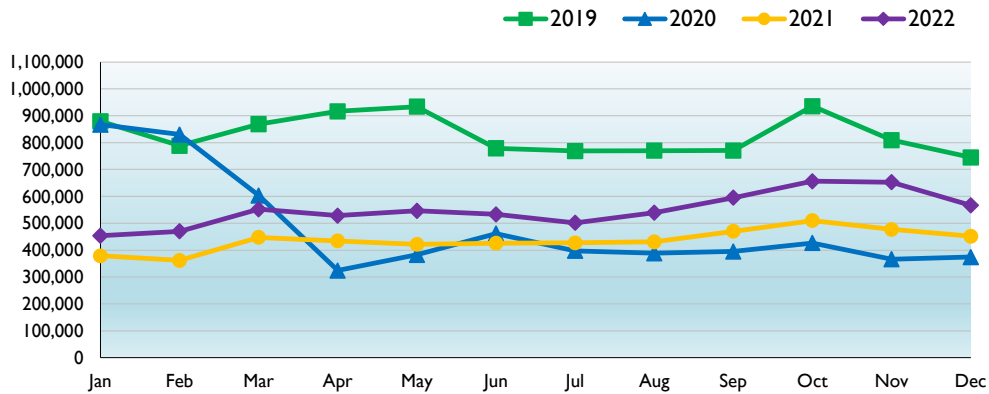
Earn & Retain the Community's Trust

4 Performance Measures:

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

8

Ridership – Fixed Route

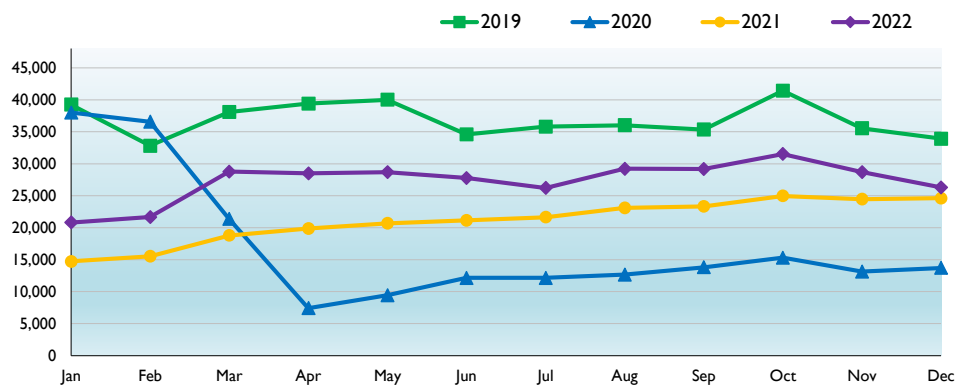


2019 = 9,971,798
 2020 = 5,817,776
 2021 = 5,238,135
 2022 = 6,300,000 (objective)

GOAL: 25.3% INCREASE OVER 2021 RIDERSHIP
4th Quarter - Year to Date Result: 25.9% Increase

9

Ridership – Paratransit

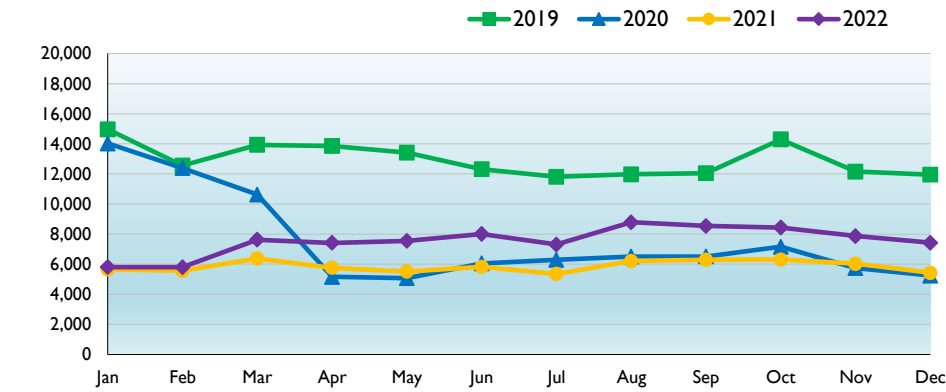


2019 = 442,186
 2020 = 205,815
 2021 = 252,857
 2022 = 277,000 (objective)

