

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*
 - B. West Plains Transit Center Operational Expansion and Enhancements Project: Scope of Work Approval (*Otterstrom*)
4. Committee Action (20 minutes)
 - A. Board Consent Agenda
 1. Third-Party Workers Compensation Claims Administration - Award of Contract (*Williams*)
 2. Uniforms and Accessories - Award of Contract (*Rapez-Betty*)
 3. Project Management Software - Award of Contract (*Otterstrom*)
 - B. Board Discussion Agenda (*none*)
5. Reports to Committee (30 minutes)
 - A. Disadvantaged Business Enterprise Program Proposed Goal for Federal Fiscal Years 2026, 2027 and 2028 (*Johnston*)
 - B. Connect 2035 Strategic Plan Update: Initial Report (*Otterstrom*)
 - C. 2024 Fixed Route System Performance Report (*Otterstrom*)
 - D. 2025 Community Perception Survey Results Summary (*Cortright*)
 - E. Citizen Advisory Committee Update (*Cortright*)
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 #: 2483 205 5958

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SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

April 30, 2025

AGENDA ITEM 3A : MINUTES OF THE APRIL 2, 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 April 2, 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 April 2, 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
Hank Bynaker, City of Airway Heights (*Ex-Officio*)
Dan Sander, City of Millwood (*Ex-Officio*)
Brandon Rapez-Betty, Interim Co-CEO
Karl Otterstrom, Interim Co-CEO

COMMITTEE MEMBERS ABSENT

Zack Zappone, City of Spokane

**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

Stephanie Crawford, Director of Safety
Kate Kelly, Manager of Training and Workforce Development

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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 March 5, 2025, Committee Meeting**
Mr. Kerns moved to approve the March 5, 2025, committee meeting minutes. Mr. Speirs seconded, and the motion passed unanimously.
 - B. **Purchased Transportation – Scope of Work Approval**
Mr. Rapez-Betty provided an overview of Paratransit services and background on the current Transdev contract agreement which is currently in negotiations for a second one-year extension. If the one-year extension is not agreed upon, a Scope of Work approval will be necessary. Mr. Rapez-Betty presented the proposed contract terms, the estimated five-year contract value of \$41, 969,993, and the process timeline with a new contract commencing on January 1, 2026.
Mr. Cathcart moved to approve the Purchased Transportation – Scope of Work Approval. Mr. Kerns seconded, and the motion passed unanimously.

4. COMMITTEE ACTION

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

5. REPORTS TO COMMITTEE

A. 2024 Year-End Performance Measures

Mr. Rapez-Betty presented the 2024 Year-End 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.

B. Preventable Accident Reduction Strategy

Mr. Rapez-Betty introduced Stephanie Crawford, Director of Safety, to present the Preventable Accident Reduction Strategy. Ms. Crawford provided background on the trend of preventable events which rose in 2022 to 2023 and declined in 2024. This same trend was seen nationwide. Ms. Crawford discussed key factors, operational and financial consequences, and intervention strategies. She shared a recommendation for moving forward which includes launching a Telematics Program.

C. 2025-2026 Workforce Development Plan

Mr. Rapez-Betty introduced Kate Kelly, Manager of Training and Workforce Development, to present the 2025-2026 Workforce Development Plan. Ms. Kelly shared details of the Workforce Development Plan and discussed the benefits of having a Learning Management System (LMS) which would bring training and professional development in one place benefiting both employees and managers.

Mr. Rapez-Betty explained the *Connect 2035* plan includes a goal of increasing organizational capacity and the 2025-2026 Workforce Development Plan is the framework which will deliver on that goal and allow STA to invest in our team.

D. Citizen Advisory Committee Update

Dr. Cortright introduced, Dan Brown, Citizen Advisory Committee (CAC) Chairman, to present a committee update. Mr. Brown stated three members joined the CAC this year, bringing the member total to fifteen. He acknowledged the committee members are all highly qualified and diverse. Mr. Brown shared his involvement with neighborhood council groups where he educates community members on the STA system, Connect Cards, and how to ride the bus. He organizes field trips to the Plaza. Committee members are also speaking with their communities to address questions and concerns.

6. CEO REPORT

- Mr. Otterstrom provided an update on the State Transportation Budget and shared that today the House passed a version of Senate Bill 5801 which shows the Senate version of the Transportation Budget is moving forward. The House has not determined the revenue part of the bill. Passing of this bill was a bipartisan effort and representatives from District 3, 4, and 6 all voted in support of this budget, although there were some reservations about the revenue part of the bill and concerns about the gas tax.
- Mr. Otterstrom presented the key comparisons of the Transportation Bills in the Senate and House. For new revenues, there is a fuel tax in both the Senate and House and vehicle registration fees for transit fleets in the Senate. Grant program highlights include fully funded Green Transportation (Senate), Underfunded Green Transportation (House),

Transit Safety Grant program (Senate) and fully funded the Buses and Bus Facilities Program (Senate and House). Mr. Otterstrom discussed the direct impacts to STA.

- Mr. Rapez-Betty discussed the STA Annual Safety Awards Banquet, held on Sunday, March 30, 2025, at Northern Quest Casino. Board members in attendance were Council Member Speirs, Mayor Haley, Deputy Mayor Hattenburg, Council Member Dunn, Mayor Chris Grover, and Labor Representative Rhonda Bowers. Staff were also recognized for years of service milestones and for being recipients of the Employee Recognition Award.
- Mr. Rapez-Betty shared he recently attended his first Downtown Spokane Partnership (DSP) Board meeting in which he discussed the Facilities Master Plan and the need to relocate staff to the Plaza. He also discussed the conceptual plan for the second-floor public meeting space which will be more accessible to the public and will be upgraded with more modern technology. The DSP board members agreed it will be a positive move, and they welcome more professionals working in the Plaza and the downtown area.

7. APRIL 30, 2025 (MAY MEETING) – COMMITTEE MEETING DRAFT AGENDA REVIEW

8. NEW BUSINESS

9. COMMITTEE MEMBERS' EXPRESSIONS

There was appreciation for staff presentations and for addressing areas which need improvement while coming up with a plan.

10. ADJOURN

With no further business to come before the Committee, Chair Speirs adjourned the meeting at 2:39p.m.

The next committee meeting will be held on Wednesday, April 30, 2025 (May meeting), 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 30, 2025

AGENDA ITEM 3B: WEST PLAINS TRANSIT CENTER OPERATIONAL EXPANSION AND ENHANCEMENTS PROJECT: SCOPE OF WORK APPROVAL

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Interim Co-Chief Executive Officer / Chief Planning & Development Officer
Jeff Hall, Capital Projects Manager

SUMMARY: Staff are seeking approval of the scope of work and authorization to release the Invitation for Bids (IFB) for construction of the West Plains Transit Center (WPTC) Operational Expansion and Enhancements project with the objective of having the work completed and ready for service by September 21, 2025.

BACKGROUND: In 2018, construction of the West Plains Transit Center (WPTC) was completed and opened for revenue service. Located on 10.5 acres of land at Exit 272 along Interstate 90, the transit center has served as a primary hub for supporting fixed route service on the West Plains and is an important element of the Cheney High Performance Transit (HPT) corridor, which provides regional HPT service from Downtown Spokane to the City of Cheney and Eastern Washington University.

Since 2018, several improvements to the transit center have been constructed; including, a cooperative project with WSDOT for construction of a transit-only access road from a new roundabout in 2020, and the addition of a fourth passenger loading bay in 2023.

Spokane Transit has pursued state and federal dollars to fund further enhancements to the West Plains Transit Center. In late 2022, staff identified a robust set of enhancements to expand and enhance the operational capacity of West Plains Transit Center. This included adding a fifth bus bay, retrofitting the original bus bays and driveway to improve vehicle maneuvering and passenger loading capacity, a storage facility for maintenance equipment, and an expanded restroom and layover facilities for operators. On December 15, 2022, the STA Board approved the submission of a state grant application to help fund these improvements. The project was subsequently incorporated into the Capital Improvement Program as part of the Board-approved 2024-2029 Transit Development Plan as CIP #1023, with a total project cost of \$7 million, and an assumption that 80% of the project costs would be grant-funded.

STA sought grant funding for the project, first through the state grant application noted above, then subsequently through a federal grant application in 2024. While these grant applications were not successful, STA retained the project in the capital program subject to updating the implementation strategy. In September 2024, staff identified a phasing approach to allow for right-sizing investments over time:

1. Operational expansion and enhancements to the bus bays and passenger waiting areas

Agenda Item: West Plains Transit Center Operational Expansion and Enhancements Project: Scope of Work Approval

2. Expanded operator restroom and layover facilities
3. On-site storage facility for maintenance equipment

The first project identified above would be attributed to the original CIP #1023. Design began in 2024. The timeline for construction was not finalized until testing of the design of the reconfigured and expanded bus bays could be conducted with STA's new double-decker buses. Tests were conducted in April 2025 and found that a) the proposed design would be compatible with the turning movements of the double-decker bus fleet and b) the project was essential for the effective operation of the fleet. In other words, the preferred timeline for completion of the work is prior to September 2025 when the double-decker buses are scheduled to go into service.

In preparation for the deployment of double-decker buses in September 2025, and to expand and enhance the operational effectiveness of the facility, staff propose to complete a project that includes the following:

- Modifications to the existing passenger loading bays to provide better turning movements and bay alignment
- Replacement of the bus drive aisle to decrease curb heights from 10" to 6" to better accommodate bus ingress and egress
- Addition of a passenger loading bay and amenities along the northern end of the existing bus loop to increase operational capacity and provide opportunity for better customer service
- A new marked pedestrian crossing located at the northeast corner of the bus loop to accommodate customers accessing the transit center to the northeast and increase overall operational safety
- Temporary modifications and remediation of the transit center for construction

The Board-approved 2025-2030 Capital Improvement Program includes West Plains Transit Center Operational Expansion and Enhancements Project (CIP #1023) with a budget of \$7,000,000. Including \$1,400,000 in local funds. The engineer's estimate for the construction activities summarized above is \$935,869. This is in addition to other project expenses including design and engineering, construction management, permitting, construction contingency, sales tax, etc. All project expenses are expected to be within budget.

