

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

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, February 5, 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 *(5 minutes)*
 - A. Minutes of the December 4, 2024, Committee Meeting -- *Corrections/Approval*
4. Committee Action *(none)*
 - A. Board Consent Agenda
 - B. Board Discussion Agenda
5. Reports to Committee *(40 minutes)*
 - A. Enhanced Transit System Security Strategy *(Rapez-Betty/Williams)*
 - B. STA Bus Fleet State of Good Repair *(Rapez-Betty)*
 - C. 2024 Fixed Route Rider Survey Results *(Cortright)*
 - D. Citizen Advisory Committee Update *(Cortright)*
 - E. Route 11 North Bank/Downtown Shuttle Update *(Otterstrom)*
6. CEO Report *(Rapez-Betty/Otterstrom)* *(15 minutes)*
7. Committee Information (no discussion/staff available for questions)
 - A. December 2024 Operating Indicators *(Rapez-Betty)*
 - B. January 2025 Sales Tax Revenue *(Johnston)*
 - C. 4th Quarter 2024 Service Planning Public Input Report *(Otterstrom)*
8. Review March 5, 2025, Meeting Agenda *(5 minutes)*
9. New Business *(5 minutes)*
10. Committee Members' Expressions *(5 minutes)*
11. Adjourn

Next Committee Meeting: Wednesday, March 5, 2025, at 1:30 p.m.

Optional Virtual Link: [JOIN HERE](#)

Password: **Members:** 2025

Guests: 0225

Call-in Number: 1-408-418-9388

Event #: 2491 451 7904

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

February 5, 2025

AGENDA ITEM 2 : COMMITTEE CHAIR REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Lance Speirs, Chair, Performance Monitoring & External Relations Committee

SUMMARY: At this time, the Committee Chair 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

February 5, 2025

AGENDA ITEM 3A : MINUTES OF THE DECEMBER 4, 2024, 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 December 4, 2024, 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

Minutes of the December 4, 2024, Meeting
Northside Conference Room
1230 W Boone Avenue, Spokane, WA

In person meeting with optional virtual link

COMMITTEE MEMBERS PRESENT

Josh Kerns, Spokane County *
Paul Dillon, City of Spokane
Lance Speirs, City of Medical Lake (*Ex-Officio*)
Hank Bynaker, City of Airway Heights (*Ex-Officio*)
E. Susan Meyer, CEO (*Ex-Officio*)

COMMITTEE MEMBERS ABSENT

Tim Hattenburg, City of Spokane Valley
Betsy Wilkerson, City of Spokane

STAFF PRESENT

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

PROVIDING LEGAL COUNSEL

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

**Committee Chairman*

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1. **CALL TO ORDER AND ROLL CALL**
Chair Kerns called the meeting to order at 1:30 p.m. and roll call was conducted.
 2. **COMMITTEE CHAIR REPORT**
Chair Kerns had no report at this time.
 3. **COMMITTEE APPROVAL**
 - A. **Minutes of the November 6, 2024, Committee Meeting**
Mr. Dillon moved to approve the November 6, 2024, committee meeting minutes. Mr. Kerns seconded, and the motion passed unanimously.
 - B. **Finalize 2025 Performance Monitoring & External Relations Committee Work Program**
Mr. Brandon Rapez-Betty presented the 2025 Performance Monitoring & External Relations (PMER) Committee work program. This second version has been updated since the draft shared at the November PMER Committee meeting. Items and timelines are subject to change, and new items will be added as they arise.

Mr. Dillon moved to recommend the approval of the 2025 Performance Monitoring & External Relations (PMER) Committee work program as presented. Mr. Kerns seconded, and the motion passed unanimously.

4. COMMITTEE ACTION

A. Board Consent Agenda

1. 2025 Performance Measures

Mr. Rapez-Betty presented the 2025 Performance Measures Summary and advised the full 2025 Performance Measures List is included in the Committee packet. Each Performance Measure relates to a specific Spokane Transit priority. These quantifiable benchmarks demonstrate the agency's commitment to accountability.

Mr. Rapez-Betty explained and justified changes to the performance measures for Fixed Route preventable accident rate, Board attendance at a transit-related conference, Fixed Route Road calls, and Rideshare farebox return.

Mr. Dillon moved to recommend the Board of Directors authorize, by motion, the approval of the 2025 Performance Measures as presented. Mr. Kerns seconded, and the motion passed unanimously.

2. Public Transportation Agency Safety Plan – Recommendation

Ms. Williams provided background on the Public Transportation Agency Safety Plan which documents STA's processes to identify and mitigate hazards posed to the public, employees, and property. She explained key safety management components and current plan updates.

Mr. Dillon moved to recommend the Board of Directors authorize, by motion, the updated STA Public Transportation Agency Safety Plan as presented. Mr. Kerns seconded, and the motion passed unanimously.

3. City of Millwood Bus Stop Infrastructure: Preliminary Concurrence

Mr. Otterstrom provided background on the preliminary concurrence for the City of Millwood bus stop infrastructure. He presented a vicinity map, proposed improvements, and explained the requirement for an interlocal agreement. Mr. Otterstrom stated the current cost estimate for the City of Millwood infrastructure will not exceed \$200,00.00.

Mr. Dillon moved to recommend the Board of Directors authorize, by motion, the preliminary concurrence of planned transit improvements to the City of Millwood Argonne Road Project and authorize the CEO to communicate the Board's intent to reimburse the City of Millwood for bus stop infrastructure costs not to exceed \$200,000. Mr. Kerns seconded, and the motion passed unanimously.

B. Board Discussion Agenda

1. Draft 2025 State Legislative Focus and Priorities

Dr. Cortright provided background on the general focus for legislative priorities which included monitoring and providing information to the Washington State Legislature on proposed legislation that may impact STA or jurisdictions in the Spokane region. She presented specific priorities and funding priorities.

Mr. Dillon moved to recommend the Board of Directors authorize, by motion, the 2025 Legislative Priorities as presented. Mr. Kerns seconded, and the motion passed unanimously.

2. Potential 2025 Legislative Task Force – Discussion

Ms. Meyer stated Council Member Dillon requested to discuss a potential 2025 Legislative Task Force. There was discussion about the importance of having a task force during the 2025 session. Ms. Meyer provided background on the legislative process which includes working with a Lobbyist and Government Affairs Consultant to communicate with the STA Board of Directors. Discussion ensued about previous scheduling issues with the 2024 Task Force, as well as attendance and quorum requirements. It was decided to not move forward with the 2025 Legislative Task Force.