GOAL: 11.2% INCREASE OVER 2021 RIDERSHIP
4th Quarter -Year to Date Result: 29.8% Increase

10

Ridership – Vanpool

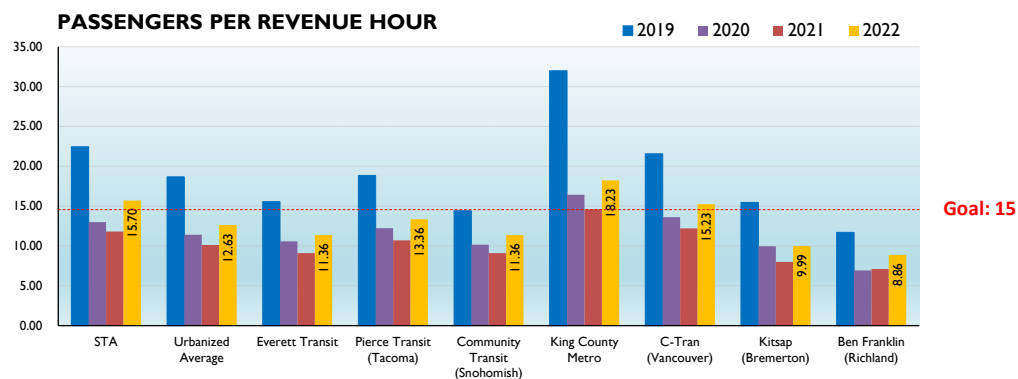


2019 = 155,262
 2020 = 90,770
 2021 = 70,298
 2022 = 88,000 (objective)

GOAL: 25.7% INCREASE OVER 2021 RIDERSHIP
4th Quarter - Year to Date Result: 28.8% Increase

11

Service Effectiveness – Fixed Route

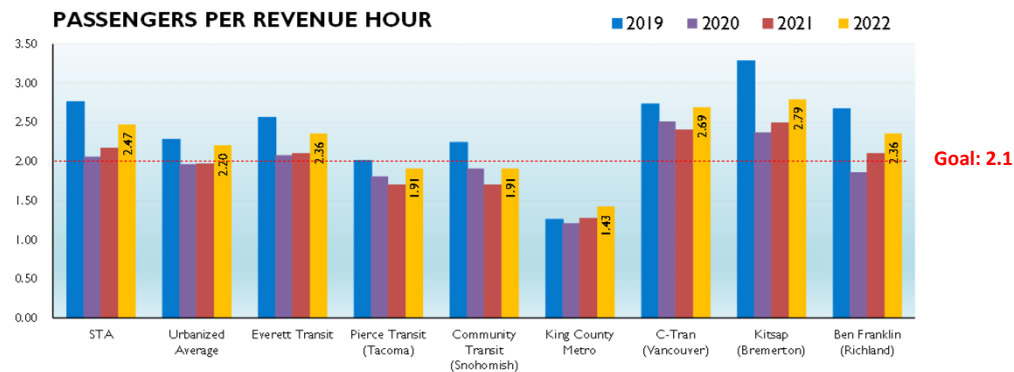


GOAL: TRANSPORT 15 OR MORE PASSENGERS PER REVENUE HOUR

* System averages assume a performance equal to STA for 2021

12

Service Effectiveness – Demand Response (Paratransit)



GOAL: TRANSPORT 2.1 OR MORE PASSENGERS PER REVENUE HOUR

** System averages assume a performance equal to STA for 2021*

13

Customer Security Surveys

Fixed Route	2019	2020	2021	2022	GOAL
Personal Safety on Bus	4.1	No survey	4.2	4.1	Score 4.5 on a scale of 1-5 (Std. = 4.5)
Driver Driving Safely	4.3	No survey	4.4	4.4	Score 4.5 on a scale of 1-5 (Std. = 4.5)
Paratransit	2019	2020	2021	2022	GOAL
Personal Safety on Van	Non survey year	Delayed due to Covid	4.7	No Survey	Score 4.5 on a scale of 1-5 (Std. = 4.5)
Driver Driving Safely	Non survey year	Delayed due to Covid	4.8	No Survey	Score 4.5 on a scale of 1-5 (Std. = 4.5)