Project Elements	Cost Estimate
Project Budget	\$7,000,000
Encumbrances to Date	\$109,496
Engineer's Estimate	\$935,869
Contingency (20%)	\$187,174
Tariffs Impacts, Permitting, Misc. Costs (5%)	\$46,794
Estimated Construction Subtotal	\$1,169,837
Incentive (Not-to-Exceed)	\$50,000
Construction management and related activities	\$100,000
Remaining balance to be applied to other facility enhancements (new projects)	\$5,570,667

Agenda Item: West Plains Transit Center Operational Expansion and Enhancements Project: Scope of Work Approval

An Invitation for Bid (IFB) is required for procurement of the general contractor that will execute project construction. Construction contracts that are anticipated to be more than \$1 million require approval of the general scope of work by a Board committee. The general scope of work is attached.

Staff intends to issue the IFB and advertise in the Spokesman Review on Sunday, May 4, 2025, with a Bid Opening date of May 27, 2025. Staff will be seeking Board approval, by way of the Board Operations Committee, to delegate authority to the Co-CEOs to award the contract in order to fast-track mobilization of construction. Staff also request approval to include in the IFB an incentive of \$2,500 per day, up to a maximum amount of \$50,000. Substantial completion must have been reached by September 19, 2025, to qualify for the incentive. The maximum incentive will be granted only if substantial completion is reached on or before August 31, 2025. Any delay in reaching substantial completion by August 31, 2025, will reduce the maximum incentive by the appropriate amount for the respective number of days. This incentive will be offered to prospective bidders in hopes of 1) ensuring project completion before the September Service Change and 2) resuming normal operations at the transit center as quickly as possible following the start of the work.

RECOMMENDATION TO COMMITTEE: Approve the general scope of work and authorize staff to release the Invitation for Bid (IFB) for the West Plains Transit Center Operational Expansion and Enhancements project and include a completion incentive up to a maximum amount of \$50,000.

General Scope of Work

West Plains Transit Center
Operational Expansion and Enhancements Project

- Mobilization and traffic control
- Implementation of construction safety plan
- Required permitting
- Demolition of drive aisle and site preparation
- Trench and excavate for Bay 5 utilities
- Construct modified bus bays and new Bay 5
- Construct new drive aisle
- Relocate existing shelter from Bay 3 to bay 5
- Procure and install new shelter in Bay 3
- Modify transit center for temporary operations
- Remediate temporary modifications to transit center after construction

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

April 30, 2025

AGENDA ITEM 4A1: THIRD-PARTY WORKERS COMPENSATION CLAIMS ADMINISTRATION – AWARD OF CONTRACT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Nancy Williams, Chief Human Resources Officer
Jordan Hayes-Horton, Director of Procurement

SUMMARY: In accordance with Spokane Transit’s procurement policy, staff is seeking Board approval to award a five (5) year contract for Worker’s Compensation Claims Administration.

The current contract (2020-10476) with Tristar Risk Management for Third Party Worker’s Compensation Claims Administration expires on July 31, 2025.

On February 13, 2025, Request for Proposals (RFP) 2024-11002 Worker’s Compensation Claims Administration was advertised on the STA website, APEX website, and sent to contractors listed on the Labor and Industries website that provide these services. A pre-proposal meeting was held on February 26, 2025, and proposals were due March 13, 2025. Two (2) responsive proposals were received from responsible contractors Penser North America, Inc. and ICB Innovative Claim Solutions.

The evaluation committee met on April 2, 2025, and was comprised of voting members Nancy Williams, Stephanie Crawford, Tammy Johnston, Jordan Hayes-Horton, Chariti Gagne, Haley Wilson and non-voting member Tammy Santana. The proposals were evaluated based on the following criteria: 1) Project Plan & Approach; 2) Qualifications & Firm Experience; 3) Price Proposal; and 4) References.

Final evaluation scores were as follows:

Proposer	Evaluation Score (Max 4)
Penser North America, Inc.	3.83
ICB Innovative Claim Solutions	3.00

The evaluation committee determined Penser North America, Inc. received the highest evaluation score and is a qualified and cost-effective firm to provide Worker’s Compensation Claims Administration Services.

The total estimated cost of the contract over the five-year period is \$425,546.32. Expenses will be allocated to operating budget 00000-206010 STAPropriety: Reserve-WorkerComp.

RECOMMENDATION TO THE COMMITTEE: Recommend the Board approve, by motion, the award of contract for Worker’s Compensation Claims Administration and authorize the CEO to execute a five-year contract with Penser North America, Inc. for a total estimated cost of \$425,546.3

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

April 30, 2025

AGENDA ITEM 4A2: UNIFORMS AND ACCESSORIES – AWARD OF CONTRACT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Interim Co-Chief Executive Officer\Operations Officer
Jordan Hayes-Horton, Director of Procurement

SUMMARY: In accordance with Spokane Transit’s procurement policy, staff is seeking Board approval to award a five-year contract for Uniforms and Accessories.

The current contract (2020-10453) with Galls, LLC for Uniforms and Accessories expires on July 2, 2025.

The Washington State Department of Enterprise Services (DES) has a master contract (01417) available for non-custom uniforms and accessories which staff intend to utilize via STA’s Intergovernmental Cooperative Purchasing Agreement with DES. Utilizing the DES contract satisfies all of STA’s procurement requirements.

Galls, LLC is the local provider for these services, their prior partnership with STA has met the agency’s needs, and staff recommend executing a new five-year agreement commencing July 3, 2025, and expiring July 2, 2030.

The total estimated cost of the contract over the five-year period is \$604,411.86. Expenses will be allocated proportionately to department operating budgets for Fixed Route Operators, Fixed Route Supervisors, Fixed Route Dispatchers, Paratransit Operators, Customer Service, Security, and Training.

RECOMMENDATION TO THE COMMITTEE: Recommend the Board approve, by motion, the award of contract for Uniforms and Accessories and authorize the CEO to execute a five-year contract with Galls, LLC using DES Contract 01417 for a total estimated cost of \$604,411.86.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

April 30, 2025

AGENDA ITEM 4A3: PROJECT MANAGEMENT SOFTWARE – AWARD OF CONTRACT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Interim Co-Chief Executive Officer / Chief Planning & Development Officer
Jordan Hayes-Horton, Director of Procurement
Tom Norton, Infrastructure Development Manager

SUMMARY: In accordance with Spokane Transit’s procurement policy, staff is seeking Board approval to award a three-year contract for Procore project management software to Carahsoft Technology Corporation.

BACKGROUND: STA project managers have been managing projects using disparate tools (Microsoft Excel, Microsoft Project, etc.) and manual processes. While STA is able to accomplish its goals, these disparate tools are inefficient, make sharing information difficult (both internally and externally), and do not allow project managers to efficiently organize data for meaningful reporting, and don’t provide efficient document flows for approvals.

To remove these inefficiencies and improve project management capability and capacity, staff intend to purchase project management software. Staff matched vendor software capabilities with STA requirements and chose three software vendors to conduct software demonstrations to STA staff across various departments (Finance, Information Services, Capital Development & Purchasing). The vendors were evaluated and Procore was selected as the software that best meets STA’s needs. Procore’s many benefits include automatic Gantt charts, easy report generation, dashboards of project status available throughout the organization, and project metrics for time, budget, and manpower.

Procore is available for purchase from Carahsoft Technology Corporation via the Washington State Department of Enterprise Services (DES) Master Contract 05116. Utilizing the DES contract satisfies all STA procurement requirements. Staff recommend executing a three-year agreement that is anticipated to go into effect June 1, 2025.

The cost of the three-year agreement totals \$607,584.59 and is comprised of the following elements:

- The initial purchase and implementation costs of \$243,999.79 which will be funded through CIP# 763, previously approved by the Board as part of the 2025 Capital budget, with a project budget in the amount of \$306,000.
- An annual subscription service charge in the amount of \$181,792.40 annually that will apply for the second and third year of the service agreement. These costs will be incorporated into future operating budgets.

The table below summarizes these charges:

Contract Cost Summary	
Implementation Costs & Year 1 (from CIP# 763)	\$243,999.79
Year 2 Subscription Costs (from future Operating Budget)	\$181,792.40
Year 3 Subscription Costs (from future Operating Budget)	\$181,792.40
TOTAL Costs	\$607,584.59

RECOMMENDATION TO COMMITTEE: Recommend the Board of Directors authorize, by motion, the CEO to execute a three-year contract with Carahsoft Technology Corporation for Procore project management software for a total value of \$607,584.59.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE MEETING

April 30, 2025

AGENDA ITEM 5A: DISADVANTAGED BUSINESS ENTERPRISE PROGRAM PROPOSED GOAL FOR FEDERAL FISCAL YEARS 2026, 2027 AND 2028

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Tammy Johnston, Interim Chief Financial Officer
Jordan Hayes-Horton, Director of Procurement & DBE Liaison Officer

SUMMARY: In response to Federal Transit Administration (FTA) requirements and in accordance with the regulations of the Department of Transportation's (DOT) Disadvantaged Business Enterprise (DBE) Program, staff is developing a proposed DBE goal for the next three federal fiscal years (FFY). This three-year goal will capture as completely and accurately as possible all the federally assisted contracting opportunities that staff reasonably anticipate over the next three federal fiscal years beginning October 1, 2025, through September 30, 2028.

A DBE is a for-profit small business concern where socially and economically disadvantaged individuals own at least a 51% interest and control management and daily business operations. African Americans, Hispanics, Native Americans, Asian-Pacific and Subcontinent Asian Americans, and women are presumed to be socially and economically disadvantaged.

