

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

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, April 2, 2025

1:30 p.m. – 3:00 p.m.

Northside Conference Room
Spokane Transit Authority
1230 W. Boone Avenue, Spokane, WA
w/Virtual Public Viewing Option Link Below

AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report *(5 minutes)*
3. Committee Action *(10 minutes)*
 - A. Minutes of March 5, 2025, Committee Meeting - *Corrections/Approval*
 - B. Purchased Transportation – Scope of Work Approval *(Rapez-Betty)*
4. Committee Action *(none)*
 - A. Board Consent Agenda
 - B. Board Discussion Agenda
5. Reports to Committee *(45 minutes)*
 - A. 2024 Year-End Performance Measures *(Rapez-Betty)*
 - B. Preventable Accident Reduction Strategy *(Rapez-Betty)*
 - C. 2025-2026 Workforce Development Plan *(Williams)*
 - D. Citizen Advisory Committee Update *(Cortright)*
6. CEO Report *(Rapez-Betty/Otterstrom)* *(15 minutes)*
7. Committee Information (no discussion/staff available for questions)
 - A. February 2025 Operating Indicators *(Rapez-Betty)*
 - B. February 2025 Financial Results Summary *(Johnston)*
 - C. March 2025 Sales Tax Revenue *(Johnston)*
 - D. May 2025 Service Change *(Otterstrom)*
8. Review April 30, 2025, Meeting Draft Agenda (May Meeting) *(5 minutes)*
9. New Business *(5 minutes)*
10. Committee Members' Expressions *(5 minutes)*
11. Adjourn

Next Committee Meeting: Wednesday, April 30, 2025, at 1:30 p.m. (May Meeting)

Optional Virtual Link:	JOIN HERE	
Password:	Members: 2025	Guests: 0425
Call-in Number:	1-408-418-9388	Webinar #: 2493 344 5472

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 (509) 325-6094 (TTY Relay 711) at least forty-eight (48) hours in advance.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

April 2, 2025

AGENDA ITEM 3A : MINUTES OF THE MARCH 5, 2025, 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 March 5, 2025, Performance Monitoring & External Relations Committee meeting for corrections or approval.

RECOMMENDATION TO COMMITTEE: Corrections or approval.

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Minutes of March 5, 2025, Meeting
Northside Conference Room
1230 W Boone Avenue, Spokane, WA

In person meeting with optional virtual link

COMMITTEE MEMBERS' PRESENT

Lance Speirs, City of Medical Lake*
Josh Kerns, Spokane County
Michael Cathcart, City of Spokane
Zack Zappone, City of Spokane
Hank Bynaker, City of Airway Heights (*Ex-Officio*)
Brandon Rapez-Betty, Interim Co-CEO
Karl Otterstrom, Interim Co-CEO

COMMITTEE MEMBERS ABSENT

Dan Sander, City of Millwood (*Ex-Officio*)

**Committee Chairman*

STAFF PRESENT

Nancy Williams, Chief Human Resources Officer
Carly Cortright, Chief Communications and Customer Service Officer
Kade Peterson, Chief Information Officer
Tammy Johnston, Interim Chief Financial Officer
Molly Fricano, Executive Assistant to the COO

PROVIDING LEGAL COUNSEL

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

GUESTS PRESENT

Jessica Kelch, Senior Project Manager
Christian Bigger, Zero-Emission Fleet & Facilities Transition Manager

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1. **CALL TO ORDER AND ROLL CALL**
Chair Speirs called the meeting to order at 1:30 p.m. and roll call was conducted.
 2. **COMMITTEE CHAIR REPORT**
Chair Speirs had no report at this time.
 3. **COMMITTEE APPROVAL**
 - A. **Minutes of February 5, 2025, Committee Meeting**
Mr. Zappone moved to approve the February 5, 2025, committee meeting minutes. Mr. Cathcart seconded, and the motion passed unanimously.
 4. **COMMITTEE ACTION**
 - A. Board Consent Agenda
 1. **Whitworth Comfort Station: Award of Contract and Project Budget Adjustment**
Mr. Otterstrom provided background on the Whitworth Comfort Station and explained this project is providing a high-quality restroom consistent with Goal 3 of the *Connect 2035 plan*. He presented the project budget which was expected to exceed the approved budget by approximately 50% due to the addition of a construction contract and requested contingency expenses. WM Welch Corp. was determined to be the lowest responsive and responsible bidder. Mr. Otterstrom shared the need to increase the project budget by \$210,743 for an adjusted project budget of \$565,000. He presented the cost/benefit analysis and project timeline.

Councilmember Cathcart inquired about alternatives to the increased project budget and Mr. Otterstrom responded with additional rationale supporting the recommendation.

Mr. Zappone moved to recommend the Board approve, by motion, the award of contract for the Whitworth Comfort Station project to WM Welch Corp. for \$286,069, and authorize the Interim Co-CEOs to apply contingency funds, as necessary, up to an adjusted project budget of \$565,000. Mr. Cathcart seconded, and the motion passed unanimously.

B. Board Discussion Agenda

1. Operating Budget Amendment: Battery Electric Bus Vehicle Maintenance (Resolution)

Mr. Rapez-Betty provided background on STA battery electric bus successes and operational benefits. He discussed challenges STA has experienced due to the bankruptcy of Proterra resulting in a null warranty and replacement part availability. In addition, the City Line fleet has had issues with high voltage cabling failures and the need for a full fleet battery retrofit. Mr. Rapez-Betty presented a cost breakdown of addressing each challenge and the justification for the for a \$3.8M amendment to the 2025 operating budget. Committee discussion ensued seeking additional clarification and inquiring about potential alternatives.

Mr. Zappone moved to recommend the Board approve, by Resolution, an amendment adding \$3.82M to the 2025 Operating Budget to address battery electric bus vehicle maintenance. Mr. Kerns seconded, and the motion passed unanimously.

2. Plaza Generator and Roofing Upgrades: Award of Contract and Project Budget Adjustment

Mr. Rapez-Betty introduced Ms. Kelch, Senior Project Manager for Facility Master Planning & Implementation. Ms. Kelch provided background on the Plaza Generator and Roofing Upgrades project which meet the criteria for the investment path for energy reduction targets required by the Washington State Clean Building Performance Standard Act. She also presented items at the end of their useful life and due for replacement. STA has a Cooperative Purchasing Contract with McKinstry Essention who will be responsible for the work. Ms. Kelch presented the general scope of work for both the generator and roof upgrades, and the project timeline. She discussed the budget, which includes the requested adjusted budget of \$3,000,000.

Discussion ensued about the need to meet Washington State Clean Building Performance Standards versus performing these upgrades to prevent degradation causing further damage. Commissioner Kerns clarified his vote in favor of the Committee recommendation was intended to move the item to the full Board for discussion.

Mr. Zappone moved to recommend the Board approve, by motion, the award of contract for the Plaza Generator and Roof Upgrades project to McKinstry Essention, via TIPS, for \$2,637,726 and authorize the Interim Co-CEO's to apply contingency, as necessary, up to an adjusted project budget of \$3,000,000. Mr. Kerns seconded. Mr. Kerns, Mr. Speirs and Mr. Zappone voted yes. Mr. Cathcart voted no. The motion passed 3-1.

5. REPORTS TO COMMITTEE

A. Charge Management System Implementation

Mr. Rapez-Betty introduced Christian Bigger, Zero-Emission Fleet & Facilities Transition Manager. Mr. Bigger explained what a Charge Management System (CMS) does and the benefits it provides. He discussed the purchasing and implementation process, on and off peak usage, and the system performance to date. Mr. Bigger shared the on-going work taking place including staff training, testing and integration.

B. 2024 State Audit Timeline

Ms. Johnston explained that the Washington State Auditor's Office (SAO) will begin the National Transit Database (NTD) and Financial Audit in March. The SAO Entrance Conference is scheduled for the week of March 24, 2025. The Exit conference with STA administration will be held during the week of May 26, 2025, and the Exit Briefing with the Performance Monitoring & External Relations Committee will be on July 9, 2025.

C. 2024 Unaudited Year-End Financial Report

Ms. Johnston presented the 2024 revenue, expenses, and capital budget as well as the cash and reserve analysis. STA ended 2024 with \$154.6M in overall revenues which was 8% above budget. Ms. Johnston discussed the next-steps timeline.

D. Final 2025 Service Revisions Plan

Mr. Otterstrom introduced Emily Poole, Service Development Manager. Ms. Poole provided background on the final 2025 Service Revisions Report. She shared the 2025 Service Revisions Outreach Timeline showing changes will take effect May 18, 2025, and September 21, 2025. Ms. Poole presented the 2025 outreach results and highlighted the proposed revisions.

E. Citizen Advisory Committee Update

This agenda item was postponed due to time.

6. CEO REPORT

- Mr. Rapez-Betty reported on community outreach and public presentations he and Mr. Otterstrom have attended. At the Good Roads Association meeting, the Interim Co-CEO's presented on multiple topics. They both traveled to Olympia for the Washington State Transit Association First Quarter Board meeting in February and met with legislators, Governor's office staff, and new Transportation Secretary, Julie Meredith.
- Mr. Otterstrom provided an update on the State Transportation Budget. He shared the annual gas tax has been declining since 2018, and the House Transportation Committee is drafting multiple budget books to understand impacts and alternatives. Mr. Otterstrom discussed the possible impacts for Spokane Transit.
- Mr. Rapez-Betty shared that Commissioner Al French attended a Capital Investment Grant Fly-in sponsored by Cardinal Infrastructure. Participants from other transit agencies, as well as transit industry business representatives met with members of congress, Trump political appointees, and committee staff. The purpose was to discuss the importance of

federal transit investments to economic development and providing employment opportunities.

7. APRIL 2, 2025 – COMMITTEE MEETING DRAFT AGENDA REVIEW

8. NEW BUSINESS

9. COMMITTEE MEMBERS' EXPRESSIONS

10. ADJOURN

With no further business to come before the Committee, Chair Speirs adjourned the meeting at 3:28p.m.

The next committee meeting will be held on Wednesday, April 2, 2025, 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

April 2, 2025

AGENDA ITEM <u>3B</u>:	PURCHASED TRANSPORTATION SERVICES - SCOPE OF WORK APPROVAL
REFERRAL COMMITTEE:	N/A
SUBMITTED BY:	Brandon Rapez-Betty, Interim Co-Chief Executive Officer/Chief Operations Officer Janet Stowe, Director of Paratransit Transportation & Rideshare Services

SUMMARY: The current contract (2019-10313) with TransDev (formerly First Transit), Inc. for Paratransit Transportation Services, expires December 31, 2025, with one optional one-year renewal term available. Staff intend to exercise the remaining renewal option. However, given the substantial time required for a solicitation of this magnitude and the transition period a future contractor may need to prepare the operation, staff seek approval of the scope of work to proactively prepare for a Request for Proposals (RFP). Staff intend to issue an RFP for a new five-year contract with two optional one-year renewal terms with an estimated cost of \$63,000,000. This cost was developed by applying the estimated 2025 cost (\$7.6M) with inflation of 3.5% applied to each year of the proposed contract term.

BACKGROUND: STA provides ADA door-to-door, demand response, shared-ride Paratransit service to individuals with a disability that are unable to use Fixed Route service due to their disability. Paratransit service is provided in areas within three-quarters of a mile of each Fixed Route service route and mirrors the operating hours of Fixed Route service.

Paratransit service is provided through a combination of directly operated and contractor-operated service. STA owns all ADA lift-equipped Paratransit vans, and the contractor is responsible for the maintenance of their assigned fleet. STA staff is responsible for all customer administration, eligibility determinations, reservations, trip scheduling, dispatching, marketing and the majority of weekday service. The contractor provides daytime weekday overflow, weekday evening, weekend, and holiday service.

SCOPE OF WORK: The successful contractor must demonstrate the capacity and flexibility to reliably meet service demands for the duration of the agreement period. The contractor will play a critical role in ensuring that STA's Paratransit service remains safe, efficient, and responsive to the community's needs.

It has been STA's practice to contract on a per-revenue-hour basis, using accessible vans dedicated to STA service. The contractor will provide an adequate operating base to supply drivers to operate STA-provided vehicles. The contractor will be responsible for vehicle fueling, maintenance, cleaning, and roadside assistance of the vehicles. The contractor will be the primary provider of weekday evening, weekend, and holiday service and will supplement STA's directly operated weekday service.