14

Community Perception

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

2019	2020	2021	2022	GOAL
3.67	3.68	3.86	No Survey	Score 4.5 on a scale of 1-5

15

Provide Excellent Customer Service

7 Performance Measures:

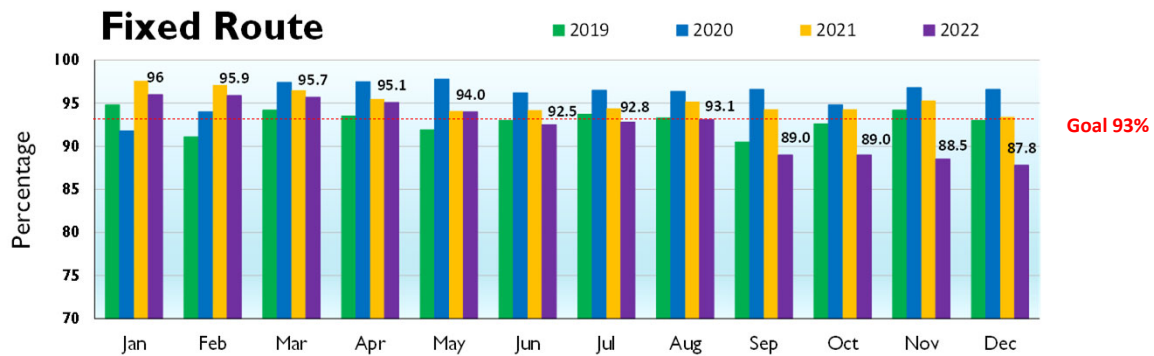
- On-Time Performance
- CS Call Center/Paratransit Reservations
 - Abandoned Calls
 - Customer Service Response Time
- Professionalism and Courtesy
- Driver Announcements / Introduction
- Cleanliness of Coach / Van
- Complaint Rate
- Maintenance Reliability

