

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

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, November 1, 2023

1:30 p.m. – 3:00 p.m.

Meeting In Person at Spokane Transit Authority

1230 W. Boone Avenue, Spokane, WA

w/Virtual Public Viewing Option

Optional Virtual Link: [HERE](#)

Password:

Members: 2023

Guests: 1123

Call-in Number:

1-408-418-9388

Event #: 2496 048 6676

AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report *(5 minutes)*
3. Committee Action *(10 minutes)*
 - A. Minutes of the October 4, 2023, Committee Meeting -- *Corrections/Approval*
 - B. Plaza Facility Engineering Services: Scope of Work Approval *(Rapez-Betty)*
4. Committee Action
 - A. Board Consent Agenda *(none)*
 - B. Board Discussion Agenda *(none)*
5. Reports to Committee *(15 min)*
 - A. 2023 Third Quarter Year to Date Performance Measures *(Rapez-Betty)*
6. CEO Report *(E. Susan Meyer) (15 minutes)*
7. Committee Information (no discussion/staff available for questions)
 - A. September 2023 Operating Indicators *(Rapez-Betty)*
 - B. September 2023 Financial Results Summary *(Liard)*
 - C. October 2023 Sales Tax Revenue *(Liard)*
 - D. Third Quarter 2023 Service Planning Input Report *(Otterstrom)*
 - E. 2024 Service Revisions: Preliminary Proposal Outreach Update *(Otterstrom)*
 - F. STA Holiday Services & Office Hours *(Infalt)*
8. Review December 6, 2023, Committee Meeting Agenda *(5 minutes)*
9. New Business *(5 minutes)*
10. Committee Members' Expressions *(5 minutes)*
11. Adjourn
12. Next Committee Meeting: Wednesday, December 6, 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.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

November 1, 2023

AGENDA ITEM 3A : MINUTES OF THE OCTOBER 4, 2023, PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING – CORRECTIONS OR APPROVAL

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Molly Fricano, Executive Assistant

SUMMARY: Attached are minutes of the October 4, 2023, 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 October 4, 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
Hank Bynaker, City of Airway Heights (*Ex-Officio*)
Rhonda Bowers, Non-Voting Labor Representative
E. Susan Meyer, CEO (*Ex-Officio*)

COMMITTEE MEMBERS ABSENT

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

*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.

-
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 September 6, 2023, Committee Meeting
Mr. Zappone moved to approve the September 6, 2023, Committee meeting minutes. Mr. Kerns seconded, and the motion passed unanimously.
 - B. Fleck Fuel Facility Replacement: Scope of Work Approval
Mr. Rapez-Betty explained the Fleck Service Center, located in Spokane Valley, supports STA's operations in the eastern portion of the PTBA with storage, washing and fueling for both Fixed Route and Paratransit. He provided background on the fuel facility and the general scope of work, which needs upgrading to continue supporting operations in that area. Mr. Rapez-Betty stated the approved budget is \$1,500,000, but with a recent engineer's construction cost estimate and future encumbrances, there is a current estimated budget deficiency of \$1,596,117. Mr. Rapez-Betty explained staff must come back to the PMER Committee and Board for a contract award and at that time will request approval of a budget adjustment.

Mr. Kerns moved to recommend the Board of Directors approve the general scope of work and authorize staff to release an invitation for bid (IFB) for the Fleck Fuel Facility Replacement project. Ms. Wilkerson seconded, and the motion passed unanimously.

4. COMMITTEE ACTION

A. Board Consent Agenda

1. Transit Vehicle Tire Lease Services Award of Contract

Mr. Ropez-Betty provided background on the current five-year contract with Michelin North America, Inc. which expires on November 30, 2023. He explained Michelin North America, Inc. was determined to be the qualified and cost-effective firm. Mr. Ropez-Betty discussed the contract terms which has a commencement date of December 1, 2023.

Ms. Wilkerson moved to recommend the Board of Directors authorize the CEO to execute a five-year contract with Michelin North America, Inc., for Transit Vehicle Tire Lease Services for a total value of \$3,377,429. Mr. Kerns seconded, and the motion passed unanimously.

2. Fare Collection System Update and Request for New Contract

Ms. Liard provided a debrief of the first year using the Connect Fare Collection System with INIT Innovations in Transportation, Inc. (INIT) which shows a rapid and successful adoption since launch. The Connect system has been very well received by STA riders and now accounts for more than 65% of all fare payments. Ms. Liard explained the original fare collection system will be closed out with project savings, and staff recommends allocating the budget savings toward a new Connect Enhancements capital project and entering into a sole source master contract with INIT.

Mr. Zappone moved to recommend the Board of Directors authorize the CEO to execute a five-year sole source master contract with INIT for fare collection system enhancements with a value not to exceed \$985,962. Mr. Kerns seconded, and the motion passed unanimously.

B. Board Discussion Agenda (*none*)

5. REPORTS TO COMMITTEE

A. 2024 Service Revisions: Preliminary Proposal

Mr. Otterstrom provided background on the 2023 Service Revisions Preliminary Proposal which is a starting point for public input for changes to routes programmed for implementation in 2024 with Board approval. Areas affected are Northeast Spokane/Hillyard, Airway Heights, and the North Bank. Mr. Otterstrom explained the proposed revisions adhere to the principles and goals in the Board-adopted plans, including the *STA Moving Forward* plan, 2021 Near-Term Investments, and as articulated in the 2024-2029 Transit Development Plan (TDP) adopted by the STA Board of Directors on July 20, 2023. Mr. Otterstrom discussed the 2024 revision objectives, focus areas, resource impacts, and an overview of proposed changes.

6. CEO REPORT

Ms. Meyer reported the September 2023 voter-approved sales tax revenue, collected on July 2023 sales, against a budget of \$8,541,727. The actual receipts were \$9,752,433 which is 14.2% above budget with a variance totaling \$1,210,706. Year-to-date is 3.8% above budget and totaling approximately \$3.1M.

Ms. Meyer discussed the preliminary budget which will go to the Board in November and the importance of being conservative in projecting sales tax. The proposed sales tax for 2024 will be a 1.7% increase.

7. NOVEMBER 1, 2023 – COMMITTEE MEETING DRAFT AGENDA REVIEW

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

8. NEW BUSINESS

Discussion ensued about creating a Community Access Pass program survey, questions to ask on the survey, and board awareness of the draft survey before launch.

9. COMMITTEE MEMBERS' EXPRESSIONS

There was discussion about how to operationalize the temperatures in the fare exception plan. STA has aligned with the City of Spokane for hot weather and smoke/poor air quality. It was suggested the Board discuss, or staff make a recommendation regarding a cold temperature mark when coach operators can make a fare exception. It was also suggested STA may decide their own benchmarks and not align with any specific municipality.

Discussion ensued about whether the Board has the authority to create a new fare policy. Ms. Clark, Legal Counsel, explained the current practice is an operational exception in response to weather conditions, but more discussion would be required for other Board action.

10. ADJOURN

With no further business to come before the Committee, Chair Haley adjourned the meeting at 2:43 p.m.

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

Respectfully submitted,

Molly Fricano

Molly Fricano

Executive Assistant to the Chief Operations Officer

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

November 1, 2023

AGENDA ITEM 3B : PLAZA FACILITY ENGINEERING SERVICES SCOPE OF WORK APPROVAL

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.
- 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 and 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

November 1, 2023

AGENDA ITEM 5A : 2023 THIRD QUARTER YEAR TO DATE PERFORMANCE MEASURES

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: 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 0.17, Fixed Route was above STA's goal of 0.08 preventable accidents per 10,000 miles.
- At 0.11, Paratransit was above STA's goal of 0.10 preventable accidents per 10,000 miles.