5. REPORTS TO COMMITTEE

A. 2024 Third Quarter Year-to-Date Performance Measures

Mr. Rapez-Betty presented the 2024 Third Quarter Year-to-Date Performance Measures Summary and advised the full presentation is included in the committee packet. Each Performance Measure relates to a specific Spokane Transit priority. These quantifiable benchmarks demonstrate the agency's commitment to accountability.

6. CEO REPORT

- Ms. Meyer reported the November 2024 voter-approved sales tax revenue collected on September 2024 sales against a budget of \$8,743,306. The actual receipts were \$10,268,086 which is 17.4% above budget with a variance totaling \$1,524,780. Year-to-date is 5.1% above budget and totals approximately \$5.1M.

7. FEBRUARY 5, 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 Kerns adjourned the meeting at 2:42 p.m.

Respectfully submitted,

Molly Fricano

Molly Fricano

Executive Assistant to the Chief Operations Officer

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

February 5, 2025

AGENDA ITEM: 5A ENHANCED TRANSIT SYSTEM SECURITY STRATEGY

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Interim Co-Chief Executive Officer /Chief Operations Officer
Nancy Williams, Chief Human Resources Officer

SUMMARY: Staff will present Spokane Transit’s Enhanced Transit System Security Strategy, designed to support employees and customers, deter unwanted behavior, and strengthen reporting to improve incident response and track strategy performance.

Public transit remains a safe, convenient, and reliable mobility option, as demonstrated by STA’s ridership surpassing 10 million rides in 2024—a testament to the community’s trust in the service. However, shifting social dynamics and a rise in disruptive behavior have presented new security challenges that require a thoughtful, proactive response. The Enhanced Transit System Security Strategy builds on STA’s existing strong foundation by adding targeted resources and fostering a holistic approach that engages employees, customers, and the broader community.

This strategy is designed not only to address immediate concerns but also to reinforce a culture of safety, ensuring a safe, welcoming, and comfortable environment for all who rely on our system. It aligns with the three goals outlined in STA’s 10-year strategic plan, Connect 2035:

1. Elevate the customer experience
2. Lead and collaborate with community partners to enhance regional quality of life
3. Strengthen the capacity to anticipate and respond to regional demands

Initial investments in the strategy include the Safety Ambassador Program, a customer reporting app, clear guidance to employees to reduce the risk of physical assaults, and the development of performance metrics to better allocate security resources and enhance customer education about STA’s services and Rules of Conduct.

RECOMMENDATION TO COMMITTEE: Receive report

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

February 5, 2025

AGENDA ITEM 5B: STA BUS FLEET STATE OF GOOD REPAIR

REFERRAL COMMITTEE: n/a

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

SUMMARY: Staff will present Spokane Transit’s Bus Fleet State of Good Repair strategy, outlining how the agency manages its fleet through the Transit Asset Management (TAM) Plan. This plan establishes criteria based on useful life benchmarks (ULB) to assess the condition of transit assets and guide replacement decisions.

STA’s fleet is a critical asset, ensuring reliable and efficient service for the community. However, a growing number of buses have exceeded the 15-year ULB, creating operational challenges that impact reliability, customer experience, and employee efficiency. The presentation will highlight the factors contributing to these extended service lives and the resulting negative impacts.

To address this issue, STA is shifting from a single-year purchase approach to a strategic multi-year bus procurement plan based on the Board’s 2024 approval of the Transit Development Plan, which outlines funding for fleet replacement. This new strategy accelerates fleet renewal and ensures STA achieves full TAM Plan compliance by the end of 2026 or early 2027—a timeline that would otherwise extend into 2028 without proactive intervention.

Additionally, the presentation will address challenges with STA’s zero-emission battery-electric bus fleet. The maintenance team has explored and implemented multiple strategies to improve vehicle reliability, but additional 2025 funding will be required to enhance maintenance capacity and ensure these buses provide dependable service. This unplanned investment will enable a shift from reactive to preventative maintenance, ultimately improving service reliability and customer experience. A funding proposal to support this effort will be presented to the PMER Committee and Board for action in March.

This strategy reflects STA’s commitment to maintaining a modern, reliable, and sustainable fleet that meets the needs of customers, employees, and the broader community.

RECOMMENDATION TO COMMITTEE: Receive report

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

February 5, 2025

AGENDA ITEM: **5C** 2024 FIXED ROUTE RIDER SURVEY RESULTS

REFERRAL COMMITTEE: n/a

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

SUMMARY: In October 2024, ETC Institute conducted an on-board customer satisfaction survey of Fixed Route riders. Survey takers conducted the survey in-person on the bus; a quota sampling approach was utilized to ensure the sample was representative of ridership by route.

A summary of the results will be presented at the meeting.

RECOMMENDATION TO COMMITTEE: Receive report

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

February 5, 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 and 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.

RECOMMENDATION TO COMMITTEE: Receive report

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

February 5, 2025

AGENDA ITEM 5E : ROUTE 11 NORTH BANK/DOWNTOWN SHUTTLE UPDATE

REFERRAL COMMITTEE: n/a

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

SUMMARY: The Route 11 North Bank/Downtown Shuttle was implemented as part of the Expo '74 50th Celebration in May 2024. As described in more detail below, a routing change is planned in May 2025 to address ongoing feedback and stakeholder input.

BACKGROUND: As part of the 2024 Service Revisions, then named Route 11 Downtown/Arena Shuttle, was identified for expansion from what was primarily work commuter shuttle, to an all-day shuttle, serving events on the North Bank of Downtown Spokane, targeting venues such as the Spokane Arena, The Podium, Spokane Civic Theater, and the newly opened ONE Spokane Stadium. Between October 2023 and February 2024, staff worked with stakeholders, riders, community groups, and others to craft routing options that met this concept. Four route options were scored and presented to the STA Board on February 15, 2024, with the goal to implement the new Route 11 North Bank/Downtown Shuttle as part of the Expo '74 50th Celebration. The timeline of this route implementation anticipated continued monitoring with the intent to make adjustments to routing or service if necessary.

