

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

Join Link: [Join Here](#)

Committee Member Password (if asked): 2023 | Guest Password (if asked): 0523

Call-in Number: 1-408-418-9388 | Event/Access code: 2487 485 5461 | Password: 2023

AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report (5 minutes)
3. Committee Action (15 minutes)
 - A. Minutes of the April 5, 2023, Committee Meeting -- Corrections/Approval
 - B. Plaza and Boone Janitorial Contract Scope of Work (Rapez-Betty)
4. Committee Action (5 minutes)
 - A. Board Consent Agenda
 1. Black Realty Management, Inc. Contract 2017-10050 Extension (Rapez-Betty)
 - B. Board Discussion Agenda (none)
5. Reports to Committee (30 minutes)
 - A. 2023 First Quarter Performance Measures (Rapez-Betty)
 - B. 2022 Rider Survey (Cortright)
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) (5 minutes)
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.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

May 3, 2023

AGENDA ITEM 3A : MINUTES OF THE April 5, 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 April 5, 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 April 5, 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
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.

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

COMMITTEE ACTION

- A. **Board Consent Agenda**
 1. **Connect Fare Collection System: Administrative Fees (Resolution)**

Ms. Liard provided background on the new Connect system InComm partnership which allows for expansion of Connect cards into retail locations. New Connect card purchases at store locations incur a \$5 fee, 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.

Ms. Liard explained STA proposed implementing two new processes regarding Connect cards, neither of which would apply to youth 18 years of age and under who receive Connect cards at no cost. The first implementation was to charge a \$5 administrative fee on all sales of the physical Connect card to promote consistency across all retail sales channels. This new card fee will be credited to the customer upon registration of their account.

The second implementation would be to charge a \$5 administrative fee for the replacement of lost, stolen, or damaged Connect cards with the intention of covering the cost of the card, and staff time to process and issue it.

Ms. Liard provided the results of the Title VI Fee Equity Analysis, which focused on the replacement fee, and showed there is no disparate impact and no disproportionate

burden with the implementation of an administrative fee. Mr. Otterstrom clarified the analysis is based on the overall population rather than a particular group of people.

Mr. Kerns moved to 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 all cards issued to youth 18 years of age and under. Ms. Haley seconded the motion. Ms. Haley and Mr. Kerns voted yes. Ms. Wilkerson and Mr. Zappone voted no. A tied vote fails.

Ms. Clark stated there are no rules about whether a recommendation with a tie vote goes to Board Ops or straight to the Board, but it was her recommendation the next step is to go to the Board.

Discussion ensued about the STA budget revenue over surplus, grant funding requiring a healthy reserve balance, and the need for an equity statement.

Mr. Zappone asked to recommend an amendment.

Mr. Zappone moved to recommend the Board authorize the CEO to implement a \$5 administrative fee for new Connect cards, to be automatically loaded with a \$5 credit without registering, to offset the administrative fee and implement no administrative fee for the replacement of lost, stolen or damaged physical cards. Ms. Wilkerson seconded the motion. Ms. Wilkerson and Mr. Zappone voted yes. Ms. Haley and Mr. Kerns voted no. A tie vote fails.

Mr. Zappone asked to recommend a second amendment.

Mr. Zappone moved to recommend the Board authorize the CEO to implement a \$5 administrative fee for new Connect cards, to be automatically loaded with a \$5 credit without registering, to offset the administrative fee and implement a \$1 administrative fee for the replacement of lost, stolen or damaged physical cards, excluding cards issued to those who received discounted fares. Ms. Wilkerson seconded the motion. Ms. Wilkerson and Mr. Zappone vote yes. Ms. Haley and Mr. Kerns voted no. A tie vote fails.

There was discussion on the analysis of replacement fees charged at other transit agencies.

After two amendments failed to pass, the original recommendation was repeated.

Mr. Kerns moved to 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 all cards issued to youth 18 years of age and under. Ms. Haley seconded the motion. Mr. Kerns and Ms. Haley voted yes. Ms. Wilkerson and Mr. Zappone voted no. A tie vote fails.

B. Board Discussion Agenda (*none*)

4. REPORTS TO COMMITTEE

A. Spokane Public Schools Fare Cards

Mr. Zappone requested to make a motion to postpone the agenda item.

Mr. Zappone moved to recommend the Spokane Public Schools Fare Card be postponed until the May 3, 2023, PMER Committee meeting. Mr. Kerns, Ms. Haley and Ms. Wilkerson were opposed. The motion failed to pass.

Ms. Cortright provided background on the UTAP agreement branded Connect by SPS and explained how the partnership works in conjunction with the zero-fare Rider's License. STA requires fare card validation, which is important for data collection. She explained Spokane Public School (SPS) and STA have been examining the feasibility of converting student identification cards into compatible STA Connect cards for students with the goal of students only needing one card, not two. STA and SPS are exploring options and will continue discussing. SPS will evaluate the feasibility and will decide before the end of the school year.

5. CEO REPORT

- Ms. Meyer reported the March 2023 voter-approved sales tax revenue, collected on January 2023 sales, against a budget of \$7,564,336. The actual receipts were \$8,241,832, which is 9.0% above budget with a variance totaling \$677,496. Year-to-date is 4.0% above budget and totaling approximately \$1.1M.
- Ms. Meyer reported the House Transportation Budget and the Senate Transportation Budget both included \$50M for the Division BRT Project. This meets the original plan timeline and will still align with the North Spokane Corridor. The funding for the other grants STA has competed for were also included.

6. COMMITTEE INFORMATION

- A. February 2023 Operating Indicators
- B. March 2023 Sales Tax Revenue
- C. February 2023 Financial Results Summary
- D. May 2023 Service Change

7. MAY 3, 2023 – COMMITTEE MEETING DRAFT AGENDA REVIEW

The May 3, 2023, Performance Monitoring & External Relations Committee Meeting draft agenda was reviewed and there were no changes.

8. NEW BUSINESS

9. COMMITTEE MEMBERS' EXPRESSIONS

Ms. Wilkerson suggested STA needs an equity policy to focus on the cost of living and income for people in our community.

10. 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, May 3, 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

May 3, 2023

AGENDA ITEM 3B: Plaza and Boone Janitorial Contract Scope of Work

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer
Jenni Knoll, Plaza Operations Manager

SUMMARY: Staff is requesting approval of the scope of work and authorization to release a request for proposals for janitorial services at the STA Plaza, 701 W. Riverside Avenue, and the second-floor administrative offices at 1229 and 1230 West Boone Avenue. The current contract with Argus/Northwest Center will end on August 31, 2023.

The independent cost estimate for a new five-year contract is \$2,888,013. This estimate was developed using recent prices for the same or similar services subject to prevailing wage requirements and has been adjusted for inflation.

SCOPE OF WORK ELEMENTS:

PLAZA	BOONE
Plaza Building Exterior	Interior
Plaza Building Interior Public Area	Washrooms
All Public Restrooms	Elevators and Stairwells
Driver Restrooms	Elevators and Stairwells
Second Floor Break Room	Breakroom
Escalators and Elevators	Floors
Skywalks	Windows
Security Offices and Locker Rooms	Gym
Customer Service Office	
Customer Service Counter	
Planning Office Suite and Conference Room	
Garage	

RECOMMENDATION TO COMMITTEE: Recommend the committee approve the scope of work for janitorial services and authorize the release of a request for proposals.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

May 3, 2023

AGENDA ITEM 4A1: Black Realty Management, Inc. Contract 2017-10050 Extension

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer
Jenni Knoll, Plaza Operations Manager

SUMMARY:

Black Realty Management, Inc. is contracted to provide property management, leasing and facility engineering services for the STA Plaza. The contract is scheduled to expire on June 30, 2023.

In conjunction with completion of the Connect Fare Collection System and commencement of the City Line on July 15, 2023, and to facilitate a complete review of operational strategies and expenses at the STA Plaza, staff is requesting an extension of the contract with Black Realty Management, Inc. for one additional year, commencing July 1, 2023, and ending June 30, 2024.

Pending extension finalization, management fees for Black Realty Management, Inc. are expected to increase approximately \$4,200 over the one-year period.

Facility engineering costs are dictated by prevailing wage laws and vary with the type of labor performed by facility engineering staff. Based upon present prevailing wage rates, overall facility engineering labor is estimated at \$379,835, and overall building management fee are estimated at \$31,200 for the one-year extension. With approximately \$34,185 in sales tax, the total expense under the one-year extension is estimated at \$445,220, inclusive of applicable sales taxes.

1-Year Contract Extension Cost Estimate	
Building Engineering Labor	\$379, 835
Applicable Sales Tax	\$34,185
Building Engineering Labor Total	\$414,020
Building Management Fee	\$31,200
Total	\$445,220

RECOMMENDATION TO COMMITTEE: Recommend the Board approve a motion to authorize a one-year contract extension with Black Realty Management, Inc. for Plaza Property Management, Leasing and Facility Engineering Services.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

May 3, 2023

AGENDA ITEM 5A : 2023 FIRST QUARTER PERFORMANCE MEASURES

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: A complete set of the 2023 First Quarter Performance Measures is attached to the end of this packet. Staff will be prepared to address questions about any measure. The complete report has also been posted to the STA website: [2023 First Quarter Performance Measures](#)

The following is a summary of significant measures that are of particular interest, or the committee has provided guidance for staff to highlight on a routine basis.

Ensure Safety

Preventable Accident Rate

- At 0.18, Fixed Route was higher than STA's goal of 0.08 preventable accidents per 10,000 miles.
 - STA is continuing to investigate the rise in preventable accidents. A recent inquiry to fellow members of ABBG identifies this is a trend amongst multiple agencies. These numbers continue to reflect a change in methodology identified earlier in 2023.
- At 0.09, Paratransit was below STA's goal of 0.10 preventable accidents per 10,000 miles.

Earn and Retain the Community's Trust

Ridership

- Fixed Route 2023 first quarter year-to-date ridership was up 36.7% compared to our ridership in 2022. Fixed Route provided 2,018,300 in 2023 vs. 1,476,050 in 2022. The ridership goal for Fixed Route in 2023 is 20.6% higher than 2022 (approximately 7.6M trips).
- Paratransit 2023 first quarter year-to-date ridership was up 29.5% compared to our ridership in 2022. Paratransit provided 88,435 in 2023 vs. 68,307 in 2022. The ridership goal for Paratransit in 2023 is 9.5% higher than 2022 (approximately 344,707 trips).
- Rideshare 2023 first quarter year-to-date ridership was up 27.0% compared to our ridership in 2022. Rideshare provided 24,431 in 2023 vs. 19,235 in 2022. The ridership goal for Rideshare in 2023 is 30.1% higher than 2022 (approximately 122,000 trips).

Passengers per Revenue Hour (PPRH)

- Fixed Route PPRH was 16.91. The goal is to transport 15 or more passengers.
- Paratransit PPRH was 2.52. The goal is to transport 2.4 or more passengers.

Provide Excellent Customer Service

On-Time Performance

On-time is measured as a bus departing between 0 to 5 minutes from the scheduled departure time).

- Fixed Route on-time performance was 94.2%, above STA's goal of 93%
- Paratransit on-time performance was 89.4%, below STA's goal of 93%.
 - STA performed below goal due to the van operator shortage impacting directly operated and contracted service. Efforts are underway to improve performance by adding multiple new-operator training classes and the procurement of digital navigation tools.

Professional and Courteous

Operator Ride Checks

- There were 92 out of 299 ride checks completed for Fixed Route.
- There were 14 out of 57 ride checks completed for Paratransit.

Exemplify Financial Stewardship

Cost per Passenger

Fixed Route and Paratransit continue to exceed STA's goal to keep the cost per passenger less than 95% of the average cost of the urban systems in Washington State.

