

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

### **NOTICE OF BOARD MEETING**

NOTICE IS HEREBY GIVEN by the Board of Directors of the Spokane Transit Authority of Spokane County, Washington, that the Board will hold a meeting at 1:30 p.m. on Thursday, November 16, 2023, in the Spokane Transit Boardroom, 1230 West Boone Avenue, Spokane Washington. A virtual video conference option is available, and the joining information is listed below.

NOTICE IS FURTHER GIVEN that business to be discussed and/or action taken shall be in accordance with the attached agenda, which is also on file at the STA Administrative Offices.

THE MEETING SHALL BE OPEN TO THE PUBLIC.

BY ORDER OF THE STA BOARD OF DIRECTORS.

DATED THIS 16TH DAY OF NOVEMBER, 2023.



Dana Infalt  
Executive Assistant to the CEO  
Clerk of the Authority

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*Optional virtual joining links available on agenda*

**SPOKANE TRANSIT AUTHORITY**

**BOARD MEETING OF**

November 16, 2023

**AGENDA ITEM 2 :** APPROVE BOARD AGENDA

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** Lori Kinnear, STA Board Chair

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**SUMMARY:**

At this time, the STA Board will review and approve the meeting agenda with any revisions provided.

**RECOMMENDATION TO BOARD:** Approve Board agenda.

**FINAL REVIEW FOR BOARD BY:**

Division Head // Chief Executive Officer // Legal Counsel //

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

## STA BOARD MEETING

Thursday, November 16, 2023

1:30 p.m. – 3:00 p.m.

**Meeting In Person at Spokane Transit Authority**  
**Spokane Transit Authority, 1230 W. Boone Avenue, Spokane, WA**  
*w/Virtual Public Viewing Option*

Optional Virtual Link:	<a href="#">Join here</a>		
Password:	<b>Members:</b> 2023		<b>Guests:</b> 1123
Call-in Number:	1-408-418-9388		Event #: 2484 377 3681

*(Agenda times are estimates)*

### AGENDA

1. Call to Order and Roll Call
2. Approve Board Agenda (*Chair*)
3. Public Expressions
4. Public Hearing (*10 minutes*)
  - A. Proposed 2024 Budget (*Monique Liard*)  
Comments may be addressed to [budget@spokanetransit.com](mailto:budget@spokanetransit.com)  
(*Action at the December Board meeting*)
5. Board Action - Consent Agenda: *5 minutes*
  - A. Minutes of the October 19, 2023, Board Meeting – Corrections/Approval
  - B. Approval of the October 2023 Vouchers (*Monique Liard*)
6. Executive Session (*Etter McMahon*): *15 minutes*  
*For the purpose of discussing litigation or legal risks of a proposed action or current practice that the agency has identified when public discussion of the litigation or legal risks is likely to result in an adverse legal or financial consequence to the agency - RCW 42.30 110 (iii)*
7. Board Action – Committee Recommendation: *10 minutes*
  - A. Board Operations Committee
    - i. Draft Rules of Procedure (*Megan Clark*)
8. Board Report: *10 minutes*
  - A. Safety & Security Update (*Nancy Williams*)
9. Board Operations Committee: *5 minutes*
  - A. Chair Report (*Lori Kinnear*)
10. Planning & Development Committee: *5 minutes*
  - A. Chair Report (*Al French*)
    - i. Connect 2035 Strategic Plan Update: Workshop Review (*Karl Otterstrom*)

11. Performance Monitoring & External Relations Committee: *10 minutes*
  - A. Chair Report (*Pam Haley*)
    - i. 3<sup>rd</sup> Quarter 2023 Performance Measures – Results (*Brandon Rapez-Betty*)
12. CEO Report: *15 minutes*
13. Board Information – *no action or discussion*
  - A. Committee Minutes
  - B. October 2023 Sales Tax Revenue (*Monique Liard*)
  - C. September 2023 Financial Results Summary (*Monique Liard*)
  - D. September 2023 Operating Indicators (*Brandon Rapez-Betty*)
  - E. Draft 2024 Planning and Development Committee Work Program (*Karl Otterstrom*)
  - F. Connect Spokane Comprehensive Plan: Equity and Inclusion (*Karl Otterstrom*)
  - G. 2024 Service Revisions: Preliminary Proposal Outreach Update (*Karl Otterstrom*)
  - H. Third Quarter Service Planning Input Report (*Karl Otterstrom*)
  - I. STA’s Holiday Services & Office Hours (*Dana Infalt*)
14. New Business: *none*
15. Board Members' Expressions: *5 minutes*
  - A. Presentation of Commendation to Lori Kinnear Outgoing Board Chair (*2023 Chair Pro Tem*)
16. Adjourn

Cable 5 Broadcast Dates and Times of November 16, 2023, Board Meeting:

Saturday, November 18, 2023	4:00 p.m.
Monday, November 20, 2023	10:00 a.m.
Tuesday, November 21, 2023	8:00 p.m.

Next Committee Meetings Wednesday:

Planning & Development	December 6, 2023, 10:00 a.m.
Performance Monitoring & External Relations	December 6, 2023, 1:30 p.m.
Board Operations	December 13, 2023, 1:30 p.m.

Next Board Meeting:

Thursday, December 21, 2023, 1:30 p.m. STA Boardroom, 1230 West Boone Avenue, Spokane, Washington  
(a virtual joining option will be available)

*Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting on STA’s website: [www.spokanetransit.com](http://www.spokanetransit.com). A video of the Board meeting may be viewed on the website the week after the meeting. Discussions concerning matters to be brought to the Board are held in Committee meetings. The public is welcome to attend and participate. Anyone wishing to address the Board of Directors on a specific subject at a Board meeting may do so by submitting written comments to the STA Chair of the Board (1230 West Boone Avenue, Spokane, WA 99201-2686) 24 hours prior to the Board meeting. Mail addressed to the Board of Directors will be distributed by STA at its next meeting. Mail addressed to a named Board Member will be forwarded to the Board Member, unopened. Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964. For more information, see [www.spokanetransit.com](http://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.*

### 3.

#### PUBLIC EXPRESSIONS

At this time, the STA Board of Directors will give the public the opportunity to express comments or opinions.

Anyone wishing to comment at the meeting should follow the directions below to sign up for Oral Public Expressions or to submit Written Public Expressions to be read at the meeting. Comments must be received by 9:00 a.m. the day of the meeting. Comments will be limited to three minutes per person and, if requested, answers will be provided by staff at a later date.

To provide **Oral Public Expressions** via telephone or computer, please complete this [form](#) and email it to [clerk@spokanetransit.com](mailto:clerk@spokanetransit.com) to be added to the Public Expressions Speakers' list.

To provide **Written Public Expressions**, please complete this [form](#) and/or email your comments to [clerk@spokanetransit.com](mailto:clerk@spokanetransit.com).

**SPOKANE TRANSIT AUTHORITY**

**BOARD MEETING OF**

November 16, 2023

**AGENDA ITEM 4A :** PUBLIC HEARING  
A. Proposed 2024 Budget

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Dana Infalt, Executive Assistant to the CEO & Clerk of the Authority

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**SUMMARY:** The Chair will conduct the public hearing as follows:

1. Open public hearing.
2. Call upon staff for a presentation. *(Monique Liard)*
3. Ask the Board for questions or comments.
4. Open for comments from the public (ask 3 times for comments).
5. Close the hearing.

**RECOMMENDATION TO BOARD:** Conduct public hearing.  
*(Action at December 21, 2023, Board Meeting)*

**FINAL REVIEW FOR BOARD BY:**

Division Head di Chief Executive Officer \_\_\_\_\_ Legal Counsel \_\_\_\_\_

# PROPOSED 2024 BUDGET



**Spokane Transit**

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# INTRODUCTION

## Agency Overview

The Spokane Transit Authority (STA) is a Public Transportation Benefit Area (PTBA) which provides public transportation services within its boundaries which extend to roughly 248 square miles. The State of Washington Office of Financial Management estimates that 467,839 people were living within the PTBA in 2022. STA services include:

1. Local fixed route bus services within Spokane County, City of Spokane, City of Spokane Valley, City of Liberty Lake, City of Millwood, City of Airway Heights, City of Medical Lake, City of Cheney and parts of the unincorporated County;
2. Paratransit services for those who live within ¼ mile of a bus route and who, because of their disability, are unable to use the regular bus service;
3. A public rideshare (formerly vanpool) and ride match program.

The organization currently employs nearly 700 people and is overseen by a 14-member regional board.

## Governance and Organization

The Board of Directors provides the policy and legislative direction for STA and its administrators and approves its actions, budgets, and long-term plans. It also has the authority to levy taxes as authorized by state law (with voter approval).

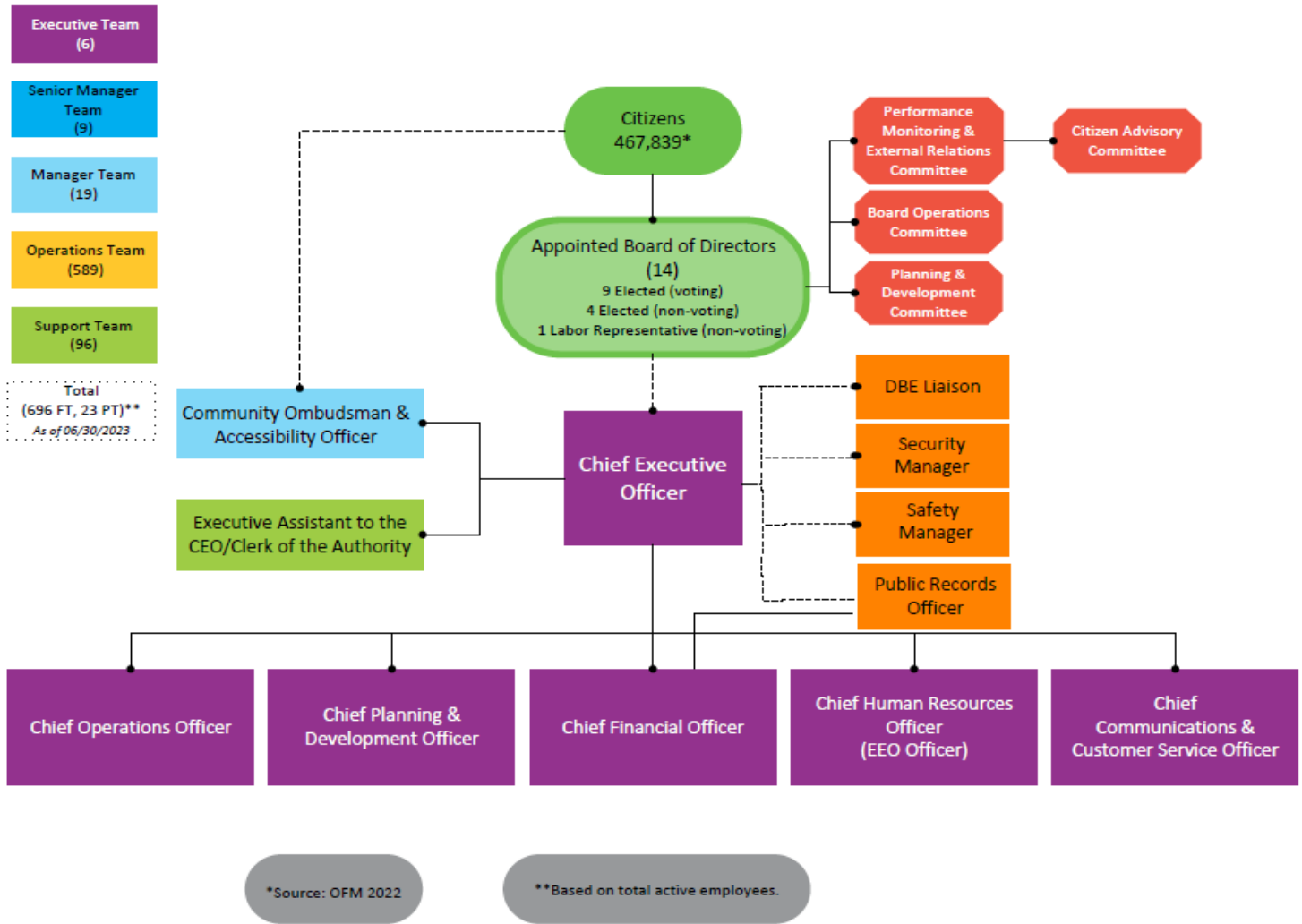
The STA Board is composed of nine voting members who are elected officials appointed by the jurisdictions served by the Public Transportation Benefit Area (PTBA). Jurisdictions served include the cities of Airway Heights, Cheney, Medical Lake, Millwood, Liberty Lake, Spokane, and Spokane Valley as well as Spokane County. Additionally, there are four non-voting elected officials from area small cities, and one non-voting labor member, for a total 14 board members. The current make-up of the Board is shown in the following table.

### 2023 Board of Directors

Name	Jurisdiction
<b>Council President Lori Kinnear, Chair</b>	City of Spokane
<b>Commissioner Al French, Chair <i>Pro Tem</i></b>	Spokane County
<b>Commissioner Josh Kerns</b>	Spokane County
<b>Council Member Karen Stratton</b>	City of Spokane
<b>Council Member Betsy Wilkerson</b>	City of Spokane
<b>Council Member Zack Zappone</b>	City of Spokane
<b>Mayor Pamela Haley</b>	City of Spokane Valley
<b>Council Member Tim Hattenburg</b>	City of Spokane Valley
<b>Council Member Dan Dunne</b>	City of Liberty Lake
<b>Mayor Chris Grover</b>	City of Cheney (Ex-Officio)
<b>Council Member Don Kennedy</b>	City of Medical Lake (Ex-Officio)
<b>Council Member Dan Sander</b>	City of Millwood (Ex-Officio)
<b>Council Member Hank Bynaker</b>	City of Airway Heights (Ex-Officio)
<b>Ms. Rhonda Bowers</b>	Labor Representative (non-voting)

## Spokane Transit Organizational Chart

The Chief Executive Officer is appointed by the Board of Directors and directly oversees Legislative Activity, Board Relations, Ombudsman and Accessibility Activity, Finance, Human Resources, Communications, Operations, Planning and Development, as depicted in the Organization Chart below.



## Vision, Mission & Organizational Priorities

STA strives to encourage increased ridership while providing high quality, convenient and reasonably priced services by living by its Vision and embodying its Mission every day in everything it does. The Organizational Priorities convey STA's key tenants in upholding its promise to its riders, employees and the broader community it serves.

### Vision

*Connecting everyone to opportunity*

## Mission

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

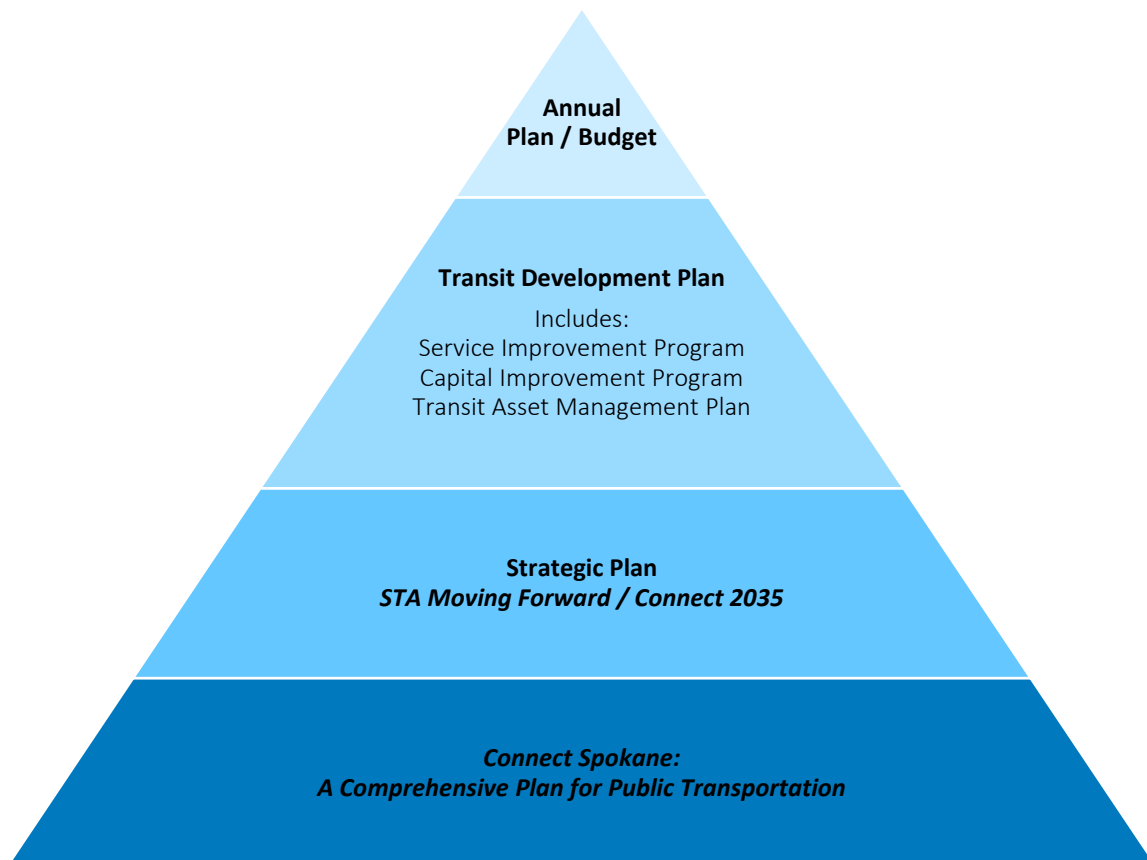
## STA Organizational Priorities

1. Ensure Safety
2. Earn and Retain the Community's Trust
3. Provide Outstanding Customer Service
4. Enable Organizational Success
5. Exemplify Financial Stewardship

## STA Planning Framework

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STA's strategies, plans and actions are anchored in a framework which includes a series of documents which range in scope and time horizons beginning with its comprehensive plan, *Connect Spokane*, the core long-range planning and policy-setting document for the Agency. The next level in the framework is comprised of strategic planning, with STA in the late delivery stage of its current 10-year plan, *STA Moving Forward*, and in the development stage of its next 10-year plan, *Connect 2035*. The six-year Transit Development Plan (TDP), a state-required annual report, provides mid-range guidance, over a six-year period, about the deliverables for the Agency from a service and capital perspective. Lastly, the Annual Plan and Budget, the focus of this report, encapsulates the one-year efforts STA will undertake for 2024. Depicted in the following pyramid is the hierarchy of those plans to guide STA as it architects its future.



## 2024 Action Plan

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The 2024 Action Plan links STA's vision, mission and priorities to actions and activities which the Agency will undertake in 2024, bound together by a definition of organizational success. It reflects the ongoing implementation of the *STA Moving Forward* plan, in what will be its eighth year of realization, while creating the groundwork for STA's next 10-year plan, *Connect 2035*.

The actions and activities for 2024 are centered around the strategic goals defined and adopted in the foundation of the *Connect 2035* strategic plan to create alignment as the Agency begins the transition to its next future milestone in 2035.

### Action 1: Elevate the customer experience.

STA exists to connect customers to opportunity. Fostering an easy-to-use, safe, and inviting experience promotes STA as a compelling transportation choice across the region. STA strives to improve the customer experience in every interaction they may have with the Agency. From how to plan a trip, pay a fare, and provide feedback, STA wants every touch to reinforce the value it places on its riders. The following projects will be the Agency's key deliverables in supporting this first action along with the continued expansion and refinement of its existing service.

- **Deliver on City Line frequency** – In July 2023, STA officially launched the City Line, its first Bus Rapid Transit service. In 2024, STA will hire and train drivers to be able to fulfill the committed 10-minute frequency mid-day along with 7.5-minute frequency at peak times and extended late night service.



- **Division Street BRT** – Division Street Bus Rapid Transit is a crucial multimodal project complementary to the North Spokane Corridor and supportive of continued transit effectiveness and community vitality in north Spokane. STA has secured state, federal, and local funding to begin Project Development. STA expects to reach 30 percent design on this project in 2024, working towards seeking project evaluation and rating under the FTA Section 5309 Capital Investment Grant program in 2025 as a Small Starts project.
- **Sprague Line** – STA expects to substantially complete all the station and stop improvements in 2024. STA will continue to partner with the cities of Spokane and Spokane Valley on locations that can be integrated into other road improvements to the greatest extent possible. Funding has been set aside to support HPT along the West Broadway route, a logical westward extension of the Sprague Line. STA expects to undertake corridor development planning for this segment prior to beginning design work in 2024.
- **I-90/Valley Corridor** – Interstate 90 represents a major east-west axis for regional trip-making. In 2024, STA expects to complete improvements at the Mirabeau Point Park and Ride and ready the property for the future Appleway Station near I-90 east of Barker Road. Design will begin on Argonne Station Park and Ride, a corridor element that secured state funding in 2023. STA will also design corridor station and stop improvements along the corridor outside major off-street facilities.

- **Expand adoption of the Connect card and introduce enhancements** – Expanding on the introduction of contactless credit card payments on the bus, STA will also develop a mobile application for its partners in the Universal Transit Access Pass (UTAP) program to aid in the transition to the Connect fare collection system. The retail outlets where Connect cards can be purchased will continue as a key focus to provide even greater convenience for riders. STA will create new partnerships with groups who will benefit from transit access and expand opportunities for youth to take advantage of the state-supported zero-fare program by expanding access through school districts, libraries, and other venues where youth interact.

*Action 2: Lead and collaborate with community partners to enhance the quality of life in the region.*

STA operates in its region’s ecosystem, delivering transportation options for community members. Creating strong partnerships will ensure that the Agency makes informed choices, through collaboration, that benefit everyone and contribute to the vibrancy and sustainability of this region now and in the future. The Agency will focus its efforts to support this second goal in 2024 through the following undertakings:

- **Partner in planning, developing, and implementing regional transportation and land use decisions** – STA’s investments in High Performance Transit and Bus Rapid Transit are shifting the land economics and investment decisions around these corridors. A broad group of stakeholders including city staff, investors, developers, homebuyers, tenants, and riders are realizing the benefit of the high-quality, frequent, and predictable service that the Agency provides. STA strives to facilitate increased private and public investment in corridors served by High Performance Transit and around key transit stations and facilities. In 2024, STA will accomplish this through proactive engagement with these stakeholders in updates to the Urban Growth Area (UGA) as well as in updates to Horizon 2045 in addition to other local comprehensive planning efforts. In addition, STA will make the case for residential and employment- growth near its service by identifying and selecting a suitable location to begin a pilot Transit-Oriented Development project in 2024.
- **Establish framework to analyze and report on residential and employment development near transit and across the County overall** – As STA seeks to concentrate growth near its service and infrastructure investments, the Agency currently has little information to share with the development community that documents the impact in terms of household and employment growth. Generally, this information is not easily accessed nor provided by any one entity. By mid-2024, STA will document and characterize on an annual basis housing and employment trends within the region. This will enable STA to be recognized as the annual source for development analysis in the region.
- **Expand outreach to community partners, especially civic and community-based organizations, and local governments to collaborate with STA on key efforts including updates to its comprehensive plan, *Connect Spokane*, the ongoing development of its strategic plan, *Connect 2035*, and its Title VI Program** – Throughout 2024, STA will engage within the region to gather feedback on the various planning endeavors, such as the updates to *Connect Spokane* and the continued development of *Connect 2035*, along with other service improvements and projects being considered to ensure that underrepresented voices are being solicited, listened to, and reflected across these plans and efforts.
- **North Bank/Downtown mobility options** – Recent additions to the Spokane North Bank sports and entertainment district includes the Podium and ONE Spokane Stadium. STA recently increased night and



weekend service on Washington Street. Additional investments to the Arena/Downtown Shuttle are planned, with opportunities to link the North Bank to Downtown and City Line stations.

- **Expand involvement with community organizations** – STA leadership and staff will increase their service on local community-based organization boards and volunteer for community events to create a tighter bond and weave into the fabric of the region.

### *Action 3: Strengthen STA’s capacity to anticipate and respond to the demands of the region.*

STA needs to grow and adapt to ever-changing conditions. Having a team who is well equipped and focused on the Agency’s mission, along with strong supporting infrastructure, will provide the foundation required to deliver on the goals of this plan, balanced with providing reliable daily service. In support of this third goal, STA will deliver the following:

- **Prepare and finalize the ten-year strategic plan, *Connect 2035*, to identify critical initiatives to execute STA’s vision of connecting everyone to opportunity** – In 2022, the STA Board of Directors charted a course to refresh its vision for the future, extending the horizon for strategic investments and actions through 2035. In 2024, efforts to bring this effort to reality will include a robust community engagement underpinning all activities which will consist of a funding scenario review, comprehensive organizational capacity analysis, Fixed Route network assessment, prioritized and programmed initiative list, and performance measure target setting, culminating into the adoption of a final *Connect 2035* plan.
- **Develop the Facilities Master Plan to position STA for strategic growth that supports STA’s growing and changing role in the region** – This plan will address future system-wide requirements for its maintenance, operations, and administration. It is anticipated to identify requirements that are beyond STA’s current capital program and will support strategic actions, such as zero-emission fleets and growing service to the region, in conjunction with work on the new 10-year strategic plan, *Connect 2035*.
- **Implement STA’s fleet replacement plan, including acquisition of clean diesel buses, while preparing for the next steps in transitioning of the fleet toward zero emission vehicles in the future** – In 2024, STA will continue its development of a fleet transition plan to maximize its use of zero-emission vehicles in line with state requirements, in conjunction with its strategic planning and master facilities planning efforts.
- **Training and Development** – from staff to the Board, adapting to the needs of the future will be critical. STA will invest in its team members by developing and delivering comprehensive programs which will impart the skills and training required to respond to and anticipate these evolving needs.



# 2024 BUDGET

## Executive Overview

2023 has been a year marked with key milestones for STA. Ridership continues its rapid recovery and is on track to meet or exceed targets for 2023. Progress on key projects has continued, including the launch of STA's first Bus Rapid Transit (BRT) project, the City Line. Among other important projects, the STA Board of Directors and staff have begun working on the second phase of the new 10-year strategic plan to guide the Agency and its partners in improving mobility through 2035 and have advanced the next BRT project, Division, into the Project Development phase with the Federal Transit Administration for a federally funded project. STA is also beginning a major update to its comprehensive plan, *Connect Spokane*, which will update foundational guidance and policies for the Agency.

As STA looks to 2024 and beyond, the Agency keeps front of mind the uncertainties that surround it from economic to workforce challenges, to name a few. The Spokane region continues to experience strong growth which comes with increasing traffic congestion, making STA's efforts to partner with the region to improve transportation essential. The Agency is working creatively and tirelessly to combat labor shortages, inflation, and other economic volatility. The 2024 actions and budget consider and provide as much anticipation to these elements which are outside of STA's control as possible and the Agency remains committed to planning and responding to changing expectations.

For STA in 2024, success will be defined by the adoption of the *Connect 2035* 10-year strategic plan which will provide the roadmap for impactful transportation investment in the region. The Agency's focus continues to be on making transit a convenient and easy option for travelers, which will support economic growth and address the associated traffic challenges of a strong region. With this in mind, the STA Board of Directors will be defining the initiatives and projects which will make transit an enticing choice for the residents of the region STA serves into the future.

Building on a strong legacy and the support of those STA serves, the Agency is committed to the next phase of public transportation in the Spokane region by providing existing and new customers with more choices and tools to improve their experience with an Agency they can trust. STA is excited at the new opportunities which will come forward in the strategic planning work and the ability to translate those into reality for customers and across communities, as the Agency strives to realize its vision of connecting everyone to opportunities.



## Budget Process

STA's budget process starts in late June each year. A Budget Calendar is published along with an Action Plan and Budget Guidance to aid staff in planning for any new Agency-wide initiative which may impact their department. In July, staff submit staffing requests that are then reviewed by the CEO and Executive Team to determine whether the positions requested are approved for addition to the budget. During July and August, department managers analyze and propose non-personnel budget amounts for the following year while the Finance Department calculates the salaries and benefits for all approved positions. The revenue budget is developed by the Finance

Department as well. The Draft Budget is presented to the Executive Team for review in late August with final draft documents completed in September.

The Budget is presented to the Board’s Planning & Development Committee and to the Board of Directors three times in October, November, and December each year. First, in October, the initial Draft Budget is presented to the Planning & Development Committee and the STA Board. The Proposed Budget is then presented at the Planning & Development Committee Meeting and at the Public Hearing held during the November Board meeting. A video summarizing key elements of the budget is published on the STA website for citizen and public outreach in November. The Final Proposed Budget is presented to the Planning & Development Committee and to the Board for review and adoption at the December meeting.