16

On-Time Performance

YTD
Average =
92.5%

4th
Quarter
= 88.4%

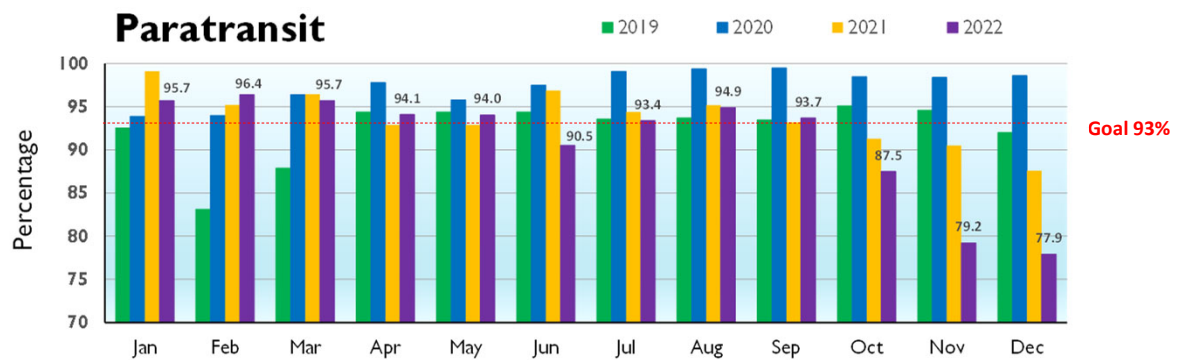


17

On-Time Performance

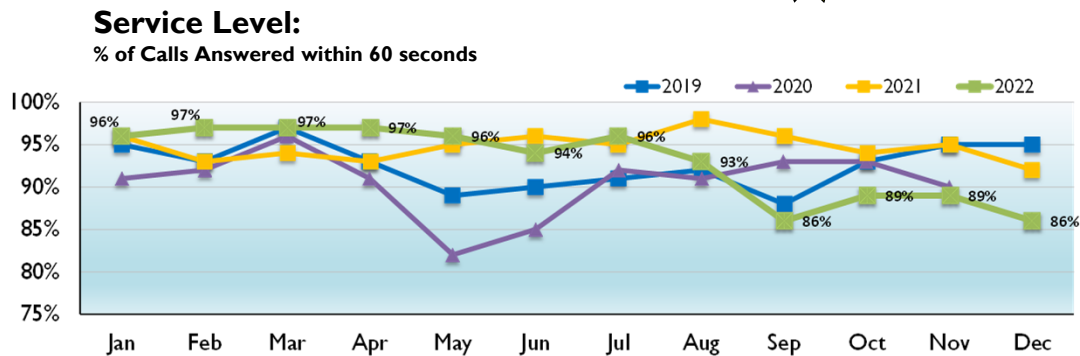
YTD
Average =
91.1%

4th
Quarter =
81.5%



18

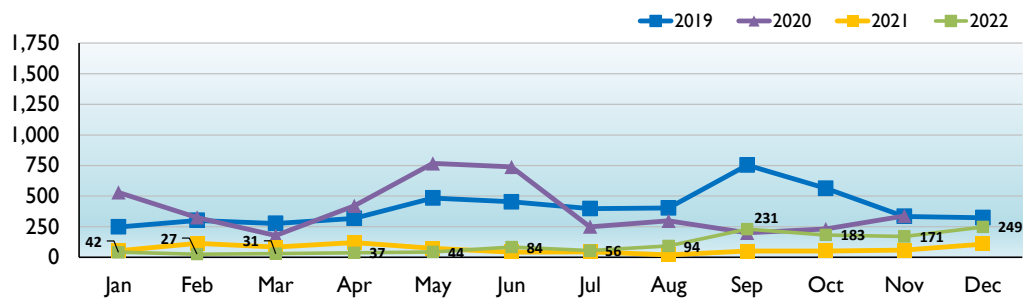
Customer Service: 328-RIDE Call Center Performance



19

Customer Service: 328-RIDE Call Center Performance

Abandoned Calls

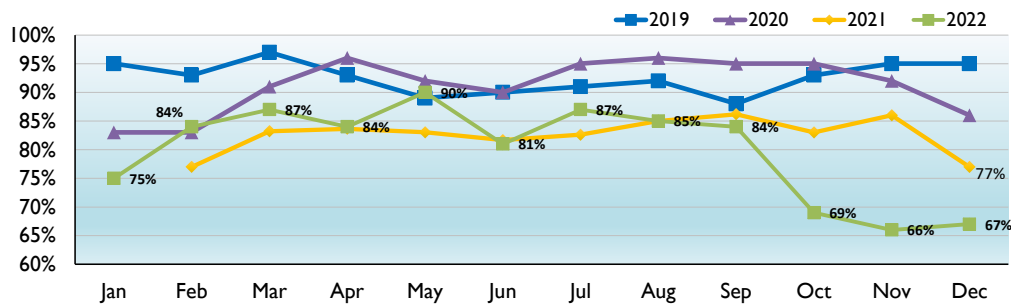


20

Paratransit Reservations: 328-1552 Call Center Performance

Service Level:

