

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

CITIZEN ADVISORY COMMITTEE MEETING
Wednesday, April 13, 2022
5:00 – 6:30 p.m.
Via Video Conference

Committee Members: [Committee Members Join Here](#)
General Public: [Public Attendees Join Here](#)
Audio Conference: Call the number below and enter the Meeting ID
1-253-215-8782 | Meeting ID: 843 7250 6469

AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report (*Brian Kamp*)
3. Public Expressions (*Brian Kamp*) – 3 minutes per person
4. Committee Action:
 - A. Minutes of February 9, 2022, Meeting (*Brian Kamp*) – 5 minutes
5. Committee Reports:
 - A. State of the Agency (*Susan Meyer*) – 15 minutes
 - B. I-90/Valley High Performance Transit Line: Scenarios Evaluation (*Karl Otterstrom*) – 10 minutes
 - C. 2021 Unaudited Year-End Financial Report (*Monique Liard*) – 10 minutes
 - D. 2021 Year-End Performance Measures & Proposed 2022 Goals (*Brandon Rapez-Betty*) – 10 minutes
 - E. STA Moving Forward Quarterly Project Delivery Report (*Karl Otterstrom*) – 5 minutes
 - F. STA Paratransit Services (*Emily Arneson*) - 10 minutes
6. Committee Information – *no action or discussion*
7. Committee Member Expressions (*Brian Kamp*) – 5 minutes
8. Set Agenda Items for Future CAC meetings – 5 minutes
9. Adjourn

Next Citizen Advisory Committee Meeting: June 8, 2022

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

April 13, 2022

AGENDA ITEM 02 : COMMITTEE CHAIR REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Kate Kelly (Executive Assistant)

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
CITIZEN ADVISORY COMMITTEE MEETING

April 13, 2022

AGENDA ITEM 03 : PUBLIC EXPRESSIONS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Kate Kelly (Executive Assistant)

SUMMARY: At this time, the Citizens Advisory Committee will give the public the opportunity to express comments or opinions.

The Chair will ask if any member of the public is present and would like to speak. All meeting attendees will be unmuted by the host. Comments will be limited to three minutes per person and, if requested, answers will be provided by staff at a later date.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

April 13, 2022

AGENDA ITEM 04 : MINUTES OF THE FEBRUARY 9, 2022, COMMITTEE MEETING –
CORRECTIONS AND/OR APPROVAL

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Kate Kelly (Executive Assistant)

SUMMARY: Attached for your information, corrections, and/or approval are the minutes of the February 9, 2022, Citizen Advisory Committee meeting.

RECOMMENDATION TO COMMITTEE: Information only.

CITIZEN ADVISORY COMMITTEE MEETING
DRAFT Meeting Minutes for February 9, 2022
Via Video Conference

<p><u>MEMBERS PRESENT</u> Brian Kamp, Committee Chair Dennis Anderson Dan Brown Linda Carroll Steve Faust Chris Fortensky Susan Gray Charles Howell Larry Lapidus Caleb McDougall JT Ramsey Michelle Rasmussen</p> <p><u>MEMBERS ABSENT</u> None</p>	<p><u>STAFF PRESENT</u> E. Susan Meyer, Chief Executive Officer Monique Liard, Chief Financial Officer Karl Otterstrom, Director of Planning & Development Emily Arneson, Community Ombudsman & Accessibility Officer Kate Kelly, Executive Assistant</p> <p><u>GUESTS</u> Kinzie Michael Jason Lien</p>
--	--

1. **CALL TO ORDER AND ROLL CALL**

The Chair called the meeting to order at 5:00 p.m. and roll call was conducted.

2. **COMMITTEE CHAIR REPORT**

Mr. Brian Kamp reminded the committee that their role is as a voice of the people. Their responsibility as a committee member is to address issues that are affecting the population at large, not personal, specific issues.

3. **PUBLIC EXPRESSIONS**

There were no expressions at this time.