STA staff are preparing a preventable accident best practices reduction plan to be shared by the CEO to the Board in the coming months.

Earn and Retain the Community's Trust

Ridership

- 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).

Passengers per Revenue Hour (PPRH)

- Fixed Route PPRH was 17.08. The goal is to transport 15 or more passengers.
- Paratransit PPRH was 2.35. The goal is to transport 2.4 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 93.3%, above STA's goal of 93%
- Paratransit on-time performance was 92.5%, below STA's goal of 93%.

Professional and Courteous

Operator Ride Checks

- There were 241 out of 324 ride checks completed for Fixed Route YTD.
- There were 65 out of 65 ride checks completed for Paratransit YTD.

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 \$10.07. This is 59.7% of the urban systems' average.
- Paratransit cost per passenger was \$57.72. This is 61.7% of the urban systems' average.

Cost Recovery from User Fees (Farebox Recovery)

Fare collection continued to be down due to a combination of impacts of fare capping and Zero-Fare for youth.

- Fixed Route farebox recovery is 7.6%, below the goal of 20%.
- Paratransit farebox recovery is 2.7%, below the goal of 5%.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

November 1, 2023

AGENDA ITEM 6: CEO REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: E. Susan Meyer, Chief Executive Officer

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

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

November 1, 2023

AGENDA ITEM 7A: SEPTEMBER 2023 OPERATING INDICATORS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

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

FIXED ROUTE

Total monthly ridership increased 35.1% (806,111 vs. 596,871) in September 2023 compared to September 2022 and was up 31.0% (6,183,747 vs. 4,721,266) YTD.

Average weekday ridership increased 42.4% (32,717 vs. 22,972) in September 2023 compared to September 2022 and was up 31.7% (27,292 vs. 20,723) YTD.

Adult Ridership increased 5.8% (341,105 vs. 322,427) in September 2023 compared to September 2022 and was up 7.9% (3,026,216 vs. 2,805,370) YTD.

Zero-Fare Youth (formerly Youth) Ridership increased 67.1% (175,223 vs. 104,879) in September 2023 compared to September 2022 and was up 130.8% (1,159,690 vs. 502,360) YTD.

Reduced Fare / Paratransit Ridership increased 43.7% (110,986 vs. 77,240) in September 2023 compared to September 2022 and was up 40.7% (915,569 vs. 650,869) YTD.

CCS Pass Ridership increased 32.7% (15,909 vs. 11,987) in September 2023 compared to September 2022 and was up 26.7% (178,786 vs. 141,092) YTD.

Eagle Pass Ridership decreased 19.5% (17,917 vs. 22,247) in September 2023 compared to September 2022 and was down 6.0% (213,525 vs. 227,197) YTD.

63.0% of all passengers used Connect Passes last month.

PARATRANSIT

Total monthly Paratransit ridership increased 9.5% (29,849 vs. 27,267) September 2023 compared to September 2022 and is up 17.3% (267,018 vs. 227,658) YTD.

Detailed breakdown:

Directly operated service increased 13.5% (16,223 vs. 14,291) in September 2023 compared to September 2022 and was up 28.9% (145,089 vs. 112,594) YTD.

- Contracted service increased 5% (13,626 vs. 12,976) in September 2023 compared to September 2022 and was up 28.5% (121,930 vs. 94,865) YTD.
- Special Use Van ridership decreased 38.2% (1,181 vs. 1,911) in September 2023 compared to September 2022 and was down 11.6% (11,067 vs. 12,515) YTD.

RIDESHARE

Total Rideshare ridership decreased 9.9% (7,693 vs 8,540) in September 2023 compared to September 2022 and was up 7.2% (71,627 vs 66,844) YTD.

- Rideshare vans in service increased 8.2% (79 vs. 73) in September 2023 compared to September 2022.

CUSTOMER SERVICE/SALES

Total Value Added to Connect Cards:

Value Added increased 4.8% (\$244,620 vs. \$233,399) in September compared to August 2023

- Autoload decreased 3.5% (\$12,786 vs. \$13,249) in September compared to August 2023
- Call Centers increased 28.6% (\$7,753 vs. \$6,028) in September compared to August 2023
- Customer Service Terminal increased 1.0% (\$66,282 vs. \$65,642) in September compared to August 2023
- Customer Website decreased 9.6% (\$21,841 vs. \$24,161) in September compared to August 2023
- Mobile Ticketing increased 5.5% (\$108,863 vs. \$103,172) in September compared to August 2023
- Institutional Website increased 32.3% (\$18,398 vs. \$13,903) in September compared to August 2023
- Open Payments increased 48.4% (\$5,944 vs. \$4,006) in September compared to August 2023
- Retail Network decreased 14.9% (\$2,754 vs. \$3,238) in September compared to August 2023

Total Pass Sales:

Total Pass Sales decreased 30.3% (17,914 vs. 25,691) in September compared to August 2023

- 1-Ride Pass decreased 41.6% (6,678 vs. 11,443) in September compared to August 2023
- 7-Day Rolling Pass decreased 40.3% (219 vs. 367) in September compared to August 2023
- Day Pass decreased 23.1% (9,658 vs. 12,556) in September compared to August 2023
- Honored Rider 31-Day Rolling Pass decreased 29.9% (54 vs. 77) in September compared to August 2023
- Paratransit Monthly Pass decreased 42.1% (22 vs. 38) in September compared to August 2023
- Shuttle Park Pass decreased 5.3% (160 vs. 169) in September compared to August 2023
- Standard 31-Day Rolling Pass increased 8.1% (1,123 vs. 1,039) in September compared to August 2023

Total Discounted Passes (Included in Pass Sales above):

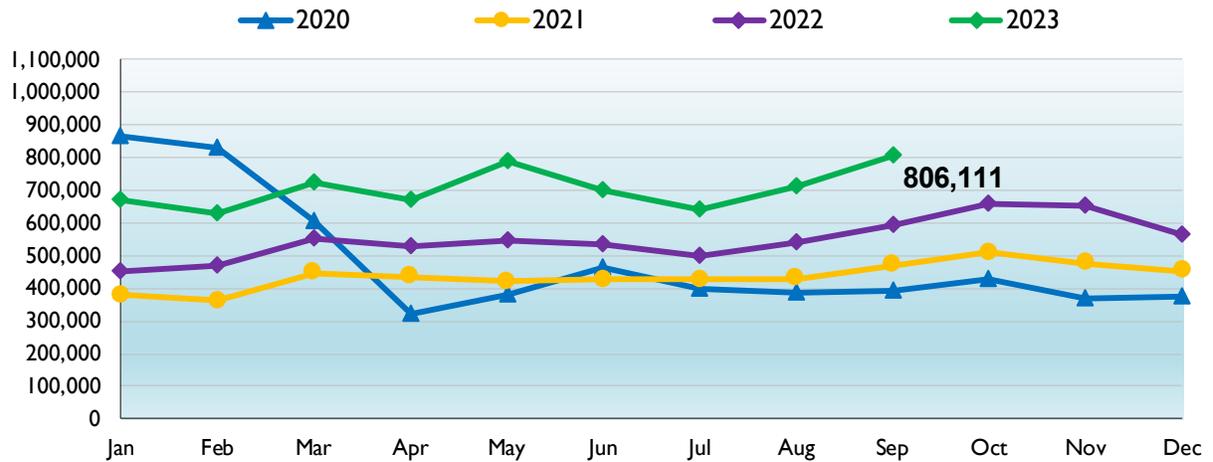
- 1-Ride CAP passes decreased 51.4% (3,950 vs. 8,130) in September compared to August 2023
- Day CAP Passes decreased 23.5% (4,236 vs. 5,534) in September compared to August 2023
- Employer-Sponsored Bus Pass Program increased 13.3% (495 vs. 437) in September compared to August 2023

