

Spokane Transit Authority
1230 West Boone Avenue
Spokane, WA 99205

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, December 6, 2023

1:30 p.m. – 3:00 p.m.

Meeting via Virtual Conference

w/In Person Public Viewing Option

Spokane Transit Authority, 1230 W. Boone Avenue, Spokane, WA

Virtual Link:	Join Here		
Password:	Members: 2023		Guests: 1223
Call-in Number:	1-408-418-9388		Event #: 2497 197 6203

AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report *(5 minutes)*
3. Committee Action *(10 minutes)*
 - A. Minutes of the November 1, 2023, Committee Meeting -- *Corrections/Approval*
 - B. Appointment of New Members to the Citizen Advisory Committee *(Cortright)*
 - C. Reappointment of Members to the Citizen Advisory Committee *(Cortright)*
 - D. Security Services: Scope of Work Approval *(Williams)*
4. Committee Action *(20 minutes)*
 - A. Board Consent Agenda
 1. Plaza Restroom Door Additions and Plumbing Modifications: Award of Contract *(Rapez-Betty/Otterstrom)*
 2. Fleck Fuel Facility Replacement: Award of Contract and Budget Adjustment *(Rapez-Betty/Otterstrom)*
 3. 2024 Performance Measures *(Rapez-Betty/Liard)*
 - B. Board Discussion/Action Agenda
 1. Draft 2024 State Legislative Focus and Priorities *(Cortright)*
5. Reports to Committee *(25 minutes)*
 - A. Citizen Advisory Committee Update *(Cortright)*
 - B. September 2024 Service Revisions: Draft Recommendation *(Otterstrom)*
 - C. Fixed Route Ridership Methodology Update *(Otterstrom)*
6. CEO Report *(E. Susan Meyer) (15 minutes)*
7. Committee Information (no discussion/staff available for questions)
 - A. October 2023 Operating Indicators *(Rapez-Betty)*
 - B. October 2023 Financial Results Summary *(Liard)*

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.

- C. November 2023 Sales Tax Revenue (*Liard*)
- D. January 2024 Service Changes (*Otterstrom*)
- 8. Review January 31, 2024, Committee Meeting Agenda (*5 minutes*)
- 9. New Business (*5 minutes*)
- 10. Committee Members' Expressions (*5 minutes*)
- 11. Adjourn
- 12. Next Committee Meeting: Wednesday, January 31, 2024 (February Meeting), at 1:30 p.m. via in person (**No January meeting**)

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 6, 2023

AGENDA ITEM 3A : MINUTES OF THE NOVEMBER 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 November 1, 2023, Performance Monitoring & External Relations Committee meeting for corrections or approval.

RECOMMENDATION TO COMMITTEE: Corrections or approval.

Spokane Transit Authority
1230 West Boone Ave.
Spokane, WA 99201

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

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

COMMITTEE MEMBERS PRESENT

Pamela Haley, City of Spokane Valley*
Josh Kerns, Spokane County
Zack Zappone, City of Spokane
Betsy Wilkerson, 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 MEMBERS ABSENT

**Committee Chairwoman*

STAFF PRESENT

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

PROVIDING LEGAL COUNSEL

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

-
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 October 4, 2023, Committee Meeting**
Mr. Zappone moved to approve the October 4, 2023, Committee meeting minutes. Ms. Wilkerson seconded, and the motion passed unanimously.
 - B. **Plaza Facility Engineering Services: Scope of Work Approval**
Mr. Rapez-Betty provided background on position changes which impact building engineering services. The previous Plaza Operations & Customer Service Manager position has been split into two separate roles. There is now a Plaza Operations Manager and a Customer Service Manager. Due to this change, there is no longer a need to contract out property management and leasing services. The current five-year contract with Black Realty Management expires on June 30, 2024. Mr. Rapez-Betty explained the contract scope of work which has a five-year contract total of \$3,057,059.29. He noted there is a 6% Consumer Price Index (CPI) calculation based on future unknowns regarding economic conditions and prevailing wage changes.

Ms. Wilkerson moved to recommend the Board of Directors approve the general scope of work and authorize staff to release the Request for Proposal (RFP) for Facility Engineering Services. Mr. Zappone seconded, and the motion passed unanimously.

4. COMMITTEE ACTION (none)

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

5. REPORTS TO COMMITTEE

A. 2023 Third Quarter Year-to-Date Performance Measures

Mr. Rapez-Betty presented the 2023 Third Quarter Year to Date Performance Measures Summary. He advised the full packet of the 2023 Third Quarter Year to Date Performance Measure results may be viewed on the STA website. Mr. Rapez-Betty presented a summary of significant measures and highlighted Ridership data.

- Fixed Route 2023 third quarter year-to-date ridership was up 34.3% compared to ridership in 2022. Fixed Route provided 6,339,078 rides in 2023 vs. 4,719,604 in 2022. The ridership goal for Fixed Route in 2023 is 20.6% higher than 2022 (approximately 7.6M trips).
- Paratransit 2023 third quarter year-to-date ridership was up 17.3% compared to our ridership in 2022. Paratransit provided 267,018 rides in 2023 vs. 227,658 in 2022. The ridership goal for Paratransit in 2023 is 9.5% higher than 2022 (approximately 344,707 trips).
- Rideshare 2023 third quarter year-to-date ridership was up 7.2% compared to our ridership in 2022. Rideshare provided 71,627 rides in 2023 vs. 66,844 in 2022. The ridership goal for Rideshare in 2023 is 30.1% higher than 2022 (approximately 122,000 trips).

There was a discussion about the Performance Measures approval process. At the December PMER committee meeting the 2024 Performance Measures will be presented and staff will request a recommendation for Board approval.

6. CEO REPORT

Ms. Meyer reported the October 2023 voter-approved sales tax revenue, collected on August 2023 sales, against a budget of \$8,317,585. The actual receipts were \$9,996,776 which is 20.2% above budget with a variance totaling \$1,679,191. Year-to-date is 5.3% above budget and totaling approximately \$4.8M.

Ms. Meyer reported Fixed Route Ridership from September 2016 and compared it to September 2019 and September 2023. September 2023 ridership exceeded September 2019 pre-pandemic levels. Mr. Otterstrom highlighted the Saturday and Sunday/holiday ridership exceeded historic averages.

7. DECEMBER 6, 2023 – COMMITTEE MEETING DRAFT AGENDA REVIEW

The December 6, 2023, Performance Monitoring & External Relations Committee Meeting draft agenda was reviewed and there were no changes.

8. NEW BUSINESS

Discussion ensued about obtaining guidance from the Spokane Regional Health District about an appropriate temperature for when to allow a cold weather fare exception for riders going to a warming center and unable to afford the fare. STA staff were considering 20 degrees which is the

same temperature when operators are allowed to keep buses idling while stationary and waiting to depart.

9. COMMITTEE MEMBERS' EXPRESSIONS

10. ADJOURN

With no further business to come before the Committee, Chair Haley adjourned the meeting at 2:13 p.m.

The next committee meeting will be held on Wednesday, December 6, 2023, 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

December 6, 2023

AGENDA ITEM: **3B** APPOINTMENT OF NEW MEMBERS TO CITIZEN ADVISORY COMMITTEE

REFERRAL COMMITTEE: Citizen Advisory Committee

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

SUMMARY: The Citizen Advisory Committee (CAC) was established in 2004 to represent the interests of the community and assist STA staff and the Board of Directors in making the region proud of its public transportation system. Members serve as conduits of information between the agency and the community by both relaying STA-related information to their networks and by providing input to STA. In 2015, the CAC became a subcommittee to Performance Monitoring & External Relations (PMER) Committee.

Per its charter, the CAC shall be composed of no more than 15 members who are appointed by the PMER Committee. Terms are for three (3) years, and Members may serve up to two (2) terms. Membership shall reflect the STA service area and strive for regional and diverse representation. Selection of members is through an application process followed by a vote from the PMER Committee to appoint members following the recommendation of the CAC. Currently, the CAC has ten (10) members.

The CAC Chair, Dan Brown, and Carly Cortright interviewed CAC applicants that would add additional representation to the CAC. Mr. Andrew Tse and Dr. Rhonda Young have been recommended for appointment by the CAC following their November 8, 2023 meeting. Mr. Tse is a Master of Urban Planning student at Eastern Washington University and has experience with public transportation in Hong Kong as well as Spokane. He brings a unique perspective not currently on the CAC. Dr. Young is a Transportation Engineer professor at Gonzaga University who is the parent of two high school students at Lewis and Clark and has extensive community connections, including serving recently on the City of Spokane's Bicycle Advisory Committee. Staff recommends that the Performance Monitoring and External Relations Committee appoint Mr. Tse and Dr. Young to their first three-year term, beginning January 1, 2024.

RECOMMENDATION TO COMMITTEE: Approve, by motion, the appointment of Andrew Tse and Rhonda Young to the Citizen Advisory Committee, for a first term of three years, commencing January 1, 2024.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 6, 2023

AGENDA ITEM: 3C REAPPOINTMENT OF MEMBERS TO THE CITIZEN ADVISORY COMMITTEE

REFERRAL COMMITTEE: Citizen Advisory Committee

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

SUMMARY: Per its charter, the Citizen Advisory Committee (CAC) shall be composed of no more than 15 members who are appointed by the Performance Monitoring & External Relations (PMER) Committee. Terms are for three (3) years, and members may serve up to two (2) terms upon recommendation from the CAC.

CAC members Mr. Dan Brown, Dr. Linda Carroll, and Mr. Chris Fortensky's first terms are expiring in December 2023. Ms. Kinzie Michael's first term expires in March 2024. These members have been valuable to the committee, providing consistent and useful input on STA operations and plans during their first term. At the November 8, 2023, CAC meeting, the committee voted to recommend to PMER the reappointment of said members.

Staff recommend the Performance Monitoring & External Relations Committee reappoint them to a second three-year term, beginning January 1, 2024, and April 1, 2024, respectively.

RECOMMENDATION TO COMMITTEE: Approve, by motion, the reappointment of Dan Brown, Linda Carroll, Chris Fortensky to the Citizen Advisory Committee for a second term of three years, commencing January 1, 2024, and the reappointment of Kinzie Michael for a second term of three years to commence April 1, 2024.

Current Citizen Advisory Committee Roster – November 2023

Name	Term Expires
*Dan Brown	December 2023
*Linda Carroll	December 2023
*Chris Fortensky	December 2023
*Kinzie Michael	March 2024
JT Ramsey	October 2024
Steve Faust	November 2024
Susan Gray	April 2025
Konrad Capeller	December 2025
Tino Andrade	December 2025
Caleb McDougall	March 2026

*First term is expiring

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 6, 2022

AGENDA ITEM 3D : SECURITY SERVICES: SCOPE OF WORK APPROVAL

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Nancy Williams, Chief Human Resources Officer
Kelly Williams, Security Manager

SUMMARY: The five-year contract for security services expires June 30, 2024. Spokane Transit currently contracts these services with Securitas, Inc., at an annual cost of approximately \$754,587.96.