4. **COMMITTEE ACTION**

A. **Minutes of October 27, 2021, Special Meeting**

Mr. Brian Kamp asked the committee to review the minutes of the October 27, 2021, **Special Meeting**. Mr. Chris Fortensky moved to approve the October 27, 2021, **Special Meeting** Committee minutes. Mr. Dennis Anderson seconded, and the motion passed unanimously.

B. **Consideration of Applicant for Membership**

Ms. Emily Arneson reported that she and Mr. Kamp interviewed applicant Kinzie Michael, and staff will be recommending that the Performance Monitoring and External Relations Committee approve her as a CAC member. Although no formal action by the CAC is required, Mr. Anderson moved to approve the recommendation of Ms. Michael to the Performance Monitoring & External Relations Committee for appointment. Mr. Fortensky seconded, and the motion passed unanimously.

5. COMMITTEE REPORTS

A. State of the Agency

CEO Ms. Susan Meyer provided agency updates, including:

- The appointment of Brandon Rapez-Betty as Chief Operations Officer,
- The announcement of a transportation revenue package in the Washington state legislature,
- STA is currently recruiting to fill a number of positions, and,
- Updated STA COVID metrics.

B. Spokane Regional Transportation Council, Human Services Transportation Plan, 2022 Update

Mr. Jason Lien, representing the Spokane Regional Transportation Council (SRTC), outlined the Coordinated Public Transit-Human Services Transportation Plan. This Plan is updated every four years and seeks to identify available transportation services, needs, and gaps, and makes recommendations for transportation projects in Spokane County. It focuses on populations with special needs such as low-income individuals, seniors, and people with disabilities. Updating the Plan will take place over the next several months and include various meetings with STA as well as outreach in the Spokane area.

C. Fare Policy Update

Ms. Monique Liard, Chief Financial Officer, provided the committee with an update regarding the upcoming changes to the fare collection system and overall fare policy. The new fare collection system will enhance the customer experience by making the fare payment process easier, more accessible, more convenient, and faster. Changes to the fare policy document included policy simplification, clarification of CEO authority in administration of fares, and the separation of the fare policy from the fare tables. These changes were authorized through Board Resolution 791-22. All fare collection and fare policy changes came after significant community outreach was conducted that included over 1,500 respondents.

D. Website Update

Ms. Arneson introduced the committee to the new Spokane Transit website that was recently launched in beta format. She displayed many of the new attributes including language translation and numerous accessibility options. The committee was encouraged to explore and review the beta version of the website and provide feedback to STA before the formal launch in a few months.

E. Legislative Update

This agenda item was skipped as the CEO provided a legislative update in her State of the Agency presentation.

F. STA Board's Strategic Planning Efforts

Ms. Arneson updated the committee on the Board's ongoing strategic planning efforts. In regard to long-term strategy, the Board elected to hire strategic planning partner firm Nelson Nygaard. Near-term opportunities have provided for the investment of \$18,462,200 into projects to be completed in the next 24 months.

G. Recruitment

Mr. Kamp encouraged committee members to recruit additional members in the community.

6. COMMITTEE INFORMATION

There was no committee information presented.

7. COMMITTEE MEMBER EXPRESSIONS

Mr. Anderson requested information on the status of restoration of service on 29th Avenue.

Mr. Fortensky asked for an update regarding the rolled steel that is part of City Line shelter installation.

Ms. Linda Carroll requested a trash can be installed at a specific stop on Route 25.

Mr. Kamp encouraged committee members to ride a battery electric bus. He also expressed gratitude to Ms. Meyer and her staff for their hard work throughout the pandemic to keep service on the road.

8. SET AGENDA ITEMS FOR FUTURE CAC MEETINGS

9. ADJOURN

The meeting was adjourned at approximately 6:35 p.m.

The next Citizen Advisory Committee meeting is scheduled for April 13, 2022, at 5:00pm via Zoom.