The process of establishing a goal consists of reviewing STA's anticipated federally funded contracting opportunities for FFY 2026, 2027, & 2028. Staff research the most recent census information to find firms in Spokane County for the classifications of anticipated work and compare the number of DBE firms to the total number of firms (non-DBE) available. The percentage of DBE firms in each category of work corresponds to the overall percentage goal for DBE utilization. Staff will establish an overall agency goal using a formula provided by the FTA.

STA's current goal for FFY 2023, 2024, & 2025, which the Board approved by resolution on July 21, 2022, was established at 0.753%. STA's actual DBE utilization through September 2024 is 0.30% as reported to FTA on December 1, 2024. October 1, 2024, through April 30, 2025, will be calculated and reported on June 1, 2025, and December 1, 2025, respectively, and will contribute to STA's final 2023, 2024, & 2025 utilization percentage.

STA's DBE Program encourages equal opportunity for all firms competing for federally funded contracts with STA. Eligibility for federal grants is contingent on compliance with the DBE Program. To ensure equal opportunity to compete for contracts, staff members will participate in local workshops to educate small and disadvantaged businesses on how to do business with STA. In addition, the DBE goal and solicitations for various contracting opportunities are distributed directly to DBE firms and are posted on STA's website.

Pursuant to FTA policy, notice of the proposed three-year goal will be posted on the STA website on or before June 1, 2025. In addition, staff will seek public participation from key stakeholders, including various

small and disadvantaged business organizations and the local construction industry, to consult on the proposed goal prior to Board approval and submission to FTA, which is due August 1, 2025.

Staff will present STA's FFY 2026, 2027, & 2028 goal to PMER in June and will request adoption of the goal during the July Committee/Board cycle ahead of the required FTA submission date.

RECOMMENDATION TO COMMITTEE: Receive Report.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

April 30, 2025

AGENDA ITEM 5B: CONNECT 2035 STRATEGIC PLAN UPDATE: INITIAL REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Interim Co-Chief Executive Officer/Chief Planning & Development Officer
Brian Jennings, Director for Community Development

SUMMARY: With approval of the implementation timelines for *Connect 2035* initiatives at the April STA Board Meeting, staff will begin providing a regular report on the progress towards those efforts. Today's report will focus on the immediate steps for those projects identified to begin in 2025.

BACKGROUND: The *Connect 2035* sequencing timeline was adopted at the April 17, 2025, STA Board meeting, completing the last step in finalizing *Connect 2035*. As part of *Connect 2035*, STA committed to tracking and reporting on the progress of initiative implementation and how these relate to the three overarching goals and their headline measures. This is the first initiative tracking report.

Along with the three core initiatives – Division Street Bus Rapid Transit (BRT), the Facilities Master Plan, and the Zero-Emission Transition Plan - the initiatives slated for 2025 are identified in the table below. A 2025 Initiative is one that (a) will be delivered in 2025, (b) is a multi-year project with incremental improvements starting in 2025, (c) an ongoing project, including 2025, or (d) a pilot project with a fixed timeframe that is starting in 2025.

2025 Initiatives		
Goal 1	Goal 2	Goal 3
Pilot a safety ambassador program	Pilot an eligibility-based reduced fare program for riders experiencing low incomes	Provide more real-time information to customers
Implement online scheduling for paratransit trips	Establish a CBO network to support and strengthen STA's community engagement efforts	Implement telematics in all STA fleet vehicles
Implement the fixed route network optimization		Invest in our operators by upgrading break rooms and amenities
		Begin developing user-friendly, public-facing dashboards
		Make targeted investments in staffing
		Enhance internal employee engagement and communications

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS MEETING

April 30, 2025

AGENDA ITEM <u>5C</u> :	2024 FIXED ROUTE SYSTEM PERFORMANCE REPORT
REFERRAL COMMITTEE:	n/a
SUBMITTED BY:	Karl Otterstrom, Interim Co-Chief Executive Officer/Chief Planning & Development Officer Emily S. Poole, Principal Transit Planner, Service Development

SUMMARY: Staff will provide an overview of the 2024 Fixed Route System Performance Report which is available online at the following link:

<https://www.spokanetransit.com/about-sta/projects-plans/#documents>

BACKGROUND: For Spokane Transit to ensure the reliability, consistency, and proper development of its transit services, it must continually evaluate and understand the strengths and weaknesses of the products offered. Annex 1.4 of the adopted *Connect Spokane: A Comprehensive Plan for Public Transportation* calls for an annual report on the performance of each route based on established performance standards. This year marks the sixteenth year in which staff have prepared the annual Fixed Route System Performance Report to inform the public and Board of Directors of the performance of each route and the various route facilities.

The report includes:

- An overview of 2024 ridership, which surpassed 2019 ridership levels with over 10 million rides
- NEW bus stop analysis for shelter candidacy
- NEW annualized ridership at Transit Centers and Park and Ride locations
- Individual route performance against three (3) established standards: Ridership, Equivalent Energy Consumption, and Fares
- Performance improvement concepts for routes not meeting standards
- Route indicators (length, capacity, revenue hours, revenue miles, etc.)
- Average daily ridership by stop
- Summary of 2024 passenger facilities and operational improvements
- Park and ride and bike locker utilization
- Universal Transit Access Pass (UTAP) rates
- Route profile sheets

This year's report outlines the transition of performance analysis of the established standards for Ridership and Energy Consumption in new route service classes: High Performance Transit (HPT),

Regular, and Targeted service, consistent with the changes adopted in *Connect Spokane* in May 2022. These new route services classes for performance analysis will be carried forward in subsequent reports. Additionally, STA is providing digital downloads at the link above for geographic layers that depict routes and stops and stop-level ridership data. Making these resources available to the public enhances the usability of the report and the community's understanding of STA's Fixed Route system.

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

April 30, 2025

AGENDA ITEM: 5D: 2025 COMMUNITY PERCEPTION SURVEY RESULTS SUMMARY

REFERRAL COMMITTEE: n/a

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

SUMMARY: In March 2025, ETC Institute conducted a community perception survey with the intended purpose of Spokane Transit gaining an understanding of the public perception, familiarity, and impact of our system, along with the transit needs of our growing and changing population. The survey was mailed to random households within the Public Transportation Benefit Area, with postage-paid return envelopes included. An online option was also provided. The desired sample size of 400 was reached with 447 surveys completed. The last community perception survey was completed in the fall of 2023. Key results will be shared during the meeting.

RECOMMENDATION TO COMMITTEE: Receive Report

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

April 30, 2025

AGENDA ITEM: **5E:** 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.

RECOMMENDATION TO COMMITTEE: Receive report

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

April 30, 2025

AGENDA ITEM 7A: MARCH 2025 OPERATING INDICATORS

REFERRAL COMMITTEE: n/a

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

SUMMARY: There was the same number of weekdays in March 2025 compared to March 2024 (21 vs. 21). On-time performance for Fixed Route was 94.4% and Paratransit 94.5%.

FIXED ROUTE

Ridership	March 2025	March 2024	Month/Month % Change	Year/Year % Change
Total Monthly Ridership	894,157	866,521	3.2%	5.3%
Average Daily Ridership	34,763	33,989	2.3%	5.8%
Adult Ridership	351,335	364,356	-3.6%	-1.1%
CCS Pass Ridership	35,189	30,961	13.7%	16.9%
Eagle Pass Ridership	23,178	25,578	-9.4%	-9.2%
Youth Ridership	189,972	178,682	6.3%	6.4%
Reduced Fare / Paratransit Ridership	109,699	106,740	2.8%	6.1%

PARATRANSIT

Ridership	March 2025	March 2024	Month/Month % Change	Year/Year % Change
Combined	33,841	32,985	2.5%	5.1%
Directly Operated	17,977	17,355	3%	7%
Purchased Transportation	15,864	15,630	1%	3%
SUV	1,211	936	29.4%	22.6%

RIDESHARE

Ridership	March 2025	March 2024	Month to Month %Change	Year to Year %Change
Monthly Customer Trips	8,523	8,991	-5.2%	
Year to Date Customer Trips	24,903	27,054		-8.0%
Monthly Active Groups	84	86	1.2%	-2.3%
Unique Riders	397	402	-0.2%	-1.2%
Riders per Vehicle	4.73	4.67	-1.5%	1.3%

Group Formations and Folds

We had 2 groups start and 1 group close for March:

A group from Elk to STA started.

A group from Davenport to Airway Heights

Correction Center Started.

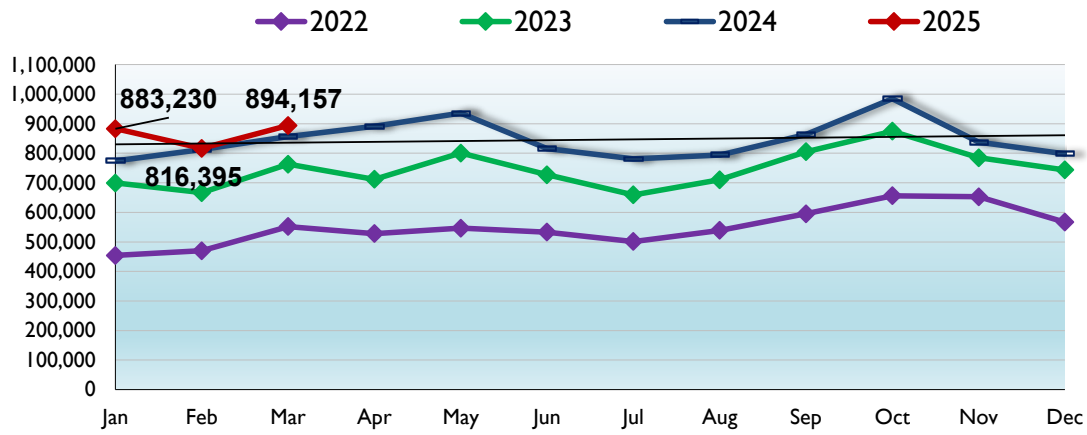
A group to Collins Aerospace closed due to lack of riders.