To ensure high-quality service delivery, the contractor must meet STA's key priorities:

Safety First: STA prioritizes the safety of customers, employees, and contractors via the following means.

- Safe Driving Practices
- Comprehensive Employee Training
- Properly Maintained Equipment

Community Trust & Compliance: The contractor must maintain public confidence by delivering ADA-compliance, reliable, and accessible service, including the following expectations.

- Sufficient Service Capacity and Accessibility
- Consistent On-Time Performance
- Proper Passenger Assistance and Customer Support

Outstanding Customer Service: STA expects the contractor to maintain a high standard of customer service, measured through surveys and performance indicators, including the following requirements.

- Commitment to Continuous Improvement
- Proactive Performance Monitoring and Reporting
- Professional and Courteous Interactions with Passengers

Organizational Success & Partnership: The contractor will serve as an extension of STA and must work in close collaboration to ensure seamless service delivery via the following measures.

- Adherence to Contract Requirements
- Open and Consistent Communication
- Accountability and Expeditious Issue Resolution

Financial Stewardship: To maximize efficiency and cost-effectiveness, the contractor must commit to the following expectations.

- Utilize STA-Provided Fleet and Assets Efficiently
- Hire and Train Staff for Optimal Service Performance
- Adhere to Established Service Standards and Guidelines

RECOMMENDATION TO COMMITTEE: Approve, by motion, the scope of work for Purchased Transportation Services and authorize staff to release a Request for Proposal (RFP).

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

April 2, 2025

AGENDA ITEM 5A: 2024 YEAR- END PERFORMANCE MEASURES

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Interim Co-Chief Executive Officer /Chief Operations Officer

SUMMARY: The complete report has been posted to the STA website:

[2024 Year-End Performance Measures](#)

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.
- At 0.10, Paratransit met STA's goal of 0.10 preventable accidents per 10,000 miles.

Earn and Retain the Community's Trust

Ridership

- Fixed Route 2024 year-end ridership was 10,166,876, up 13.6% compared to year-end ridership in 2023 with 8,947,157 trips.
- Paratransit 2024 year-end ridership was 390,956, up 8.3% compared to year-end ridership in 2023 with 360,535 trips.
- Rideshare 2024 year-end ridership was 103,270, up 8% compared to year-end ridership in 2023 with 95,655 trips.

Passengers per Revenue Hour (PPRH)

- Fixed Route PPRH was 19.33. The goal is to transport 15 or more passengers.
- Paratransit PPRH was 2.42. The goal was to transport 2.4 or more passengers.

Provide Excellent Customer Service

On-Time Performance: Fixed Route

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

- Fixed Route year-to-date on-time performance was 91.9%, below STA's goal of 93%.

On-Time Performance: Paratransit

On-time performance is measured as a van arriving no more than 30 minutes after the scheduled arrival time.

- Paratransit year-to-date on-time performance was 93.5%, above STA's goal of 93%.

Operator Ride Checks

- There were 342 out of 342 ride checks completed for Fixed Route.
- There were 63 out of 63 ride checks completed for Paratransit.

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.

The previous year's results for 2019-2023 are based on NTD reports. System averages assume performance equal to STA for 2024.

- Fixed Route cost per passenger was \$9.42. This was 62% of the urban systems' average.
- Paratransit cost per passenger was \$58.72. This was 89.9% of the urban systems' average.

Cost Recovery from User Fees (Farebox Recovery)

- Fixed Route farebox recovery was 8.0%, below the goal of 20%.
- Paratransit farebox recovery was 2.8%, below the goal of 5%.

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

April 2, 2025

AGENDA ITEM: **5B** PREVENTABLE ACCIDENT REDUCTION STRATEGY

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Interim Co-Chief Executive Officer /Chief Operations Officer
Stephanie Crawford, Director of Safety

SUMMARY: Staff will present Spokane Transit’s Preventable Accident Reduction Plan, designed to analyze trends in preventable events, identify contributing factors, and recommend targeted strategies to ensure safety and reduce future events.

Spokane Transit has experienced a notable increase in preventable events in recent years - a trend that shared by transit agencies nationwide, as reported by the American Bus Benchmarking Group. These events have strained operational efficiency, increased financial burdens, and placed employee safety at greater risk. While preventable events peaked in 2023, preliminary data from 2024 shows a slight decline, indicating that recently implemented safety measures are beginning to have a positive impact.

This report examines trends in preventable events, identifies key contributing factors, and outlines steps Spokane Transit has taken to improve safety. Looking ahead, the report highlights future initiatives, particularly the implementation of a telematics program, to proactively monitor and address unsafe driving behaviors before they result in accidents. Additional measures include:

- Expanding Post-Event Reviews
- Operator Ride Checks
- Enhanced Training Initiatives
- Telematics Implementation

The adoption of telematics, a safety technology system that collects data on operator behavior and vehicle movement, will support real-time monitoring and enable data-driven coaching. This will help Spokane Transit identify and address risky driving behaviors early, significantly reducing preventable events. Successful implementation will require dedicated oversight and coordination and staff to manage the program and support ongoing coaching, reporting, and analysis.

In developing this plan, Spokane Transit reviewed the experiences of peer transit agencies, including Pierce Transit and Intercity Transit. Both organizations have successfully reduced preventable events through the strategic use of telematics, structured coaching programs, and early operator engagement. Pierce Transit’s DriveCam Safety Program highlights the importance of executive support with dedicated staffing, structured benchmarking, and a non-punitive approach to coaching, providing a valuable model for Spokane Transit to consider moving forward.

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

April 2, 2025

AGENDA ITEM: **5C** 2025 – 2026 Workforce Development Plan

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Nancy Williams, Chief Human Resources Officer
Kate Kelly, Manager of Training & Workforce Development

SUMMARY: Staff will provide an overview of 2025 – 2026 workforce development objectives. These efforts are in support of Connect 2035 goal three: Strengthen our capacity to anticipate and respond to the demands of the region.

Work items scheduled for the 2025 – 2026 timeframe include:

- Formal training needs assessment, which includes four components.
 - Business needs assessment: Is training supporting overall business objectives?
 - Performance needs assessment: Are employees able to apply what they learned to their job successfully?
 - Learning needs assessment: Did employees learn what they were supposed to?
 - Learner needs assessment: Was the employee happy with the learning experience?
- Identify data collection and reporting needs to monitor and evaluate program impact
- Implement learning management system (LMS)
- Safety Ambassador training program
- Advanced Training for coach operators and van operators
- Exploring Coach Operator Mentorship program
- Staff participation in committee meetings

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

April 2, 2025

AGENDA ITEM: **5D** CITIZEN ADVISORY COMMITTEE UPDATE

REFERRAL COMMITTEE: n/a

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

SUMMARY: Per their Charter, the Citizen Advisory Committee (CAC) is advisory to the Performance Monitoring & External Relations (PMER) Committee and will “represent the interests of the community and assist staff and STA in furthering STA’s stated mission, vision, and goals, in accordance with the regular input received from the public and stakeholders.”

To keep PMER informed of the activities of the CAC, an update will be provided during the meeting by Chair Dan Brown.

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

April 2, 2025

AGENDA ITEM 7A: FEBRUARY 2025 OPERATING INDICATORS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Interim Co-Chief Executive Officer /Chief Operations Officer

SUMMARY: There was one less weekday in February 2025 compared to February 2024 (20 vs. 21). On-time performance for Fixed Route was 92.3% and Paratransit 94%.

FIXED ROUTE

Ridership	February 2025	February 2024	Month/Month % Change	Year/Year % Change
Total Monthly Ridership	816,395	821,006	-0.6%	6.4%
Average Daily Ridership	34,624	33,452	3.5%	10.6%
Adult Ridership	340,423	364,206	-6.5%	0.1%
CCS Pass Ridership	38,270	35,510	7.8%	18.4%
Eagle Pass Ridership	29,770	34,825	-14.5%	-9.1%
Youth Ridership	162,443	165,467	-1.8%	6.4%
Reduced Fare / Paratransit Ridership	94,968	95,772	-0.8%	8.0%

PARATRANSIT

Ridership	February 2025	February 2024	Month/Month % Change	Year/Year % Change
Combined	816,395	821,006	-0.6%	6.4%
Average Daily Ridership	34,624	33,452	3.5%	10.6%
Adult Ridership	340,423	364,206	-6.5%	0.1%
CCS Pass Ridership	38,270	35,510	7.8%	18.4%
Eagle Pass Ridership	29,770	34,825	-14.5%	-9.1%
Youth Ridership	162,443	165,467	-1.8%	6.4%
Reduced Fare / Paratransit Ridership	94,968	95,772	-0.8%	8.0%

RIDESHARE

Ridership	February 2025	February 2024	Month/Month % Change	Year/Year % Change
Monthly Customer Trips	7,869	8,844	-11.0%	
Year to Date Customer Trips	16,380	18,063		-9.3%
Monthly Active Groups	83	83	0	0

Group Formations and Folds

We had five groups close for February:

Airway Heights due to lack of riders

Fairchild AFB due to lack of riders

Travelers insurance due to lack of riders

EWU due to lack of riders

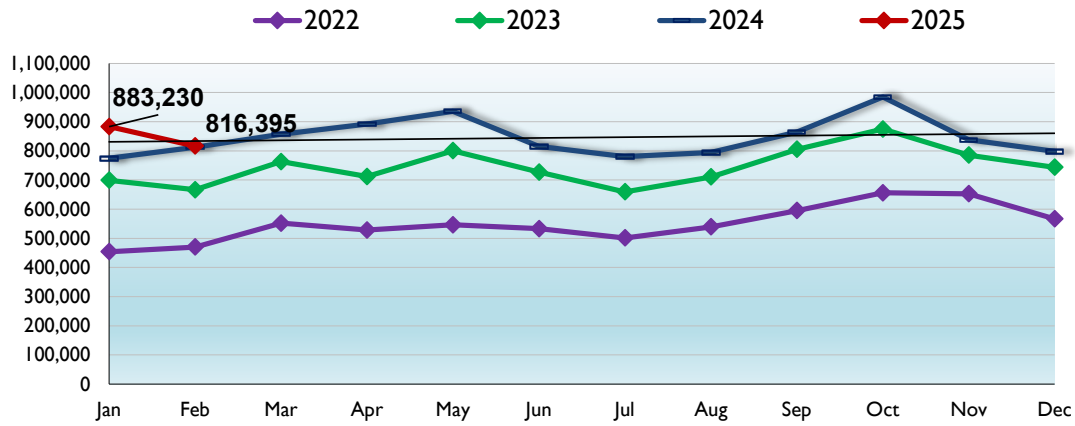
STA due to lack of riders

Key Takeaways

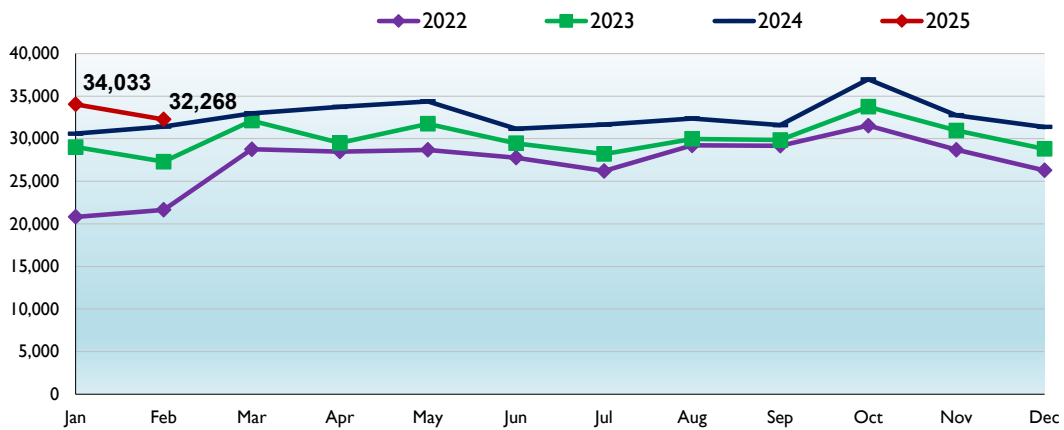
Trips per vehicle and Operating days per vehicle were slightly lower than same month last year. However, the passengers per vehicle rose from January due to the closed groups were all underperforming.