The 2024 Service Revisions process culminated in the decision to introduce the Route 11 North Bank/Downtown Shuttle with the current routing but expanded service span from 5:30am to midnight on weekdays, 8:00am to midnight on Saturdays, and 2:00pm to 9:30pm on Sundays; all with 20-minute frequency with 10-minute frequency at service peaks. This initial implementation met the goals of the event shuttle concept while meeting the commuter pass holder needs and was able to be implemented ahead of the May 2024 service change timeline on May 3, 2024, to coincide with the Expo '74 50th Celebration in Downtown Spokane.

While the Route 11 North Bank/Downtown Shuttle has been in place, staff have continued to monitor ridership, finding utilization to be lower than ideal. In reviewing the previous route alternatives presented to the STA Board on February 15, 2024, the highest scoring route option, which showed a loop routing, was not chosen based on implementation speed needed to support the Expo '74 celebration activities. To enhance ridership in Route 11 North Bank/Downtown Shuttle, the preferred routing option will be implemented in the May 2025 service change. The route will operate in a counterclockwise direction, crossing the river southbound to Monroe Street to downtown and returning to the North Bank on Washington Street.

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

February 5, 2025

AGENDA ITEM 6: CEO REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Interim Co-Chief Executive Officer/Chief
Operations Officer
Karl Otterstrom, Interim Co-Chief Executive Officer/Chief Planning &
Development Officer

SUMMARY: At this time, the Interim Co-CEO's 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

February 5, 2025

AGENDA ITEM 7A: DECEMBER 2024 OPERATING INDICATORS

REFERRAL COMMITTEE: n/a

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

SUMMARY: There was 1 more weekday in December 2024 compared to December 2023 (21 vs. 20).

FIXED ROUTE

On time performance for December 2024 was 93.1%.

Total Monthly ridership increased 7.3% (798,101 vs. 743,644) in December 2024 compared to December 2023 and was up 13.6% (10,166,876 vs. 8,947,157) YTD.

Average Weekday ridership increased 4.7% (31,358 vs. 29,942) in December 2024 compared to December 2023 and was up 11.9% (33,125 vs. 29,602) YTD.

Adult ridership increased 1.4% (320,128 vs. 315,612) in December 2024 compared to December 2023 and was up 1.8% (4,076,704 vs. 4,005,400) YTD.

Zero-fare for youth ridership increased 3.8% (156,016 vs. 150,364) in December 2024 compared to December 2023 and was up 19.9% (1,970,204 vs. 1,642,534) YTD.

Reduced Fare / Paratransit ridership increased 5.0% (103,426 vs. 98,514) in December 2024 compared to December 2023 and was up 4.9% (1,227,757 vs. 1,169,858) YTD.

CCS Pass ridership increased 25.3% (27,224 vs. 21,733) in December 2024 compared to December 2023 and was up 36.7% (370,070 vs. 270,620) YTD.

Eagle Pass ridership increased 41.8% (15,487 vs. 10,919) in December 2024 compared to December 2023 and was down 7.3% (279,726 vs. 301,679) YTD.

58.9% of all passengers used Connect Passes.

PARATRANSIT

On time Performance for December 2024 was 92.7%.

Total monthly ridership increased 8.9% (31,375 vs. 28,807) in December 2024 compared to December 2023 and was up 8.3% (390,956 vs. 360,925) YTD.

Detailed breakdown:

Directly operated service increased 0.9% (15,479 vs. 15,336) in December 2024 compared to December 2023 and was up 4.3% (204,442 vs. 195,972) YTD.

- Contracted service increased 17.8% (15,869 vs. 13,472) in December 2024 compared to December 2023 and was up 13.1% (186,487 vs. 164,955) YTD.

- Special Use Van ridership decreased 8.3% (1,224 vs. 1,336) in December 2024 compared to December 2023 and was down 4% (15,145 vs. 15,778 YTD).

RIDESHARE

Total monthly ridership increased 15.5% (8,399 vs. 7,273) in December 2024 compared to December 2023 and was up 8.0% (103,270 vs. 95,655) YTD.

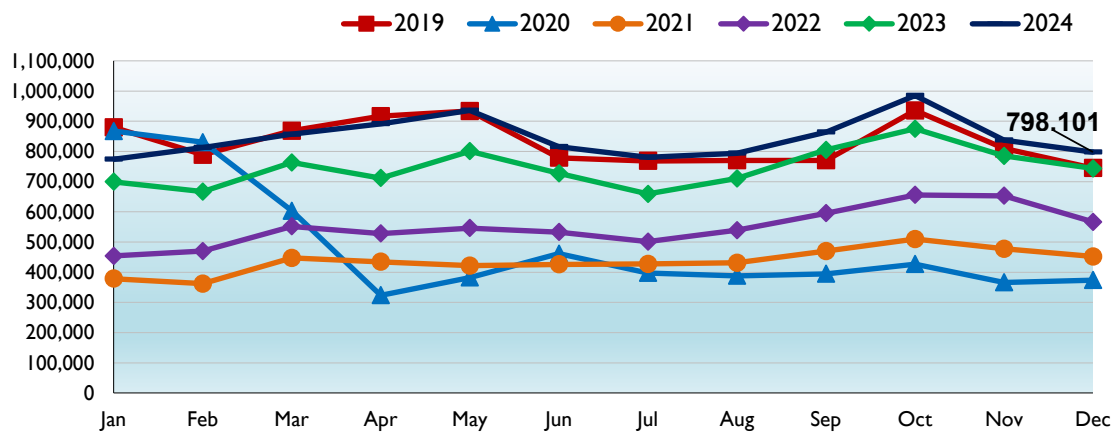
Active Rideshare groups increased 11.3% in December 2024 vs. December 2023 (89 vs 80).