Security services routinely include, but are not limited to, foot and vehicle security coverage of all designated STA facilities to include Boone, Sharp, Plaza, Valley Transfer Center, Valley Service Center, and all Park & Ride lots.

Consistent with Spokane Transit's practice of reviewing and re-soliciting contracted services, and to ensure competitiveness and cost efficiency, staff recommends obtaining proposals for these services from interested providers.

The Security Services General Scope of Work (SOW) reflects the needs of Spokane Transit's security program and includes:

- Visual inspections and monitoring of STA property and equipment as instructed.
- Detection and reporting of violations, discrepancies, or conditions.
- On-board security patrols.
- Incident and customer assistance response as directed by Security Leads.
- Use of de-escalation tactics and techniques to gain control of a situation.

RECOMMENDATION TO COMMITTEE: Approve the scope of work for security services and authorize staff to release a request for proposals.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 6, 2023

AGENDA ITEM 4A1 : PLAZA RESTROOM DOOR ADDITIONS AND PLUMBING MODIFICATIONS:
AWARD OF CONTRACT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer
Jessica Kelch, Senior Project Manager / Facilities Master Planning &
Implementation

SUMMARY: In accordance with Spokane Transit’s procurement policy, staff is seeking Board approval to award a construction contract in excess of \$200,000, using both Capital and Operational funds, for restroom door additions and plumbing modifications at the Plaza.

BACKGROUND: The Plaza Restroom Door Additions and Plumbing Modifications project is a locally funded project involving the addition of two (2) secure doors with sidelights for the first-floor restrooms along with re-configuration of some plumbing elements to add three (3) cleanouts and two (2) in-line grinders. The project is both a Capital Improvement and an Operational Improvement: \$280,000 from those available funds are allotted for this project and its expenses.

The Invitation for Bid was advertised in the Spokesman Review on October 28, 2023. On-site pre-bid meetings were held October 25 and October 31, 2023. Bids were received on November 8, 2023. STA received five (5) qualifying bids:

Name of Firm		Total Bid Amount
1	D-McP Construction LLC	\$213,836.83
2	WM Welch Corp	\$229,669.00
3	INW Builders LLC	\$351,000.00
4	Halme Builders	\$200,000.00
5	Dardan Enterprises, Inc.	\$227,740.00
	Engineer’s Estimate	\$232,907.96

Halme Builders is determined to be the lowest responsive and responsible bidder. As such, staff recommends Award of Contract to Halme Builders for the Total Bid Amount of \$200,000.00 plus

applicable Washington State sales tax. Staff recommend retention of a construction contingency equal to 20 percent of the construction contract.

The project budget is as follows:

Description	Expense
Construction Contract (\$95k Capital, \$105k Operational)	\$200,000
STA Reserved Construction Contingency (20% of Construction)	\$40,000
Washington State Sales Tax (Estimated)	\$21,600
Estimated Miscellaneous (advertising, permits, capital labor, etc.)	\$17,500
ESTIMATED TOTAL PROJECT COST	\$279,100

RECOMMENDATION TO COMMITTEE: Recommend the Board approve, by motion, the award of contract for the Plaza Restroom Door Additions and Plumbing Modifications project to Halme Builders for \$200,000.00 plus applicable Washington State sales tax, and allow the CEO to apply contingency funds, as necessary, within the allotted project funds.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 6, 2023

AGENDA ITEM 4A2: FLECK FUEL FACILITY REPLACEMENT: AWARD OF CONTRACT AND BUDGET ADJUSTMENT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer
Jessica Kelch, Senior Project Manager / Facilities Master Planning & Implementation

SUMMARY: In accordance with Spokane Transit’s procurement policy, staff is seeking Board approval to award a construction contract and request a budgetary increase to accommodate the expected funding required to deliver the project.

BACKGROUND: On October 4, 2023, the Performance Monitoring & External Relations Committee approved the general scope of work for the Fleck Fuel Facility Replacement. This locally funded project has a current Board Approved budget of \$1.5M. At time of approval, based on projections, staff estimated the need for a revised project budget of \$3.1M.

The Fleck Fuel Facility Replacement project will construct a new fuel facility for one of STA’s remote garages by constructing below-grade concrete vaults to house one 500-gallon gasoline tank and one 10,000-gallon diesel tank along with all associated apparatus, monitoring, alarms, sensors, dispensers, etc. An existing fuel island and canopy will be demolished and replaced. Repairs of concrete drives and minor updates to stormwater flow paths are also included. The work will be done in two phases to allow STA to maintain operations.

The Invitation for Bid was advertised in the Spokesman Review on October 11, 2023. On-site pre-bid meetings were held on October 18 and October 30, 2023. STA received five (5) qualifying bids on November 7, 2023.

The responsive bids from responsible contractors are as follows:

	Name of Firm	Total Bid Amount
1	Granite Petroleum, Inc.	\$1,738,630.90
2	D-McP Construction, LLC.	\$1,793,395.96
3	Garco Construction, Inc.	\$1,878,000.00
4	Halme Builders, Inc.	\$2,320,000.00
5	Halme Construction, Inc.	\$2,328,000.00
	Engineer’s Estimate	\$2,008,664.00

Granite Petroleum, Inc. was determined to be the lowest responsive and responsible bidder. As such, staff recommend Award of Contract to Granite Petroleum, Inc. for the Total Bid Amount of \$1,738,630.90 plus applicable Washington State sales tax. Staff recommend retention of a construction contingency equal to 20 percent of the construction contract value given the perceived level of risk associated with the work.

In light of the size of the winning bid, combined with other required expenses, including but not limited to A&E design and engineering, special inspections, secure access, permitting fees with jurisdictional authorities, diesel fuel, advertising, capital labor costs, Washington State sales tax, and reserved construction contingency, the overall budget requires a budgetary increase.

Staff, therefore, recommend a revised project budget of \$2.9M as outlined below, to accommodate the necessary costs to complete the project. If approved by the committee, this change will be reflected in proposed 2024 budget.

Description	Expense
Construction Contract	\$1,738,630.90
STA Reserved Construction Contingency (20% of Construction)	\$347,726.00
Washington State Sales Tax (Estimated)	\$13,443.10
Consulting Services (actuals and estimates for construction services)	\$600,000.00
Miscellaneous (advertising, permits, fuel, capital labor, etc.)	\$200,000.00
ESTIMATED TOTAL PROJECT COST	\$2,899,800.00
BUDGET ADJUSTMENT RECOMMENDED	\$2,900,000.00

RECOMMENDATION TO COMMITTEE: Recommend the Board approve, by motion, an increase to the overall project budget from \$1.5M to a revised total of \$2.9M.

Recommend the Board approve, by motion, the award of contract for the Fleck Fuel Facility Replacement project to Granite Petroleum, Inc. for \$1,738,630.90 plus applicable Washington State sales tax, and authorize the CEO to apply contingency funds, as necessary.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 6, 2023

AGENDA ITEM 4A3: 2024 PERFORMANCE MEASURES

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: The attached report presents STA’s 2024 key operational Performance Measures which staff proposes to keep in line with the 2023 Performance Measures. Each performance measure is intended to support the delivery of a specific Spokane Transit organizational priority, as established and reviewed annually by the STA Board of Directors. These quantifiable benchmarks demonstrate the agency’s commitment to accountability.

As the Board of Directors continues its work on the *Connect 2035* Strategic Plan, it will consider and evaluate the establishment of new performance measures alongside these existing measures. Staff expects such additions, modifications or deletions to take effect for calendar year 2025.

RECOMMENDATION TO COMMITTEE: Review and recommend the Board approve the 2024 Performance Measures as presented.

SPOKANE TRANSIT AUTHORITY

Annotated copy to show comparison to 2023

SUBJECT: 2024 PERFORMANCE MEASURES

MISSION

- We provide safe, inclusive, convenient, and efficient public transportation services to the Spokane area communities.
- We are leaders in transportation and a valued partner in the community's social fabric, economic infrastructure, and quality of life.

OUR VISION

- Connecting everyone to opportunity.

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

2023 Goal: 0.08 (or less) per 10,000 miles

2024 Goal: 0.08 (or less) per 10,000 miles

Measured - Quarterly

2022 Actual: 0.15

2023 Q3 YTD: 0.17

Paratransit

Measurement – (1 measure) Preventable accidents

2023 Goal: 0.10 (or less) per 10,000 miles

2024 Goal: 0.10 (or less) per 10,000 miles

Measured - Quarterly

2022 Actual: 0.08

2023 Q3 YTD: 0.11

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

Fixed Route

Measurement – Workdays lost due to injury

2023 Goal: 0.02 (or less) per 1,000 employee hours

2024 Goal: 0.02 (or less) per 1,000 employee hours

Measured - Quarterly

2022 Actual: 0.02

2023 Q3 YTD: 0.04

Paratransit

Measurement – Workers Comp Lost Days

2023 Goal: 0.04 (or less) per 1,000 employee hours

2024 Goal: 0.04 (or less) per 1,000 employee hours

Measured – Quarterly

2022 Actual: 0.02

2023 Q3 YTD: 0.03

Maintenance

Measurement – Workers Comp Lost Days

2023 Goal: 0.05 (or less) per 1,000 employee hours

2024 Goal: 0.05 (or less) per 1,000 employee hours

Measured - Quarterly

2022 Actual: 0.04

2023 Q3 YTD: 0.01

- **Injury Rate (Employee Claims)**

Fixed Route

Measurement – Claims per 1,000 hours

2023 Goal: 0.05 claims (or less) per 1,000 hours

2024 Goal: 0.05 claims (or less) per 1,000 hours

Measured – Quarterly

2022 Actual: 0.09

2023 Q3 YTD: 0.07

Paratransit

Measurement – Claims per 1,000 hours

2023 Goal: 0.08 (or less) claims per 1,000 hours

2024 Goal: 0.08 (or less) claims per 1,000 hours

Measured - Quarterly

2022 Actual: 0.07

2023 Q3 YTD: 0.10

Maintenance

Measurement – Claims per 1,000 hours

2023 Goal: 0.10 (or less) claims per 1,000 hours

2024 Goal: 0.10 (or less) claims per 1,000 hours

Measured - Quarterly

2022 Actual: 0.08

2023 Q3 YTD: 0.08

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

2023 Goal: 20.6% increase from 2022 (approximately 7.2 million trips)

2024 Goal: 28% increase from 2023 (approximately 9.2 million trips)

Measured – Monthly

2022 Actual: 25.9% increase (6,595,319 trips)

2023 Q3 YTD: 34.3% increase

Paratransit (Excluding SUV)

