

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

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

April 5, 2023
1:30 p.m. – 3:00 p.m.

Committee Meeting is via Virtual Conference
w/In Person Viewing Option
Spokane Transit, 1230 W Boone Avenue, Spokane, WA

Committee Members: [COMMITTEE MEMBER LINK](#)

General Public: [GENERAL PUBLIC LINK](#)

Audio Conference: Call the number below and enter the access code.
+1-844-992-4726 | Access code: 2497 985 7537 | Password: 2023

AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report *(10 minutes)*
3. Committee Action *(10 minutes)*
 - A. Minutes of the March 1, 2023, Committee Meeting -- *Corrections/Approval*
4. Committee Action *(20 minutes)*
 - A. Board Consent Agenda
 1. Connect Fare Collection System: Administrative Fees (Resolution) *(Otterstrom/Liard)*
 - B. Board Discussion Agenda *(none)*
5. Reports to Committee *(15 min)*
 - A. Spokane Public Schools Fare Cards *(Cortright)*
6. CEO Report *(E. Susan Meyer) (15 minutes)*
7. Committee Information (no discussion/staff available for questions)
 - A. February 2023 Operating Indicators *(Rapez-Betty)*
 - B. March 2023 Sales Tax Revenue *(Liard)*
 - C. February 2023 Financial Results Summary *(Liard)*
 - D. May 2023 Service Change *(Otterstrom)*
8. Review May 3, 2023, Committee Meeting Agenda
9. New Business *(5 minutes)*
10. Committee Members' Expressions *(5 minutes)*
11. Adjourn
12. Next Committee Meeting: Wednesday, May 3, 2023, at 1:30 p.m. via WebEx w/In Person Option

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting at the STA's website: www.spokanetransit.com. Discussions concerning matters to be brought to the Board are held in Committee meetings. The public is welcome to attend and participate. Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act. For more information, see www.spokanetransit.com. Upon request, alternative formats of this information will be produced for people who are disabled. The meeting facility is accessible for people using wheelchairs. For other accommodations, please call 325-6094 (TTY Relay 711) at least forty-eight (48) hours in advance.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

April 5, 2023

AGENDA ITEM 3A : MINUTES OF THE MARCH 1, 2023, PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING – CORRECTIONS OR APPROVAL

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Molly Fricano, Executive Assistant

SUMMARY: Attached are minutes of the March 1, 2023, Performance Monitoring & External Relations Committee meeting for corrections or approval.

RECOMMENDATION TO COMMITTEE: Corrections or approval.

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Draft Minutes of the March 1, 2023, Meeting
Via Virtual WebEx

MEMBERS PRESENT

Pamela Haley, City of Spokane Valley*
Josh Kerns, Spokane County
Betsy Wilkerson, City of Spokane
Zack Zappone, City of Spokane
Don Kennedy, City of Medical Lake (*Ex-Officio*)
Hank Bynaker, City of Airway Heights (*Ex-Officio*)
Rhonda Bowers, Non-Voting Labor Representative
E. Susan Meyer, CEO (*Ex-Officio*)

*Committee Chairwoman

STAFF PRESENT

Brandon Rapez-Betty, Chief Operations Officer
Karl Otterstrom, Chief Planning and Development
Officer
Monique Liard, Chief Financial Officer
Carly Cortright, Chief Communications and Customer
Service Officer
Molly Fricano, Executive Assistant to the COO

PROVIDING LEGAL COUNSEL

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

STAFF ABSENT

Nancy Williams, Chief Human Resources Officer

1. CALL TO ORDER AND ROLL CALL

Chair Haley called the meeting to order at 1:30 p.m. and roll call was conducted.

2. COMMITTEE CHAIR REPORT

Chair Haley had no report at this time.

3. COMMITTEE APPROVAL

A. Minutes of the February 1, 2022, Committee Meeting

Mr. Kerns moved to approve the February 1, 2023, Committee meeting minutes. Ms. Wilkerson seconded, and the motion passed unanimously.

B. Citizen Advisory Committee: Reappointment of Member to a Second Term

Ms. Cortright provided background on the Citizen Advisory Committee (CAC) and explained CAC member Mr. Caleb McDougall's first term is expiring in March 2023. She said Mr. McDougall has been a valuable committee member, is a student at Whitworth University, and has been a valuable youth voice on the committee. Ms. Cortright requested approval of the reappointment of Mr. Caleb McDougall to a second three-year term.

Discussion ensued about diversity and the goal of having a well-rounded group of people. The committee currently has eleven (11) members and has capacity for a total of fifteen (15).

Ms. Wilkerson moved to recommend the reappointment of Caleb McDougall to the Citizen Advisory Committee, for an additional three-year term, commencing April 1, 2023. Mr. Kerns seconded, and the motion passed unanimously.

4. COMMITTEE ACTION

A. Board Consent Agenda

1. July 2023 Service Revisions: Final Recommendation

Mr. Otterstrom provided background on challenges STA has experienced due to staffing shortages. He reviewed the public outreach and implementation timeline showing a public hearing took place in February. Next steps are to obtain PMER Committee and then Board approval in time for implementation on July 16, 2023.

Mr. Otterstrom discussed the various outreach activities that took place in addition to the public hearing and summarized the outreach results. In general, there was positive feedback especially about the new City Line service. Mr. Otterstrom explained the key revision includes starting City Line with 15-minute frequency most hours of operations and ramping up to committed service levels by May 2024 which is a significant improvement to existing service. Other key revisions Mr. Otterstrom described include adjustments to Routes 11 and 12. The recommended revisions show a right-sized growth rate to 6.3% from current service levels, based on the August 2022 service changes.

Discussion ensued regarding the potential to provide a promotional period of free fare on City Line to introduce the new service. It was noted that, at the time of the City Line launch, ridership will be lower since schools will be out and a promotional period may be impactful to the initial success. There were suggestions of having the promotional period lasting two weeks or as long as throughout the summer to when schools are back in session. Ms. Liard provided input and suggested STA staff discuss this proposition and bring back figures for further discussion.

Mr. Zappone moved to recommend the Board approve a motion to authorize the July 2023 Service Revisions Final Recommendation as presented with a qualification that there would be a discussion at the Board level about a City Line promotional period of an undetermined time. Ms. Wilkerson seconded, and the motion passed unanimously.

2. Cheney Line Corridor Improvements and West Plains Transit Center Retrofit (Bay 4): Award of Contract

Mr. Otterstrom provided background on the importance of the Cheney Line and how it is integral to STA's HPT network and commitment to expand regional transit services as part of the *STA Moving Forward* plan (2016). He discussed the associated projects completed, the procurement process, and the anticipated construction timeline. Staff is seeking Board approval at the March 16, 2023, STA Board meeting. The project's substantial completion date is August 2023.

Mr. Otterstrom discussed the results of the Invitation for Bid (IFB) showing the award of contract to D-McP Construction for the total bid amount of \$1,389,330.62. In addition, there is a construction contingency equal to 15% of the construction contract value given the perceived level of risk associated with the approved scope of work which totals \$208,399.60.

Ms. Wilkerson moved to recommend the Board approve a motion to authorize the award of contract for the Cheney Line Corridor Improvements and West Plains Transit Center Retrofit (Bay 4) to D-McP Construction, LLC for \$1,389,330.62, and allow the CEO to apply 15% contingency funds as necessary. Mr. Kerns seconded, and the motion passed unanimously.

3. 100% Rideshare Subsidy for Spokane Transit Employees

Mr. Rapez-Betty explained STA's administrative and three bargaining group employees all receive a 100% subsidy for fixed-route and paratransit (as eligible), although many shifts at STA prevent frontline employees from using public transit. STA currently provides a Rideshare/Vanpool subsidy of 50%. Staff is proposing providing the full subsidy for employees who are interested.

Mr. Rapez-Betty stated STA is rebranding the Vanpool Program, changing it to Rideshare, which aligns with NTD terminology. STA is also transitioning from vans to smaller vehicles since the state changed the passenger requirements from five (5) to three (3).