Specialty Pass Programs:

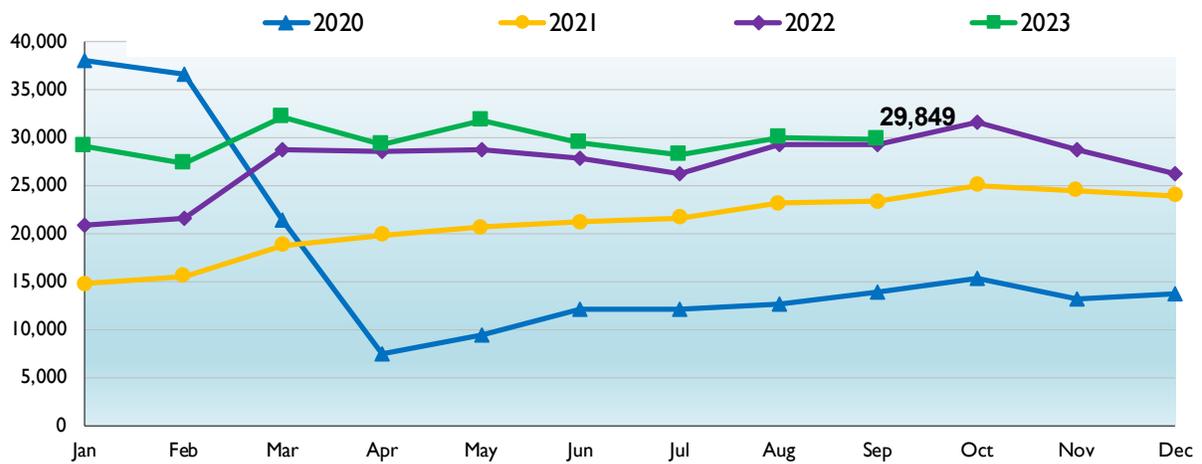
Monthly Data	YTD Data
Shuttle Park monthly sales Decreased 24.6% (169 vs. 224 in 2022)	YTD sales Decreased 15.3% (1,450 vs. 1,711 in 2022)
ESBP monthly sales Increased 5.6% (437 vs. 414 in 2022)	YTD sales Increased 21.8% (3,405 vs. 2,795 in 2022)
UTAP monthly rides Increased 8.9% (27,883 vs. 25,609 in 2022)	YTD rides Increased 17.0% (502,534 vs. 429,571 in 2022)
Community Access Program Increased 446.8% (13,664 vs 2,499 in 2022)	YTD CAP Sales Increased 52.6% (73,639 vs 48,271 in 2022)

RECOMMENDATION TO COMMITTEE: Information only.