Measurement – Number of unlinked trips

2023 Goal: 9.5% increase from 2022 (approximately 344,707 trips)

2024 Goal: 19.9% increase from 2023 (approximately 413,184 trips)

Measured – Monthly

2022 Actual: 29.8% increase (327,316 trips)

2023 Q3 YTD: 17.3% increase

Rideshare

Measurement – Number of unlinked trips

2023 Goal: 30.1% increase from 2022 (approximately 119,792 trips)

2024 Goal: 0.0% increase from 2023 (approximately 119,792 trips)

Measured – Monthly

2022 Actual: 28.8% increase (90,576 trips)

2023 Q3 YTD: 7.2% increase

- **Service Effectiveness**

Fixed Route

Measurement – Passengers per revenue hour

2023 Goal: 15 or above system wide average

2024 Goal: 17.5 or above system wide average

Measured – Quarterly

2022 Actual: 15.70

2023 Q3 YTD: 17.08

Paratransit

Measurement – Passengers per revenue hour

2023 Goal: 2.1 or above system wide average

2024 Goal: 2.7 or above system wide average

Measured – Quarterly

2022 Actual: 2.47

2023 Q3 YTD: 2.35

- **Customer Security**

Fixed Route

Measurement – Response to two questions on Annual Ridership Survey: Customer assessment of personal safety & drivers' driving safe

2023 Goal: 4.5 (or above) average

2024 Goal: 4.5 (or above) average

Measured – Annually

2022 Survey: 4.1 & 4.4

2023: Results will be presented at the February committee meeting.

Paratransit

Measurement – Response to two questions on Annual Paratransit Survey: Customer assessment of personal safety & drivers driving safe

2023 Goal: 4.5 (or above) average

2024 Goal: 4.5 (or above) average

Measured – Annually

2022: No Survey

2023 Survey: Schedule date pending for December or January

- **Public Outreach**

Agency Wide

Measurement – Response to question on annual Community Perception Survey: STA does a good job listening to the public.

2023 Goal: 4.5 (or above) on a scale of 1 to 5

2024 Goal: 4.5 (or above) on a scale of 1 to 5

Measured – Annually

2022 Survey: No Survey

2023 Survey: Results will be presented at the February committee meeting.

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

Agency Wide

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

2022 Actual: 85%

Measured – Annually

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

2022 Actual: 67%

Measured – Annually

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

2023 Goal: 93% on time

2024 Goal: 93% on time

Measured – Monthly

2022 Actual: 92.5%

2023 Q3 YTD: 93.3%

Paratransit

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

2023 Goal: 93% on time

2024 Goal: 93% on time

Measured – Monthly

2022 Actual: 91.1%

2023 Q3 YTD: 92.5

- **Call Center**

- Fixed Route Customer Service Abandon Rate

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

- 2023 Goal: 4% or below

- 2024 Goal: 4% or below

- Measured – Monthly

- 2022 Actual: 2.0%

- 2023 Q3 YTD: 1%

- Paratransit Reservationists Abandon Rate

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

- 2023 Goal: 4% or below

- 2024 Goal: 4% or below

- Measured – Monthly

- 2022 Actual: 2.0%

- 2023 Q3 YTD: 2.0%

- Fixed Route (Customer Service) Service Level

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

- 2023 Goal: 90%/60 seconds

- 2024 Goal: 90%/60 seconds

- Measured – Monthly

- 2022 Actual: 93%

- 2023 Q3 YTD: 93%

- Paratransit Reservationists Service Level

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

- 2023 Goal: 90%/60 seconds

- 2024 Goal: 90%/60 seconds

- Measured – Monthly

- 2022 Actual: 80%

- 2023 Q3 YTD: 85%

- **Complaint Rate**

- Fixed Route

- Measurement – Number of complaints received

- 2023 Goal: 8 complaints (or less) per 100,000 boardings

- 2024 Goal: 8 complaints (or less) per 100,000 boardings

- Measured – Monthly

- 2022 Actual Total Complaints: 9.9

- 2023 Q3 YTD Total Complaints: 10.0

- Paratransit

- Measurement – Number of complaints received

- 2023 Goal: 8 complaints (or less) per 10,000 boardings

- 2024 Goal: 8 complaints (or less) per 10,000 boardings

- Measured – Monthly

- 2022 Actual Total Complaints: 6.0

- 2023 Q3 YTD Total Complaints: 4.4

- **Maintenance Reliability**

Fixed Route

Measurement – Number of Road Calls

2023 Goal: Less than 1 per 7,500 miles

2024 Goal: Less than 1 per 7,500 miles

Measured – Monthly

2022 Actual: 6,216 miles

2023 Q3 YTD: 4,903

Paratransit

Measurement – Number of Road Calls

2023 Goal: Less than 1 per 75,000 miles

2024 Goal: Less than 1 per 75,000 miles

Measured – Monthly

2022 Actual: 75,275

2024 Q3 YTD: 58,747

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

2023 Goal: 8 hours per Operator annually

2024 Goal: 8 hours per Operator annually

Measured – Quarterly

2022 Actual: None

2023 Q3 YTD: 9 hours per Operator annually (BEB Training)

Paratransit

Measurement – Complete Advanced Operator Training

2023 Goal: 8 hours per Operator annually

2024 Goal: 8 hours per Operator annually

Measured – Quarterly

2022 Actual: None

2023 Q3 YTD: On hold

Maintenance

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

2023 Goal: Invest average of 25 hours per maintenance employee per year

2024 Goal: Invest average of 25 hours per maintenance employee per year

Measured – Annually

2022 Actual: 41 hours

2023 Q3 YTD: 44 per employee

Managers/Supervisors/Administrative

Measurement – Scheduled Professional Development Class

2023 Goal: 100% of employees receive either on-site or off-site training event per year

2024 Goal: 100% of employees receive either on-site or off-site training event per year

Measured – Annually

2022 Actual: 8 hours

2023 Q3 YTD: In progress

- **Annual Employee Feedback**

Fixed Route

Measurement – Supervisor conducts formal ride check/ride along

2023 Goal: 100% of operators receive a successful evaluation on a ride check/ride along annually

2024 Goal: 100% of operators receive a successful evaluation on a ride check/ride along annually

Measured – Annually

2022 Actual: 29 out of 270

2023 Q3 YTD: 241 out of 324

Paratransit

Measurement – Supervisor conducts formal ride check/ride along

2023 Goal: 100% of operators receive a successful evaluation on a ride check/ride along annually

2024 Goal: 100% of operators receive a successful evaluation on a ride check/ride along annually

Measured – Annually

2022 Actual: 100% Completed

2023 Q3 YTD: 100% Completed

- **Governance**

Board Development

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

2023 Goal: Two Board members attend annually

2024 Goal: Two Board members attend annually

Measured – Annually

2022 Actual: Completed

2023 Q3 YTD: 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

2023 Goal: below 95% of average cost of urban systems in Washington State

2024 Goal: below 95% of average cost of urban systems in Washington State

Measured – Quarterly

2022 Actual: 72.5%

2023 Q3 YTD: 72.8%

Paratransit

Measurement – Cost per Revenue Hour

2023 Goal: below 95% of average cost of urban systems in Washington State

2024 Goal: below 95% of average cost of urban systems in Washington State

Measured – Quarterly

2022 Actual: 69.8%

2023 Q3 YTD: 69.8%

- **Cost Effectiveness**

Fixed Route

Measurement – Cost per Passenger

2023 Goal: below 95% of average cost of urban systems in Washington State

2024 Goal: below 95% of average cost of urban systems in Washington State

Measured – Quarterly

2022 Actual: 58.6%

2023 Q3 YTD: 59.7%

Paratransit

Measurement – Cost per Passenger

2023 Goal: below 94% of average cost of urban systems in Washington State

2024 Goal: below 94% of average cost of urban systems in Washington State

Measured – Quarterly

2022 Actual: 61.7%

2023 Q3 YTD: 61.7%

- **Cost Recovery from User Fees**

Fixed Route

Measurement – Farebox Return

2023 Goal: at least 20%

2024 Goal: at least 20%

Measured – Quarterly

2022 Actual: 10.84%

2023 Q3 YTD: 7.59%

Paratransit

Measurement – Farebox Return

2023 Goal: at least 5%

2024 Goal: at least 5%

Measured – Quarterly

2022 Actual: 3.95%

2023 Q3 YTD: 2.74%

Rideshare

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

2023 Goal: 85%

2024 Goal: 85%

Measured – Quarterly

2022 Actual: 39.8%

2023 Q3 YTD: 44.5%

- **Maintenance Cost**

- Fixed Route

- Measurement – Cost per total mile by fleet

- 2023 Goal: \$1.47 per mile

- 2024 Goal: \$1.67 per mile

- Measured - Quarterly

- 2022 Actual: \$1.10

- 2023 Q3 YTD: \$1.58

- Paratransit/Rideshare

- Measurement – Cost per total mile

- 2023 Goal: \$1.13 per mile

- 2024 Goal: \$1.25 per mile

- Measured – Quarterly

- 2022 Actual: \$1.17

- 2023 Q3 YTD: \$1.14

- **Financial Capacity**

- Financial Management

- Measurement – Adherence to approved Operating Budget

- 2024 Goal: Operate at or below budgeted expenditures

- Measured – Monthly

- Service Level Stability

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

- 2024 Goal: 6 years

- Measured – Annually

- Ability to Sustain Essential Capital Investments

- Measurement – Fully funded Capital Improvement Plan

- 2024 Goal: 6 years

- Measured – Annually

- Public Perception

- Measurement – Answer to question on Annual Community Perception Survey: STA is financially responsible

- 2023 Goal: 4.5 (or above) on a scale of 1 to 5

- 2024 Goal: 4.5 (or above) on a scale of 1 to 5

- Measured – Quarterly

- 2022 Survey: No Survey

- 2023 Survey: Results will be presented at the February committee meeting.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 6, 2023

AGENDA ITEM: **4B1** DRAFT 2024 STATE LEGISLATIVE FOCUS AND PRIORITIES

REFERRAL COMMITTEE: n/a

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

SUMMARY: Each year the Board of Directors adopts Legislative Priorities to guide the CEO during the session as she communicates Spokane Transit (STA) interests and priorities to the legislature. During the session, staff will watch for and analyze legislation that may pose a threat or offer new opportunities to Spokane Transit.