Mr. Rapez-Betty discussed the 2022 and projected activity for employee Rideshare if the 100% subsidy is approved. In 2022 there were five (5) active groups with fifteen (15) employees and a subsidy amount of \$4,730. The assumption for moving forward with 100% Rideshare subsidy is eight (8) active groups with twenty-eight (28) employees and a total subsidy amount of \$15,984. He also pointed out the many benefits of updating this program.

Mr. Zappone moved to recommend the Board approve a motion to authorize the full Rideshare subsidy for all STA employees. Ms. Wilkerson seconded, and the motion passed unanimously.

B. Board Discussion Agenda (*none*)

5. REPORTS TO COMMITTEE

A. 2022 Year-End Performance Measures

Mr. Rapez-Betty presented the 2022 Year- End Performance Measures. Each performance measure relates to a specific Spokane Transit priority. These quantifiable benchmarks demonstrate the agency's commitment to accountability.

Ridership data was highlighted as follows:

Fixed Route 2022 year-end ridership was up 25.9% compared to ridership in 2021. Fixed Route provided 6,595,319 in 2022 vs. 5,238,135 in 2021. The ridership goal for Fixed Route in 2022 was 20.3% higher than 2021 (approximately 6.3 million trips).

Paratransit 2022 year-end ridership was up 29.8% compared to our ridership in 2021. Paratransit provided 327,327 in 2022 vs. 252,201 in 2021. The ridership goal for Paratransit in 2022 was 11.2% higher than 2021 (approximately 277,000 trips).

Vanpool 2022 year-end ridership was up 28.8% compared to our ridership in 2021. Vanpool provided 90,576 trips in 2022 vs. 70,298 in 2021.

B. 2022 State Audit Timeline

Ms. Liard explained the Washington State Auditor will begin the National Transit Database (NTD) and Financial Audit in March and provided the draft audit schedule with dates to be confirmed by the State Auditor's Office (SAO). The SAO Entrance Conference will be held the week of March 27. The Exit conference with STA administration will be the week of May 29 and the Exit Briefing with Performance Monitoring & External Relations Committee will be on July 5.

C. 2022 Unaudited Year-End Financial Report

Ms. Liard reviewed the 2022 revenue, expenses, and capital budget as well as the cash and reserve analysis. STA ended 2022 with \$156.0M in overall revenues which was 7.4% above budget. She explained STA was favorable in most categories except for fare revenue. STA saw higher ridership than budgeted, but realized impacts due to the new Connect system, Free Rides with Connect for the month of November promotion, zero-fare for youth, and fare capping. An overview of accrual versus cash reporting and additional information about year-end cash balances was also presented.

Ms. Liard reviewed the next steps timeline leading up to the Exit Briefing with Performance Monitoring & External Relations Committee on July 5, 2023.

D. Community Access Pass (CAP) Program Report

Ms. Cortright provided history on the Community Access Pass (CAP) program which was designed for STA to offer half-price fare media to approved nonprofit human service agencies (HSA) with the intention supporting the organizations serving vulnerable populations to have increased access to public transit.

Ms. Cortright discussed the requirements of the program, the intended population which benefits from the program and pass sales data from 2019 through 2022. She also pointed out the top ten HSA organizations by passes sold, and listed all approved organizations. She noted feedback about the CAP program has been positive and staff are happy with how the program is running.

There were committee member comments about organizational cutbacks and constraints in regard to obtaining passes and some organizations running out of passes too quickly. Mr. Zappone suggested having a discussion about how to re-work this program. It was decided to bring this topic up for discussion at the next Board meeting during Committee Members' Expression.

6. COMMITTEE DISCUSSION

A. Student Fare Cards

Ms. Meyer started off the discussion by asking Mr. Zappone to ask his question about the student fare card. Mr. Zappone stated he wanted to explore a combined student and Connect card with the intention of streamlining the boarding process and improve delays. Ms. Meyer stated STA purchased technology which is now being used for institutions and the goal is for all to use our fare card. Mr. Zappone requested this discussion be carried over to the April PMER meeting due to time constraints.

B. Fee for Connect Cards

Ms. Meyer opened the discussion by saying the \$5 fee for new Connect cards does not apply to zero-for youth 18 and under including students. Based on the question of whether a fare equity analysis was required for the card fee, staff reached out to the FTA to find out if it was required under Title VI. The FTA responded and did not believe an analysis was required, but there might be conditions which change that requirement. Mr. Otterstrom confirmed the Title VI requirement leading up to the January 2022 fare change identified having cards available at retailers was critical to provide accessibility.

Ms. Meyer stated the intention was to approve this administratively. In hindsight, she advised this should have been approved by the Board. She confirmed there has been a pause on charging the fee for Connect cards sold at the Plaza, but noted there are consequences for pausing the fee at retailers since the system has been turned on and cards are now available in

stores. Due to these impacts, staff are hoping the Board will approve the fee. Ms. Meyer asked for feedback from committee members.

STA provides a \$5 credit when an account is registered which offsets the fee from the retailer. Ms. Wilkerson and Mr. Zappone both agreed they were less concerned about the \$5 fee for a new card than they were about the \$5 replacement fee for a lost cards. There was further discussion about cost of card recovery which includes labor and expense involved in STA's staff to replace the card. Staff advised the \$5 fee covers all costs involved. The card itself costs \$1.50 but STA does not have quantified labor costs associated with processing a replacement for a lost card. A total of 1,500 cards were lost and replaced between October 1, 2022, through February 13, 2023. Roughly half the lost cards were Riders License cards (765), which are not charged a replacement fee.

There was discussion about the process of registering a new card, along with the difficulties that may pose to some users, as well as the benefits of having a registered card.

Ms. Meyer suggested the card replacement fee be a separate issue from the new card fee. The Board could further discuss and vote to drop the replacement fee.

Ms. Meyer stated Board approval of the Connect card fee will keep from interrupting the retail program which is vital to provide access to a large part of the community. It was decided to take the issue of the \$5.00 card replacement fee to a STA Board meeting. There was no further discussion on the \$5.00 fee for new cards which is reimbursable.

7. CEO REPORT

Ms. Meyer reported the February 2023 voter-approved sales tax revenue, collected on December 2022 sales, against a budget of \$9,799,005. The actual receipts were \$10,261,069, which is 4.7% above budget with a variance totaling \$462,064. Year-to-date is 2.1% above budget and totaling approximately \$0.4M.

8. COMMITTEE INFORMATION

- A. January 2023 Operating Indicators
- B. February 2023 Sales Tax Revenue
- C. January 2023 Financial Results Summary

9. APRIL 5, 2023 – COMMITTEE MEETING DRAFT AGENDA REVIEW

The April 5, 2023, Performance Monitoring & External Relations Committee Meeting draft agenda was reviewed and there were no changes.

10. NEW BUSINESS

11. COMMITTEE MEMBERS' EXPRESSIONS

12. ADJOURN

With no further business to come before the Committee, Chair Haley adjourned the meeting at 4:00 p.m.

The next committee meeting will be held on Wednesday, April 5, 2023, at 1:30 p.m. via WebEx with an in-person option.

Respectfully submitted,

Molly Fricano

Molly Fricano

Executive Assistant to the Chief Operations Officer

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

April 5, 2023

AGENDA ITEM 4A1 : CONNECT FARE COLLECTION SYSTEM: ADMINISTRATIVE FEES

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Monique Liard, Chief Financial Officer
Karl Otterstrom, Chief Planning & Development Officer

SUMMARY: STA staff is seeking board authorization to collect administrative fees for the smart card fare medium known as the Connect card, both at the point of sale and as replacement for lost, stolen or damaged cards, with the exception of cards issued to youth 18 years of age and under.

BACKGROUND: The Connect fare system (“Connect”), which went live in October 2022, introduced new fare technology to improve the customer experience and provide greater access and value to the customer. As a modern fare collection system, Connect leverages a smart card fare medium, the Connect card, that allows contactless validation of fares through the use of chip technology being read by the fare validators installed throughout the system on buses and at some stops.