## Operating Budget

STA’s 2024 Operating and Capital Budget is shown in summary below. Operating revenue of \$143.0M exceeds operating expenses of \$121.3M. The capital budget, net of capital grant revenue, is \$49.1M. Cash of \$46.7M is intentionally used to balance the budget in support of STA’s priority of exemplifying financial stewardship by remaining debt-free. Total Sources and Uses of Funds are \$215.9M.

### Budget Comparison 2023 to 2024

	2023 Budget	Proposed 2024 Budget	\$ Change from 2023 Budget	% Change from 2023 Budget
<b>Estimated Revenues:</b>				
Fares & Other Transit Revenue	\$ 7,805,387	\$ 7,548,864	\$ (256,523)	-3.3%
Sales Tax	107,001,541	108,869,671	1,868,130	1.7%
State Grants	8,279,696	10,190,867	1,911,171	23.1%
Miscellaneous Revenue	3,212,000	5,184,995	1,972,995	61.4%
Federal Operating Grants	19,959,412	-	(19,959,412)	-100.0%
Federal Preventive Maintenance	10,786,108	11,189,185	403,077	3.7%
<b>Subtotal: Operating Revenues</b>	<b>\$ 157,044,144</b>	<b>\$ 142,983,582</b>	<b>\$ (14,060,562)</b>	<b>-9.0%</b>
Federal Capital Revenue	18,758,176	14,654,539	(4,103,637)	-21.9%
State Capital Revenue	4,566,422	11,516,780	6,950,358	152.2%
<b>Subtotal: Capital Revenue</b>	<b>\$ 23,324,598</b>	<b>\$ 26,171,319</b>	<b>\$ 2,846,721</b>	<b>12.2%</b>
<b>Total Revenue</b>	<b>180,368,742</b>	<b>169,154,901</b>	<b>(11,213,841)</b>	<b>-6.2%</b>
Decrease in Cash Balance*	25,763,758	46,744,875	20,981,117	81.4%
<b>Total Source of Funds</b>	<b>\$ 206,132,500</b>	<b>\$ 215,899,776</b>	<b>\$ 9,767,276</b>	<b>4.7%</b>
<b>Estimated Expenditures:</b>				
Fixed Route	\$ 74,964,941	\$ 78,658,460	\$ 3,693,519	4.9%
Paratransit	17,089,137	19,548,944	2,459,807	14.4%
Rideshare	728,852	896,284	167,432	23.0%
Plaza	2,846,699	3,525,097	678,398	23.8%
Administration	18,192,782	18,622,196	429,414	2.4%
<b>Total Operating Expenses</b>	<b>\$ 113,822,411</b>	<b>\$ 121,250,981</b>	<b>\$ 7,428,570</b>	<b>6.5%</b>
Capital Expenditures - Includes FR & PT Fleet	76,201,204	75,281,079	(920,125)	-1.2%
FR & PT Fleet Replacement Allocation	16,108,885	19,367,716	3,258,831	100.0%
<b>Total Use of Funds</b>	<b>\$ 206,132,500</b>	<b>\$ 215,899,776</b>	<b>\$ 9,767,276</b>	<b>4.7%</b>

\* Represents net decrease in cash from Cash & Reserve Analysis of \$30,367,645 less \$16,377,230 from reduction in Fleet Replacement Fund for purchase of vehicles.

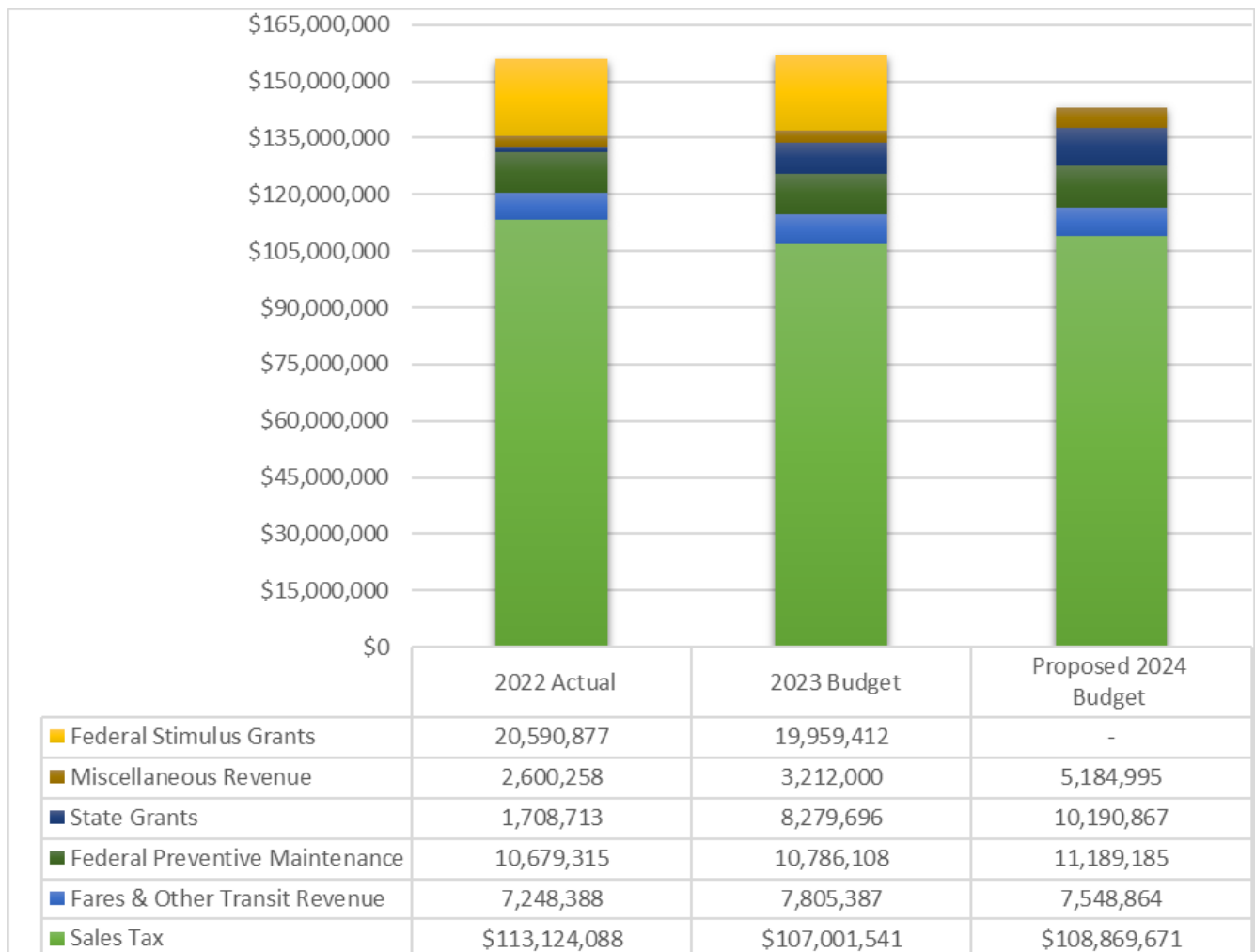


## Operating Revenues

STA relies on three primary sources of revenue to fund its operations: 1) local, voter-approved sales tax, 2) operating grant funding, both state and federal, and 3) fares, along with interest and miscellaneous income. The Proposed 2024 Budget includes Operating revenues of \$142,983,582. The following chart shows the major sources of revenue in tabular and graphical formats:

Operating Revenues by Category – 2022 Actual, 2023 Budget, Proposed 2024 Budget

Revenue Type by Category						
Revenue Type	2022 Actual	2023 Budget	Proposed 2024 Budget	Change 2024 to 2023 (\$)	Change 2024 to 2023 (%)	
Sales Tax	\$ 113,124,088	\$ 107,001,541	\$ 108,869,671	\$ 1,868,130	1.7%	
Fares & Other Transit Revenue	7,248,388	7,805,387	7,548,864	(256,523)	-3.3%	
Federal Preventive Maintenance	10,679,315	10,786,108	11,189,185	403,077	3.7%	
State Grants	1,708,713	8,279,696	10,190,867	1,911,171	23.1%	
Miscellaneous Revenue	2,600,258	3,212,000	5,184,995	1,972,995	61.4%	
Federal Stimulus Grants	20,590,877	19,959,412	-	(19,959,412)	-100.0%	
<b>Total Revenues</b>	<b>\$ 155,951,638</b>	<b>\$ 157,044,144</b>	<b>\$ 142,983,582</b>	<b>\$ (14,060,562)</b>	<b>-9.0%</b>	



**Sales Tax** – Budgeted sales tax, provided by a local voter-approved sales tax rate of 0.8 percent levied within the PTBA, is the most significant yet unpredictable source of operating revenue as it relies on consumer spending. Sales tax represents 76.1 percent of the 2024 Operating Revenue budget. STA has experienced favorable sales tax growth over the last five years against its budget, with rates between a low of 0.9 percent in 2020 and a high of 17.6 percent in 2021. Sales tax revenue for the 2024 Budget looks at both the current year trending growth rate and the broader state of the national and local economy where there continue to be mixed signals.

As such, STA budgeted sales tax to reflect performance for the actual 2023 months collected to date combined with monthly 2023 budgeted amounts for those months yet to be received. For 2024, this creates a modest growth of 1.7 percent against the 2023 budget. STA continues to closely monitor collections of sales tax so it can take any necessary compensating actions should economic conditions deteriorate. Any excess revenue generated by favorable sales tax collection variances are reinvested in the Agency’s capital and operating program to support initiatives to be developed in the next 10-year strategic plan, *Connect 2035*.

**Passenger Fares** – Fare revenue is derived based on historical and forecasted ridership information, as shown below, combined with average fare per boarding.

### Ridership Summary

	2022 Actual	2023 Budget	Proposed 2024 Budget	Change 2024 to 2023	Change 2024 to 2023 (%)
Fixed Route	6,581,876	7,156,204	9,159,766	2,003,562	28.0%
Paratransit	310,316	344,707	413,184	68,477	19.9%
Rideshare	90,576	119,792	119,792	-	0.0%
<b>Total Ridership</b>	<b>6,982,768</b>	<b>7,620,703</b>	<b>9,692,742</b>	<b>2,072,039</b>	<b>27.2%</b>

The average fare per boarding is expected to be \$0.68 per fixed route boarding. Average fare per boarding varies due to the blend of fare types and overall ridership for those categories. There is no projected fare increase included in the 2024 Budget. The last standard fare increase was in 2019. The current Adult Fare is \$2.00 with a daily cap of \$4. The current Reduced Fare is \$1.00, with a daily cap of \$2. Youth who are 18 years of age and younger ride free.

STA’s fare philosophy is anchored in its comprehensive plan, *Connect Spokane*, which articulates that ridership increases are achieved by making public transportation cost effective and simple to use. Depending on the operating environment, type of transit service, and current market demand, fare changes can play a role in the increase or decrease of ridership. The imposition of fares means there is opportunity to provide more service to more people with the additional revenues. With this in mind, STA has a stated farebox return objective of at least 20% of the fully allocated costs of the fixed route service, computed as the total fares collected for that mode of service divided by total costs to operate the service.

Historical and budgeted farebox recovery for Fixed Route bus service is as follows.

	Proposed 2024 Budget	2023 Budget	2022 Actual	2021 Actual	2020 Actual	2019 Actual
<b>Operating Expense</b>	\$96,236,737	\$92,085,674	\$71,694,572	\$54,964,429	\$57,856,254	\$55,543,627
<b>Revenue Hours</b>	530,131	508,550	465,683	451,920	448,142	444,299
<b>Farebox Revenue</b>	\$6,238,086	\$6,631,422	\$6,135,110	\$5,528,141	\$4,648,547	\$9,901,089
<b>Farebox Recovery Ratio</b>	6.5%	7.2%	8.6%	10.1%	8.0%	17.8%

Since the advent of the Covid-19 pandemic in 2020, farebox recovery has seen a marked decrease given the reduction in ridership. This combined with the continued investment in fixed route service has caused the recovery ratio to decrease.

**Federal Preventive Maintenance** - STA is a recipient of Federal section 5307 formula grant funds for preventive maintenance, which is usually received in the year awarded. Use of these funds for maintenance is authorized by the Federal Transit Administration (FTA). An increase came with the passage of the Infrastructure Investment and Jobs Act which apportioned additional funding to transit agencies across the United States beginning in 2022 and is expected to continue over the next 5 years. In 2024, this federal operating funding represents 7.8 percent of Operating Revenues.



**State Grants** - STA receives funding from the Washington State Department of Transportation for special needs related service. In addition, STA started receiving funding in 2023 from the Move Ahead Washington Transit Support Grant, the new state transportation package that will provide funding for public transportation over the next 16 years. These operating grants have increased since 2022 and represent 7.1 percent of 2024 Operating revenues.

**Miscellaneous** - This revenue consists primarily of investment earnings. Interest income has increased due to higher interest rates which are averaging 2.28 percent in 2023 earned on higher average cash balances.

**Federal Stimulus Grants** - One-time Federal contributions such as Coronavirus Aid, Relief, and Economic Security 2020 (CARES), Coronavirus Response and Relief Supplemental Appropriations Act 2021 (CRRSAA) and American Rescue Plan Act 2022 (ARPA) were included in Operating Revenues in 2022 and 2023 based on when STA expected to utilize the funds. No one-time Federal contributions are anticipated for 2024 and beyond.

## Operating Expenses

The 2024 Operating Expense budget totals \$121,250,981 which represents the cost to maintain and expand existing operations in line with STA's Action Plan. Expenses are comprised of the following major functional and natural categories:

Expense Type by Function						
Expense Type	2022 Actual	2023 Budget	Proposed 2024 Budget	Change 2024 to 2023 (\$)	Change 2024 to 2023 (%)	
Fixed Route	\$ 62,473,105	\$ 74,964,942	\$ 78,658,461	\$ 3,693,519	4.9%	
Paratransit	15,062,876	17,089,137	19,548,944	2,459,807	14.4%	
Rideshare	630,179	728,852	896,284	167,432	23.0%	
Plaza	2,174,408	2,846,699	3,525,097	678,398	23.8%	
Administration	14,205,055	18,192,782	18,622,196	429,414	2.4%	
<b>Total Expenses</b>	<b>\$ 94,545,623</b>	<b>\$ 113,822,411</b>	<b>\$ 121,250,981</b>	<b>\$ 7,428,570</b>	<b>6.5%</b>	

Expense Type by Natural Category						
Expense Type	2022 Actual	2023 Budget	Proposed 2024 Budget	Change 2024 to 2023 (\$)	Change 2024 to 2023 (%)	
Salaries & Wages	\$ 39,586,461	\$ 49,152,896	\$ 50,201,482	\$ 1,048,586	2.1%	
Benefits	24,987,006	29,948,579	32,115,419	2,166,840	7.2%	
Services	5,012,987	6,401,306	7,388,405	987,099	15.4%	
Contract Transportation	5,936,610	5,400,685	7,666,253	2,265,568	41.9%	
Materials	13,867,187	16,863,281	16,444,246	(419,036)	-2.5%	
Other	5,155,373	6,055,664	7,435,176	1,379,512	22.8%	
<b>Total Expenses</b>	<b>\$ 94,545,623</b>	<b>\$ 113,822,411</b>	<b>\$ 121,250,981</b>	<b>\$ 7,428,570</b>	<b>6.5%</b>	

Operating expenses are most directly impacted by the number of revenue hours (a passenger vehicle in passenger carrying service for one hour) of service STA provides. Revenue miles are also a valuable indicator of the level of service activity. STA tracks each of these indicators by mode. The mode describes the type of service that STA provides:

**Fixed Route (Motor Bus)** - Fixed Route refers to regularly scheduled buses operating on established routes. This service is directly operated by STA. In 2023, STA introduced its first Bus Rapid Transit route, the City Line, which contributed to the budgeted increase in service hours with 15-minute service. The 2024 increase encapsulates full deployment of the City Line to committed service frequency of 10-minutes mid-day and extended late night service, including 7.5-minute peak frequency, along with other improvements.

**Paratransit (Demand Response)** - Paratransit refers to the mode of service that provides a complementary service for those unable to use the regular bus because of the effects of their disability as provided under the Americans with Disabilities Act (ADA). Directly operated service is provided by STA personnel during the day on weekdays while purchased service is provided by a private contractor on nights and weekends, and when weekday support is needed.

**Rideshare** - Rideshare (formerly known as Vanpool) is a service for prearranged groups of riders who commute to a common destination in a van or SUV owned and maintained by STA. One of the passengers is designated as the driver. Employers participating in the program may provide a subsidy to their employees as a part of the regional commute trip reduction (CTR) program.

The following charts shows the comparison of revenue hours and revenue miles by mode for 2022 Actual, 2023 Budget, and Proposed 2024 Budget:

### Revenue Hours by Mode

	2022 Actual	2023 Budget	Proposed 2024 Budget	Change from 2023 Budget	% Increase from 2023
Fixed Route	465,683	508,550	530,131	21,581	4.2%
Paratransit	129,282	148,166	165,861	17,695	11.9%
Rideshare	25,973	26,830	30,142	3,312	12.3%
<b>Total Revenue Hours</b>	<b>620,938</b>	<b>683,546</b>	<b>726,134</b>	<b>42,588</b>	<b>6.2%</b>

### Revenue Miles by Mode

	2022 Actual	2023 Budget	Proposed 2024 Budget	Change from 2023 Budget	% Increase from 2023
Fixed Route	6,485,325	7,134,734	7,276,488	141,754	2.0%
Paratransit	2,018,751	2,482,956	2,642,377	159,421	6.4%
Rideshare	905,990	991,779	1,070,516	78,737	7.9%
<b>Total Revenue Miles</b>	<b>9,410,066</b>	<b>10,609,469</b>	<b>10,989,381</b>	<b>379,912</b>	<b>3.6%</b>

**Salaries & Wages** – While directly influenced by the 2024 revenue hours assumptions and the associated labor required to provide the services, STA administers a competitive compensation program with salaries & wages reflective of step increases for employees based on their tenure with the Agency, along with agreed to general wage increases. New staffing requests for 2024 amounted to 27 new positions, bringing the total budgeted count to 773 employees. Departmental employee detail can be found in the Employee section below. In 2024, the Agency will implement a six-month retention program for its employees compared to the two-year retention program, adopted by the STA Board in 2022, which had an annual cost of \$3.4 million. Overall, the increase in salaries & wages over 2023 reflects the addition of 27 new positions, general wage increases for management & administrative staff offset by the shorter retention program duration.

**Benefits** – The benefits budget includes assumptions for anticipated cost increases, as well as known changes in required contribution rates. The two primary medical insurance programs offered by STA to its employees are expected to increase by 6.22 percent and 5.48 percent, respectively, while the dental insurance has a projected cost increase of 3.7 percent.

**Services** – The services budget consists of professional and technical services, contract and custodial maintenance, printing, security, and other services. The increase is reflective of the work that will be undertaken with STA’s consultants to complete the *Connect 2035* strategic plan in 2024 as well as increased needs for custodial services at the Plaza.

**Contract Transportation** – As previously mentioned, STA engages a contractor to provide its Paratransit service on nights and weekends. Since 2021, STA has experienced a strong recovery in ridership which has necessitated higher utilization of its contractor in responding to customer demand. In 2024, STA expects to request significantly more service hours than it had budgeted for 2023, thereby driving the increase in costs for this expense item.

**Materials** – The 2024 supplies budget anticipates a 2.6 percent reduction from the 2023 budget. This decline is impacted by the budget assumption for the cost of fuel, with diesel fuel being the largest component. The 2024 budget assumes a cost per gallon of diesel fuel at \$4.13 as compared to the 2023 budget assumption of \$4.32 per gallon. Additionally, the number of gallons of diesel required is diminishing as STA introduces more battery-

electric buses into its fleet in 2024, up to 25% from 15% in 2023. This decrease is partially offset by an increase in the cost of vehicle repair parts.

**Other** – Other expenses consist of utilities, insurance and miscellaneous items which are reflecting an increase of 23.7 percent over the 2023 budget. Utilities are one of the key drivers of this increase as STA puts in service more battery-electric buses which will generate higher energy costs.

For the Proposed 2024 Budget, STA expects insurance costs to increase by approximately 16 percent based on the draft rates provided by the Washington State Transit Insurance Pool (WSTIP), reflective of challenging insurance markets as insurance providers reduce the limits available for purchase. WSTIP determines the experience factor on an annual basis by comparing STA’s claim costs benchmarked against other WSTIP members with five (5) million or more miles driven over the course of a calendar year.

Miscellaneous items includes training and meetings as well as dues and subscriptions. 2024 reflects increases associated with the continuing return to in-person meetings and conferences, and new or higher dues for various industry groups STA belongs to.

## Departmental Overview

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### Operations

#### **Fixed Route**

Fixed Route is the core of the Agency service and consists of the administration and delivery of fixed route bus service to customers, 365 days a year. Agency-wide, Fixed Route coordinates service delivery with other Departments, and formulates and implements Agency goals consistent with the mission of STA. Fixed Route includes all Coach Operators, Supervisors, Dispatch and Transportation administrative functions.

#### **Paratransit**

Paratransit is a complementary service to Fixed Route and is comprised of the administration and delivery of the Paratransit van service provided by STA. Paratransit includes Transportation administration, Reservations, Dispatch and Van Operators. Paratransit service is provided by a contractor on nights and weekends. Paratransit also administers the Special Use Van and Surplus Van grant programs which provide transportation solutions to nonprofit organizations and community groups.



#### **Rideshare**

Rideshare manages and coordinates STA's rideshare program, providing rideshare vehicles for groups of commuters who have at least one end of their commute in Spokane County. Rideshare operations provides day-to-day support to Rideshare participants including vehicle maintenance, recruitment and retention of participants as well as training of volunteer coordinators, drivers, and bookkeepers.

#### **Vehicle Maintenance**

Vehicle Maintenance is primarily responsible for providing safe and reliable vehicles and equipment for the delivery of transportation services to customers, and in support of all other Agency business. They are involved in

the selection and procurement of vehicles and parts, supplies, tools, and equipment while looking for ways to improve vehicle performance and safety to provide a clean, safe, reliable, and efficient environment for customers. The Department provides guidance and administrative support for the annual Transit Asset Management Plan.

### **Facilities & Grounds Maintenance**

Facilities & Grounds Maintenance is responsible for STA's buildings and grounds, building systems, furnishings, and all park and ride lots and bus stops. This includes STA's Administrative, Operating, and Maintenance Facilities and all Park and Ride facilities throughout STA's service area. The Facilities team is also responsible for many of the Agency's compliance programs for its buildings.

### **Administrative**

#### **Executive**

The Chief Executive Officer (CEO) sets the overall direction, while providing supervision and coordination of the activities of the Agency in support of the vision and mission and in accordance with policies established by the Board of Directors. This includes the development and administration of Agency plans, services, programs, and policies and procedures along with the effective communication and coordination between employees, departments, the Board of Directors, and the broader community STA serves.

#### **Planning & Development**

Planning & Development oversees the service planning, capital project delivery and grant administration and reporting activities for STA. Departmental staff design, monitor, and optimize fixed route bus services and develop routes for operators to select. The group is responsible for annual submittal of the Transit Development Plan, the National Transit Database (NTD) report and STA's comprehensive plan. Further, the department is responsible for the design and delivery of capital and operating projects approved by the Board of Directors.



#### **Human Resources**

Human Resources seeks to create a team of highly effective individuals to further STA's vision and mission. Department staff accomplish this through the hiring, training and retention of individuals committed to delivering outstanding public transportation. Human Resources manages the safety and security functions for the Agency. Safety responsibilities include the risk assessments, root cause analysis of accidents and incidents, creation and review of all safety related documents, and Agency-wide safety trainings while Security covers oversight and patrolling of the Agency's facilities and vehicles to monitor and manage for security and safety-related conditions.

#### **Finance**

Finance is responsible for recording and maintaining the Agency's financial transactions and supporting documentation in conformance with all state and federal accounting regulations, generally accepted accounting principles and the Agency's own policies. In addition, reporting to Finance are Information Services and Purchasing. Information Systems (IS) is responsible for the support, maintenance, and governance of the Agency's information technology needs, including the management of cybersecurity risks. Purchasing administers the procurement of goods and services including oversight and monitoring of vendors, consultants, and contractors as

well as contract development. Purchasing is also responsible for managing facility and vehicle parts, fuel, and operating supplies inventory.

### **Communications & Customer Service**

Communications & Customer Service produces informational and educational materials about the Agency and promotes awareness about the use of STA’s services. The Department manages the website and real-time customer communications, printed materials, public information pieces, and social media. All marketing and communications, along with media relations, are handled by Communications. The Customer Service team handles sales of fare media, provides general information about schedules and trip planning.

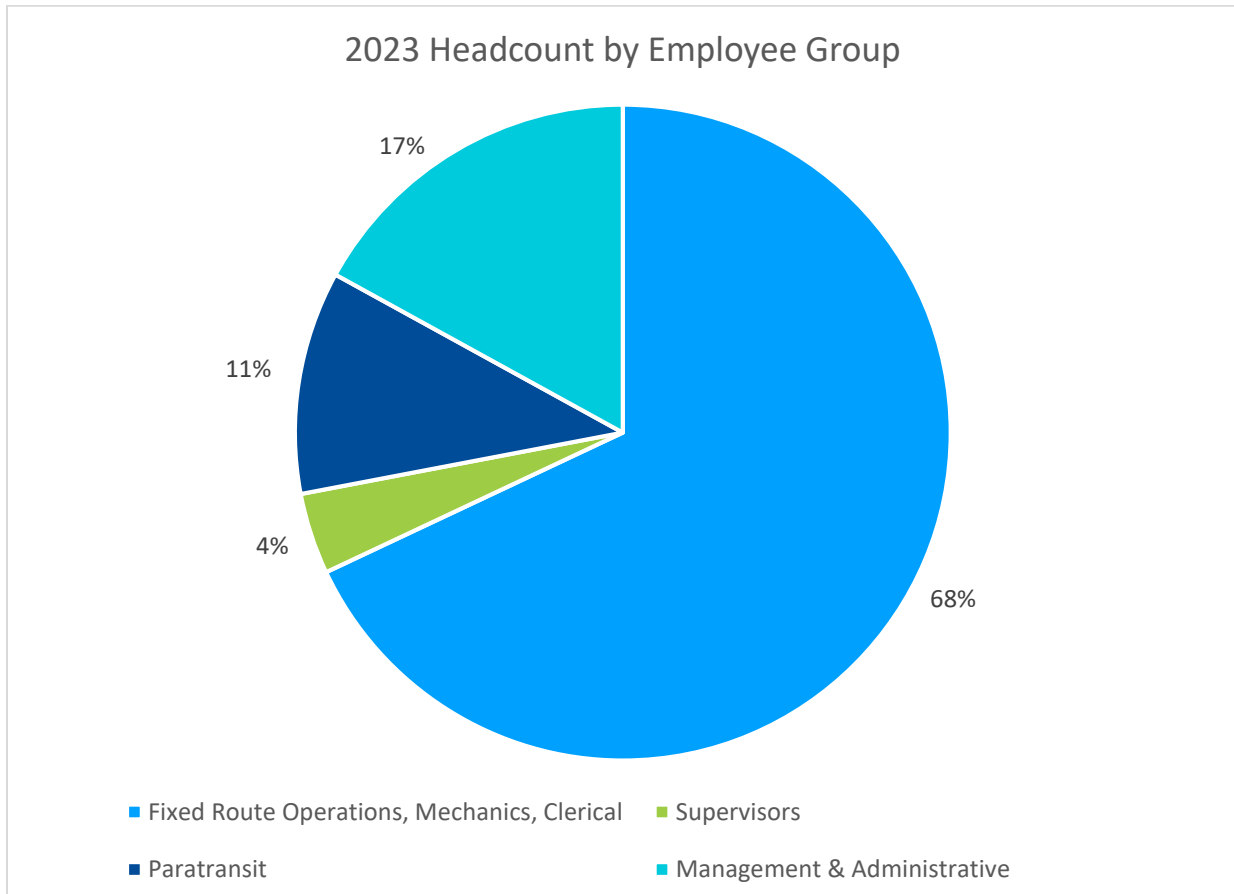
### **Employees**

STA’s Proposed 2024 budgeted workforce consists of 742 full-time and 31 part-time employees, summarized across Departments as follows:

Department	Headcount		Total
	Full-Time	Part-Time	
<b>Operations</b>			
Fixed Route	366	25	391
Paratransit (directly operated)	90	5	95
Rideshare	2	0	2
Vehicle Maintenance	111	0	111
Facilities & Grounds Maintenance	34	0	34
<b>Total Operations</b>	<b>603</b>	<b>30</b>	<b>633</b>
<b>Administrative</b>			
Executive	5	0	5
Planning & Development	24	0	24
Human Resources	44	0	44
Finance	40	1	41
Communications & Customer Service	26	0	26
<b>Total Administrative</b>	<b>139</b>	<b>1</b>	<b>140</b>
<b>Total Agency Headcount</b>	<b>742</b>	<b>31</b>	<b>773</b>



STA staff are represented by 3 bargaining units in addition to non-represented management & administrative staff. The breakdown by employee group is as follows:



The 2024 headcount represents an increase of 27 positions from the 2023 budget.