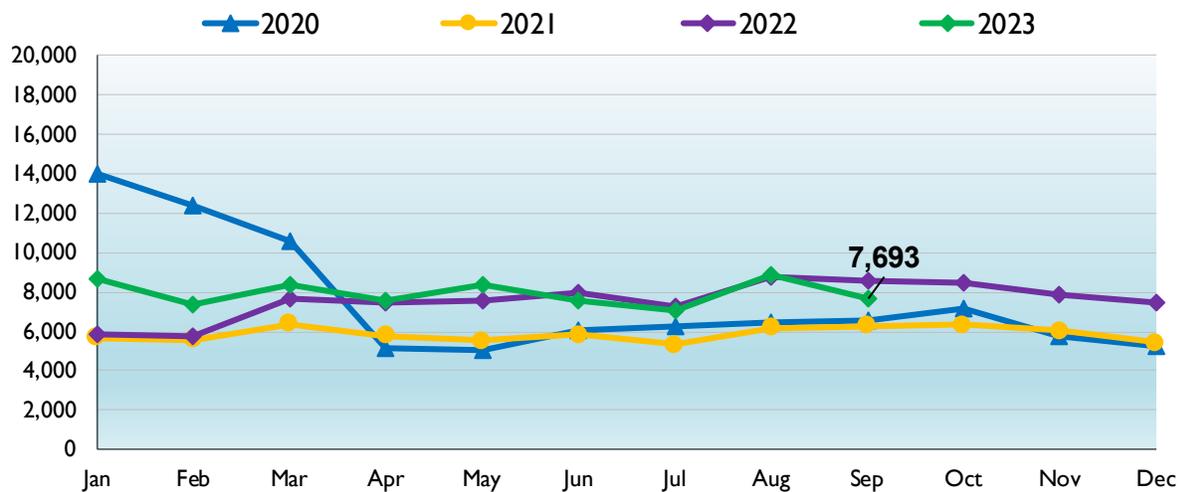
FIXED ROUTE RIDERSHIP



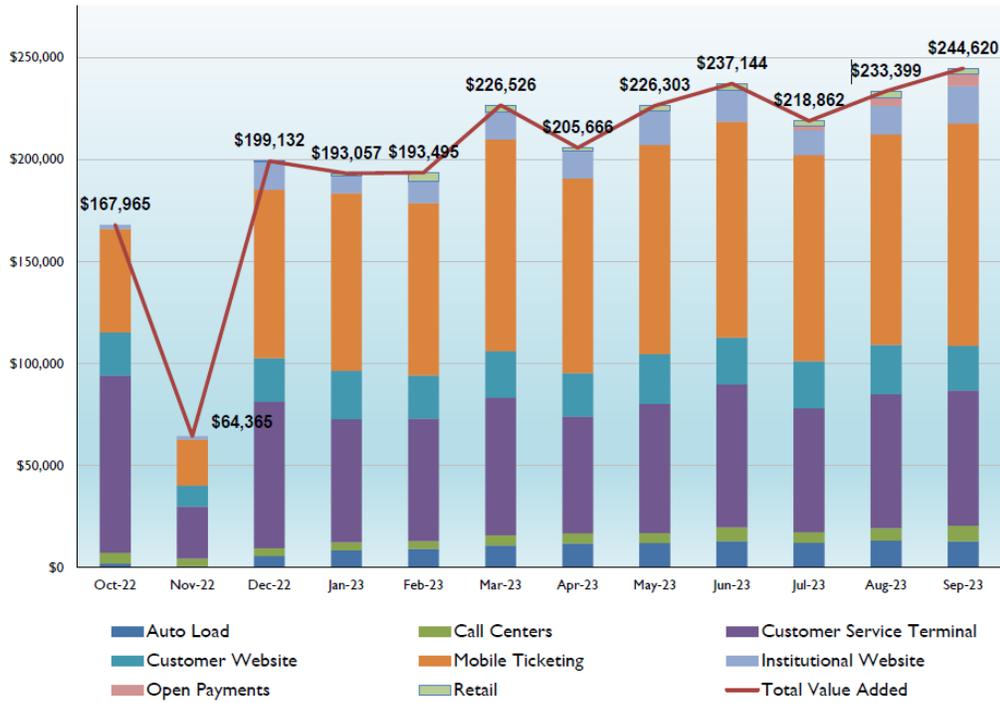
PARATRANSIT RIDERSHIP



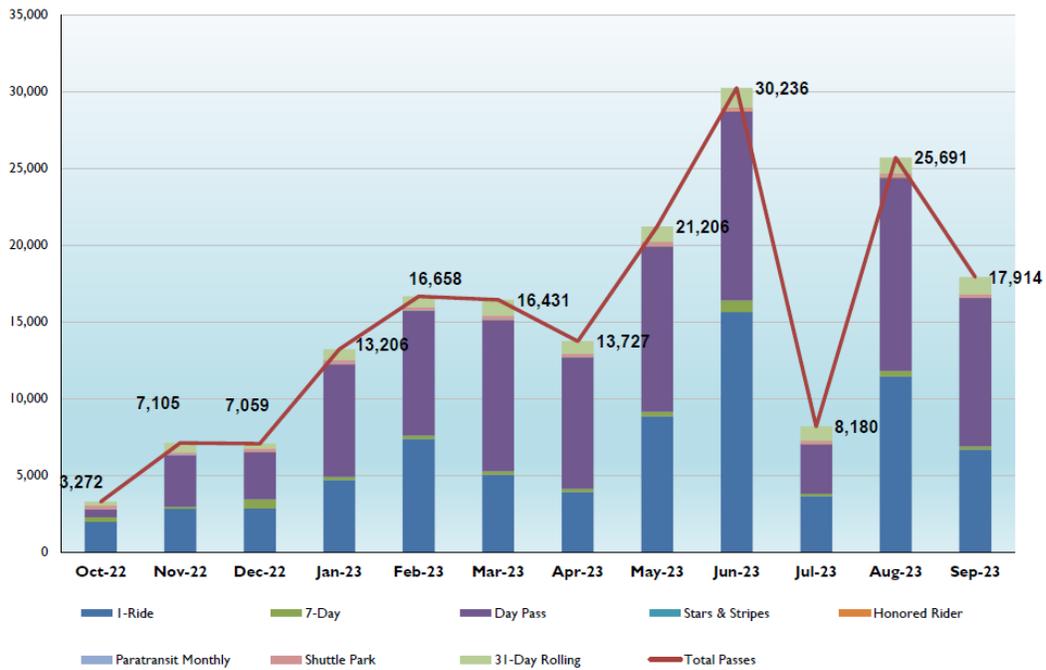
RIDESHARE RIDERSHIP



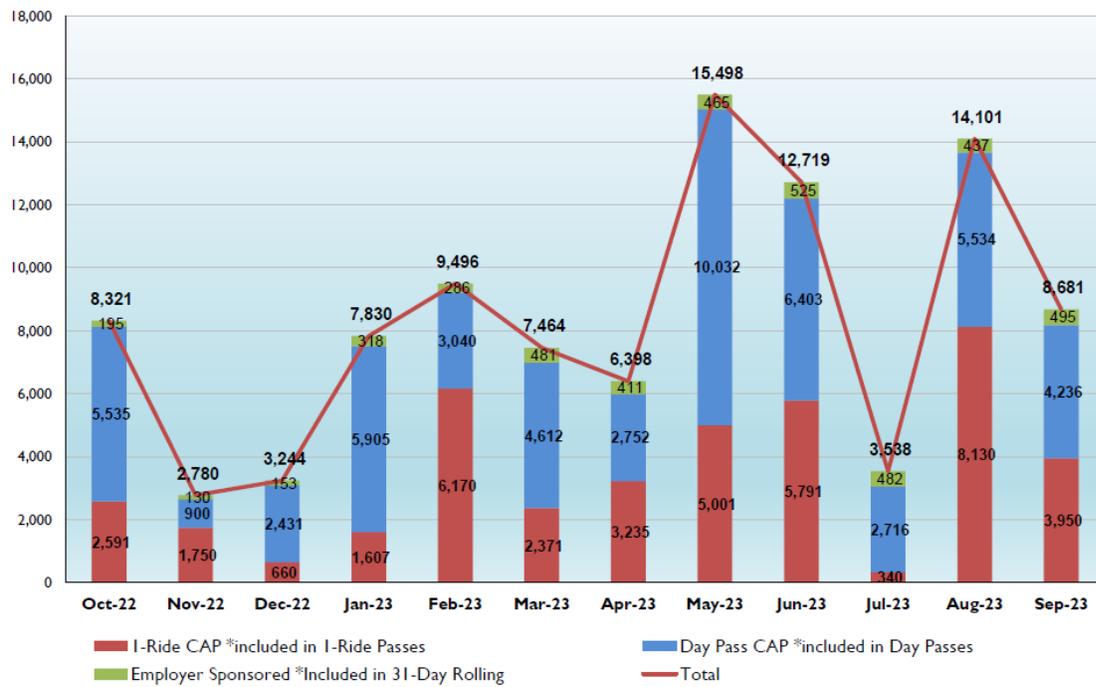
TOTAL VALUE ADDED TO CONNECT CARDS



TOTAL PASS SALES



TOTAL DISCOUNT PASSES



SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

November 1, 2023

AGENDA ITEM 7B : SEPTEMBER 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 September 2023 financial results. The charts are being shown with a comparison to the YTD budgetary and prior year actual values.

Revenue

Overall, September year-to-date revenue is 10.1% (\$12.0M) higher than budget impacted by the following:

- Fares & Other Transit Revenue is 16.5% lower than budget
- Sales Tax Revenue is 3.8% higher than budget
- Federal & State Grant Revenue is 28.2% higher than budget
- Miscellaneous Revenue is 68.7% higher than budget