A key improvement in the implementation of Connect included expanding the retail network to allow customers to purchase and reload Connect cards beyond the STA Plaza and by mail. Through INIT, the fare collection system solution provider, STA partnered with InComm, a leading distributor of gift card programs, to deliver this improvement and will compensate InComm for each sale of Connect cards made at the various retail store locations which are part of the program. Each transaction will amount to \$5, paid by the customer at the time of purchase, to cover the cost of the card and its packaging as well as the rack space at the store to provide the Connect card. STA is recommending this \$5 administrative fee be applied to all sales of the physical Connect card to promote consistency across all retail sales channels. This fee will not be applied to youth 18 years of age and under who are issued a card.

As an offset and to encourage adoption of the Connect card and protect the funds loaded on the card, STA will credit the \$5 initial card administrative fee when the customer registers his/her account on the Connect mobile application or via the Connect website. Registration of a card allows the customer to manage his/her account, reload money and safeguard the funds remaining on the card in the event of loss, theft or damage to the card.

Further, STA staff is recommending a \$5 administrative fee to cover the cost of replacing a lost, stolen or damaged physical card to ensure customers view the Connect card as an instrument of value rather than a disposable commodity. Additionally, the replacement cost covers the time it takes STA staff to process a new Connect card as well as the cost of the card itself. Consistent with the original issuance charge, a replacement charge will not be applied to cards for youth 18 years of age and under.

Staff is not recommending any charges be imposed for the Rider's License fare category, which was approved in 2022 to be available for youth 18 years old and younger at a zero-fare rate.

Draft Title VI Equity Analysis

The Federal Transit Administration requires transit agencies to analyze any fare change for potential impacts to populations protected under Title VI of the Civil Rights Act to ensure government action does not impose a disparate impact on minority populations or a disproportionate burden on low-income populations (as defined by STA policy in Connect Spokane). While recognizing that an administrative fee is not a fare, STA conducted a Title VI Equity Analysis to assess any potential impacts and identify any additional mitigation measures that might be explored.

STA's Title VI Equity Analysis will be provided prior to the Performance Monitoring & External Relations Committee meeting on April 5, 2023.

RECOMMENDATION TO COMMITTEE: Recommend the Board authorize the CEO to implement a \$5 administrative fee for new Connect cards, a \$5 credit upon Connect card registration to offset the administrative fee, and implement a \$5 administrative fee for the replacement of lost, stolen or damaged physical cards, excluding cards issued to youth 18 years of age and under.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

April 5, 2023

AGENDA ITEM 5A : SPOKANE PUBLIC SCHOOLS CONNECT FARE CARD UPDATE

REFERRAL COMMITTEE: n/a

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

SUMMARY: In August 2022, Spokane Public Schools (SPS) invited Spokane Transit (STA) to form a partnership to facilitate meeting the transportation needs of high school students living beyond the 1.5-mile walk boundary. SPS issued qualified high school students an STA Connect card, branded as “SPS Connect”, to allow them to ride at no-cost to the student. SPS determined which transportation service a student would utilize, STA or a school bus.

STA provided blank Connect cards with the embedded RFID chip to SPS and they printed and distributed the SPS Connect branding and ID matching the appropriate student. They are the only students who have the SPS Connect Cards. Under a Universal Transit Access Pass (UTAP) contract, SPS is paying STA for ridership of students aged 19 years or older, along with the direct cost of two routes added to accommodate the increase in passengers.

Additionally, Washington State, through its newly created Transit Support Grant, created a path for STA to provide zero-fare for all youth 18 and younger effective October 1, 2022. Students who live within the 1.5-mile walk boundary and all other youth 18 and under can get a Connect Card branded with Riders’ License and ride free.

Since late fall 2022, STA and SPS have engaged in conversations regarding the feasibility of merging the SPS Student Identification (ID) Card with the STA Connect card for eligible students in the SPS Connect program, as well as middle and high school students in SPS. This conversation remains on-going with a final decision from SPS expected by the end of school year. Converting student ID cards to be compatible with STA Connect technology comes with considerable annual cost. STA requires RFID compatible cards in order to collect data to support planning efforts and determine accurate zero-fare ridership.

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

April 5, 2023

AGENDA ITEM 7A: FEBRUARY 2023 OPERATING INDICATORS
REFERRAL COMMITTEE: n/a
SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: There was 1 more weekday in February 2023 compared to February 2022.

FIXED ROUTE

- Total monthly ridership increased 33.8% (628,823 vs. 470,084) in February 2023 compared to February 2022 and is up 40.4% (1,296,893 vs. 923,956) YTD.
- Average weekday ridership increased 30.0% (26,898 vs. 20,695) in February 2023 compared to February 2022 and is up 40.4% (27,226 vs. 19,388) YTD.
- Adult Ridership increased 12.3% (329,822 vs. 293,784) in February 2023 compared to February 2022 and is up 17.9% (680,534 vs. 576,969) YTD.
- Zero-Fare for Youth Ridership increased 182.1% (111,784 vs. 39,630) in February 2023 compared to February 2022 and is up 226.9% (234,586 vs. 71,752) YTD.
- Reduced Fare / Paratransit Ridership increased 36.8% (84,230 vs. 61,575) in February 2023 compared to February 2022 and is up 40.4% (170,726 vs. 121,607) YTD.
- CCS Pass Ridership increased 31.0% (24,583 vs. 18,772) in February 2023 compared to February 2022 and is up 38.5% (48,880 vs. 35,283) YTD.
- Eagle Pass Ridership increased 2.8% (36,347 vs. 35,374) in February 2023 compared to February 2022 and is up 6.6% (70,735 vs. 66,327) YTD.

PARATRANSIT

Total monthly ridership increased 30.4% (27,293 vs. 20,923) February 2023 compared to February 2022 and is up 36.6% (56,311 vs. 41,222) YTD.

Detailed breakdown:

- Directly operated service increased 18.5% (14,369 vs. 12,130) in February 2023 compared to February 2022 and is up 23.3% (29,368 vs. 23,813) YTD.
- Contracted service increased 47.0% (12,925 vs. 8,793) in February 2023 compared to February 2022 and is up 55.7% (26,943 vs. 17,309) YTD.
- Special Use Van ridership increased 29.3% (948 vs. 733) in February 2023 compared to February 2022 and is up 63.3% (2,219 vs. 1,356) YTD.

VANPOOL

- Total Vanpool ridership increased 27.4% (7,386 vs. 5,797) February 2023 compared to February 2022 and is up 38.0% (16,011 vs 11,604) YTD.
- Vanpool vans in service increased 18.0% (72 vs. 61) in February 2023 compared to February 2022.

CUSTOMER SERVICE/PASS SALES

In February \$193,495 was loaded onto Connect Cards:

- Autoload -\$9,072
- Call Centers- \$3,920
- Customer Service - \$60,034
- Customer Website - \$20,996
- Mobile Ticketing - \$84,624
- Institutional Website -\$10,305
- Retail Network - \$4,543

In February there were 16,658 passes sold to institutions or groups (including CAP):

- 1-Ride Pass Count – 7,355
- 7-Day Rolling Pass Count - 234
- Day Pass Count – 8,122
- Stars & Stripes - 1
- Honored Rider 31-Day Rolling Pass Count - 41
- Paratransit Monthly Pass Count - 29
- Shuttle Park Pass Count -168
- Standard 31-Day Rolling Pass Count – 708

CAP Passes (included above):