RECOMMENDATION TO COMMITTEE: Information only.

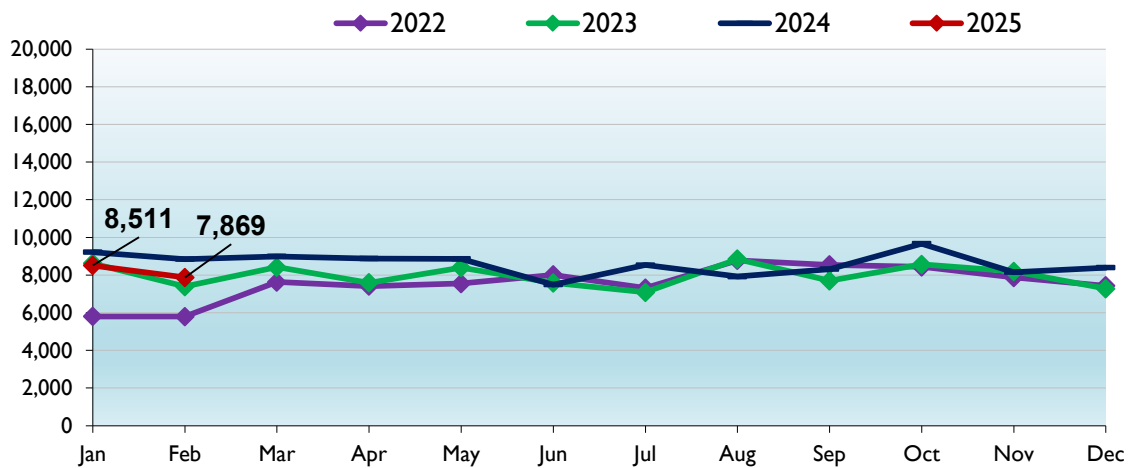
FIXED ROUTE RIDERSHIP



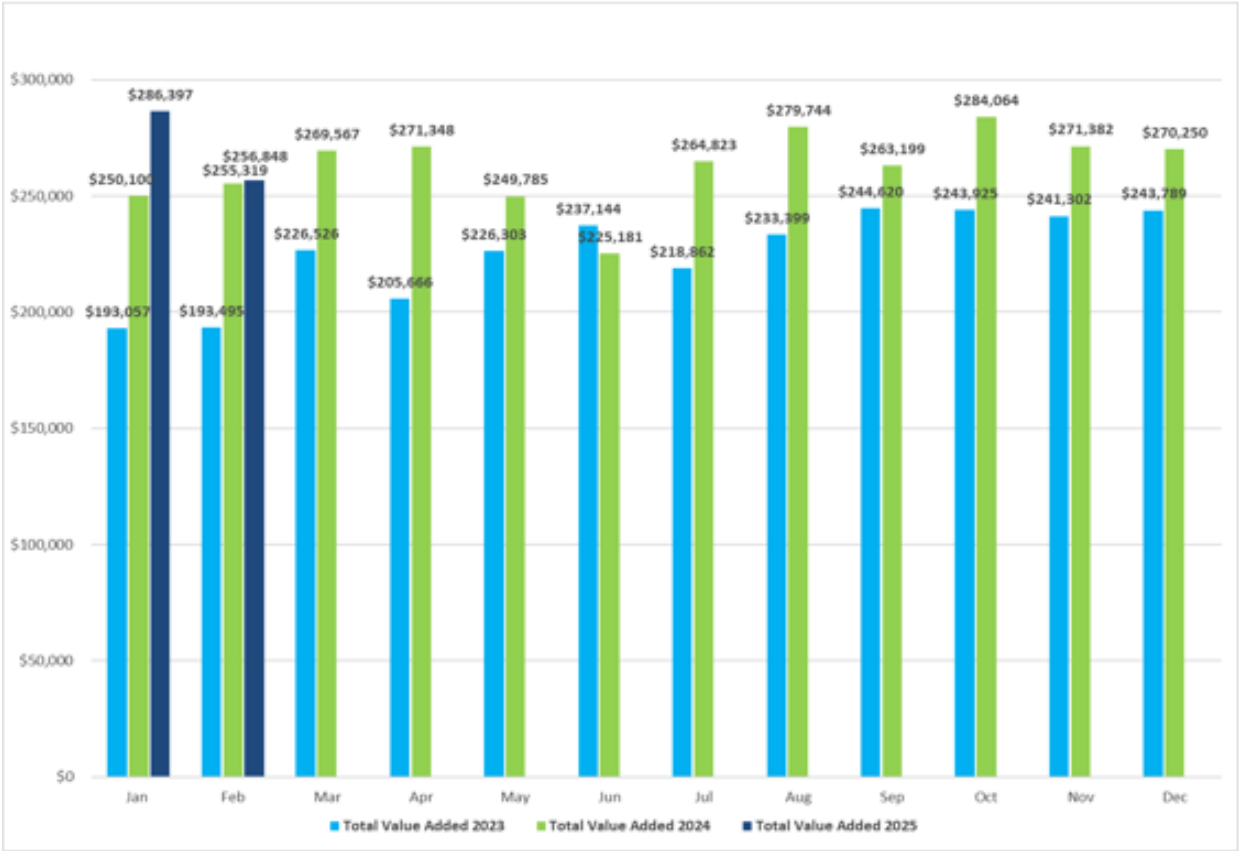
PARATRANSIT RIDERSHIP



RIDESHARE RIDERSHIP

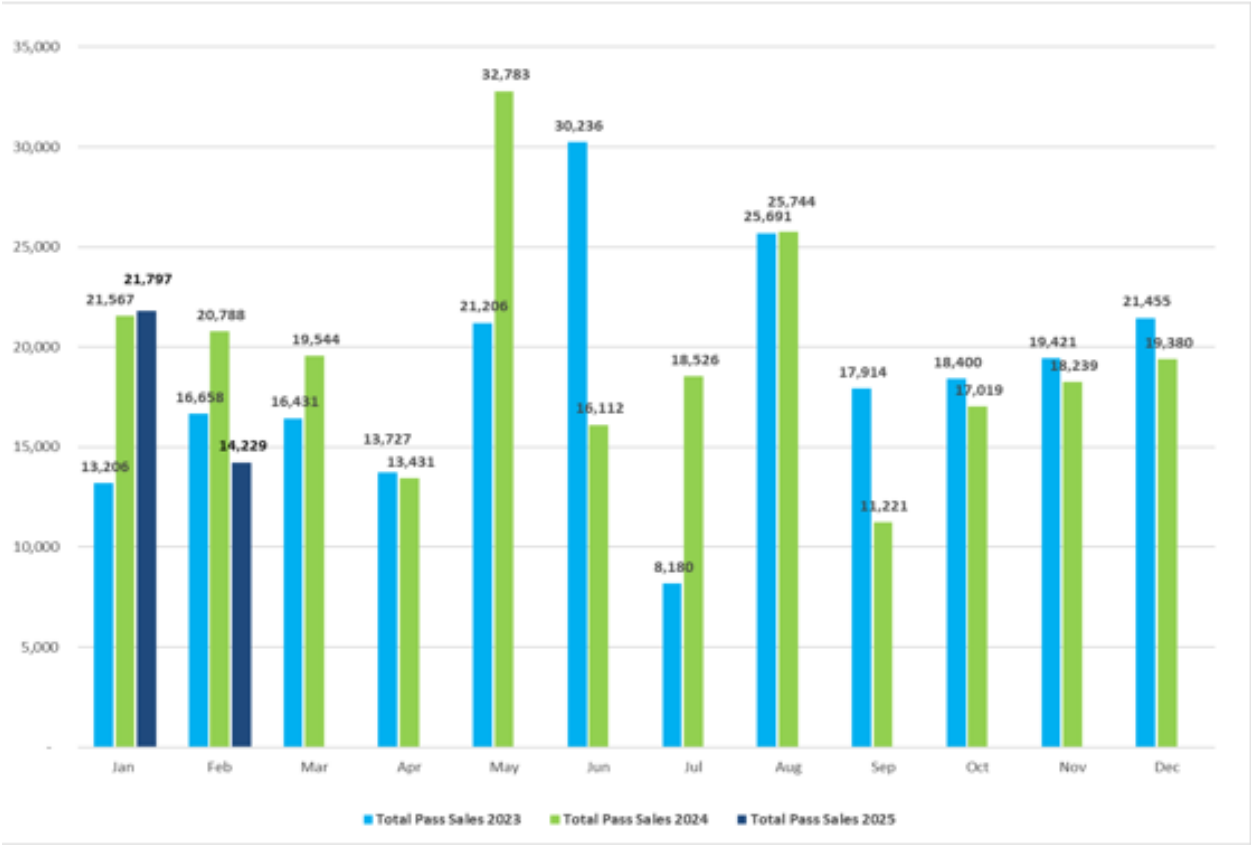


MONTHLY VALUE ADDED TO CONNECT CARDS



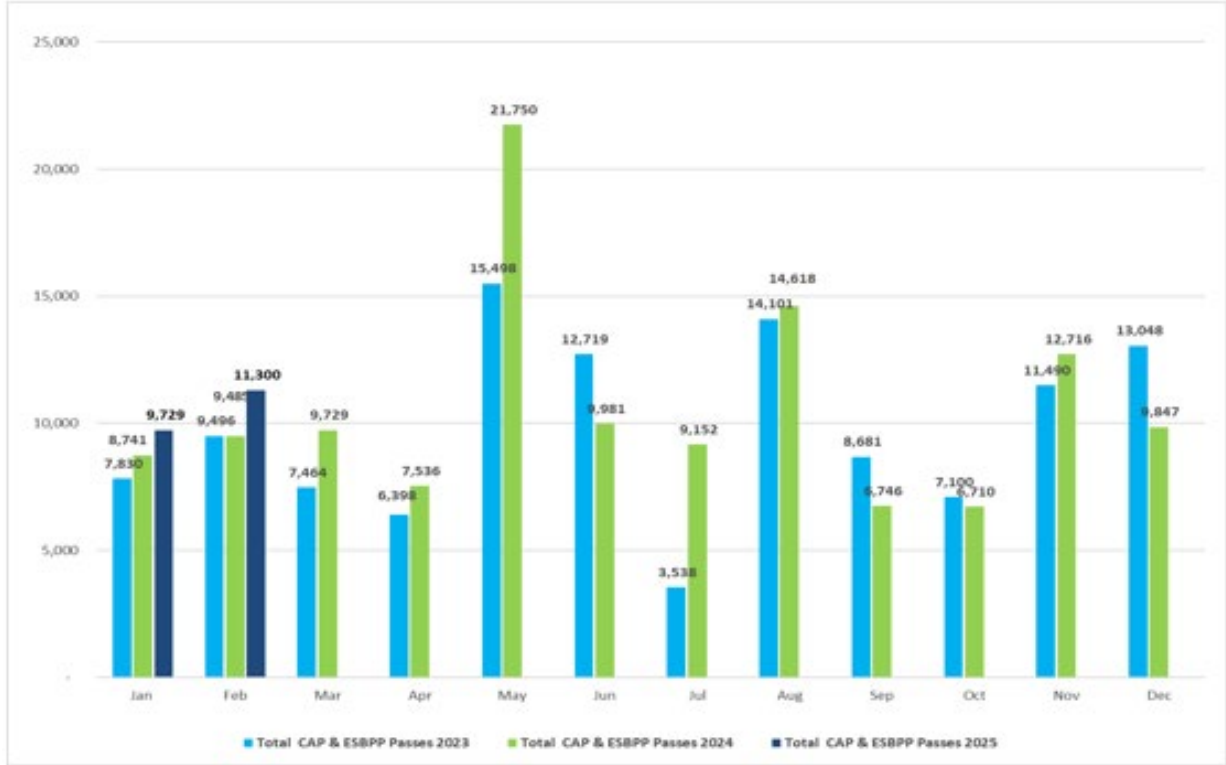
	2023 YTD	2024 YTD	2025 YTD	YTD % Change
Autoload	\$ 17,585	\$ 27,661	\$ 33,047	19.5%
Call Center	\$ 7,889	\$ 14,558	\$ 15,862	9.0%
Customer Service Terminal	\$ 120,274	\$ 121,248	\$ 119,014	-1.8%
Customer Website	\$ 44,737	\$ 43,515	\$ 41,528	-4.6%
Mobile Ticketing	\$ 171,701	\$ 223,525	\$ 224,671	0.5%
Institutional Website	\$ 18,571	\$ 41,328	\$ 39,686	-4.0%
Open Payments	\$ -	\$ 26,696	\$ 62,212	133.0%
Retail	\$ 5,835	\$ 6,888	\$ 7,226	4.9%
Total	\$ 386,552	\$ 505,419	\$ 543,246	7.5%