Because legislation affecting STA's operations and/or service may come forward at any time, the CEO requests authority from the Board to determine STA's interest on specific pieces of legislation, convey those interests to legislators and others, and report to the Performance Monitoring & External Relations Committee and the Board during the legislative session.

Spokane Transit Authority (STA) Focus and Priorities for the Washington State Legislative Session

General Focus

Monitor and provide information to the Washington State Legislature on proposed legislation that may, either positively or negatively, impact STA and/or the Spokane region. Specific priorities are:

- **Preserve local-decision-making**
Support policies and regulations regarding governance and transit operations.
- **Preserve and expand public transit investments**
Support policies and legislation regarding zero-emission technology and bus facilities; continue funding for transit support and special needs formula grants.
- **Support transit workforce initiatives**
Support efforts to address transit hiring and training.

Developing Priorities

- **Transit-Oriented Development**
Support targeted land use policy and infrastructure investments to accelerate increased development around transit.
- **Zero-Emission Transit Fleets**
Support policies and legislation that provide greater incentives to operate and purchase zero-emission transit vehicles and electric charging capital infrastructure. Continue and expand funding for Green Transportation grants.

Priorities to Preserve Funding for 2023-2025 biennium.

Project	Funding Source/Program	2023-2025 Award/Appropriation
Division Street Bus Rapid Transit (BRT) <i>\$50M committed to project which will coincide with opening of North South Corridor</i>	Move Ahead Washington	\$7,746,000 <i>\$42.2M requested for future biennia through 29-31</i>
I-90/Valley High Performance Transit (HPT) Corridor Infrastructure: Mirabeau and Appleway Stations	Regional Mobility Grant	\$6,886,000
I90/Valley High Performance Transit (HPT) Corridor Infrastructure: Argonne Station Park and Ride	Regional Mobility Grant	\$9,000,000
Sprague Line High Performance Transit (HPT) Improvements	Regional Mobility Grant	\$2,060,000
Cheney High Performance Transit (HPT) Corridor Improvement & Vehicle Acquisition	Regional Mobility Grant	\$4,260,000
Spokane Transit Battery Electric Bus Infrastructure	Green Transportation Grant	\$295,000
Spokane Transit 2023 Fleet Electrification	Green Transportation Grant	\$4,950,000
Spokane Transit Zero-Emission Fleet Transition Plan	Green Transportation Grant	\$160,000
Fleck Bus Washer	Bus and Bus Facilities Grant	\$764,000
Special Needs (Paratransit) Formula Grant Funding	Move Ahead Washington	\$6,900,000
Transit Support Grant	Move Ahead Washington	\$13,400,000

RECOMMENDATION TO COMMITTEE: Review and recommend the Board approve the 2024 Legislative Focus and Priorities as presented and grant authority to the CEO to determine STA's interest on specific pieces of legislation, convey those interests to legislators and others, and report to the Performance Monitoring and External Relations Committee and the Board during the legislative session.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 6, 2023

AGENDA ITEM: 5A CITIZEN ADVISORY COMMITTEE UPDATE

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Carly Cortright, Chief Communications & Customer Service Officer
Dan Brown, Citizen Advisory Committee Chair

SUMMARY:

Per the Citizen Advisory Committee (CAC) Charter, the CAC Chair may provide the STA Board of Directors input at a Performance Monitoring & External Relations Committee meeting. CAC Chair, Dan Brown, will be providing a report on the work of the CAC this past year.

RECOMMENDATION TO COMMITTEE: Report to Committee

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 6, 2023

AGENDA ITEM 5B : SEPTEMBER 2024 SERVICE REVISIONS: DRAFT RECOMMENDATION

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Planning & Development Officer
Chad Johnson, Senior Transit Planner

SUMMARY: Consistent with the *STA Moving Forward* (STAMF) plan approved by the board and funding authorized by voters, a collection of Fixed Route bus improvements is scheduled to take place in September 2024. The Draft Recommendation that will be presented is an important step toward board consideration and action toward implementing service changes and improvements.

BACKGROUND: Staff presented the 2024 September Service Revisions Preliminary Proposal to the PMER committee in October 2023, and sought public input on this proposal through an online survey, presentations at affected neighborhood council meetings, coordinated with jurisdictional staff, posted notices on-board coaches and at bus stops/park & ride lots, and held a Zoom/Facebook Live event. Over 300 people participated in the online survey. Staff also conducted target field surveys to explore new bus stop locations and to test the running time of prospective route segments. The Draft Recommendation report is the culmination of these efforts to deliver on key commitments of *STA Moving Forward* and respond to ongoing community feedback. The report will be available by December 5, 2023, at the following link:

<https://www.spokanetransit.com/projects/2024-service-revisions/>

As a recap, the Preliminary Proposal included revisions to service in the following focus areas:

- North Bank / Downtown Spokane
- Airway Heights / West Plains
- Northeast Spokane / Hillyard

Notable changes from the Preliminary Proposal to the Draft Recommendation include the following:

- A new Route 13 is included in the Draft Recommendation to operate nights and weekends in lieu of extending the span of Route 11 Arena/Downtown Shuttle, with two route alternatives for the new route presented for public input.
- The report's recommendations for Northeast Spokane / Hillyard looks most like the Preliminary Proposal's Option B, except that new Route 31 is recommended to extend to Northpointe and serve Minnehaha. It also includes adjustments to span to better reflect expected ridership demand.

The Draft Recommendation represents the mid-point for public dialogue which will be critical for a Final Recommendation that will be prepared in advance of the February PMER Committee meeting. The timeline for receiving public input, refining, approving, and implementing the service revisions is provided below.

Date	Activity
December 6, 2023	Present Draft Recommendation to Performance Monitoring & External Relations Committee
December 6, 2023 – January 18, 2024	Receive public comment on Draft Recommendation, including online survey and targeted outreach
January 18, 2024	Public hearing on Draft Recommendation by Board of Directors
January 31, 2024	Present Final Recommendation to Performance Monitoring and External Relations Committee
February 15, 2024	Board of Directors action
May 26, 2024, September 15, 2024	Service revisions go into effect based on Board approval

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 6, 2023

AGENDA ITEM 5C : FIXED ROUTE RIDERSHIP METHODOLOGY UPDATE

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Planning & Development Officer
Tara Limon, Principal Transit Planner

SUMMARY: STA utilizes ridership counts for a variety of performance measurements and reports, both internal and external to the operation. Staff will brief the Committee on the recent changes to ridership data collection prompted by the introduction of City Line and adoption of new technologies and the implications for 2023 ridership values.

BACKGROUND: Ridership counts are among the most universal and oldest performance indicators for urban transit systems. The National Transit Database (NTD), a program of the Federal Transit Administration, is a central repository for ridership data for all systems receiving federal aid and makes the data freely available for researchers, transit operators and others interested in ridership data. The NTD program also collects passenger miles, representing the total miles traveled by riders on a given system. Other NTD indicators also report operating and capital cost information, with reporting methodologies audited annually to ensure compliance with best practices and written guidance.

Historically, ridership has been collected and reported from farebox tallies, accounting for cash, passes and tallies of non-revenue passengers, such as transfers and courtesy rides. In October 2022, STA introduced the Connect fare system, and with it, assimilated ridership counts using Connect cards with conventional farebox data and tallies.

City Line, STA's first bus rapid transit (BRT) line, began service in July 2023 and introduced all door boardings, meaning passengers no longer enter near the farebox at the front of the vehicle, where they can ensure all passengers are counted. This change has prompted a new ridership reporting methodology using statistical methods that rely on data from automated passenger counters (APCs).

STA's fixed route vehicles have been equipped with automated passenger counter (APC) hardware since about 2013. APCs count the passengers boarding and alighting at each bus stop using infrared sensors above each doorway. APCs are well suited for ridership reporting because they can accurately track key metrics related to passenger counts, including the number of unlinked passenger trips (UPT) and passenger miles traveled (PMT) for NTD reporting. However, they are not considered a complete count of ridership because of anomalies in equipment, computational and environmental conditions that can sometimes interfere with precise counts. However, through data processing and statistical sampling using manual ridership counts, the statistical accuracy of the APC counts are found to be within the acceptable tolerance for ridership report. Before an agency can use APC data for NTD reporting, the NTD requires the agency to certify the statistical accuracy of their APC data with attention to statistical reliability of the data.

Spokane Transit staff have been working to develop new ridership reports and pursue NTD certification with the aid of a contractor who specializes in APC software support and data reporting. NTD certification was approved by the Federal Transit Administration (FTA) on November 29, 2023. While STA began using APCs in July 2023 to account for City Line ridership, the entire calendar year of 2023 ridership reporting will be revised to reflect the APC ridership collection methodology to align with the 2023 NTD data submittal package. Due to the methodology collection differences between farebox data and APC data, the ridership data will be revised from what has been historically reported (prior to the month of August 2023) as presented below.

2023 Ridership/Unlinked Passenger Trip Reporting by Source			
Month	Farebox – RevPass Report	APC’s - UTA Report (revised data)	Variance
January	668,070	659,664	-1.26%
February	628,823	629,970	+0.18%
March	721,407	730,146	+1.21%
April	670,867	675,634	+0.07%
May	791,260	772,516	-2.37%
June	699,194	727,219	+4.01%
July	642,829	655,308	+1.94%
August*	N/A	710,515	N/A
September	N/A	806,111	N/A
October	N/A	886,787	N/A
Year to Date		7,253,870	

*Began using APC’s for ridership data instead of farebox data for RevPass Report in monthly reporting.

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 6, 2023

AGENDA ITEM 6 : CEO REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: E. Susan Meyer, Chief Executive Officer

SUMMARY: At this time, the CEO will have an opportunity to comment on various topics of interest regarding Spokane Transit.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 6, 2023

AGENDA ITEM 7A: OCTOBER 2023 OPERATING INDICATORS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

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

FIXED ROUTE

Total monthly Fixed Route ridership increased 35.1% (886,787 vs. 656,171) in October 2023 compared to October 2022 and is up 34.4% (7,039,620 vs. 5,375,738) YTD.

Average weekday ridership increased 31.4% (34,335 vs. 26,125) in October 2023 compared to October 2022 and is up 31.3% (27,916 vs. 21,259) YTD.

Zero-Fare Youth (formerly Youth) increased 76.9% (201,048 vs. 113,629) in October 2023 compared to October 2022 and is up 120.9% (1,360,738 vs. 615,989) YTD.

Reduced Fare / Paratransit Ridership increased 42.0% (115,431 vs. 81,280) in October 2023 compared to October 2022 and is up 40.8% (1,031,000 vs. 732,149) YTD.