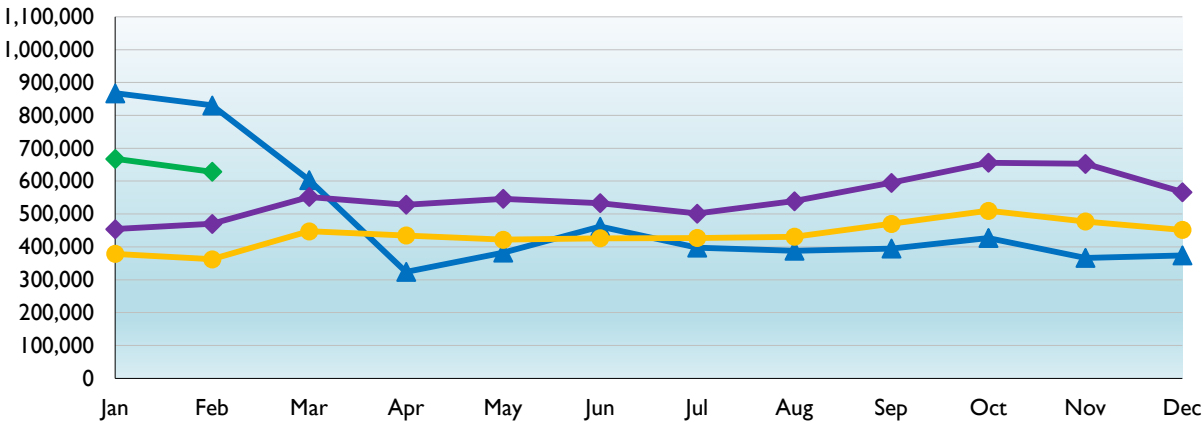
- 1-Ride passes include 6,170 CAP passes
- Day Passes include 3,040 CAP passes
- Standard 31-Day Rolling Passes include 286 Employer-Sponsored Bus Pass Program

Specialty Pass Programs:

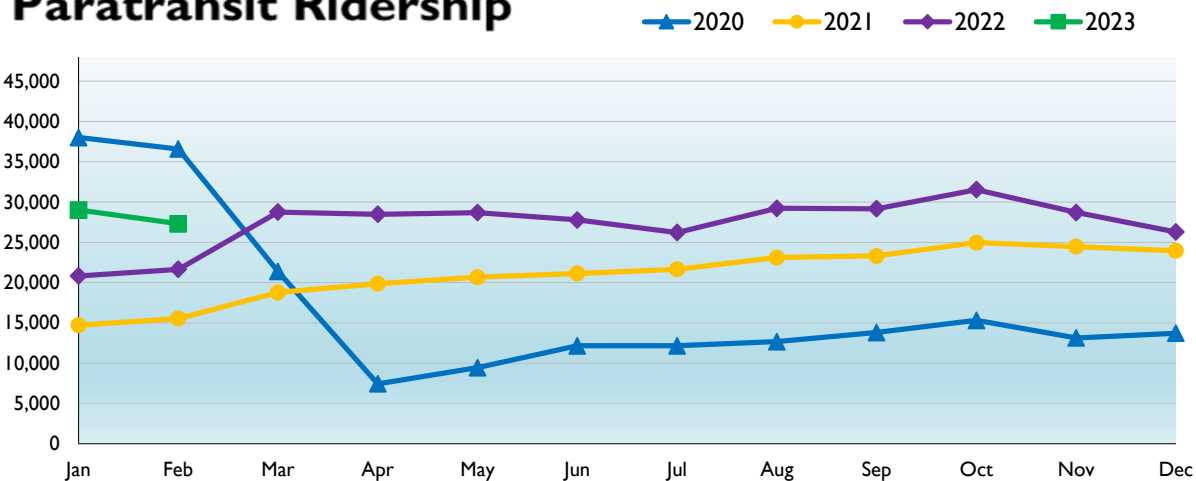
<p>Shuttle Park monthly sales Increased 2.4% (168 vs. 164 in 2022)</p>	<p>YTD sales Increased 13.8% (364 vs. 320 in 2022)</p>
<p>ESBP monthly sales Decreased 21.6% (268 vs. 365 in 2022)</p>	<p>YTD sales Decreased 25.6% (604 vs. 812 in 2022)</p>
<p>UTAP monthly rides Increased 23.7% (80,388 vs. 64,969 in 2022)</p>	<p>YTD rides Increased 29.1% (157,975 vs. 122,386 in 2022)</p>
<p>Community Access Program Decreased 4.9% (9,210 vs 9,680 in 2022)</p>	<p>YTD CAP Sales Increased 26.3% (16,722 vs 13,245 in 2022)</p>

RECOMMENDATION TO COMMITTEE: Information only.

