

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

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

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

COMMITTEE MEMBERS PRESENT

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

COMMITTEE MEMBERS ABSENT

*Committee Chairwoman

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.

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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.
 2. COMMITTEE CHAIR REPORT
Chair Haley had no report at this time.
 3. COMMITTEE APPROVAL
 - A. Minutes of the October 4, 2023, Committee Meeting
Mr. Zappone moved to approve the October 4, 2023, Committee meeting minutes. Ms. Wilkerson seconded, and the motion passed unanimously.
 - B. Plaza Facility Engineering Services: Scope of Work Approval
Mr. Rapez-Betty provided background on position changes which impact building engineering services. The previous Plaza Operations & Customer Service Manager position has been split into two separate roles. There is now a Plaza Operations Manager and a Customer Service Manager. Due to this change, there is no longer a need to contract out property management and leasing services. The current five-year contract with Black Realty Management expires on June 30, 2024. Mr. Rapez-Betty explained the contract scope of work which has a five-year contract total of \$3,057,059.29. He noted there is a 6% Consumer Price Index (CPI) calculation based on future unknowns regarding economic conditions and prevailing wage changes.

Ms. Wilkerson moved to recommend the Board of Directors approve the general scope of work and authorize staff to release the Request for Proposal (RFP) for Facility Engineering Services. Mr. Zappone seconded, and the motion passed unanimously.

4. COMMITTEE ACTION (none)

- A. Board Consent Agenda
- B. Board Discussion Agenda

5. REPORTS TO COMMITTEE

A. 2023 Third Quarter Year-to-Date Performance Measures

Mr. Rapez-Betty presented the 2023 Third Quarter Year to Date Performance Measures Summary. He advised the full packet of the 2023 Third Quarter Year to Date Performance Measure results may be viewed on the STA website. Mr. Rapez-Betty presented a summary of significant measures and highlighted Ridership data.

- Fixed Route 2023 third quarter year-to-date ridership was up 34.3% compared to ridership in 2022. Fixed Route provided 6,339,078 rides in 2023 vs. 4,719,604 in 2022. The ridership goal for Fixed Route in 2023 is 20.6% higher than 2022 (approximately 7.6M trips).
- Paratransit 2023 third quarter year-to-date ridership was up 17.3% compared to our ridership in 2022. Paratransit provided 267,018 rides in 2023 vs. 227,658 in 2022. The ridership goal for Paratransit in 2023 is 9.5% higher than 2022 (approximately 344,707 trips).
- Rideshare 2023 third quarter year-to-date ridership was up 7.2% compared to our ridership in 2022. Rideshare provided 71,627 rides in 2023 vs. 66,844 in 2022. The ridership goal for Rideshare in 2023 is 30.1% higher than 2022 (approximately 122,000 trips).

There was a discussion about the Performance Measures approval process. At the December PMER committee meeting the 2024 Performance Measures will be presented and staff will request a recommendation for Board approval.

6. CEO REPORT

Ms. Meyer reported the October 2023 voter-approved sales tax revenue, collected on August 2023 sales, against a budget of \$8,317,585. The actual receipts were \$9,996,776 which is 20.2% above budget with a variance totaling \$1,679,191. Year-to-date is 5.3% above budget and totaling approximately \$4.8M.

Ms. Meyer reported Fixed Route Ridership from September 2016 and compared it to September 2019 and September 2023. September 2023 ridership exceeded September 2019 pre-pandemic levels. Mr. Otterstrom highlighted the Saturday and Sunday/holiday ridership exceeded historic averages.

7. DECEMBER 6, 2023 – COMMITTEE MEETING DRAFT AGENDA REVIEW

The December 6, 2023, Performance Monitoring & External Relations Committee Meeting draft agenda was reviewed and there were no changes.

8. NEW BUSINESS

Discussion ensued about obtaining guidance from the Spokane Regional Health District about an appropriate temperature for when to allow a cold weather fare exception for riders going to a warming center and unable to afford the fare. STA staff were considering 20 degrees which is the

same temperature when operators are allowed to keep buses idling while stationary and waiting to depart.

9. COMMITTEE MEMBERS' EXPRESSIONS

10. ADJOURN

With no further business to come before the Committee, Chair Haley adjourned the meeting at 2:13 p.m.

The next committee meeting will be held on Wednesday, December 6, 2023, at 1:30 p.m. in person with a WebEx option.

Respectfully submitted,

Molly Fricano

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Executive Assistant to the Chief Operations Officer