% of Calls Answered within 60 seconds



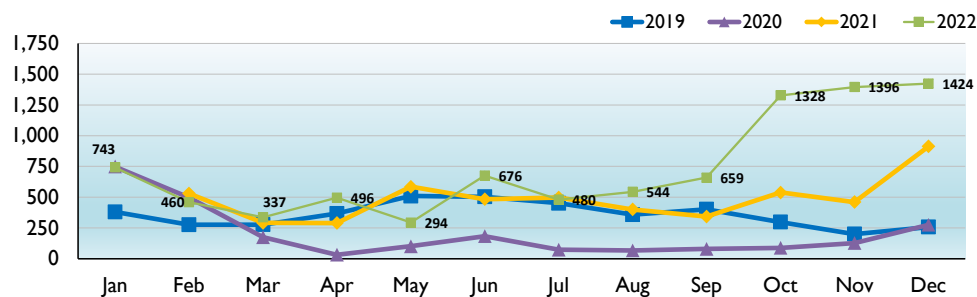
Dec.
Actual
67%

Goal
≥ 90%

21

Paratransit Reservations: 328-1552 Call Center Performance

Abandoned Calls



Goal
≤ 4%

YTD
Abandon
Rate =
2%

22

Comment Rate

Comment Rate

	2020	2021	2022	Goal
Fixed Route	18.1	11.4	9.9	≤ 8.0 (per 100K passengers)
Paratransit	6.0	6.1	6.0	≤ 8.0 (per 10K passengers)

23

Maintenance Reliability

Average Miles Between Road Calls

	2021	2022	GOAL
Fixed Route	6,752	6,216	< 1 / 7,500 miles
Paratransit	64,626	75,275	< 1 / 75,000 miles

24

Enable Organizational Success

3 Performance Measures:

- Training Rate
- Annual Employee Evaluations
- Governance

25

Training

	2020	2021	2022	Goal
Fixed Route	Delayed due to Covid	Completed	Focused on BEB Training	8 hours Advanced Training per Operator annually
Paratransit	Completed	Completed	On Hold	8 hours Advanced Training per Operator annually

26

Ride Checks / Ride Along

	2020	2021	2022	Goal
Fixed Route	88 of 295 completed*	Suspended due to COVID	29 out of 270 Completed	100% of operators checked annually
Paratransit	53 of 53 completed	Suspended due to COVID	48 out of 48	100% of operators checked annually

27

Training: Maintenance

2022	Goal	Status
Measured Annually	25 hours per employee per year	41 hours per employee

28

Training: Managers/Supervisors/Administrative

2022	Goal	Status
Measured Annually	100% receive on-site or off-site training each year	Completed

29

Governance

Board Development

Attendance at a transit-related conference/training event

Event	Location	Attendee(s)
APTA Legislative Conference March 13-15, 2022	Washington, D.C.	Two Board Members
APTA Annual Meeting October 9-12, 2022	Seattle, WA	Four Board Members

30

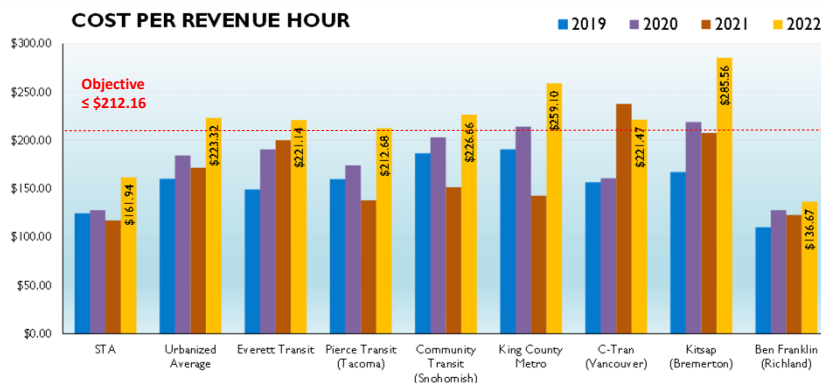
Exemplify Financial Stewardship

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

31

Cost Efficiency – Fixed Route



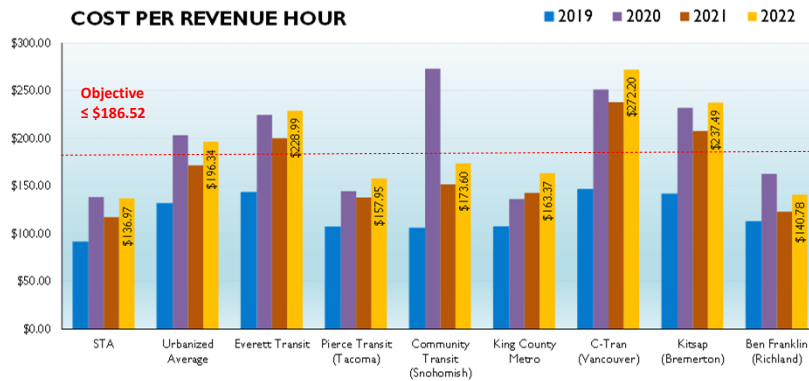
- Previous year results**
- 2019 data from NTD reports
 - 2020 & 2021 STA data reflect year-end
- STA 2022 data reflects year-to-date 4th quarter**
- System averages assume a performance equal to STA for 2022