The new positions include by function:

**Fixed Route**

- 14 Fixed Route Operators
- 2 General Repair Vehicle Technicians

**Rideshare**

- 1 Rideshare Coordinator

**Security**

- 1 Lead Transit Officer
- 5 Transit Officers

**Administration**

- 1 Sr. Cybersecurity Analyst
- 1 Peripheral/IOT Specialist
- 1 Web & Digital Content Specialist
- 1 Parts Clerk

## Capital Budget

Spokane Transit Authority 2024 Capital Budget Summary							
Program Category	Program Name	2024 Capital Budget in TDP	Quantity	2024 Capital Budget Updated	State Funding	Federal Funding	Local Funding
Vehicles	Fixed Route Fleet Replacement	\$ 14,279,442	20	\$ 14,279,442	\$ -	\$ 966,145	\$ 13,313,297
	Paratransit Van Replacement	3,063,933	20	3,063,933	-	-	3,063,933
	Rideshare Vehicle Replacement	852,000	16	852,000	455,611	-	396,389
	Non-Revenue Vehicles	190,000	0	-	-	-	-
<b>Total Vehicles</b>		<b>\$ 18,385,375</b>	<b>56</b>	<b>\$ 18,195,375</b>	<b>\$ 455,611</b>	<b>\$ 966,145</b>	<b>\$ 16,773,619</b>
Facilities - Maintenance & Administration	Boone - Preservation and Enhancements	\$ 3,134,200		\$ 3,911,200	\$ 295,000	\$ 300,000	\$ 3,316,200
	Fleck Center - Preservation and Improvements	1,033,668		3,601,000	240,000	-	3,361,000
	Miscellaneous Equipment and Fixtures	154,200		191,433	-	-	191,433
	Facility Master Plan Program	450,000		450,000	-	-	450,000
<b>Total Facilities - Maintenance &amp; Administration</b>		<b>\$ 4,772,068</b>		<b>\$ 8,153,633</b>	<b>\$ 535,000</b>	<b>\$ 300,000</b>	<b>\$ 7,318,633</b>
Facilities - Passenger & Operational	Park and Ride Upgrades	\$ 234,613		\$ 374,613	\$ -	\$ 185,000	\$ 189,613
	Plaza Preservation and Improvements	698,045		2,055,735	-	-	2,055,735
	Route & Stop Facility Improvements	3,642,811		3,855,328	-	-	3,855,328
	Near Term Investments	3,123,500		3,678,890	-	-	3,678,890
	Transit Center Upgrades	1,500,000		1,500,000	1,200,000	-	300,000
<b>Total Facilities - Passenger &amp; Operational</b>		<b>\$ 9,198,969</b>		<b>\$ 11,464,566</b>	<b>\$ 1,200,000</b>	<b>\$ 185,000</b>	<b>\$ 10,079,566</b>
Technology	Business Systems Replacement	\$ 750,000		\$ -	\$ -	\$ -	\$ -
	Capital Program Management Software	100,000		100,000	-	-	100,000
	Communications Technology Upgrades	425,356		175,988	-	-	175,988
	Computer Equipment Preservation and Updates	427,500		427,500	-	-	427,500
	IS Infrastructure and End User Equipment	671,100		1,155,000	-	-	1,155,000
	Operating & Customer Service Software	334,808		217,833	-	-	217,833
	Security and Access Technology	482,000		496,100	-	-	496,100
<b>Total Technology</b>		<b>\$ 3,190,764</b>		<b>\$ 2,572,421</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 2,572,421</b>
High Performance Transit Implementation	City Line	\$ 14,808,433		\$ 14,808,433	\$ -	\$ 11,631,394	\$ 3,177,039
	Cheney Line	35,000		377,338	192,442	-	184,896
	I-90/Valley Line	7,765,289		7,765,289	3,745,664	572,000	3,447,625
	Monroe-Regal Line	1,143,290		1,143,290	-	-	1,143,290
	Sprague Line	1,810,734		1,810,734	638,062	-	1,172,672
	West Broadway Line	1,240,000		1,240,000	-	-	1,240,000
<b>Total High Performance Transit Implementation</b>		<b>\$ 26,802,746</b>		<b>\$ 27,145,084</b>	<b>\$ 4,576,168</b>	<b>\$ 12,203,394</b>	<b>\$ 10,365,522</b>
Connect 2035	Connect 2035 Future Initiatives	\$ 25,000,000		\$ 2,500,000	\$ -	\$ 500,000	\$ 2,000,000
	Division Street BRT	4,250,000		5,250,000	4,750,000	500,000	-
<b>Total Connect 2035</b>		<b>\$ 29,250,000</b>		<b>\$ 7,750,000</b>	<b>\$ 4,750,000</b>	<b>\$ 1,000,000</b>	<b>\$ 2,000,000</b>
<b>Total 2024 Capital Budget</b>		<b>\$ 91,599,922</b>		<b>\$ 75,281,079</b>	<b>\$ 11,516,780</b>	<b>\$ 14,654,539</b>	<b>\$ 49,109,761</b>

### Rolling Stock (Vehicles)

Revenue Vehicles – The Capital Budget includes \$18.2 million for procurement of 56 revenue vehicles. Revenue vehicles are those coaches and vans used to provide revenue service to passengers in the STA public transportation benefit area. There are 20 fixed route forty-foot clean diesel coaches planned for replacement at a

cost of \$14.3 million, 20 paratransit vans at about \$3.1M, and 16 rideshare vehicles at about \$0.8 million. STA expects to receive \$1.4 million in federal and state funding to support the purchase of these vehicles.

Non-Revenue Vehicles – Non-revenue vehicles include vehicles needed for operations such as supervisor trucks, security vehicles, maintenance trucks, and road cars. STA does not anticipate a need to purchase non-revenue vehicles in 2024.

### **Facilities – Maintenance & Administration**

STA's Facilities Maintenance & Administration total budget for 2024 amounts to \$8.2 million. This includes \$3.9 million for preservation and enhancement of the STA maintenance and administration facilities at Boone which includes battery electric bus charging infrastructure, electric system audit for the Boone facilities, HVAC maintenance, and Clean Building audit. Fleck Center preservation and improvements of \$3.6 million for 2024 include replacement of underground fuel storage tanks and the bus/van washer. The capital budget for Facilities Maintenance and Administration also includes \$0.5 million for an update to the Facility Master Plan as well as \$0.2 million for other miscellaneous equipment and fixture needs of the Agency.

### **Facilities – Passenger & Operational**

STA Facilities for Passenger and Operational needs 2024 budget is \$11.5 million. Upgrades to Park and Rides, and Transit Centers, \$1.9 million which includes improvements to the South Hill Park and Ride as well as continuation of the Five Mile Mobility Hub Design and West Plains Transit Center Upgrades. STA plans to spend \$2.1 million for preservation and improvements to the STA Plaza most of which will be focused on the Clean Building improvements. Route and Stop Facility Improvements and Near-Term Investments focus on those operational improvements for passengers and operations such as shelters, lighting, service changes, updates to bus stops, and other comfort and accessibility improvements. The 2024 budget for Route and Stop Facility Improvements and Near-Term Investments is \$7.5 million.



### **Technology**

The total budget for Technology projects for 2024 is \$2.6 million. This includes Communications Technology, Computer Equipment Preservation and Updates, Information Systems Infrastructure and End User Equipment, Operating and Customer Service applications, and Security and Access Technology.

### **High Performance Transit Implementation**

STA's budget for 2024 High Performance Transit Implementation totals \$27.1 million. This includes the close-out of remaining City Line obligations at \$14.1 million and the Cheney Line at \$0.4 million. In addition, STA has budgeted \$7.8 million for I-90/Valley Line projects such as Mirabeau Transit Center Improvements and the new Appleway Station Park & Ride Design. The Sprague Line will continue with a 2024 budget of \$1.8 million along with the Monroe-Regal Line and the West Broadway Line at \$1.1 million and \$1.2 million respectively.

### **Connect 2035**

The Capital Budget for 2024 includes the Division Street Bus Rapid Transit (BRT) project as part of the Connect 2035 plan as well as other Connect 2035 future projects including facilities that will be established as the Connect

2035 plan is finalized. The 2024 Budget for Division Street BRT is \$5.3 million with an additional \$2.5 million for Connect 2035 Future Initiatives for a total of \$7.8 million.

## Cash and Reserves

STA is a debt-free Agency and, as such, manages its sources and uses of cash to create a sustainable and balanced budget. The Cash balance represents the remaining available cash resources of the Agency as of the end of the Budget period after 2024 budgeted operating and capital activities and Reserves, which are Board Committed amounts.

## Cash and Reserves Analysis

	Proposed 2024 Budget
<b>OPERATING ACTIVITIES</b>	
Revenue (excluding capital grants)	\$ 142,983,582
Operating Expense	(121,250,981)
<b>Revenue Over / (Under) Operating Expenses</b>	<b>\$ 21,732,601</b>
<b>CAPITAL ACTIVITIES (Local Funds)</b>	
Purchase of Property, Plant, and Equipment	(32,732,530)
FR & PT Fleet Replacement Allocation	(19,367,716)
<b>Total Local Cash Used for Capital Activities</b>	<b>\$ (52,100,246)</b>
<b>NET DECREASE IN CASH</b>	<b>\$ (30,367,645)</b>
CASH (Projected beginning 2024)	\$ 229,754,367
<b>CASH (Projected ending 2024)</b>	<b>\$ 199,386,722</b>
<b>BOARD DESIGNATED AND OTHER RESERVES</b>	
Operating Reserve (15% of Operating Expenses)	\$ (18,187,647)
Risk Reserve	(5,500,000)
Right of Way Acquisition Reserve	(4,950,000)
Real Estate Acquisition Reserve	(25,000,000)
Claims Reserve - L&I required	(357,000)
<b>Total Board Designated &amp; Other Reserves</b>	<b>\$ (53,994,647)</b>
<b>2024 Estimated End of Year Cash Balance After Reserves<sup>1</sup></b>	<b>\$ 145,392,075</b>
<b>2024 Estimated End of Year Fleet Replacement Fund Balance</b>	<b>\$ 21,904,532</b>

<sup>1</sup> Estimated end of year cash balance after reserves are used for future capital expenditures included in the 2024-2029 Capital Improvement Plan

### Reserves

The Board of Directors adopted Board Resolution 630A-07 and 804-22 to establish selected designated cash reserve policies to include Self-Insurance, Operating Reserve and Real Estate related Reserves.

**Self-Insurance Risk Reserve** — A total of \$5.5 million dollars was designated to provide catastrophic self-insurance coverage for underground storage tanks to protect the Agency from exposures beyond the financial resources available through the Agency's insurance program.

**Operating Reserve** — A reserve equal to 15% of the annual adopted operating expense budget was established to protect the Agency from sudden and unforeseen financial challenges from fluctuating revenues or expenditures, by creating access to short-term liquidity when needed.

**Right of Way Acquisition Reserve** – In the normal course of its operations and capital development efforts, STA works in the right of way of others and must have a mechanism to quickly address issues that may impact delivery of service or capital projects. This reserve of \$4.95 million allows the Board to quickly move on any actions to remedy right of way issues which cannot be planned.

**Real Estate Reserve** – STA's current and next strategic plans contain projects which call for significant investments in real estate to accomplish the desired capital and operational elements of these projects. Being able to act quickly and decisively in what may prove to be competitive situations for acquisitions of real property will prove essential for STA. This reserve of \$25 million provides a mechanism for the Board of Directors for such future acquisitions of real estate.

### ***Fleet Replacement Fund***

This fund was created as a mechanism to smooth the impact to cash of replacement of fixed route buses and paratransit vans. While not an officially designated reserve, it is used specifically for capital investments related to vehicles used to provide STA service. Annually as part of the budget, STA funds and the Board of Directors approved the contribution to bring the fund to the appropriate funding level based on future replacements on the horizon.

# KEY PERFORMANCE INDICATORS

Fixed Route Key Operating Indicators	Proposed 2024 Budget	2023 Budget	2022 Actual
Operating Expense	\$96,236,737	\$92,085,674	\$71,694,572
Revenue Hours	530,131	508,550	465,683
Passengers	9,159,766	7,156,204	6,581,876
Revenue Miles	7,276,488	7,134,734	6,485,325
Farebox Revenue	\$6,238,086	\$6,631,422	\$6,135,110
Farebox Recovery Ratio	6.5%	7.2%	8.6%
Average Fare	\$0.68	\$0.93	\$0.93
Cost per Passenger	\$10.51	\$12.87	\$10.89
Operating Cost per Revenue Hour	\$181.53	\$181.07	\$153.96
Operating Cost per Revenue Mile	\$13.23	\$12.91	\$11.05
Passengers per Revenue Hour	17.28	14.07	14.13
Passengers per Revenue Mile	1.26	1.00	1.01
Vehicles Operated in Maximum Service	164	164	157

Paratransit Key Operating Indicators	Proposed 2024 Budget	2023 Budget	2022 Actual
Operating Expense	\$23,917,663	\$20,959,411	\$17,588,314
Revenue Hours	165,861	146,166	129,282
Passengers	413,184	366,132	310,316
Revenue Miles	2,642,377	2,482,956	2,018,751
Farebox Revenue	\$568,416	\$598,899	\$531,284
Farebox Recovery Ratio	2.4%	2.9%	3.0%
Average Fare	\$1.38	\$1.64	\$1.71
Cost per Passenger	\$57.89	\$57.25	\$56.68
Operating Cost per Revenue Hour	\$144.20	\$141.46	\$136.05
Operating Cost per Revenue Mile	\$9.05	\$8.44	\$8.71
Passengers per Revenue Hour	2.49	2.47	2.40
Passengers per Revenue Mile	0.16	0.15	0.15
Vehicles Operated in Max Service-Directly Operated	67	68	63
Vehicles Operated in Max Service-Contracted	49	40	41

<b>Rideshare Key Operating Indicators</b>	<b>Proposed 2024 Budget</b>	<b>2023 Budget</b>	<b>2022 Actual</b>
<b>Operating Expense</b>	\$1,096,581	\$893,919	\$749,084
<b>Revenue Hours</b>	30,142	26,830	25,973
<b>Passengers</b>	119,792	119,792	90,576
<b>Revenue Miles</b>	1,070,516	991,779	905,990
<b>Farebox Revenue</b>	\$328,88	\$248,06	\$247,718
<b>Farebox Recovery Ratio</b>	30.0%	27.8%	33.1%
<b>Average Fare</b>	\$2.75	\$2.07	\$2.73
<b>Cost per Passenger</b>	\$9.15	\$7.46	\$8.27
<b>Operating Cost per Revenue Hour</b>	\$36.38	\$33.32	\$28.84
<b>Operating Cost per Revenue Mile</b>	\$1.02	\$0.90	\$.83
<b>Passengers per Revenue Hour</b>	3.97	4.46	3.49
<b>Passengers per Revenue Mile</b>	0.11	0.12	0.10
<b>Vehicles Operated in Maximum Service</b>	83	79	70

# DRAFT BOARD RESOLUTION ADOPTING 2024 BUDGET

DRAFT RESOLUTION NO. \_\_\_\_\_

A RESOLUTION FOR THE PURPOSE OF ADOPTING THE STA 2024 BUDGET AND OTHER MATTERS PROPERLY RELATING THERETO.

SPOKANE TRANSIT AUTHORITY  
Spokane County, Washington

BE IT RESOLVED BY THE SPOKANE TRANSIT AUTHORITY as follows:

WHEREAS, the Spokane Transit Authority (STA) is a municipal corporation operating and existing under and pursuant to the Constitution and the laws of the state of Washington, pursuant to RCW Title 36, Chapter 57.A, Public Transportation Benefit Area;

WHEREAS, the STA Board of Directors, pursuant to state law and the STA Bylaws, Article III Section 3.1(5), shall have the power to prepare and adopt a budget and establish financial policies;

WHEREAS, staff has prepared a proposed 2024 budget, provided public access to the budget and the STA Board of Directors has held a public hearing on the proposed budget;

WHEREAS, the STA Planning & Development Committee has reviewed the final proposed 2023 budget at its November XX, 2023 meeting and has recommended adoption by the STA Board of Directors at its December XX, 2023 meeting;

WHEREAS, pursuant to Resolution No. 630A-07, the Board shall annually review and approve the level of cash reserves in conjunction with the budget adoption process.

NOW, THEREFORE BE IT RESOLVED by the Board of Directors of STA as follows:

Section 1. The STA Board of Directors hereby approves and adopts the 2024 budget including:

SOURCE OF FUNDS		USE OF FUNDS	
Revenues	\$ 142,983,582	Operating Expenses	\$ 121,250,981
Capital Grants	\$ 26,171,319	Capital Projects	\$ 75,281,079
From Cash Balance	\$ 46,744,875	Fleet Replacement Allocation	\$ 19,367,716
<b>Total Source of Funds</b>	<b>\$ 215,899,776</b>	<b>Total Use of Funds</b>	<b>\$ 215,899,776</b>

BOARD DESIGNATED CASH RESERVES	
Operating Reserve (15% of Operating Expenses)	\$ 18,187,647
Risk Reserve	\$ 5,500,000
Right-of Way Acquisition Reserve	\$ 4,950,000
Real Estate Acquisition Reserve	\$ 25,000,000
<b>Total Board Designated Cash Reserves</b>	<b>\$ 53,994,647</b>



Section 2. The STA Board of Directors hereby authorizes and instructs the Chief Executive Officer to carry out the purposes intended by the budget and to administer the provisions and appropriations as approved.

Adopted by STA at a regular meeting thereof held on the 21st day of December 2023.

ATTEST:

SPOKANE TRANSIT AUTHORITY:

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Dana Infalt  
Clerk of the Authority

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Al French  
Board Chair Pro Tempore

Approved as to form:

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Megan Clark  
Legal Counsel

# APPENDIX

## Glossary

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**Accrual Basis of Accounting** – A method of accounting that matches revenues and expenditures with the period to which they relate rather than received or distributed.

**Americans with Disabilities Act (ADA)** – Federal legislation mandating specific requirements for vehicles and facilities to accommodate the disabled.

**Agency** – As a government agency, Spokane Transit is referred to as “the Agency” throughout this document.

**Appropriation** – A legal authorization granted by a legislative body to make expenditures and to incur obligations for specific purposes.

**ARPA** – The American Rescue Plan Act, which President Biden signed on March 11, 2021, includes \$30.5 billion in federal funding to support the nation’s public transportation system as they continue to respond to the COVID-19 pandemic and support the President’s call to vaccinate the U.S. population.

**Beginning Balance** – The cash balance as of January 1.

**Benefits** – Employer paid costs provided for employees such as retirement contributions, medical and dental insurance premiums, workers’ compensation, and paid time off.

**Boardings** – Passengers are counted each time they board revenue vehicles no matter how many vehicles they use to travel from their origin to their destination. The official name of this statistic in National Transit Database (NTD) terms is “unlinked passenger trip.”

**Budget** – A financial plan for revenues and expenditures, according to a set of strategic decisions made by Agency leadership, which is approved by the Board of Directors annually. The budget funds initiatives and controls expenditures within boundaries.

**Budget Amendment** – A budget amendment is a formal action of the Board of Commissioners to approve changes after the initial budget adoption.

**Budget Revision** – A budget revision is a record of change to the budget with no financial impact, such as reclassification of costs.

**Bus Rapid Transit** – Bus Rapid Transit systems are designed to carry larger numbers of riders with greater speed, reliability, and frequency than a standard fixed-route bus.

**Capital** – Purchase or construction project that has a cost of greater than \$5,000, or \$50,000 aggregate, and a useful life of greater than one year.

**Capital Budget** – A portion of the annual budget that appropriates funds for the purchase of capital items.

**CARES** – The Coronavirus Aid, Relief, and Economic Security (CARES) Act was passed by Congress and signed into law by President Trump on March 27th, 2020. The CARES Act, a \$2+ trillion economic relief package, provided direct economic assistance for American workers and families, for small businesses, and for state and local governments, as well as preserves jobs for American industries.

**Consumer Price Index (CPI)** – A statistical description of price levels provided by the U.S. Department of Labor that measures the change in the cost of goods purchased in comparative timeframes.

**Cost per Passenger** – The cost of carrying each passenger determined by dividing the total cost of carrying all passengers by the total number of passenger trips.

**Cost per Vehicle Mile** – The cost of traveling one mile determined by dividing the total cost of providing service by the total number of miles traveled.

**CRRSAA** – The Coronavirus Response and Relief Supplemental Appropriations Act was signed into law on December 27, 2020. This includes \$900 billion in supplemental appropriations for COVID-19 relief. Of that, \$14 billion was allocated to support the transit industry during the COVID-19 public health emergency.

**Deadhead Time** – The number of hours a bus is traveling while not in revenue service. Includes travel between the garage and the beginning/end of a route or travel between two routes when the vehicle is not actually in service.

**Department** – An organizational unit of the Agency responsible for carrying out Agency functions.

**Encumbrances** – A classification of expenditures committed for goods or services for which payments have not been made.

**Ending Balance** – The cash balance as of December 31.

**Expenditure** – The payment of cash or the transfer of property or services for the purpose of acquiring an asset, service, or materials.

**Expenses** – Decreases in net total assets that represent the total cost of operations during a period regardless of the timing of related expenditures.

**Farebox Recovery Ratio** – The total fares collected divided by total costs to operate the service.

**Fiscal Year** – The fiscal year for Spokane Transit is the calendar year January 1 through December 31.

**Fixed Route** – Bus operations that adhere to a published schedule on specific routes.

**Full-time Equivalents (FTEs)** – A unit used for measuring personnel according to the percentage of hours worked annually, based on a 40-hour workweek / 52 weeks / 2080 hours.

**Grants** – A contribution by a government or other organization to support a particular function.

**Insurance Budget** – A portion of the annual budget that appropriates funds for Property and Liability Insurance provided by WSTIP (defined below).

**Insurance Reserve** – Reserves set at a level to adequately protect the Agency from self- insurance risks that are evaluated annually.

**Key Performance Indicators (KPI)** – Measures by which Spokane Transit evaluates the effectiveness and efficiency of its operations.

**Maintenance and Operation Expenditures (M&O)** – This term refers to expenditures paid to obtain goods or services, including services, supplies, fuel, utilities, insurance, etc. This category does not include personnel or capital expenditures.

**Operating Budget** – A portion of the annual budget that appropriates funds for continued operations.

**Paratransit** – A program whereby transportation services are provided to those with a qualifying disability within  $\frac{3}{4}$  of a mile of our fixed bus routes.

**Personnel** – This item includes the cost of all salaries, wages, overtime, and benefits associated with the Agency's staff.

**PTBA** – Public Transportation Benefit Area is a special taxing district established by Washington State for the purpose of providing public transportation. The PTBA includes the cities of Airway Heights, Cheney, Medical Lake, Millwood, Liberty Lake, Spokane, and Spokane Valley, as well as portions of the unincorporated county of Spokane surrounding those municipalities. where the Agency provides public transportation services within its boundaries which extend to roughly 248 square miles.

**Reserve** – Reserves maintained to provide sufficient working capital and balance to finance cash flow requirements, unanticipated downturns in revenues, and provide funds for emergency expenditures set by Board of Commissioners.

**Revenue** – Income received by the Agency in support of its program of services to the PTBA.

**Revenue Hours** – A calculation of service based on the number of hours a vehicle is in service providing passenger trips (and is potentially collecting fare revenue). Revenue hours do not include deadhead time but do include layover time between trips.

**Revenue Miles** – A calculation of service based on the number of miles in which a vehicle is in service providing passenger trips (and is potentially collecting fare revenue).

**Revenue Vehicle** – Any vehicle which provides service resulting in fare revenue for the Agency.

**Ridership** – The total number of passenger boardings on fixed route, paratransit, or rideshare in a year.

**Rideshare** – A group of 3 to 15 people sharing the ride in an 8, 12, or 15-passenger van.

**Rolling Stock** – A category of capital assets consisting transit vehicles such as buses, vans, cars, as well as vehicles used for support services.

**Sales Tax** – Tax on certain forms of consumption levied by the State of Washington within the service district for the Agency in the amount of eight-tenths of one percent (0.8 percent) effective in April 2019.

**Self-insurance** – The items determined to be administered by the Agency rather than covered by an insurance policy.

**Service Hours** – A calculation of service based on the number of hours a vehicle is on the road, includes revenue, recovery, and deadhead hours.

**WSTIP** – The Washington State Transit Insurance Pool consists of twenty-five Washington State public transit agencies, who combine their resources in order to provide and purchase insurance coverage, manage claims and litigation, and receive risk management assistance and training.

**SPOKANE TRANSIT AUTHORITY**

**BOARD MEETING OF**

November 16, 2023

**AGENDA ITEM 5A :** MINUTES OF THE OCTOBER 19, 2023, BOARD MEETING - CORRECTIONS AND/OR APPROVAL

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** Dana Infalt, Executive Assistant to the CEO & Clerk of the Authority

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**SUMMARY:** The minutes of the October 19, 2023, Board meeting are attached for your information, corrections and/or approval.

**RECOMMENDATION TO BOARD:** Corrections and/or approval.

**FINAL REVIEW FOR BOARD BY:**

Division Head // Chief Executive Officer DSM . Legal Counsel MC

Attachment

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

## BOARD OF DIRECTORS

**Draft** Minutes of the October 19, 2023, STA Board Meeting  
1230 W Boone Ave., Spokane  
*with a WebEx Video Conference Option*

### **MEMBERS PRESENT**

Al French, Spokane County, (*Chair Pro Tempore*)  
Dan Dunne, Small Cities Representative (Liberty Lake)  
Don Kennedy, Small Cities (Medical Lake) *Ex Officio*  
Hank Bynaker, Small Cities (Airway Heights) *Ex Officio*  
Josh Kerns, Spokane County  
Karen Stratton, City of Spokane  
Pamela Haley, City of Spokane Valley  
Tim Hattenburg, City of Spokane Valley  
Zack Zappone, City of Spokane  
Rhonda Bowers, Labor Representative, *Non-Voting*

### **MEMBERS ABSENT**

Lori Kinnear, City of Spokane, *Chair*  
Betsy Wilkerson, City of Spokane  
Chris Grover, Small Cities (Cheney) *Ex Officio*  
Dan Sander, Small Cities (Millwood) *Ex Officio*

### **STAFF PRESENT**

E. Susan Meyer, Chief Executive Officer  
Brandon Rapez-Betty, Chief Operations Officer  
Carly Cortright, Chief Communications & Customer  
Service Officer  
Karl Otterstrom, Chief Planning & Development Officer  
Monique Liard, Chief Financial Officer  
Nancy Williams, Chief Human Resources Officer  
Dana Infalt, Clerk of the Authority

### **PROVIDING LEGAL COUNSEL**

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

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#### 1. Call To Order and Roll Call

Chair Pro Tem French called the meeting to order at 1:30 p.m. and introductions were made.

#### 2. Approve Board Agenda

**Mr. Hattenburg moved to approve the October Board Agenda as presented. Ms. Haley seconded, and the motion passed unanimously.**

#### 3. Public Expressions

Ms. Cory Ann Hanson, STA Coach Operator, spoke in person about safety concerns for drivers.

#### 4. Recognitions and Presentations

##### A. 3<sup>rd</sup> Quarter Years of Service Awards

Ms. Williams acknowledged and recognized the employees who had hit milestones of employment of 5, 10, 15, 20, 30, and 35 years of services. STA is very fortunate to employ employees with many years of service. Mr. Rapez Betty, Chief Operations Officer, presented Rhonda Bowers with an award for her 30 years of service.