MONTHLY PASSES SOLD ON THE CONNECT SYSTEM



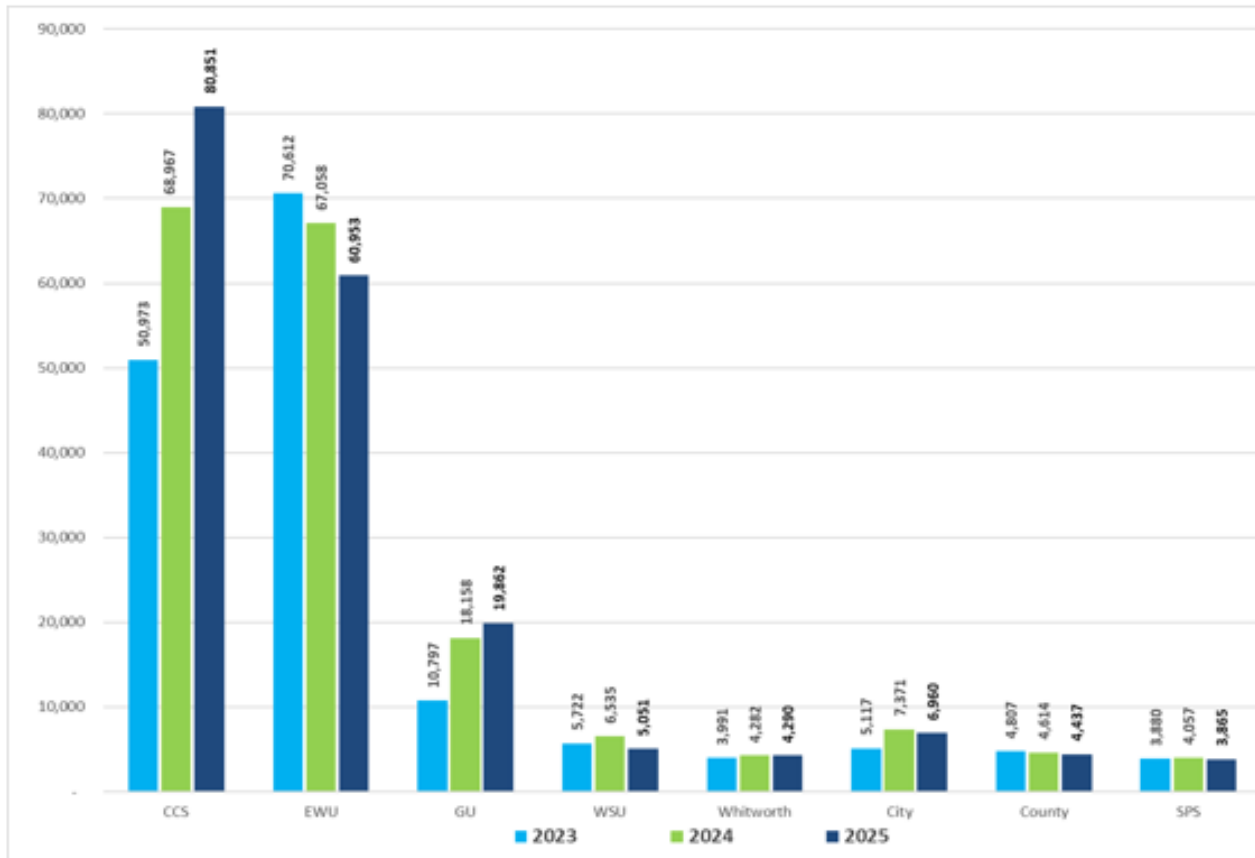
	2023 YTD	2024 YTD	2025 YTD	YTD % Change
1-Ride	12,032	15,439	13,833	-10.4%
7-Day	445	528	648	22.7%
Day Pass	15,475	23,705	18,860	-20.4%
Stars & Stripes/ Honored Rider	87	99	107	8.1%
Paratransit Monthly	62	78	86	10.3%
Shuttle Park	364	271	144	-46.9%
31-Day Rolling	1,399	2,235	2,348	5.1%
Total	29,864	42,355	36,026	-14.9%

COMMUNITY ACCESS AND EMPLOYER SPONSORED PASS SALES (Included in Total Passes Sold)



	2023 YTD	2024 YTD	2025 YTD	YTD % Change
1-Ride CAP	7,777	5,729	8,438	47.3%
Day Pass CAP	8,945	11,615	11,690	0.6%
Employer Sponsored Bus Pass	604	882	901	2.2%
Total	17,326	18,226	21,029	15.4%

FEBRUARY YTD UTAP RIDES



	2023 YTD	2024 YTD	2025 YTD	YTD % Change
CCS	50,973	68,967	80,851	17.2%
EWU	70,612	67,058	60,953	-9.1%
GU	10,797	18,158	19,862	9.4%
WSU	5,722	6,535	5,051	-22.7%
Whitworth	3,991	4,282	4,290	0.2%
City	5,117	7,371	6,960	-5.6%
County	4,807	4,614	4,437	-3.8%
Spokane Public Schools	3,880	4,057	3,865	-4.7%
Total	155,899	181,042	186,269	2.9%

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

April 2, 2025

AGENDA ITEM 7B : FEBRUARY 2025 FINANCIAL RESULTS SUMMARY

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Tammy Johnston, Interim Chief Financial Officer
Kristi Rockwell, Accounting Manager

SUMMARY: Attached are the February 2025 financial results. The charts are shown with a comparison to the YTD budgetary and prior year actual values.

Revenue

Overall, February year-to-date revenue is 3.9% (\$1.0M) higher than budget, impacted by the following:

- Fares & Other Transit Revenue is 8.3% higher than budget
- Sales Tax Revenue is .02% lower than the budget
- Federal & State Grant Revenue is 24.5% higher than budget
- Miscellaneous Revenue is 2.1% lower than budget

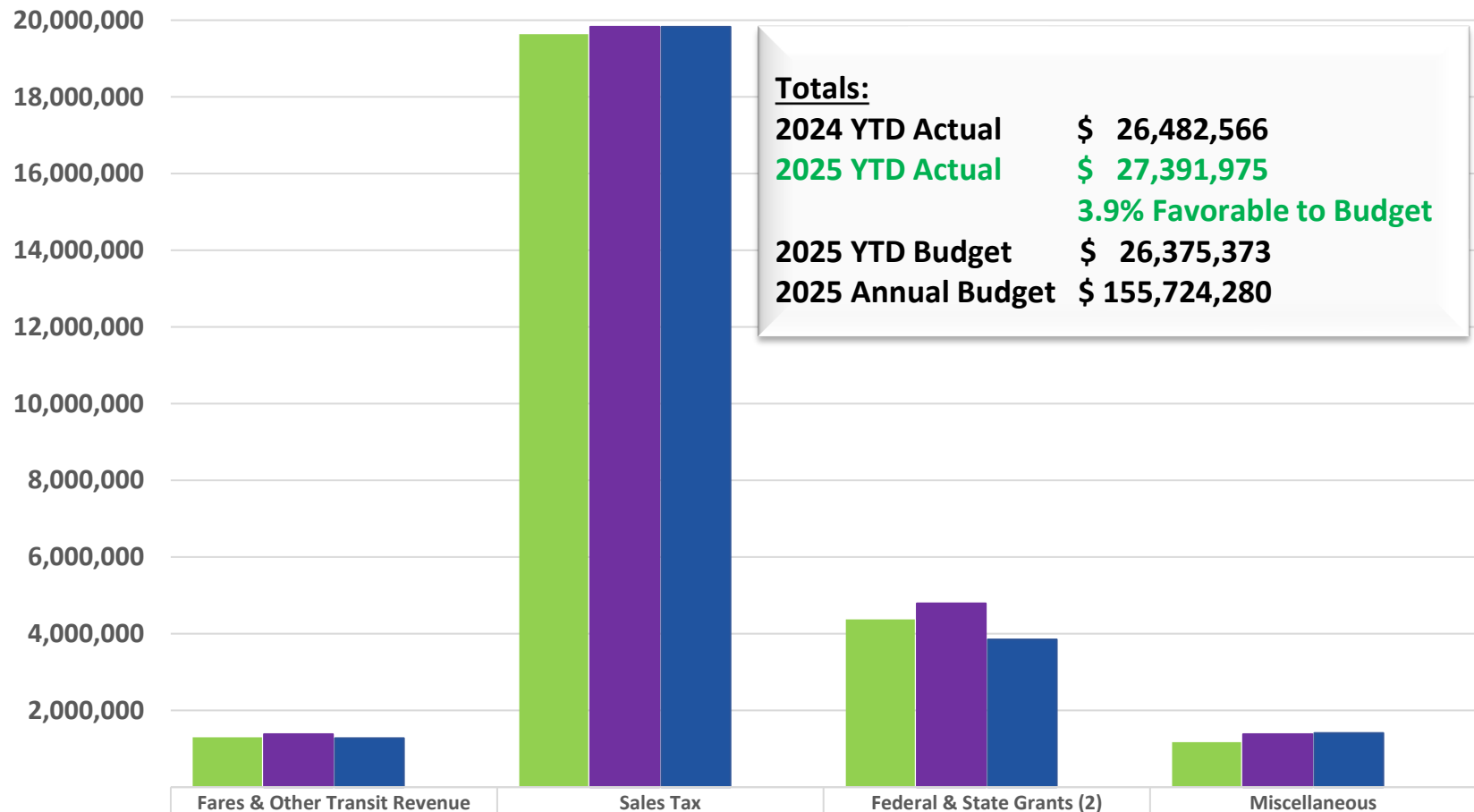
Operating Expenses

Overall, February year-to-date operating expenses are 9.2% (\$2.1M) lower than budget influenced by the timing of payments as follows:

- Fixed Route is 5.2% lower than budget
- Paratransit is 8.2% lower than budget
- Rideshare is 12.4% lower than budget
- Plaza is 21.4% lower than budget
- Administration is 22.8% lower than budget

RECOMMENDATION TO COMMITTEE: Information only.