- Fixed Route cost per passenger was \$9.90. This is 60.1% of the urban systems' average.
- Paratransit cost per passenger was \$56.03. This is 66.02% of the urban systems' average.

Cost Recovery from User Fees (Farebox Recovery)

Fare collection continued to be down due to ridership levels.

- Fixed Route farebox recovery is 8.2%, below the goal of 20%.
- Paratransit farebox recovery is 2.6%, below the goal of 5%.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

May 3, 2023

AGENDA ITEM 5B: 2022 Rider Survey

REFERRAL COMMITTEE: n/a

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

SUMMARY:

The 2022 Rider Survey was conducted October 10 through November 20, 2022, by Zilo International. The survey was available digitally, though paper copies were available from Customer Service at STA Plaza upon request. The survey was available in English, Spanish, Chinese, and Russian. A total of 410 surveys were completed, reaching our targeted goal of representation with the PTBA.

Staff will present a high-level summary of the survey results.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

May 3, 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

May 3, 2023

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

SUMMARY: There were the same number of weekdays in March 2023 compared to March 2022.

FIXED ROUTE

- Total monthly ridership increased 30.7% (721,407 vs. 552,094) in March 2023 compared to March 2022 and is up 36.7% (2,018,300 vs. 1,476,050) YTD.
- Average weekday ridership increased 30.1% (27,355 vs. 21,019) in March 2023 compared to March 2022 and is up 36.5% (27,273 vs. 19,983) YTD.
- Adult Ridership increased 7.7% (364,342 vs. 338,430) in March 2023 compared to March 2022 and is up 14.1% (1,044,876 vs. 915,399) YTD.
- Zero-Fare for Youth Ridership increased 171.5% (138,032 vs. 50,849) in March 2023 compared to Youth (previous reporting standard) ridership in March 2022 and is up 203.9% (372,618 vs. 122,601) YTD.
- Reduced Fare / Paratransit Ridership increased 31.9% (99,859 vs. 75,712) in March 2023 compared to March 2022 and is up 37.1% (270,585 vs. 197,319) YTD.
- CCS Pass Ridership increased 20.0% (23,640 vs. 19,706) in March 2023 compared to March 2022 and is up 31.9% (72,520 vs. 54,989) YTD.
- Eagle Pass Ridership decreased 8.2% (30,107 vs. 32,791) in March 2023 compared to March 2022 and is up 1.7% (100,842 vs. 99,118) YTD.
- 56.5% of all passengers used Connect Passes last month.

PARATRANSIT

Total monthly ridership increased 18.2% (32,125 vs. 27,185) March 2023 compared to March 2022 and is up 29.5% (88,435 vs. 68,307) YTD.

Detailed breakdown:

- Directly operated service increased 11.5% (17,538 vs. 15,725) in March 2023 compared to March 2022 and is up 18.6% (46,906 vs. 39,538) YTD.
- Contracted service increased 27.3% (14,587 vs. 11,460) in March 2023 compared to March 2022 and is up 44.4% (41,530 vs. 28,769) YTD.
- Special Use Van ridership decreased 34.1% (1,042 vs. 1,580) in March 2023 compared to March 2022 and is up 11.2% (3,264 vs. 2,936) YTD.

RIDESHARE

- Total Rideshare ridership increased 10.3% (8,420 vs. 7,631) March 2023 compared to March 2022 and is up 27.0% (24,431 vs 19,235) YTD.
- Rideshare vans in service increased 11.0% (71 vs. 64) in March 2023 compared to March 2022.

CUSTOMER SERVICE/SALES

Total Value Added to Connect Cards:

March 2023 value added increased 17.1% (\$226,526 vs. \$193,495) compared to February 2023

Total Value Added:

- Autoload increased 19.2%- \$10,814 in March 2023 vs. \$9,072 in February 2023
- Call Centers increased 28.1%- \$5,021 in March 2023 vs. \$3,920 in February 2023
- Customer Service Terminal increased 12.1%- \$67,327 in March 2023 vs. \$60,034 in February 2023
- Customer Website increased 8.7% -\$22,832 in March 2023 vs. \$20,996 in February 2023
- Mobile Ticketing increased 22.5% -\$103,665 in March 2023 vs. \$84,624 in February 2023
- Institutional Website increased 33.4% -\$13,750 in March 2023 vs. \$10,305 in February 2023
- Retail Network decreased 31.4% -\$3,118 in March vs. \$4,543 in February 2023

Total Pass Sales:

March 2023 decreased -1.4% (16,431 vs. 16,658) compared to passes sold in February 2023

- 1-Ride Pass decreased -31.4% – 5,042 in March 2023 vs. 7,355 in February 2023
- 7-Day Rolling Pass decreased -2.6%– 228 in March 2023 vs. 234 in February 2023
- Day Pass increased 21.2% – 9,842 in March 2023 vs. 8,122 in February 2023
- Stars & Stripes were flat – 1 in March 2023 vs. 1 in February 2023
- Honored Rider 31-Day Rolling Pass increased 41.5% – 58 in March 2023 vs. 41 in February 2023
- Paratransit Monthly Pass increased 75.9% – 51 in March 2023 vs. 29 in February 2023
- Shuttle Park Pass increased 10.1% - 185 in March 2023 vs. 168 in February 2023
- Standard 31-Day Rolling Pass increased 44.6% –1,024 in March 2023 vs. 708 in February 2023

Total Discounted Passes (Included in Pass Sales above):

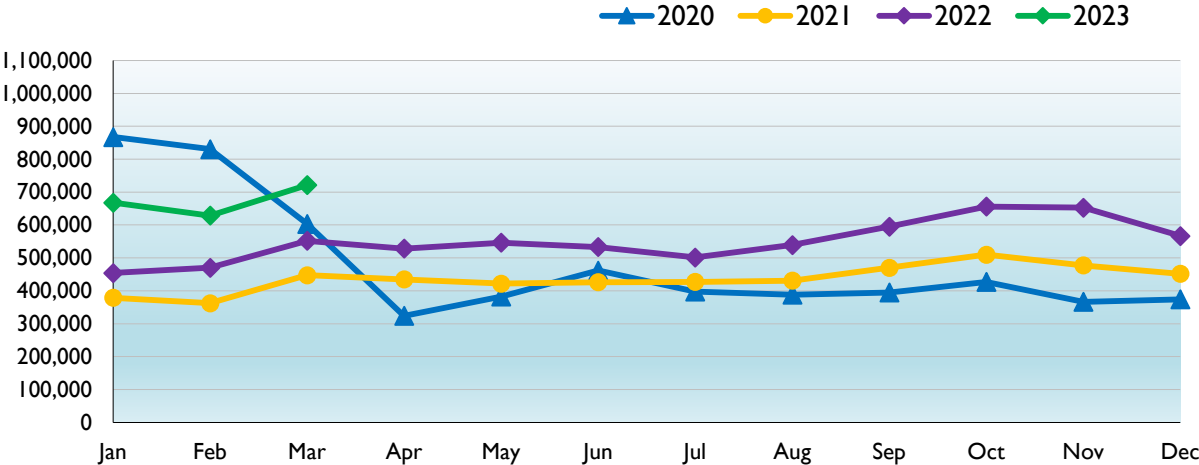
- March 1-Ride CAP passes decreased -61.6% (2,371 vs.6,170) compared to February 2023
- March Day CAP Passes increased 51.7% (4,612 vs. 3,040) compared to February 2023
- March Employer-Sponsored Bus Pass Program increased 68.2% (481 vs. 286) compared to February 2023

Specialty Pass Programs:

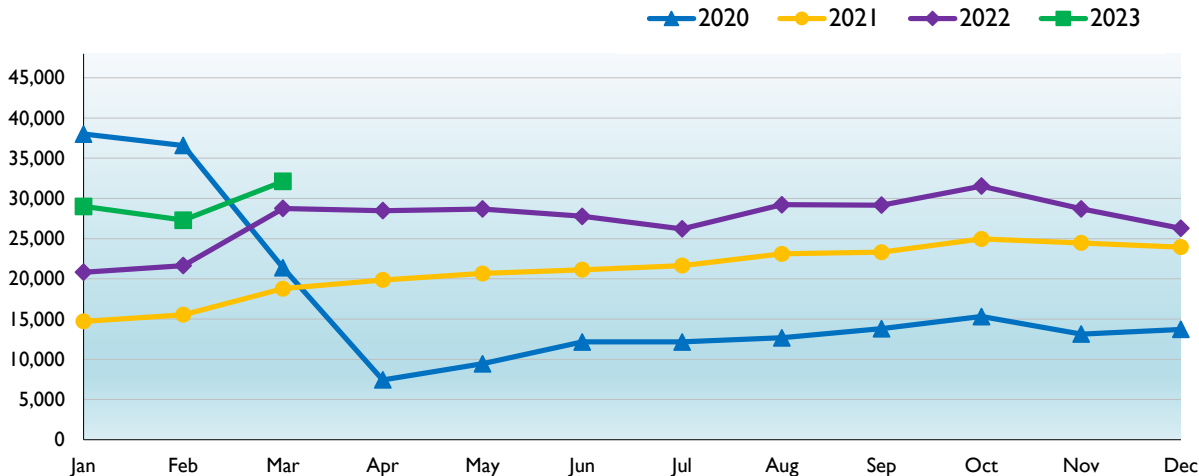
Shuttle Park monthly sales Decreased 13.6% (185 vs. 214 in 2022)	YTD sales Increased 2.8% (549 vs. 534 in 2022)
ESBP monthly sales Increased 64.2% (481 vs. 293 in 2022)	YTD sales Decreased 1.8% (1,085 vs. 1,105 in 2022)
UTAP monthly rides Increased 17.3% (74,900 vs. 63,838 in 2022)	YTD rides Increased 24.6% (229,462 vs. 184,156 in 2022)
Community Access Program Decreased 3.4% (6,983 vs 7,226 in 2022)	YTD CAP Sales Increased 15.8% (23,705 vs 20,471 in 2022)

RECOMMENDATION TO COMMITTEE: Information only.