Key Takeaways

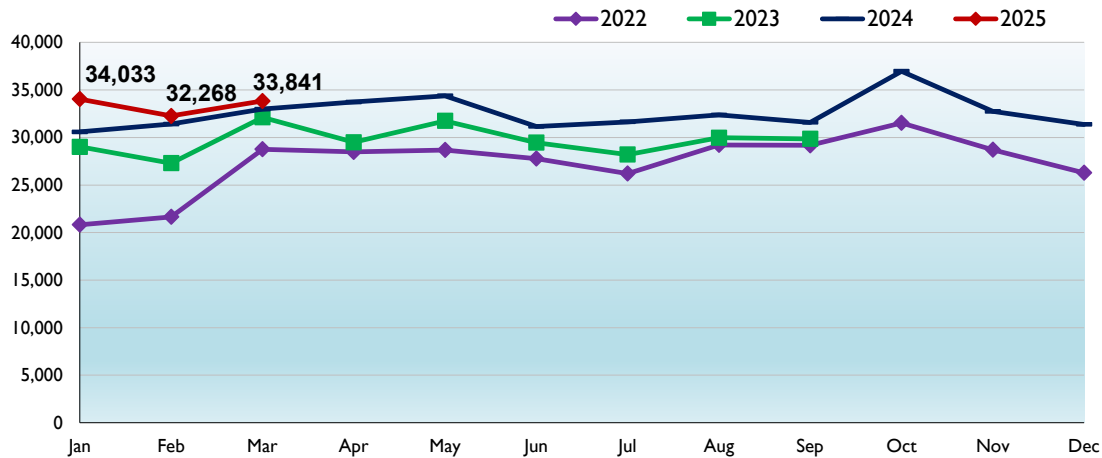
The two new groups that started began operating late into the month. The positive impact they have on trips will be realized in the following months.

RECOMMENDATION TO COMMITTEE: Information only.