##### B. Employee Recognition Awards 3<sup>rd</sup> Quarter 2023

Ms. Williams advised that staff present the Employee Recognition Awards to employees who have been nominated by their peers for going the extra mile to help STA achieve its core objectives. She recognized Mitch Bright and Peter Arnold, Fixed Route Supervisors, and Nancy Frank, Coach Operator as the 3<sup>rd</sup> quarter nominees and winners.

5. Board Action - Consent Agenda

**Mr. Zappone moved to approve Consent Agenda Items 5A through 5G. Mr. Hattenburg seconded, and the motion passed unanimously.**

- A. Minutes of the September 21, 2023, Board Meeting – Corrections/Approval
- B. Approval of the September 2023 Vouchers
- C. Kruger Sheet Metal Contract: Final Acceptance - Approve, by motion, to accept the contract with Krueger Sheet Metal for City Line Railing Panels as complete and authorize release of retainage security subject to the receipt of such certificates and releases as are required by law.
- D. Sunroom Tenant Improvements Contract: Final Acceptance - By motion, to accept the contract with Dardan Enterprises, Inc. for the Sunroom Tenant Improvement as complete and authorize release of retainage security subject to the receipt of such certificates and releases as are required by law.
- E. Division Street Bus Rapid Transit: Work order #3 Approval - Authorize, by motion, the CEO to execute the Work Order #3 for the Division Street Bus Rapid Transit project with Parametrix, Inc. under existing contract #2021-10610 for an amount not to exceed \$5,450,000, and to provide for 10% contingency for unforeseen additional requirements or services.
- F. Fare Collection System Contract Closeout and New Master Contract for Enhancements - Approve, by motion, to authorize the CEO to execute sole source five-year master contract with INIT for fare collection system enhancements with a value not to exceed \$985,962.
- G. Federal Transit Administration Section 5310 Funding Opportunity - Approve, by motion, the allocation of \$190,000 in STA local funds to partially offset local match requirements for subrecipients in the 2023 Section 5310 Call for Projects.

6. Board Action – Committee Recommendation

A. Connect 2035 Strategic Plan: Engagement Strategy Approval

Mr. Otterstrom reviewed the Connect 2035 Goals, the Phase 2 process overview, project schedule, and desired outcomes. He then presented details of the engagement strategy and next steps.

Discussion ensued and the chair requested a motion.

**Mr. Dunne moved to approve the Connect 2035 Strategic Plan Engagement Strategy as presented. Ms. Haley seconded, and the motion passed unanimously.**

B. Transit Vehicle Tire Lease Services Award of Contract

Mr. Rapez-Betty provided an overview of the Award of Contract that was presented at the Performance Monitoring and External Relations Committee. He advised the presentation was being given here in detail instead of being on the Board Consent Agenda because of a scrivener's error discovered after the committee meeting.

In addition to the details of the contract terms, the corrected information was presented:

- Based upon estimated tire mileages, services provided, and the current proposed staffing level, tire lease services are estimated to be ~~\$55,623.81~~ \$56,290.48 per month.
- 5-year contract (2023-2028) \$667,485.80 per year, and ~~\$3,337,429~~ \$3,377,429 for full term.

He noted the corrected recommendation: Recommend the Board of Directors authorize the CEO to execute a five-year contract with Michelin North America, Inc., for Transit Vehicle Tire Lease Services for a total value of ~~\$3,337,429~~ \$3,377,429.

Brief discussion ensued.

**Mr. Kerns moved to approve as presented. Mr. Hattenburg seconded, and the motion passed unanimously.**

7. Board Report

A. Draft 2024 Budget

Ms. Liard presented an overview of the Draft 2024 Budget which included Vision, Mission, and Organizational priorities, the 2024 Action Plan, Operating Budget Revenue and Expenses, Capital Budget, and Next Steps. She provided details on each and noted it would be presented at a public hearing at the November Board meeting and would come back to the board for final approval in December.

Discussion ensued.

9. Board Operations Committee

A. Chair Report (*Lori Kinnear*)

In Chair Kinnear's absence, Mr. French reviewed the items that were presented to Board Operations. Discussion ensued.

10. Planning & Development Committee

A. Chair Report (*Al French*)

Mr. French asked Mr. Otterstrom to brief on the P&D Committee meeting. Mr. Otterstrom reviewed the items that were presented to P&D and again today on the Board Consent and Information items.

11. Performance Monitoring & External Relations Committee

A. Chair Report (*Pam Haley*)

Ms. Haley offered a review of the agenda items presented at the PMER committee meeting.

11. CEO Report

Ms. Meyer reported on ridership for Fixed Route, Paratransit, and Rideshare, and updated Board members on ten new Rideshare vehicles available to groups of commuters sharing a common work destination.

Fixed route ridership saw a 35.1% increase in September 2023 vs. 2022 and year-to-date has increased 31%. September on-time performance was 90.9%, below the goal of 93%.

Zero-Fare Youth accounted for 175,223 rides in September and 1,159,690 year-to-date.

Paratransit ridership increased 9.5% September 2023 vs. 2022 and 17.3% year-to-date. On-time performance was 93.7%, surpassing the goal of 93%.

Rideshare ridership decreased 9.9% in September 2023 vs. 2022 and has increased 7.2% year-to-date. One group formed and one group folded.

Weekly Ridership trends of the top four performing routes (City Line, Monroe Regal, Division, and Sprague) from July through to October 2023, were reviewed, noting a slight dip in ridership during October 8-14 which reflected a professional learning day at Spokane Public Schools (no school for students).



Monthly Fare Revenue by service type was shared for Fixed Route, Paratransit, and Rideshare from January 2022 through September 2023. Fare revenue is currently about 15% below budget, partially due to fare capping and fare free youth impacts on fare collections. She reported STA will collect less this year than budgeted.

A Sales Tax update showed September 2023 Voter approved sales tax revenue (July Sales) was \$1,210,706 above budget. Year-to-date sales tax is 3.8% above budget.

Ms. Meyer reported that STA received the APTA AdWheel Grand Award in the category of Best Marketing and Communications Educational Initiative. The award-winning video was called "How to Ride STA". Ms. Cortright accepted the award for STA at the recent APTA conference in Orlando. Ms. Meyer said the video was produced in-house by Nathan Mauger, Senior Communications & Marketing Manager, and featured STA's intern, Charles. She shared pictures from the video of coach operators, transit officers, and customer service personnel. It is the second APTA Grand Award that STA has won for a video (in addition to many 1<sup>st</sup> prize awards). She encouraged Board members to watch the video and advised she would forward this link <https://vimeo.com/803236636>

Ms. Meyer reminded members to RSVP (if they hadn't already for the upcoming November 1<sup>st</sup> Board Workshop at STA from 11:30 to 1:15.

Ms. Meyer offered to answer questions. None were forthcoming.

12. Board Information

- A. Committee Minutes
- B. September 2023 Sales Tax Revenue (*Monique Liard*)
- C. August 2023 Financial Results Summary (*Monique Liard*)
- D. 2024 Service Revisions: Preliminary Proposal (*Karl Otterstrom*)
- E. August 2023 Operating Indicators (*Brandon Ropez-Betty*)
- F. Connect Spokane Comprehensive Plan: Communications and Public Input and Title VI (*Karl Otterstrom*)

13. New Business

Mr. Zappone requested an opportunity for the Board members to receive and review the STA Bylaws at a future meeting. He clarified, not to change them but to come to an understanding of the interpretation of the different items.

14. Board Members' Expressions

Board members expressed their thoughts on a variety of topics.

15. Executive Session (*Etter McMahon*) - None

16. Adjourned

With no further business to come before the Board, Chair Pro Tem French adjourned the meeting at 2:53 p.m.

Respectfully submitted,



Dana Infalt

Clerk of the Authority

SPOKANE TRANSIT AUTHORITY

BOARD MEETING of

November 16, 2023

AGENDA ITEM **5B** : OCTOBER 2023 VOUCHERS

REFERRAL COMMITTEE: n/a

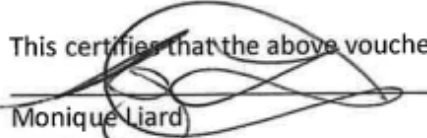
SUBMITTED BY: Monique Liard, Chief Financial Officer  
Tammy Johnston, Senior Financial Services Manager

**SUMMARY:** The following warrants and ACH transfers for the period of October 1 through 31, 2023, have been audited and processed for payment by the Finance Department in accordance with RCW 42.24.080 and are hereby recommended for STA Board approval. Supporting invoices are in the Finance Department for review.

DESCRIPTION	VOUCHER/ACH NUMBERS	AMOUNT
Accounts Payable Vouchers (October)	Nos. 624267 – 624654	\$ 10,910,606.04
Worker’s Comp Vouchers (October)	ACH – 2286	\$ 97,373.27
Payroll 10/06/2023	ACH – 10/06/2023	\$ 2,651,644.86
Payroll 10/20/2023	ACH – 10/20/2023	\$ 1,929,020.61
WA State – DOR (Excise Tax)	ACH – 1767	\$ 2,697.23
WA State – DOR (Leasehold Tax)	ACH – 1767	8,631.13
<b>OCTOBER TOTAL</b>		<b>\$ 15,599,973.14</b>

Certified:  
  
Tammy Johnston  
Senior Financial Services Manager

This certifies that the above vouchers have been audited and certified as required by RCW 42.24.080

  
Monique Liard  
Chief Financial Officer  
(Auditing Officer)

**RECOMMENDATION TO BOARD:** Approve claims as listed above.

**FINAL REVIEW FOR BOARD BY:**

Division Head ml Chief Executive Officer  Legal Counsel mc

Spokane Transit Authority  
Vouchers - October 2023

<u>Check Date</u>	<u>Check #</u>	<u>Payee</u>	<u>Reference</u>	<u>Amount</u>
10/06/2023	624267	Inland Welding Supply Inc	1032	317.70
10/06/2023	624268	Lynda Clark	2481	63.25
10/06/2023	624269	Ash & Rowan Hardware LLC	2278	49.64
10/06/2023	624270	ADT Commercial	2462	16,574.55
10/06/2023	624271	AFSCME	1328	769.56
10/06/2023	624272	AFSCME	1328	126.00
10/06/2023	624273	Alcobra Metals Inc	2140	246.24
10/06/2023	624274	Alcobra Metals Inc	2140	792.65
10/06/2023	624275	Amazon Capital Services Inc	2098	7,213.91
10/06/2023	624276	Northwest Industrial Services LLC	1058	560.75
10/06/2023	624277	Amalg Transit Union #1015	1055	24,045.18
10/06/2023	624278	Amalg Transit Union #1598	1056	1,160.89
10/06/2023	624279	Autonation	1068	488.20
10/06/2023	624280	Avista Corporation	1081	31,270.79
10/06/2023	624281	Cheryl Beckett	1092	500.00
10/06/2023	624282	Daniel H Brunner Trustee	1124	1,491.38
10/06/2023	624283	Budinger & Associates Inc	2149	11,285.20
10/06/2023	624284	California Department of Child Support Services	1130	162.46
10/06/2023	624285	Lithia Motors Support Services	1024	375.11
10/06/2023	624286	Canon Financial Services Inc	1154	545.74
10/06/2023	624287	Child Support Enforcement Agency	1825	392.30
10/06/2023	624288	Cintas Corporation No 2	2383	40.42
10/06/2023	624289	City of Cheney - Utility	1158	458.78
10/06/2023	624290	City of Spokane	1601	15,119.77
10/06/2023	624291	Coffman Engineers Inc	1162	28,850.85
10/06/2023	624292	Comcast	1170	323.30
10/06/2023	624293	Complete Office LLC	2202	2,005.16
10/06/2023	624294	CompuNet Inc	1166	79,736.99
10/06/2023	624295	Consolidated Irrigation	1177	79.12
10/06/2023	624296	Day Wireless Systems	1202	168.17
10/06/2023	624297	Employee Advisory Council	1236	657.50
10/06/2023	624298	Eden Advanced Pest Technologies	2428	190.75
10/06/2023	624299	El Jay Oil Co Inc	1003	30,497.65
10/06/2023	624300	Fastenal Company	1249	371.13
10/06/2023	624301	FedEx	1808	182.20
10/06/2023	624302	Ferguson Enterprises Inc	1252	251.25
10/06/2023	624303	V02 Collection Inc.	2860	190.58
10/06/2023	624304	Gordon Truck Centers Inc	1018	7,375.03
10/06/2023	624305	Galls Parent Holdings LLC	1271	5,188.83
10/06/2023	624306	General Parts Distribution, LLC	2690	106.25
10/06/2023	624307	Gillig LLC	1279	15,837.17
10/06/2023	624308	The Estate of Greg Johnson	2866	3,019.92
10/06/2023	624309	Arcadis, a California Partnership	1336	47,060.26
10/06/2023	624310	Idaho State Tax Commission	2504	6,339.90
10/06/2023	624311	IL DCS and Family Services	2768	276.53
10/06/2023	624312	INIT Innovations in Transportation Inc	2392	708,415.03
10/06/2023	624313	Kershaw's Inc	1374	135.61
10/06/2023	624314	LPM Supply Inc	1382	99.45
10/06/2023	624315	M & L Supply Co Inc	1413	55.69
10/06/2023	624316	McCarty's Sacro Ease	2406	471.98
10/06/2023	624317	Q49 Solutions LLC	2594	50.14
10/06/2023	624318	Model 1 Commercial Vehicles, Inc.	1233	482.78
10/06/2023	624319	Modern Electric Water Co Inc	1439	1,430.72
10/06/2023	624320	Mohawk Manufacturing & Supply Co	1011	200.99
10/06/2023	624321	Black Realty Management Inc	1658	12,237.11
10/06/2023	624322	NAPA Auto Parts Inc	1014	4,389.56
10/06/2023	624323	The Aftermarket Parts Company LLC	1015	9,660.59
10/06/2023	624324	New Pig Corporation	1462	1,785.11
10/06/2023	624325	CSWW Inc	1102	476.37
10/06/2023	624326	Office Depot Inc	1483	189.39
10/06/2023	624327	People 2.0 Global LP	2472	3,486.60
10/06/2023	624328	Romaine Electric Corporation	1548	2,248.06
10/06/2023	624329	S T A - Well	1557	510.50
10/06/2023	624330	Sam Schwartz Consulting LLC	2369	52,441.80
10/06/2023	624331	SBA Towers II LLC	1569	2,488.98
10/06/2023	624332	Schindler Elevator Corporation	1930	835.64
10/06/2023	624333	Securitas Security Services USA Inc	1574	1,172.16
10/06/2023	624334	Spokane Hardware Supply	1604	1,476.56
10/06/2023	624335	Spokane Power Tool	1608	986.41

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10/06/2023	624336	Spokane Pump Inc	1609	297.57
10/06/2023	624337	Star Rentals & Sales	1629	505.75
10/06/2023	624338	Stoneway Electric Supply Co	1633	200.09
10/06/2023	624339	Summit Law Group PLLC	1637	2,376.00
10/06/2023	624340	Sun Supply Inc.	2710	264.37
10/06/2023	624341	Thermo King Northwest	1650	411.14
10/06/2023	624342	Trapeze Software Group	1669	15,839.06
10/06/2023	624343	Uline Inc	2401	939.22
10/06/2023	624344	United Way of Spokane County	1684	128.00
10/06/2023	624345	US Bank	1678	37,215.17
10/06/2023	624346	Caracal Enterprises LLC	2419	5,140.15
10/06/2023	624347	American Federation of State County 2 WA Council	1705	1,728.58
10/06/2023	624348	Washington State Department of Transportation	1709	176.06
10/06/2023	624349	Waste Management Recycle America	1702	999.00
10/06/2023	624350	Whites Boots Inc	1744	1,229.19
10/10/2023	624351	Jacobs Engineering Group Inc	2285	27,080.67
10/13/2023	624352	4Imprint Inc	1263	3,049.92
10/13/2023	624353	K9 Pest Detectives LLC	2551	3,924.00
10/13/2023	624354	Inland Welding Supply Inc	1032	2,424.43
10/13/2023	624355	Ash & Rowan Hardware LLC	2278	194.54
10/13/2023	624356	CBS Reporting Inc	1035	1,050.25
10/13/2023	624357	Amazon Capital Services Inc	2098	3,612.93
10/13/2023	624358	Steven W Niles Jr	2276	49.05
10/13/2023	624359	Northwest Industrial Services LLC	1058	174.26
10/13/2023	624360	Amerigas 1790	1064	6.37
10/13/2023	624361	The Arc of Spokane	2361	12,179.54
10/13/2023	624362	Northwest Center Services	2271	4,021.77
10/13/2023	624363	ATS Inland NW LLC	1916	9,968.05
10/13/2023	624364	Avista Corporation	1081	23,271.99
10/13/2023	624365	B & H Foto & Electronics Corp	1082	3,275.13
10/13/2023	624366	Blanchard Electric & Fleet Supply	2589	527.18
10/13/2023	624367	Robert J Berg	1099	136.25
10/13/2023	624368	Bulldog Rooter Inc	1126	3,094.51
10/13/2023	624369	Lithia Motors Support Services	1024	284.48
10/13/2023	624370	Canon Financial Services Inc	1154	365.86
10/13/2023	624371	Captive-Aire Systems Inc	2539	859.26
10/13/2023	624372	Consolidated Electrical Distributors	1133	185.41
10/13/2023	624373	Center for Transportation and the Environment	2335	5,000.00
10/13/2023	624374	NCH CORPORATION	2853	2,321.86
10/13/2023	624375	City of Medical Lake	1424	121.41
10/13/2023	624376	City of Spokane	1601	266.00
10/13/2023	624377	COAST Transportation	2040	12,286.12
10/13/2023	624378	Coffman Engineers Inc	1162	705.88
10/13/2023	624379	Coleman Oil Company LLC.	2683	105,963.94
10/13/2023	624380	Complete Coach Works	1879	55,418.86
10/13/2023	624381	CompuNet Inc	1166	19,011.78
10/13/2023	624382	Conseal Containers LLC	1176	397.78
10/13/2023	624383	Copiers Northwest Inc	2429	331.14
10/13/2023	624384	CoStar Realty Information, Inc.	2851	1,511.94
10/13/2023	624385	Cummins Inc	1027	4,899.84
10/13/2023	624386	Day Wireless Systems	1202	4,062.10
10/13/2023	624387	DeVries Business Records Management Inc	1766	345.00
10/13/2023	624388	GEM Inc	1005	1,065.54
10/13/2023	624389	Dow Jones \$ Company,	2698	176.58
10/13/2023	624390	Downtown Spokane Development Association	1217	320.00
10/13/2023	624391	El Jay Oil Co Inc	1003	2,795.63
10/13/2023	624392	Fastenal Company	1249	2,011.71
10/13/2023	624393	FedEx	1808	12.16
10/13/2023	624394	FedEx Freight	2346	862.55
10/13/2023	624395	Ferguson Enterprises Inc	1252	208.14
10/13/2023	624396	First Data Merchant Services Corporation	1257	7,642.30
10/13/2023	624397	FP Mailing Solutions	1878	1,000.00
10/13/2023	624398	Gordon Truck Centers Inc	1018	449.39
10/13/2023	624399	Galls Parent Holdings LLC	1271	4,204.01
10/13/2023	624400	Performance Systems Integration, LLC	2728	577.16
10/13/2023	624401	Gillig LLC	1279	13,217.84
10/13/2023	624402	H & H Business Systems	1298	581.09
10/13/2023	624403	Hogan Mfg Inc	1008	8,675.00
10/13/2023	624404	Humanix Corp	1329	2,297.81
10/13/2023	624405	INIT Innovations in Transportation Inc	2392	312,808.80
10/13/2023	624406	John A Dash & Associates Inc	1199	290.00
10/13/2023	624407	William Corp	1363	67.25

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10/13/2023	624408	Northwest Business Press Inc	1366	1,060.00
10/13/2023	624409	Liberty Lake Sewer and Water District	1396	845.00
10/13/2023	624410	Loomis Armored US LLC	1408	4,073.01
10/13/2023	624411	Michelin North America Inc	2325	53,824.46
10/13/2023	624412	Q49 Solutions LLC	2594	50.14
10/13/2023	624413	Mohawk Manufacturing & Supply Co	1011	708.54
10/13/2023	624414	Mouser Electronics Inc	1449	27.14
10/13/2023	624415	Muncie Reclamation and Supply Co	1013	175.11
10/13/2023	624416	Black Realty Management Inc	1658	95,567.51
10/13/2023	624417	NAPA Auto Parts Inc	1014	6,823.18
10/13/2023	624418	National Color Graphics Inc	1455	97.01
10/13/2023	624419	The Aftermarket Parts Company LLC	1015	9,365.53
10/13/2023	624420	New Flyer Of America Inc	2528	1,332,740.18
10/13/2023	624421	Northwest Lift & Equipment LLC	1952	84.41
10/13/2023	624422	Novation Inc	2394	225.00
10/13/2023	624423	Tammy Lynne Glidewell	1282	1,453.50
10/13/2023	624424	Office Depot Inc	1483	212.47
10/13/2023	624425	Steve Reeves	900	100.00
10/13/2023	624426	Oxarc Inc	1002	454.39
10/13/2023	624427	Pacific Office Solutions	2288	368.59
10/13/2023	624428	Pacific Office Solutions	2288	1,292.21
10/13/2023	624429	Provisional Services, Inc.	2697	2,544.26
10/13/2023	624430	Pure Filtration Products Inc	1531	26.75
10/13/2023	624431	Rebecca Van Keulen	2735	13,376.09
10/13/2023	624432	Multi Service Technology Solutions Inc	2146	763.49
10/13/2023	624433	Romaine Electric Corporation	1548	711.98
10/13/2023	624434	Romaine Electric-10	1548	656.19
10/13/2023	624435	Louis Sardo Upholstery Inc.	2825	7,213.52
10/13/2023	624436	Schindler Elevator Corporation	1930	8,278.21
10/13/2023	624437	Six Robbles Inc	1017	309.56
10/13/2023	624438	Spokane Public Facilities District	1941	2,240.00
10/13/2023	624439	Wick Enterprizes LLC	2008	395.00
10/13/2023	624440	Spokane County Solid Waste	1603	218.80
10/13/2023	624441	Spokane County Environmental Services	1603	303.43
10/13/2023	624442	Spokane House of Hose Inc	1605	1,659.90
10/13/2023	624443	StingRay Manufacturing LLC	2593	143.74
10/13/2023	624444	Symetra Life Insurance Company	1562	21,689.57
10/13/2023	624445	TFORCE FREIGHT INC	2861	671.98
10/13/2023	624446	Thermal Supply Co Inc	1651	54.23
10/13/2023	624447	Thermo King Northwest	1650	94.79
10/13/2023	624448	Trapeze Software Group	1669	11,494.05
10/13/2023	624449	Tyler Business Forms	1788	874.77
10/13/2023	624450	Verizon Wireless LLC	1686	22,928.95
10/13/2023	624451	Walter E Nelson Co	1721	1,350.58
10/13/2023	624452	Mike Walters	1722	271.30
10/13/2023	624453	Waste Management Spokane	1702	397.02
10/13/2023	624454	Wendle Motors Incorporated	1021	2,093.94
10/13/2023	624455	Wesco Group LLC	2368	6,652.82
10/13/2023	624456	Wex Bank	2642	22,215.82
10/13/2023	624457	Whitworth Water District	1746	303.48
10/13/2023	624458	Zayo Group LLC	2321	13,497.97
10/13/2023	624459	Zipline Communications Inc	2492	31.19
10/20/2023	624460	Access Information Holdings	2340	618.20
10/20/2023	624461	Ash & Rowan Hardware LLC	2278	284.11
10/20/2023	624462	ADT Commercial	2462	281.28
10/20/2023	624463	AFSCME	1328	769.56
10/20/2023	624464	AFSCME	1328	128.00
10/20/2023	624465	Alcobra Metals Inc	2140	61.27
10/20/2023	624466	AlSCO Inc	2196	16,128.18
10/20/2023	624467	Amazon Capital Services Inc	2098	2,139.51
10/20/2023	624468	Andrea Parrish	2687	6,000.00
10/20/2023	624469	APS Inc	1841	173.31
10/20/2023	624470	Northwest Center Services	2271	41,344.46
10/20/2023	624471	Amalg Transit Union #1015	1055	24,089.32
10/20/2023	624472	Amalg Transit Union #1598	1056	1,128.24
10/20/2023	624473	Amalgamated Transit Union	1057	173.86
10/20/2023	624474	Avista Corporation	1081	175.38
10/20/2023	624475	BDI	1022	66.93
10/20/2023	624476	Daniel H Brunner Trustee	1124	1,491.38
10/20/2023	624477	Budinger & Associates Inc	2149	6,142.68
10/20/2023	624478	California Department of Child Support Services	1130	162.46
10/20/2023	624479	Cameron-Reilly LLC	1137	30,000.00

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10/20/2023	624480	Lithia Motors Support Services	1024	204.54
10/20/2023	624481	Cardinal Infrastructure LLC	2059	25,750.00
10/20/2023	624482	Carlson Sheet Metal Works Inc	1139	128.62
10/20/2023	624483	QWEST Corporation	1148	113.98
10/20/2023	624484	ChargePoint Inc	2717	19,515.36
10/20/2023	624485	Child Support Enforcement Agency	1825	392.30
10/20/2023	624486	City of Liberty Lake	1395	2,896.74
10/20/2023	624487	Coffman Engineers Inc	1162	35,975.98
10/20/2023	624488	Coleman Oil Company LLC.	2683	662,236.93
10/20/2023	624489	Kathleen M Collins	1163	5,137.55
10/20/2023	624490	Comcast	1170	182.22
10/20/2023	624491	Complete Coach Works	1879	189,681.12
10/20/2023	624492	Corporate Translation Services Inc	2158	12.26
10/20/2023	624493	Cummins Inc	1027	867.20
10/20/2023	624494	D-MCP CONSTRUCTION LLC	2536	207,167.11
10/20/2023	624495	Delta Kits Inc.	2771	40.00
10/20/2023	624496	Employee Advisory Council	1236	684.50
10/20/2023	624497	Earthworks Recycling Inc.	2816	195.00
10/20/2023	624498	Edge Construction Supply Inc	1224	184.09
10/20/2023	624499	El Jay Oil Co Inc	1003	1,832.14
10/20/2023	624500	Elite Entry Systems LLC	2632	2,975.00
10/20/2023	624501	Esco Institute Ltd	1881	120.00
10/20/2023	624502	ETC Institute	2792	20,480.00
10/20/2023	624503	Etter McMahon Lamberson Van Wert & oreskovich P.C.	2737	15,247.50
10/20/2023	624504	Fastenal Company	1249	2,074.70
10/20/2023	624505	Fedex Office and Print Services Inc	1251	281.67
10/20/2023	624506	Ferguson Enterprises Inc	1252	51.86
10/20/2023	624507	The Fig Tree	2465	170.00
10/20/2023	624508	Fire Protection Specialists LLC	1255	2,163.66
10/20/2023	624509	First Digital Communications, LLC	2730	1,264.15
10/20/2023	624510	First Transit Inc	2430	498,105.49
10/20/2023	624511	FP Mailing Solutions	1878	137.34
10/20/2023	624512	Gordon Truck Centers Inc	1018	16,915.20
10/20/2023	624513	Galls Parent Holdings LLC	1271	1,695.68
10/20/2023	624514	Gard Communications Inc	1272	1,797.50
10/20/2023	624515	General Parts Distribution, LLC	2690	208.28
10/20/2023	624516	General Parts Distribution, LLC	2690	192.69
10/20/2023	624517	Genfare LLC	1268	469.72
10/20/2023	624518	Gillig LLC	1279	8,572.42
10/20/2023	624519	H & H Business Systems	1298	2,267.94
10/20/2023	624520	H W Lochner Inc	1405	16,645.45
10/20/2023	624521	Humanix Corp	1329	1,482.86
10/20/2023	624522	IL DCS and Family Services	2768	276.53
10/20/2023	624523	Jacobs Engineering Group Inc	2285	14,469.85
10/20/2023	624524	William Corp	1363	1,221.87
10/20/2023	624525	Kershaw's Inc	1374	283.03
10/20/2023	624526	Laird Plastics	1383	2,477.33
10/20/2023	624527	Long Business Forms	2301	130.80
10/20/2023	624528	Loomis Armored US LLC	1408	809.54
10/20/2023	624529	Car Wash Partners Inc	1436	39.23
10/20/2023	624530	Muncie Reclamation and Supply Co	1013	1,647.37
10/20/2023	624531	Black Realty Management Inc	1658	19,968.61
10/20/2023	624532	NAPA Auto Parts Inc	1014	6,762.35
10/20/2023	624533	National Color Graphics Inc	1455	7,895.96
10/20/2023	624534	The Aftermarket Parts Company LLC	1015	1,398.65
10/20/2023	624535	New Flyer Of America Inc	2528	1,025,266.48
10/20/2023	624536	Newark element14	1463	878.32
10/20/2023	624537	Northwest Bus Sales Inc	2272	2,553,896.00
10/20/2023	624538	Office Depot Inc	1483	358.18
10/20/2023	624539	Pacific Office Solutions	2288	377.62
10/20/2023	624540	Parametrix Inc	2062	63,132.05
10/20/2023	624541	Platt Electric Supply	1517	119.55
10/20/2023	624542	Proterra Inc	2519	12,000.00
10/20/2023	624543	Provisional Services, Inc.	2697	991.13
10/20/2023	624544	Multi Service Technology Solutions Inc	2146	203.82
10/20/2023	624545	Romaine Electric Corporation	1548	140.68
10/20/2023	624546	S T A - Well	1557	528.50
10/20/2023	624547	Safety-Kleen Systems Inc	1564	1,419.92
10/20/2023	624548	Securitas Security Services USA Inc	1574	35,373.88
10/20/2023	624549	Senske Lawn & Tree Care Inc	2194	107.91
10/20/2023	624550	Spokane House of Hose Inc	1605	1,208.96
10/20/2023	624551	DGT Enterprises LLC	2670	14,246.00