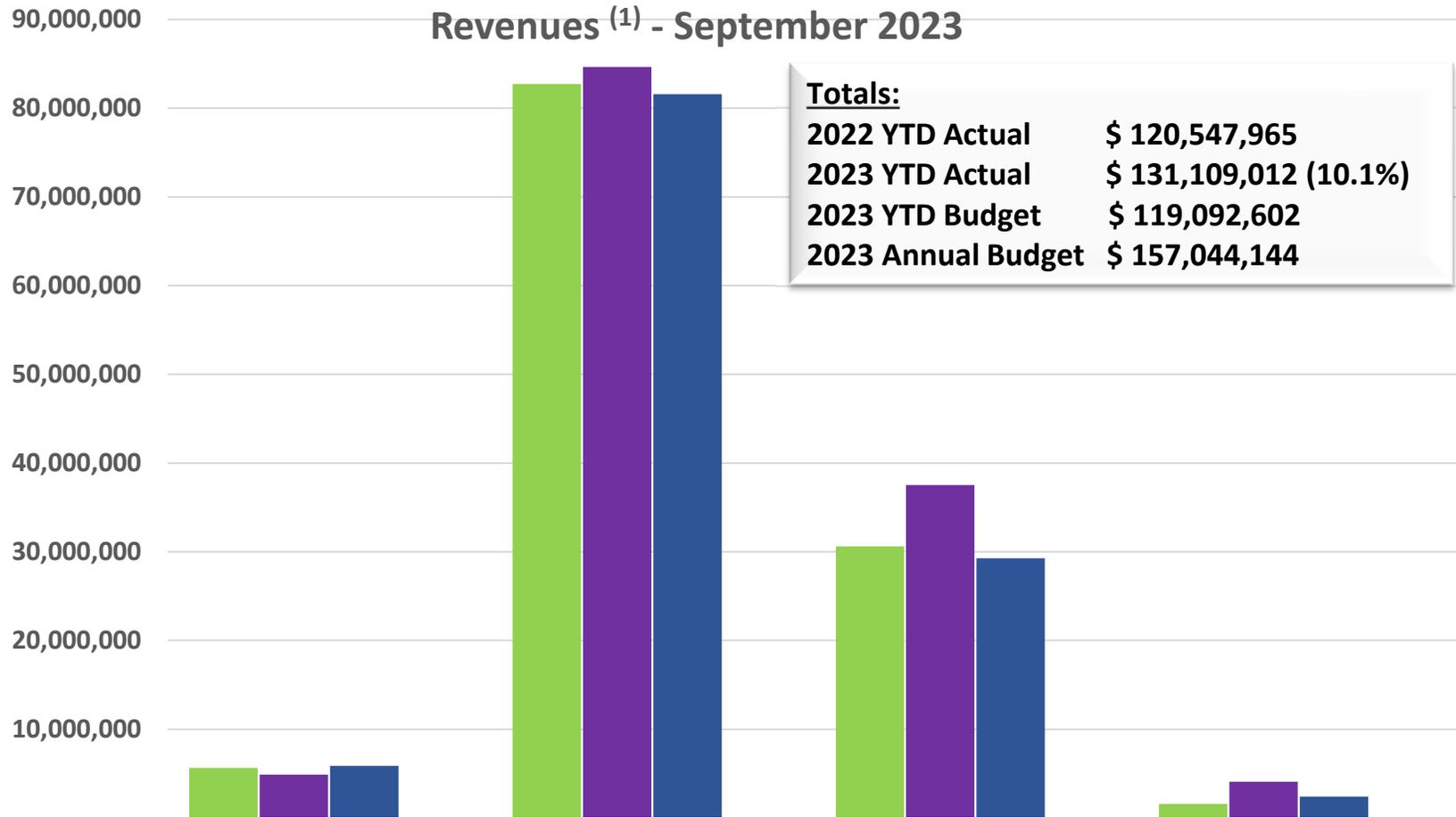
Operating Expenses

Overall, September year-to-date operating expenses are 5.5% (\$4.7M) lower than budget influenced by the timing of payments as follows:

- Fixed Route is 4.9% lower than budget
- Paratransit is 0.1% higher than budget
- Rideshare is 9.9% lower than budget
- Plaza is 14.2% lower than budget
- Administration is 12.2% lower than budget

RECOMMENDATION TO COMMITTEE: Information only.

Spokane Transit Revenues ⁽¹⁾ - September 2023



	Fares & Other Transit Revenue	Sales Tax	Federal & State Grants (2)	Miscellaneous
■ 2022 YTD Actual	5,639,603	82,730,333	30,615,430	1,562,599
■ 2023 YTD Actual	4,885,935	84,639,485	37,518,162	4,065,430
■ 2023 YTD Budget	5,853,853	81,560,649	29,268,912	2,409,188
2023 YTD Budget Variance	-16.5%	3.8%	28.2%	68.7%
2023 Budget	7,805,137	107,001,541	39,025,216	3,212,250

(1) Above amounts exclude grants used for capital projects. Year-to-date September state capital grant reimbursements total \$2,408,518 and federal capital grant reimbursements total \$11,108,172.

Spokane Transit Operating Expenses⁽¹⁾ - September 2023

60,000,000
55,000,000
50,000,000
45,000,000
40,000,000
35,000,000
30,000,000
25,000,000
20,000,000
15,000,000
10,000,000
5,000,000

Totals:

2022 YTD Actual	\$ 67,291,568
2023 YTD Actual	\$ 79,845,543 (-5.5%)
2023 YTD Budget	\$ 84,513,680
2023 Annual Budget	\$ 113,822,411
Fuel:	
2022 YTD Actual	\$ 4,695,340
2023 YTD Actual	\$ 4,904,307 (-18.8%)
2023 YTD Budget	\$ 6,041,772
2023 Annual Budget	\$ 8,063,242

Fixed Route Paratransit Rideshare Plaza Administration

2022 YTD Actual	44,758,093	10,780,203	465,715	1,542,035	9,745,522
2023 YTD Actual	53,240,794	12,851,575	489,483	1,825,638	11,438,053
2023 YTD Budget	55,981,193	12,838,074	543,405	2,126,605	13,024,403
2023 YTD Budget Variance	-4.9%	0.1%	-9.9%	-14.2%	-12.2%
2023 Total Budget (2)	74,964,941	17,089,137	728,852	2,846,699	18,192,782

(1) Operating expenses exclude capital expenditures of \$32,357,457 and Street/Road cooperative projects of \$850,153 for year-to-date September 2023.

(2) Total Budget for Fixed Route and Plaza reflect a reclassification of \$116,593 due to a staff reassignment between these divisions.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

November 1, 2023

AGENDA ITEM 7C : OCTOBER 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 October 2023 voter-approved sales tax revenue information. October sales tax revenue, which represents sales for August 2023, was:

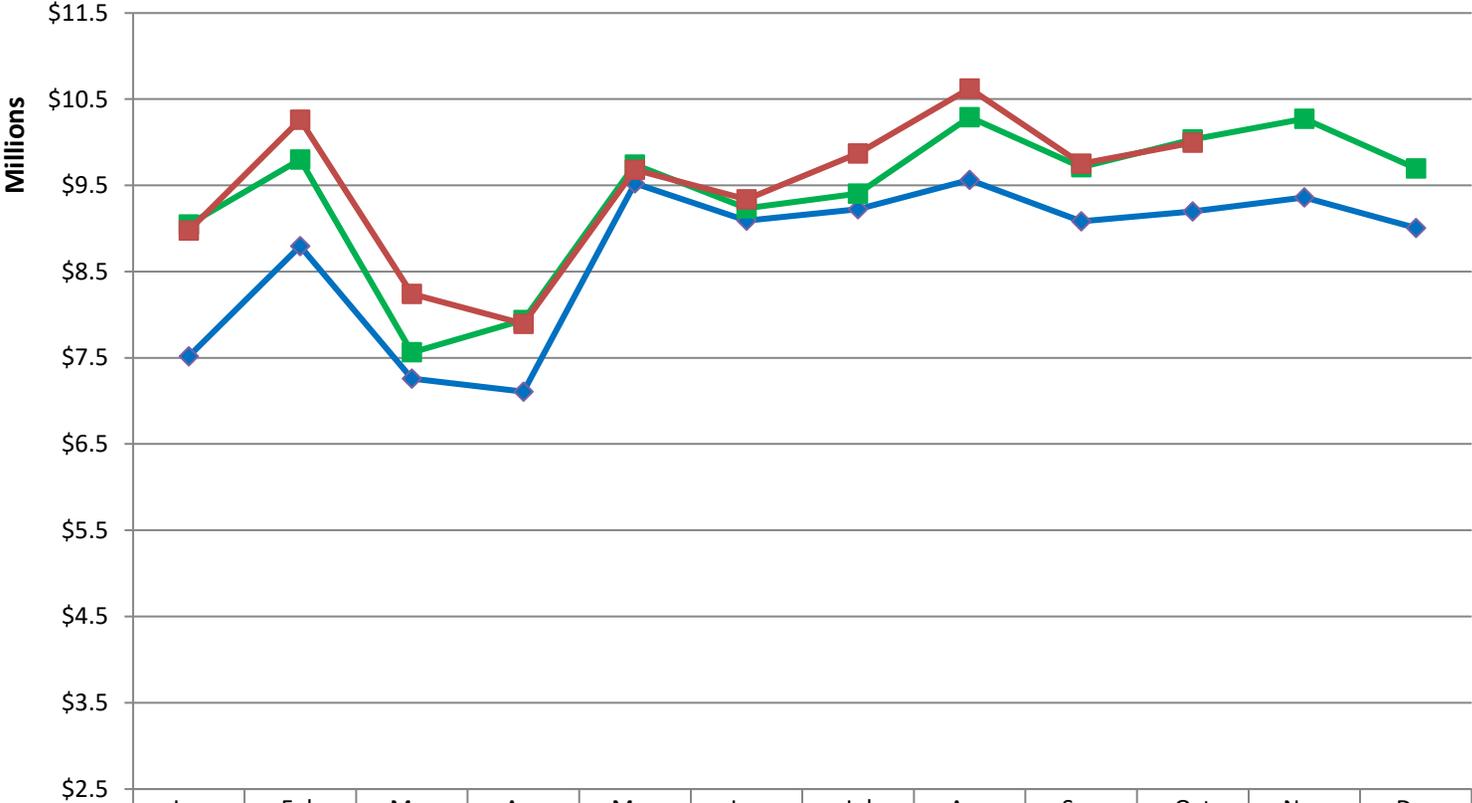
- 20.2% above 2023 budget
- 5.3% above YTD 2023 budget
- 0.4% below 2022 actual
- 2.0% above YTD 2022 actual