CCS Pass Ridership increased 27.8% (36,766 vs. 28,766) in October 2023 compared to October 2022 and is up 26.9% (215,552 vs. 169,858) YTD.

Eagle Pass Ridership decreased 6.1% (42,492 vs. 45,229) in October 2023 compared to October 2022 and is down 6.0% (256,017 vs. 272,426) YTD.

56.8% of all passengers used Connect Passes last month.

PARATRANSIT

Total monthly Paratransit ridership increased 13.67% (33,751 vs. 29,693) October 2023 compared to October 2022 and is up 16.87% YTD (300,769 vs. 257,351).

Detailed breakdown:

Directly operated service increased 17.6% (18,088 vs. 15,379) in October 2023 compared to October 2022 and was up 16.8% (163,177 vs. 139,656) YTD.

- Contracted service increased 9.4% (15,663 vs. 14,314) in October 2023 compared to October 2022 and was up 16.9% (137,593 vs. 117,695) YTD.
- Special Use Van ridership decreased 39% (1,125 vs. 1,845) in October 2023 compared to October 2022 and was down 17.5% (12,360 vs. 14,983) YTD.

RIDESHARE

Total Rideshare ridership increased 1.5% (8,564 vs. 8,435) in October 2023 compared to October 2022 and was up 6.5% (80,191 vs. 75,279) YTD.

- Rideshare vans in service increased 11.2% (80 vs. 72) in September 2023 compared to September 2022.

CUSTOMER SERVICE/SALES

Total Value Added to Connect Cards:

Value Added decreased 0.3% (\$243,925 vs. \$244,620) in October compared to September 2023

- Autoload increased 9.0% (\$13,935 vs. \$12,786) in October compared to September 2023
- Call Centers decreased 16.8% (\$6,449 vs. \$7,753) in October compared to September 2023
- Customer Service Terminal decreased 6.2% (\$62,150 vs. \$66,282) in October compared to September 2023
- Customer Website increased 11.4% (\$24,338 vs. \$21,841) in October compared to September 2023
- Mobile Ticketing increased 0.9% (\$109,819 vs. \$108,863) in October compared to September 2023
- Institutional Website decreased 7.5% (\$17,009 vs. \$18,398) in October compared to September 2023
- Open Payments increased 29.3% (\$7,668 vs. \$5,944) in October compared to September 2023
- Retail Network decreased 7.9% (\$2,537 vs. \$2,754) in October compared to September 2023

Total Pass Sales:

Total Pass Sales increased 2.7% (18,400 vs. 17,914) in October compared to September 2023

- 1-Ride Pass decreased 2.9% (6,481 vs. 6,678) in October compared to September 2023
- 7-Day Rolling Pass decreased 18.7% (178 vs. 219) in October compared to September 2023
- Day Pass increased 6.0% (10,233 vs. 9,658) in October compared to September 2023
- Honored Rider 31-Day Rolling Pass decreased 1.9% (53 vs. 54) in October compared to September 2023
- Paratransit Monthly Pass increased 50.0% (33 vs. 22) in October compared to September 2023
- Shuttle Park Pass decreased 1.9% (157 vs. 160) in October compared to September 2023
- Standard 31-Day Rolling Pass increased 12.4% (1,262 vs. 1,123) in October compared to September 2023

Total Discounted Passes (Included in Pass Sales above):

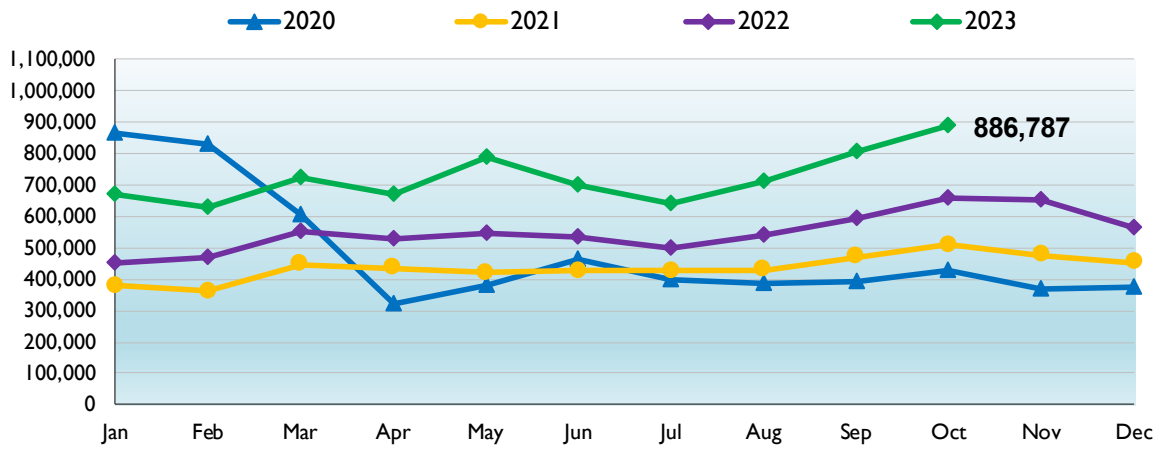
- 1-Ride CAP passes decreased 40.8% (2,340 vs. 3,950) in October compared to September 2023
- Day CAP Passes increased 0.6% (4,262 vs. 4,236) in October compared to September 2023
- Employer-Sponsored Bus Pass Program increased 0.6% (498 vs. 495) in October compared to September 2023

Specialty Pass Programs:

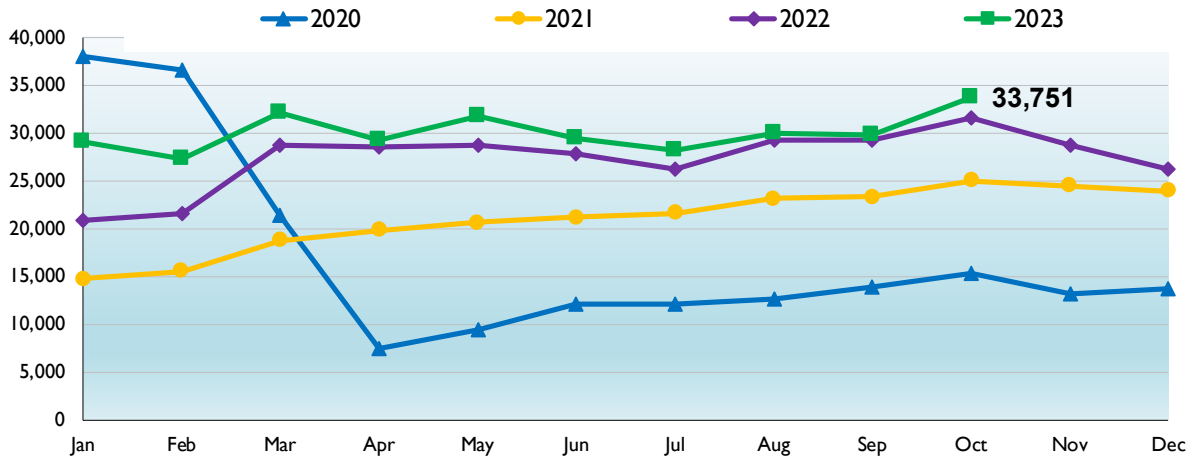
Monthly Data	YTD Data
Shuttle Park monthly sales Decreased 30.2% (157 vs. 160 in 2022)	YTD sales Decreased 18.7% (1,767 vs. 2,173 in 2022)
ESBP monthly sales Increased 155% (498 vs. 195 in 2022)	YTD sales Increased 27.5% (4,398 vs. 3,450 in 2022)
UTAP monthly rides Increased 12.4% (107,068 vs. 95,220 in 2022)	YTD rides Increased 15.1% (670,007 vs. 582,306 in 2022)
Community Access Program Decreased 18.8% (6,602 vs 8,126 in 2022)	YTD CAP Sales Increased 36.5% (88,427 vs 64,800 in 2022)

RECOMMENDATION TO COMMITTEE: Information only.