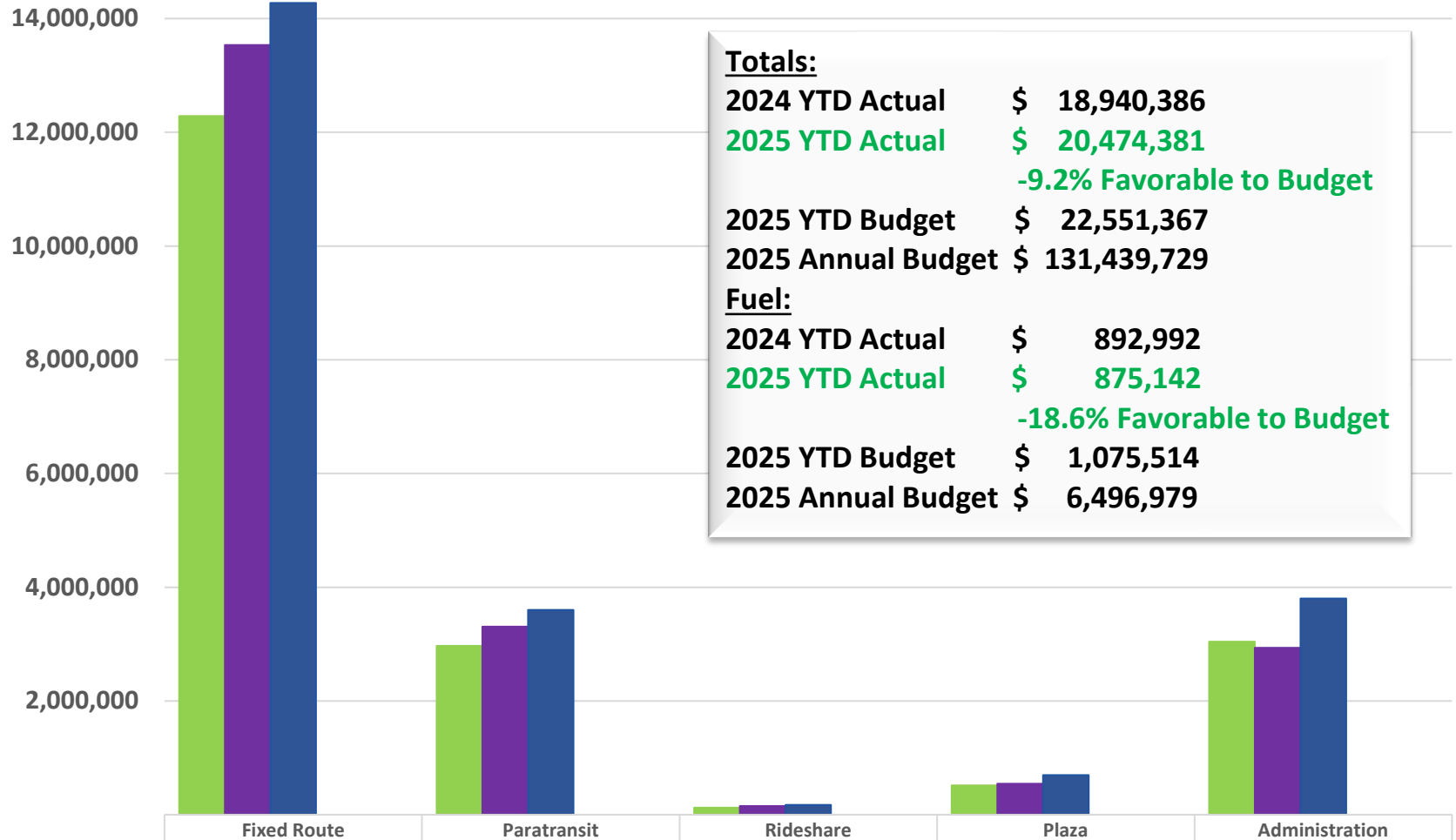
Spokane Transit Revenues ⁽¹⁾ - February YTD 2025



	Fares & Other Transit Revenue	Sales Tax	Federal & State Grants (2)	Miscellaneous
2024 YTD Actual	1,299,778	19,636,012	4,372,900	1,173,876
2025 YTD Actual	1,382,027	19,829,364	4,794,605	1,385,979
2025 YTD Budget	1,275,741	19,832,372	3,852,259	1,415,001
2025 YTD Budget Variance	8.3%	0.0%	24.5%	-2.1%
2025 Budget	7,808,056	116,312,668	23,113,552	8,490,004

(1) Above amounts exclude grants used for capital projects. Year-to-date February state capital grant reimbursements total \$223,333 and federal capital grant reimbursements total \$0.

Spokane Transit Operating Expenses⁽¹⁾ - February YTD 2025



	Fixed Route	Paratransit	Rideshare	Plaza	Administration
2024 YTD Actual	12,285,141	2,968,289	125,559	517,849	3,043,548
2025 YTD Actual	13,534,181	3,306,647	151,909	546,520	2,935,124
2025 YTD Budget	14,276,898	3,601,388	173,370	695,356	3,804,355
2025 YTD Budget Variance	-5.2%	-8.2%	-12.4%	-21.4%	-22.8%
2025 Total Budget	85,959,111	21,875,233	955,926	4,103,871	18,545,588

(1) Operating expenses exclude capital expenditures of \$1,641,930 and Street/Road cooperative projects of \$0 for year-to-date February

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

April 2, 2025

AGENDA ITEM 7C: MARCH 2025 SALES TAX REVENUE

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Tammy Johnston, Interim Chief Financial Officer

SUMMARY: Attached is the March 2025 voter-approved sales tax revenue information. March sales tax revenue, which represents sales for January 2025, was:

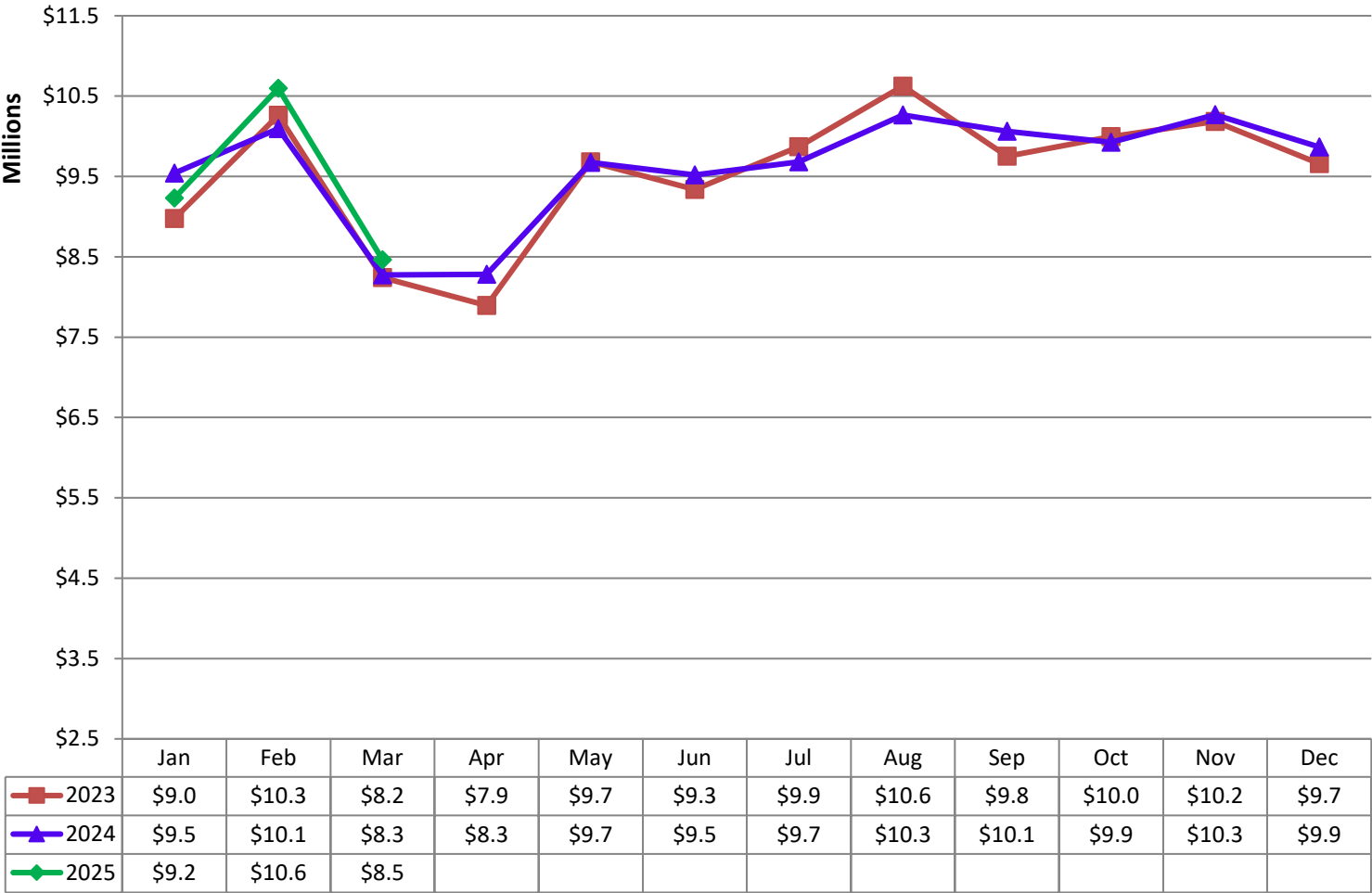
- 1.3% above 2025 budget
- 0.4% above YTD 2025 budget
- 2.3% above 2024 actual
- 1.4% above YTD 2024 actual

Total taxable sales for January were *up* 2.3% from January 2024 and YTD. Retail, Construction and Accommodation and Food Services continue to be the top 3 rankings:

- Retail Trade *decreased* by 1.3% or \$-6.0M in January 2025 and YTD vs January 2024 and YTD. Retail category variances over \$1M are as follows:
 - Other Miscellaneous Retailers *increased* 7.0% or \$5.9M January 2025 YTD over January 2024 YTD
 - Automotive Parts, Accessories, and Tire Retailers *increased* 17.0% or \$2.9M January 2025 YTD over January 2024 YTD
 - Other Motor Vehicle Dealers *increased* 22.3% or \$2.1M January 2025 YTD over January 2024 YTD
 - Grocery and Convenience Retailers *increased* 6.2% or \$1.8M January 2025 YTD over January 2024 YTD
 - Electronics and Appliance Retailers *increased* 5.3% or \$1.7M January 2025 YTD over January 2024 YTD
 - Gasoline Station Retailers *increased* 10.0% or \$1.3M January 2025 YTD over January 2024 YTD
 - Department Stores Retailers *decreased* 25.9% or \$-1.0M January 2025 YTD over January 2024 YTD
 - Health and Personal Care Retailers *decreased* 6.3% or \$-1.3M January 2025 YTD over January 2024 YTD
 - Warehouse Clubs, Supercenters, and Other General Merchandise Retailers *decreased* 4.2% or \$-2.8M January 2025 YTD over January 2024 YTD
 - Automobile Dealers *decreased* 17.2% or \$-15.7M January 2025 YTD over January 2024 YTD
- Construction *increased* by 9.5% or \$13.2M in January 2025 and YTD vs January 2024 and YTD
- Accommodation and Food Services *increased* by 4.5% or \$4.3M in January 2025 and YTD vs January 2024 and YTD

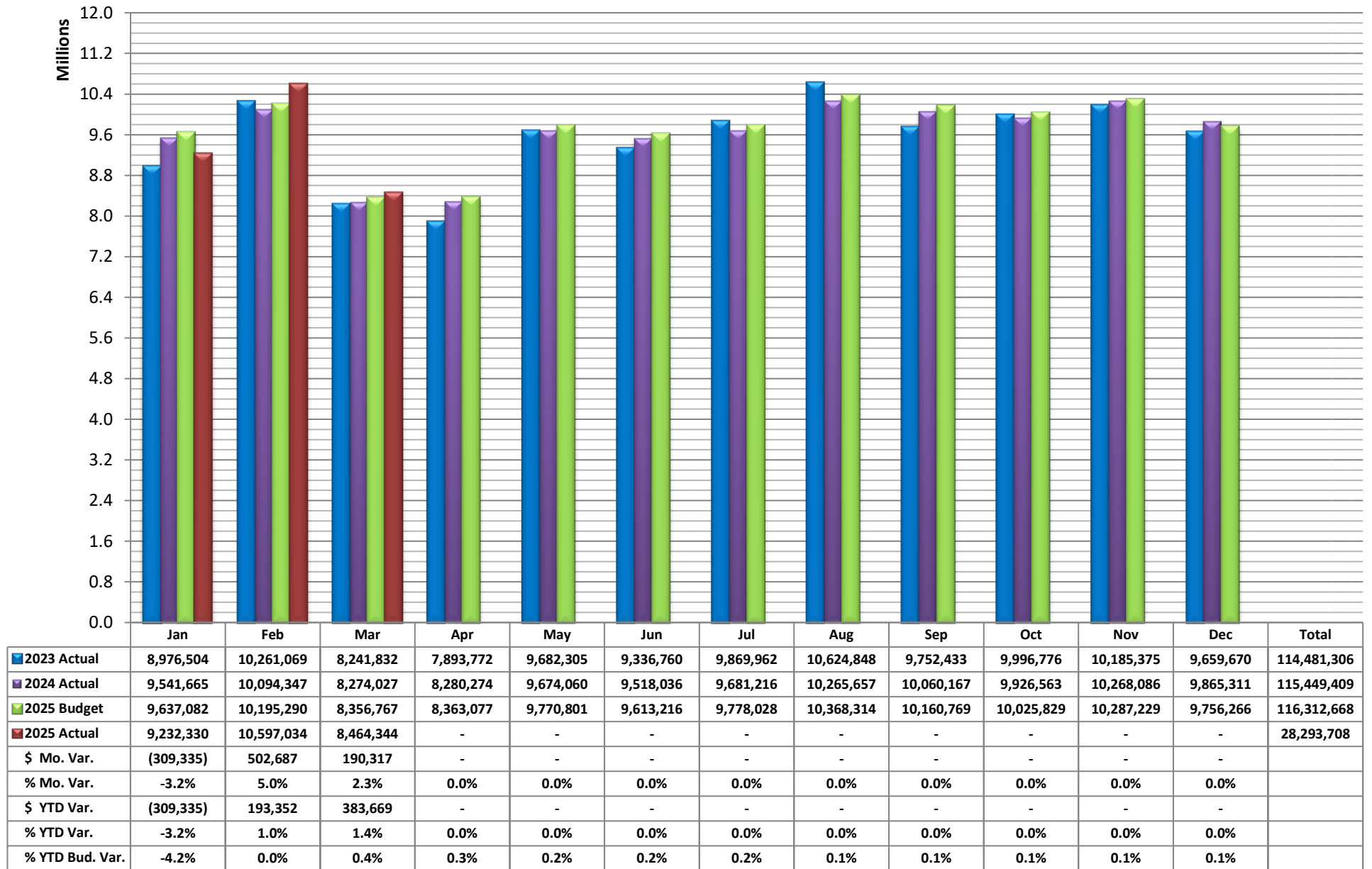
RECOMMENDATION TO COMMITTEE: Information only.