Respectfully submitted,



Kate Kelly
Executive Assistant to the Director of Human Resources & Labor Relations

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

April 13, 2022

AGENDA ITEM 05A : STATE OF THE AGENCY

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Susan Meyer (Chief Executive Officer)

SUMMARY: The CEO will update the committee on topics concerning Spokane Transit.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

April 13, 2022

AGENDA ITEM 05B : I-90/VALLEY HIGH PERFORMANCE TRANSIT LINE: SCENARIOS
EVALUATION

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom (Chief Planning & Development Officer)
Hamid Hajjafari (Senior Transit Planner)

SUMMARY: Interstate 90 between downtown Spokane and Spokane Valley is one of the most congested corridors in eastern Washington. As part of the STA Moving Forward plan, Spokane Transit is preparing to deliver new services and infrastructure to provide residents with expanded mobility choices. The I-90/Valley High Performance Transit (HPT) project extends from downtown Spokane to Liberty Lake with a planned pilot extension of service into Idaho subject to a cross-state partnership. Staff will provide an update on planning and evaluation process for the project.

RECOMMENDATION TO COMMITTEE: Information only.

**SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING**

April 13, 2022

AGENDA ITEM 5C : 2021 UNAUDITED YEAR-END FINANCIAL REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Monique Liard (Chief Financial Officer)

SUMMARY: Staff will present the 2021 unaudited year-end financial results.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

April 13, 2022

AGENDA ITEM 5D : 2021 YEAR-END PERFORMANCE MEASURES & PROPOSED 2022 GOALS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty (Chief Operations Officer)

SUMMARY: Staff will present the 2021 year-end performance measures and outline the proposed goals for 2022.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

Annotated copy to show comparison to 2021

Staff Report

Approved: TBD

SUBJECT: 2022 PERFORMANCE MEASURES

MISSION

- We are dedicated to providing safe, convenient and accessible public transportation services to Spokane region neighborhoods, businesses, and activity centers.
- We are leaders in transportation and a valued partner in the community's social fabric, economic infrastructure, and quality of life.

OUR VISION

- STA aspires to be a source of pride for the region.

PRIORITIES AND OBJECTIVES

1. Safety

Emphasize safety of our customers and employees in all aspects of our operations

2. Earn and Retain the Community's Trust

Engender trust and accountability and satisfy and exceed the expectations of citizens, customers, and employees; increase ridership; operate an efficient, cost-effective operation; maintain tight control of operational, administrative, and capital expenditures of public resources; provide service that is responsive and tailored to the area's needs.

3. Provide Excellent Customer Service

Provide consistently high-quality service to customers at every interaction with Spokane Transit; be rated by customers, the community, and employees as providing excellent customer service as measured annually in surveys.

4. Enable Organizational Success

Have a well-trained and highly productive workforce; promote healthy dialogue on important issues; reduce employee injuries.

5. Exemplify Financial Stewardship

Operate an efficient, cost-effective operation; maintain tight control of operational, administrative, and capital expenditures of public resources; establish reasonable, user-based revenue targets; plan for future operational and capital needs

PERFORMANCE MEASURES

1. **ENSURE SAFETY**

Emphasize safety of our customers and employees in all aspects of our operations.