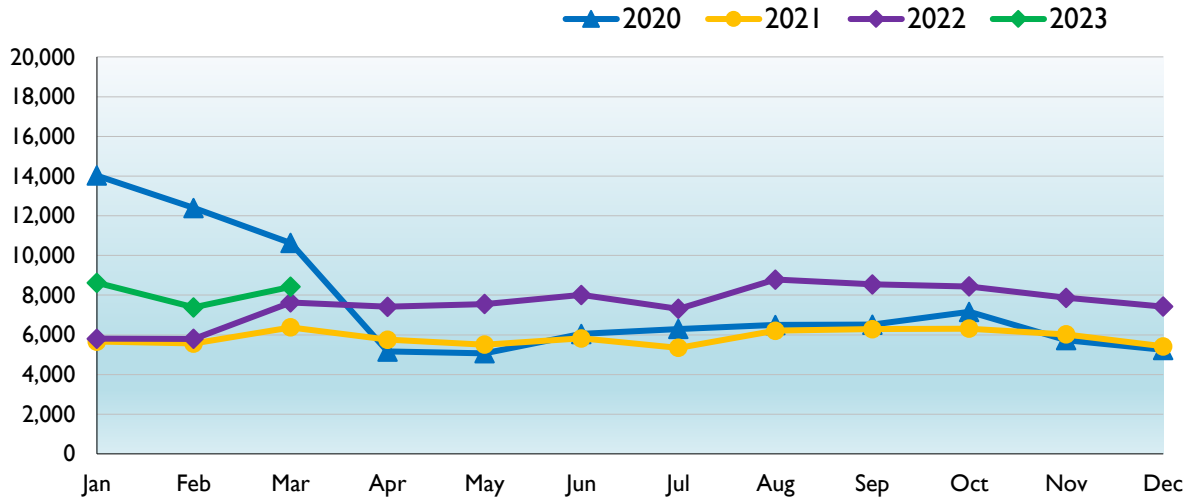
FIXED ROUTE RIDERSHIP



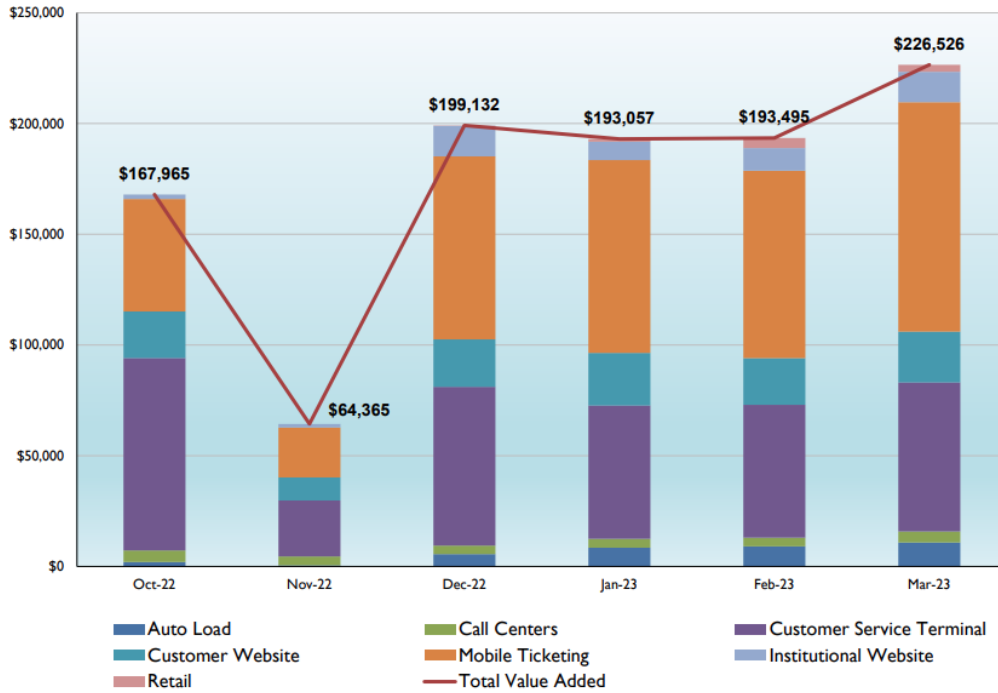
PARATRANSIT RIDERSHIP



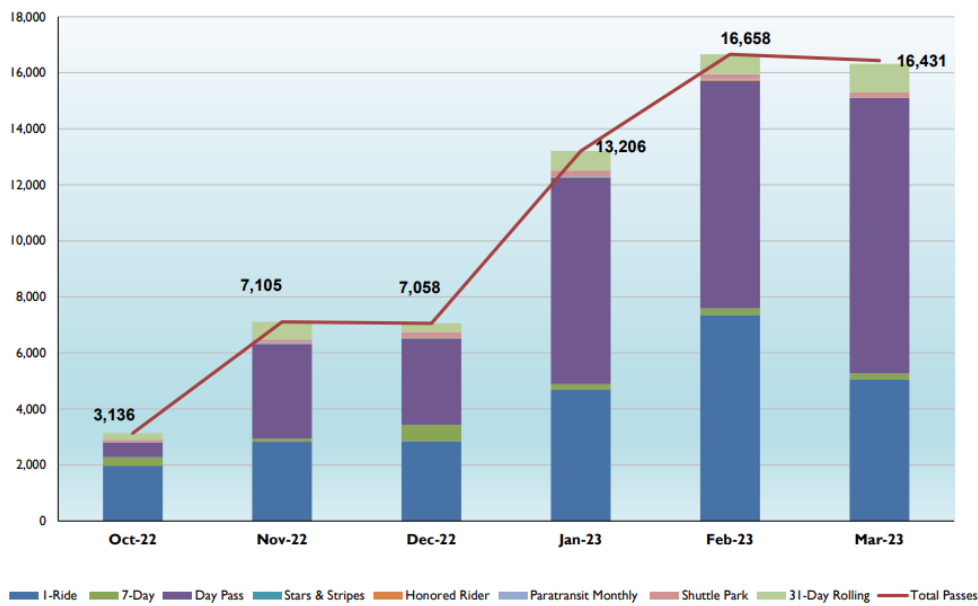
RIDESHARE RIDERSHIP



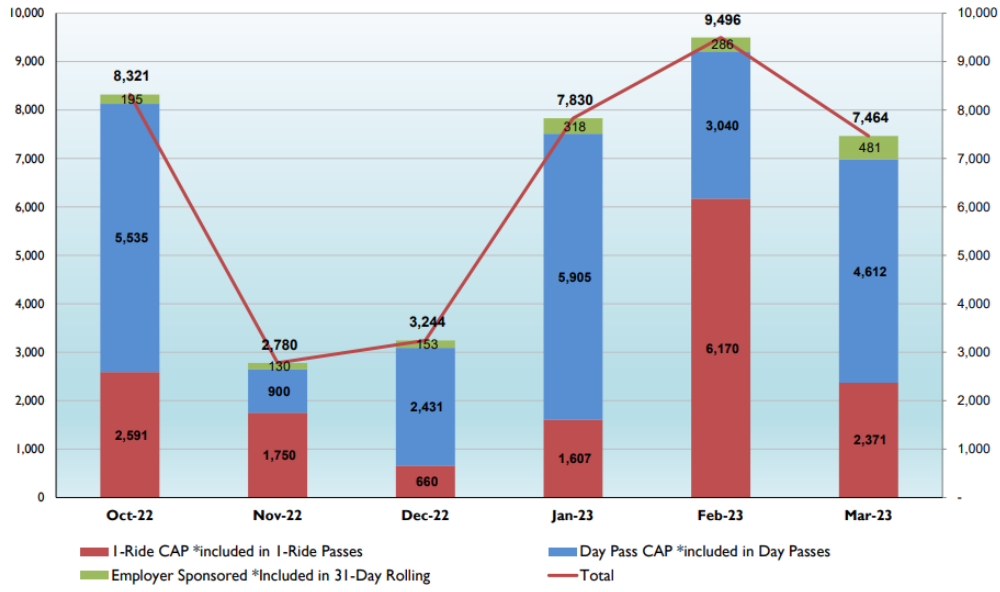
TOTAL VALUE ADDED TO CONNECT CARDS



TOTAL PASS SALES



TOTAL DISCOUNT PASSES



SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

May 3, 2023

AGENDA ITEM 7B : APRIL 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 April 2023 voter-approved sales tax revenue information. April sales tax revenue, which represents sales for February 2023, was:

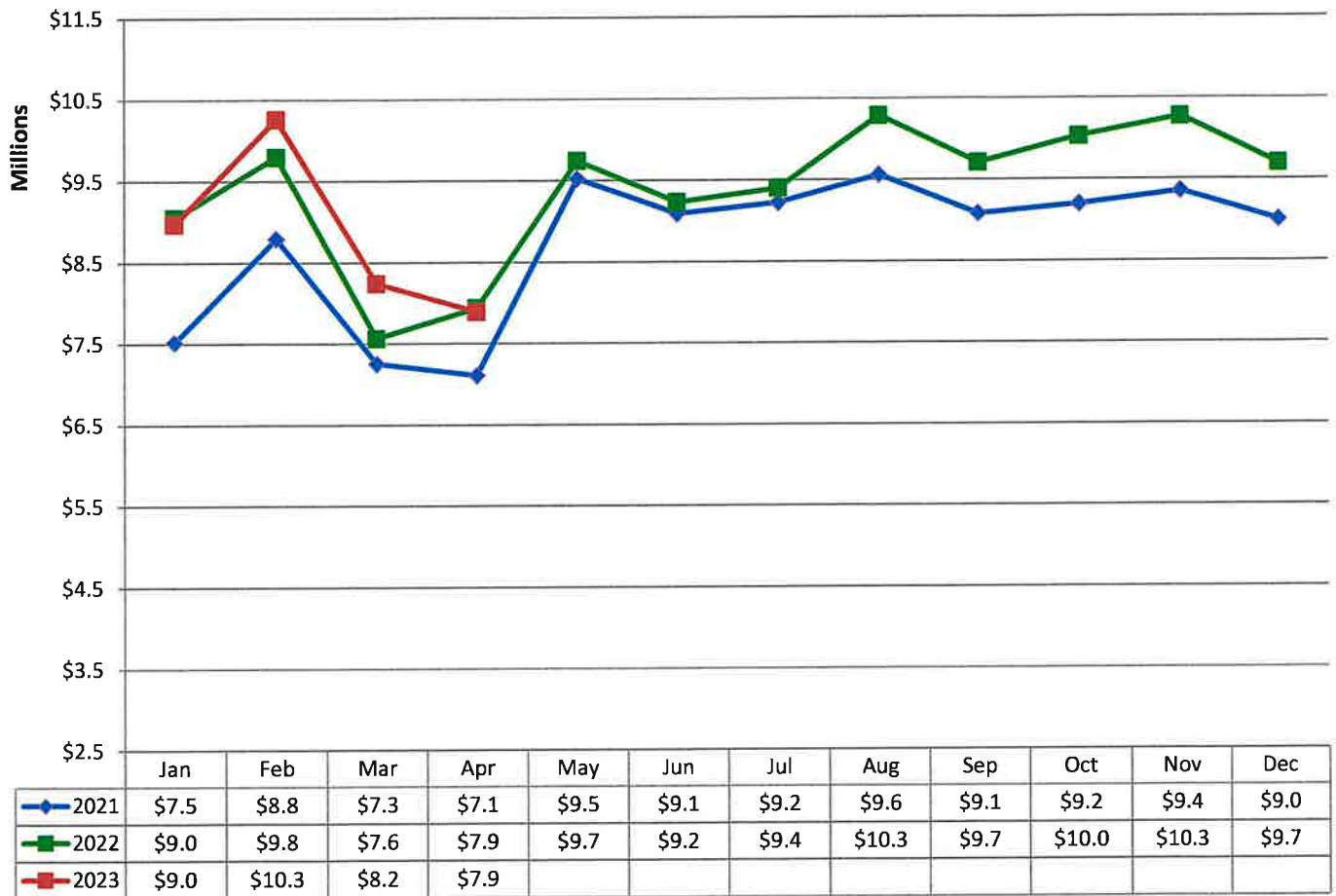
- -0.6% below 2023 budget
- 3.0% above YTD 2023 budget
- -0.6% below 2022 actual
- 3.0% above YTD 2022 actual

Total taxable sales for February 2023 were *up* 2.5% from February 2022 while February 2023 YTD sales were up 5.4% compared with February 2022 YTD. Retail, Construction and Accommodation and Food Services continue to be the top 3 rankings:

- Retail Trade *decreased* by 0.1% (\$-0.4M) in February 2023 vs 2022 and is *up* by 0.5% (\$5.1M) February 2023 YTD vs 2022 YTD
 - Other Misc. Store Retailers *increased* 22.2% or \$28.5M February 2023 YTD over February 2022 YTD
 - Grocery and Convenience Retailers *increased* 9.7% or \$4.8M February 2023 YTD over February 2022 YTD
 - Electronics and Appliance Retailers *decreased* 11.9% or (\$-8.7M) February 2023 YTD over February 2022 YTD
 - Furniture and Home Furnishings Retailers *decreased* 41.7% or (\$-21.5M) February 2023 YTD over February 2022 YTD
- Construction *increased* by 7.6% (\$10.1M) in January 2023 vs January 2022 and is *up* by 9.5% (\$24.4M) February 2023 YTD vs 2022 YTD
- Accommodation and Food Services *decreased* by 2.2% (\$-2.3M) in January 2023 vs January 2022 and is *up* by 8.4% (\$15.8M) February 2023 YTD vs 2022 YTD