Total taxable sales for August were *down* 0.9% from August 2022. 2023 YTD sales are *up* 2.1% from August 2022 YTD. Retail, Construction and Accommodation and Food Services continue to be the top 3 rankings YTD:

- Retail Trade *decreased* by 0.1% (\$-0.8M) in August 2023 vs August 2022 and is *down* by 0.2% (\$-9.0M) August 2023 YTD vs 2022 YTD
 - Other Misc. Store Retailers *increased* 12.6% or \$76.1M August 2023 YTD over August 2022 YTD
 - Grocery and Convenience Retailers *increased* 7.9% or \$17.9M August 2023 YTD over August 2022 YTD
 - Building Material and Supplies Dealers *decreased* 3.8% or (\$-18.3M) August 2023 YTD over August 2022 YTD
 - Other Motor Vehicle Dealers *decreased* 15.4% or (\$-27.8M) August 2023 YTD over August 2022 YTD
 - Electronics & Appliance Retailers *decreased* 10.2% or (\$-28.4M) August 2023 YTD over August 2022 YTD
 - Furniture and Home Furnishings Retailers *decreased* 32.2% or (\$-58.6M) August 2023 YTD over August 2022 YTD
- Construction *decreased* by 1.2% (\$-2.5M) in August 2023 vs August 2022 and is *up* by 0.7% (\$9.3M) August 2023 YTD vs 2022 YTD
- Accommodation and Food Services *increased* by 0.5% (\$0.6M) in August 2023 vs August 2022 and is *up* by 4.9% (\$44.9M) August 2023 YTD vs 2022 YTD

RECOMMENDATION TO COMMITTEE: Information only.

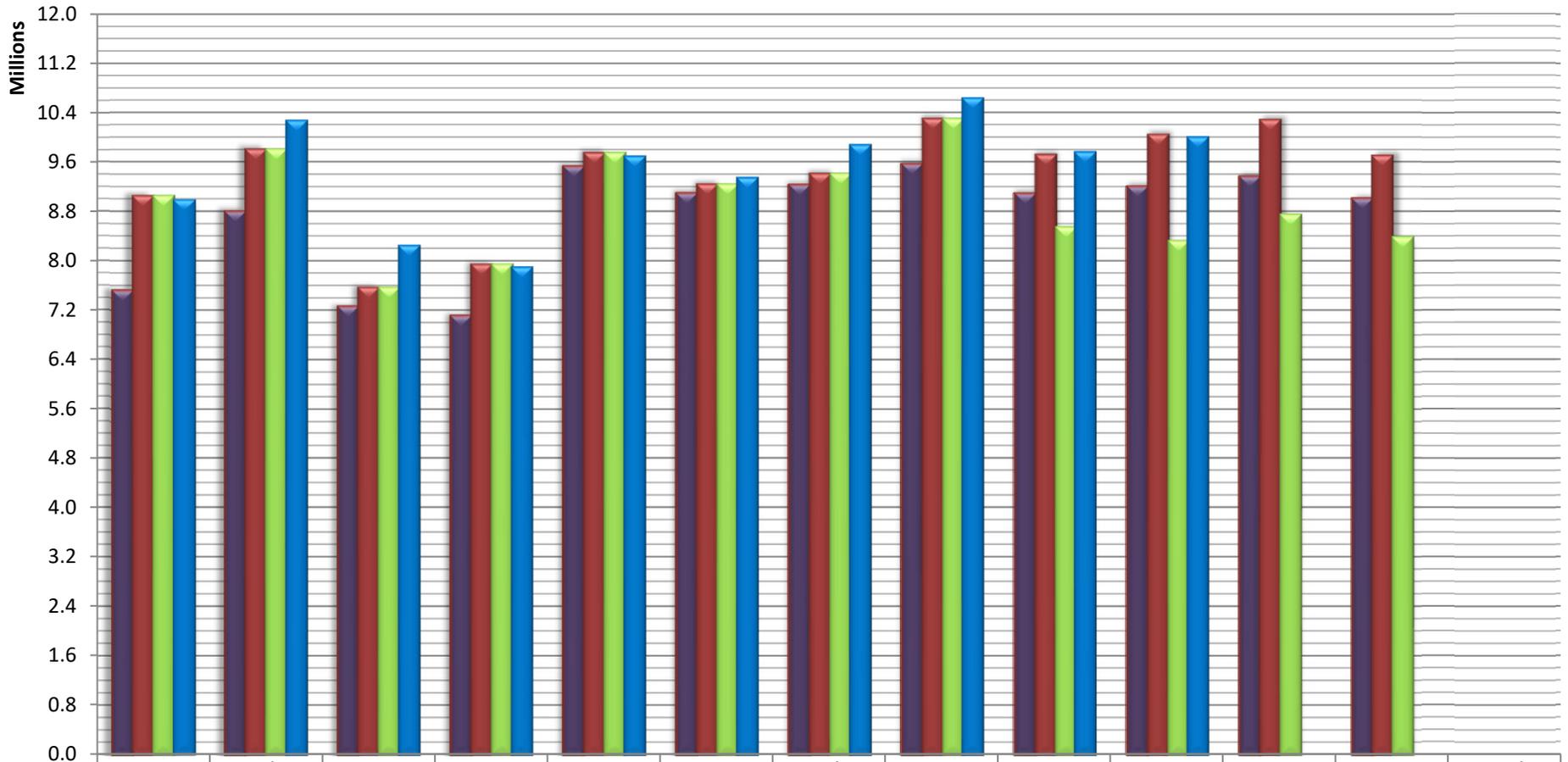
Sales Tax Revenue History-October 2023⁽¹⁾



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
◆ 2021	\$7.5	\$8.8	\$7.3	\$7.1	\$9.5	\$9.1	\$9.2	\$9.6	\$9.1	\$9.2	\$9.4	\$9.0
■ 2022	\$9.0	\$9.8	\$7.6	\$7.9	\$9.7	\$9.2	\$9.4	\$10.3	\$9.7	\$10.0	\$10.3	\$9.7
■ 2023	\$9.0	\$10.3	\$8.2	\$7.9	\$9.7	\$9.3	\$9.9	\$10.6	\$9.8	\$10.0		

(1) Voter-approved sales tax distributions lag two months after collection by the state. For example, collection of January's sales tax revenue is distributed in March.