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10/20/2023	624552	Spokane Valley Screen Printing Inc	2609	52.27
10/20/2023	624553	Sportworks Global LLC	1617	575.52
10/20/2023	624554	Standard Digital Print Co Inc	1623	190.07
10/20/2023	624555	Stanley Convergent Security Solutions	1624	0.00
10/20/2023	624556	StingRay Manufacturing LLC	2593	145.84
10/20/2023	624557	Sun Supply Inc.	2710	1,403.36
10/20/2023	624558	Tenant Sales & Service Company	1647	1,899.11
10/20/2023	624559	The Engraver Inc	1242	35.97
10/20/2023	624560	Thermo King Northwest	1650	702.53
10/20/2023	624561	Titan Truck Equipment Inc	1655	24,357.12
10/20/2023	624562	TransIT Solutions LLC	2440	5,044.52
10/20/2023	624563	Tyler Business Forms	1788	374.53
10/20/2023	624564	United Way of Spokane County	1684	128.00
10/20/2023	624565	Utilities Plus	2606	346.00
10/20/2023	624566	Caracal Enterprises LLC	2419	270.53
10/20/2023	624567	Veritech Inc	2049	505.00
10/20/2023	624568	Verizon Wireless LLC	1686	8,728.00
10/20/2023	624569	American Federation of State County 2 WA Council	1705	1,748.91
10/20/2023	624570	Walter E Nelson Co	1721	15,437.77
10/20/2023	624571	West Central Community Development Association	2262	875.00
10/20/2023	624572	Wendle Motors Incorporated	1021	37.13
10/20/2023	624573	Wesco Group LLC	2368	2,821.92
10/20/2023	624574	Wesslen Construction Inc	2651	110,325.15
10/20/2023	624575	Westmatic Corporation	1742	11,016.71
10/20/2023	624576	Zipline Communications Inc	2492	2,614.50
10/27/2023	624577	K9 Pest Detectives LLC	2551	17,438.00
10/27/2023	624578	Inland Welding Supply Inc	1032	1,996.52
10/27/2023	624579	Ash & Rowan Hardware LLC	2278	64.82
10/27/2023	624580	Francis Avenue Hardware	2279	36.17
10/27/2023	624581	Jant Group II	2263	227.19
10/27/2023	624582	Continental American Insurance Company	2682	2,015.22
10/27/2023	624583	All Western Industrial Supply	2802	128.07
10/27/2023	624584	Amazon Capital Services Inc	2098	3,989.42
10/27/2023	624585	Battery Systems Inc	1089	9,826.22
10/27/2023	624586	The Braun Corporation	1117	206.97
10/27/2023	624587	BDI	1022	119.46
10/27/2023	624588	Lithia Motors Support Services	1024	6,724.22
10/27/2023	624589	Canon Financial Services Inc	1154	186.62
10/27/2023	624590	Communty Colleges of Spokane	1174	2,834.00
10/27/2023	624591	CDW-Government	1132	15,377.02
10/27/2023	624592	QWEST Corporation	1148	78.49
10/27/2023	624593	Cintas Corporation No 2	2383	1,824.11
10/27/2023	624594	City of Cheney Building Department	1158	655.20
10/27/2023	624595	Coffman Engineers Inc	1162	16,767.26
10/27/2023	624596	Coleman Oil Company LLC.	2683	246,911.54
10/27/2023	624597	Commercial Tire Inc	2451	2,022.91
10/27/2023	624598	CompuNet Inc	1166	37,826.76
10/27/2023	624599	Copiers Northwest Inc	2429	117.48
10/27/2023	624600	Washington State Dept of Corrections	1708	2,018.90
10/27/2023	624601	Crown Castle International Corp.	2733	2,033.82
10/27/2023	624602	Cummins Inc	1027	4,756.90
10/27/2023	624603	Delta Dental of Washington	1726	64,936.21
10/27/2023	624604	Elite Entry Systems LLC	2632	250.00
10/27/2023	624605	EV IQ LLC	2784	5,600.00
10/27/2023	624606	Fastenal Company	1249	231.76
10/27/2023	624607	FedEx	1808	263.61
10/27/2023	624608	First Data Merchant Services Corporation	1257	7,969.82
10/27/2023	624609	FP Mailing Solutions	1878	2,000.00
10/27/2023	624610	Gordon Truck Centers Inc	1018	19,115.77
10/27/2023	624611	Galls Parent Holdings LLC	1271	2,179.28
10/27/2023	624612	Gillig LLC	1279	12,710.61
10/27/2023	624613	H & H Business Systems	1298	236.65
10/27/2023	624614	Halme Construction Inc	2090	58,092.62
10/27/2023	624615	Kaiser Foundation Health Plan of Washington	1296	377,091.78
10/27/2023	624616	Kaiser Foundation Health Plan of Washington	1296	69,205.00
10/27/2023	624617	Kaiser Foundation Health Plan of WA Options Inc	1295	4,531.20
10/27/2023	624618	Kaiser Foundation Health Plan of WA Options Inc	1295	30,636.61
10/27/2023	624619	KPFF Inc	2510	1,002.65
10/27/2023	624620	L&E Park LLC	2391	4,220.66
10/27/2023	624621	Lithographic Reproductions Inc	1403	696.51
10/27/2023	624622	Luminator Holding LP	1009	2,005.60
10/27/2023	624623	Mohawk Manufacturing & Supply Co	1011	966.10

<u>Check Date</u>	<u>Check #</u>	<u>Payee</u>	<u>Reference</u>	<u>Amount</u>
10/27/2023	624624	Motion Auto Supply Inc	1012	90.23
10/27/2023	624625	Muncie Reclamation and Supply Co	1013	1,336.17
10/27/2023	624626	NAPA Auto Parts Inc	1014	4,990.59
10/27/2023	624627	NATIONWIDE	2592	481.64
10/27/2023	624628	New Flyer of America	1015	474.47
10/27/2023	624629	The Aftermarket Parts Company LLC	1015	14,151.66
10/27/2023	624630	New Flyer Of America Inc	2528	2,070.49
10/27/2023	624631	Office Depot Inc	1483	751.71
10/27/2023	624632	Pacific Power Group LLC	1496	31.62
10/27/2023	624633	Premera Blue Cross	1521	360,016.21
10/27/2023	624634	Proterra Inc	2519	438.60
10/27/2023	624635	Pure Filtration Products Inc	1531	9,695.36
10/27/2023	624636	Securitas Security Services USA Inc	1574	32,792.06
10/27/2023	624637	The Sherwin-Williams Co	1580	368.31
10/27/2023	624638	Six Robblees Inc	1017	309.56
10/27/2023	624639	Source Incorporated of Missouri	2074	938.50
10/27/2023	624640	Spokane House of Hose Inc	1605	367.62
10/27/2023	624641	Spokane Optical Company LLC	1607	250.00
10/27/2023	624642	Cowles Publishing Company	1616	629.66
10/27/2023	624643	STA Operations	1556	48.11
10/27/2023	624644	Summit Rehabilitation Associates PLLC	1638	542.50
10/27/2023	624645	Tennant Sales & Service Company	1647	346.18
10/27/2023	624646	Thermal Supply Co Inc	1651	245.40
10/27/2023	624647	Today Cash	2862	512.12
10/27/2023	624648	Washington State Dept of Labor and Industries	1208	3,311.89
10/27/2023	624649	Walter E Nelson Co	1721	7,296.32
10/27/2023	624650	Wendle Motors Incorporated	1021	6,262.71
10/27/2023	624651	West Plains Chamber of Commerce	1739	1,000.00
10/27/2023	624652	Washington State Transit Assoc	1715	250.00
10/27/2023	624653	Verizon	2142	19,590.55
10/27/2023	624654	Zayo Group LLC	2321	25,160.80
<b>TOTAL OCTOBER ACCOUNTS PAYABLE</b>				<b>10,910,606.04</b>
10/1/2023-10/31/2023	ACH	WORKER'S COMPENSATION	2286	97,373.27
<b>TOTAL OCTOBER WORKER'S COMPENSATION DISBURSEMENTS</b>				<b>97,373.27</b>
10/06/2023	729903-729927	PAYROLL AND TAXES PR 20, 2023	VARIES	2,651,644.86
10/20/2023	729880-729901	PAYROLL AND TAXES PR 21, 2023	VARIES	1,929,020.61
<b>TOTAL OCTOBER PAYROLL AND TAXES</b>				<b>4,580,665.47</b>
10/12/2023	ACH	WA STATE - DOR (EXCISE TAX)	1767	2,697.23
10/23/2023	ACH	WA STATE - DOR (LEASEHOLD TAX)	1767	8,631.13
<b>TOTAL OCTOBER EXCISE AND LEASEHOLD TAX DISBURSEMENT</b>				<b>11,328.36</b>
<b>TOTAL OCTOBER DISBURSEMENTS FROM TO1 ACCOUNTS</b>				<b>15,599,973.14</b>
<b>TOTAL OCTOBER DISBURSEMENTS FROM TO5 TRAVEL ADVANCE ACCOUNT</b>				<b>0.00</b>
<b>TOTAL OCTOBER DISBURSEMENTS TO1 &amp; TO5 ACCOUNTS</b>				<b>15,599,973.14</b>



## 6.

### EXECUTIVE SESSION

At this time, the STA Board of Directors will adjourn to an executive session for the purpose of:

*Discussing litigation or legal risks of a proposed action or current practice that the agency has identified when public discussion of the litigation or legal risks is likely to result in an adverse legal or financial consequence to the agency - RCW 42.30 110 (iii)*

The STA Board of Directors will reconvene in open session at approximately \_\_ p.m. If it becomes necessary to extend the executive session, a member of the staff will return to announce the time at which the STA Board will reconvene.

If any action is to be taken as a result of discussions in the executive session, that action will occur at the open public session.

Estimated time - 15 minutes

**SPOKANE TRANSIT AUTHORITY**

**BOARD MEETING OF**

November 16, 2023

**AGENDA ITEM 7Ai:** DRAFT RULES OF PROCEDURE

**REFERRAL COMMITTEE:** Board Operations (*Kinnear*)

**SUBMITTED BY:** E. Susan Meyer, Chief Executive Officer  
Megan Clark, Legal Counsel

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**SUMMARY:** The Spokane Transit Authority Rules of Procedure were last adopted by the Board at the December 16, 1993, Board meeting. Committee members provided feedback and suggestions beginning in April 2023, and the Board reviewed the draft Rules, and provided feedback and suggestions at the Board Workshop on June 14, 2023.

Board members provided feedback and suggestions to Ms. Clark after the Board Workshop and prior to Board Operations meeting July 12, 2023. Legal counsel reviewed the Draft Rules of Procedure based on feedback from Board members, the Board Workshop, and the Board Operations Committee.

At the September 13, 2023, Board Operations Committee meeting, the committee recommended the Board review and approve the Draft Rules of Procedure. However, at the September Board meeting, the Board voted to make a few final edits and have legal counsel present for approval at the October 19, 2023, Board Operations Committee for an additional recommendation. Further edits were suggested at the October 2023 and November 2023 Board Operations Committee meetings.

At this time, Legal Counsel will review the final edits and updates to the Draft Rules of Procedure.

**RECOMMENDATION TO COMMITTEE:** Review the updated draft Rules of Procedure and recommend the Board approve as presented.

**COMMITTEE ACTION:** Approved as revised and forwarded to the Board Action – Committee Recommendation agenda.

**BOARD RECOMMENDATION:** Approve the updated draft Rules of Procedure as presented.

**FINAL REVIEW FOR BOARD BY:**

Division Head *ESM* Chief Executive Officer *ESM* Legal Counsel mc

SPOKANE TRANSIT AUTHORITY  
RULES OF PROCEDURE  
(November 16, 2023)

PREAMBLE

Spokane Transit Authority (“STA”) is a Public Transportation Benefit Area organized under Chapter 36.57A RCW. STA is overseen by a regional Board of Directors (“Board”) that provides the policy and legislative direction for STA’s Chief Executive Officer, and approves its actions, budgets, and long-term plans.

It is the intent of the Board, in adopting these rules, to provide a method for the conduct of its affairs, and it is not intended that these rules affect the validity or legality of any Board action. These Rules are intended to supplement STA’s governance documents, including its Bylaws, and provide direction to Board Members and STA staff.

ARTICLE 1 – MEETINGS

RULE 1.1      REGULAR BOARD MEETINGS.

- A. Board meetings will be regularly held to conduct STA business, develop policy, or discuss, as a body, topics of importance to the Board or STA operations.
- B. Regular meetings shall be held in the STA Boardroom, 1230 West Boone Avenue, at 1:30 P.M., on a schedule adopted by the resolution of the Board prior to the beginning of each calendar year. Such resolution may also specify the appropriate notification of such meetings.
- C. All Board meetings will last until the meeting adjourns.

RULE 1.2.      SPECIAL BOARD MEETINGS.

- A. A special meeting may be called at any time by the Chairperson or by a majority of the whole Board. The Board may, by motion during any meeting, call a special meeting.
- B. Notice of every special meeting shall:
  - i. State the place and time of the meeting and the business to be transacted.
  - ii. Be posted on the STA website and prominently displayed at the main entrance of STA’s Boone office buildings, unless such Special Meeting is held elsewhere, including remotely.
  - iii. Be given in writing to every Board Member, to the Chief Executive Officer, and to all local news media representatives who have on file with the Clerk a request for such notices. The notice shall be delivered personally, by e-mail, by fax, or by mail, so as to be received at least 24 hours before the meeting.
- C. Notice may be waived by any Board Member in writing at any time.

- D. In the event a special meeting is called to deal with an emergency involving the likelihood of injury or damage to persons or property, Notice of such meeting may be dispensed with or shortened.
- E. The Board shall not make final disposition of any matter not included in the Notice.

**RULE 1.3. COMMITTEE MEETINGS.**

- A. Committee meetings for all STA Committees will be held regularly, on a schedule adopted by resolution of the Board prior to the beginning of each calendar year, to develop policy, or discuss, as a committee, topics of importance to the STA Board, and to provide recommendations to the full Board.
- B. Committee meetings may be held in a hybrid format, with the availability for all Board Members, the Chief Executive Officer, Legal Counsel, and STA staff to attend remotely or attend in person at STA's offices, located at 1230 West Boone Avenue, on a schedule adopted by the resolution of the Board prior to the beginning of each calendar year. Such resolution may also specify the appropriate notification of such meetings.

**RULE 1.4. EXECUTIVE SESSION.**

- A. The Board may conduct a special meeting, or part of any special or regular meeting in executive session, to the exclusion of the public, in accordance with applicable law.
- B. If an executive session is necessary, it will normally be set for the end of a Board meeting. In those instances where an executive session is scheduled to precede a Board meeting, every effort will be made to complete discussion of executive session matters to avoid delaying the commencement of the formal Board meeting.
- C. Before the Board convenes in executive session, the Chairperson or Legal Counsel shall publicly announce: (1) the purpose for excluding the public from the meeting, (2) the time when the executive session will be concluded.
- D. The Board shall determine which persons shall attend each particular executive session.
- E. The executive session may be extended to a stated later time by announcement of the Chairperson or their designee.
- F. The announced purpose of excluding the public shall be entered into the minutes of the meeting.
- G. Minutes are not required to be taken at an executive session.
- H. Board Members and staff shall not discuss executive session matters with anyone outside of the session without prior lawful authorization.

**RULE 1.5. OPEN PUBLIC MEETINGS ACT.**

All meetings shall comply with the Open Public Meetings Act, Ch. 42.30 RCW. While sign-in forms may be utilized and made available at each meeting, no member of the public is required to register their name or any information, complete any questionnaire, or otherwise fulfill any

condition precedent to their attendance, unless the same is reasonably necessary to protect the public health or safety, or to protect against the interruption of the meeting.

**RULE 1.6. ATTENDANCE.**

- A. Board Members should confirm their attendance with the Clerk or other executive assistant for any meeting as soon as reasonably practicable after receiving the Board or committee packet. For all meetings, Board Members will inform the Clerk or other executive assistant if they are unable to attend any meeting, and request an excused absence, which may be approved by the Board.
- B. In person attendance at regular Board meetings is preferred and expected. From time to time, a Board Member will not be able to be physically present at a regular or special Board meeting. A Board Member may remotely attend a regular or special Board meeting when necessary due to travel, weather, road conditions, or other circumstances, with the following requirements:
  - i. If a Board Member wishes to attend a Board meeting remotely, the Board Member should notify the Chief Executive Officer and/or the Clerk of their intent prior to the meeting.
  - ii. The Board Member must be able to hear all discussions taking place and be heard by all Board Members and the public when speaking. The Board Member should have all meeting materials reasonably available.
  - iii. The Chairperson should confirm: (1) the Board Member is attending remotely; (2) the Board Member can hear and be heard.
- C. Board Members should arrive on time for meetings and stay until the meeting is over, unless otherwise excused.
- D. STA intentionally schedules its Committee and regular Board meetings in a manner that allows items to move through each Committee and to the full Board in accordance with known, upcoming deadlines. Board Members should adhere to this schedule and be prepared to attend the requisite Committee and Board meetings in accordance therewith.
  - i. If a Board Member knows in advance that they will not be able to attend a regularly scheduled Board meeting, they should notify their appointed Alternate and the Clerk as soon as reasonably practicable. Any designated Alternate must be prepared for the meeting to the same degree as the Board Member.
  - ii. Board Members should avoid requests to reschedule meetings. Meetings may be rescheduled if no quorum is expected, but otherwise meetings shall remain at the date and time set forth by STA's resolution.
- E. The Board Operations Committee will review Board Members' attendance at regular Board meetings twice per year.
  - i. The Board may request the replacement of a Board Member by the appointing jurisdiction for any Board Member with two consecutive unexcused absences, or three total unexcused absences in one year.

**RULE 1.7. ADJOURNMENT.**

- A. Any meeting may be adjourned, by motion, to a later time and place. Unless otherwise specified in the motion, the meeting will be adjourned to the place and time fixed for the next regular meeting.
- B. If all members are absent from any meeting, the Clerk may declare the meeting adjourned to the next regular meeting. The Clerk must state the time and place, and cause a written notice of the adjournment. Such notice shall be provided in the same manner as specified in Rule 1.2(B).
- C. When any order of adjournment fails to state the time at which the adjourned meeting is to be held, it shall be held at the time specified for regular meetings, as established by the Board.
- D. This Rule does not prevent the calling of a special meeting.

**RULE 1.8. MINUTES.**

- A. A record of all Board meetings shall be kept as required by law. Only Board Members have the authority to revise the minutes, subject to a majority vote.
- B. The Clerk or their designee shall duly record all meetings and prepare for the Board's consideration all meeting minutes, including the minutes of all Committee meetings.

**ARTICLE 2 - CONDUCT OF BUSINESS**

**RULE 2.1. AGENDA.**

- A. The Clerk, in coordination with the Chief Executive Officer, shall prepare an agenda for all meetings of the Board in the manner and format prescribed by the Chief Executive Officer.
- B. The agenda shall specify the time and place of the meeting and a brief general description of each item to be considered by the Board.
- C. The agenda for a regular Board meeting shall be approved by the Board Operations Committee preceding the regular Board meeting.
- D. With the exception of workshops, time for public comment shall be scheduled for all Board meetings. Any written public testimony must be submitted to the Clerk no later than the day preceding the meeting.
- E. The agenda for each regular meeting of the Board shall be distributed as the Chief Executive Officer may prescribe no later than the close of business on the Friday preceding the meeting.
- F. The agenda shall be made available on STA's website no later than 24 hours in advance of the published start time of the meeting.
- G. Regular meeting agenda materials will generally be available to the Board, staff, media, and public no later than 5pm on the Friday preceding the meeting. Special meeting agenda materials, if any, will generally be available at least 24 hours in advance of the published start time of the meeting.

**RULE 2.2. AGENDA PREPARATION, ITEMS & MATERIALS.**

- A. Items may be placed on a regular meeting agenda by the Chief Executive Officer, Clerk, or General Counsel, provided such items have been considered by the appropriate committee in accordance with STA's Committee Guidelines, unless otherwise specified herein. Items may be placed by Board Members on regular meeting agenda for consideration by the full Board pursuant to Rule 2.2(B). The wording for the agenda item and any materials related to the agenda item shall be furnished by the person submitting the item.
- B. Any Board Member seeking to introduce an item or topic for consideration, discussion, referral to a Committee, or action action by the full Board, shall introduce the item or topic during the "New Business" section of any regular Board meeting. Once the item or topic is introduced, the Board shall determine, by majority vote, any and all further action on such item or topic, including referral to the appropriate Committee.
- C. Board Members may not utilize administrative staff for the preparation of an item or topic for Board consideration.
- D. Any authorized person submitting an agenda item shall furnish any available materials related to the agenda item that are necessary to adequately explain the matter to be acted upon, including any relevant fiscal impact statement, if necessary, to the Clerk by such procedure and in such format as prescribed by the Chief Executive Officer, unless this requirement is waived by the Board. Any Board Member wishing to submit materials related to an item that may be raised as "New Business," should submit the materials no later than 5:00pm on the Monday before the regularly scheduled Board meeting at which the item may be raised. Agenda materials should indicate related actions and any factors which bear upon the timing or notice of the Board's action. Agenda materials include, but are not limited to, reports, files, records of previous administrative or legislative proceedings or a summary thereof. Additional documentation shall be identified, and the location where such documents may be examined shall be indicated.
- E. For good cause or under emergent circumstances, an item may be added to the agenda after the deadline, and can be acted upon if the Board, by majority vote, finds such action necessary.
- F. The Clerk shall be responsible for distributing the agenda materials. The Clerk, in coordination with the Chief Executive Officer, may edit the agenda wording and alter, add to, or remove agenda materials. Should the Chief Executive Officer determine the provided agenda materials submitted by a Board Member under this Rule require alteration, the Chief Executive Officer should first discuss the alteration with the providing Board Member.
- G. It is the duty of each Board Member to come to each meeting prepared, and to be familiar with all agenda items and materials.
- H. An item may be placed on the Board agenda after the agenda is published to the Board and public by the Chief Executive Officer, provided the Chief Executive Officer explains the necessity and receives the consent of the Chairperson. This practice

should be utilized when required by business necessity and is not an exception available for special meetings.

- I. The Chairperson may, with approval of the Board, consider agenda items out of order.

**RULE 2.3. ORDER OF BUSINESS.**

- A. Items shall be acted upon in the order in which they appear on the agenda, provided items may be taken out of order, combined, or separated by majority vote of the Board.
- B. Items on the agenda may be grouped under various headings or sections, and entire sections may be read and acted upon at one time unless the Board decides otherwise. The agenda will generally be organized as follows:
  1. Call to Order and Roll Call
  2. Pledge of Allegiance
  3. Approval of the Agenda
  4. Public Expressions
  5. Recognitions and Presentations
  6. Board Consent Agenda (including approval of Minutes from previous regular meeting)
  7. Board Action
  8. Staff Reports
  9. Committee Chair Reports
  10. CEO Report
  11. Board Information
  12. New Business
  13. Board Member Expressions
  14. Executive Session – included as appropriate
  15. Adjournment
- C. Every legislative act of the Board of a general, temporary, or permanent nature shall be by motion or resolution.

**RULE 2.4. CHAIRPERSON.**

- A. The Chairperson presides over Board meetings and causes the business of the Board to be transacted in accordance with these rules, and shall serve as the Board's parliamentarian.
- B. The Chairperson has the authority to preserve order at all meetings of the Board, to cause the removal of any non-Board Member from any meeting for disorderly conduct, to place a limit on debate, and to enforce the rules of the Board. The Chairperson may also command the assistance of staff to restore order at any meeting, as authorized by law. The Chairperson may only cause the removal of a Board Member from any meeting by majority vote of the Board.



- C. In the temporary absence of the Chairperson, the Chairperson Pro Tempore shall preside. In the temporary absence of both the Chairperson and Chairperson Pro Tempore, the longest-serving Board Member shall preside.
- D. The Chairperson shall be mindful that the meeting is being recorded and shall be responsible for informing speakers that their remarks are to be recorded. The presiding officer may yield the Chairperson to a member of the Board's choice to conduct a portion of a meeting.
- E. The Chairperson shall determine all questions of procedure, subject to appeal, but shall liberally grant leave to the Chief Executive Officer or General Counsel to speak to the question.
- F. A ruling of the Chairperson can be appealed, before the ruling is acted upon, by announcing an appeal followed by a second. The Chairperson shall then state the question in terms of upholding the ruling and may state his/her reasons for the ruling. Then the member appealing has the floor to open debate on the appeal.
- G. The Chairperson has the authority to recess any meeting without appeal when noise, disturbance, indecorum, or other circumstances warrant a recess to enable the Board to conduct its meeting in an appropriate manner. The Chairperson may direct the Chief Executive Officer or Clerk to cause any person or group of persons disrupting a meeting to be removed from the meeting or to otherwise eliminate a source of disruption.
- H. Chairperson has authority to recess a meeting upon the request of any voting Board Member.

**RULE 2.5. BOARD DISCUSSION & CONDUCT AT BOARD MEETINGS.**

- A. Board Member should ask the Chairperson to be recognized, be direct and candid, speak one at a time, ask questions to clarify information, and be conscious of time limits during discussions.
- B. Board Members should be limited to one question and one follow up question on an item, until all other Board Members have been able to ask a question.
- C. It is the responsibility of the Chairperson or Chairperson Pro Tempore to keep the comments and debate of the Board on track during Board meetings. Board Members should honor efforts by the Chairperson to focus discussion on current agenda items and stay on schedule.
- D. No Board Member shall interrupt or argue with any other member, staff, or legal counsel while such member has the floor, except in order to make a Point of Order.
- E. Board Members, in the discussion, comments, or debate of any matter or issue, shall be courteous in their language and deportment, and shall not engage in contemptuous or disorderly behavior. Board Members shall not discuss or comment on personalities, make derogatory or accusatory remarks or insinuations with respect to any other Board Member, staff member, member of the public, or any other person. Board Members shall, at all times, confine their remarks to those facts which are relevant, as determined by the Chairperson, to the question or matter under discussion.

- F. Board Members should use formal titles with one another in Board meetings. The Board should refer to one another as Chair, Board Member, Commissioner, Councilmember, or Mayor followed by the individual's last name. Board Members are encouraged to use formal titles with STA's Chief Executive Officer, Legal Counsel, and staff.

**RULE 2.6. MOTIONS.**

- A. Only voting Board Members may make a motion at Board meetings. Board Members should state a motion clearly and concisely.
- B. The Chairperson will state the name of the Board Member who made the motion and the name of the Board Member who made the second.
- C. Prior to voting on a motion, the Chairperson should repeat the motion to ensure the action being taken and the meeting record is clear.
- D. The Chairperson may make a motion or second if the Chairperson first designates the Pro Tempore or other member of the Board to serve as the Chairperson during consideration of the matter.
- E. Motions for nominations, withdrawal of a motion, agenda order, roll call vote, and a Point of Order do not require a second.
- F. A motion may be withdrawn by the mover at any time.
- G. A motion to postpone to a certain time is debatable and amendable. The matter may be considered later at the same meeting or a future meeting. A motion to postpone indefinitely is debatable and not amendable.
- H. The Chairperson will ask for a voice vote for all final decisions. The Clerk shall maintain a record of the votes. Any Board Member may request an oral roll call on any decision.
- I. At the conclusion of any vote, the Chairperson will announce the result.
- J. Any motion before the full Board that receives a tie vote fails.
- K. The Board must approve the renewal or reconsideration of any motion that has been defeated within the prior six months.