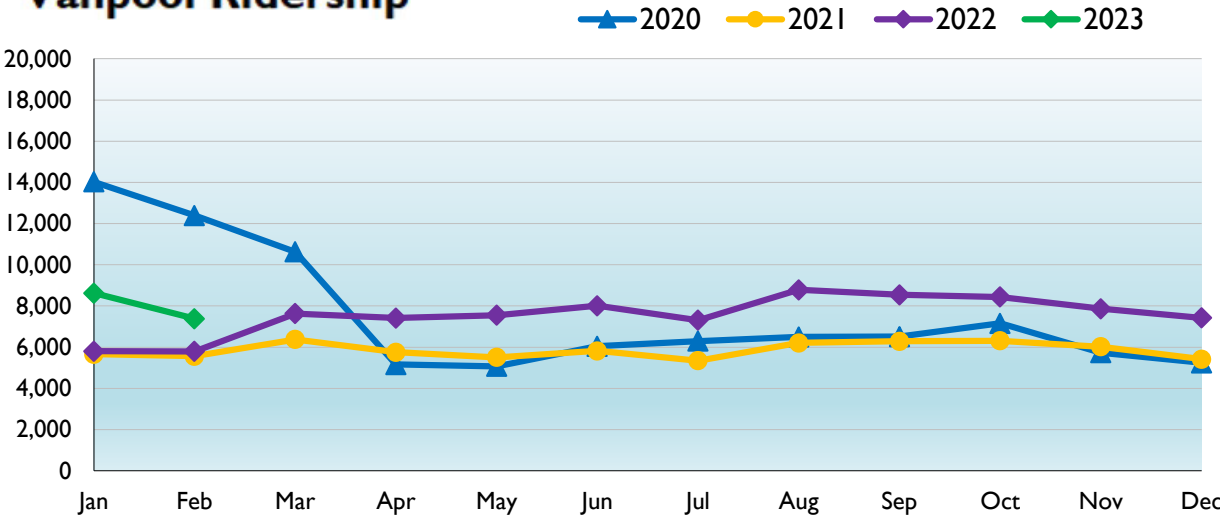
Fixed Route Ridership



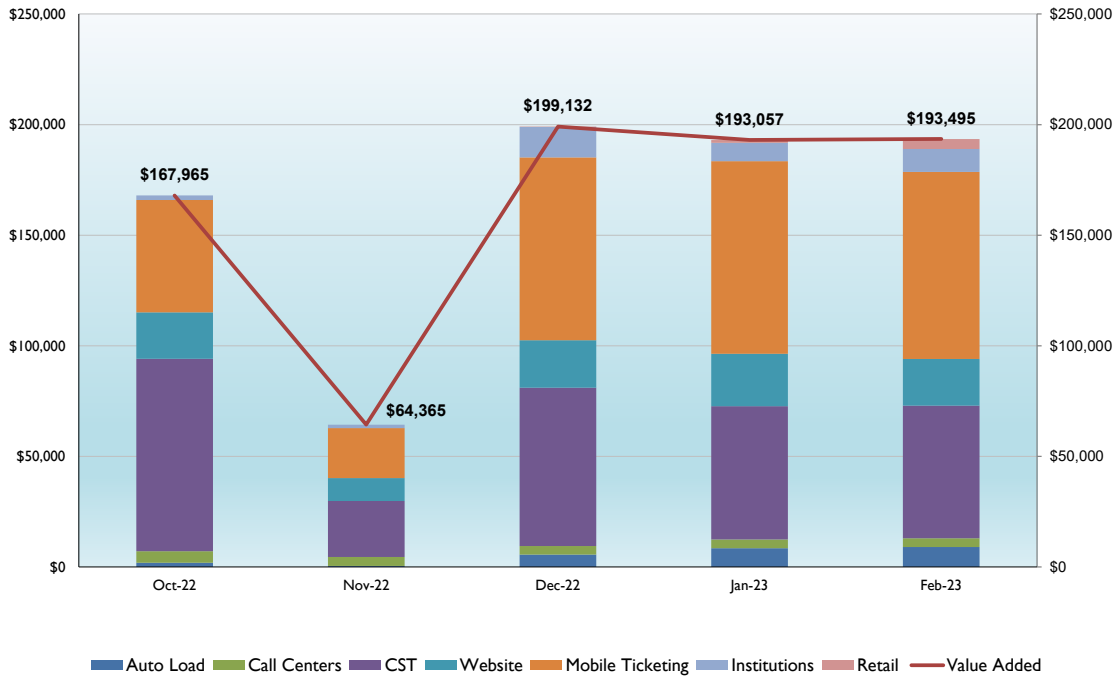
Paratransit Ridership



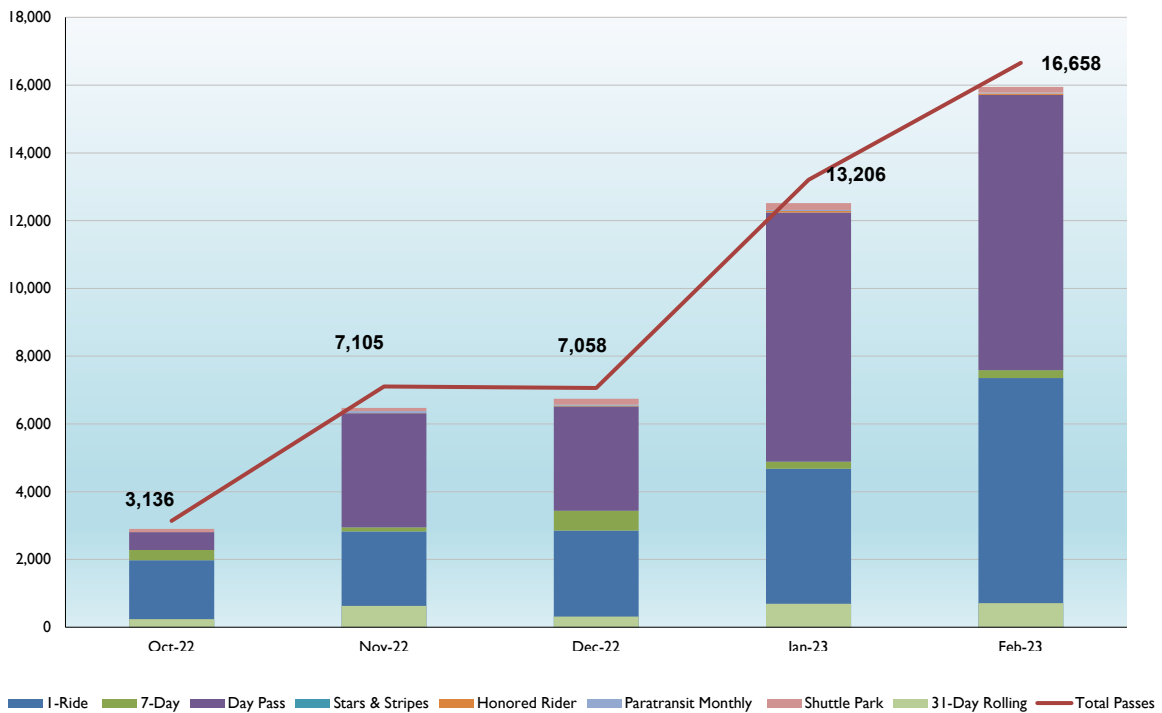
Vanpool Ridership



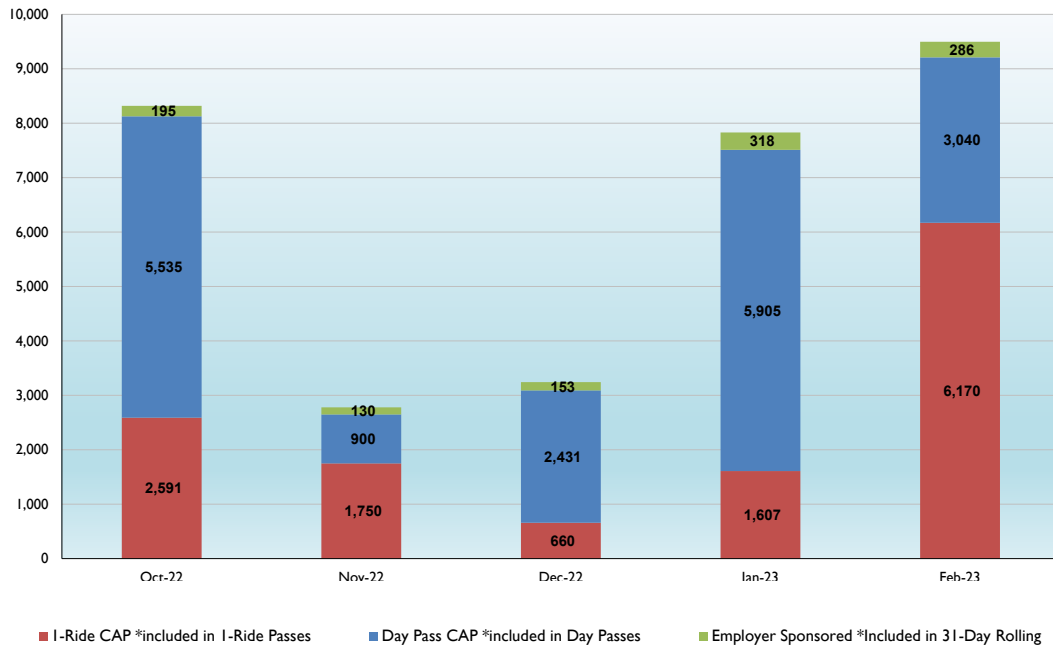
TOTAL VALUE ADDED TO CONNECT CARDS



TOTAL PASS SALES



TOTAL DISCOUNT PASSES



SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

April 5, 2023

AGENDA ITEM 7B : MARCH 2023 SALES TAX REVENUE

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Monique Liard, Chief Financial Officer
Tammy Johnston, Senior Financial Services Manager

SUMMARY: Attached is March 2023 voter-approved sales tax revenue information. March sales tax revenue, which represents sales for January 2023, was:

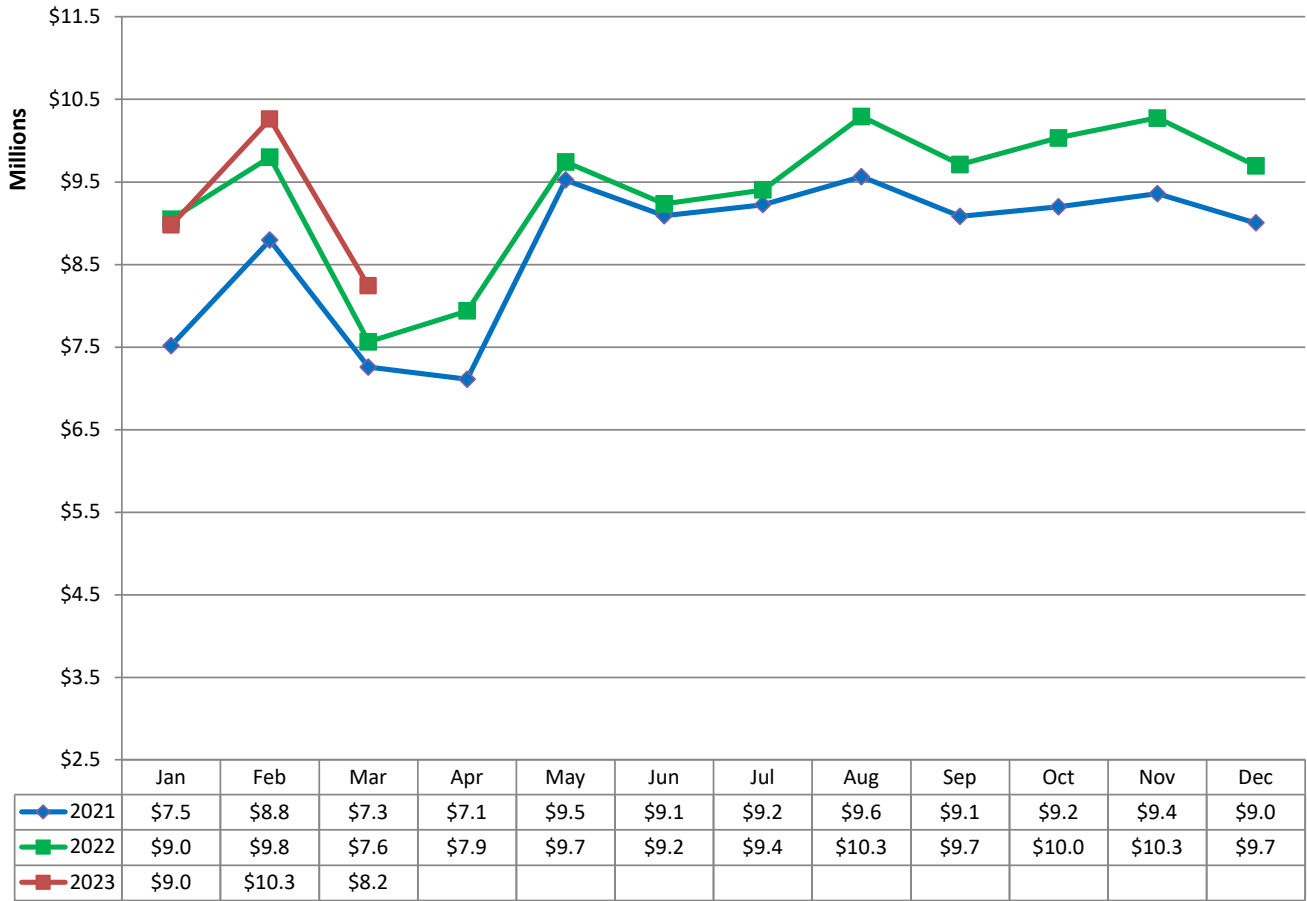
- 9.0% above 2023 budget
- 4.0% above YTD 2023 budget
- 9.0% above 2022 actual
- 4.0% above YTD 2022 actual

Total taxable sales for January 2023 were *up* 8.4% from January 2022. Retail, Construction and Accommodation and Food Services continue to be the top 3 rankings:

- Retail Trade *increased* by 1.2% (\$5.6M) in January 2023 vs 2022
 - Other Misc. Store Retailers *increased* 13.0% or \$9.1M in January 2023 vs 2022
 - Building Material and Supplies Dealers *increased* 9.9% or \$4.4M in January 2023 vs 2022
 - Warehouse Club, Supercenters and Other General Merchandise *increased* 6.4% or \$4.0M in January 2023 vs 2022
 - Grocery and Convenience Retailers *increased* 7.5% or \$1.9M in January 2023 vs 2022
 - Electronics and Appliance Retailers *decreased* 9.8% or (\$-3.6M) in January 2023 vs 2022
 - Furniture and Home Furnishings Retailers *decreased* 42.2% or (\$-10.8M) in January 2023 vs 2022
- Construction *increased* by 11.5% (\$14.2M) in January 2023 vs 2022
- Accommodation and Food Services *increased* by 22.3% (\$18.1M) in January 2023 vs 2022

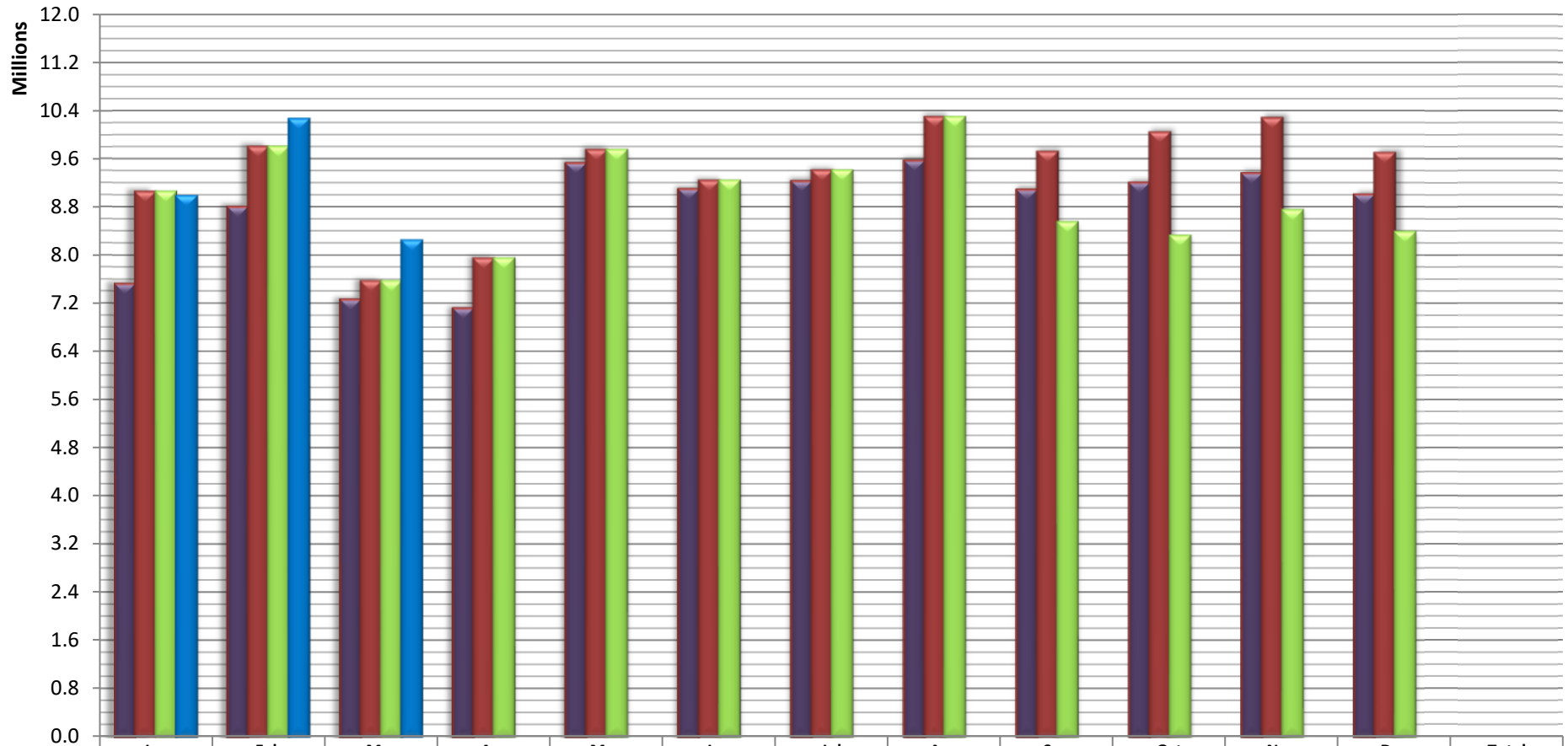
RECOMMENDATION TO COMMITTEE: Information only.

Sales Tax Revenue History-March 2023⁽¹⁾



(1) Voter approved sales tax distributions lag two months after collection by the state. For example, collection of January taxable sales are distributed in March.