2021 - 2023 SALES TAX RECEIPTS ⁽¹⁾



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2021 Actual	7,517,140	8,794,667	7,257,060	7,108,633	9,523,273	9,090,370	9,223,714	9,563,200	9,082,609	9,199,257	9,358,222	9,004,038	104,722,183
2022 Actual	9,047,047	9,799,005	7,564,336	7,938,326	9,741,227	9,233,669	9,403,475	10,291,837	9,711,411	10,033,352	10,273,246	9,695,636	112,732,567
2023 Budget	9,047,047	9,799,005	7,564,336	7,938,326	9,741,227	9,233,669	9,403,475	10,291,837	8,541,727	8,317,585	8,743,306	8,380,001	107,001,541
2023 Actual	8,976,504	10,261,069	8,241,832	7,893,772	9,682,305	9,336,760	9,869,962	10,624,847	9,752,433	9,996,776	-	-	94,636,260
\$ Mo. Var.	(70,543)	462,064	677,496	(44,554)	(58,922)	103,091	466,487	333,010	41,022	(36,576)	-	-	
% Mo. Var.	-0.8%	4.7%	9.0%	-0.6%	-0.6%	1.1%	5.0%	3.2%	0.4%	-0.4%	0.0%	0.0%	
\$ YTD Var.	(70,543)	391,521	1,069,017	1,024,463	965,541	1,068,632	1,535,119	1,868,129	1,909,151	1,872,575	-	-	
% YTD Var.	-0.8%	2.1%	4.0%	3.0%	2.2%	2.0%	2.4%	2.6%	2.3%	2.0%	0.0%	0.0%	
% YTD Bud. Var.	-0.8%	2.1%	4.0%	3.0%	2.2%	2.0%	2.4%	2.6%	3.8%	5.3%	0.0%	0.0%	

⁽¹⁾ Voter-approved sales tax distributions lag two months after collection. For example, collection of January's sales tax revenue is distributed in March.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

November 1, 2023

AGENDA ITEM 7D : THIRD QUARTER 2023 SERVICE PLANNING INPUT REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Planning & Development Officer
Lukas Yanni, Principal Transit Planner

SUMMARY: A total of 21 comments and feedback related to fixed route service and stops were received by the Planning & Development Department during the third quarter of 2023. Of the comments received, four were requests related to requests for new service, nine were related to existing service, and eight 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. Comments are also discussed at the internal Service Improvement Committee meetings if deemed appropriate.

The purpose of this summary is to inform the Performance Monitoring & External Relations Committee of the feedback received by the Planning & Development Department in the 3rd Quarter of 2023. It should be noted that this feedback summary applies only to department-related activities which include, but are not limited to, existing and potential bus service and/or feedback related to specific bus stops.

NEW SERVICE COMMENTS

One request for service to Mead and Mt. Spokane.

Feedback noted. The customer was informed of plans as part of the Division Street BRT project that will serve parts of the Mead area.

One request for service in the mid-Spokane Valley area, in the vicinity of Pines Road and 16th Avenue.

The customer was informed that his request will be recorded into STA’s Transit Development Plan, along with other similar requests for service in this area.

NEW SERVICE COMMENTS

One request for service connecting E. County Vista Drive to E. Mission Avenue via the Kramer Parkway overpass in Liberty Lake, with the addition of a stop on Route 74 Mirabeau/Liberty Lake on E. Mission in this vicinity.

The customer was informed that STA has plans for new stops on E. Mission, concurrent with the new development in the area. STA does not have plans to add or modify routes to utilize the Kramer overpass, however, the future Appleway Station will provide direct access to downtown from Country Vista Drive and surrounding neighborhoods. (I-90 HPT Corridor)

One request for service to be reinstated to serve the Northeast Community Center.

Service to the Northeast Community Center is provided on Empire Avenue at Cook Street. The City of Spokane redeveloped the roadway to enhance it as a public space that would see less traffic. The design intent was to maintain bus service on Empire Avenue, less than 400 feet to the south. The customer was informed that STA is currently proposing service revisions that include options to enhance bus service to the area.

EXISTING SERVICE COMMENTS

One complaint alleging that the 08:35am trip of the Route 90 Sprague/98 Greenacres/Liberty Lake service has been cancelled on multiple occasions, inconveniencing many riders.

The customer was asked to provide further details of the incidents. No further correspondence was received with those details.

One request to reinstate Route 12 Southside Medical Shuttle back to 20-minute frequency.

The customer was informed of the rationale for changing the frequency of this route, addressing capacity constraints at the STA Plaza, and making for more consistent transfers.

One suggestion to adjust routes 26 Lidgerwood and 28 Nevada to continue up Washington to Indiana, then turn onto Hamilton Street.

The customer was informed of the rationale for routing 26 Lidgerwood and 28 Nevada on Mission, in which the route is able to make connections to the City Line and to preserve service given Route 39 Mission was discontinued/replaced in July 2023 with the City Line and 39 Minnehaha.

One customer called to express her concerns with the removal of the stop at Hemlock Street and 4th Avenue. As she is a nonagenarian, she has trouble reaching the City Line stops at Sunset @ Cannon and across the park at Spruce Street and 2nd Avenue. She stated that many

EXISTING SERVICE COMMENTS

other elderly/disabled people in the area feel the same way as her about the closure of the stop.

Planning and Development staff will pursue opportunities with the City of Spokane to improve the sidewalk infrastructure to City Line stations. Staff also reached out to STA Paratransit and SMS Mobility to provide more immediate mobility assistance.

One customer expressed concerns about the removal of a stop in front of their building in Browne's Addition. Several people who used the stop had mobility issues and are concerned over losing their ease of access and independence.

The customer was contacted by phone and told how to access the City Line, as well as the option to apply for Paratransit.

One customer expressed concerns about how to catch Route 60 Airport to the airport from Browne's Addition following the July service change re-routing and City Line opening.

The customer was informed that she could use the new stop location at 4th Avenue and Cannon Street, and then transfer to Route 60.

One complaint alleging that the Route 97 South Valley bus was arriving at 8th Avenue and Sullivan Street either earlier or much later than its posted scheduled arrival time. The customer would like the posted schedule to be adjusted for greater accuracy.

Schedulers were notified. The customer was asked to provide further information so that the schedule may be adjusted accordingly. Additional feedback was not received.

One complaint regarding litter and waste left on property at Crestline Street and Queen Avenue, inbound. The customer also expressed safety concerns for her children around riders.

A waste receptacle was installed at this location on 7/26.

One request to adjust the Route 94 East Central/Millwood schedule leaving the Plaza 15 minutes earlier to make his connection easier from the 61 Highway 2/Fairchild.

This change is not recommended as the customer can still make his transfer with the current schedule and shifting this bus would make PM connections from other routes alighting at the Plaza less optimal.

BUS STOP COMMENTS

One request to add a stop on Route 144 South Express near 43rd Avenue and High Drive due to the far distances to existing stops from this location.