**RULE 2.7. PUBLIC HEARINGS.**

- A. If a public hearing on an item coming before the Board is required or necessary, such public hearing shall be properly and duly noted in accordance with applicable law.
- B. The public hearing may occur as part of any regular or special meeting, or may be held on its own.
- C. Hearings may be initiated by a request in writing, whether a staff report, a proposed resolution, or by motion and approval of the Board.
- D. The normal course of the deliberative process for those items which involve a public hearing, shall be:
  - a. Identification of public hearing and purpose by the Chairperson;
  - b. Staff report, information and/or recommendation, and Board questions;
  - c. Input from citizens and interested persons;
  - d. Closure of public hearing.

- E. Board Members should not make judgments or decisions about matters presented during a public hearing until all relevant written materials have been reviewed, and all staff, citizen, and Board comments, opinions, or recommendations have been considered.
- E. If a public hearing is followed by an action, any such motion follows the same procedure as set forth in Rule 2.6, herein.
- F. When necessary, it is appropriate to defer action on a hearing or refer matters back to staff. When doing so, Board Members should specify what new or additional information is needed and determine when the matter should be brought back for further deliberation. The Board should inquire with the CEO as to any impact resulting from a deferment. The decision to close or continue a public hearing may be made by a majority of the Board.
- G. The Chairperson shall preside over the public hearing. At the time for comment from interested persons, the Chairperson shall request or seek comments from interested persons, whether in attendance remotely or physically, at least three times.
- H. The Chairperson may close the public hearing after all relevant comments and information has been received.

**RULE 2.8. VOTING.**

- A. Except as otherwise provided by the Bylaws or herein, in order to carry, all motions must receive the affirmative vote of a majority of the members of the Board in attendance. The failure of a motion negative in form does not result in the passage of the opposite side motion.
- B. The Chairperson shall vote on all matters. The Chairperson shall vote when a ballot is used, and the Chairperson should be called last on a roll call vote.
- C. Voting shall be by voice vote unless any Board Member requests, prior to action on the next item of business, a different method. There shall be no voting by proxy.
- D. In cases of voice vote, it shall be sufficient for the Chairperson to announce, and the minutes to reflect, whether the motion carried or failed. In all cases of voting other than voice vote, the Chairperson shall announce the names of those voting on each side of the question, and of those abstaining, and the Clerk shall enter the same in the minutes.
- E. If requested before the next matter is considered, each Board Member is permitted to explain the reason for their vote. However, the Board should endeavor to have explanations or reasons presented during the discussion or debate prior to voting.
- F. It shall be the obligation of every Board Member participating in the action to be familiar with the facts in order to reach an informed vote.
- G. It is presumed by making an affirmative vote for a motion that the Board Member agrees with and adopts the stated reasons for the motion. If a motion is to adopt a formal resolution that includes any statement of findings, policy, or reasons embodied within the document, it is presumed the Board Member, by making an affirmative vote, agrees with and adopts the same.

- H. The Board Member then-serving as the voting member for the Cities of Airway Heights, Cheney, Liberty Lake, Medical Lake, and Millwood (“Small Cities Representative”) is encouraged to represent the interests of these cities as a whole.
- I. If any Board Member must abstain from a vote due to a conflict of interest or other reason, the Board Member must inform the Board at the time of the vote of their abstention and the basis for such abstention.

**RULE 2.9. BOARD RELATIONS & COMMUNICATIONS**

- A. The Chief Executive Officer will assign the staff necessary to provide clerical and administrative support for the Board.
- B. The Board shall treat all staff as professionals. Clear, honest communication that respects the abilities, experience, qualifications, and dignity of each individual is expected.
- C. Board Members are expected to understand STA’s governance, foundational policy and planning documents, financial authority, and statutory authority. Board Members should be familiar with STA’s foundational documents, including but not limited to: Bylaws, Rules of Procedure, Comprehensive Plan, Capital Improvement Program, Service Improvement Plan, annual Strategic Plan, budgets, ~~and~~ annual forecasts, and generally familiar with Chapter 36.57A RCW.
- D. Administrative and operational questions, or requests for administrative or operational information, should be directed to the Chief Executive Officer.
- E. Specific requests for information, preparation of reports, initiation of any project, or any study desired by the Board must be directed to the Chief Executive Officer. If so requested, the Chief Executive Officer will provide an estimate of time required to fulfill a request.
- F. Materials supplied to a Board Member in response to a question or request by a Board Member, the Chief Executive Officer may, at their discretion, make such materials available to all members of the Board.
- G. Every effort should be made to avoid disrupting or interrupting staff while they are in meetings, on the phone, or engrossed in performing their job functions. Requests made to the CEO by the Board that necessitate staff involvement should not inhibit staff from fulfilling their other obligations to STA.
- H. The Chairperson and Board Members shall not contact or direct vendors, firms, businesses, or organizations under contract or subcontract to STA to take any action, prepare any report, or initiate any project or study.
- I. Board Members must not attempt to interfere with or influence agency staff, including the Chief Executive Officer, in making appointments, awarding contracts, consultant selection, or processing development actions. The Chief Executive Officer is directed to bring possible violations of this provision to the attention of the Chairperson or Chairperson Pro Tempore.
- J. The Board may, by two-thirds vote of the Board, recommend or request any individual Board Member be replaced by its appointing jurisdiction.
- K. The Board discipline its members, short of removal from office, for violation of State law or Board Rules of Conduct, or if the Board Member is first found to be acting

outside of their scope by a majority vote of the Board. If a Board Member shall transgress State law, these rules, or be found to have acted outside their scope, the Board may take any remedial measures necessary. Remedial measures may include a verbal admonition, written reprimand, censure, or expulsion from the meeting at which the conduct is occurring.

**RULE 2.10. STAFFING.**

- A. The Chief Executive Officer or designee will attend all Board meetings unless excused. The Chief Executive Officer may make recommendations to the Board and shall have the right to take part in all Board discussions, unless otherwise directed by the Board. The Chief Executive Officer shall have no vote.
- B. The Chief Executive Officer also serves as the Secretary of the Board.
- C. Legal Counsel will attend all Board meetings unless excused, and will, upon request, give an opinion, either written or oral, on legal questions. The Legal Counsel shall advise on any questions of interpretations of these rules and any other parliamentary questions that may arise at a Board meeting. Nothing in this rule is intended to alter the Chairperson's role as the Board's parliamentarian.
- D. Other staff and/or consultants or guests will attend Board meetings upon request of the Chief Executive Officer to provide information and respond to questions.

**RULE 2.11. COMMITTEES.**

- A. STA has established three standing committees: (1) Board Operations, (2) Planning and Development, and (3) Performance Monitoring and External Relations.
- B. The Board, by majority vote, may refer a matter before it to the appropriate committee.
- C. A committee shall advise the Board that it is ready to report on an item by placing the item on the Agenda in coordination with the Chief Executive Officer and Clerk, in the manner provided for in Rules 2.1. and 2.2.
- D. A report of a committee recommending that the Board take specific action shall be in writing.
- E. Any committee member disagreeing with any part of the committee's report shall be given an opportunity to express their disagreement, orally or in writing, prior to Board action on the matter.
- F. A quorum for the purposes of conducting a Committee meeting or Committee business is two eligible voting members. Board members may attend, but not directly or indirectly participate in, any Committee meeting of which they are not a member.
- G. Any item presented to the Committee should be voted upon by the eligible voting members. An item shall proceed from the Committee to the Board when the Committee votes, as a majority, to move the item to the Board for full consideration.
- H. In the event there is a tie vote on an item presented to the Performance Monitoring and External Relations Committee or Planning and Development Committee, the item shall be transferred to the Board Operations Committee for full consideration of the item, including consideration of any reason for the underlying tie vote. If the item

ends in a tie vote with the Board Operations Committee, the item shall advance to the full Board.

- I. Items are intentionally structured and scheduled by the Chief Executive Officer for action to align with known deadlines. Committees are encouraged to move items to the full Board in an expeditious manner. The Committee rules are not intended to keep items at the Committee level indefinitely, and items should be discussed and voted upon by the full Board as is reasonable and necessary.

### **ARTICLE 3 - GENERAL PRINCIPLES**

#### **RULE 3.1. ROBERT'S RULES.**

Matters of procedure, not otherwise provided for herein, shall, insofar as practical, be determined by reference to Robert's Rules of Order.

#### **RULE 3.2. AMENDMENT OR SUSPENSION OF RULES.**

The Rules may be modified or amended by an affirmative vote of a majority of the Board. These rules may be temporarily suspended for a particular matter by an affirmative vote of two-thirds of the Board.

#### **RULE 3.3. SCRIVENER'S ERROR.**

Should any Resolution passed by the Board contain a scrivener's error, the Chief Executive Officer and Legal Counsel are authorized to correct such scrivener's error after first notifying the Chairperson of the scrivener's error and obtaining the Board Chair's consent to correct the same. A scrivener's error may not change the substance or content of any Resolution passed, but is intended only to encompass unintentional mistakes. The error to be corrected may be placed before the appropriate committee and subsequently the full Board, if requested by the Board Chair.

#### **RULE 3.4. AUTHORITY TO SIGN.**

All resolutions of the Board shall be signed by the Chairperson in their representative capacity. In the Chairperson's absence, the Chairperson Pro Tempore or presiding officer may sign.

#### **RULE 3.5. INTERPRETATION.**

These Rules are intended to be construed in accordance with applicable law, including but not limited to Ch. 42.30 RCW and Ch. 36.57A RCW. Provided these Rules are in conflict with STA's Bylaws, the Bylaws shall prevail. Should any provision of these Rules be rendered unenforceable or otherwise invalid, the application of the remaining Rules is not affected.

**SPOKANE TRANSIT AUTHORITY  
RULES OF PROCEDURE  
(November 16, 2023)**

**PREAMBLE**

Spokane Transit Authority (“STA”) is a Public Transportation Benefit Area organized under Chapter 36.57A RCW. STA is overseen by a regional Board of Directors (“Board”) that provides the policy and legislative direction for STA’s Chief Executive Officer, and approves its actions, budgets, and long-term plans.

It is the intent of the Board, in adopting these rules, to provide a method for the conduct of its affairs, and it is not intended that these rules affect the validity or legality of any Board action. These Rules are intended to supplement STA’s governance documents, including its Bylaws, and provide direction to Board Members and STA staff.

**ARTICLE 1 – MEETINGS**

**RULE 1.1 REGULAR BOARD MEETINGS.**

- A. Board meetings will be regularly held to conduct STA business, develop policy, or discuss, as a body, topics of importance to the Board or STA operations.
- B. Regular meetings shall be held in the STA Boardroom, 1230 West Boone Avenue, at 1:30 P.M., on a schedule adopted by the resolution of the Board prior to the beginning of each calendar year. Such resolution may also specify the appropriate notification of such meetings.
- C. All Board meetings will last until the meeting adjourns.

**RULE 1.2. SPECIAL BOARD MEETINGS.**

- A. A special meeting may be called at any time by the Chairperson or by a majority of the whole Board. The Board may, by motion during any meeting, call a special meeting.
- B. Notice of every special meeting shall:
  - i. State the place and time of the meeting and the business to be transacted.
  - ii. Be posted on the STA website and prominently displayed at the main entrance of STA’s Boone office buildings, unless such Special Meeting is held elsewhere, including remotely.
  - iii. Be given in writing to every Board Member, to the Chief Executive Officer, and to all local news media representatives who have on file with the Clerk a request for such notices. The notice shall be delivered personally, by e-mail, by fax, or by mail, so as to be received at least 24 hours before the meeting.
- C. Notice may be waived by any Board Member in writing at any time.

- D. In the event a special meeting is called to deal with an emergency involving the likelihood of injury or damage to persons or property, Notice of such meeting may be dispensed with or shortened.
- E. The Board shall not make final disposition of any matter not included in the Notice.

**RULE 1.3. COMMITTEE MEETINGS.**

- A. Committee meetings for all STA Committees will be held regularly, on a schedule adopted by resolution of the Board prior to the beginning of each calendar year, to develop policy, or discuss, as a committee, topics of importance to the STA Board, and to provide recommendations to the full Board.
- B. Committee meetings may be held in a hybrid format, with the availability for all Board Members, the Chief Executive Officer, Legal Counsel, and STA staff to attend remotely or attend in person at STA's offices, located at 1230 West Boone Avenue, on a schedule adopted by the resolution of the Board prior to the beginning of each calendar year. Such resolution may also specify the appropriate notification of such meetings.

**RULE 1.4. EXECUTIVE SESSION.**

- A. The Board may conduct a special meeting, or part of any special or regular meeting in executive session, to the exclusion of the public, in accordance with applicable law.
- B. If an executive session is necessary, it will normally be set for the end of a Board meeting. In those instances where an executive session is scheduled to precede a Board meeting, every effort will be made to complete discussion of executive session matters to avoid delaying the commencement of the formal Board meeting.
- C. Before the Board convenes in executive session, the Chairperson or Legal Counsel shall publicly announce: (1) the purpose for excluding the public from the meeting, (2) the time when the executive session will be concluded.
- D. The Board shall determine which persons shall attend each particular executive session.
- E. The executive session may be extended to a stated later time by announcement of the Chairperson or their designee.
- F. The announced purpose of excluding the public shall be entered into the minutes of the meeting.
- G. Minutes are not required to be taken at an executive session.
- H. Board Members and staff shall not discuss executive session matters with anyone outside of the session without prior lawful authorization.

**RULE 1.5. OPEN PUBLIC MEETINGS ACT.**

All meetings shall comply with the Open Public Meetings Act, Ch. 42.30 RCW. While sign-in forms may be utilized and made available at each meeting, no member of the public is required to register their name or any information, complete any questionnaire, or otherwise fulfill any



condition precedent to their attendance, unless the same is reasonably necessary to protect the public health or safety, or to protect against the interruption of the meeting.

**RULE 1.6. ATTENDANCE.**

- A. Board Members should confirm their attendance with the Clerk or other executive assistant for any meeting as soon as reasonably practicable after receiving the Board or committee packet. For all meetings, Board Members will inform the Clerk or other executive assistant if they are unable to attend any meeting, and request an excused absence, which may be approved by the Board.
- B. In person attendance at regular Board meetings is preferred and expected. From time to time, a Board Member will not be able to be physically present at a regular or special Board meeting. A Board Member may remotely attend a regular or special Board meeting when necessary due to travel, weather, road conditions, or other circumstances, with the following requirements:
  - i. If a Board Member wishes to attend a Board meeting remotely, the Board Member should notify the Chief Executive Officer and/or the Clerk of their intent prior to the meeting.
  - ii. The Board Member must be able to hear all discussions taking place and be heard by all Board Members and the public when speaking. The Board Member should have all meeting materials reasonably available.
  - iii. The Chairperson should confirm: (1) the Board Member is attending remotely; (2) the Board Member can hear and be heard.
- C. Board Members should arrive on time for meetings and stay until the meeting is over, unless otherwise excused.
- D. STA intentionally schedules its Committee and regular Board meetings in a manner that allows items to move through each Committee and to the full Board in accordance with known, upcoming deadlines. Board Members should adhere to this schedule and be prepared to attend the requisite Committee and Board meetings in accordance therewith.
  - i. If a Board Member knows in advance that they will not be able to attend a regularly scheduled Board meeting, they should notify their appointed Alternate and the Clerk as soon as reasonably practicable. Any designated Alternate must be prepared for the meeting to the same degree as the Board Member.
  - ii. Board Members should avoid requests to reschedule meetings. Meetings may be rescheduled if no quorum is expected, but otherwise meetings shall remain at the date and time set forth by STA's resolution.
- E. The Board Operations Committee will review Board Members' attendance at regular Board meetings twice per year.
  - i. The Board may request the replacement of a Board Member by the appointing jurisdiction for any Board Member with two consecutive unexcused absences, or three total unexcused absences in one year.

**RULE 1.7. ADJOURNMENT.**

- A. Any meeting may be adjourned, by motion, to a later time and place. Unless otherwise specified in the motion, the meeting will be adjourned to the place and time fixed for the next regular meeting.
- B. If all members are absent from any meeting, the Clerk may declare the meeting adjourned to the next regular meeting. The Clerk must state the time and place, and cause a written notice of the adjournment. Such notice shall be provided in the same manner as specified in Rule 1.2(B).
- C. When any order of adjournment fails to state the time at which the adjourned meeting is to be held, it shall be held at the time specified for regular meetings, as established by the Board.
- D. This Rule does not prevent the calling of a special meeting.

**RULE 1.8. MINUTES.**

- A. A record of all Board meetings shall be kept as required by law. Only Board Members have the authority to revise the minutes, subject to a majority vote.
- B. The Clerk or their designee shall duly record all meetings and prepare for the Board's consideration all meeting minutes, including the minutes of all Committee meetings.

**ARTICLE 2 - CONDUCT OF BUSINESS**

**RULE 2.1. AGENDA.**

- A. The Clerk, in coordination with the Chief Executive Officer, shall prepare an agenda for all meetings of the Board in the manner and format prescribed by the Chief Executive Officer.
- B. The agenda shall specify the time and place of the meeting and a brief general description of each item to be considered by the Board.
- C. The agenda for a regular Board meeting shall be approved by the Board Operations Committee preceding the regular Board meeting.
- D. With the exception of workshops, time for public comment shall be scheduled for all Board meetings. Any written public testimony must be submitted to the Clerk no later than the day preceding the meeting.
- E. The agenda for each regular meeting of the Board shall be distributed as the Chief Executive Officer may prescribe no later than the close of business on the Friday preceding the meeting.
- F. The agenda shall be made available on STA's website no later than 24 hours in advance of the published start time of the meeting.
- G. Regular meeting agenda materials will generally be available to the Board, staff, media, and public no later than 5pm on the Friday preceding the meeting. Special meeting agenda materials, if any, will generally be available at least 24 hours in advance of the published start time of the meeting.

**RULE 2.2. AGENDA PREPARATION, ITEMS & MATERIALS.**

- A. Items may be placed on a regular meeting agenda by the Chief Executive Officer, Clerk, or General Counsel, provided such items have been considered by the appropriate committee in accordance with STA's Committee Guidelines, unless otherwise specified herein. Items may be placed by Board Members on regular meeting agenda for consideration by the full Board pursuant to Rule 2.2(B). The wording for the agenda item and any materials related to the agenda item shall be furnished by the person submitting the item.
- B. Any Board Member seeking to introduce an item or topic for consideration, discussion, referral to a Committee, or action by the full Board, shall introduce the item or topic during the "New Business" section of any regular Board meeting. Once the item or topic is introduced, the Board shall determine, by majority vote, any and all further action on such item or topic, including referral to the appropriate Committee.
- C. Board Members may not utilize administrative staff for the preparation of an item or topic for Board consideration.
- D. Any authorized person submitting an agenda item shall furnish any available materials related to the agenda item that are necessary to adequately explain the matter to be acted upon, including any relevant fiscal impact statement, if necessary, to the Clerk by such procedure and in such format as prescribed by the Chief Executive Officer, unless this requirement is waived by the Board. Any Board Member wishing to submit materials related to an item that may be raised as "New Business," should submit the materials no later than 5:00pm on the Monday before the regularly scheduled Board meeting at which the item may be raised. Agenda materials should indicate related actions and any factors which bear upon the timing or notice of the Board's action. Agenda materials include, but are not limited to, reports, files, records of previous administrative or legislative proceedings or a summary thereof. Additional documentation shall be identified, and the location where such documents may be examined shall be indicated.
- E. For good cause or under emergent circumstances, an item may be added to the agenda after the deadline, and can be acted upon if the Board, by majority vote, finds such action necessary.
- F. The Clerk shall be responsible for distributing the agenda materials. The Clerk, in coordination with the Chief Executive Officer, may edit the agenda wording and alter, add to, or remove agenda materials. Should the Chief Executive Officer determine the provided agenda materials submitted by a Board Member under this Rule require alteration, the Chief Executive Officer should first discuss the alteration with the providing Board Member.
- G. It is the duty of each Board Member to come to each meeting prepared, and to be familiar with all agenda items and materials.
- H. An item may be placed on the Board agenda after the agenda is published to the Board and public by the Chief Executive Officer, provided the Chief Executive Officer explains the necessity and receives the consent of the Chairperson. This practice

should be utilized when required by business necessity and is not an exception available for special meetings.

- I. The Chairperson may, with approval of the Board, consider agenda items out of order.

**RULE 2.3. ORDER OF BUSINESS.**

- A. Items shall be acted upon in the order in which they appear on the agenda, provided items may be taken out of order, combined, or separated by majority vote of the Board.
- B. Items on the agenda may be grouped under various headings or sections, and entire sections may be read and acted upon at one time unless the Board decides otherwise. The agenda will generally be organized as follows:
  1. Call to Order and Roll Call
  2. Pledge of Allegiance
  3. Approval of the Agenda
  4. Public Expressions
  5. Recognitions and Presentations
  6. Board Consent Agenda (including approval of Minutes from previous regular meeting)
  7. Board Action
  8. Staff Reports
  9. Committee Chair Reports
  10. CEO Report
  11. Board Information
  12. New Business
  13. Board Member Expressions
  14. Executive Session – included as appropriate
  15. Adjournment
- C. Every legislative act of the Board of a general, temporary, or permanent nature shall be by motion or resolution.

**RULE 2.4. CHAIRPERSON.**

- A. The Chairperson presides over Board meetings and causes the business of the Board to be transacted in accordance with these rules, and shall serve as the Board's parliamentarian.
- B. The Chairperson has the authority to preserve order at all meetings of the Board, to cause the removal of any non-Board Member from any meeting for disorderly conduct, to place a limit on debate, and to enforce the rules of the Board. The Chairperson may also command the assistance of staff to restore order at any meeting, as authorized by law. The Chairperson may only cause the removal of a Board Member from any meeting by majority vote of the Board.

- C. In the temporary absence of the Chairperson, the Chairperson Pro Tempore shall preside. In the temporary absence of both the Chairperson and Chairperson Pro Tempore, the longest-serving Board Member shall preside.
- D. The Chairperson shall be mindful that the meeting is being recorded and shall be responsible for informing speakers that their remarks are to be recorded. The presiding officer may yield the Chairperson to a member of the Board's choice to conduct a portion of a meeting.
- E. The Chairperson shall determine all questions of procedure, subject to appeal, but shall liberally grant leave to the Chief Executive Officer or General Counsel to speak to the question.
- F. A ruling of the Chairperson can be appealed, before the ruling is acted upon, by announcing an appeal followed by a second. The Chairperson shall then state the question in terms of upholding the ruling and may state his/her reasons for the ruling. Then the member appealing has the floor to open debate on the appeal.
- G. The Chairperson has the authority to recess any meeting without appeal when noise, disturbance, indecorum, or other circumstances warrant a recess to enable the Board to conduct its meeting in an appropriate manner. The Chairperson may direct the Chief Executive Officer or Clerk to cause any person or group of persons disrupting a meeting to be removed from the meeting or to otherwise eliminate a source of disruption.
- H. Chairperson has authority to recess a meeting upon the request of any voting Board Member.

**RULE 2.5. BOARD DISCUSSION & CONDUCT AT BOARD MEETINGS.**

- A. Board Member should ask the Chairperson to be recognized, be direct and candid, speak one at a time, ask questions to clarify information, and be conscious of time limits during discussions.
- B. Board Members should be limited to one question and one follow up question on an item, until all other Board Members have been able to ask a question.
- C. It is the responsibility of the Chairperson or Chairperson Pro Tempore to keep the comments and debate of the Board on track during Board meetings. Board Members should honor efforts by the Chairperson to focus discussion on current agenda items and stay on schedule.
- D. No Board Member shall interrupt or argue with any other member, staff, or legal counsel while such member has the floor, except in order to make a Point of Order.
- E. Board Members, in the discussion, comments, or debate of any matter or issue, shall be courteous in their language and deportment, and shall not engage in contemptuous or disorderly behavior. Board Members shall not discuss or comment on personalities, make derogatory or accusatory remarks or insinuations with respect to any other Board Member, staff member, member of the public, or any other person. Board Members shall, at all times, confine their remarks to those facts which are relevant, as determined by the Chairperson, to the question or matter under discussion.

- F. Board Members should use formal titles with one another in Board meetings. The Board should refer to one another as Chair, Board Member, Commissioner, Councilmember, or Mayor followed by the individual's last name. Board Members are encouraged to use formal titles with STA's Chief Executive Officer, Legal Counsel, and staff.

**RULE 2.6. MOTIONS.**

- A. Only voting Board Members may make a motion at Board meetings. Board Members should state a motion clearly and concisely.
- B. The Chairperson will state the name of the Board Member who made the motion and the name of the Board Member who made the second.
- C. Prior to voting on a motion, the Chairperson should repeat the motion to ensure the action being taken and the meeting record is clear.
- D. The Chairperson may make a motion or second if the Chairperson first designates the Pro Tempore or other member of the Board to serve as the Chairperson during consideration of the matter.
- E. Motions for nominations, withdrawal of a motion, agenda order, roll call vote, and a Point of Order do not require a second.
- F. A motion may be withdrawn by the mover at any time.
- G. A motion to postpone to a certain time is debatable and amendable. The matter may be considered later at the same meeting or a future meeting. A motion to postpone indefinitely is debatable and not amendable.
- H. The Chairperson will ask for a voice vote for all final decisions. The Clerk shall maintain a record of the votes. Any Board Member may request an oral roll call on any decision.
- I. At the conclusion of any vote, the Chairperson will announce the result.
- J. Any motion before the full Board that receives a tie vote fails.
- K. The Board must approve the renewal or reconsideration of any motion that has been defeated within the prior six months.

**RULE 2.7. PUBLIC HEARINGS.**

- A. If a public hearing on an item coming before the Board is required or necessary, such public hearing shall be properly and duly noted in accordance with applicable law.
- B. The public hearing may occur as part of any regular or special meeting, or may be held on its own.
- C. Hearings may be initiated by a request in writing, whether a staff report, a proposed resolution, or by motion and approval of the Board.
- D. The normal course of the deliberative process for those items which involve a public hearing, shall be:
  - a. Identification of public hearing and purpose by the Chairperson;
  - b. Staff report, information and/or recommendation, and Board questions;
  - c. Input from citizens and interested persons;
  - d. Closure of public hearing.

- E. Board Members should not make judgments or decisions about matters presented during a public hearing until all relevant written materials have been reviewed, and all staff, citizen, and Board comments, opinions, or recommendations have been considered.
- E. If a public hearing is followed by an action, any such motion follows the same procedure as set forth in Rule 2.6, herein.
- F. When necessary, it is appropriate to defer action on a hearing or refer matters back to staff. When doing so, Board Members should specify what new or additional information is needed and determine when the matter should be brought back for further deliberation. The Board should inquire with the CEO as to any impact resulting from a deferment. The decision to close or continue a public hearing may be made by a majority of the Board.
- G. The Chairperson shall preside over the public hearing. At the time for comment from interested persons, the Chairperson shall request or seek comments from interested persons, whether in attendance remotely or physically, at least three times.
- H. The Chairperson may close the public hearing after all relevant comments and information has been received.

**RULE 2.8. VOTING.**

- A. Except as otherwise provided by the Bylaws or herein, in order to carry, all motions must receive the affirmative vote of a majority of the members of the Board in attendance. The failure of a motion negative in form does not result in the passage of the opposite side motion.
- B. The Chairperson shall vote on all matters. The Chairperson shall vote when a ballot is used, and the Chairperson should be called last on a roll call vote.
- C. Voting shall be by voice vote unless any Board Member requests, prior to action on the next item of business, a different method. There shall be no voting by proxy.
- D. In cases of voice vote, it shall be sufficient for the Chairperson to announce, and the minutes to reflect, whether the motion carried or failed. In all cases of voting other than voice vote, the Chairperson shall announce the names of those voting on each side of the question, and of those abstaining, and the Clerk shall enter the same in the minutes.
- E. If requested before the next matter is considered, each Board Member is permitted to explain the reason for their vote. However, the Board should endeavor to have explanations or reasons presented during the discussion or debate prior to voting.
- F. It shall be the obligation of every Board Member participating in the action to be familiar with the facts in order to reach an informed vote.
- G. It is presumed by making an affirmative vote for a motion that the Board Member agrees with and adopts the stated reasons for the motion. If a motion is to adopt a formal resolution that includes any statement of findings, policy, or reasons embodied within the document, it is presumed the Board Member, by making an affirmative vote, agrees with and adopts the same.