2021 - 2023 SALES TAX RECEIPTS ⁽¹⁾



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2021 Actual	7,517,140	8,794,667	7,257,060	7,108,633	9,523,273	9,090,370	9,223,714	9,563,200	9,082,609	9,199,257	9,358,222	9,004,038	104,722,183
2022 Actual	9,047,047	9,799,005	7,564,336	7,938,326	9,741,227	9,233,669	9,403,475	10,291,837	9,711,411	10,033,352	10,273,246	9,695,636	112,732,567
2023 Budget	9,047,047	9,799,005	7,564,336	7,938,326	9,741,227	9,233,669	9,403,475	10,291,837	8,541,727	8,317,585	8,743,306	8,380,001	107,001,541
2023 Actual	8,976,504	10,261,069	8,241,832	-	-	-	-	-	-	-	-	-	27,479,405
\$ Mo. Var.	(70,543)	462,064	677,496	-	-	-	-	-	-	-	-	-	
% Mo. Var.	-0.8%	4.7%	9.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
\$ YTD Var.	(70,543)	391,521	1,069,017	-	-	-	-	-	-	-	-	-	
% YTD Var.	-0.8%	2.1%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
% YTD Bud. Var.	-0.8%	2.1%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

⁽¹⁾ Voter approved sales tax distributions lag two months after collection. For example, collection of January taxable sales are distributed in March.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

April 5, 2023

AGENDA ITEM 7C : FEBRUARY 2023 FINANCIAL RESULTS SUMMARY

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Monique Liard, Chief Financial Officer
Tammy Johnston, Senior Financial Services Manager

SUMMARY: Attached are the February 2023 financial results. The charts are being shown with a comparison to the YTD budgetary and prior year actual values.

Revenue

Overall, February year-to-date revenue is 8.1% (\$2.2M) higher than budget impacted by the following:

- Fares & Other Transit Revenue is 16.1% lower than budget
- Sales Tax Revenue is 2.1% higher than budget
- Federal & State Grant Revenue is 27.4% higher than budget
- Miscellaneous Revenue is 44.0% higher than budget

Operating Expenses

Overall, February year-to-date operating expenses are 14.9% (\$2.8M) lower than budget influenced by the timing of payments as follows:

- Fixed Route is 12.2% lower than budget
- Paratransit is 7.2% lower than budget
- Vanpool is 9.4% lower than budget
- Plaza is 47.0% lower than budget
- Administration is 28.8% lower than budget

RECOMMENDATION TO COMMITTEE: Information only.

Spokane Transit Revenues ⁽¹⁾ - February 2023

25,000,000

20,000,000

15,000,000

10,000,000

5,000,000

Totals:

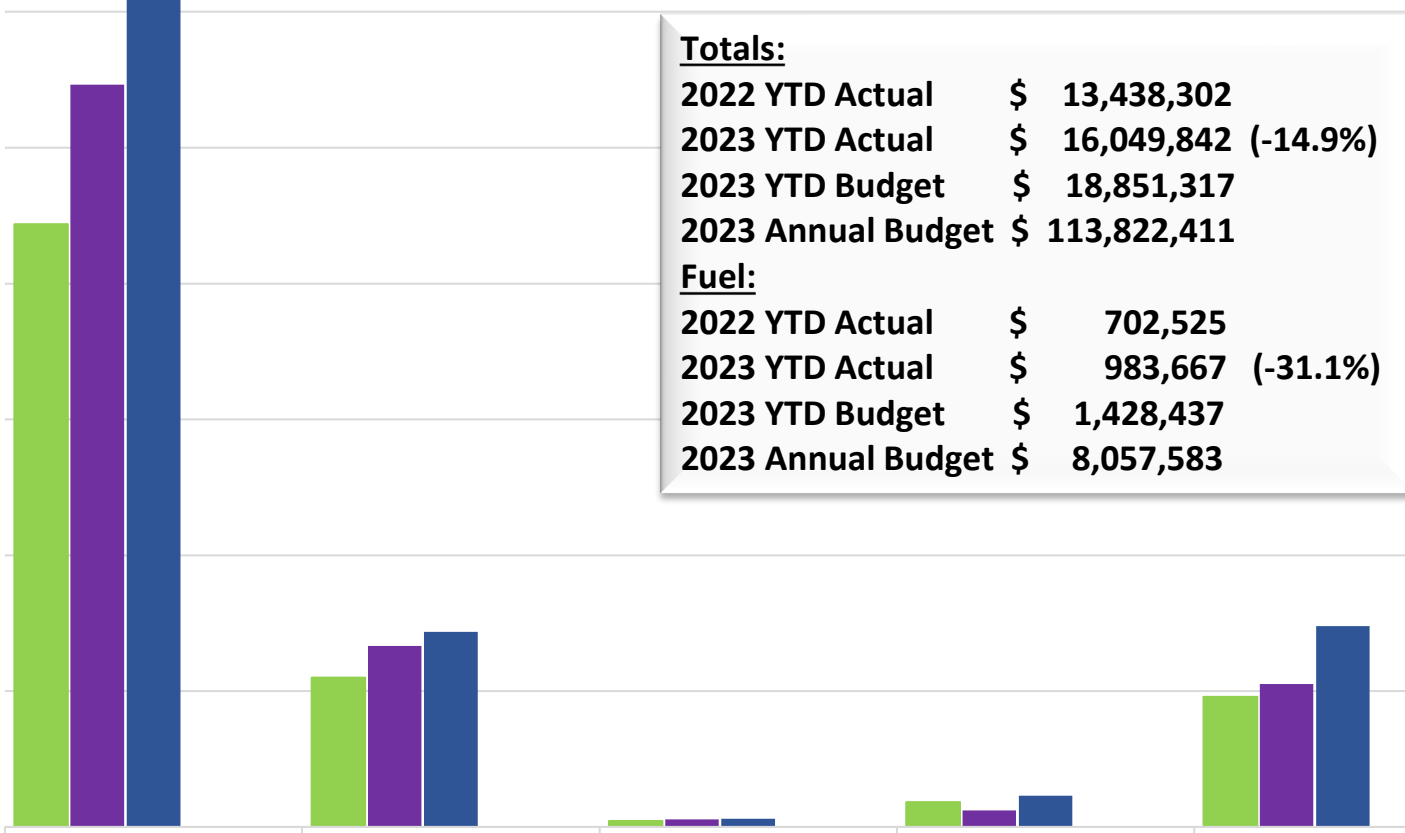
2022 YTD Actual \$ 26,668,408
2023 YTD Actual \$ 29,384,886 (8.1%)
2023 YTD Budget \$ 27,186,486
2023 Annual Budget \$ 157,044,144

	Fares & Other Transit Revenue	Sales Tax	Federal & State Grants (2)	Miscellaneous
■ 2022 YTD Actual	1,116,795	18,846,052	6,491,230	214,331
■ 2023 YTD Actual	1,092,040	19,237,573	8,284,194	771,079
■ 2023 YTD Budget	1,300,856	18,846,052	6,504,203	535,375
2023 YTD Budget Variance	-16.1%	2.1%	27.4%	44.0%
2023 Budget	7,805,137	107,001,541	39,025,216	3,212,250

(1) Above amounts exclude grants used for capital projects. Year-to-date February state capital grant reimbursements total \$49,449 and federal capital grant reimbursements total \$344,406.

Spokane Transit Operating Expenses⁽¹⁾ - February 2023

14,000,000
12,000,000
10,000,000
8,000,000
6,000,000
4,000,000
2,000,000



Totals:	
2022 YTD Actual	\$ 13,438,302
2023 YTD Actual	\$ 16,049,842 (-14.9%)
2023 YTD Budget	\$ 18,851,317
2023 Annual Budget	\$ 113,822,411
Fuel:	
2022 YTD Actual	\$ 702,525
2023 YTD Actual	\$ 983,667 (-31.1%)
2023 YTD Budget	\$ 1,428,437
2023 Annual Budget	\$ 8,057,583

	Fixed Route	Paratransit	Vanpool	Plaza	Administration
2022 YTD Actual	8,872,458	2,200,065	86,964	365,105	1,913,710
2023 YTD Actual	10,925,958	2,664,211	110,449	243,514	2,105,710
2023 YTD Budget	12,441,656	2,870,048	121,889	459,792	2,957,932
2023 YTD Budget Variance	-12.2%	-7.2%	-9.4%	-47.0%	-28.8%
2023 Total Budget	75,081,534	17,089,137	728,852	2,730,106	18,192,782

(1) Operating expenses exclude capital expenditures of \$1,066,633 and Street/Road cooperative projects of \$5,889 for year-to-date

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

April 5, 2023

AGENDA ITEM 7D : MAY 2023 SERVICE CHANGE

REFERRAL COMMITTEE: n/a

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

SUMMARY: STA continues to monitor the fixed-route system for opportunities to improve customer information, connectivity, reliability, and mobility. STA will implement minor routing, schedule adjustments, and stop placement changes on Routes 33, 61, and 90, and 96 as needed in May 2023.