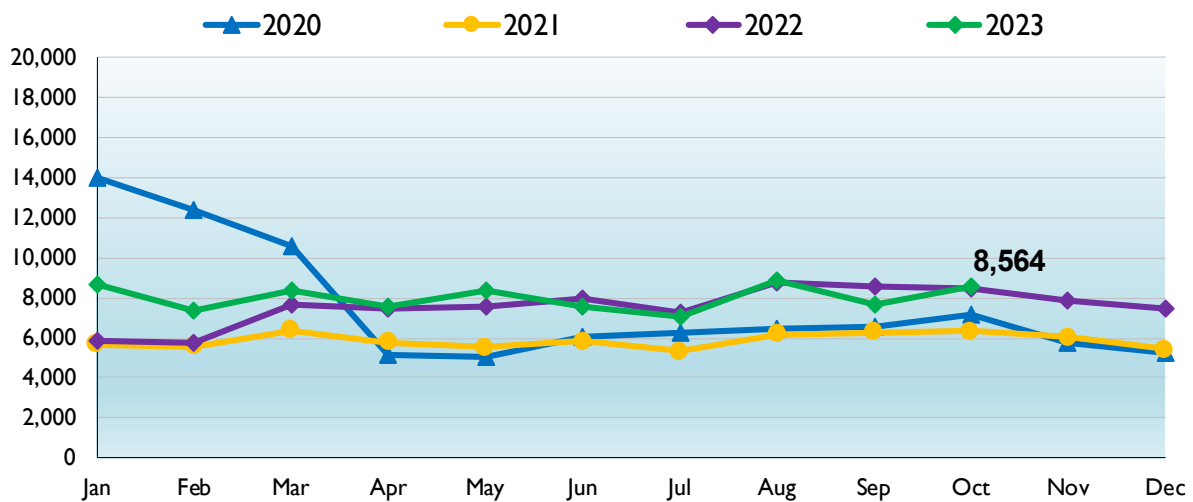
FIXED ROUTE RIDERSHIP



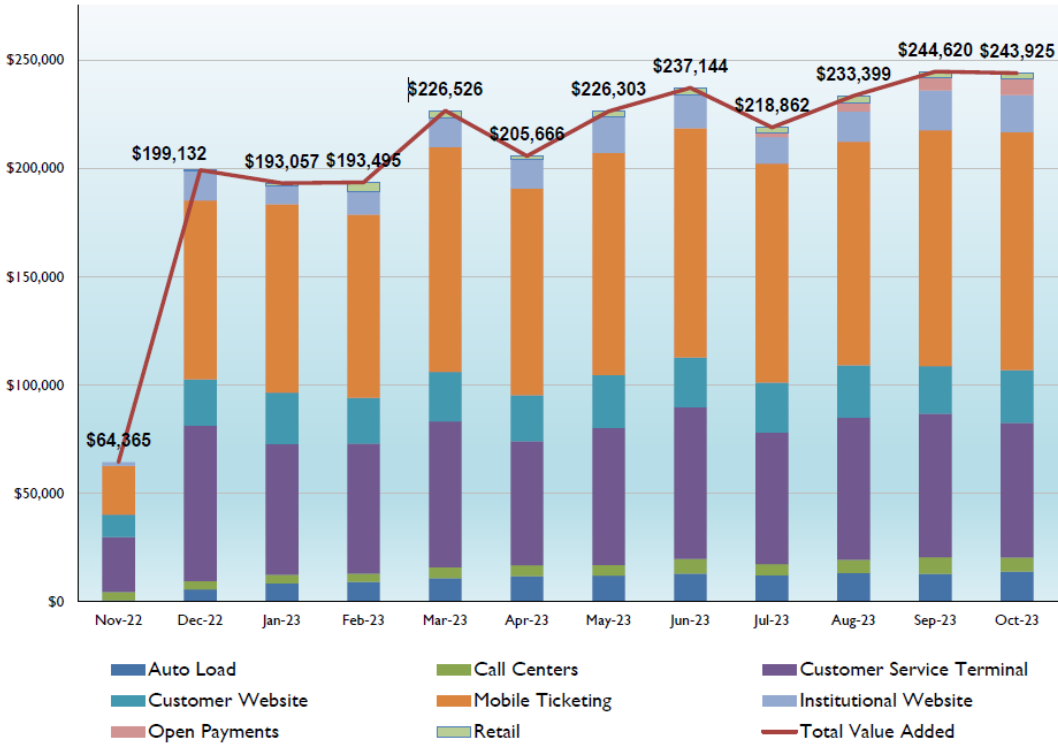
PARATRANSIT RIDERSHIP



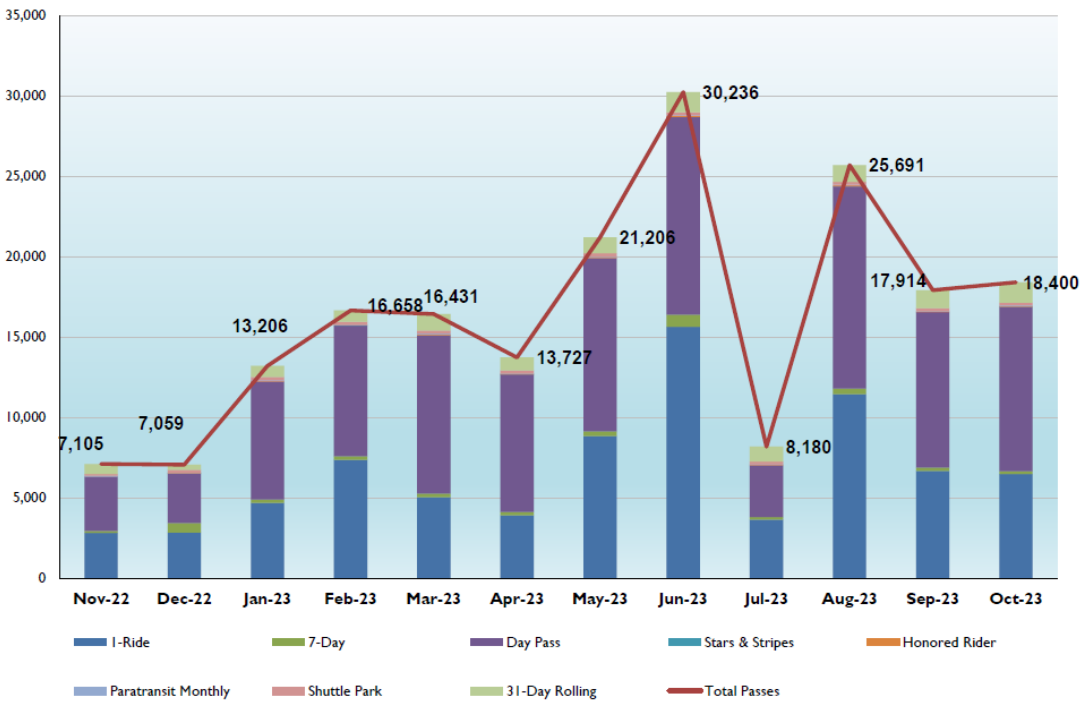
RIDESHARE RIDERSHIP



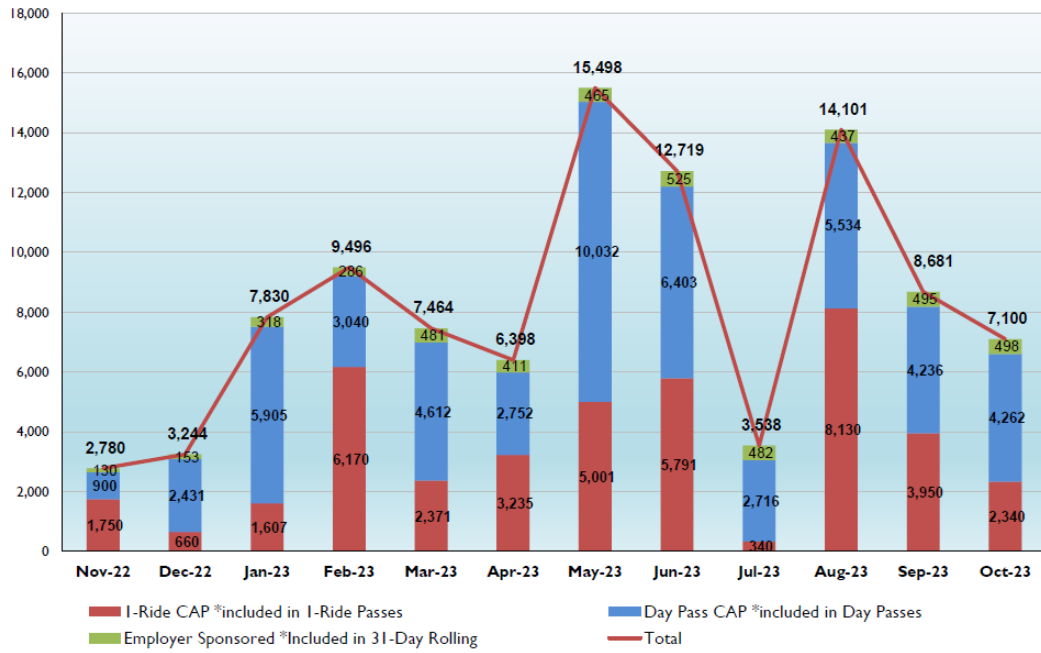
TOTAL VALUE ADDED TO CONNECT CARDS



TOTAL PASS SALES



TOTAL DISCOUNT PASSES



SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 6, 2023

AGENDA ITEM 7B : OCTOBER 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 October 2023 financial results. The charts are being shown with a comparison to the YTD budgetary and prior year actual values.

Revenue

Overall, October year-to-date revenue is 8.9% (\$11.7M) higher than budget impacted by the following:

- Fares & Other Transit Revenue is 14.3% lower than budget
- Sales Tax Revenue is 5.3% higher than budget
- Federal & State Grant Revenue is 18.3% higher than budget
- Miscellaneous Revenue is 71.4% higher than budget

Operating Expenses

Overall, October year-to-date operating expenses are 5.5% (\$5.1M) lower than budget influenced by the timing of payments as follows:

- Fixed Route is 4.9% lower than budget
- Paratransit is 0.9% higher than budget
- Rideshare is 8.6% lower than budget
- Plaza is 13.9% lower than budget
- Administration is 12.7% lower than budget

RECOMMENDATION TO COMMITTEE: Information only.

Spokane Transit Revenues ⁽¹⁾ - October 2023

110,000,000
100,000,000
90,000,000
80,000,000
70,000,000
60,000,000
50,000,000
40,000,000
30,000,000
20,000,000
10,000,000

Totals:

2022 YTD Actual \$ 132,635,456

2023 YTD Actual \$ 143,265,753 (8.9%)

2023 YTD Budget \$ 131,580,403

2023 Annual Budget \$ 157,044,144

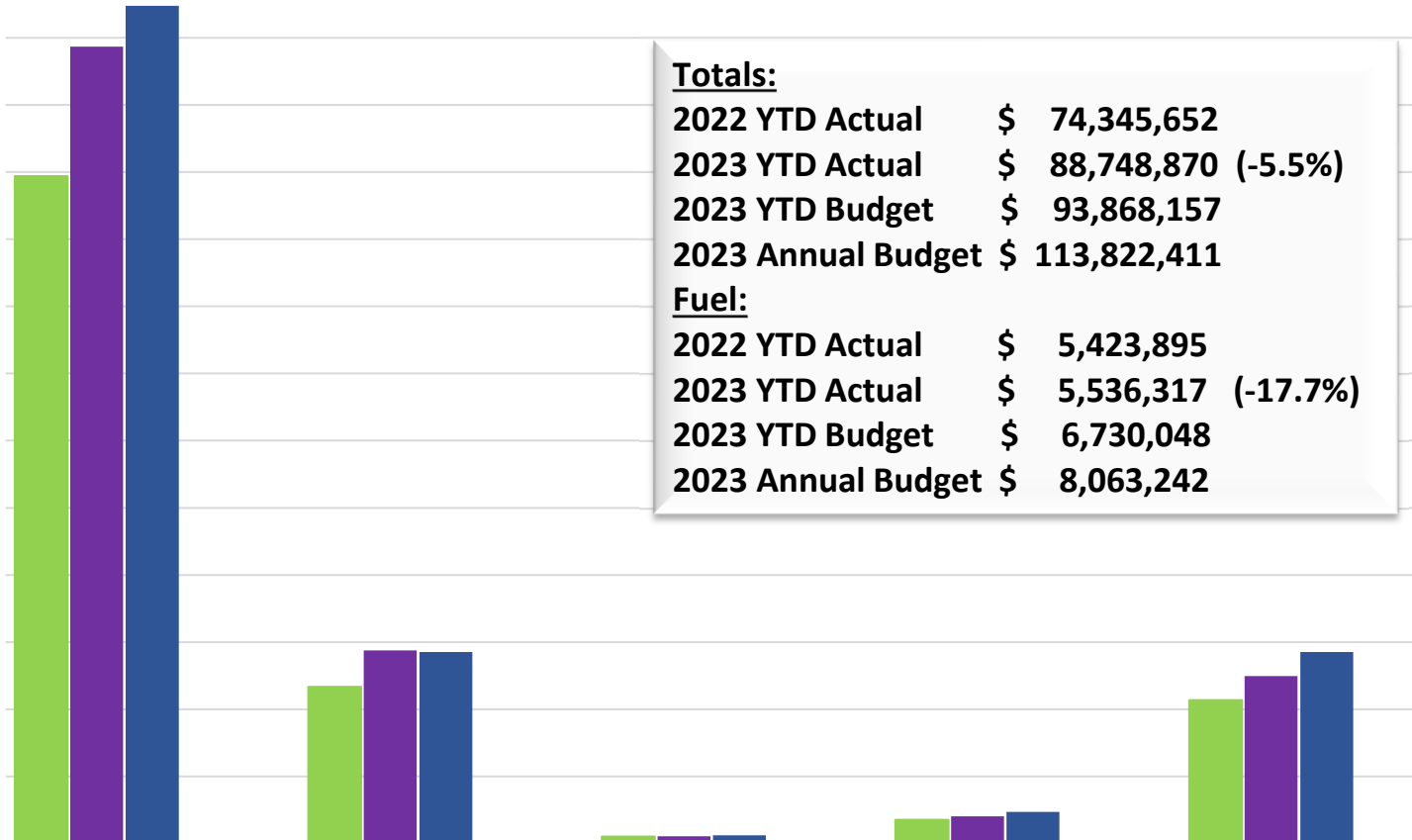


	Fares & Other Transit Revenue	Sales Tax	Federal & State Grants (2)	Miscellaneous
■ 2022 YTD Actual	6,229,094	92,763,684	31,805,182	1,837,496
■ 2023 YTD Actual	5,572,509	94,636,261	38,469,248	4,587,735
■ 2023 YTD Budget	6,504,281	89,878,234	32,521,013	2,676,875
2023 YTD Budget Variance	-14.3%	5.3%	18.3%	71.4%
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 October state capital grant reimbursements total \$2,616,270 and federal capital grant reimbursements total \$13,569,971.

Spokane Transit Operating Expenses⁽¹⁾ - October 2023

70,000,000
65,000,000
60,000,000
55,000,000
50,000,000
45,000,000
40,000,000
35,000,000
30,000,000
25,000,000
20,000,000
15,000,000
10,000,000
5,000,000



Totals:	
2022 YTD Actual	\$ 74,345,652
2023 YTD Actual	\$ 88,748,870 (-5.5%)
2023 YTD Budget	\$ 93,868,157
2023 Annual Budget	\$ 113,822,411
Fuel:	
2022 YTD Actual	\$ 5,423,895
2023 YTD Actual	\$ 5,536,317 (-17.7%)
2023 YTD Budget	\$ 6,730,048
2023 Annual Budget	\$ 8,063,242

	Fixed Route	Paratransit	Rideshare	Plaza	Administration
2022 YTD Actual	49,701,920	11,674,437	518,625	1,762,243	10,688,427
2023 YTD Actual	59,331,020	14,373,298	550,587	2,035,918	12,458,047
2023 YTD Budget	62,387,509	14,251,194	602,360	2,364,727	14,262,367
2023 YTD Budget Variance	-4.9%	0.9%	-8.6%	-13.9%	-12.7%
2023 Total Budget (2)	74,964,941	17,089,137	728,852	2,846,699	18,192,782

(1) Operating expenses exclude capital expenditures of \$37,543,794 and Street/Road cooperative projects of \$850,557 for year-to-date October 2023.
 (2) Total Budget for Fixed Route and Plaza reflect a reclassification of \$116,593 due to a staff reassignment between these divisions.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 6, 2023

AGENDA ITEM 7C : NOVEMBER 2023 SALES TAX REVENUE

REFERRAL COMMITTEE: n/a

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

SUMMARY: Attached is the November 2023 voter-approved sales tax revenue information. November sales tax revenue, which represents sales for September 2023, was:

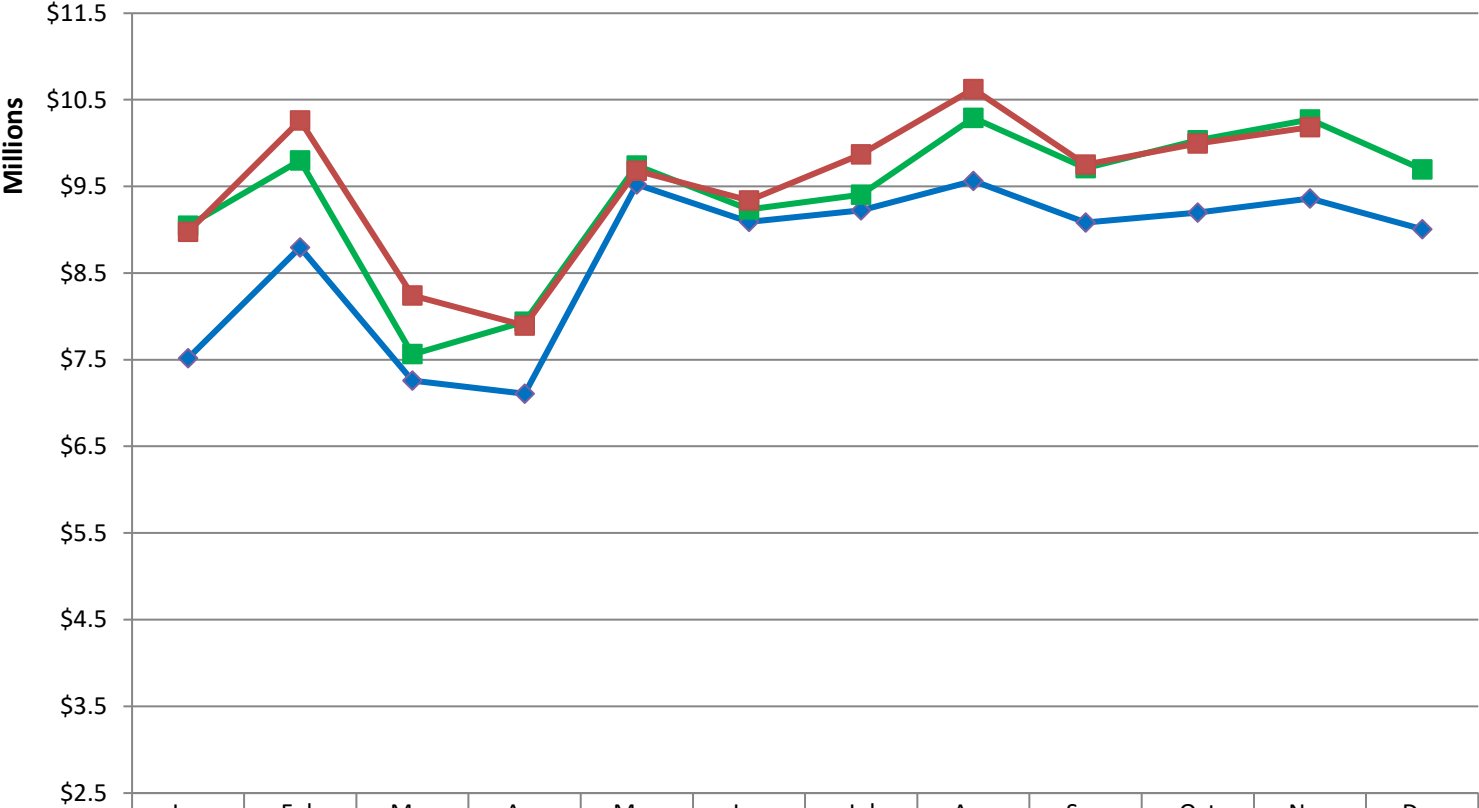
- 16.5% above 2023 budget
- 6.3% above YTD 2023 budget
- 0.9% below 2022 actual
- 1.7% above YTD 2022 actual

Total taxable sales for September were *down* 1.2% from September 2022. 2023 YTD sales are *up* 1.7% from September 2022 YTD. Retail, Construction and Accommodation and Food Services continue to be the top 3 rankings YTD:

- Retail Trade *decreased* by 4.9% (\$-28.4M) in September 2023 vs September 2022 and is *down* by 0.7% (\$-37.4M) September 2023 YTD vs 2022 YTD
 - Other Miscellaneous Retailers *increased* 11.7% or \$80.9M September 2023 YTD over September 2022 YTD
 - Grocery and Convenience Retailers *increased* 6.2% or \$15.7M September 2023 YTD over September 2022 YTD
 - Building Material and Supplies Dealers *decreased* 3.8% or (\$-20.7M) September 2023 YTD over September 2022 YTD
 - Electronics & Appliance Retailers *decreased* 8.8% or (\$-27.7M) September 2023 YTD over September 2022 YTD
 - Other Motor Vehicle Dealers *decreased* 16.1% or (\$-31.6M) September 2023 YTD over September 2022 YTD
 - Furniture and Home Furnishings Retailers *decreased* 30.9% or (\$-61.8M) September 2023 YTD over September 2022 YTD
- Construction *increased* by 4.1% (\$9.0M) in September 2023 vs September 2022 and is *up* by 1.1% (\$18.4M) September 2023 YTD vs 2022 YTD
- Accommodation and Food Services *decreased* by 0.8% (\$-1.0M) in September 2023 vs September 2022 and is *up* by 4.2% (\$43.9M) September 2023 YTD vs 2022 YTD

RECOMMENDATION TO COMMITTEE: Information only.