Performance Measures

- **Accident Rate**

Fixed Route

Measurement – (1 measure) Preventable accidents

Goal - 0.08 (or less) per 10,000 miles

No change from 2021 Goal

Measured - Quarterly

2021 Actual: 0.07

Paratransit

Measurement – (1 measure) Preventable accidents

Goal - 0.10 (or less) per 10,000 miles

No change from 2021 Goal

Measured - Quarterly

2021 Actual: 0.03

- **Injury Rate (Employee Days Lost)**

Fixed Route

Measurement – Workdays lost due to injury

Goal – 0.02 (or less) per 1,000 employee hours

No change from 2021 Goal

Measured - Quarterly

2021 Actual: 0.03

Paratransit

Measurement – Workers Comp Lost Days

Goal – 0.04 (or less) per 1,000 employee hours

No change from 2021 Goal

Measured – Quarterly

2021 Actual: 0.04

Maintenance

Measurement – Workers Comp Lost Days

Goal – 0.05 (or less) per 1,000 employee hours

No change from 2021 Goal

Measured - Quarterly

2021 Actual: 0.07

- **Injury Rate (Employee Claims)**

Fixed Route

Measurement – Claims per 1,000 hours

Goal – 0.05 claims (or less) per 1,000 hours

No change from 2021 Goal

Measured – Quarterly

2021 Actual: 0.05

Paratransit

Measurement – Claims per 1,000 hours
 Goal – 0.08 (or less) claims per 1,000 hours
 No change from 2021 Goal
 Measured - Quarterly
 2021 Actual: 0.10

Maintenance

Measurement – Claims per 1,000 hours
 Goal – 0.09 (or less) claims per 1,000 hours
 No change from 2021 goal
 Measured - Quarterly
 2021 Actual: 0.12

2. **EARN AND RETAIN THE COMMUNITY’S TRUST**

Engender trust and accountability and satisfy and exceed the expectations of citizens, customers, and employees; increase ridership; provide service that is responsive and tailored to the area’s needs.

Performance Measures

• **Ridership**

Fixed Route

Measurement – Number of unlinked trips
 2021 Goal – 39.7% increase from 2020
 2022 Goal – 20.3% increase from 2021 (approximately 6.3 million trips)
 Measured – Monthly
 2021 Actual: 10% decrease (5,238,135 trips)

Paratransit

Measurement – Number of unlinked trips
 2021 Goal – 15.0% increase from 2020
 2022 Goal – 11.2% increase from 2021 (approximately 277,000 trips)
 Measured – Monthly
 2021 Actual: 15.0% increase (252,857 trips)

Vanpool

Measurement – Number of unlinked trips
 2021 Goal – 68.5% increase from 2020
 2022 Goal – 25.7% increase from 2021 (approximately 88,000 trips)
 Measured – Monthly
 2021 Actual: 68.5% increase (70,298 trips)

• **Service Effectiveness**

Fixed Route

Measurement – Passengers per revenue hour
 2021 Goal – 20 or above system wide average
 2022 Goal – 15 or above system wide average
 Measured – Quarterly
 2021 Actual: 11.59

Paratransit

Measurement – Passengers per revenue hour
 2021 Goal – 2.1 or above
 No change from 2021 Goal
 Measured – Quarterly
 2021 Actual: 2.17

- **Customer Security**

- Fixed Route

- Measurement – Response to two questions on annual survey: Customer assessment of personal safety & drivers' driving safe

- Goal – 4.5 (or above) average

- No change from 2021 Goal

- Measured – Annually

- 4.1 & 4.3 from last survey in 2019

- Paratransit

- Measurement – Response to two questions on annual survey: Customer assessment of personal safety & drivers driving safe

- Goal – 4.5 (or above) average

- No change from 2021 Goal

- Measured – Annually

- 4.8 & 4.8 from last survey in 2018 (2020 survey delayed due to COVID)

- **Public Outreach**

- Agency Wide

- Measurement – Response to question on annual community survey: STA does a good job listening to the public.

- Goal – 4.5 (or above) average

- No change from 2021 Goal

- Measured – Annually

- 2021 Survey: 3.8

- **Fixed Route Ease of Use (not included in slide deck)**

- Agency Wide

- Measurement – % of urbanized population with basic bus service within ½ mile walk

- 2021 Goal – 80%

- No change from 2021 goal

- Measured – Annually

- Measurement – % of Fixed Route Passenger boardings occurring at locations where passenger shelter is provided

- 2021 Goal – 60%

- No change from 2021 goal

- Measured – Annually

- Measurement – % of Population within area within ½ mile 15-minute frequency (minimum 12 hours per weekday)

- Goal – +4% basis point increase from 2016 baseline

- No change from 2021 goal

- Measured – Annually

3. PROVIDE EXCELLENT CUSTOMER SERVICE

Provide consistently high-quality service to customers at every interaction with Spokane Transit; be rated by customers, the community, and employees as providing excellent customer service as measured annually in surveys.