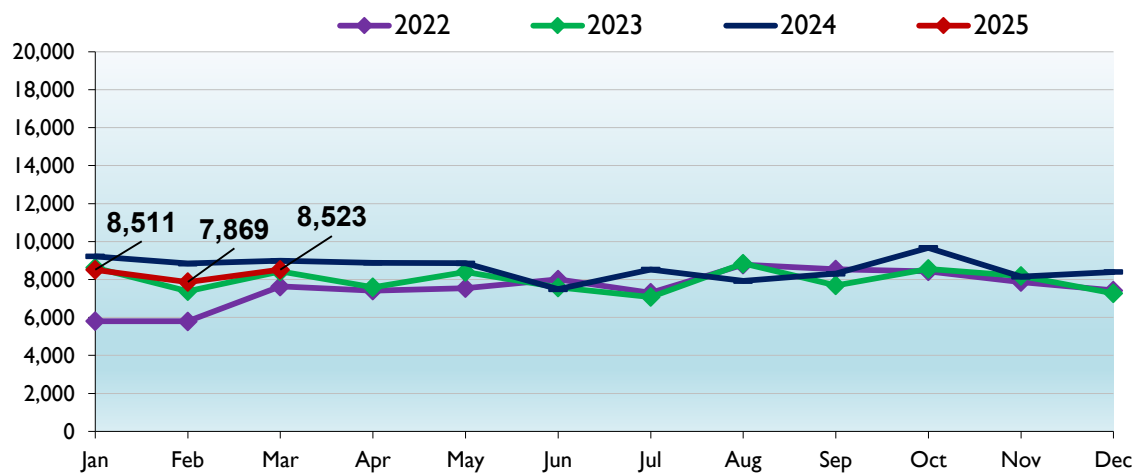
FIXED ROUTE RIDERSHIP



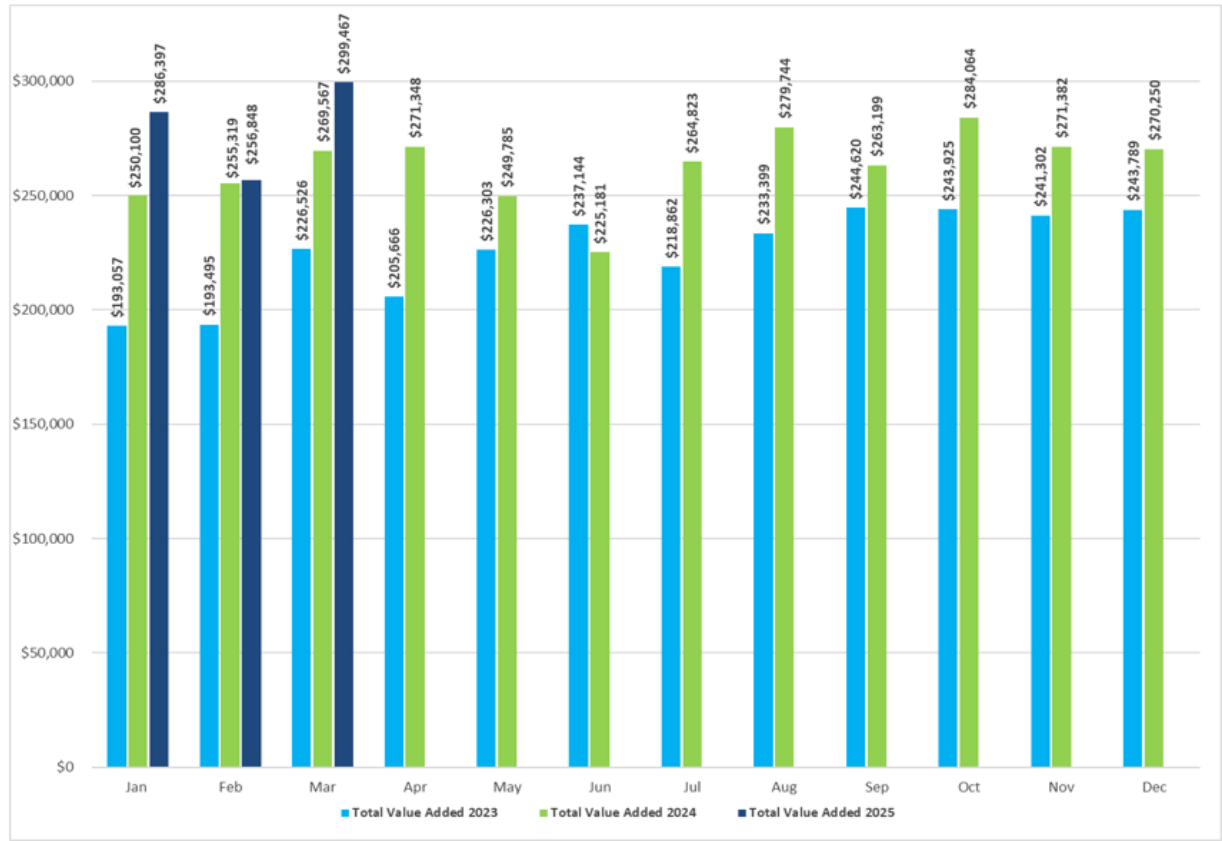
PARATRANSIT RIDERSHIP



RIDESHARE RIDERSHIP

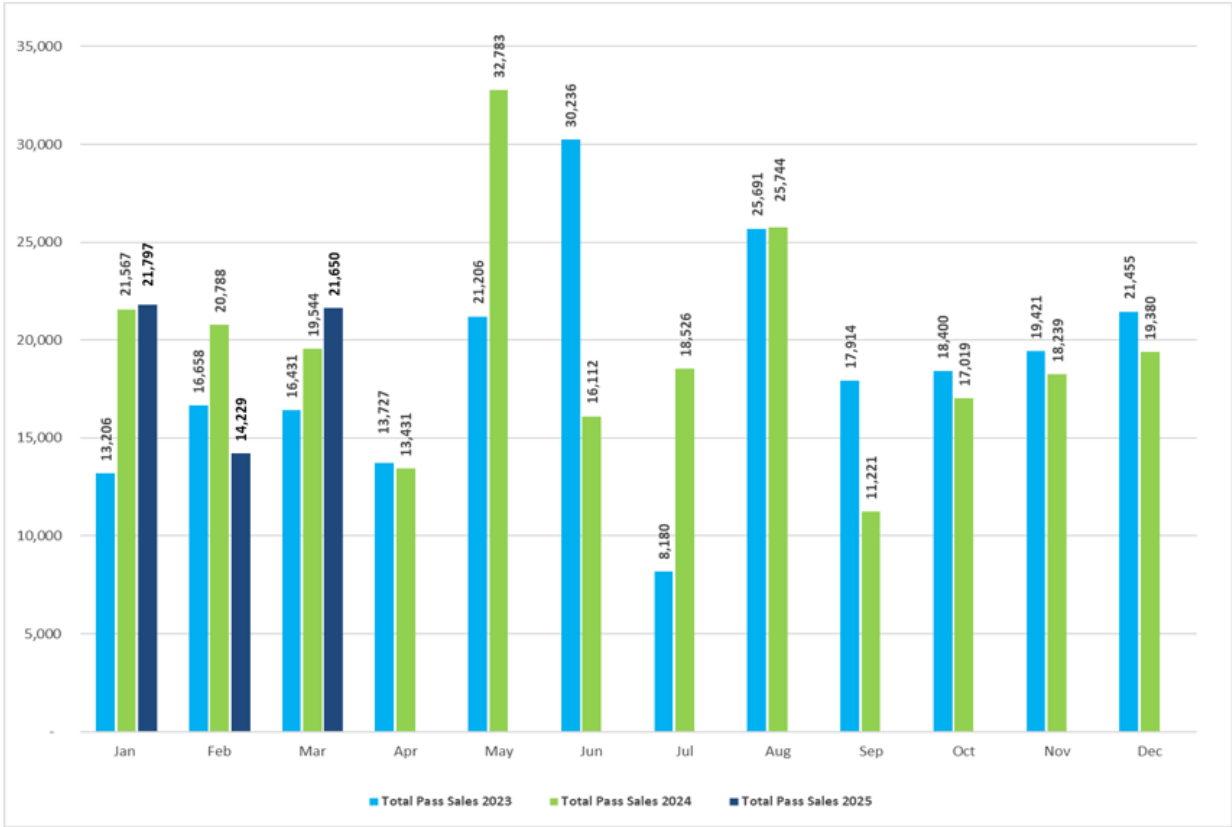


MONTHLY VALUE ADDED TO CONNECT CARDS



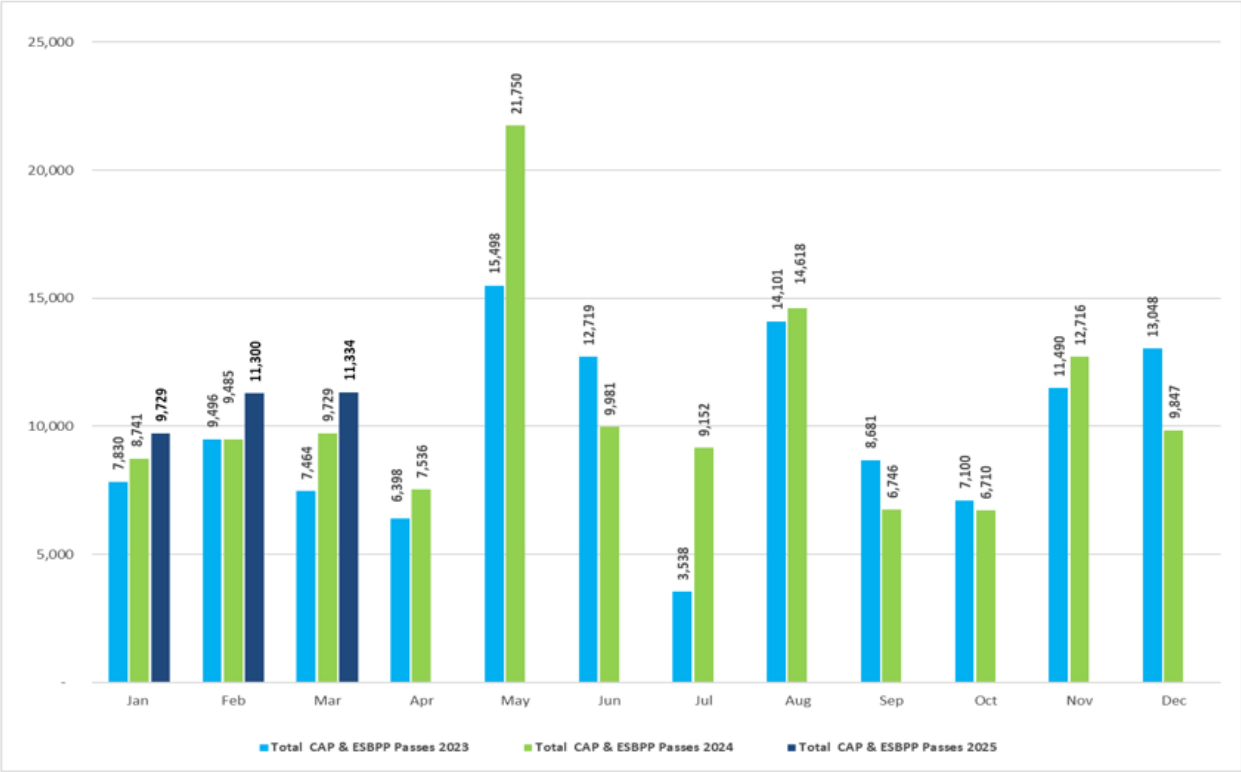
	2023 YTD	2024 YTD	2025 YTD	YTD % Change
Autoload	\$ 28,379	\$ 42,133	\$ 49,953	18.6%
Call Center	\$ 12,890	\$ 22,243	\$ 23,025	3.5%
Customer Service Terminal	\$ 187,600	\$ 184,041	\$ 179,377	-2.5%
Customer Website	\$ 67,569	\$ 65,866	\$ 63,024	-4.3%
Mobile Ticketing	\$ 275,366	\$ 342,154	\$ 339,475	-0.8%
Institutional Website	\$ 32,321	\$ 63,434	\$ 80,026	26.2%
Open Payments	\$ -	\$ 44,010	\$ 97,404	121.3%
Retail	\$ 8,953	\$ 11,105	\$ 10,428	-6.1%
Total	\$ 613,078	\$ 774,986	\$ 842,713	8.7%

MONTHLY PASSES SOLD ON THE CONNECT SYSTEM



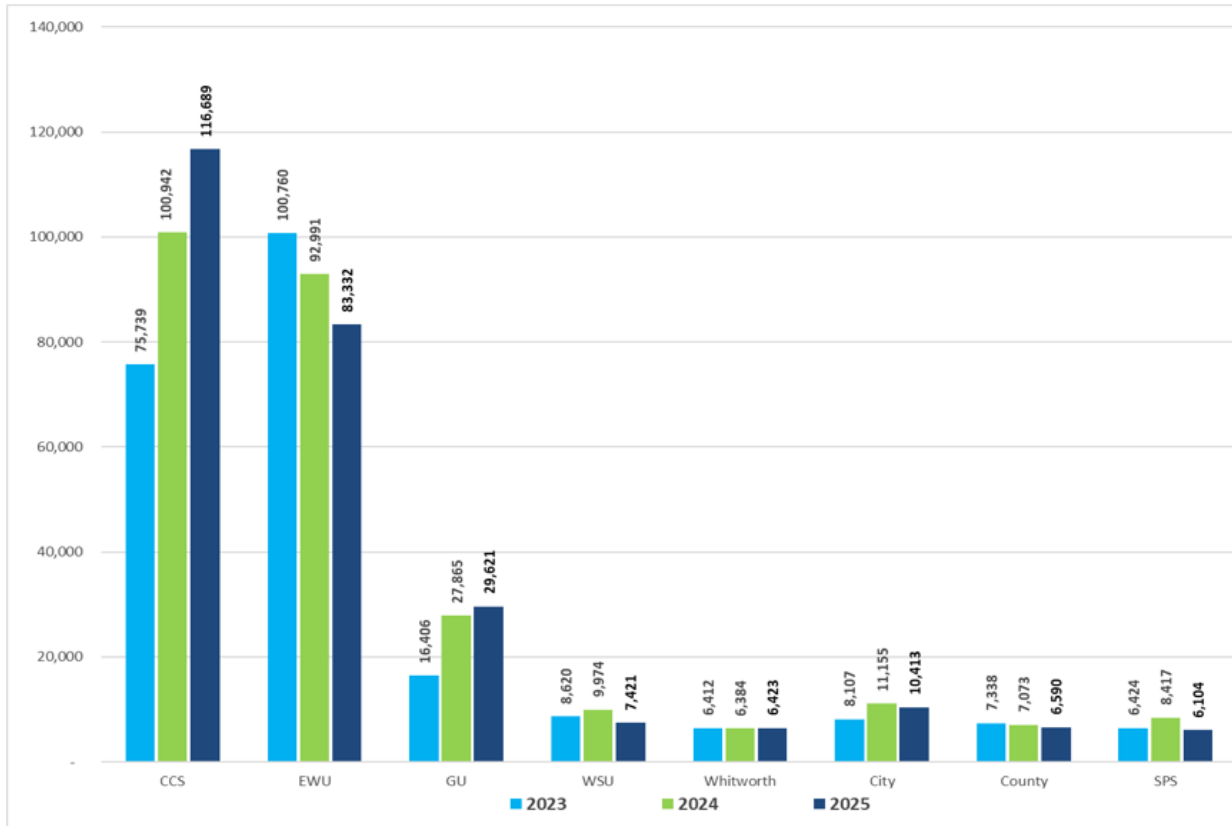
	2023 YTD	2024 YTD	2025 YTD	YTD % Change
1-Ride	17,074	21,586	19,985	-7.4%
7-Day	673	1,165	1,089	-6.5%
Day Pass	25,317	35,241	32,674	-7.3%
Stars & Stripes/ Honored Rider	146	147	155	5.4%
Paratransit Monthly	113	116	123	6.0%
Shuttle Park	549	384	221	-42.4%
31-Day Rolling	2,423	3,260	3,429	5.2%
Total	46,295	61,899	57,676	-6.8%

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



	2023 YTD	2024 YTD	2025 YTD	YTD % Change
1-Ride CAP	10,148	9,512	11,804	24.1%
Day Pass CAP	13,557	17,096	19,194	12.3%
Employer Sponsored Bus Pass	1,085	1,347	1,365	1.3%
Total	24,790	27,955	32,363	15.8%

MARCH YTD UTAP RIDES



	2023 YTD	2024 YTD	2025 YTD	YTD % Change
CCS	75,739	100,942	116,689	15.6%
EWU	100,760	92,991	83,332	-10.4%
GU	16,406	27,865	29,621	6.3%
WSU	8,620	9,974	7,421	-25.6%
Whitworth	6,412	6,384	6,423	0.6%
City	8,107	11,155	10,413	-6.7%
County	7,338	7,073	6,590	-6.8%
Spokane Public Schools	6,424	8,417	6,104	-27.5%
Total	229,806	264,801	266,593	0.7%

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

April 30, 2025

AGENDA ITEM 7B : MARCH 2025 FINANCIAL RESULTS SUMMARY

REFERRAL COMMITTEE: n/a

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

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

Revenue

Overall, March year-to-date revenue is 4.5% (\$1.7M) higher than budget impacted by the following:

- Fares & Other Transit Revenue is 10.1% higher than budget
- Sales Tax Revenue is 0.4% higher than the budget
- Federal & State Grant Revenue is 24.3% higher than budget
- Miscellaneous Revenue is 0.5% higher than budget