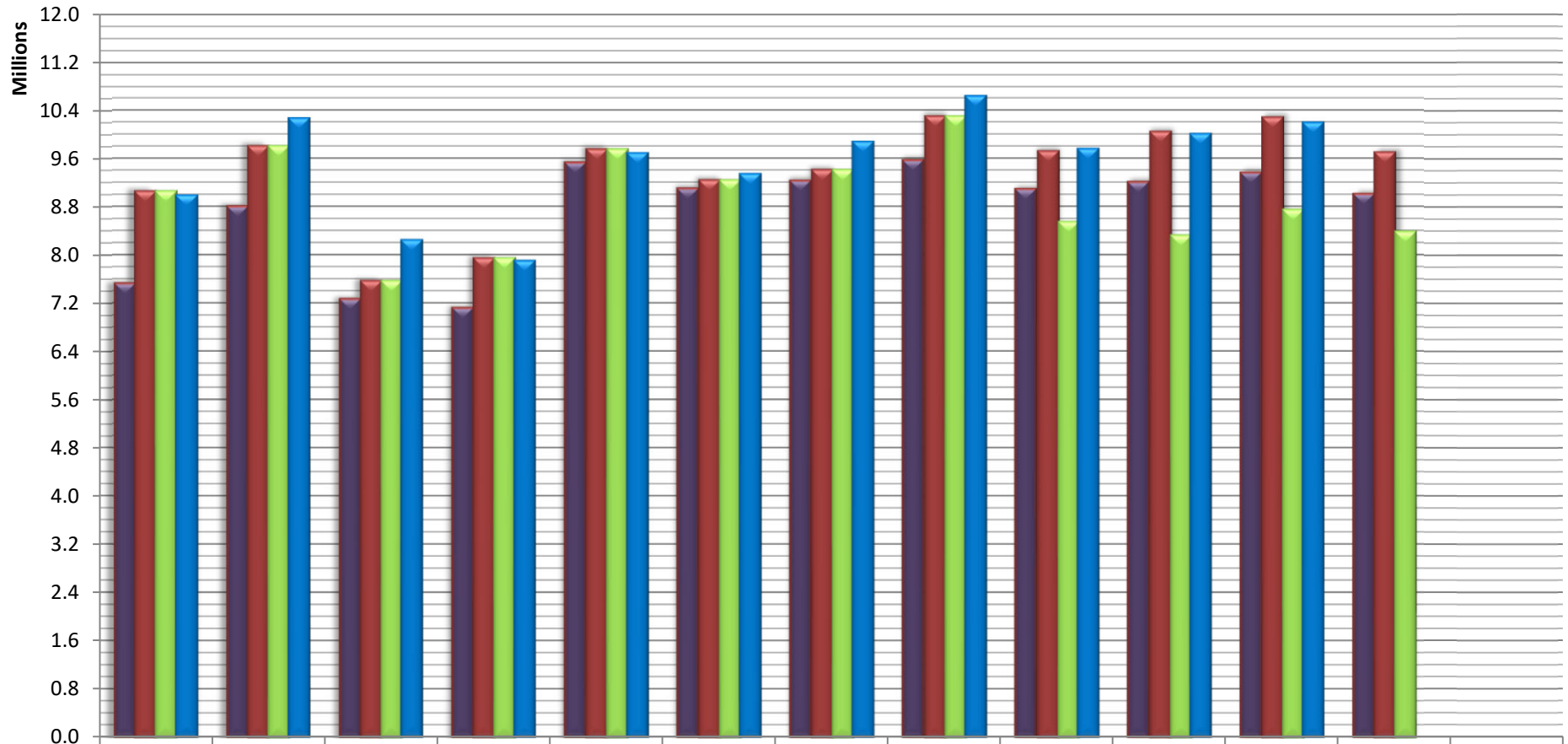
Sales Tax Revenue History-November 2023⁽¹⁾



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
◆ 2021	\$7.5	\$8.8	\$7.3	\$7.1	\$9.5	\$9.1	\$9.2	\$9.6	\$9.1	\$9.2	\$9.4	\$9.0
■ 2022	\$9.0	\$9.8	\$7.6	\$7.9	\$9.7	\$9.2	\$9.4	\$10.3	\$9.7	\$10.0	\$10.3	\$9.7
■ 2023	\$9.0	\$10.3	\$8.2	\$7.9	\$9.7	\$9.3	\$9.9	\$10.6	\$9.8	\$10.0	\$10.2	

(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.

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	7,893,772	9,682,305	9,336,760	9,869,962	10,624,847	9,752,433	9,996,776	10,185,375	-	104,821,635
\$ Mo. Var.	(70,543)	462,064	677,496	(44,554)	(58,922)	103,091	466,487	333,010	41,022	(36,576)	(87,871)	-	
% Mo. Var.	-0.8%	4.7%	9.0%	-0.6%	-0.6%	1.1%	5.0%	3.2%	0.4%	-0.4%	-0.9%	0.0%	
\$ YTD Var.	(70,543)	391,521	1,069,017	1,024,463	965,541	1,068,632	1,535,119	1,868,129	1,909,151	1,872,575	1,784,704	-	
% YTD Var.	-0.8%	2.1%	4.0%	3.0%	2.2%	2.0%	2.4%	2.6%	2.3%	2.0%	1.7%	0.0%	
% YTD Bud. Var.	-0.8%	2.1%	4.0%	3.0%	2.2%	2.0%	2.4%	2.6%	3.8%	5.3%	6.3%	0.0%	

⁽¹⁾ Voter-approved sales tax distributions lag two months after collection. For example, collection of January's sales tax revenue is distributed in March.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 6, 2023

AGENDA ITEM 7D : JANUARY 2024 SERVICE CHANGES

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Planning & Development Officer
Chad Johnson, Senior Transit Planner

SUMMARY: The January 2024 Service Change is comprised of minor adjustments to routes and schedules and an increase in service levels on City Line. The overall revenue service hours impact to the STA fixed route system is an increase of 3,598 hours (annualized) for the January markup period, which begins January 21, 2023.

The following table outlines the planned adjustments as part of the January 2024 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 values listed in the resource impact column below exclude routes that are only impacted as a result of adjustments to their interline pair.

New schedules will be available in print and online at www.spokanetransit.com in the weeks leading up to the change.

January 2024 Service Adjustments

Route	Planned Adjustment	Rationale	Resource Impacts (Revenue Service Hours)
1 City Line	Increase service to 7.5 minutes during weekday AM and PM peaks.	Increase service levels to approach SYGA requirements, with final increase planned for May 2024.	+3,736
4 Monroe / Regal	Change arrival/departure bay at South Hill Park & Ride to new Bay 2 for Route 4 Southbound, and to new Bay 1 for Route 4 Northbound.	South Hill Park & Ride will be reconfigured to have a fourth bay, with routes adjusted accordingly.	n/a
6 Cheney	Minor schedule adjustments.	Address early arrivals at Plaza Bay 10. Evening and weekend timepoint at Betz turn-out optimized	-14

Route	Planned Adjustment	Rationale	Resource Impacts (Revenue Service Hours)
		for transfers off Route 68 Cheney Loop.	
14 South Adams / Napa	Minor schedule adjustments.	Address early arrivals at the Plaza.	-21
21 West Broadway	Minor schedule adjustments.	Address early arrivals at stops before timepoints toward end of line. Adjusting for better OTP and transfer timing.	-25
25 Division	Minor schedule adjustments.	Reduce conflicts with Routes 1, 6, and 66 arrivals.	+9
26 Lidgerwood	Minor schedule adjustments.	Early arrivals at stops before timepoints toward end of line. Adjusting for better OTP and transfer timing. Other adjustments.	-10
28 Nevada	Minor schedule adjustments.	Early arrivals at stops before timepoints toward end of line. Adjusting for better OTP and transfer timing. Other adjustments.	-54
34 Freya	Change arrival/departure bay at South Hill Park & Ride to new Bay 4.	South Hill Park & Ride will be reconfigured to have a fourth bay, with routes adjusted accordingly.	n/a
43 Lincoln / 37th Ave	Change arrival/departure bay at South Hill Park & Ride to new Bay 3.	South Hill Park & Ride will be reconfigured to have a fourth bay, with routes adjusted accordingly.	n/a
45 Perry District	Minor schedule adjustments. Change arrival/departure bay at	South Hill Park & Ride will be reconfigured to have a	-110

Route	Planned Adjustment	Rationale	Resource Impacts (Revenue Service Hours)
	South Hill Park & Ride to new Bay 4.	fourth bay, with routes adjusted accordingly.	
66 EWU	Minor schedule adjustments.	Address early arrivals at Plaza Bay 10.	+10
68 Cheney Loop	Minor schedule adjustments.	Better timed transfers on Evenings/Weekends for Eagle Point passengers.	-3
144 South Express	Bay 10 out-of-service arrivals moved to Bay 13	Reduce conflicts with Routes 1, 6, and 66 arrivals.	-15
247 Lincoln Park / Ferris	Minor schedule adjustments. Change arrival/departure bay at South Hill Park & Ride to new Bay 4.	South Hill Park & Ride will be reconfigured to have a fourth bay, with routes adjusted accordingly.	+127
661 EWU Express	Minor schedule adjustments.		+3
662 EWU North Express	Minor schedule adjustments.		+5
663 EWU VTC Express	Minor schedule adjustments.		-8
664 EWU South Hill Express	Minor schedule adjustments. Change arrival/departure bay at South Hill Park & Ride to new Bay 2.	South Hill Park & Ride will be reconfigured to have a fourth bay, with routes adjusted accordingly.	-8
Other	Hours impacts associated with interlines, modifications to layovers, and other miscellaneous adjustments not directly impacting published schedules.	n/a	-24

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 6, 2024

AGENDA ITEM 8 : JANUARY 31, 2024, 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 January 31, 2024, draft agenda.

RECOMMENDATION TO COMMITTEE: For discussion.

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

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, January 31, 2024

1:30 p.m. – 3:00 p.m.

STA Boardroom
1230 W Boone Avenue, Spokane, WA

In person meeting with optional virtual link below

Virtual Link:	INSERT LINK		
Password:	Members: 2023		Guests: 1223
Call-in Number:	1-408-418-9388		Event #: XXX

DRAFT AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report *(5 minutes)*
3. Committee Action *(10 minutes)*
 - A. Minutes of the December 6, 2023, Committee Meeting -- *Corrections/Approval*
4. Committee Action *(10 minutes)*
 - A. Board Consent Agenda
 1. Plaza Facility Engineering Services: Award of Contract *(Rapez-Betty)*
 - B. Board Discussion Agenda *(none)*
5. Reports to Committee (30 minutes)
 - A. Fleet Transition Update *(Rapez-Betty)*
 - B. Draft 2024 Performance Monitoring & External Relations Committee Work Program *(Rapez-Betty)*
 - C. 2023 Community Perception Survey Results *(Cortright)*
 - D. Community Access Pass Program Survey Update *(Cortright)*
 - E. 2023 Fixed Route Rider Survey Results *(Cortright)*
6. CEO Report *(E. Susan Meyer) (15 minutes)*
7. Committee Information (no discussion/staff available for questions)
 - A. December 2023 Operating Indicators *(Rapez-Betty)*
 - B. January 2024 Sales Tax Revenue *(Liard)*
 - C. 4th Quarter 2023 Service Planning Public Input Report *(Otterstrom)*
8. Review March 6, 2024, Committee Meeting Agenda *(5 minutes)*
9. New Business *(5 minutes)*
10. Committee Members' Expressions *(5 minutes)*
11. Adjourn
12. Next Committee Meeting: Wednesday, March 6, 2024, at 1:30 p.m. via in person

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

December 6, 2023

AGENDA ITEM 9 : NEW BUSINESS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: n/a

SUMMARY: At this time, the Committee will have the opportunity to discuss new business relating to Performance Monitoring & External Relations.

RECOMMENDATION TO COMMITTEE: For Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 6, 2023

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.