Sales Tax Revenue History-March 2025⁽¹⁾



(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.

2023 - 2025 SALES TAX RECEIPTS ⁽¹⁾



⁽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

April 2, 2025

AGENDA ITEM 7D: MAY 2025 SERVICE CHANGE

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Interim Co-Chief Executive Officer/Chief Planning & Development Officer
Emily Poole, Principal Transit Planner, Service Development

SUMMARY: The May 2025 Service Change, in effect beginning Sunday, May 18, 2025, is a routing adjustment to Route 11 North Bank/Downtown Shuttle to operate in a counterclockwise loop and service the North Bank along the Monroe Street corridor. Adjustments have also been made to the assigned bus sizes for several routes and trips to better match passenger demand with bus capacity. However, none of these adjustments represented a change to public-facing schedules or customer information.

The overall revenue service hours impact to the STA fixed route system is negligible for the May markup period, compared to schedules currently in place. The STA fixed route network overall revenue service hours are estimated to remain at approximately 537,000 (annualized).

The new schedule for Route 11 will be available in print and online at www.spokanetransit.com in the weeks leading up to the change.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

April 2, 2025

AGENDA ITEM 8 : APRIL 30, 2025, DRAFT COMMITTEE MEETING AGENDA REVIEW (MAY MEETING)

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 to be included on the April 30, 2025, draft agenda.

RECOMMENDATION TO COMMITTEE: For discussion.

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, April 30, 2025 (May Meeting)

1:30 p.m. – 3:00 p.m.

Northside Conference Room
Spokane Transit Authority
1230 W. Boone Avenue, Spokane, WA
w/Virtual Public Viewing Option Link Below

AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report (5 minutes)
3. Committee Action (5 minutes)
 - A. Minutes of April 2, 2025, Committee Meeting - *Corrections/Approval*
4. Committee Action (30 minutes)
 - A. Board Consent Agenda
 1. Third-Party Workers Compensation Claims Administration - Award of Contract (*Williams*)
 2. Contract for Data Feed/Customer Information Improvements – Award of Contract (*Cortright*)
 3. Project Management Software - Award of Contract (*Otterstrom*)
 4. Electrical Systems Upgrade - Scope of Work Approval (*Rapez-Betty*)
 5. Uniforms & Accessories - Award of Contract (*Rapez-Betty*)
 - B. Board Discussion Agenda
5. Reports to Committee (25 minutes)
 - A. Disadvantaged Business Enterprise Proposed Goal for Federal Fiscal Years 2026, 2027 and 2028 (*Johnston*)
 - B. 2025 Community Perception Survey Results (*Cortright*)
 - C. Citizen Advisory Committee Update (*Cortright*)
 - D. Connect 2035 Strategic Plan Update: Initial Report (*Otterstrom*)
6. CEO Report (*Rapez-Betty/Otterstrom*) (15 minutes)
7. Committee Information (no discussion/staff available for questions)
 - A. March 2025 Operating Indicators (*Rapez-Betty*)
 - B. March 2025 Financial Results Summary (*Johnston*)
 - C. April 2025 Sales Tax Revenue (*Johnston*)
 - D. 1st Quarter 2025 Service Planning Input Report (*Otterstrom*)
8. Review June 4, 2025, Meeting Draft Agenda (5 minutes)
9. New Business (5 minutes)
10. Committee Members' Expressions (5 minutes)
11. Adjourn

Next Committee Meeting: Wednesday, June 4, 2025, at 1:30 p.m.

Optional Virtual Link:	Join Here	
Password:	Members: 2025	Guests: 0525
Call-in Number:	1-408-418-9388	Event #: XXXX XXX XXXX

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 (509) 325-6094 (TTY Relay 711) at least forty-eight (48) hours in advance.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

April 2, 2025

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 discussion.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

April 2, 2025

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.



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 2024 Year-End Performance Measures 4/2/2025 2

2

Ensure Safety

Performance Measures:

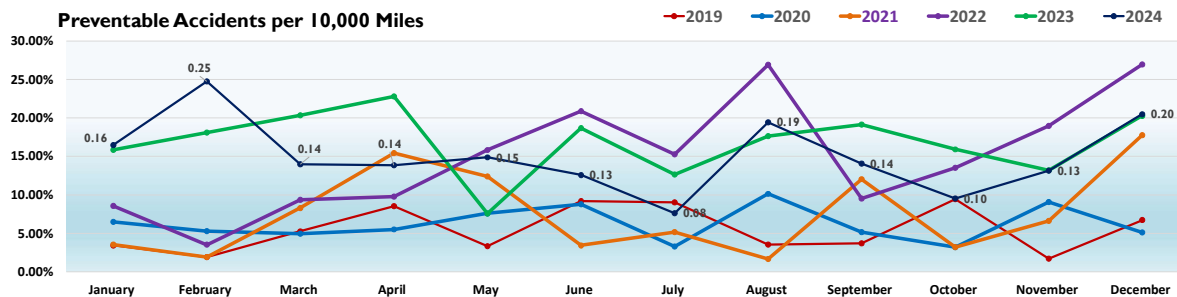
- Preventable Accident Rate
- Injury Rate
 - Workers Comp Time Loss
 - Claims per 1,000 Hours

3

Preventable Vehicle Accidents Fixed Route

Goal ≤ 0.08 per 10,000 miles

	2019	2020	2021	2022	2023	2024
January	2	4	2	5	10	11
February	1	3	1	2	11	16
March	3	3	5	6	14	9
April	5	3	9	6	14	9
May	2	4	7	10	5	10
June	5	5	2	13	12	8
July	5	2	3	9	8	5
August	2	6	1	17	12	13
September	2	3	7	6	12	9
October	6	2	2	9	11	7
November	1	5	4	12	9	9
December	4	3	11	17	13	14
Total Prev. Accidents	38	43	54	112	131	120
YTD Preventables per 10,000 miles	0.06	0.06	0.08	0.15	0.17	0.15

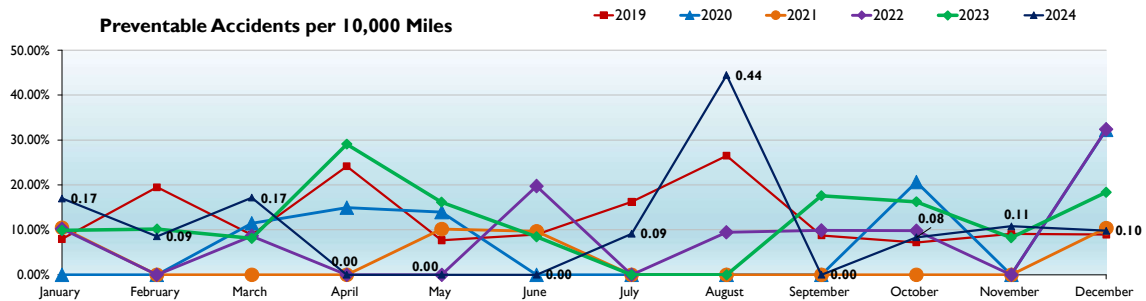


4

Preventable Vehicle Accidents Paratransit

Goal ≤ 0.10 per 10,000 miles

	2019	2020	2021	2022	2023	2024
January	1	0	1	1	1	2
February	2	0	0	0	1	1
March	1	1	0	1	1	2
April	3	1	0	0	3	0
May	1	1	1	0	2	0
June	1	0	1	2	1	0
July	2	0	0	0	0	1
August	3	0	0	1	0	5
September	1	0	0	1	2	0
October	1	2	0	1	2	1
November	1	0	0	0	1	1
December	1	3	1	3	2	1
Total Prev. Accidents	18	8	4	10	16	14
YTD Preventables per 10,000 miles	0.13	0.07	0.04	0.08	0.12	0.10



5

Workers' Compensation - Time Loss

Lost Time Days per 1,000 Hours

	2019	2020	2021	2022	2023	2024 YTD	Goal
Fixed Route	0.03	0.03	0.02	0.02	0.04	0.05	≤ 0.02
Paratransit	0.08	0.05	0.01	0.02	0.05	0.05	≤ 0.04
Maintenance	0.04	0.04	0.05	0.04	0.01	0.01	≤ 0.05

6

Workers' Compensation – Claims

WORKERS' COMPENSATION CLAIMS

Claims per 1,000 Hours

	2019	2020	2021	2022	2023	2024 YTD	Goal
Fixed Route	0.05	0.04	0.05	0.09	0.07	0.08	≤ 0.05
Paratransit	0.11	0.06	0.10	0.07	0.09	0.09	≤ 0.08
Maintenance	0.12	0.10	0.12	0.08	0.09	0.06	≤ 0.10

7

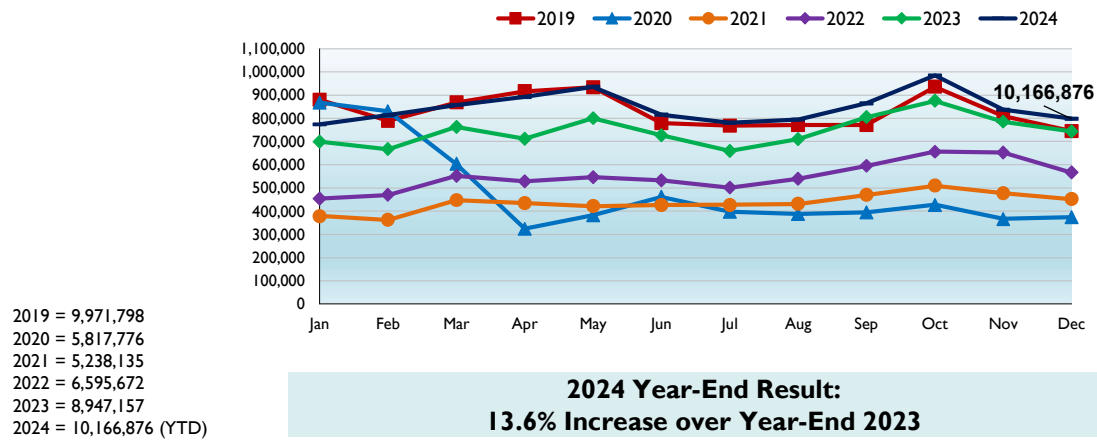
Earn & Retain the Community's Trust

4 Performance Measures:

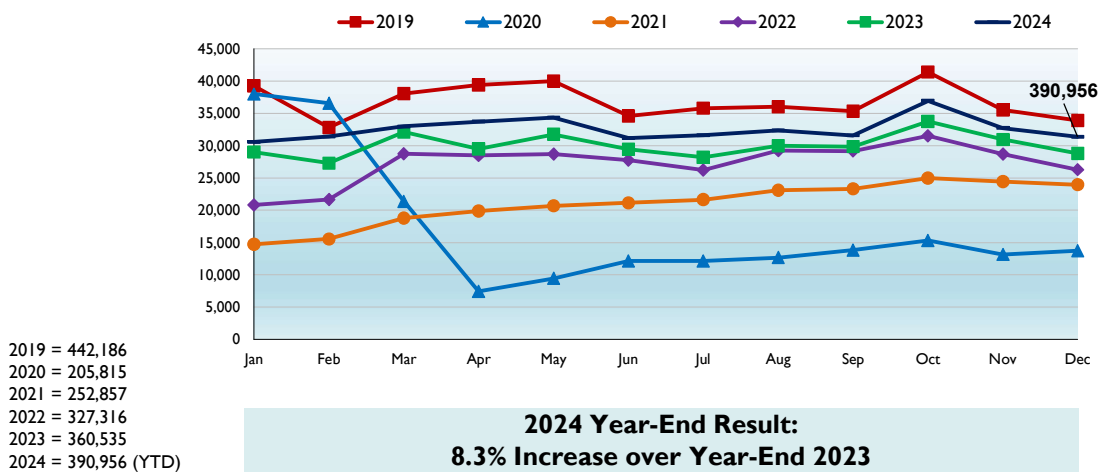
- Ridership
- Service Effectiveness
(Passengers per Revenue Hour)
- Customer Security
- Public Outreach