Performance Measures

- **On Time Performance**

- Fixed Route

- Measurement – 0 to 5 minutes from scheduled time point

- 2021 Goal – 93% on time

- No change from 2021 Goal

- Measured – Monthly

- 2021 Actual: 95.2%

- Paratransit

- Measurement – 0 to 30 minutes from scheduled pick up time

- Goal – 93% on time

- No change from 2021 goal

- Measured – Monthly

- 2021 Actual: 93.8%

- **Call Center**

- Fixed Route Customer Service Abandon Rate

- Measurement – Percent of calls abandoned in comparison to the total call volume

- Goal – 4% or below

- No change from 2021 Goal

- Measured – Monthly

- 2021 Actual: 2.0%

- Paratransit Reservationists Abandon Rate

- Measurement – Percent of calls abandoned in comparison to the total call volume

- Goal – 4% or below

- No change from 2021 Goal

- Measured – Monthly

- 2021 Actual: 3.18%

- Fixed Route (Customer Service) Service Level

- Measurement – The percent of time calls are answered within the goal period

- Goal – 90%/60 seconds

- No change from 2021 Goal

- Measured – Monthly

- 2021 Actual: 92%

- Paratransit Reservationists Service Level

- Measurement – The percent of time calls are answered within the goal period

- Goal – 90%/60 seconds

- No change from 2021 goal

- Measured – Monthly

- 2021 Actual: 82.0%

- **Professionalism and Courtesy**

- Fixed Route

- Measurement – Quality Counts survey response to: “Operator professional and courteous throughout the trip”

- Goal – 4.5 (or above) average on a scale of 1 to 5

- No change from 2021 goal

- Measured – Monthly

- 2020 Actual: 4.93 Q3 YTD (QC! Program suspended March – October due to COVID)

- Paratransit

- Measurement – Quality Counts survey response to: “Operator professional and courteous throughout the trip”

- Goal – 4.5 (or above) average on a scale of 1 to 5

- No change from 2021 goal

- Measured – Monthly

- 2020 Actual: 4.76 Q3 YTD (QC! Program suspended March – October due to COVID)

- Administration/Customer Service/Paratransit Reservations/Security

- Measurement – Quality Counts survey response to: “Employee was professional and courteous throughout the call/interaction”

- Goal – 4.5 (or above) average on a scale of 1 to 5

- No change from 2021 goal

- Measured – Monthly

- 2020 Actual: 4.82 Q3 YTD (QC! Program suspended March – October due to COVID)

- **Driver Announcements / Introduction**

- Fixed Route

- Measurement – Quality Counts survey response to: “Published stops are announced”

- 2020 Goal – 95% (or above) average on Quality Counts surveys

- No change from 2021 goal

- Measured – Monthly

- 2020 Actual: 98.8% Q3 YTD (QC! Program suspended March – October due to COVID)

- Paratransit

- Measurement – Quality Counts survey response to: “Operator identifying himself/herself at pick-up”

- Goal – 90% (or above) average on Quality Counts surveys

- No change from 2021 goal

- Measured – Monthly

- 2020 Actual: 86.8% Q3 YTD (QC! Program suspended March – October due to COVID)

- **Cleanliness of coach / van**

- Fixed Route

- Measurement – Response to Quality Counts survey

- Goal –90% (or above) average on Quality Counts surveys

- No change from 2021 goal

- Measured – Monthly

- 2020 Actual: 98.8% Q3 YTD (QC! Program suspended March – October due to COVID)

- Paratransit

- Measurement – Response to Quality Counts survey

- Goal –90% (or above) on Quality Counts surveys

- No change from 2021 goal

- Measured – Monthly

- 2020 Actual: 98.6% Q3 YTD (QC! Program suspended March – October due to COVID)