PASS SALES

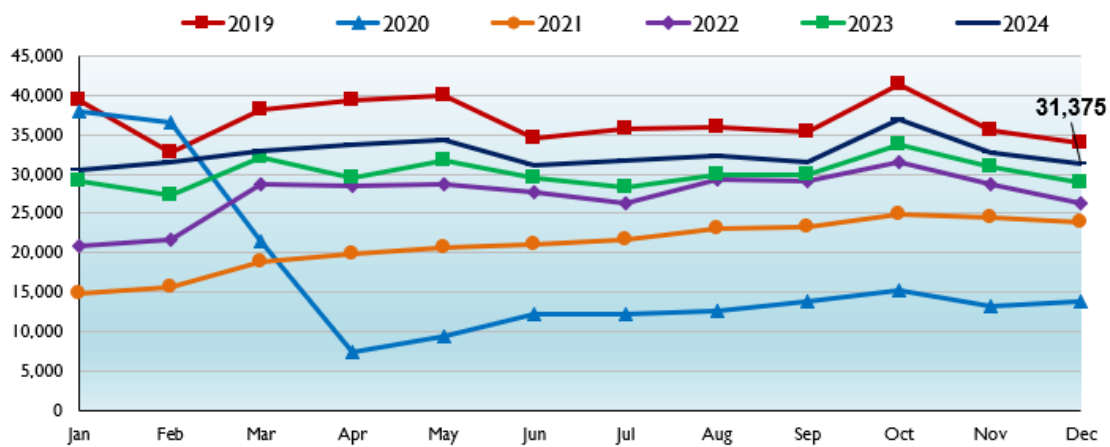
Monthly Data	YTD Data
Shuttle Park monthly sales Decreased 36.2% (81 vs. 127 in 2023)	YTD sales Decreased 35.7% (1,308 vs. 2,034 in 2023)
ESBP monthly sales Increased 2.7% (500 vs. 487 in 2023)	YTD sales Decreased 1.7% (5,315 vs. 5,407 in 2023)
UTAP monthly rides Increased 22.3% (63,748 vs. 52,133 in 2023)	YTD rides Increased 17.1% (933,078 vs. 797,061 in 2023)
Community Access Program Decreased 25.6% (9,347 vs 12,561 in 2023)	YTD CAP Sales Increased 1.3% (113,415 vs 111,956 in 2023)

RECOMMENDATION TO COMMITTEE: Information only.

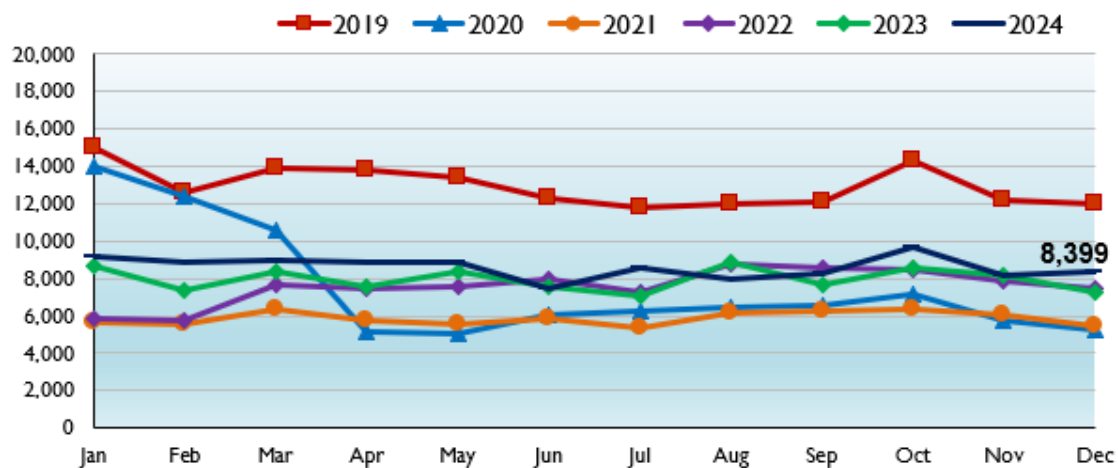
FIXED ROUTE RIDERSHIP



PARATRANSIT RIDERSHIP



RIDESHARE RIDERSHIP



Monthly Value Added to Connect Cards

	2023 YTD	2024 YTD	
Autoload	\$143,539	\$180,469	25.7%
Call Center	\$68,988	\$93,187	35.1%
Customer Service Terminal	\$757,113	\$749,664	-1.0%
Customer Website	\$274,136	\$249,194	-9.1%
Mobile Ticketing	\$1,218,334	\$1,335,483	9.6%
Institutional Website	\$171,122	\$255,542	49.3%
Open Payments	\$40,510	\$245,106	505.1%
Retail	\$34,345	\$46,115	34.3%
Total	\$2,708,087	\$3,154,760	16.5%

Monthly Passes Sold on the Connect System

	2023 YTD	2024 YTD	
1-Ride	85,513	74,198	-13.2%
7-Day	3,370	4,410	30.9%
Day Pass	118,513	140,014	18.1%
Stars & Stripes/ Honored Rider	659	609	-7.6%
Paratransit Monthly	22,680	28,860	27.2%
Shuttle Park	2,034	1,308	-35.7%
31-Day Rolling	12,058	13,334	10.6%
Total	222,525	234,354	5.3%

Community Access and Employer Sponsored Pass Sales (Included in Total Passes Sold)

	2023 YTD	2024 YTD	
1-Ride CAP	47,766	36,218	-24.2%
Day Pass CAP	64,190	85,478	33.2%
Employer Sponsored Bus Pass	5,407	5,315	-1.7%
Total	117,363	127,011	8.2%

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

February 5, 2025

AGENDA ITEM 7B : JANUARY 2025 SALES TAX REVENUE

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Tammy Johnston, Interim Chief Financial Officer

SUMMARY: Attached is the January 2025 voter-approved sales tax revenue information. January sales tax revenue, which represents sales for November 2024, was:

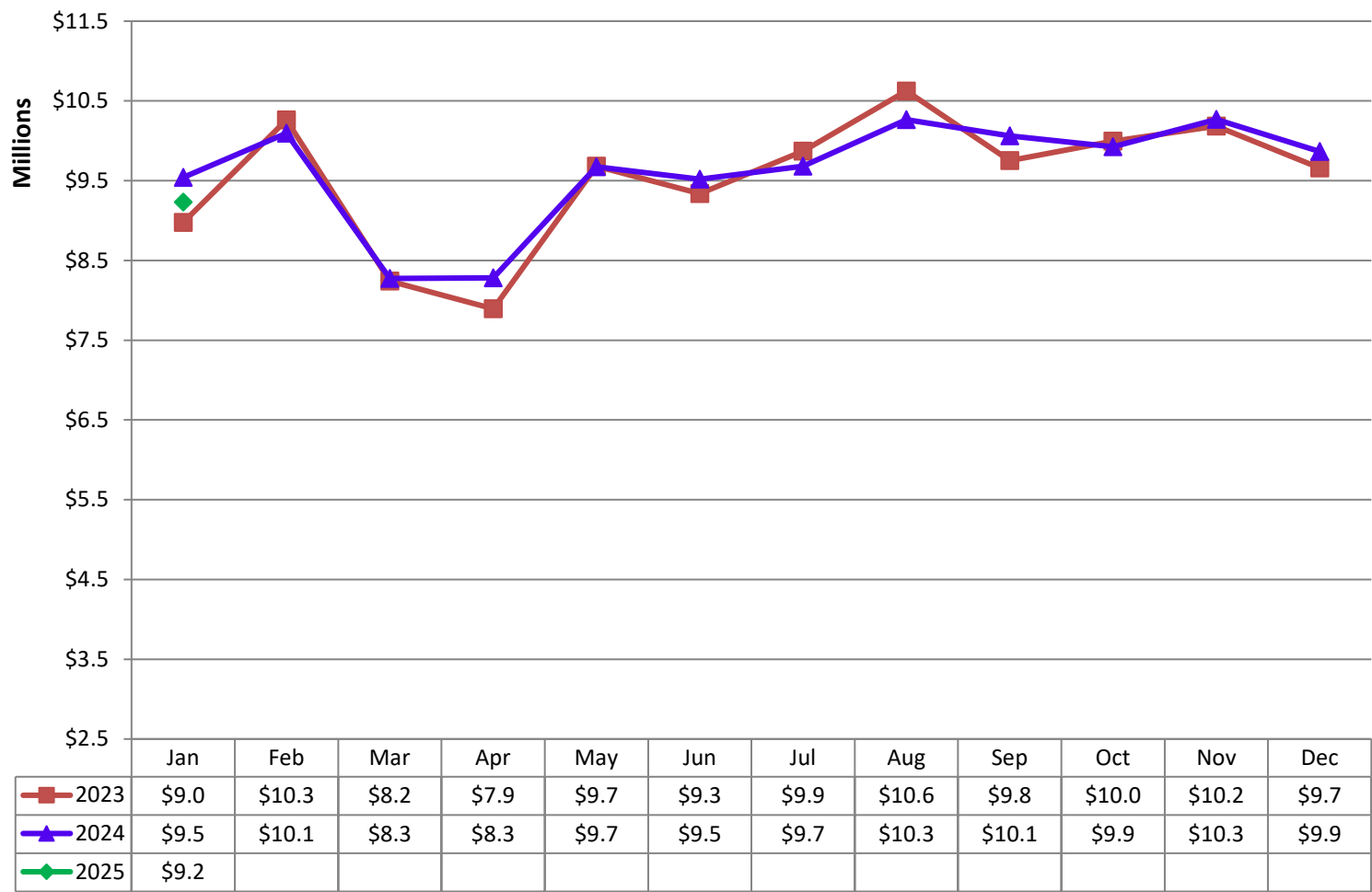
- 4.2% below 2024 budget
- 4.2% below YTD 2024 budget
- 3.2% below 2023 actual
- 3.2% below YTD 2023 actual

Total taxable sales for November were *down* 2.4% from November 2023. 2024 YTD sales are *up* 0.4% compared with November 2023 YTD. Retail, Construction and Accommodation and Food Services continue to be the top 3 rankings:

- Retail Trade *decreased* by 4.3% (\$25.2M) in November 2024 vs November 2023 and is *down* by 2.1% (\$-130.2M) November 2024 YTD vs 2023 YTD
 - Other Miscellaneous Retailers *increased* 4.3% or \$41.6M November 2024 YTD over November 2023 YTD
 - Automotive Parts, Accessories, and Tire Retailers *increased* 10.1% or \$22.7M November 2024 YTD over November 2023 YTD
 - Grocery and Convenience Retailers *increased* 6.4% or \$21.2M November 2024 YTD over November 2023 YTD
 - Electronics and Appliance Retailers *increased* 1.4% or \$5.1M November 2024 YTD over November 2023 YTD
 - Warehouse Clubs, Supercenters, and Other General Merchandise Retailers *decreased* 1.2% or (\$-10.2M) November 2024 YTD over November 2023 YTD
 - Furniture and Home Furnishings Retailers *decreased* 7.6% or (\$-12.9M) November 2024 YTD over November 2023 YTD
 - Sporting Goods, Hobby, and Musical Instrument Retailers *decreased* 7.3% or (\$-17.1M) November 2024 YTD over November 2023 YTD
 - Other Motor Vehicle Dealers *decreased* 11.9% or (\$-22.2M) November 2024 YTD over November 2023 YTD
 - Health and Personal Care Retailers *decreased* 17.2% or (\$-47.6M) November 2024 YTD over November 2023 YTD
 - Automobile Dealers *decreased* 4.4% or (\$-48.5M) November 2024 YTD over November 2023 YTD
 - Building Material and Supplies Dealers *decreased* 8.2% or (\$-51.4M) November 2024 YTD over November 2023 YTD