8

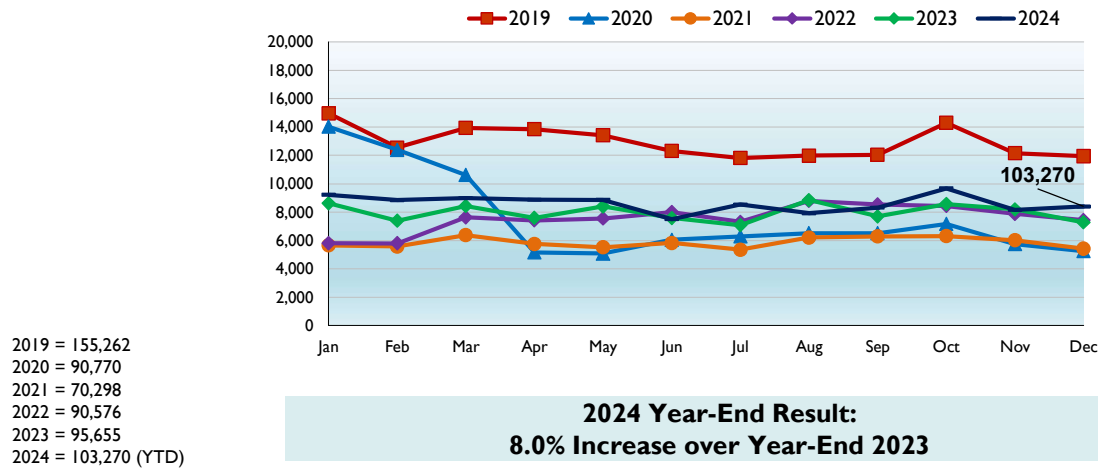
Ridership – Fixed Route



Ridership – Paratransit

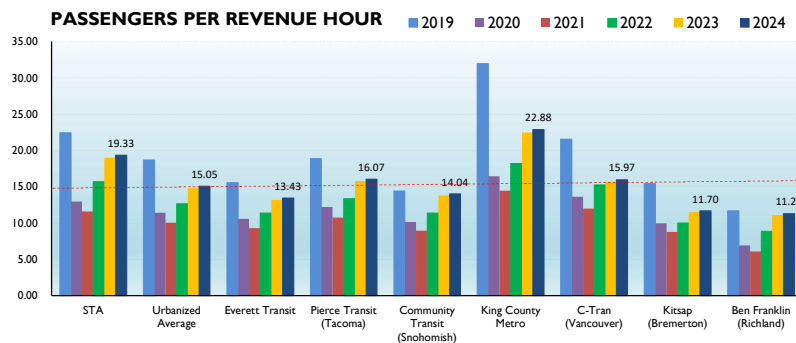


Ridership – Rideshare



11

Service Effectiveness – Fixed Route



GOAL: TRANSPORT 15 OR MORE PASSENGERS PER REVENUE HOUR

Previous year results

- 2019 - 2023 data from NTD reports

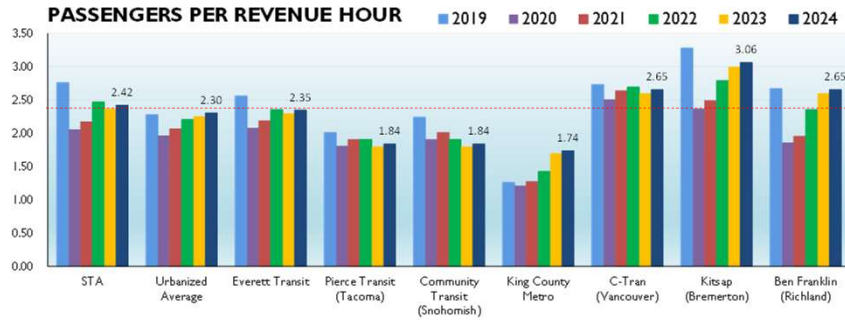
STA 2024 data reflects year-end 4th quarter

- System averages assume a performance equal to STA for 2024

Goal 15

12

Service Effectiveness – Demand Response (Paratransit)



Goal 2.4

Previous year results

- 2019 - 2023 data from NTD reports

STA 2024 data reflects year-end 4th quarter

- System averages assume a performance equal to STA for 2024

GOAL: TRANSPORT 2.4 OR MORE PASSENGERS PER REVENUE HOUR

13

Ridership Survey – Customer Security

Customer Security

Fixed Route	2019	2020	2021	2022	2023	2024	GOAL
Personal Safety on Bus	4.1	No survey	4.2	4.1	4.0	4.3	Score 4.5 on a scale of 1-5
Driver Driving Safely	4.3	No survey	4.4	4.4	4.3	4.2	Score 4.5 on a scale of 1-5

Paratransit	2019	2020	2021	2022	2023	2024	GOAL
Personal Safety on Van	No survey	Delayed due to Covid	4.7	No Survey	No Survey	4.7	Score 4.5 on a scale of 1-5
Driver Driving Safely	No survey	Delayed due to Covid	4.8	No Survey	No Survey	4.7	Score 4.5 on a scale of 1-5

14

Community Perception Survey

Question	2019	2020	2021	2022	2023	2024	Goal
STA does a good job of listening to the public.	3.7	3.7	3.8	No Survey	3.2	Delayed until Quarter 1 2025	Score 4.5 on a scale of 1-5

15

Provide Excellent Customer Service

4 Performance Measures:

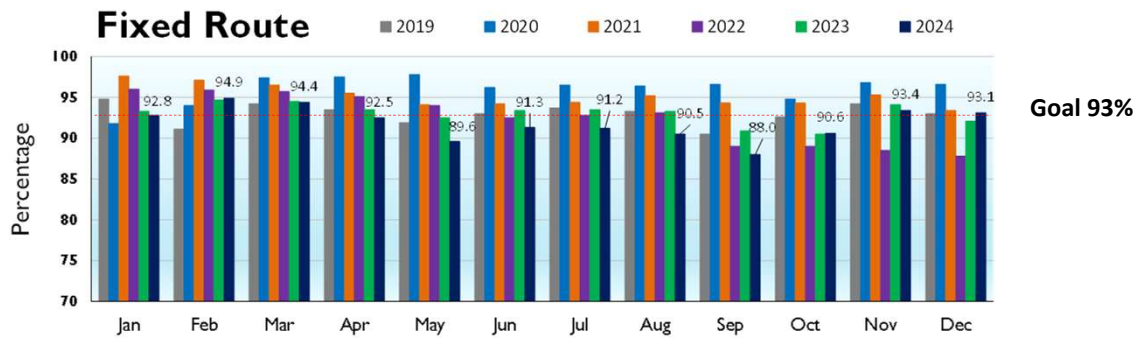
- On-Time Performance
- CS Call Center/Paratransit Reservations
 - Abandoned Calls
 - Customer Service Response Time
- Complaint Rate
- Maintenance Reliability

16

On-Time Performance – Fixed Route

YTD Average

91.9%

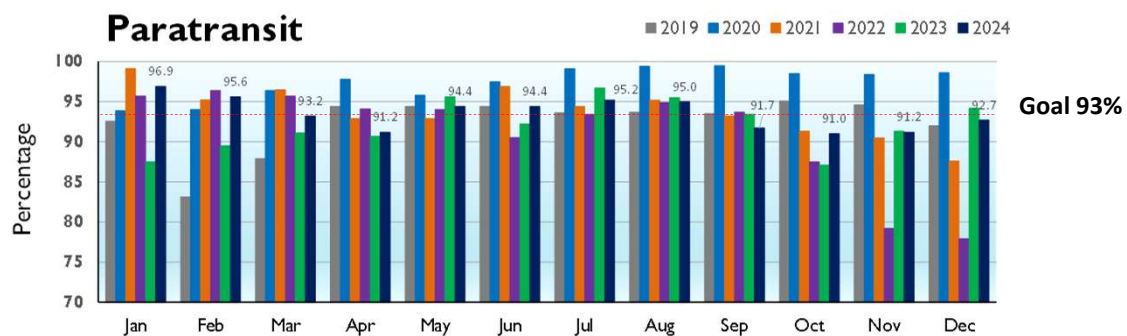


17

On-Time Performance - Paratransit

YTD Average

93.5%



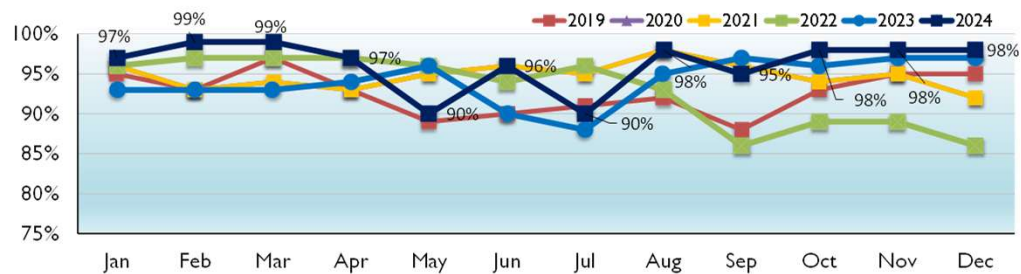
18

Customer Service: 509-328-RIDE Call Center Performance

YTD Average	Goal
96%	90%

Service Level:

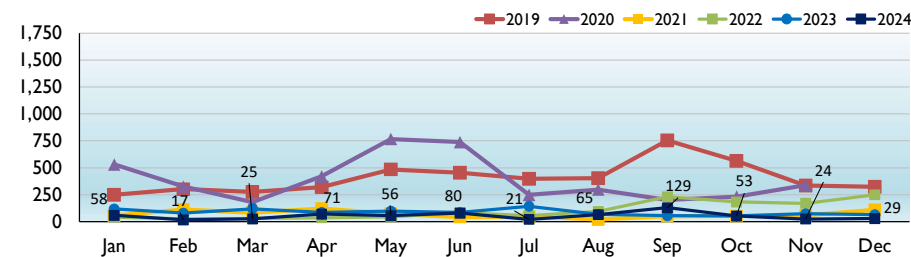
% of Calls Answered within 60 seconds



Customer Service: 509-328-RIDE Call Center Performance

Total YTD Calls Presented	Total YTD Abandoned Calls	Goal	YTD Abandon Rate
76,158	628	4%	1%

Abandoned Calls

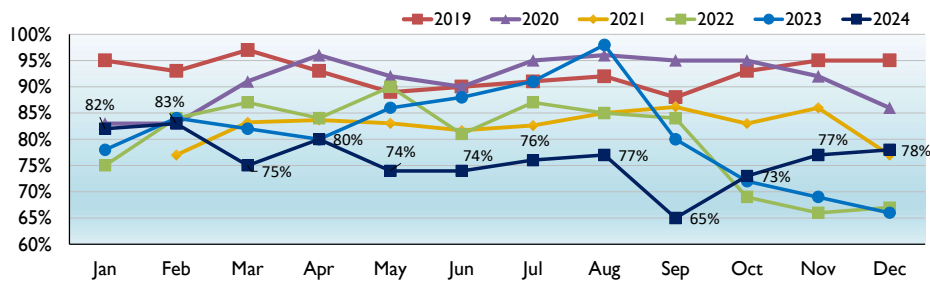


Paratransit Reservations: 509-328-1552 Call Center Performance

Total YTD Calls	Total YTD Calls Answered in 60 Seconds	Goal	YTD Average %
240,438	175,242	90%	78%