- H. The Board Member then-serving as the voting member for the Cities of Airway Heights, Cheney, Liberty Lake, Medical Lake, and Millwood (“Small Cities Representative”) is encouraged to represent the interests of these cities as a whole.
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- J. The Board may, by two-thirds vote of the eligible Board Members, recommend or request any individual Board Member be replaced by its appointing jurisdiction. The individual Board Member subject to replacement is not eligible to vote.



- K. The Board may discipline its members, short of removal from office, for violation of State law or Board Rules of Conduct, or if the Board Member is first found to be acting outside of their scope by a majority vote of the Board. If a Board Member shall transgress State law, these rules, or be found to have acted outside their scope, the Board may take any remedial measures necessary. Remedial measures may include a verbal admonition, written reprimand, censure, or expulsion from the meeting at which the conduct is occurring.

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**RULE 2.11. COMMITTEES.**

- A. STA has established three standing committees: (1) Board Operations, (2) Planning and Development, and (3) Performance Monitoring and External Relations.
- B. The Board, by majority vote, may refer a matter before it to the appropriate committee.
- C. A committee shall advise the Board that it is ready to report on an item by placing the item on the Agenda in coordination with the Chief Executive Officer and Clerk, in the manner provided for in Rules 2.1. and 2.2.
- D. A report of a committee recommending that the Board take specific action shall be in writing.
- E. Any committee member disagreeing with any part of the committee's report shall be given an opportunity to express their disagreement, orally or in writing, prior to Board action on the matter.
- F. A quorum for the purposes of conducting a Committee meeting or Committee business is two eligible voting members. Board members may attend, but not directly or indirectly participate in, any Committee meeting of which they are not a member.
- G. Any item presented to the Committee should be voted upon by the eligible voting members. An item shall proceed from the Committee to the Board when the Committee votes, as a majority, to move the item to the Board for full consideration.
- H. In the event there is a tie vote on an item presented to the Performance Monitoring and External Relations Committee or Planning and Development Committee, the item shall be transferred to the Board Operations Committee for full consideration of the

item, including consideration of any reason for the underlying tie vote. If the item ends in a tie vote with the Board Operations Committee, the item shall advance to the full Board.

- I. Items are intentionally structured and scheduled by the Chief Executive Officer for action to align with known deadlines. Committees are encouraged to move items to the full Board in an expeditious manner. The Committee rules are not intended to keep items at the Committee level indefinitely, and items should be discussed and voted upon by the full Board as is reasonable and necessary.

### **ARTICLE 3 - GENERAL PRINCIPLES**

#### **RULE 3.1. ROBERT'S RULES.**

Matters of procedure, not otherwise provided for herein, shall, insofar as practical, be determined by reference to Robert's Rules of Order.

#### **RULE 3.2. AMENDMENT OR SUSPENSION OF RULES.**

The Rules may be modified or amended by an affirmative vote of a majority of the Board. These rules may be temporarily suspended for a particular matter by an affirmative vote of two-thirds of the Board.

#### **RULE 3.3. SCRIVENER'S ERROR.**

Should any Resolution passed by the Board contain a scrivener's error, the Chief Executive Officer and Legal Counsel are authorized to correct such scrivener's error after first notifying the Chairperson of the scrivener's error and obtaining the Board Chair's consent to correct the same. A scrivener's error may not change the substance or content of any Resolution passed, but is intended only to encompass unintentional mistakes. The error to be corrected may be placed before the appropriate committee and subsequently the full Board, if requested by the Board Chair.

#### **RULE 3.4. AUTHORITY TO SIGN.**

All resolutions of the Board shall be signed by the Chairperson in their representative capacity. In the Chairperson's absence, the Chairperson Pro Tempore or presiding officer may sign.

#### **RULE 3.5. INTERPRETATION.**

These Rules are intended to be construed in accordance with applicable law, including but not limited to Ch. 42.30 RCW and Ch. 36.57A RCW. Provided these Rules are in conflict with STA's Bylaws, the Bylaws shall prevail. Should any provision of these Rules be rendered unenforceable or otherwise invalid, the application of the remaining Rules is not affected.

**SPOKANE TRANSIT AUTHORITY**

**BOARD MEETING OF**

November 16, 2023

**AGENDA ITEM 8A :** SAFETY & SECURITY UPDATE

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Nancy Williams, Chief Human Resources Officer

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**SUMMARY:** At this time, staff will provide an update on Safety and Security at STA.

**BOARD RECOMMENDATION:** Receive Report

**SPOKANE TRANSIT AUTHORITY**

**BOARD MEETING OF**

November 16, 2023

**AGENDA ITEM 9A :** BOARD OPERATIONS COMMITTEE CHAIR REPORT

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Lori Kinnear, Committee & Board Chair

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**SUMMARY:** A verbal report will be given at the Board meeting.

**RECOMMENDATION TO BOARD:** Receive report.

**SPOKANE TRANSIT AUTHORITY**

**BOARD MEETING OF**

November 16, 2023

**AGENDA ITEM 10A:** PLANNING & DEVELOPMENT COMMITTEE CHAIR REPORT

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Al French, Committee Chair

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**SUMMARY:** A verbal report will be given at the Board meeting.

**RECOMMENDATION TO BOARD:** Receive report.

**SPOKANE TRANSIT AUTHORITY**

**BOARD MEETING OF**

November 16, 2023

**AGENDA ITEM 10Ai:** CONNECT 2035 STRATEGIC PLAN UPDATE: WORKSHOP REVIEW

**REFERRAL COMMITTEE:** Planning & Development (*French*)

**SUBMITTED BY:** Karl Otterstrom, Chief Planning & Development Officer  
Mike Tresidder, Senior Transit Planner

---

**SUMMARY:** On November 1, 2023, Staff provided the Planning & Development Committee with an overview of agenda and key discussion points for the Board workshop that follows the November Planning & Development Committee meeting that same day.

**BACKGROUND:** In December 2022, STA adopted Phase 1 of its next 10-year strategic plan, Connect 2035. During that time, a series of Board workshops were held in May, July, September, and October, followed by a public hearing held in November. On December 15, 2022, the Board adopted the *Connect 2035 Phase 1 Strategic Foundation* document and the accompanying technical report by resolution.

*Connect 2035 Phase 2* kicked-off with a Board workshop on September 6, 2023. That workshop focused on engagement strategies over the next 18 months as STA works towards the adoption of Phase 2 of the strategic plan. On October 15, 2023, the Board approved the Engagement Strategy that will guide and measure engagement activities over the course of Phase 2.

The November Board workshop included preliminary findings from the consultant team related to the assessment of the fixed route network and financial position of the organization, as well as background on STA's implementation of *STA Moving Forward*, the agency's current ten-year plan. Funding and investment principles were presented and discussed that will be crucial the development of the strategic plan, and are as follows:

- Ensure STA can deliver and maintain the improvements made since 2016 (STA Moving Forward, 2021 Near-Term Investments)
  - Position the agency to seek reauthorization of the 0.2% sales tax in advance of 2028 sunset (as early as 2025)
- Leverage STA's current financial position to deliver strategic, one-time investments aligned with Connect 2035

Any potential future service expansions will require a new revenue source.

**RECOMMENDATION TO BOARD:** Information only.

**SPOKANE TRANSIT AUTHORITY**

**BOARD MEETING OF**

November 16, 2023

**AGENDA ITEM 11A :** PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE  
CHAIR REPORT

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Pam Haley, Committee Chair

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**SUMMARY:** A verbal report will be given at the Board meeting.

**RECOMMENDATION TO BOARD:** Receive report.

**SPOKANE TRANSIT AUTHORITY**

**BOARD MEETING OF**

November 16, 2023

**AGENDA ITEM 11Ai:** 2023 THIRD QUARTER YEAR TO DATE PERFORMANCE MEASURES

**REFERRAL COMMITTEE:** Performance Monitoring & External Relations (*Haley*)

**SUBMITTED BY:** Brandon Rapez-Betty, Chief Operations Officer

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**SUMMARY:** 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 0.17, Fixed Route was above STA's goal of 0.08 preventable accidents per 10,000 miles.
- At 0.11, Paratransit was above STA's goal of 0.10 preventable accidents per 10,000 miles.

STA staff are preparing a preventable accident best practices reduction plan to be shared by the CEO to the Board in the coming months.

**Earn and Retain the Community's Trust**

**Ridership**

- 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).

**Passengers per Revenue Hour (PPRH)**

- Fixed Route PPRH was 17.08. The goal is to transport 15 or more passengers.
- Paratransit PPRH was 2.35. 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 93.3%, above STA's goal of 93%
- Paratransit on-time performance was 92.5%, below STA's goal of 93%.



## **Professional and Courteous**

### **Operator Ride Checks**

- There were 241 out of 324 ride checks completed for Fixed Route YTD.
- There were 65 out of 65 ride checks completed for Paratransit YTD.

### **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 \$10.07. This is 59.7% of the urban systems' average.
- Paratransit cost per passenger was \$57.72. This is 61.7% of the urban systems' average.

#### **Cost Recovery from User Fees (Farebox Recovery)**

Fare collection continued to be down due to a combination of impacts of fare capping and Zero-Fare for youth.

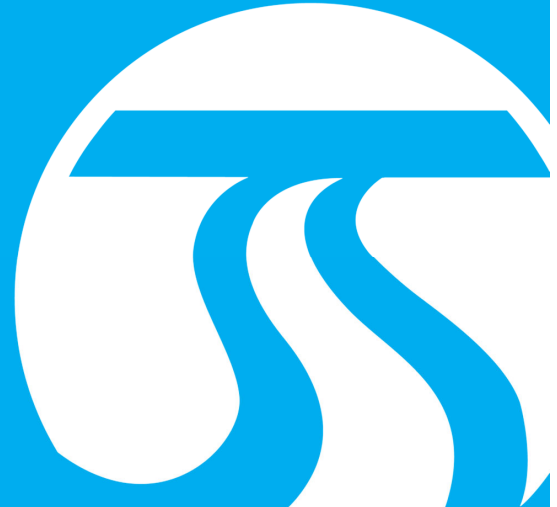
- Fixed Route farebox recovery is 7.6%, below the goal of 20%.
- Paratransit farebox recovery is 2.7%, below the goal of 5%.

**RECOMMENDATION TO BOARD:** Information only.



# 2023 Third Quarter Year to Date Performance Measures

Summary Presentation



How a great city moves.™

## Priorities and Objectives

1. Ensure Safety
2. Earn and Retain the Community's Trust
3. Provide Excellent Customer Service
4. Enable Organizational Success
5. Exemplify Financial Stewardship

# Ensure Safety

## 2 Performance Measures:

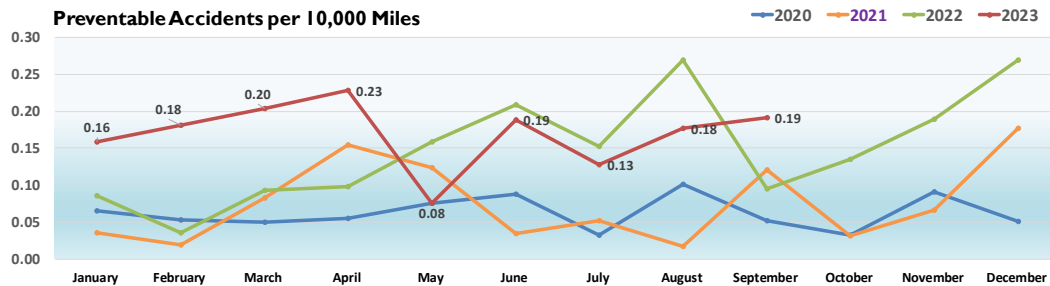
- Preventable Accident Rate
- Injury Rate
  - Workers Comp Time Loss
  - Claims per 1,000 Hours

## Preventable Vehicle Accidents Fixed Route

**Goal:**  
 $\leq 0.08$  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	14
May	4	7	10	5
June	5	2	13	12
July	2	3	9	8
August	6	1	17	12
September	3	7	6	12
October	2	2	9	0
November	5	4	12	0
December	3	11	17	0
<b>Total Prev. Accidents</b>	<b>43</b>	<b>54</b>	<b>112</b>	<b>98</b>
<b>YTD Preventables per 10,000</b>	<b>0.06</b>	<b>0.08</b>	<b>0.15</b>	<b>0.17</b>

\* 2023 *Italic zero entries indicate future months*

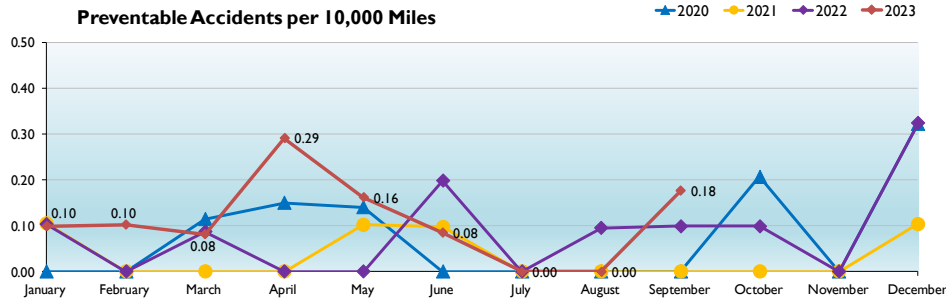


# Preventable Vehicle Accidents Paratransit

**Goal:**  
 $\leq 0.10$  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	3
May	1	1	0	2
June	0	1	2	1
July	0	0	0	0
August	0	0	1	0
September	0	0	1	2
October	2	0	1	0
November	0	0	0	0
December	3	1	3	0
<b>Total Prev. Accidents</b>	<b>8</b>	<b>4</b>	<b>10</b>	<b>11</b>
<b>YTD Preventables per 10,000 miles</b>	<b>0.07</b>	<b>0.04</b>	<b>0.08</b>	<b>0.11</b>

\* 2023 italic zero entries indicate future months



# Workers' Compensation - Time Loss

## Lost Time Days per 1,000 Hours

	2020	2021	2022	2023 YTD	Goal
<b>Fixed Route</b>	0.03	0.02	0.02	0.04	$\leq 0.02$
<b>Paratransit</b>	0.05	0.01	0.02	0.03	$\leq 0.04$
<b>Maintenance</b>	0.04	0.05	0.04	0.01	$\leq 0.05$

# Workers' Compensation – Claims

## Claims per 1,000 Hours

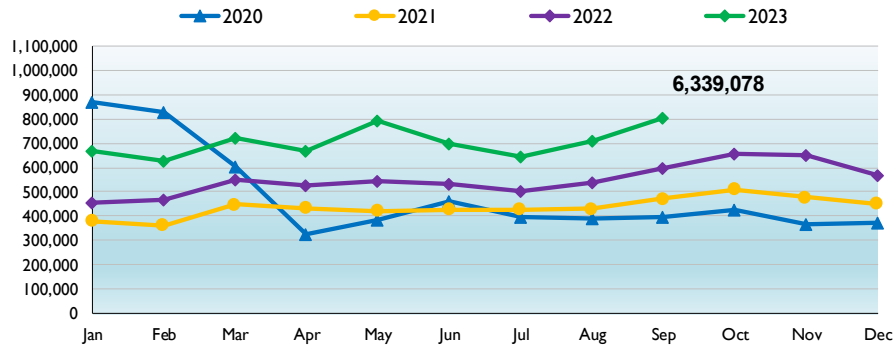
	2020	2021	2022	2023 YTD	Goal
<b>Fixed Route</b>	0.04	0.05	0.09	0.07	≤ 0.05
<b>Paratransit</b>	0.06	0.10	0.07	0.10	≤ 0.08
<b>Maintenance</b>	0.10	0.12	0.08	0.08	≤ 0.10

## Earn & Retain the Community's Trust

### 4 Performance Measures:

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

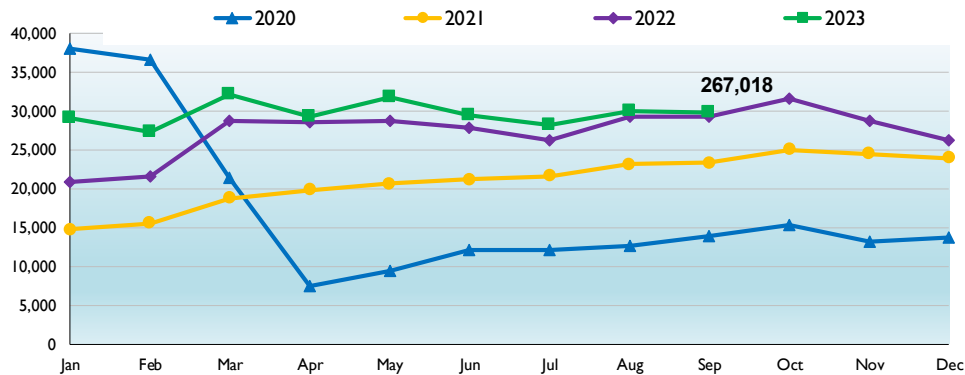
# Ridership – Fixed Route



2020 = 5,817,776  
 2021 = 5,238,135  
 2022 = 6,300,000 (Objective)  
 2022 = 6,595,319  
 2023 = 7,600,000 (Objective)

**GOAL: 20.6% INCREASE OVER 2022 RIDERSHIP OBJECTIVE**  
**3rd Quarter - Year to Date Result: 34.3% Increase**

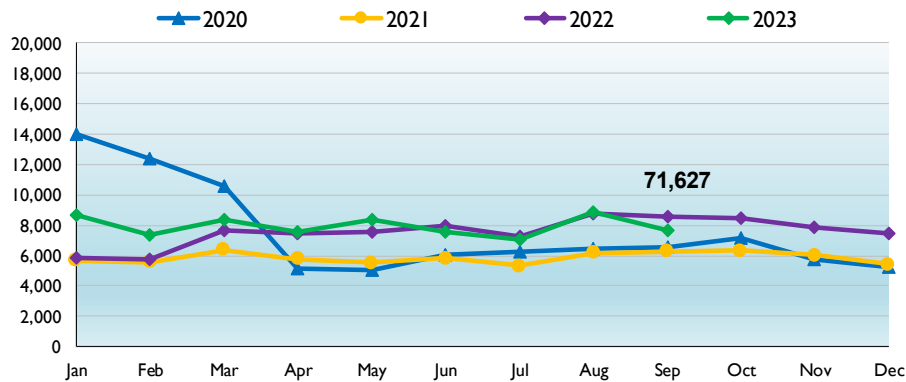
# Ridership – Paratransit



2020 = 205,815  
 2021 = 252,857  
 2022 = 277,000 (Objective)  
 2022 = 327,316  
 2023 = 344,707 (Objective)

**GOAL: 9.5% INCREASE OVER 2022 RIDERSHIP OBJECTIVE**  
**3rd Quarter -Year to Date Result: 17.3% Increase**

# Ridership – Rideshare



2020 = 90,770  
 2021 = 70,298  
 2022 = 88,000 (Objective)  
 2022 = 90,576  
 2023 = 122,000 (Objective)

**GOAL: 30.1% INCREASE OVER 2022 RIDERSHIP OBJECTIVE**  
**3rd Quarter - Year to Date Result: 7.2% Increase**

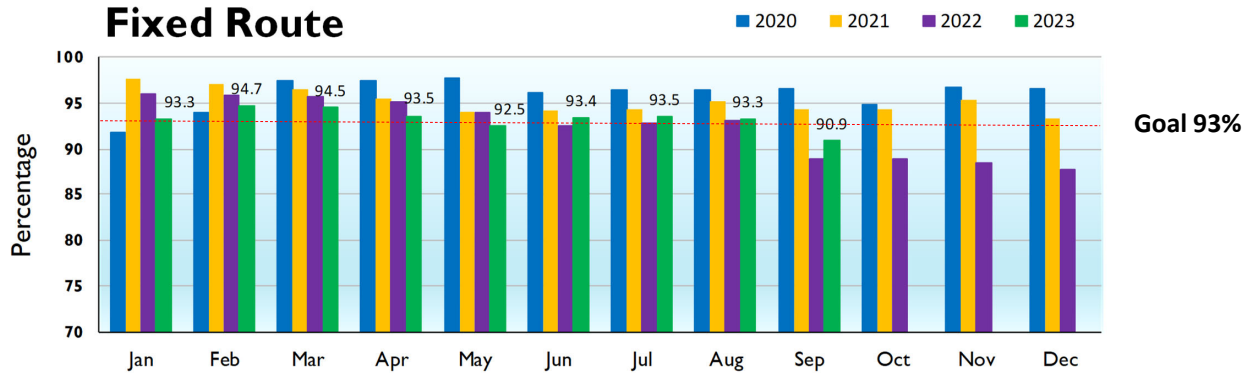
## Provide Excellent Customer Service

### 4 Performance Measures:

- On-Time Performance
- CS Call Center/Paratransit Reservations
  - Abandoned Calls
  - Customer Service Response Time
- Complaint Rate
- Maintenance Reliability

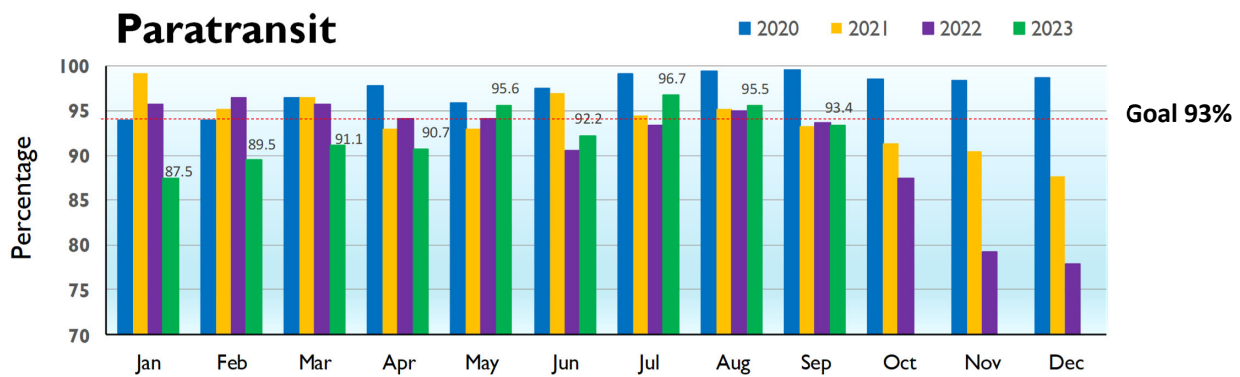
# On-Time Performance

YTD  
Average =  
93.3%



# On-Time Performance

YTD  
Average =  
92.5%



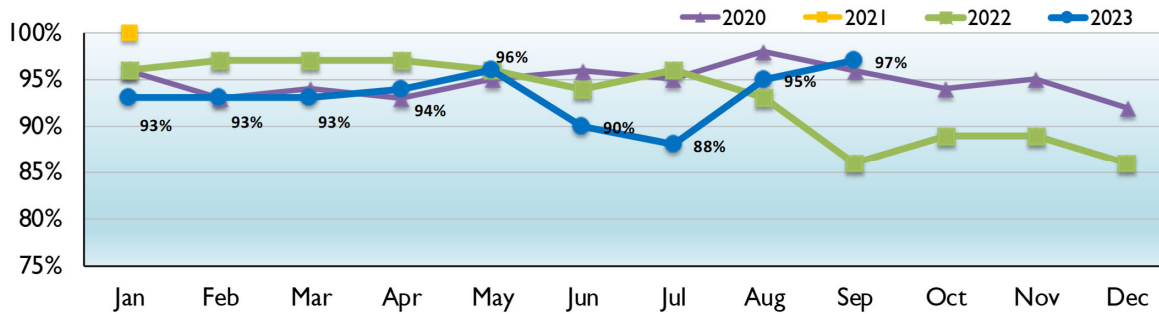


# Customer Service: 509-328-RIDE Call Center Performance

Total YTD	Goal
93%	90%

## Service Level:

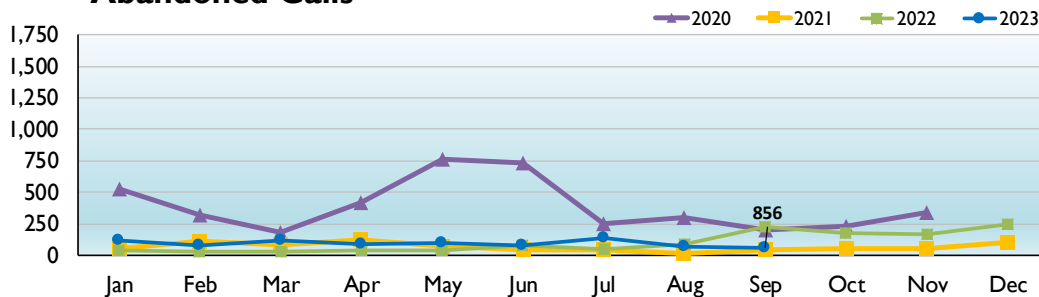
% of Calls Answered within 60 seconds



# Customer Service: 509-328-RIDE Call Center Performance

Total YTD Calls	Total YTD Abandoned Calls	Goal	YTD Abandon Rate
58,279	856	4%	1%

## Abandoned Calls

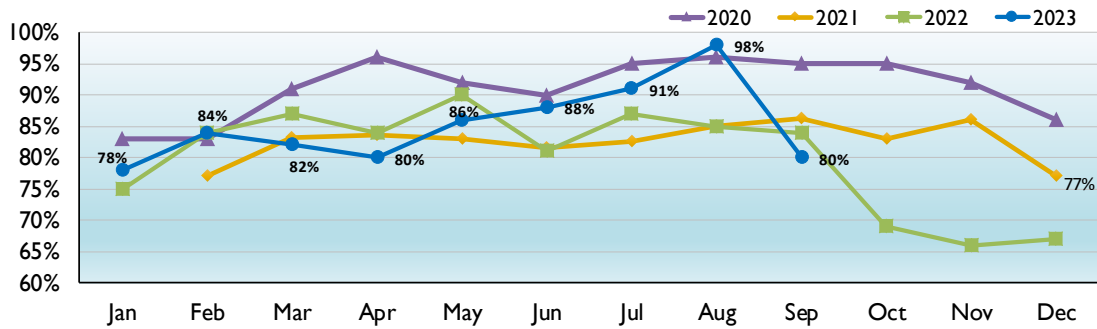


# Paratransit Reservations: 509-328-1552 Call Center Performance

## Service Level:

% of Calls Answered within 60 seconds

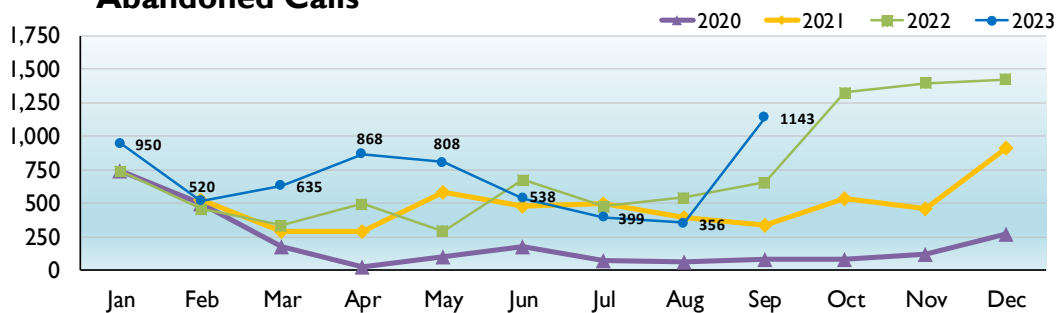
Total YTD Calls	Total YTD Call Answered in 60 Seconds	Goal	YTD %
171,976	142,244	90%	85%



# Paratransit Reservations: 509-328-1552 Call Center Performance

Total YTD Calls	Total YTD Abandoned Calls	Goal	YTD Abandon Rate
171,976	3471	4%	2%

## Abandoned Calls



# Enable Organizational Success

## 3 Performance Measures:

- Training (Maintenance)
- Supervisor Ride Checks
- Governance

## Training: Maintenance

2023 YTD	Goal
44 hours per employee	25 hours per employee per year

## Supervisor Ride Checks

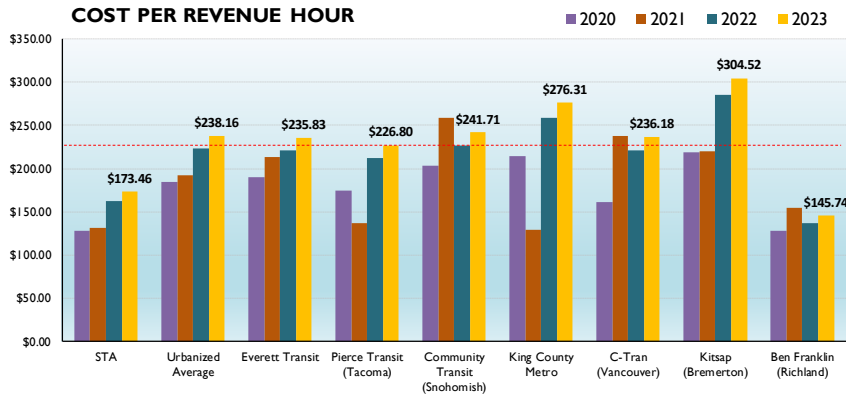
	2021	2022	2023 YTD	Goal
<b>Fixed Route</b>	Suspended due to COVID	29 out of 270 Completed	241 out of 324 Completed	100% of operators checked annually
<b>Paratransit</b>	Suspended due to COVID	48 out of 48	65 out of 65 Completed	100% of operators checked annually

## 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

# Cost Efficiency – Fixed Route



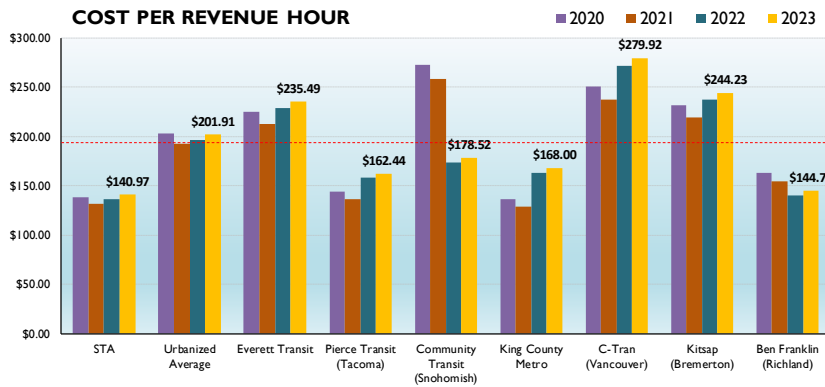
**Objective**  
**\$226.25**

- Previous year results**
- 2020 & 2021 data from NTD reports
  - 2022 data assumes STA year-end performance
  - STA 2023 data reflects year-to-date 3rd 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: 72.8% STA - \$173.46 Urban Average - \$238.16**

# Cost Efficiency – Demand Response (Paratransit)



**Objective**  
**\$191.81**

- Previous year results**
- 2020 & 2021 data from NTD reports
  - 2022 data assumes STA year-end performance
  - STA 2023 data reflects year-to-date 3rd 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: 69.8% STA - \$140.97 Urban Average - \$201.91**

# Cost Efficiency – Maintenance

## MAINTENANCE COST

Cost per Total Mile

	2022	2023	GOAL
<b>Fixed Route</b>	<b>\$1.10</b>	<b>\$1.58</b>	<b>\$1.47</b>
<b>Paratransit</b>	<b>\$1.17</b>	<b>\$1.14</b>	<b>\$1.13</b>

# Questions?

**SPOKANE TRANSIT AUTHORITY**

**BOARD MEETING OF**

November 16, 2023

**AGENDA ITEM 13A :** COMMITTEE MINUTES – INFORMATION

- Board Operations Committee
- Planning & Development Committee
- Performance Monitoring & External Relations Committee

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** Dana Infalt, Executive Assistant to CEO & Clerk of the Authority

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**SUMMARY:** Approved Minutes of the October 4, 2023, Planning and Development Committee, the October 4, 2023, Performance Monitoring and External Relations Committee, and the October 11, 2023, Board Operations Committee meetings are attached.