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

2022 Status: 72.5% STA - \$161.94 / Urban Average - \$223.32

32

Cost Efficiency – Demand Response (Paratransit)



Previous year results

- 2019 data from NTD reports
- 2020 & 2021 STA data reflect year-end

STA 2022 data reflects year-to-date 4th quarter

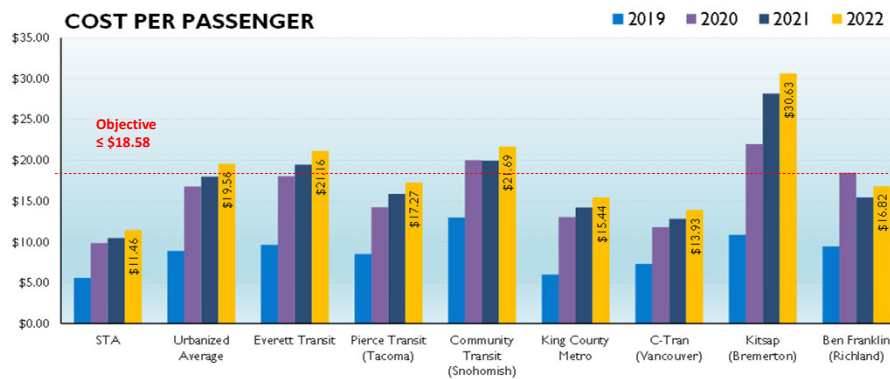
- System averages assume a performance equal to STA for 2022

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

2022 Status: 69.8% STA - \$136.97 / Urban Average - \$196.34

33

Cost Effectiveness – Fixed Route



Previous year results

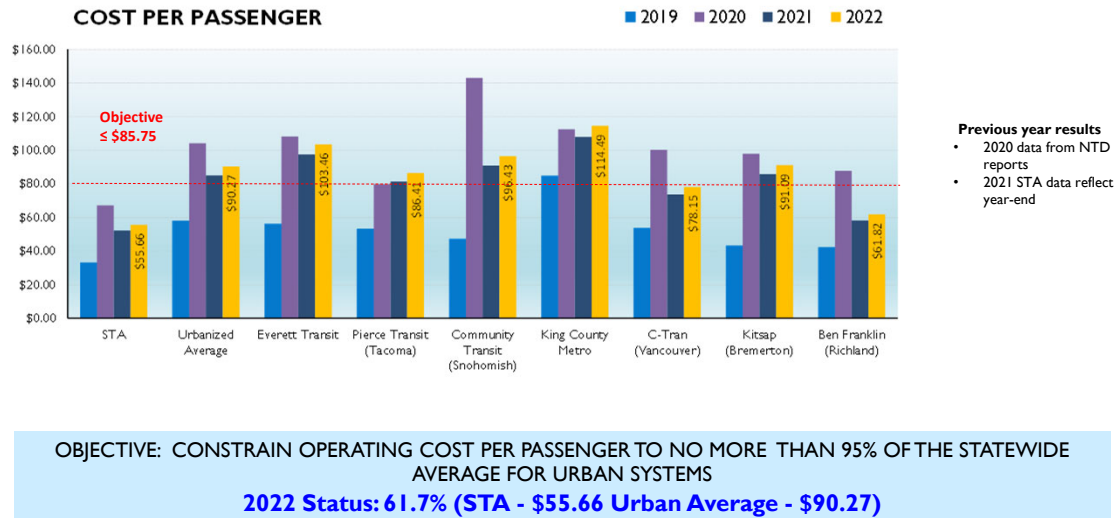
- 2020 data from NTD reports
- 2021 STA data reflect year-end