Service Level:

% of Calls Answered within 60 seconds

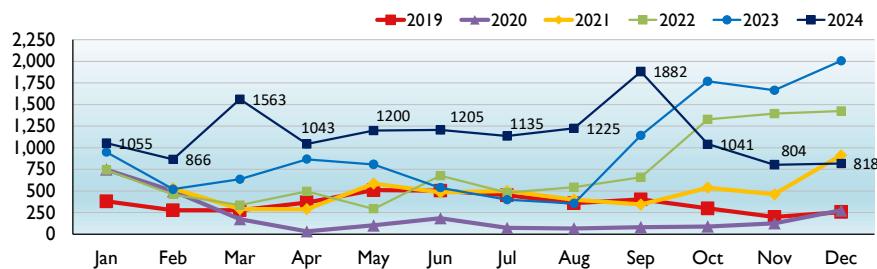


21

Paratransit Reservations: 509-328-1552 Call Center Performance

Total YTD Calls	Total YTD Abandoned Calls	Goal	YTD Abandon Rate
240,438	14,910	4%	1.7%

Abandoned Calls



22

Customer Complaints

	2019	2020	2021	2022	2023	2024	Goal
Fixed Route	10.8	18.1	11.4	9.9	9.9	9.1	≤ 8.0 (per 100K passengers)
Paratransit	5.4	6.0	6.1	6.0	4.4	5.0	≤ 8.0 (per 10K passengers)

23

Maintenance Reliability

Average Miles Between Road Calls

	2019	2020	2021	2022	2023	2024 YTD	GOAL
Fixed Route	6,722	6,961	6,752	6,216	6,515	5,941	< 1 / 7,500 miles
Paratransit	67,537	64,205	64,626	75,275	83,024	78,211	< 1 / 75,000 miles

24

Enable Organizational Success

3 Performance Measures:

- Training
- Supervisor Ride Checks
- Governance

25

Training: Fixed Route & Paratransit

	2019	2020	2021	2022	2023	2024 YTD	Goal
Fixed Route	Completed	Delayed due to Covid	Completed	No Advanced Training	9 hours per employee	1 hour per employee	8 hours Advanced Training per Operator annually
Paratransit	Completed	Completed	Completed	No Advanced Training	No Advanced Training	7.6 hours per employee	8 hours Advanced Training per Operator annually

26

Training: Maintenance

2019	2020	2021	2022	2023	2024 YTD	Goal
Completed	Delayed due to Covid	Completed	Completed	Completed	37.4 hours per employee	25 hours per employee per year

27

Training: Managers and Administrative Staff

2024 YTD	Goal
100%	100%

28

Supervisor Ride Checks

	2019	2020	2021	2022	2023	2024 YTD	Goal
Fixed Route	268* of 273 completed	88 of 295 completed**	Suspended due to COVID	29 out of 270 Completed	241 out of 324 Completed	342 out of 342 Completed	100% of operators checked annually
Paratransit	61 of 61 completed	53 of 53 completed	Suspended due to COVID	48 out of 48 Completed	65 out of 65 Completed	63 out of 63 Completed	100% of operators checked annually

*All active operators completed

** Ride checks suspended in March 2020 due to Covid

Governance

Board Development

Attendance at a transit-related conference/exhibition event

Event	Location	Board Attendees
APTA Mobility Conference April 2024	Portland, OR	Two Board Members Attended
APTA Transform Conference September 2024	Anaheim, CA	Five Board Members Attended

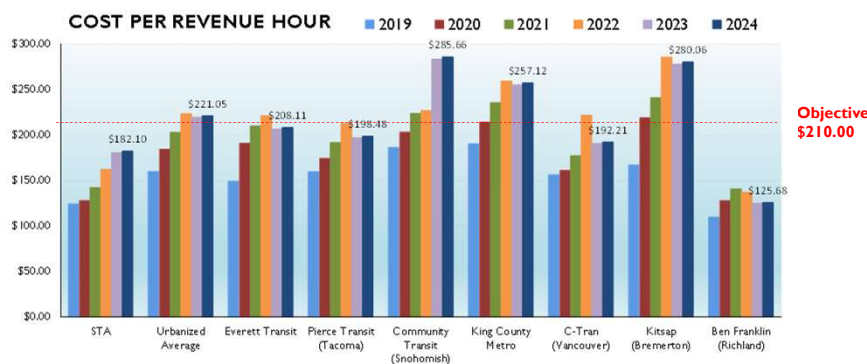
Exemplify Financial Stewardship

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

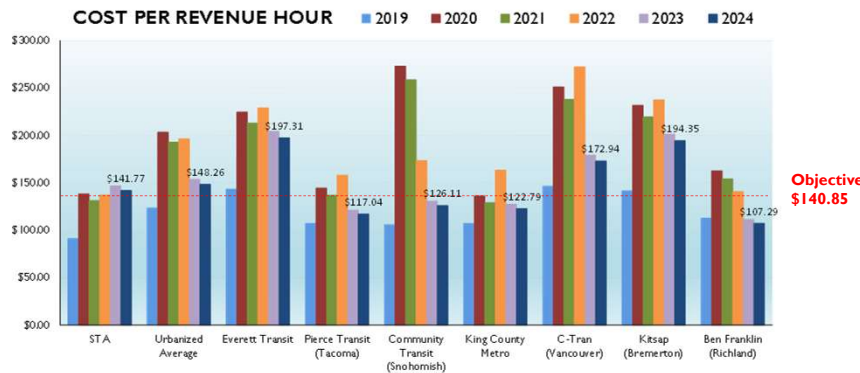
- 2019 - 2023 data from NTD reports
- STA 2024 data reflects year-end 4th quarter**
- System averages assume a performance equal to STA for 2024

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

2024 Status: 82.4% (STA - \$182.10 / Urban Average - \$221.05)

32

Cost Efficiency – Demand Response (Paratransit)



Previous year results

- 2019 - 2023 data from NTD reports

STA 2024 data reflects year-end 4th quarter

- System averages assume a performance equal to STA for 2024

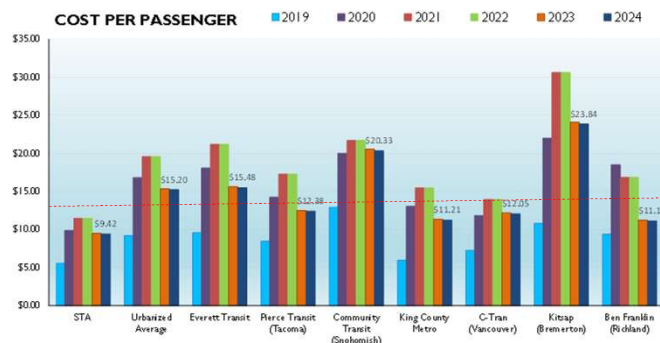
Objective
\$140.85

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

2024 Status: 95.6% (STA - \$141.77 / Urban Average - \$148.26)

33

Cost Effectiveness – Fixed Route



Previous year results

- 2019 - 2023 data from NTD reports

STA 2024 data reflects year-end 4th quarter

- System averages assume a performance equal to STA for 2024

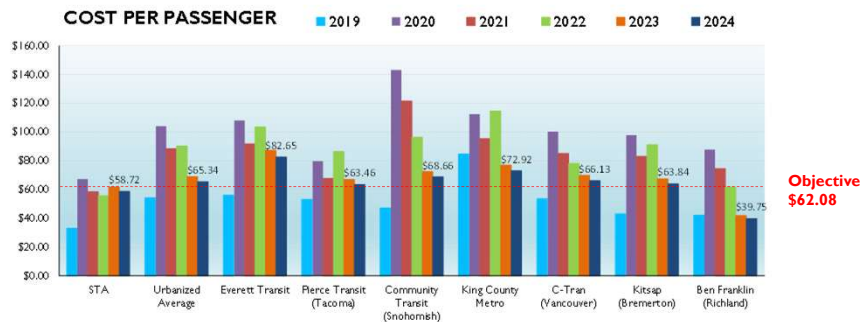
Objective
\$14.44

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

2024 Status: 62% (STA - \$9.42 / Urban Average - \$15.20)

34

Cost Effectiveness-Demand Response (Paratransit)



Previous year results

- 2019 - 2023 data from NTD reports

STA 2024 data reflects year-end 4th quarter

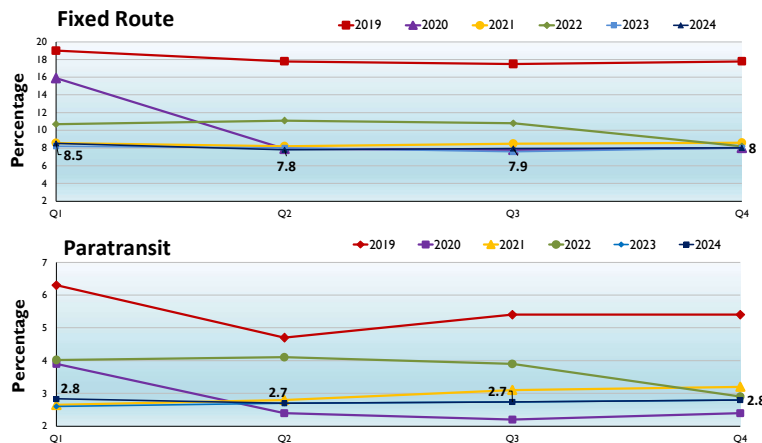
- System averages assume a performance equal to STA for 2024

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

2024 Status: 89.9% (STA - \$58.72 / Urban Average - \$65.34)

35

Cost Recovery from User Fees



Goal	20%
------	-----

Actual	8.0%
--------	------

Goal	5%
------	----

Actual	2.8%
--------	------

36

Cost Efficiency – Rideshare

	2020	2021	2022	2023	2024
Operating/Admin Cost per Mile	\$0.69	\$0.80	\$0.69	\$0.73	\$0.75
Revenue per Mile	\$0.28	\$0.31	\$0.27	\$0.28	\$0.28
Cost Recovery	35.8%	38.8%	39.8%	38.4%	39.5%

GOAL: RECOVER 85% OF OPERATING/ADMINISTRATIVE COSTS

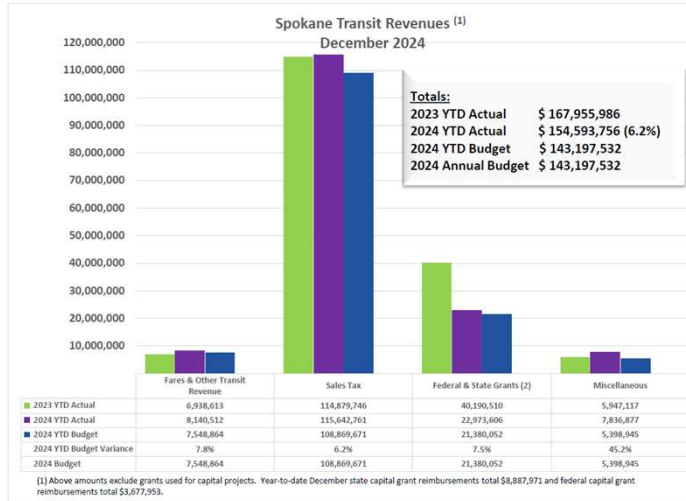
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Cost Efficiency – Maintenance

	2019	2020	2021	2022	2023	2024 YTD	GOAL
Fixed Route	\$1.18	\$1.22	\$1.39	\$1.10	\$1.61	\$1.87	\$1.67
Paratransit	\$1.00	\$1.16	\$1.08	\$1.17	\$1.26	\$1.45	\$1.26

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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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Community Perception Survey

Question	2019	2020	2021	2022	2023	2024	Goal
STA is Financially Responsible	3.74	No Survey	3.86	No Survey	3.1 *Change in question phrasing.	Delayed until Quarter 1 2025	Score 4.5 on a scale of 1-5

**2019-2021 Question: STA is financially responsible.*
**2023 Question: STA manages financial resources well.*