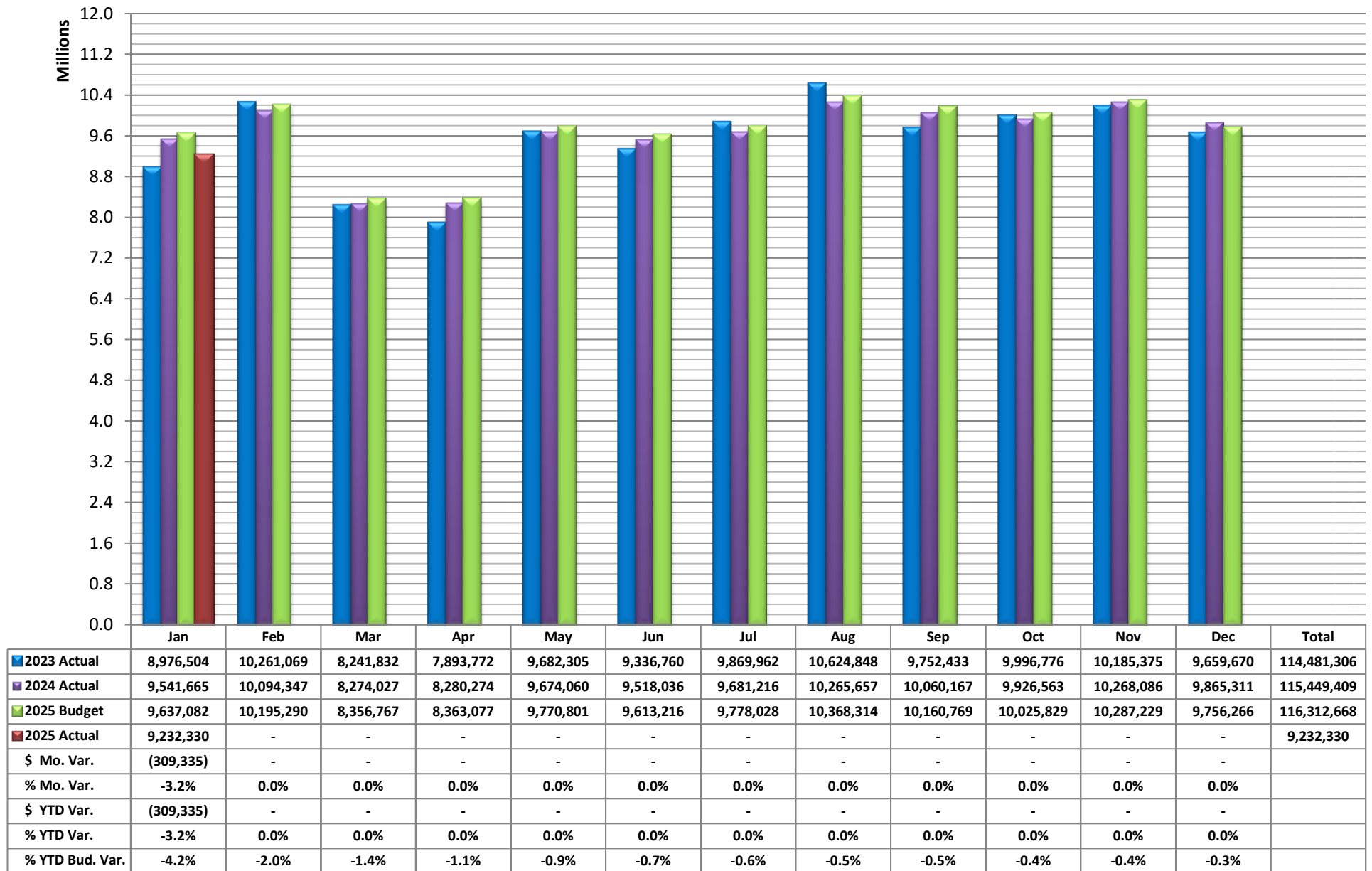
- Construction *decreased* by 4.2% (\$-8.0M) in November 2024 vs November 2023 and is *up* by 0.1% (\$2.9M) November 2024 YTD vs 2023 YTD
- Accommodation and Food Services *increased* by 8.3% (\$8.3M) in November 2024 vs November 2023 and is *up* by 1.7% (\$21.8M) November 2024 YTD vs 2023 YTD

Sales Tax Revenue History-January 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

February 5, 2025

AGENDA ITEM 7C: 4TH QUARTER 2024 SERVICE PLANNING INPUT REPORT

REFERRAL COMMITTEE: n/a

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

SUMMARY: A total of 65 comments and feedback related to fixed route service and stops were received by the Planning & Development Department during the fourth quarter of 2024. Of the comments received, 27 were requests for new service, 21 were related to existing service, and 17 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. Department staff obtains feedback from customers at public meetings, forwarded from 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. In particular, the Service Development Team within the Department responds to every comment received when valid contact information is provided. Comments may also be discussed with the internal Service Improvement Committee.

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 fourth quarter of 2024. 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.

ADDITIONAL SERVICE REQUESTS

One request for service to Highland Village and South Lawson Street in Airway Heights.

Staff notified the customer of transit improvements on West 6th Avenue and invited them to provide survey feedback on 2025 service revisions.

Three requests for service closer to Huntwood Custom Cabinets in Liberty Lake.

Staff informed the customers that their requests would be considered in future planning efforts.

ADDITIONAL SERVICE REQUESTS

One request for service to apartments on South Assembly Road and West Deska Drive, indicating unsafe walking conditions without a sidewalk.

Staff informed the customer of an alternate walking route with sidewalks and referred the customer to additional Rideshare and Paratransit options.

One request for more bus routes in Airway Heights.

Staff informed the customer of the new Route 65 Hayford and routing changes planned with the construction of West 6th Avenue and West 10th Avenue.

Four requests for additional bus stops on East Upriver Drive including:

1. Two requests for an outbound stop at Beau Rivage apartments
2. One request for North Cuba Street stop pair
3. One request for a stop at East Frederick Avenue and an unspecified location

Staff provided information about design and construction constraints of the Beau Rivage location, including safety concerns regarding the absence of a crosswalk. Customers were informed of alternate alighting locations and that new stops would be considered for potential projects in the future.

One request for Sunday service on Route 74 Mirabeau/Liberty Lake.

No customer contact information was given. Sunday service is planned for 2025.

One request for service to the Kalispel Golf and Country Club.

Staff informed the customer of the nearest bus stop and that fixed-route service was not currently planned for the area. Information was provided about rideshare and paratransit options.

Two requests for service to the North Spokane YMCA.

Staff informed the customers of route expansion in tandem with the construction of the North Spokane Corridor, rideshare, and paratransit options. The customers were also referred to the Connect 2035 survey to provide feedback.

Two requests for multiple new stop locations along Route 95 on Barker Road between Interstate 90 and the end-of-line at Garland Avenue

No customer contact information was given. As of September 2024, there are seven additional stops in operation in the areas requested. ADA improvements at these stops are planned for 2025 construction.