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

2022 Status: 58.6% (STA - \$11.46 / Urban Average - \$19.56)

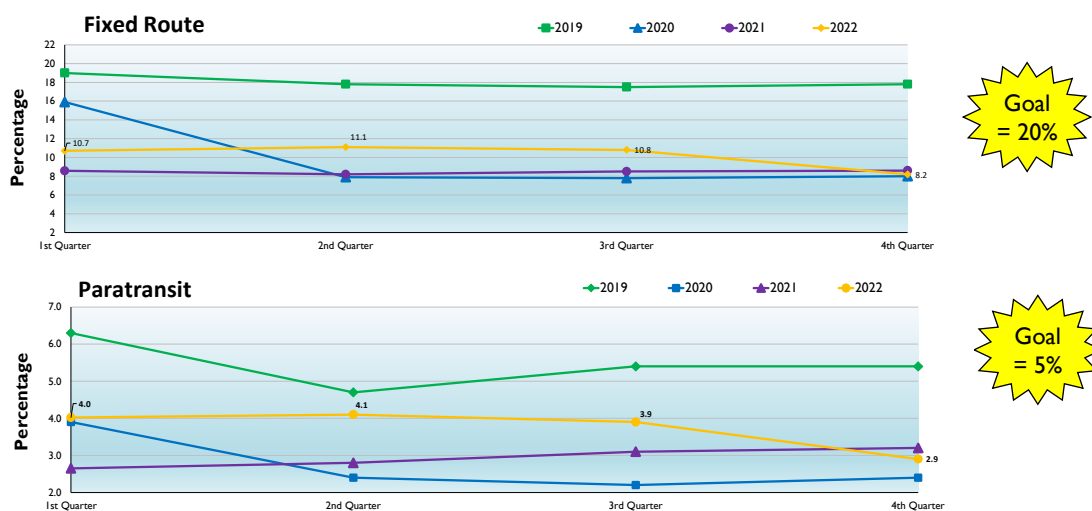
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Cost Effectiveness-Demand Response (Paratransit)



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Cost Recovery from User Fees



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Cost Efficiency – Rideshare

	2019	2020	2021	2022
Operating/Admin Cost per Mile	\$0.53	\$0.69	\$0.80	\$0.69
Revenue per Mile	\$0.51	\$0.28	\$0.31	\$0.27
Cost Recovery	95.2%	35.8%	38.8%	39.8%

GOAL: RECOVER 85% OF OPERATING/ADMINISTRATIVE COSTS

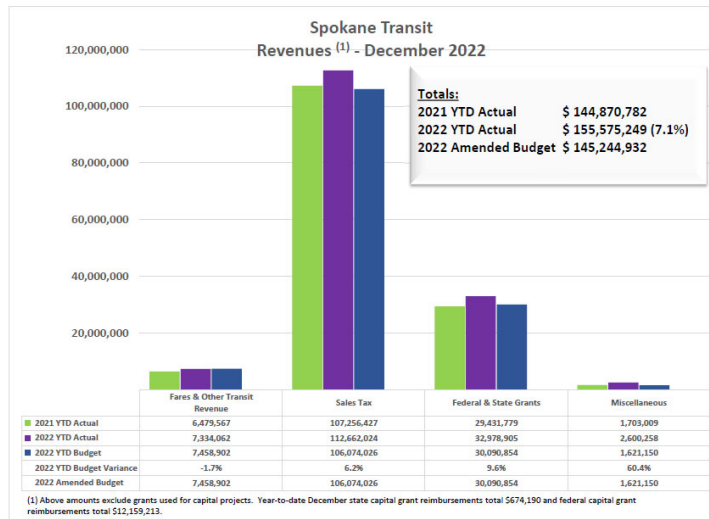
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Cost Efficiency – Maintenance

	2021	2022	GOAL
Fixed Route	\$1.39	\$1.48	\$1.43
Paratransit	\$1.08	\$1.17	\$1.13

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Financial Management



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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

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Public Perception

Community Survey Question	2021 Response	2022 Response	Goal
STA is Financially Responsible	3.86	No 2022 Survey	Score 4.5