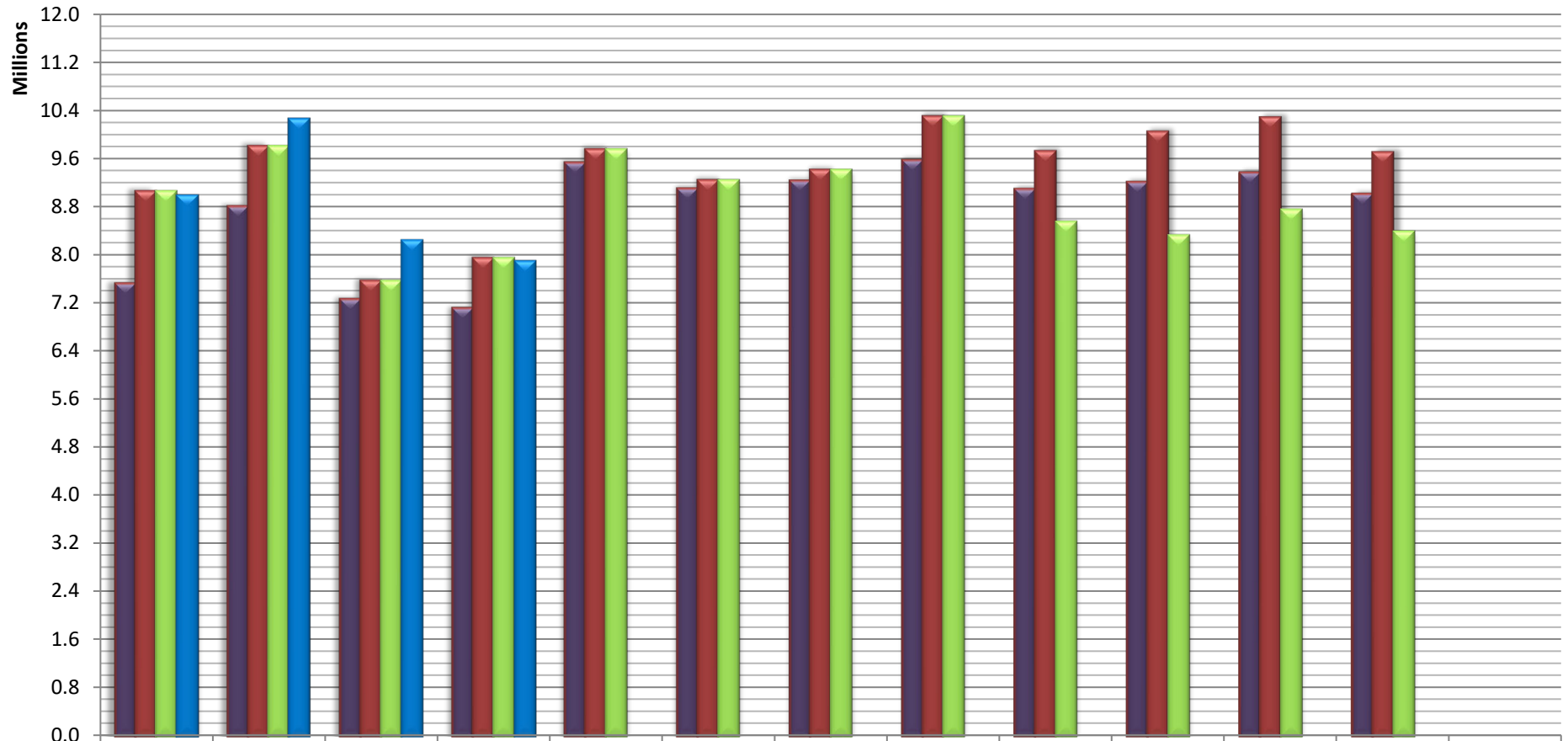
RECOMMENDATION TO COMMITTEE: Information only.

Sales Tax Revenue History-April 2023⁽¹⁾



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

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	-	-	-	-	-	-	-	-	35,373,177
\$ Mo. Var.	(70,543)	462,064	677,496	(44,554)	-	-	-	-	-	-	-	-	
% Mo. Var.	-0.8%	4.7%	9.0%	-0.6%	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	1,024,463	-	-	-	-	-	-	-	-	
% YTD Var.	-0.8%	2.1%	4.0%	3.0%	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%	3.0%	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's sales tax revenue is distributed in March.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

May 3, 2023

AGENDA ITEM 7C : MARCH 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 March 2023 financial results. The charts are shown with a comparison to the YTD budgetary and prior year actual values.

Revenue

Overall, March year-to-date revenue is 13.7% (\$5.3M) higher than budget impacted by the following:

- Fares & Other Transit Revenue is 15.3% lower than budget
- Sales Tax Revenue is 4.0% higher than budget
- Federal & State Grant Revenue is 42.7% higher than budget
- Miscellaneous Revenue is 50.0% higher than budget

Operating Expenses

Overall, March year-to-date operating expenses are 11.2% (\$3.1M) lower than budget influenced by the timing of payments as follows:

- Fixed Route is 9.9% lower than budget
- Paratransit is 5.4% lower than budget
- Vanpool is 6.5% lower than budget
- Plaza is 16.6% lower than budget
- Administration is 22.0% lower than budget

RECOMMENDATION TO COMMITTEE: Information only.

Spokane Transit Revenues ⁽¹⁾ - March 2023

30,000,000
25,000,000
20,000,000
15,000,000
10,000,000
5,000,000

Totals:

2022 YTD Actual \$ 38,836,648

2023 YTD Actual \$ 44,259,157 (13.7%)

2023 YTD Budget \$ 38,921,039

2023 Annual Budget \$ 157,044,144

Fares & Other Transit Revenue
Sales Tax
Federal & State Grants (2)
Miscellaneous

	Fares & Other Transit Revenue	Sales Tax	Federal & State Grants (2)	Miscellaneous
■ 2022 YTD Actual	1,734,435	26,410,388	10,279,759	412,066
■ 2023 YTD Actual	1,652,572	27,479,405	13,922,463	1,204,717
■ 2023 YTD Budget	1,951,347	26,410,388	9,756,304	803,000
2023 YTD Budget Variance	-15.3%	4.0%	42.7%	50.0%
2023 Budget	7,805,387	107,001,541	39,025,216	3,212,000

(1) Above amounts exclude grants used for capital projects. Year-to-date March state capital grant reimbursements total \$1,345,415 and federal capital grant reimbursements total \$6,818,341.

Spokane Transit Operating Expenses⁽¹⁾ - March 2023

20,000,000
18,000,000
16,000,000
14,000,000
12,000,000
10,000,000
8,000,000
6,000,000
4,000,000
2,000,000

Totals:

2022 YTD Actual	\$ 20,982,433
2023 YTD Actual	\$ 25,008,010 (-11.2%)
2023 YTD Budget	\$ 28,155,519
2023 Annual Budget	\$ 113,822,411
Fuel:	
2022 YTD Actual	\$ 1,119,643
2023 YTD Actual	\$ 1,517,754 (-30.1%)
2023 YTD Budget	\$ 2,171,685
2023 Annual Budget	\$ 8,057,583

	Fixed Route	Paratransit	Vanpool	Plaza	Administration
2022 YTD Actual	14,070,974	3,319,154	146,544	517,082	2,928,679
2023 YTD Actual	16,849,386	4,066,289	174,125	582,107	3,336,103
2023 YTD Budget	18,693,148	4,299,210	186,245	698,388	4,278,528
2023 YTD Budget Variance	-9.9%	-5.4%	-6.5%	-16.6%	-22.0%
2023 Total Budget	74,964,941	17,089,137	728,852	2,846,699	18,192,782

(1) Operating expenses exclude capital expenditures of \$13,571,338 and Street/Road cooperative projects of \$6,124 for year-to-date March 2023.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

May 3, 2023

AGENDA ITEM 7D: 1ST QUARTER 2023 SERVICE PLANNING INPUT REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Planning & Development Officer
Damian Fleskes, Senior Transit Planner/Scheduler

SUMMARY: A total of 16 comments related to fixed route service and stops were received by the Planning and Development Department during the 1st Quarter of 2023. Of the comments received, two were related to requests for new service, seven were related to existing service, and seven were related to bus stops. The comments are summarized below. It is also noted if any applicable comments are addressed by the *STA Moving Forward* plan.

BACKGROUND: The Planning and Development Department receives comments from external sources and itemizes each comment to follow up and document feedback used for emerging opportunities for future service changes. These comments are obtained from a variety of sources since customer engagement cannot be a one-size-fits-all approach. Planning Department staff obtains feedback from customers at public meetings, through the Customer Service Department, phone calls, letters, emails, voice messages, emails from STA Questions (STA’s website comment portal), and feedback from coach operators and supervisors. Planning staff may also receive inquiry requests from STA Board Members. STA’s planning staff responds to every comment received when valid contact information is provided. Comments are also discussed at the internal Service Improvement Committee meetings if deemed appropriate.

The purpose of this summary is to inform the Performance Monitoring and External Relations Committee of the feedback received by the Planning and Development Department in the 1st Quarter of 2023. It should be noted that this feedback summary applies only to department-related activities which include, but are not limited to, existing and potential bus service and/or feedback related to specific bus stops.

NEW SERVICE COMMENTS

One request for service from resident at Valley Green Apartments (915 South Pines Road) to have service added on Pines Road between the resident’s location and Sprague Avenue. *Feedback received. There are no current plans to add service on this segment.*

One request for service on Upriver Drive.

NEW SERVICE COMMENTS

Service for Upriver Drive between Frederick Ave and Argonne Rd is anticipated to start in September 2024 (STA Moving Forward).

EXISTING SERVICE COMMENTS

One complaint Route 90 Sprague is consistently late in the afternoon.
*Contacted passenger and isolated times Route 90 tends to be late.
An adjusted schedule for weekday afternoon inbound Route 90 buses is planned for the May 2023 Service Change. This change will adjust the schedule to help give the route a few more minutes of running time to address schedule reliability.*

One complaint received in late March with Route 33 Wellesley running behind schedule.
Due to a major 6-month construction project near TJ Meenach bridge, Route 33 is now detoured, causing delays. This long-term detour started in late March causing Route 33 to run behind. Service adjustments effective May 21, 2023, include adjustments to time points to reflect the additional time to improve reliability during the construction period.

One complaint from a resident located near G Street and Dalke Avenue wanting Route 35 Francis/Market diverted away from G Street to A Street between Rowan Avenue & Francis Avenue or some other alternative, feeling the bus route is problematic for the neighborhood.
Feedback received. The segment of G Street in question has public transit for at least 60 years and STA has no current plans to relocate Route 35 Francis/Market from the street segment.

One customer expressed concerns with transferring from northbound Route 4 Monroe-Regal to westbound Route 35 Francis/Market in order to travel to the VA Hospital, citing potential vehicle-pedestrian conflicts. The customer requested Route 35 Francis/Market serve Five Mile Park and Ride as was done with Route 22 NW Boulevard in the past.
Feedback received. Route 35 Francis/Market does not serve Five Mile Park and Ride for great reliability and efficiency over previous service. Staff identified alternatives transfer points for the customer's consideration.