- **Complaint Rate**

- Fixed Route

- Measurement – Number of complaints received
Goal – 8 complaints (or less) per 100,000 boardings
No change from 2021 goal
Measured – Monthly
2021 Actual Total Complaints: 11.4

- Paratransit

- Measurement – Number of complaints received
Goal – 8 complaints (or less) per 10,000 boardings
No change from 2021 goal
Measured – Monthly
2021 Actual Total Complaints: 6.1

- **Maintenance Reliability**

- Fixed Route

- Measurement – Number of Road Calls
Goal – Less than 1 per 7,500 miles
No change from 2021 goal
Measured – Monthly
2021 Actual: 6,752 miles

- Paratransit

- Measurement – Number of Road Calls
Goal – Less than 1 per 75,000 miles
No change from 2021 goal
Measured – Monthly
2021 Actual: 64,626

4. **ENABLE ORGANIZATIONAL SUCCESS**

**Have a well-trained and highly productive workforce; promote healthy dialogue on important issues.
Have an active and engaged Board of Directors.**

Performance Measures

- **Training Rate (Employee)**

- Fixed Route

- Measurement – Complete Advanced Operator Training
Goal – 8 hours per Operator annually
No change from 2021 goal
Measured – Quarterly
2021 Actual: 8 hours

- Paratransit

- Measurement – Complete Advanced Operator Training
Goal – 8 hours per Operator annually
No change from 2021 goal
Measured – Quarterly
2021 Actual: 8 hours

Maintenance

Measurement – 4 major component training events + variety of general professional classes

Goal – Invest average of 25 hours per maintenance employee per year

No change from 2021 goal

Measured – Annually

2021 Actual: 8 hours

Managers/Supervisors/Administrative

Measurement – Scheduled Professional Development Class

Goal – 100% of population receive either on-site or off-site training event per year

No change from 2021 goal

Measured – Annually

2021 Actual: 8 hours

- **Annual Employee Feedback**

Fixed Route

Measurement – Supervisor conducts formal ride check/ride along

Goal – 100% of operators receive a successful evaluation on a ride check/ride along annually

No change from 2021 goal

Measured – Annually

2021 Actual: Completed

Paratransit

Measurement – Supervisor conducts formal ride check/ride along

Goal – 100% of operators receive a successful evaluation on a ride check/ride along annually

No change from 2021 goal

Measured – Annually

2021 Actual: Completed

- **Governance**

Board Development

Measurement – Attendance at a transit-related conference/training event

Goal – Two Board members attend annually

No change from 2021 goal

Measured – Annually

2021 Actual: Completed

5. **EXEMPLIFY FINANCIAL STEWARDSHIP**

Operate an efficient, cost-effective operation; maintain tight control of operational, administrative, and capital expenditures of public resources; establish reasonable, user-based revenue targets; plan for future operational and capital needs.

Performance Measures

- **Cost Efficiency**

Fixed Route

Measurement – Cost per Revenue Hour

Goal – below 95% of average cost of urban systems in Washington State

No change from 2021 goal

Measured – Quarterly

2021 Actual: 70.1%

Paratransit

Measurement – Cost per Revenue Hour

2021 Goal – below 95% of average cost of urban systems in Washington State

2022 Goal – below 94% of average cost of urban systems in Washington State

Measured – Quarterly

2021 Actual: 68.2%

- **Cost Effectiveness**

Fixed Route

Measurement – Cost per Passenger

Goal – below 95% of average cost of urban systems in Washington State

No change from 2021 goal

Measured – Quarterly

2021 Actual: 61.0%

Paratransit

Measurement – Cost per Passenger

2021 Goal – below 95% of average cost of urban systems in Washington State

2022 Goal – below 94% of average cost of urban systems in Washington State

Measured – Quarterly

2021 Actual: 66.1%

Park and Ride Performance *(not included in slide deck)*

Measurement – # of Park and Ride Lots performing to targeted utilization rates

Goal – 7 of 13

No change from 2021 goal

Measured - Annually

2021 Actual:

- **Cost Recovery from User Fees**

Fixed Route

Measurement – Farebox Return

Goal – at least 20%

No change from 2021 goal

Measured – Quarterly

2021 Actual: 8.6%

Paratransit

Measurement – Farebox Return

Goal – at least 5%

No change from 2021 goal

Measured – Quarterly

2021 Actual: 3.2%

Vanpool

Measurement – Fare revenue compared to Operational and Administrative expenses (not including Special Use Vanpool)