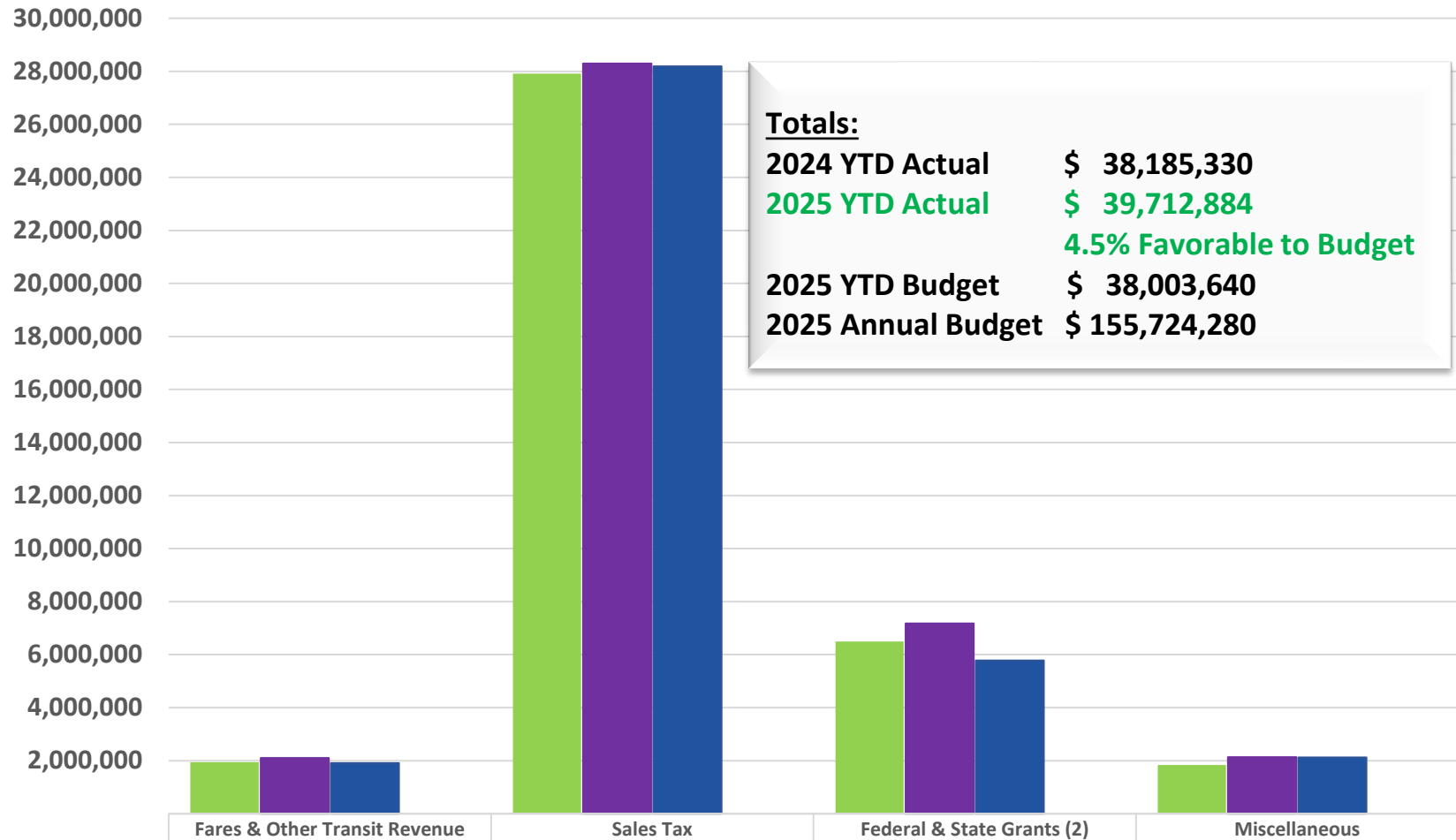
Operating Expenses

Overall, March year-to-date operating expenses are 8.4% (\$2.8M) lower than budget influenced by the timing of payments as follows:

- Fixed Route is 5.7% lower than budget
- Paratransit is 10.4% lower than budget
- Rideshare is 16.8% lower than budget
- Plaza is 16.3% lower than budget
- Administration is 15.2% lower than budget

RECOMMENDATION TO COMMITTEE: Information only.

Spokane Transit Revenues ⁽¹⁾ - March YTD 2025



	Fares & Other Transit Revenue	Sales Tax	Federal & State Grants (2)	Miscellaneous
2024 YTD Actual	1,942,050	27,910,038	6,492,885	1,840,357
2025 YTD Actual	2,106,661	28,293,708	7,180,259	2,132,256
2025 YTD Budget	1,913,612	28,189,139	5,778,388	2,122,501
2025 YTD Budget Variance	10.1%	0.4%	24.3%	0.5%
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 March state capital grant reimbursements total \$1,940,556 and federal capital grant reimbursements total \$0.

Spokane Transit Operating Expenses⁽¹⁾ - March YTD 2025

22,000,000

20,000,000

18,000,000

16,000,000

14,000,000

12,000,000

10,000,000

8,000,000

6,000,000

4,000,000

2,000,000

Totals:

2024 YTD Actual \$ 28,675,925

2025 YTD Actual \$ 30,506,099

-8.4% Favorable to Budget

2025 YTD Budget \$ 33,315,018

2025 Annual Budget \$ 135,259,729

Fuel:

2024 YTD Actual \$ 1,328,988

2025 YTD Actual \$ 1,285,206

-20.9% Favorable to Budget

2025 YTD Budget \$ 1,625,690

2025 Annual Budget \$ 6,496,979

	Fixed Route	Paratransit	Rideshare	Plaza	Administration
2024 YTD Actual	18,717,777	4,461,892	190,761	914,329	4,391,166
2025 YTD Actual	19,995,989	4,828,656	212,799	869,302	4,599,353
2025 YTD Budget	21,211,253	5,388,437	255,732	1,038,992	5,420,604
2025 YTD Budget Variance	-5.7%	-10.4%	-16.8%	-16.3%	-15.2%
2025 Total Budget	89,779,111	21,875,233	955,926	4,103,871	18,545,588

(1) Operating expenses exclude capital expenditures of \$5,972,618 and Street/Road cooperative projects of \$0 for year-to-date March 2025.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

April 30, 2025

AGENDA ITEM 7C : APRIL 2025 SALES TAX REVENUE

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Tammy Johnston, Interim Chief Financial Officer

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

- 3.1% below 2025 budget
- 0.4% below YTD 2025 budget
- 2.1% below 2024 actual
- 0.6% above YTD 2024 actual

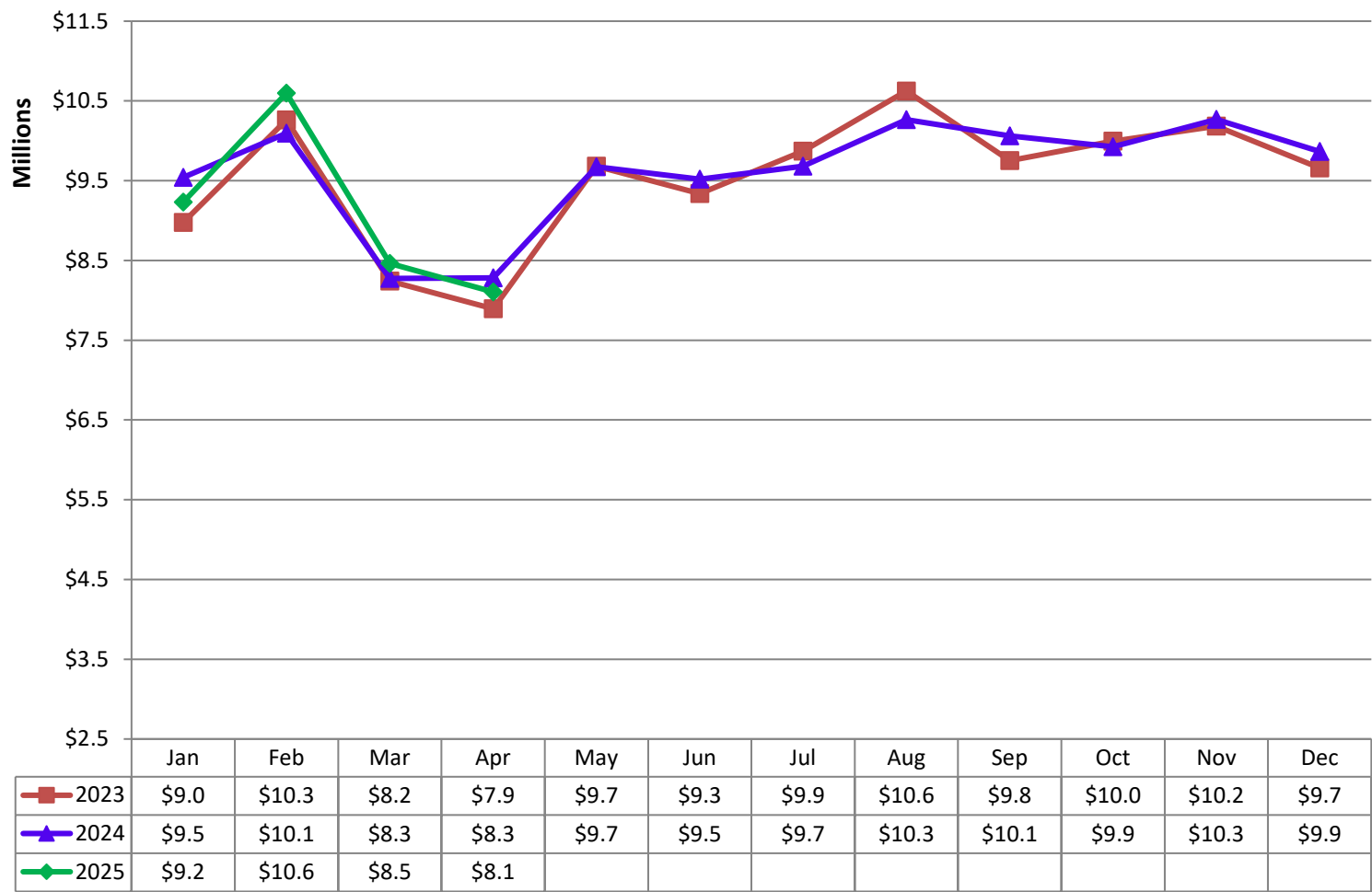
Total taxable sales for February were *down* 1.8% from February 2024. 2025 YTD sales are *up* 0.3% compared with February 2024 YTD. Retail, Construction and Accommodation and Food Services continue to be the top 3 rankings:

- Retail Trade *increased* by 0.9% or \$4.3M in February 2025 vs February 2024 and is *down* by 0.2% or \$-1.7M February 2025 YTD vs 2024 YTD
 - Other Miscellaneous Retailers *increased* 7.0% or \$11.4M February 2025 YTD over February 2024 YTD
 - Electronics and Appliance Retailers *increased* 15.8% or \$9.9M February 2025 YTD over February 2024 YTD
 - Grocery and Convenience Retailers *increased* 6.6% or \$3.9M February 2025 YTD over February 2024 YTD
 - Automotive Parts, Accessories, and Tire Retailers *increased* 9.1% or \$3.1M February 2025 YTD over February 2024 YTD
 - Gasoline Station Retailers *decreased* 3.6% or \$-1.0M February 2025 YTD over February 2024 YTD
 - Department Stores Retailers *decreased* 20.4% or \$-1.6M February 2025 YTD over February 2024 YTD
 - Health and Personal Care Retailers *decreased* 9.4% or \$-3.9M February 2025 YTD over February 2024 YTD
 - Furniture and Home Furnishings Retailers *decreased* 14.7% or \$-4.2M February 2025 YTD over February 2024 YTD
 - Building Material and Supplies Dealers *decreased* 6.3% or \$-4.9M February 2025 YTD over February 2024 YTD
 - Automobile Dealers *decreased* 2.8% or \$-4.9M February 2025 YTD over February 2024 YTD
 - Warehouse Clubs, Supercenters, and Other General Merchandise Retailers *decreased* 4.0% or \$-5.3M February 2025 YTD over February 2024 YTD

- Construction *decreased* by 11.2% or \$-16.8M in February 2025 vs February 2024 and is *down* by 1.2% or \$-3.6M February 2025 YTD vs 2024 YTD
- Accommodation and Food Services *increased* by 2.9% or \$3.1M in February 2025 vs February 2024 and is *up* by 3.7% or \$7.4M February 2025 YTD vs 2024 YTD

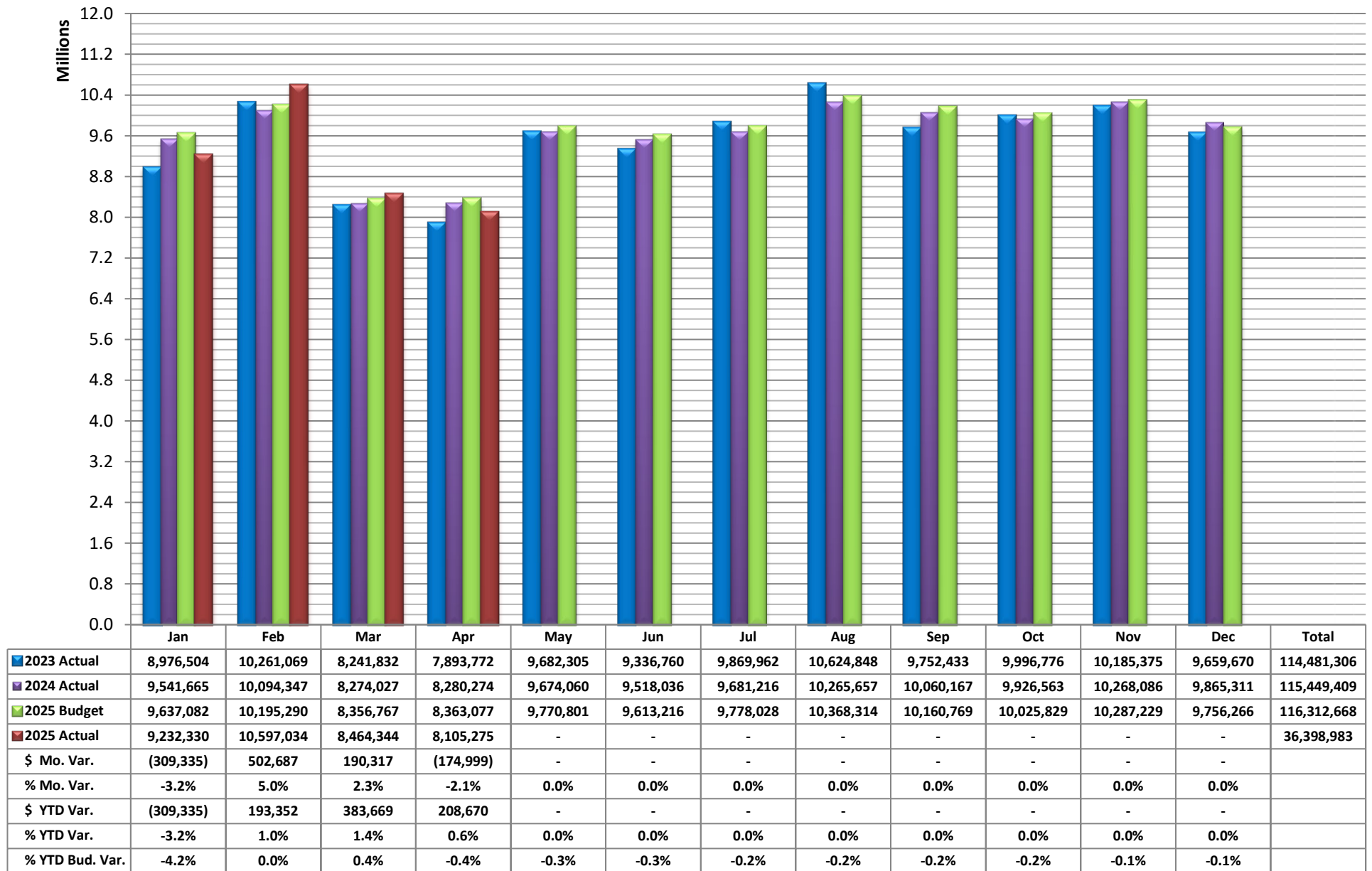
RECOMMENDATION TO COMMITTEE: Information only.

Sales Tax Revenue History-April 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 MEETING

April 30, 2025

AGENDA ITEM 7D : 1ST QUARTER 2025 SERVICE PLANNING INPUT REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Interim Co-Chief Executive Officer/Chief Planning & Development Officer
Drew Redman, Associate Transit Planner

SUMMARY: A total of 53 comments and feedback related to fixed route service and stops were received by the Planning & Development Department during the first quarter of 2025. Of the comments received, 18 were requests for new service, 17 were related to existing service, and 18 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 first quarter of 2025. 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 a fixed route loop on East Bigelow Gulch Road, North Freya Street, East Trent Avenue, and North Argonne Road.

Staff notified the customer that East Bigelow Gulch Road is outside of the Public Transportation Benefit Area (PTBA). Rideshare resources were shared.

One request for more bus stops on West 6th Avenue in Airway Heights, to serve the Basalt Ridge Apartments.

Staff informed the customer that STA is contributing toward the cost of construction of 6th Avenue in Airway Heights, including several new stops near the apartments.

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, which are currently not planned for. The customer was also informed of Rideshare options.

One request for service to Canyon Bluffs apartments on West Westwood Lane and West Thorpe Road.

Staff informed the customer of Mobility on Demand Service Pilot expected to begin in 2027.

One request for service near the Painted Hills community in Spokane Valley.

No customer contact information was provided. Staff will consider the feedback for future planning efforts.

One request for additional stops on Route 190 Valley Express at Park Road and Farr Road.

Staff attempted to contact the customer, but the email provided was invalid. Staff will consider the feedback for future planning efforts.

One request for service to Rockford.

Staff informed the customer that the request was outside of the PTBA and provided information about Rideshare.

One suggestion for two new route concepts. One route on East 5th Avenue incorporating South Freya Street, East 12th Avenue, and North Havana Street and another route connecting South Ray Street, South Hill Park and Ride, and Ferris High School.

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

One request from the East Valley Community Coalition for more service to the East Valley community and Otis Orchards, particularly for at-risk youth and families.

Staff met the organization coordinator and discussed Spokane Valley service restructuring plans. Business development contacts were provided for organization bus passes and to connect with the East Valley School District. Information was provided regarding Rideshare, Zero Fare for Youth, and public transportation options beyond the STA service area (since Otis Orchards is outside the PTBA). Communication with the organization will be maintained for future planning efforts.

One request for service to Bethany Place assisted living facility on East Upriver Drive and North Argonne Road.

Staff informed the customer that the request would be considered in future planning efforts.

One request for service on Hawkstone Loop in Liberty Lake.

Staff informed the customer that their feedback would be considered for route alignment and stop placement when service expands to the area in September 2025.

ADDITIONAL SERVICE REQUESTS

One request for service to a MultiCare clinic and to Yoke's grocery in Airway Heights.

Staff informed the customer that Route 61 Highway 2/Fairchild will have new stops on South Deer Heights Road and West 10th Avenue starting in September 2025, which will provide service to the clinic and grocery store.

Two requests for service to Northwest Terrace neighborhood near Westgate Park, south of West 9 Mile Road.