One request to have the Gold Line service operating between Stevens County and Spokane alight at the Plaza instead of Stevens Street & Sprague Avenue.
STA does not operate the Gold Line, but staff explored alternatives for the Gold Line to alight passengers closer to the Plaza. STA made repeated attempts to contact Gold Line operations without success.

One complaint about the new routing of Route 27 Crestline. The customer lives near Haven Street and Wellesley Avenue and now needs to transfer to another route to go shopping.
STA attempted multiple calls back to the customer but was only able to get the answering machine due to mailbox full.

One suggestion from a customer living near Corbin Park who suggested revising Route 25 Division to travel east on Sharp Avenue to Hamilton Street.
Feedback noted. There are no plans to deviate Route 25 Division to serve Hamilton Street. In July 2023, passengers will be able to transfer at Division Street and Mission Avenue to modified route patterns of Routes 26 Lidgerwood or 28 Nevada, providing more frequency of service than the current Route 39 Mission.

EXISTING SERVICE COMMENTS BUS STOP COMMENTS
<p>One request from a business owner at 4227 E Trent Avenue for a Trash receptacle at a stop westbound on Route 32 Trent/Montgomery in front of their business at Trent Avenue & Havana Street. <i>Trash receptacle was installed.</i></p>
<p>One request from business manager at Divine’s for trash receptacles at the two bus stops at the Northwest corner of Wellesley and Nevada (Route 33 Wellesley westbound and Route 28 inbound) <i>Trash receptacles were installed at these two stops.</i></p>
<p>One request to add bus stops between Mission Avenue and Indiana Avenue on Barker Road (Route 95 Mid-Valley) <i>Due to lack of sidewalks on Barker Road in this area, no bus stops were installed when the service was introduced in 2022. A near-term investment to add bus stops along Barker Road is programmed in the Capital Improvement Program.</i></p>
<p>A manager at the Amazon Fulfillment Center on East Garland Avenue in Spokane Valley expressed concerns about the placement of the nearby bus stop for Route 95 Mid-Valley requiring employees to cross the street and conveyed their desire for a shelter at a relocated stop. <i>Route 95 Mid-Valley operates in a clockwise loop at the end of the line to provide service to the Amazon Fulfillment Center and to accommodate the optimal turning movements at the railroad crossing near Barker Road and Euclid Avenue. The bus stop at the fulfillment center was constructed in conjunction with the development of the facility and includes a nearby crosswalk. STA will continue to monitor ridership and will provide a passenger shelter when warranted by ridership (25 average boardings per day).</i></p>
<p>One comment from resident at 2509 W Rowan Avenue adjacent to the Rowan Avenue & Alberta Street bus stop for Routes 23 Maple/Ash and 223 Shadle/Indian Trail, complaining alleged disruptive behavior by bus passengers at the bus stop in front of his home. The resident requested the bus stop be moved. <i>Contacted homeowner for details (times, days of week). The homeowner declined to provide specific details of time or day of week. Average ridership at the stop is five boardings and one alighting per day. Staff offered to send security checks, but the resident declined, insisting the stop be moved. STA has no plans to move the stop.</i></p>
<p>One passenger concern about STA service in July 2023 still serving the Union Gospel Mission and Social Security office on Trent Avenue (currently served by Route 29 SCC) which will be discontinued when City Line goes into service. <i>Advised Customer that the new Route 14 South Adams/Napa will cover the stops in question in July 2023. No service disruption is expected for this customer.</i></p>
<p>One resident is concerned about the future bus stop being proposed at 4302 N Argonne Road (Future Route 38 Upriver/Argonne). The resident did not want a bus stop there due to some individuals in household having anxiety and fear of passengers waiting for bus near their property. <i>Service Development is exploring an alternate stop location. Service is not expected to go into effect until September 2024.</i></p>

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

May 3, 2023

AGENDA ITEM 8 : MAY 31, 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 31, 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 31, 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 (5 minutes)
3. Committee Action (15 minutes)
 - A. Minutes of the May 3, 2023, Committee Meeting -- Corrections/Approval
 - B. Citizen Advisory Committee Charter Review (Cortright)
4. Committee Action (10)
 - A. Board Consent Agenda
 1. Sprague Line Construction – Phase 1 Award of Contract (Otterstrom)
 - B. Board Discussion Agenda (none)
5. Reports to Committee (20 min)
 - A. CTE Fleet Transition Update (Rapez-Betty)
 - B. 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. April 2023 Operating Indicators (Rapez-Betty)
 - B. May 2023 Sales Tax Revenue (Liard)
 - C. April 2023 Financial Results Summary (Liard)
 - D. July 2023 Service Change (Otterstrom)
8. Review July 5, 2023, Committee Meeting Agenda (5 minutes)
9. New Business (5 minutes)
10. Committee Members' Expressions (5 minutes)
11. Adjourn
12. Next Committee Meeting: Wednesday, July 5, 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

May 3, 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 initiate discussion regarding new business relating to Performance Monitoring & External Relations.

RECOMMENDATION TO COMMITTEE: For Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

May 3, 2023

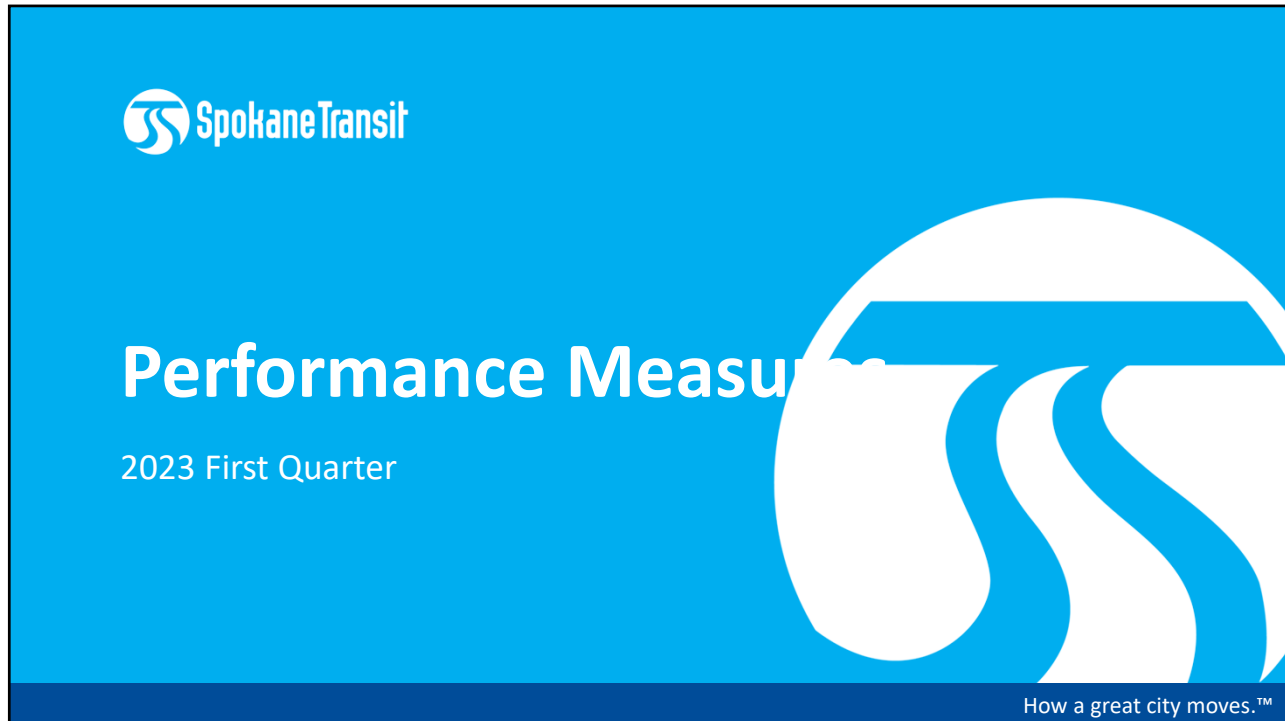
AGENDA ITEM 10 : COMMITTEE MEMBERS' EXPRESSIONS

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.



The slide features the Spokane Transit logo in the top left corner. The main title "Performance Measures" is prominently displayed in white text against a blue background. Below it, the subtitle "2023 First Quarter" is also in white. On the right side, there is a large, stylized graphic of a white circle containing a blue and white wave-like shape. At the bottom right, the slogan "How a great city moves.™" is written in white.

1



The slide has a dark blue background with the title "Priorities and Objectives" in white. Below the title is a numbered list of five items: "1. Ensure Safety", "2. Earn and Retain the Community's Trust", "3. Provide Excellent Customer Service", "4. Enable Organizational Success", and "5. Exemplify Financial Stewardship". The Spokane Transit logo is in the bottom left, and the text "2023 First Quarter Performance Measures" and "5/3/2023" are in the bottom center and right respectively.

2

Ensure Safety

Performance Measures:

- Preventable Accident Rate
- Injury Rate
 - Workers Comp Time Loss
 - Claims per 1,000 Hours

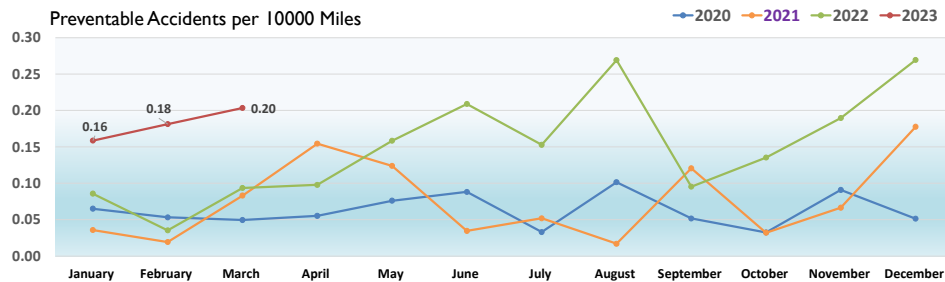
3

Preventable Vehicle Accidents Fixed Route

Goal:
≤ 0.08 per 10,000 miles

	2020	2021	2022	2023
January	4	2	5	10
February	3	1	2	11
March	3	5	6	14
April	3	9	6	0
May	4	7	10	0
June	5	2	13	0
July	2	3	9	0
August	6	1	17	0
September	3	7	6	0
October	2	2	9	0
November	5	4	12	0
December	3	11	17	0
Total Prev. Accidents	43	54	112	35
YTD Preventables per	0.06	0.08	0.15	0.18

* 2023 Italic zero entries indicate future months



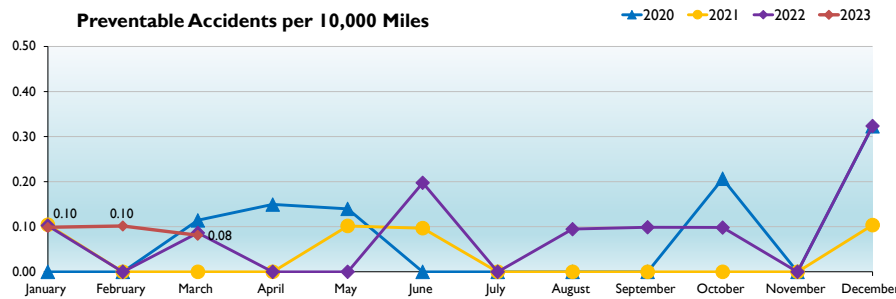
4

Preventable Vehicle Accidents Paratransit

Goal:
≤ 0.10 per
10,000 miles

	2020	2021	2022	2023
January	0	1	1	1
February	0	0	0	1
March	1	0	0	1
April	1	0	0	0
May	1	1	0	0
June	0	1	2	0
July	0	0	0	0
August	0	0	1	0
September	0	0	1	0
October	2	0	1	0
November	0	0	0	0
December	3	1	3	0
Total Prev.	8	4	10	3
YTD Preventables	0.07	0.04	0.08	0.09