ADDITIONAL SERVICE REQUESTS
<p>One request for service to the Windsor Crossing development on West Hallett Road in the West Plains.</p> <p><i>Staff informed the customer that the request would be considered for future planning efforts.</i></p>
<p>One request to extend Route 65 Hayford to Fairchild Air Force Base.</p> <p><i>Staff informed the customer of more direct service to and from their destination using Route 61 Highway 2/Fairchild.</i></p>
<p>One request for service to an adult care home near North Evergreen Road and East Wellesley Avenue in Spokane Valley.</p> <p><i>Staff informed the customer that their feedback would be considered for route alignment and stop placement when service expands to the area in the future.</i></p>
<p>One request to align Route 31 Minnehaha/Lidgerwood through East Hillyard via North Freya Street, East Wellesley Avenue, and rejoining the current alignment on East Garland Avenue.</p> <p><i>Staff informed the customer that their feedback would be considered in future planning efforts.</i></p>
<p>One request for express service to University High School.</p> <p><i>Staff informed the customer that the Central Valley School District does not have an agreement with STA to provide targeted tripper service. The customer was directed to customer service for route planning assistance.</i></p>
<p>One request for service from Yoke's Fresh Market in Latah Valley to Downtown.</p> <p><i>Staff informed the customer that their feedback would be considered in future planning efforts.</i></p>
<p>One request for service from West Plains Transit Center to Spokane Falls Community College.</p> <p><i>Staff informed the customer that staff have studied this route though implementation is not currently planned. Staff proposed transfer opportunities and trip planning was offered. The customer was informed that their feedback would be considered in future planning efforts.</i></p>
<p>One request for the return of Route 26 Lidgerwood to avoid transfers.</p> <p><i>No customer contact information was provided. Staff will consider the feedback for future planning efforts.</i></p>
<p>One request for service to Costco on North Newport Highway.</p> <p><i>No customer contact information was provided. Mead Transit Center for Division Bus Rapid Transit (BRT) is currently planned near Costco in North Spokane County.</i></p>

ADDITIONAL SERVICE REQUESTS

One request for service on Highway 2 at South Spotted Road.

Staff informed the customer of pull-out design standards and pedestrian improvements required to provide service at the requested location. The customer was also informed of Rideshare options.

One request for service on West 6th Avenue in Airway Heights.

Staff informed the customer of planned transit improvements on West 6th Avenue.

EXISTING SERVICE COMMENTS

One comment regarding timely transfers at the Mirabeau Transit Center from Route 74 Mirabeau/Liberty Lake and at the Valley Transit Center from Route 190 Valley Express to Route 97 South Valley.

The customer was informed that the times would be reviewed for improved transfers and that any adjustments may have an impact on other connections. Staff also informed the customer that the comments would be recorded and reviewed for future consideration.

One comment regarding timely transfers from Route 22 Northwest Blvd to Route 33 Wellesley on West Northwest Boulevard at North Alberta Street.

Staff recommended an alternate transfer location and informed the customer that adjusting schedules impacts other connections and logistics.

One comment regarding stop requests on Route 43 Lincoln/37th Ave. The passenger stated that stop requests were ignored in front of Ferris High School.

Staff informed the customer of the designated Route 43 stop serving Ferris High School.

One comment regarding extending late night trips on Route 31 Minnehaha/Lidgerwood past East Garland Avenue and North Regal Street.

Staff informed the customer the comment would be logged for consideration in future planning efforts.

One comment regarding Route 60 Airport on-time performance serving the stop on West Sunset Boulevard and South Lewis Street.

Staff informed the customer that the reason for the delay is the interlining with Route 74 during peak traffic congestion. Staff advised that January 2025 service changes will add an independent trip on Route 60 during the PM peak to improve on time performance. Staff also informed the customer that comments are recorded and reviewed for future consideration.

EXISTING SERVICE COMMENTS
<p>One comment regarding unspecified transfers in which buses miss each other for timely travel.</p> <p><i>Staff sought more detailed information on routes and travel times, noting that waiting for passengers affects operators' ability to maintain on-time performance for customers.</i></p>
<p>One comment regarding crowding on Route 662 EWU/North Express at 7:55 a.m.</p> <p><i>Staff verified overloading and assigned a 60' coach to the trip.</i></p>
<p>One comment regarding improved Route 11 North Bank/Downtown Shuttle signage on detours and service to the STA Plaza.</p> <p><i>Staff requested additional details. Pending response from customer.</i></p>
<p>One comment regarding on-time performance of Route 63 Geiger/Airport, transfers between Route 63 Geiger/Airport, Route 6 Cheney, and Route 28 Nevada as well as a request for more frequency on Route 63 Geiger/Airport.</p> <p><i>Staff informed the customer of increased frequency on Route 63, supplemented with Route 633, new Route 65, and interlining with Route 60 to reduce overall commute time. The customer was also informed their requests would be logged for future consideration.</i></p>
<p>Three comments regarding challenging connections on Route 31 Minnehaha/Lidgerwood between Lilac Plaza, Downtown, Moran Prairie, and Spokane Valley.</p> <p><i>Staff explained the rationale behind Route 31 alignment and noted that comments will be considered for future planning efforts.</i></p>
<p>One comment regarding increased service on Route 95 Mid-Valley for Amazon shifts ending at 6:00 p.m.</p> <p><i>Staff informed the customer that the Amazon seasonal augmentation will end before service could be adjusted for the January 2025 service change. Rideshare was recommended as an immediate alternative. The customer was also informed their request would be logged for future consideration.</i></p>
<p>Two comments regarding increased span and frequency of Routes 6 Cheney and 63 Geiger/Airport on weekends to reach Amazon on Geiger Boulevard in concurrence with shift starts and stops times.</p> <p><i>Staff informed the customers of additional options including other routes, rideshare, and increased frequency serving Amazon as of September 2024. Customers were also informed their requests would be logged for future consideration.</i></p>
<p>Two comments regarding crowding on buses serving Amazon Fulfillment Center GEG1 after 6:00 p.m.</p> <p><i>Staff informed the customers that comments would be reviewed and considered for improvements.</i></p>

EXISTING SERVICE COMMENTS

One comment regarding earlier service on Sunday for Route 11 North Bank/Downtown Shuttle.

Staff attempted customer follow-up several times without success.

One comment regarding increased frequency from Downtown to Liberty Lake on Sundays.

Staff informed the customer of planned service to Liberty Lake on Sundays in 2025 and referred to customer service for trip planning assistance. The customer was also informed that the request would be reported and reviewed for future consideration.

One comment regarding crowding on Route 633 Geiger Shuttle on Saturday mornings.

Staff notified the customer that a 60' bus will be assigned starting with the January 2025 service change.

One comment regarding on-time performance of Route 97 South Valley and missed transfers to Route 9 Sprague at the Valley Transit Center.