Feedback noted and identified for further consideration.

BUS STOP COMMENTS

One request for a waste receptacle to be installed at Crestline Street and Queen Avenue.
STA crews installed a receptacle.

One request to upgrade the Spokane International Airport bus stop amenities.
The customer was informed that STA plans to upgrade these stops with the implementation of the I-90/Valley HPT Corridor in 2025.

One request to reinstate the stop at Barker Road and Euclid Avenue near Amazon.
The customer was unable to be reached. The Route 95 Mid-Valley stop project, planned for 2024, will fulfill this request.

One request for shelters to be added to the Nevada Street and Lincoln Road northbound and southbound stops and the Martin Street and Lincoln Road westbound and eastbound stops.
The customer was informed that STA would determine whether these stops meet the ridership requirements to warrant shelters.

Two requests for a stop to be added at the River District on E. Mission Avenue in Liberty Lake.
The customers were informed that stops are planned to be installed once Liberty Lake finishes the roadway resurfacing. Stops are planned as part of the May 2024 service change.

One request to reinstall the stop at Maple Street and Lacrosse Avenue.
The pole was knocked down and will be reinstalled.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

November 1, 2023

AGENDA ITEM 7E : 2024 SERVICE REVISIONS: PRELIMINARY PROPOSAL OUTREACH UPDATE

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Planning & Development Officer
Lukas Yanni, Principal Transit Planner

SUMMARY: On October 3, 2023, STA published the 2024 Service Revisions Preliminary Proposal to gather input in developing recommended changes and improvements to Fixed Route bus service in the region. Staff have been actively engaging community members to gather feedback and are summarized below.

BACKGROUND: The Preliminary Proposal for 2024 Service Revisions is the starting point for gathering feedback for the changes to service programmed to occur in 2024. Information concerning the proposed 2024 Service Revisions, including the Preliminary Proposal, is available online:

<https://www.spokanetransit.com/projects/2024-service-revisions/>

Outreach is ongoing and will continue through November 2023. As of November 1, 2023, STA staff has conducted the following outreach activities:

- Published an online survey on October 9 to gather public input; the survey will remain open through November
- Created a Projects & Plans webpage on the STA website that includes:
 - A link to the online survey
 - Interactive maps hosted via Remix that riders can leave comments on
 - The published Preliminary Proposal Report
- Informed coach operators of the proposed changes and recorded their feedback through in person tabling on October 10 and October 12 in the Driver's Room at the STA Boone Campus
- Met with and presented to the following Neighborhood Councils:
 - West Hills Neighborhood Council on October 10
 - Nevada Heights Neighborhood Council on October 11
 - East Central Neighborhood Council on October 17
 - Shiloh Hills Neighborhood Council on October 19
- Conducted a Virtual Open House and Q&A session via Zoom on October 25
- Email notice and follow up notice informing regional community centers, SCC, Gonzaga University, Neighborhood Councils to share the online survey with their networks
- Rider Notices posted at STA facilities and select stops

RECOMMENDATION TO COMMITTEE: For information.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE

November 1, 2023

AGENDA ITEM 7F : STA HOLIDAY SERVICES AND OFFICE HOURS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Dana Infalt, Clerk of the Authority

SUMMARY: The Administrative office at 1230 Boone Avenue will be closed Thursday, November 23, 2023, to observe the Thanksgiving holiday; Monday, December 25, 2023, to observe the Christmas holiday; and Monday, January 1, 2024, to observe the New Year’s holiday. Fixed Route and Paratransit Holiday service will be provided on these days.

The following schedule outlines STA’s holiday services:

Date:	Paratransit Service and Reservations	Fixed Route Service	Customer Service (at the Plaza)
November 23 (Thursday)	Holiday Service/ 8:00 am - 8:00 pm Paratransit Reservations 8:00 am - 5:00 pm	Holiday Service 8:00 am - 8:00 pm	Front Counter Closed Call Center open 8:00 am - 6:00 pm
December 25 (Monday)	Holiday Service/ 8:00 am - 8:00 pm Paratransit Reservations 8:00 am – 5:00 pm	Holiday Service 8:00 am - 8:00 pm	Front Counter Closed Call Center open 8:00 am - 6:00 pm
January 1 (Monday)	Holiday Service/ 8:00 am - 8:00 pm Paratransit Reservations 8:00 am – 5:00 pm	Holiday Service 8:00 am - 8:00 pm	Front Counter Closed Call Center open 8:00 am - 6:00 pm

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

November 1, 2023

AGENDA ITEM 8 : DECEMBER 6, 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 December 6, 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

December 6, 2023
1:30 p.m. – 3:00 p.m.

Meeting via Virtual Conference

w/In Person Public Viewing Option

Spokane Transit Authority, 1230 W. Boone Avenue, Spokane, WA

Virtual Link:	Join Here		
Password:	Members: 2023		Guests: 1023
Call-in Number:	1-408-418-9388		Event #: 2487 975 0814

DRAFT AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report *(5 minutes)*
3. Committee Action *(5 minutes)*
 - A. Minutes of the November 1, 2023, Committee Meeting -- *Corrections/Approval*
 - B. Appoint New Members to the Citizen Advisory Committee *(Cortright)*
 - C. Reappointment of Members to the Citizen Advisory Committee *(Cortright)*
4. Committee Action *(30 mins)*
 - A. Board Consent Agenda
 1. 2024 Performance Measures *(Rapez-Betty)*
 2. Fleck Fuel Facility Replacement: Award of Contract and Budgetary Revisions *(Rapez-Betty)*
 3. Plaza Restroom Door Additions and Plumbing Modifications: Award of Contract *(Rapez-Betty)*
 - B. Board Discussion Agenda
 1. Draft 2024 State Legislative Focus and Priorities *(Cortright)*
5. Reports to Committee *(20 min)*
 - A. 2023 Community Perception Survey Results Summary *(Cortright)*
 - B. Citizen Advisory Committee Presentation *(Cortright)*
 - C. September 2024 Service Revisions: Draft Recommendation *(Otterstrom)*
6. CEO Report *(E. Susan Meyer) (15 minutes)*
7. Committee Information (no discussion/staff available for questions)
 - A. October 2023 Operating Indicators *(Rapez-Betty)*
 - B. October 2023 Financial Results Summary *(Liard)*
 - C. November 2023 Sales Tax Revenue *(Liard)*

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.

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

- D. Third Quarter 2023 Service Planning Input Report (*Otterstrom*)
- E. January 2024 Service Changes (*Otterstrom*)
- 8. Review February 7, 2024, Committee Meeting Agenda (*5 minutes*)
- 9. New Business (*5 minutes*)
- 10. Committee Members' Expressions (*5 minutes*)
- 11. Adjourn
- 12. Next Committee Meeting: Wednesday, February 7, 2024, at 1:30 p.m. via in Person (**No January meeting**)

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.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

November 1, 2023

AGENDA ITEM 9 : NEW BUSINESS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: n/a

SUMMARY: At this time, the Committee will have the opportunity to discuss new business relating to Performance Monitoring & External Relations.

RECOMMENDATION TO COMMITTEE: For Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

November 1, 2023

AGENDA ITEM 10 : COMMITTEE MEMBERS' EXPRESSIONS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: n/a

SUMMARY: At this time, members of the Performance Monitoring & External Relations Committee will have an opportunity to express comments or opinions.

RECOMMENDATION TO COMMITTEE: For discussion.