Goal – 85%

No change from 2021 goal

Measured – Quarterly

2021 Actual: 38.8%

- **Maintenance Cost**

- Fixed Route

- Measurement – Cost per total mile by fleet

- 2021 Goal - \$1.30 (or less) per mile

- No change from 2021 goal

- Measured - Quarterly

- 2021 Actual: \$1.39

- Paratransit/Vanpool

- Measurement – Cost per total mile

- 2021 Goal - \$1.27 (or less) per mile

- 2022 Goal - \$1.13 (or less) per mile

- Measured – Quarterly

- 2021 Actual: \$1.08

- **Financial Capacity**

- Financial Management

- Measurement – Adherence to approved Operating Budget

- Goal – Operate at or below budgeted expenditures

- No change from 2021 goal

- Measured – Quarterly

- Service Level Stability

- Measurement – Number of years current service level can be sustained

- Goal – 6 years

- No change from 2021 goal

- Measured – Quarterly

- Ability to Sustain Essential Capital Investments

- Measurement – Fully funded Capital Improvement Plan

- Goal – 6 years

- No change from 2021 goal

- Measured – Quarterly

- Public Perception

- Measurement – Answer to question on annual community survey: STA is financially responsible

- Goal – 4.5 (or above) on a scale of 1 to 5

- No change from 2021 goal

- Measured – Quarterly

- 2020 Survey: 3.74

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

April 13, 2022

AGENDA ITEM 5E : STA MOVING FORWARD QUARTERLY DELIVERY REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom (Chief Planning & Development Officer)

SUMMARY: The STA Moving Forward Quarterly Project Delivery Report is a mechanism to communicate progress in implementing the 10-year plan to the public. Since 2017 it has been provided to the Citizens Advisory Committee. All of the quarterly status reports can be found here:
<http://stamovingforward.com/plan/documents>.

The 2022 Q1 progress report will be posted at this link by April 8, 2022.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

April 13, 2022

AGENDA ITEM 05F : PARATRANSIT INFORMATION AND OVERVIEW

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Emily Arneson, Community Ombudsman and Accessibility Officer
Janet Stowe, Senior Transportation Manager – Paratransit & Vanpool

SUMMARY: Staff will provide information to the Committee about the Paratransit services offered by Spokane Transit.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

April 13, 2022

AGENDA ITEM 06 : COMMITTEE INFORMATION

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Kate Kelly (Executive Assistant)

SUMMARY: None.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

April 13, 2022

AGENDA ITEM 07 : COMMITTEE MEMBER EXPRESSIONS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Kate Kelly (Executive Assistant)

SUMMARY: At this time, members of the Citizen Advisory Committee will have an opportunity to express comments or opinions.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

April 13, 2022

AGENDA ITEM 08 : REVIEW JUNE 8, 2022, DRAFT AGENDA ITEMS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Kate Kelly (Executive Assistant)

SUMMARY: At this time, members of the Citizens Advisory Committee will have an opportunity to review and discuss the items proposed to be included on the agenda for the June 8, 2022, Committee meeting.

Proposed agenda items include:

- Budget/Financial Results
- Cheney High Performance Transit Line
- 2022 Service Revisions
- Transit Development Plan
- STAMF Performance Tracking
- Fare System Update
- STA Board's Strategic Planning Efforts

RECOMMENDATION TO COMMITTEE: Review and discuss.