* 2023 Italic zero entries indicate future months



5

Workers' Compensation - Time Loss

Lost Time Days per 1,000 Hours

	2020	2021	2022	2023	Goal
Fixed Route	0.03	0.02	0.02	0.04	≤ 0.02
Paratransit	0.05	0.01	0.02	0.05	≤ 0.04
Maintenance	0.04	0.05	0.04	0.02	≤ 0.05

6

Workers' Compensation - Claims

Claims per 1,000 Hours

	2020	2021	2022	2023	Goal
Fixed Route	0.04	0.05	0.09	0.08	≤ 0.05
Paratransit	0.06	0.10	0.07	0.09	≤ 0.08
Maintenance	0.10	0.12	0.08	0.13	≤ 0.09

7

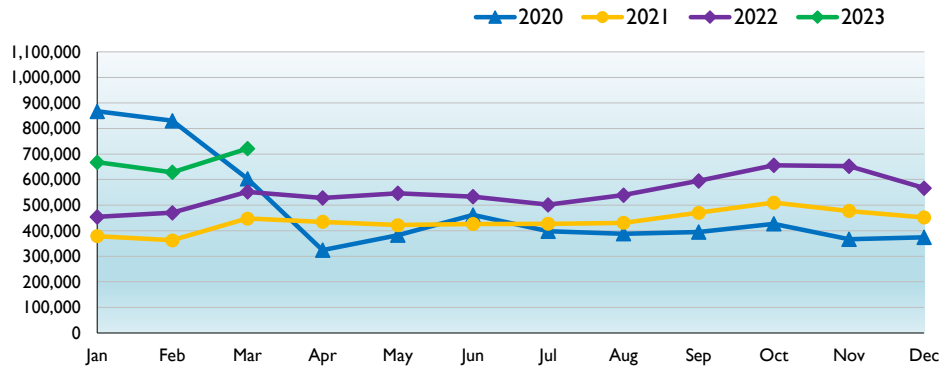
Earn & Retain the Community'

4 Performance Measures:

- Ridership
- Service Effectiveness
(Passengers per Revenue Hour)
- Customer Security
- Public Outreach

8

Ridership – Fixed Route

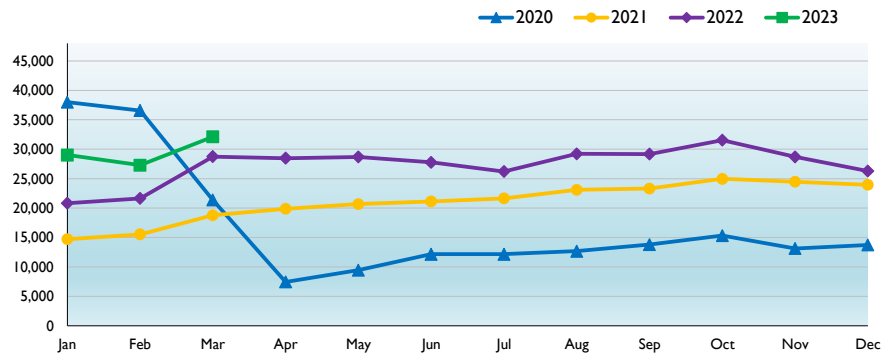


2020 = 5,817,776
 2021 = 5,238,135
 2022 = 6,595,319
 2023 = 7,600,000 (objective)

GOAL: 20.6% INCREASE OVER 2022 RIDERSHIP
1st Quarter - Year to Date Result: 36.7% Increase

9

Ridership – Paratransit

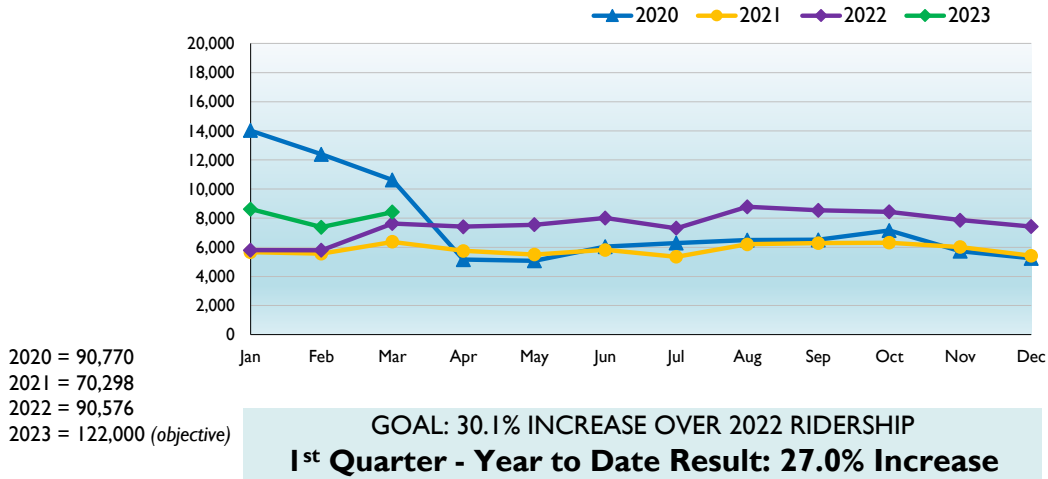


2020 = 205,815
 2021 = 252,857
 2022 = 327,316
 2023 = 344,707 (objective)

GOAL: 9.5% INCREASE OVER 2022 RIDERSHIP
1st Quarter - Year to Date Result: 29.5% Increase

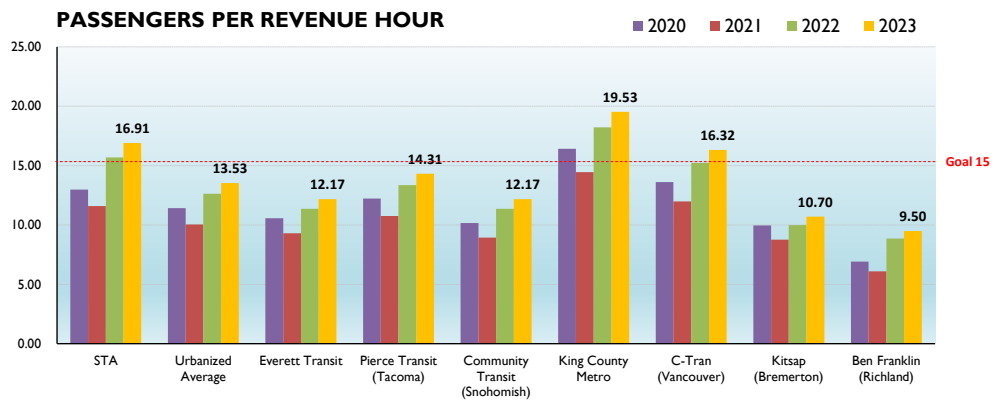
10

Ridership – Rideshare



11

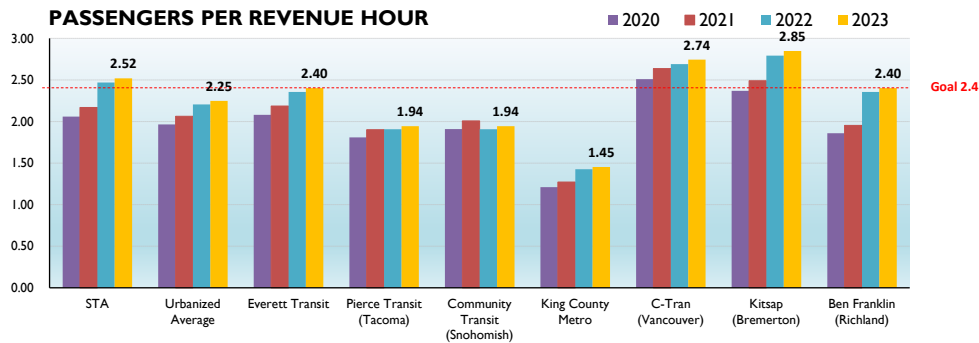
Service Effectiveness – Fixed Route



* System averages assume a performance equal to STA for 2021

12

Service Effectiveness – Demand Response (Paratransit)



GOAL: TRANSPORT 2.4 OR MORE PASSENGERS PER REVENUE HOUR

* System averages assume a performance equal to STA for 2021

13

Customer Security

Customer Security

Fixed Route	2020	2021	2022	2023	GOAL
Personal Safety on Bus	No survey	4.2	4.1	Scheduled for fall 2023	Score 4.5 on a scale of 1-5 (Std. = 4.5)
Driver Driving Safely	No survey	4.4	4.4	Scheduled for fall 2023	Score 4.5 on a scale of 1-5 (Std. = 4.5)

Paratransit	2020	2021	2022	2023	GOAL
Personal Safety on Van	Delayed due to Covid	4.7	No Survey	Scheduled for fall 2023	Score 4.5 on a scale of 1-5 (Std. = 4.5)
Driver Driving Safely	Delayed due to Covid	4.8	No Survey	Scheduled for fall 2023	Score 4.5 on a scale of 1-5 (Std. = 4.5)

14

Community Perception

“Does STA do a good job of listening to the public?”

2020	2021	2022	2023	GOAL
3.68	3.86	No Survey	Scheduled for Summer 2023	Score 4.5 on a scale of 1-5