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

One request for service to the Child Development Center on Fairchild Air Force Base.

Staff informed the customer of the nearest stop approximately 900 feet away. Staff will consider the feedback for future planning efforts.

One request for all day, every day "24/7" service.

Staff informed the customer that current funding does not allow for expanded service unless frequency is significantly reduced, impacting a majority of customers. Information was provided for Rideshare services.

One request for paratransit service to Willow Grove assisted living facility on East Mead Street near North Pittsburg Street.

Staff notified the customer of planned bus stops on East Hastings Road and North Perry Street that will allow paratransit to serve the facility in coming years. Staff referred the customer to Special Mobility Services for immediate transportation needs.

One request for service from Four Lakes along West Melville Road, Southwest Terrace Drive, West January Drive, to the West Plains Transit Center.

Staff informed the customer that the request would be considered in future planning efforts.

EXISTING SERVICE COMMENTS

One comment regarding uncomfortable seats, particularly concerned with double-decker buses.

The customer was informed that the double-decker seats will be similar to seats found on newer battery-electric buses.

One comment requesting weekend schedules to match weekday schedules.

Staff informed the customer that current resources do not allow for expanded service on the weekend at this time.

One comment requesting more off-peak hours for Route 124 North Express to get to Whitworth University.

Staff informed the customer of other routes serving Whitworth University during off-peak hours.

EXISTING SERVICE COMMENTS

One comment requesting an additional bus on Route 6 Cheney at 4:00 pm for the bus stop on Washington Street and West 7th Street in Cheney.

Staff informed the customer of service changes coming in September 2025 that will increase Route 6 Cheney reliability, helping to address concerns with scheduled service in the afternoon.

Three comments requesting increased Sunday service in Cheney.

- Two requests for early morning Sunday service for Route 67 Swoop Loop and Route 68 Cheney Loop
- One request for more frequent Sunday service on Route 6 Cheney

Staff informed the customers that current funding does not allow for increased Sunday service. Staff informed the customers of additional Sunday service on Route 6 Cheney and Rideshare services that could meet their needs. Staff will consider the feedback for future planning efforts.

One comment regarding on-time performance of Route 63 Geiger/Airport.

Staff requested additional details. Pending response from customer.

One comment regarding transfers for Route 32 Trent/Montgomery and Route 74 Mirabeau/Liberty Lake at the Mirabeau Transit Center.

Staff informed the customer of September 2025 service changes that will optimize transfers at this location.

One comment requesting increased frequency of Route 43 Lincoln/37th Ave during non-peak periods.

Staff informed the customer of peak versus non-peak customer demand. Staff also informed the customer that ridership would be monitored, and their request would be documented for future consideration.

One comment regarding increased service on Route 95 Mid-Valley for Amazon shifts ending at 6:00 pm.

Staff informed the customer that their request would be logged for future consideration.

One comment regarding service to the Amazon GEG5 facility opening on South Hayford Road and South Pendell Lane.

Staff informed the customer of Routes 63, 65, and 633 that provide transit service to or near the facility. Staff also offered trip planning assistance through the Customer Service Department.

One comment requesting earlier Sunday service on interlining Route 27 Crestline and Route 61 Highway 2/Fairchild.

Staff informed the customer that the request would be documented for future consideration.

EXISTING SERVICE COMMENTS

One comment expressing appreciation for 15-minute service on Route 28 Nevada. The customer also expressed a desire for more frequency and service span on Route 124 North Express.

Staff informed the customer that the feedback would be documented and would assist in shaping future planning efforts.

One comment regarding the 14-minute dwell time of Route 74 Mirabeau/Liberty Lake at the Plaza at 8:40 pm.

Staff informed the customer that the existing dwell time was a result of customer requests to facilitate key route transfers in the evening. Staff will reconsider this dwell time when Route 74 becomes Route 7 with longer operating hours in September 2025.

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

Staff informed the customer that Sunday service is planned for September 2025 as part of the implementation of Route 7.

One request for more frequent service at night on Route 4 Monroe/Regal.

Staff informed the customer that the request would be considered in future planning efforts.

BUS STOP COMMENTS

One adjacent property owner requested limiting street parking on North G Street between West Decatur Avenue and West Francis Avenue and/or relocating bus stops due to safety concerns of limited roadway space, parking violations, and traffic sightlines.

Staff provided the property owner with a City of Spokane parking revision application and contact information for the relevant department.

One adjacent property owner requested a trash can near Shadle High School.

Staff informed the property owner that the stop averaged 4 weekday boardings, below the typical threshold of 10 boardings to warrant trash can installation and maintenance. Staff requested verification and documentation of littering. Verification was not submitted.

One adjacent property owner requested street lighting and a shelter at the southbound stop on North Nevada Street and East Joseph Avenue.

Staff directed the property owner to City of Spokane resources for street light requests. Staff also informed the property owner that the stop is not eligible for a shelter; the average weekday boardings is 12 at this stop, 25 or more weekday average boardings is required for shelter placement.

BUS STOP COMMENTS

One citizen reported a damaged pole and bus stop sign on East Indiana Avenue adjacent to Great Floors.

Staff coordinated pole and sign replacement.

One customer requested continuing to use the bus stop on West 14th Avenue and South Adams Street after the stop was temporarily closed due to an overhead obstruction.

Staff notified the customer that a temporary stop had been placed across the street while the stop is being assessed for safety. Stop improvements are planned for September 2025, relocating the stop farside of the intersection.

One citizen requested ridership information for stops on West Sunset Highway (Highway 2) and South Hayford Road.

Staff provided the requested information.

One citizen requested a trash can at the bus stop on Sullivan Road and East 16th Avenue.

Staff informed the citizen that the stop had an average of 2 weekday boardings, which is below the typical threshold of 10 average weekday boardings to merit the installation and service of a trash can. The citizen was informed that photo verification of consistent littering could be submitted to support trash can installation. Verification was not submitted.

One neighbor requested to improve the Route 22 Northwest Blvd bus stop on West Northwest Boulevard and North D Street.

Staff informed the customer that the stop is not eligible for a shelter; the average weekday boardings is 3 at this stop, 25 or more weekday average boardings is required for shelter placement.

One operator noted that when serving the bus stop on North Market Street and East Euclid Avenue the overhead announcement was incorrect.

Staff corrected the announcement.

One customer inquired about bus stop improvements throughout the entire service area.

Staff informed the customer about balancing operating costs and the capital costs of improving all bus stops. Staff also requested specific locations preferred for improvements to be reviewed.

Two customers requested repair or removal of advertising benches at the following bus stops:

- Sprague Ave and McDonald Road
- North Pines Road and Sprague Avenue

Staff informed the customers that the benches were owned by the advertising company who would be contacted for removal or repair. The benches were removed.

BUS STOP COMMENTS

One customer requested trash and recycling cans at more bus stops.

Staff notified the customer of ridership considerations and verification of consistent littering when determining trash can installation at bus stops in order to balance costs of installing and servicing trash and recycling cans.

Two customers requested larger parking stalls and a larger parking entrance at the west entrance to Mirabeau Transit Center. One of the customers also expressed concern about the distance from the parking lot to the bus stops and the comfort of the bus stop on East Indiana Avenue.

Staff informed the customer that the request would be considered for future planning efforts. Staff have modified some of the east lot parking spaces to be to accommodate larger vehicles.

One county employee requested coordination of crosswalk, sidewalk, and bus stop improvements at North Wall Street and West Westview Avenue.

Staff discussed relocation of stops to align with a new crosswalk location. Bus stop design standard plans were distributed with construction pending.

One customer requested a solution to bird strikes on the glass shelter panels at Spokane Falls Community College.

Staff informed the customer that options would be reviewed for consideration.

One customer requested improved bus stop conditions at West Sunset Highway and South Lawson Street and West Sunset Highway and South Hayford Road. The customer also requested bus #2909 be retired due to worn upholstery.

Staff notified the customer of bus stop changes and improvements planned for the September service change. Vehicle maintenance staff were notified of bus conditions.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

April 30, 2025

AGENDA ITEM 8 : JUNE 4, 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 June 4, 2025, draft agenda.

RECOMMENDATION TO COMMITTEE: For discussion.

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, June 4, 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 April 30, 2025 (May meeting), Committee Meeting - *Corrections/Approval*
 - B. Boone Electrical Systems Upgrade: Scope of Work Approval (*Rapez-Betty*)
4. Committee Action (15 minutes)
 - A. Board Consent Agenda
 1. Customer Care Auditing Services – Award of Contract (*Cortright*)
 2. Data Feed/Customer Information Improvements – Award of Contract (*Cortright*)
 - B. Board Discussion Agenda (*none*)
5. Reports to Committee (35 minutes)
 - A. 2025 First Quarter Year-to-Date Performance Measures (*Rapez-Betty*)
 - B. Enhanced Transit Security Strategy Update (*Rapez-Betty*)
 - C. Alternative Low-Income Pilot Fare Program Structures (*Cortright*)
 - D. Citizen Advisory Committee Update (*Cortright*)
6. CEO Report (*Rapez-Betty/Otterstrom*) (15 minutes)
7. Committee Information (no discussion/staff available for questions)
 - A. April 2025 Operating Indicators (*Rapez-Betty*)
 - B. April 2025 Financial Results Summary (*Johnston*)
 - C. May 2025 Sales Tax Revenue (*Johnston*)
 - D. Disadvantaged Business Enterprise Program Proposed Goal for Federal Fiscal Years 2026, 2027, and 2028 (*Johnston*)
8. Review July 9, 2025, Meeting Draft Agenda (5 minutes)
9. New Business (5 minutes)
10. Committee Members' Expressions (5 minutes)
11. Adjourn

Next Committee Meeting: Wednesday, July 9, 2025, at 1:30 p.m.

Optional Virtual Link:	Join Here	
Password:	Members: 2025	Guests: 0625
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 30, 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 30, 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.