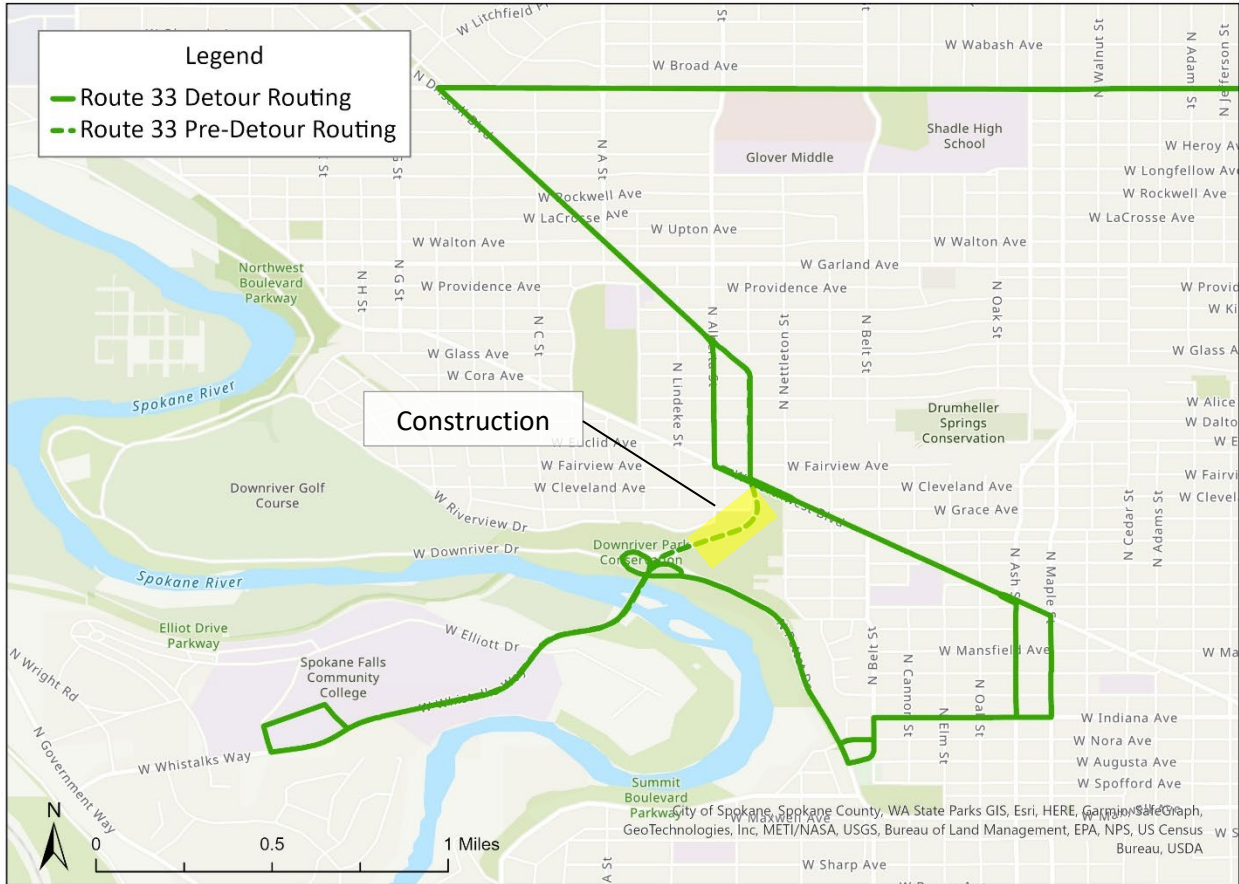
BACKGROUND: The following table outlines the planned adjustments as part of the May 2023 Service Change, as well as associated routes, the rationale for each change, and the resource impact of each change in terms of platform hours if applicable. The changes are primarily the result of extensive construction detours and are expected to be temporary. Maps depicting specific routing changes follow.

May 2023 Service Adjustments

Route(s)	Planned Adjustment	Rationale	Resource Impacts
33	Temporary route detour around the section of TJ Meenach Drive between Pettet Drive and Northwest Blvd. Adjust running times and blocking across all service types. This will require an extra bus to accommodate extended running times.	Addressing construction involving stormwater improvements on TJ Meenach Dr until Fall of 2023. The detour is shown in Figure 1 .	933 revenue hours for the May Markup period.
61	Temporary routing change for trips entering FAFB via the main gate at Mitchell Street will exit via Rambo Road gate, traveling in a one-way pattern. All trips will have scheduled layover at the Spokane Tribe Casino instead of the base main gate.	To accommodate approximately 300 working days of construction at FAFB main gate at Mitchell Street, where traffic will flow one way into the base. The routing changes are shown in Figure 2 .	n/a
90	Minor schedule adjustment.	To address on-time performance of inbound service on weekdays from approximately 2:00 PM to 4:00 PM.	n/a

Route(s)	Planned Adjustment	Rationale	Resource Impacts
96	Minor schedule adjustment.	Resulting from the schedule adjustments to Route 90 described above.	n/a

Figure 1 – Route 33 Detour around TJ Meenach Dr



SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

April 5, 2023

AGENDA ITEM 8 : MAY 3, 2023, DRAFT COMMITTEE AGENDA REVIEW

REFERRAL COMMITTEE: n/a

SUBMITTED BY: STA Staff

SUMMARY: At this time, members of the Performance Monitoring & External Relations Committee will have an opportunity to review and discuss the items proposed to be included on the May 3, 2023, draft agenda.

RECOMMENDATION TO COMMITTEE: For discussion.

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

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

May 3, 2023
1:30 p.m. – 3:00 p.m.

Committee Meeting is via Virtual Conference
w/In Person Viewing Option
Spokane Transit, 1230 W Boone Avenue, Spokane, WA

Committee Members: [INSERT COMMITTEE LINK HERE](#)

General Public: [INSERT GUEST AND ATTENDEE LINK HERE](#)

Audio Conference: Call the number below and enter the access code.
+1-408-418-9388 | Access code: XXXX | Password: 2023

DRAFT AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report *(10 minutes)*
3. Committee Action *(10 minutes)*
 - A. Minutes of the April 5, 2023, Committee Meeting -- *Corrections/Approval*
 - B. Citizen Advisory Committee Charter Review *(Cortright)*
4. Committee Action *(none)*
 - A. Board Consent Agenda *(none)*
 - B. Board Discussion Agenda *(none)*
5. Reports to Committee *(30 min)*
 - A. 2023 First Quarter Performance Measures *(Rapez-Betty)*
 - B. Clean Fuel Standard Program Introduction *(Rapez-Betty)*
 - C. 2022 Fixed Route System Performance Report *(Otterstrom)*
6. CEO Report *(E. Susan Meyer) (15 minutes)*
7. Committee Information (no discussion/staff available for questions)
 - A. March 2023 Operating Indicators *(Rapez-Betty)*
 - B. April 2023 Sales Tax Revenue *(Liard)*
 - C. March 2023 Financial Results Summary *(Liard)*
 - D. 1st Quarter 2023 Service Planning Input Report *(Otterstrom)*
8. Review May 31, 2023, Committee Meeting Agenda (June meeting)
9. New Business *(5 minutes)*
10. Committee Members' Expressions *(5 minutes)*
11. Adjourn
12. Next Committee Meeting: Wednesday, May 31, 2023 (June meeting), at 1:30 p.m. via WebEx w/In Person Option

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting at the STA's website: www.spokanetransit.com. Discussions concerning matters to be brought to the Board are held in Committee meetings. The public is welcome to attend and participate. Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act. For more information, see www.spokanetransit.com. Upon request, alternative formats of this information will be produced for people who are disabled. The meeting facility is accessible for people using wheelchairs. For other accommodations, please call 325-6094 (TTY Relay 711) at least forty-eight (48) hours in advance.