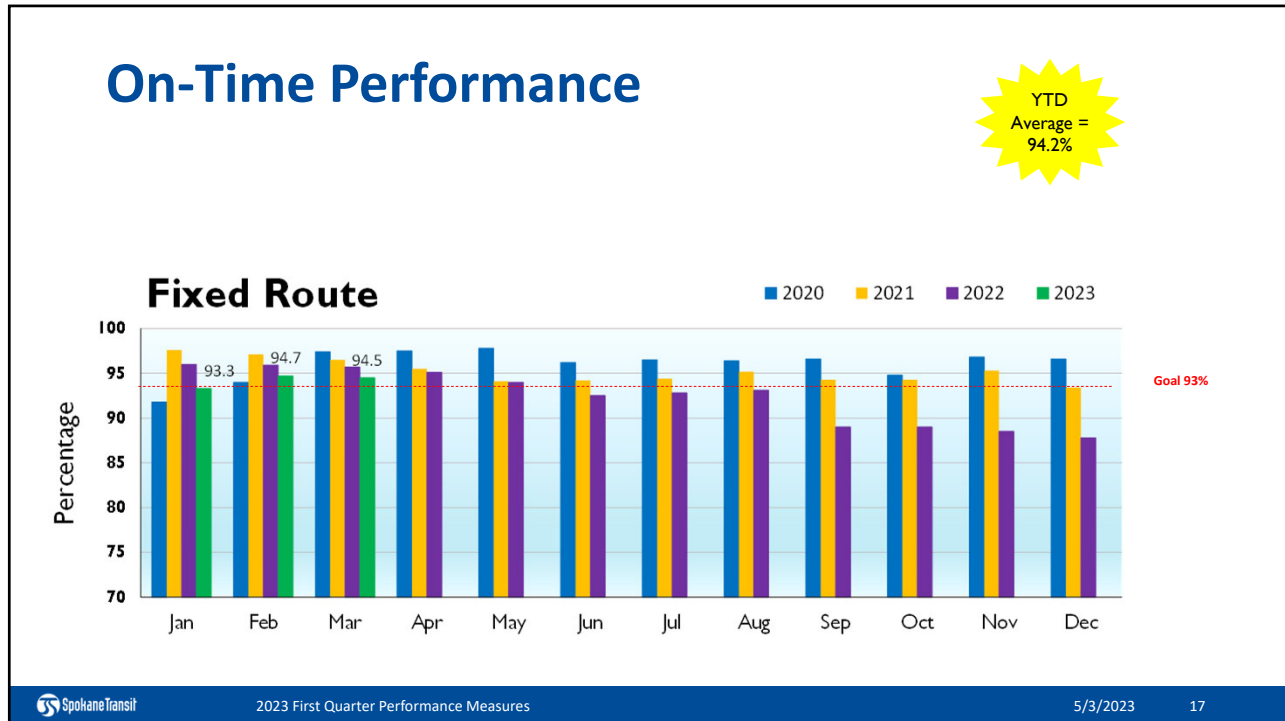
15

Provide Excellent Customer Service

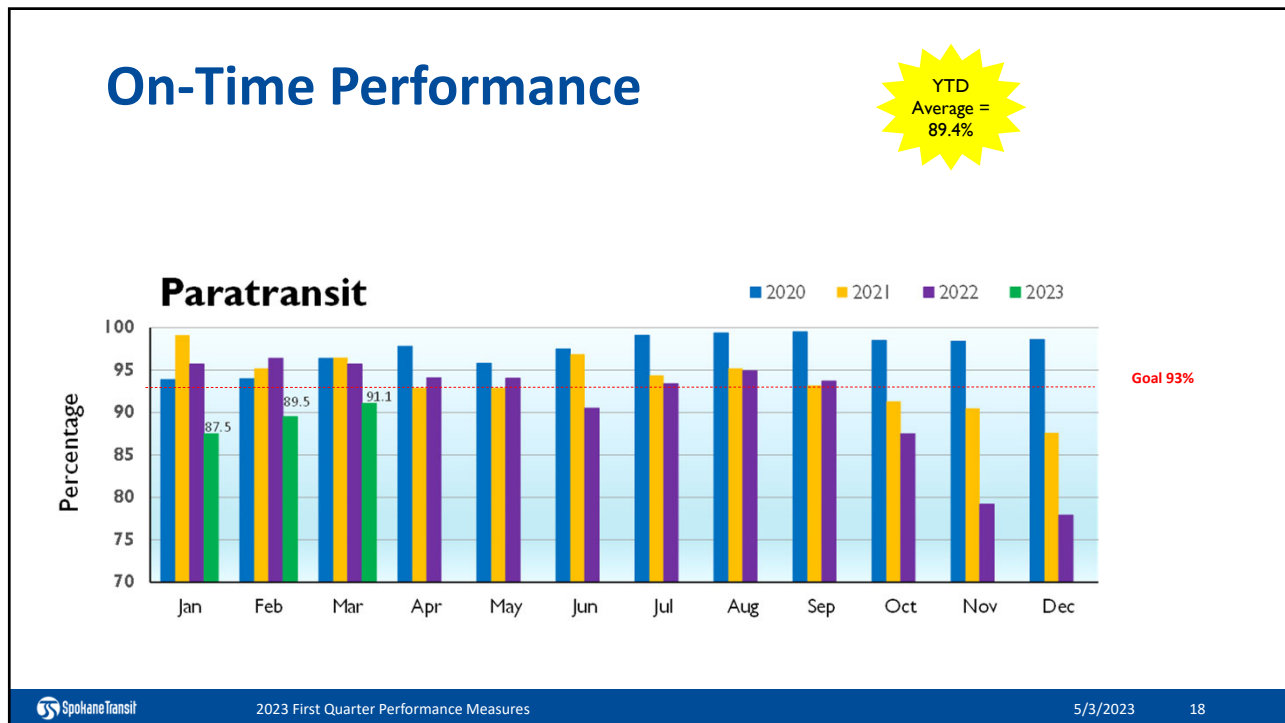
7 Performance Measures:

- On-Time Performance
- CS Call Center/Paratransit Reservations
 - Abandoned Calls
 - Customer Service Response Time
- Professionalism and Courtesy
- Driver Announcements / Introduction
- Cleanliness of Coach / Van
- Complaint Rate
- Maintenance Reliability

16



17

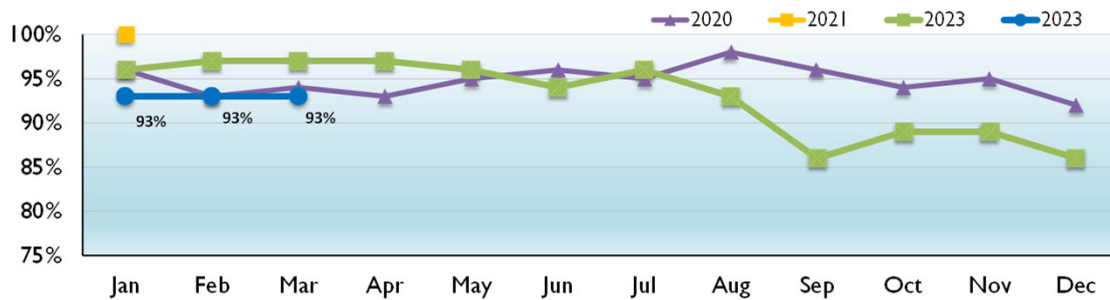


18

Customer Service: 328-RIDE Call Center Performance

Goal = 90% answered within 60 seconds

Service Level:
% of Calls Answered within 60 seconds



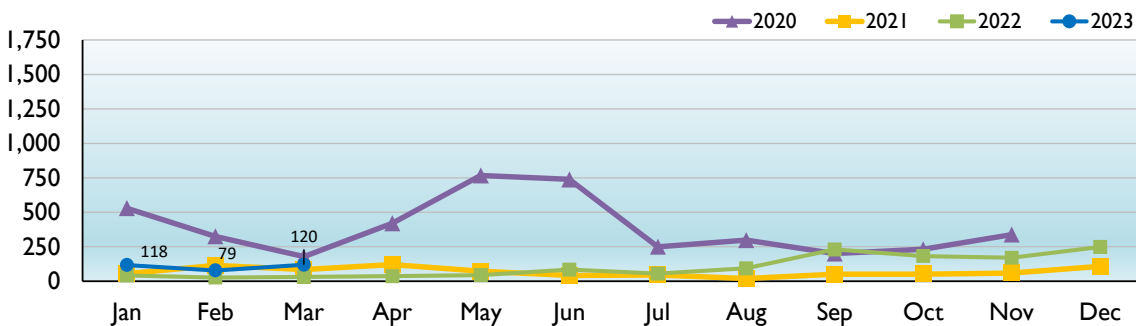
19

Customer Service: 328-RIDE Call Center Performance

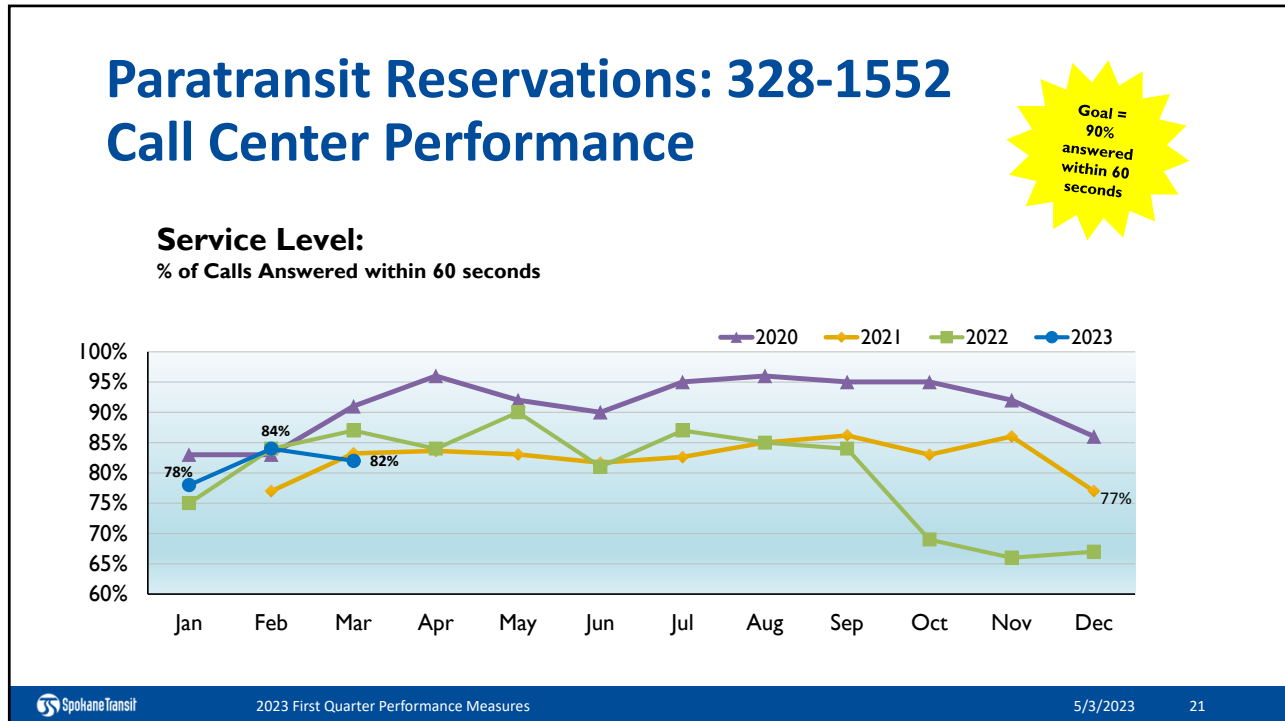
Goal = 4%

YTD Abandon Rate = 2%

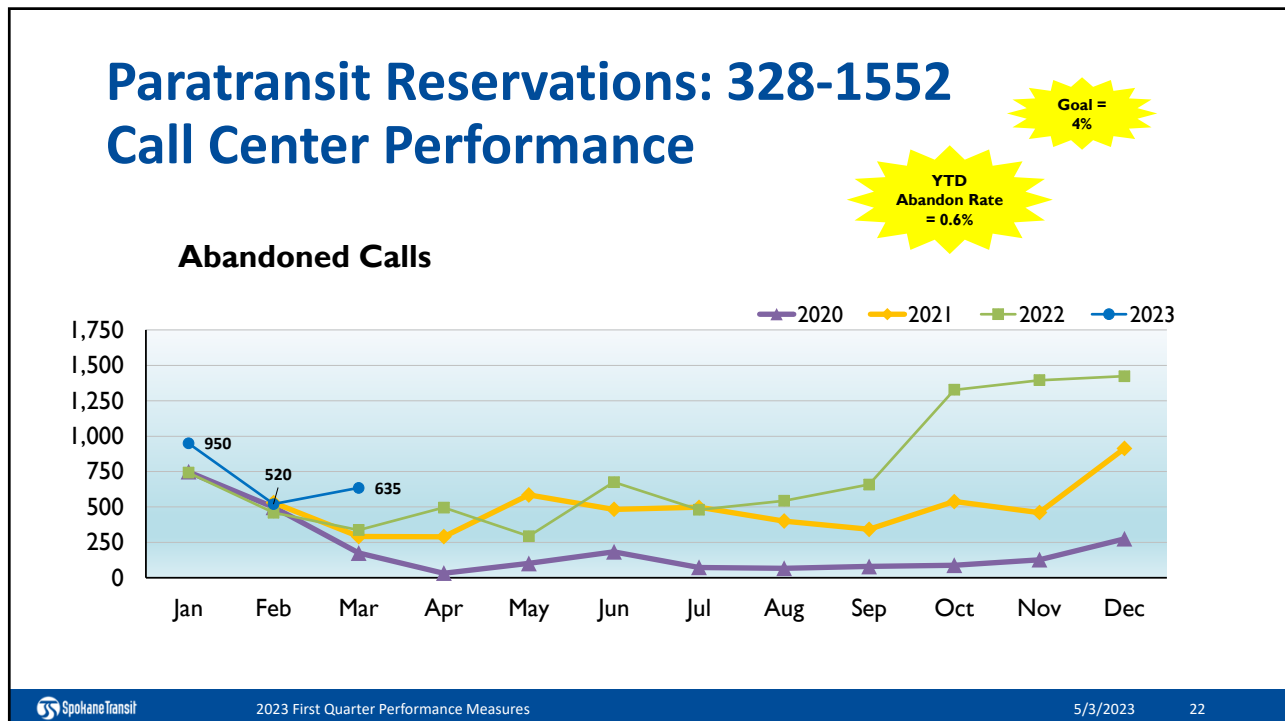
Abandoned Calls



20



21



22

Comment Rate

Comment Rate

	2021	2022	2023	Goal
Fixed Route	11.4	9.9	9.6	≤ 8.0 (per 100K passengers)
Paratransit	6.1	6.0	4.6	≤ 8.0 (per 10K passengers)