Staff informed the customer of construction and traffic impacts to Route 97 and that the connections would be reviewed for schedule adjustments.

BUS STOP COMMENTS

One adjacent property owner requested a trash can at the bus stop on North Standard Street at North Dakota Street.

There are 0 average weekday boardings and 2 alightings at the stop. Staff informed the property owner that although ridership did not meet the ridership threshold for a trash can (10 boardings), verification of the problem could be submitted followed by trash can installation. Staff follow-up for verification was unsuccessful.

Two staff members in the Cheney School District requested relocating the bus stop serving Salnave Elementary School on South Presley Drive at Salnave Road, citing turning conflicts with student buses and other vehicles.

Staff consulted with the Cheney School District and the City of Cheney, agreeing to relocate the stop to an area of mutual benefit on Salnave Road, east of South Presley Drive, concurrent with January 2025 service changes.

BUS STOP COMMENTS
<p>One citizen raised awareness of trash around a trash can at a bus stop near Rogers High School.</p> <p><i>Staff requested maintenance at the stop and informed the citizen of the corrective action.</i></p>
<p>One citizen reported a damaged pole and bus stop sign on South Wall Street and West 5th Avenue.</p> <p><i>Staff coordinated pole and sign replacement.</i></p>
<p>One parent of Innovation High School students requested a shelter to accommodate waiting periods when buses are full.</p> <p><i>Staff notified the parent that the stop would be evaluated for amenities and that school administration is actively being engaged to reduce bus overloading and wait times for students.</i></p>
<p>One customer requested a bus sign for the newly constructed stop at the Spokane Valley library on Sprague Avenue.</p> <p><i>Staff informed the customer that a sign was being installed.</i></p>
<p>One customer requested a more visible crosswalk on North Government Way at Palisades Christian Academy.</p> <p><i>Staff informed the customer that the stops were not currently targeted for STA investments and that opportunities may arise to coordinate improvements with local jurisdictions. Contacts for potential resources were provided. (Note: Spokane County has recently coordinated with staff on a street project at this location which may include crosswalk safety improvements)</i></p>
<p>One citizen informed staff of damaged trash and recycling cans at the stop on West Main Avenue and North Bernard Street.</p> <p><i>Staff coordinated for new amenities to be placed at the stop.</i></p>
<p>One customer noted a discrepancy between online directions and a missing stop at East Frederick Avenue and North Sycamore Street.</p> <p><i>Staff informed the customer that the online directions were correct, and the missing bus sign would be promptly installed.</i></p>

BUS STOP COMMENTS

One property owner expressed concern about the behavior of middle school students waiting at the stop on North Progress Road and East Wellesley Avenue.

Staff informed the property owner that schedules were reviewed to limit students' waiting times although no adjustments were possible without significant impacts elsewhere. Staff coordinated with the East Valley Middle School principal and the property owner to address ongoing student behavior issues at the bus stop.

Two customers requested lighting at stops for increased visibility:

1. One request for the bus stop on West Geiger Boulevard at South Hayford Road
2. One request for the bus stop on East Mission Avenue and North Mamer Road

Staff responded that lighting options are being explored and that an immediate solution is to wear bright/reflective clothing and to use a light to increase visibility when at the bus stop.

One customer noted a discrepancy between trip planning directions on the STA website and a temporary closure notice at the stop on West 9th Avenue and South McClellan Street.

Staff informed the customer that the stop closure information is under development and directed them to alert notifications and customer service for immediate assistance. The customer was informed that their concern would be reported and reviewed for future consideration.

One customer requested overhead street lighting and trash cans at stops on East Mansfield Avenue and North Wilbur Road.

Staff informed the customer that the lighting request would be relayed to the City of Spokane Valley. The average weekday ridership is 10 boardings westbound and 8 boardings eastbound for these stops, trash cans were installed at these locations.

One citizen notified staff of littering and requested a trash can at the stop on South Adams Street and West 6th Avenue.

The average weekday boardings is 13 at this stop. Staff requested a trash can to be installed at this location.

One citizen requested closing stops serving the former Trent Resource and Assistance Center.

Staff informed the citizen that the stops serve employees working at multiple businesses in the area and that route performance and ridership is evaluated on a regular basis. There are no plans to close the pair of stops. Staff provided information regarding stop placement and closure processes, including posting notices and gathering feedback.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

February 5, 2025

AGENDA ITEM 8 : MARCH 5, 2025, DRAFT COMMITTEE MEETING 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 to be included on the March 5, 2025, 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

Wednesday, March 5, 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

DRAFT AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report (5 minutes)
3. Committee Action (5 minutes)
 - A. Minutes of February 5, 2025, Committee Meeting -- *Corrections/Approval*
4. Committee Action (10 minutes)
 - A. Board Consent Agenda
 1. Third-Party Workers Compensation Claims Administration - Award of Contract (*Williams*)
 2. Uniforms & Accessories - Award of Contract (*Rapez-Betty*)
 - B. Board Discussion Agenda (10 minutes)
 1. 2025 Operating Budget Amendment: Battery Electric Bus Vehicle Maintenance (*Rapez-Betty*)
5. Reports to Committee (35 minutes)
 - A. Charge Management System Implementation (*Rapez-Betty*)
 - B. 2024 Year-End Performance Measures (*Rapez-Betty*)
 - C. 2024 State Audit Timeline (*Johnston*)
 - D. 2024 Unaudited Year-End Financial Report (*Johnston*)
 - E. Final 2025 Service Revisions Plan (*Otterstrom*)
 - F. Citizen Advisory Committee Update (*Cortright*)
6. CEO Report (*Rapez-Betty/Otterstrom*) (10 minutes)
7. Committee Information (no discussion/staff available for questions)
 - A. January 2025 Operating Indicators (*Rapez-Betty*)
 - B. January 2025 Financial Results Summary (*Johnston*)
 - C. February 2025 Sales Tax Revenue (*Johnston*)
8. Review April 2, 2025, Meeting Agenda (5 minutes)
9. New Business (5 minutes)
10. Committee Members' Expressions (5 minutes)
11. Adjourn

Next Committee Meeting: Wednesday, April 2, 2025, at 1:30 p.m.

Optional Virtual Link:	Join Here	
Password:	Members: 2025	Guests: 0325
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

February 5, 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 Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

February 5, 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.