23

Maintenance Reliability

Average Miles Between Road Calls

	2021	2023	GOAL
Fixed Route	6,216	7,291	< 1 / 7,500 miles
Paratransit	75,275	91,281	< 1 / 75,000 miles

24

Enable Organizational Success

3 Performance Measures:

- Training Rate
- Annual Employee Evaluations
- Governance

25

Training

	2021	2022	2023	Goal
Fixed Route	Completed	No Advanced Training	1.9 hours per employee	8 hours Advanced Training per Operator annually
Paratransit	Completed	No Advanced Training	On Hold	8 hours Advanced Training per Operator annually

26

Ride Checks / Ride Along

RIDE CHECKS/RIDE ALONGS

	2021	2022	2023	Goal
Fixed Route	Suspended due to COVID	29 out of 270 Completed	92 out of 299 Completed	100% of operators checked annually
Paratransit	Suspended due to COVID	48 out of 48	14 out of 57	100% of operators checked annually

27

Training: Maintenance

2023	Goal	Status
Measured Annually	25 hours per employee per year	13 hours per employee

28

Training: Managers/Supervisors/Administrative

2023	Goal	Status
Measured Annually	100% receive on-site or off-site training each year	In progress

29

Governance

Board Development

Attendance at a transit-related conference/training event

Event	Location	Attendee(s)
APTA Transform Conference October 2023	Orlando, FL	To Be Decided

30

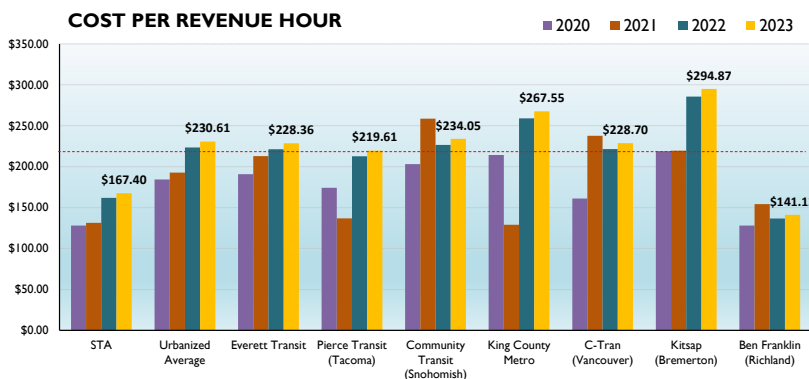
Exemplify Financial Stewardship

5 Performance Measures:

- Cost Efficiency
- Cost Effectiveness
- Cost Recovery from User Fees
- Maintenance Cost
- Financial Capacity
 - Financial Management
 - Service Level Stability
 - Ability to Sustain Essential Capital Investments
 - Public Perception

31

Cost Efficiency – Fixed Route



Objective
\$219.08

Previous year results

- 2019, 2020, & 2021 data from NTD reports –
- 2022 STA data reflect year-end

STA 2023 data reflects year-to-date 1st quarter

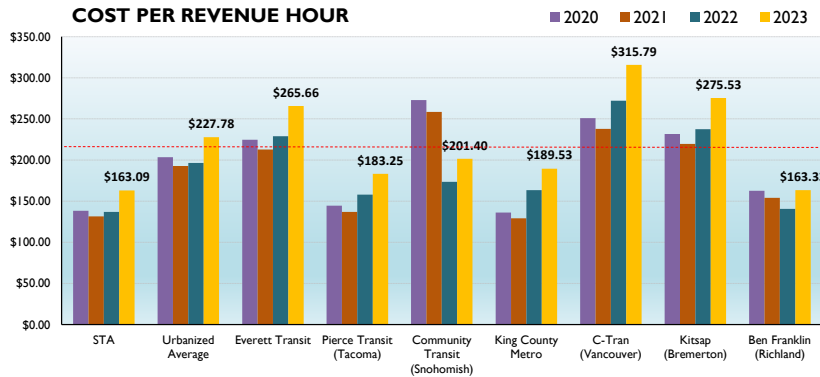
- System averages assume a performance equal to STA for 2023

OBJECTIVE: CONSTRAIN OPERATING COST PER REVENUE HOUR OF SERVICE TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS

2023 Status: 72.6% STA - \$167.40 Urban Average - \$230.61

32

Cost Efficiency – Demand Response (Paratransit)



Objective
\$216.40

Previous year results

- 2019, 2020 & 2021 data from NTD reports
- 2022 STA data reflect year-end

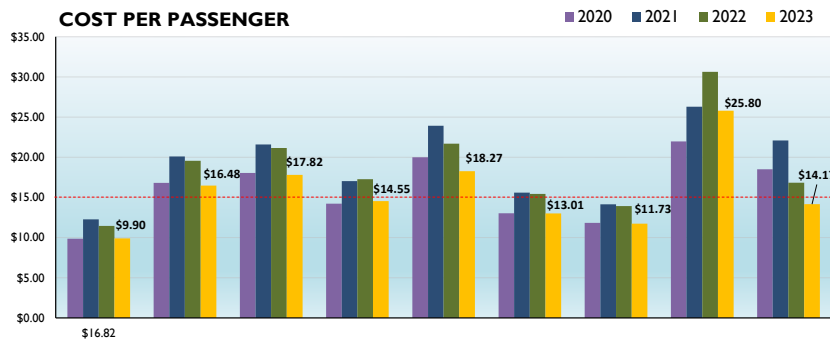
STA 2023 data reflects year-to-date 1st quarter

- System averages assume a performance equal to STA for 2023

OBJECTIVE: CONSTRAIN OPERATING COST PER REVENUE HOUR OF SERVICE TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS
2023 Status: 71.6% STA - \$163.09 Urban Average - \$227.78

33

Cost Effectiveness – Fixed Route

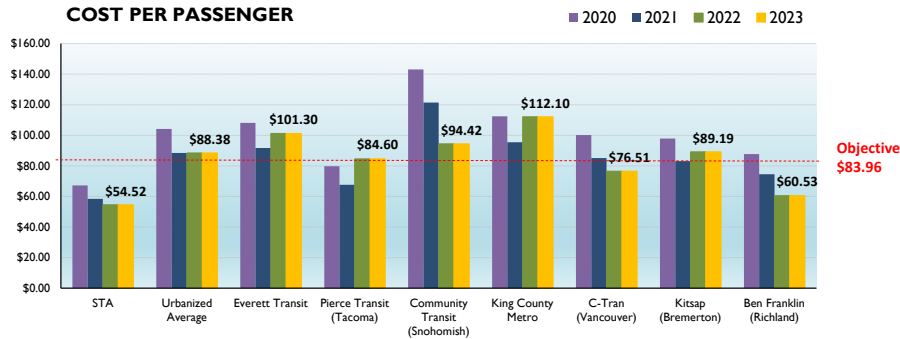


Objective
\$15.66

OBJECTIVE: CONSTRAIN OPERATING COST PER PASSENGER TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS
2023 Status: 60.1% (STA - \$9.90 / Urban Average - \$16.48)

34

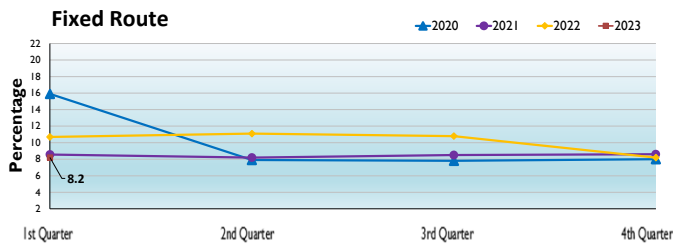
Cost Effectiveness-Demand Response (Paratransit)



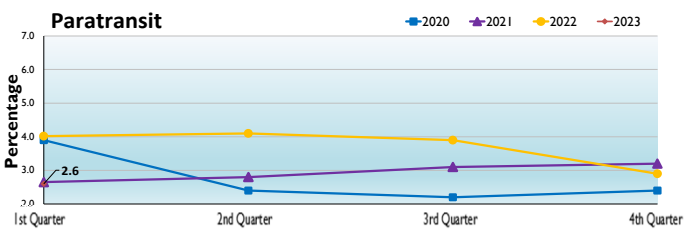
OBJECTIVE: CONSTRAIN OPERATING COST PER PASSENGER TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS
2023 Status: 61.7% (STA - \$54.52 Urban Average - \$88.38)

35

Cost Recovery from User Fees



Goal = 20%



Goal = 5%

36

Cost Efficiency – Rideshare

	2020	2021	2022	2023
Operating/Admin Cost per Mile	\$0.69	\$0.80	\$0.69	\$0.69
Revenue per Mile	\$0.28	\$0.31	\$0.27	\$0.29
Cost Recovery	35.8%	38.8%	39.8%	42.1%

GOAL: RECOVER 85% OF OPERATING/ADMINISTRATIVE COSTS

**Fare collection suspended March 26 – July 1, 2020*

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Cost Efficiency – Maintenance

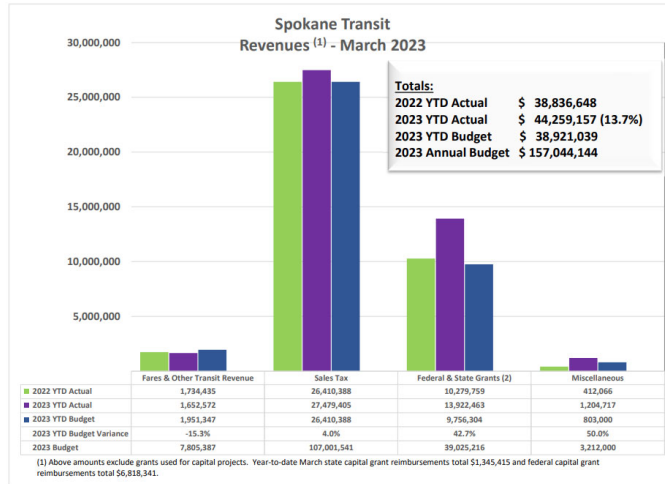
MAINTENANCE COST

Cost per Total Mile

	2022	2023	GOAL
Fixed Route	\$1.10	\$1.55	\$1.47
Paratransit	\$1.17	\$1.12	\$1.13

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Financial Management



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Service Level Stability & Ability to Sustain Essential Capital Investments

	Current Projection	Goal
# of Years Current Service Level Can Be Sustained	6 Years	6 Years
Fully Funded Capital Improvement Plan	6 Years	6 Years

40

Public Perception

Community Survey Question	2021 Response	2022 Response	2023 Response	Goal
STA is Financially Responsible	3.86	No Survey	Schedule for Summer 2023	Score 4.5