**RECOMMENDATION TO BOARD:** For information.

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

## **BOARD OPERATIONS COMMITTEE MEETING**

Minutes of the October 11, 2023, Meeting  
Via Webex Video Conference

### **MEMBERS PRESENT**

Lori Kinnear, City of Spokane, *Chair*  
Al French, Spokane County, *Chair Pro Tem,*  
*Planning & Development Committee Chair*  
Pamela Haley, City of Spokane Valley  
*Performance Monitoring & External*  
*Relations Committee Chair*  
Dan Dunne, Small Cities Representative  
(Liberty Lake)  
E. Susan Meyer, Chief Executive Officer,  
*Ex Officio*

### **STAFF PRESENT**

Brandon Rapez-Betty, Chief Operations Officer  
Carly Cortright, Chief Communications and  
Customer Service Officer  
Karl Otterstrom, Chief Planning and  
Development Officer  
Nancy Williams, Chief Human Resources Officer  
Dana Infalt, Clerk of the Authority  
Amie Blain, Executive Assistant to the Chief  
Financial Officer

### **MEMBERS ABSENT**

None

### **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 Kinnear called the meeting to order at 1:30 p.m. and conducted roll call.

#### **2. APPROVE COMMITTEE AGENDA**

***Mr. French moved to approve the agenda as amended, Mr. Dunne seconded, and the motion passed unanimously.***

#### **3. CHAIR'S COMMENTS**

None.

#### **4. COMMITTEE ACTION**

##### **A. September 13, 2023, Committee Minutes**

***Mr. French moved to approve the September 13, 2023, Committee meeting minutes as submitted, Mr. Dunne seconded, and the motion passed unanimously.***

#### **5. COMMITTEE CHAIR REPORTS**

##### **A. Al French, Chair, Planning & Development (P&D)**

Mr. French shared the items presented at the Planning and Development Committee meeting on October 4, 2023.



**B. Pam Haley, Chair, Performance Monitoring & External Relations (PMER)**

Mr. Rapez-Betty shared the items presented at the Performance Monitoring & External Relations Committee meeting on October 4, 2023.

*Mr. Otterstrom joined at 1:44 p.m.*

**6. DRAFT RULES OF PROCEDURE**

Ms. Clark shared the draft Rules of Procedure with the Committee. The Committee discussed the revisions being proposed. Ms. Clark suggested establishing a final version of the Rules of Procedure for Board approval with the understanding that they can be amended in the future as needed.

The Committee agreed to defer this item to the next Board Operations Committee meeting on November 8, 2023.

*Ms. Haley, Ms. Meyer, Dr. Cortright, and Ms. Infalt left at approximately 2:10 p.m.*

**7. BOARD OF DIRECTORS AGENDA OCTOBER 19, 2023**

Ms. Clark suggested removing item “6A. Draft Rules of Procedure: Approval” from the agenda.

***Mr. Dunne moved to approve the Board of Directors agenda as amended, Mr. French seconded, and the motion passed unanimously.***

**8. BOARD OPERATIONS COMMITTEE DRAFT AGENDA NOVEMBER 8, 2023**

Ms. Kinnear suggested adding the item “Rules of Procedure” to the agenda.

***Mr. French moved to add the item to the Draft Board Operations Committee agenda, Mr. Dunne seconded, and the motion passed unanimously.***

**9. CEO REPORT**

August 2023 voter-approved Sales Tax revenues were shared with the Committee.

**10. NEW BUSINESS**

There was no new business.

**11. ADJOURN**

With no further business to come before the Committee, Chair Kinnear adjourned the meeting at approximately 2:20 p.m.

Respectfully submitted,

*Amie Blain*

Amie Blain  
Executive Assistant to the Chief Financial Officer

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

## **PLANNING & DEVELOPMENT COMMITTEE MEETING**

Minutes of the October 4, 2023, Meeting

### **Via Virtual Conference**

*w/In person Public Viewing Option*

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

#### **MEMBERS PRESENT**

Al French, Spokane County – *Chair*  
Karen Stratton, City of Spokane  
Tim Hattenburg, City of Spokane Valley  
Dan Dunne, Small Cities Representative  
(Liberty Lake)  
Chris Grover, Small Cities Representative  
(Cheney), *Ex-Officio*  
E. Susan Meyer, Chief Executive Officer  
*Ex-Officio*

#### **STAFF PRESENT**

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

#### **MEMBERS ABSENT**

Dan Sander, Small Cities Representative  
(Millwood) *Ex Officio*

#### **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 Al French called the meeting to order at 10:00 a.m. and Ms. Vicki Clancy conducted roll call.

#### 2. **COMMITTEE CHAIR REPORT**

Chair French congratulated the STA Team on moving the North Division Street Bus Rapid Transit (BRT) forward with the Federal Transit Administration (FTA).

#### 3. **COMMITTEE ACTION**

##### A. **MINUTES OF THE SEPTEMBER 6, 2023, COMMITTEE MEETING**

**Mr. Tim Hattenburg moved to approve the September 6, 2023, Planning & Development Committee meeting minutes. Ms. Karen Stratton seconded, and the motion was approved unanimously.**

#### 4. **COMMITTEE ACTION**

##### A. **BOARD CONSENT AGENDA**

##### 1. **DIVISION STREET BUS RAPID TRANSIT: WORK ORDER #3 APPROVAL**

Mr. Karl Otterstrom presented Work Order #3 for approval. Division Street Bus Rapid Transit (BRT) is envisioned to be the second BRT line in the Spokane region, extending from downtown Spokane along the Division Street corridor for approximately ten (10) miles to the Mead area. Staff is seeking the Committee's recommendation to the Board to approve a work order for the

next phase of the project to advance the engineering, environmental, and grant preparation work required by the Project Development phase of FTA's Small Starts program. Work Order #3 will advance the project to the 30% design milestone, along with other necessary Project Development activities. Mr. Otterstrom reviewed the major tasks included in the work order. The Division Street BRT Project Development project (CIP 895) has an approved budget of \$15 million in STA's Capital Improvement Program derived from local, state, and federal funding. Work is anticipated to begin in November 2023 and be completed by the end of 2024.

Chair French requested that as STA conducts their modeling for this project, that it be demonstrated that freight traffic access will not be impeded due to the reconfiguration of North Division. Mr. Otterstrom responded that this will absolutely be kept in mind.

**Mr. Tim Hattenburg moved to recommend the Board of Directors authorize the CEO to execute Work Order #3 for the Division Street Bus Rapid Transit project with Parametrix, Inc. under existing contract #2021-10610 for an amount not to exceed \$5,450,000, and to provide for 10% contingency for unforeseen additional requirements or services. Mr. Dan Dunne seconded, and the motion was approved unanimously.**

2. FEDERAL TRANSIT ADMINISTRATION SECTION 5310 FUNDING OPPORTUNITY AND LOCAL MATCH APPROVAL

Mr. Karl Otterstrom reviewed the scope and anticipated timeline for the Section 5310 Call for Projects and requested approval of \$190,000 in STA local funding to support the subrecipients required local match amount. The Spokane County Public Transit-Human Service Transportation Plan (HSTP) is required by state and federal agencies to develop regional strategies to enhance transportation access, minimize duplication of service, and implement the most cost-effective transportation services using available resources. All 5310 projects must be consistent with this plan.

Subject to evaluation, ranking, and Board action, up to \$805,296 in combined federal and STA local funding is expected to be awarded to non-profit providers and transportation agencies for projects to enhance the mobility of seniors and individuals with disabilities within the Spokane urbanized area. In order to ensure that STA meets the 55% minimum requirement of funds to be spent on "Traditional" capital projects for FY2023, staff may recommend to the Board that projects be awarded to STA up to \$338,413 as needed to ensure the 55% compliance. "Traditional" projects include a 20% local match requirement.

Subject to Board approval of local STA match allocation on October 19, 2023, the Call for Projects will be issued October 20, 2023. There will be an informational meeting for interested applicants on October 25, 2023. The final project application is due December 8, 2023. Previous subrecipients include SNAP, SMS, Coast, Cancer Can't and several others. Mr. Hattenburg expressed appreciation for this program.

**Ms. Karen Stratton moved to recommend the Board approve the allocation of \$190,000 in STA local funds to partially offset local match requirements for subrecipients in the 2023 Section 5310 Call for Projects. Mr. Tim Hattenburg seconded, and the motion was approved unanimously.**

B. BOARD DISCUSSION AGENDA

1. CONNECT 2035 STRATEGIC PLAN: ENGAGEMENT STRATEGY APPROVAL

Mr. Karl Otterstrom presented an overview of the draft Connect 2035 Engagement Strategy, which provides a synthesis of the material presented at the Board Workshop and highlights the approach that STA staff and its consultants will use to conduct a robust engagement effort. The first Board Workshop for Phase 2 was held with the STA Board of Directors on September 6, 2023. Mr. Otterstrom reviewed the Phase 2 Project Schedule, desired outcomes, and public process goals, audience groups, engagement tactics, and engagement strategies and activities, and tracking metrics. The next Board Workshop is scheduled for November 1, 2023, right after the November Planning & Development Committee meeting.

Chair French requested that freight haulers be included in the Audience Groups. Mr. Otterstrom responded that this group can be added to the Audience Group infographic as “Freight and Industrial Stakeholders” and the long list.

**Mr. Dan Dunne moved to recommend the Board of Directors approve the Connect 2035 Strategic Plan Engagement Strategy. Mr. Tim Hattenburg seconded, and the motion was approved unanimously.**

5. REPORTS TO COMMITTEE

A. DRAFT 2024 BUDGET

Ms. Monique Liard presented the Draft 2024 Budget. In accordance with STA Board Resolution 681-11, the Planning & Development Committee is accountable for designing and coordinating the Board’s participation in Spokane Transit’s strategic and operational planning. This includes an annual action plan that is operationalized by the annual operating and capital budgets. For 2024, staff has combined the action plan and the operating and capital budget into one comprehensive report, the Draft 2024 Budget, which is included in the packet. Ms. Liard reviewed the foundational elements, the 2024 Action Plan, the Operating Budget, the Capital Budget, and the timeline. This budget is proposed to be adopted in December of 2023.

Operating Budget – The draft 2024 budget assumes \$142,983,582 in operating revenues, a decrease of \$14,060,562 (9.0%) compared to the 2023 adopted budget of \$157,044,144. The absence of stimulus funding is the biggest contributor to the revenue changes. For 2024, staff recommends budgeted sales tax revenue be kept flat to 2023 actual through August 2023 and then use the 2023 budgeted revenue for September to December. Sales tax revenue growth in 2024 is projected to be 1.7% over 2023 budgets.

Capital Budget – The 2023 capital budget is forecasted to be \$75,281,079 plus a fleet replacement contribution of \$19,367,716, for a total of \$92,310,089. Funding sources include federal (\$14,654,539 – 24.6% of the total), state (\$11,516,779 – 6.0% of the total), and local (\$49,109,761 – 69.4%). It was noted that the 2024 Capital Budget was decreased by \$16,318,843 from 2024-2029 CIP which was included in the Transit Development Plan to account for timing of projects and updates to costs – 2024 capital in the CIP was \$91,599,922.

B. CONNECT SPOKANE COMPREHENSIVE PLAN: COMMUNICATIONS AND PUBLIC INPUT AND TITLE VI

Mr. Otterstrom presented an overview of proposed updates to the *Communications and Public Input* Element in the Connect Spokane Comprehensive Plan informed by discussion and input that took place at the September 6, 2023, Planning & Development Committee meeting. STA is beginning the second phase of a major update to this document. Mr. Otterstrom also began an introductory discussion on a proposal for a new Title VI Element. Mr. Otterstrom reviewed the existing federally required Title VI Policies that were amended into the plan. Staff are proposing to revisit these policies and move them into the main body of the Title VI plan. Mr. Otterstrom reviewed Environmental Justice (EJ) and the USDOT EJ Guiding Principles. The focus is to ensure that items are well documented. The plan is to return next month with draft language for these elements of the plan.

6. CEO REPORT

Ms. E. Susan Meyer presented the CEO Report:

September 2023 Voter-Approved Sales Tax Revenue (July Sales) Update: Actual (\$9,752.433) compared to budget (\$8,541,727) for a 14.2% difference of \$1,210,706. Sales tax revenue is 3.8% YTD above budget (\$3.1M), 0.4% above September 2022 actual (\$0.4M) and 2.3% YTD above 2022 actual (\$1.9M).

7. COMMITTEE INFORMATION – None

8. REVIEW NOVEMBER 1, 2023, COMMITTEE MEETING AGENDA

Mr. Dunne asked for clarifications on the timing of requesting changes to the committee agenda. Discussion ensued. Ms. Megan Clark stated that this is what the intended procedure is, and it is being used as a benchmark until the rules of procedure have been implemented. Mr. Dunne further sought confirmation that while it is beneficial to review the upcoming Planning & Development Committee meeting under this category, at this time, committee members cannot suggest/make changes to the agenda, to which Ms. Clark confirmed.

9. NEW BUSINESS - None

10. COMMITTEE MEMBERS' EXPRESSIONS

11. ADJOURN

With no further business to come before the Committee, Chair French adjourned the meeting at 11:29 a.m.

NEXT COMMITTEE MEETING: WEDNESDAY, November 1, 2023, at 10:00 a.m.

Respectfully submitted,



Vicki Clancy, Executive Assistant  
Planning & Development Department

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

## PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Minutes of the October 4, 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  
Hank Bynaker, City of Airway Heights (*Ex-Officio*)  
Rhonda Bowers, Non-Voting Labor Representative  
E. Susan Meyer, CEO (*Ex-Officio*)

### **COMMITTEE MEMBERS ABSENT**

Don Kennedy, City of Medical Lake (*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 September 6, 2023, Committee Meeting**  
**Mr. Zappone moved to approve the September 6, 2023, Committee meeting minutes. Mr. Kerns seconded, and the motion passed unanimously.**
    - B. **Fleck Fuel Facility Replacement: Scope of Work Approval**  
Mr. Rapez-Betty explained the Fleck Service Center, located in Spokane Valley, supports STA's operations in the eastern portion of the PTBA with storage, washing and fueling for both Fixed Route and Paratransit. He provided background on the fuel facility and the general scope of work, which needs upgrading to continue supporting operations in that area. Mr. Rapez-Betty stated the approved budget is \$1,500,000, but with a recent engineer's construction cost estimate and future encumbrances, there is a current estimated budget deficiency of \$1,596,117. Mr. Rapez-Betty explained staff must come back to the PMER Committee and Board for a contract award and at that time will request approval of a budget adjustment.  
**Mr. Kerns moved to recommend the Board of Directors approve the general scope of work and authorize staff to release an invitation for bid (IFB) for the Fleck Fuel Facility Replacement project. Ms. Wilkerson seconded, and the motion passed unanimously.**

4. COMMITTEE ACTION

A. Board Consent Agenda

1. Transit Vehicle Tire Lease Services Award of Contract

Mr. Rapez-Betty provided background on the current five-year contract with Michelin North America, Inc. which expires on November 30, 2023. He explained Michelin North America, Inc. was determined to be the qualified and cost-effective firm. Mr. Rapez-Betty discussed the contract terms which has a commencement date of December 1, 2023.

**Ms. Wilkerson moved to recommend the Board of Directors authorize the CEO to execute a five-year contract with Michelin North America, Inc., for Transit Vehicle Tire Lease Services for a total value of \$3,377,429. Mr. Kerns seconded, and the motion passed unanimously.**

2. Fare Collection System Update and Request for New Contract

Ms. Liard provided a debrief of the first year using the Connect Fare Collection System with INIT Innovations in Transportation, Inc. (INIT) which shows a rapid and successful adoption since launch. The Connect system has been very well received by STA riders and now accounts for more than 65% of all fare payments. Ms. Liard explained the original fare collection system will be closed out with project savings, and staff recommends allocating the budget savings toward a new Connect Enhancements capital project and entering into a sole source master contract with INIT.

**Mr. Zappone moved to recommend the Board of Directors authorize the CEO to execute a five-year sole source master contract with INIT for fare collection system enhancements with a value not to exceed \$985,962. Mr. Kerns seconded, and the motion passed unanimously.**

B. Board Discussion Agenda (*none*)

5. REPORTS TO COMMITTEE

A. 2024 Service Revisions: Preliminary Proposal

Mr. Otterstrom provided background on the 2023 Service Revisions Preliminary Proposal which is a starting point for public input for changes to routes programmed for implementation in 2024 with Board approval. Areas affected are Northeast Spokane/Hillyard, Airway Heights, and the North Bank. Mr. Otterstrom explained the proposed revisions adhere to the principles and goals in the Board-adopted plans, including the *STA Moving Forward* plan, 2021 Near-Term Investments, and as articulated in the 2024-2029 Transit Development Plan (TDP) adopted by the STA Board of Directors on July 20, 2023. Mr. Otterstrom discussed the 2024 revision objectives, focus areas, resource impacts, and an overview of proposed changes.

6. CEO REPORT

Ms. Meyer reported the September 2023 voter-approved sales tax revenue, collected on July 2023 sales, against a budget of \$8,541,727. The actual receipts were \$9,752,433 which is 14.2% above budget with a variance totaling \$1,210,706. Year-to-date is 3.8% above budget and totaling approximately \$3.1M.

Ms. Meyer discussed the preliminary budget which will go to the Board in November and the importance of being conservative in projecting sales tax. The proposed sales tax for 2024 will be a 1.7% increase.

7. NOVEMBER 1, 2023 – COMMITTEE MEETING DRAFT AGENDA REVIEW

The November 1, 2023, Performance Monitoring & External Relations Committee Meeting draft agenda was reviewed and there were no changes.

8. NEW BUSINESS

Discussion ensued about creating a Community Access Pass program survey, questions to ask on the survey, and board awareness of the draft survey before launch.

9. COMMITTEE MEMBERS' EXPRESSIONS

There was discussion about how to operationalize the temperatures in the fare exception plan. STA has aligned with the City of Spokane for hot weather and smoke/poor air quality. It was suggested the Board discuss, or staff make a recommendation regarding a cold temperature mark when coach operators can make a fare exception. It was also suggested STA may decide their own benchmarks and not align with any specific municipality.

Discussion ensued about whether the Board has the authority to create a new fare policy. Ms. Clark, Legal Counsel, explained the current practice is an operational exception in response to weather conditions, but more discussion would be required for other Board action.

10. ADJOURN

With no further business to come before the Committee, Chair Haley adjourned the meeting at 2:43 p.m.

The next committee meeting will be held on Wednesday, November 1, 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**

**BOARD MEETING OF**

November 16, 2023

**AGENDA ITEM 13B:** OCTOBER 2023 SALES TAX REVENUE

**REFERRAL COMMITTEE:** Performance Monitoring & External Relations (*Haley*)

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

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**SUMMARY:** Attached is the October 2023 voter-approved sales tax revenue information. October sales tax revenue, which represents sales for August 2023, was:

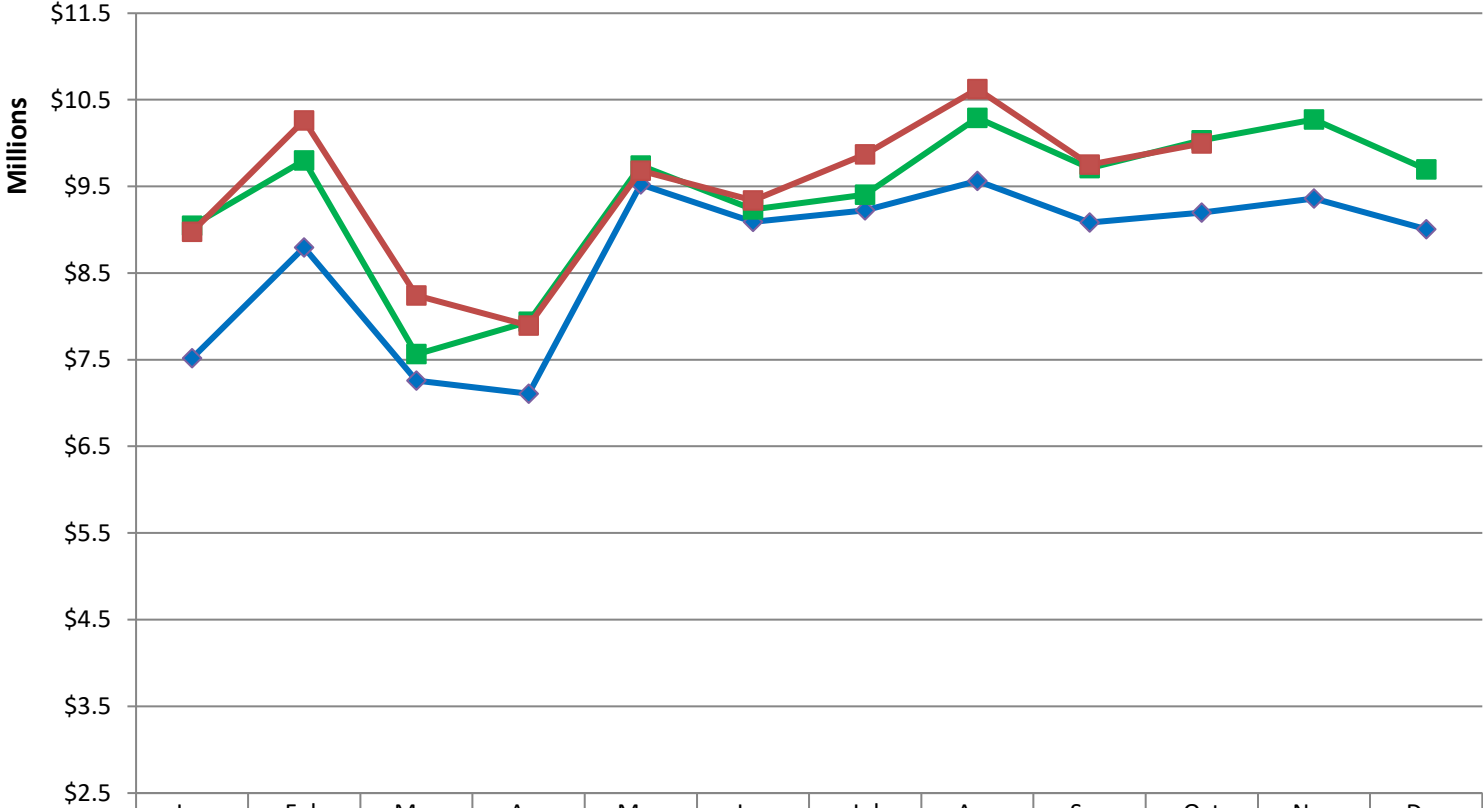
- 20.2% above 2023 budget
- 5.3% above YTD 2023 budget
- 0.4% below 2022 actual
- 2.0% above YTD 2022 actual

Total taxable sales for August were *down* 0.9% from August 2022. 2023 YTD sales are *up* 2.1% from August 2022 YTD. Retail, Construction and Accommodation and Food Services continue to be the top 3 rankings YTD:

- Retail Trade *decreased* by 0.1% (\$-0.8M) in August 2023 vs August 2022 and is *down* by 0.2% (\$-9.0M) August 2023 YTD vs 2022 YTD
  - Other Misc. Store Retailers *increased* 12.6% or \$76.1M August 2023 YTD over August 2022 YTD
  - Grocery and Convenience Retailers *increased* 7.9% or \$17.9M August 2023 YTD over August 2022 YTD
  - Building Material and Supplies Dealers *decreased* 3.8% or (\$-18.3M) August 2023 YTD over August 2022 YTD
  - Other Motor Vehicle Dealers *decreased* 15.4% or (\$-27.8M) August 2023 YTD over August 2022 YTD
  - Electronics & Appliance Retailers *decreased* 10.2% or (\$-28.4M) August 2023 YTD over August 2022 YTD
  - Furniture and Home Furnishings Retailers *decreased* 32.2% or (\$-58.6M) August 2023 YTD over August 2022 YTD
- Construction *decreased* by 1.2% (\$-2.5M) in August 2023 vs August 2022 and is *up* by 0.7% (\$9.3M) August 2023 YTD vs 2022 YTD
- Accommodation and Food Services *increased* by 0.5% (\$0.6M) in August 2023 vs August 2022 and is *up* by 4.9% (\$44.9M) August 2023 YTD vs 2022 YTD

**RECOMMENDATION TO BOARD:** Information only.

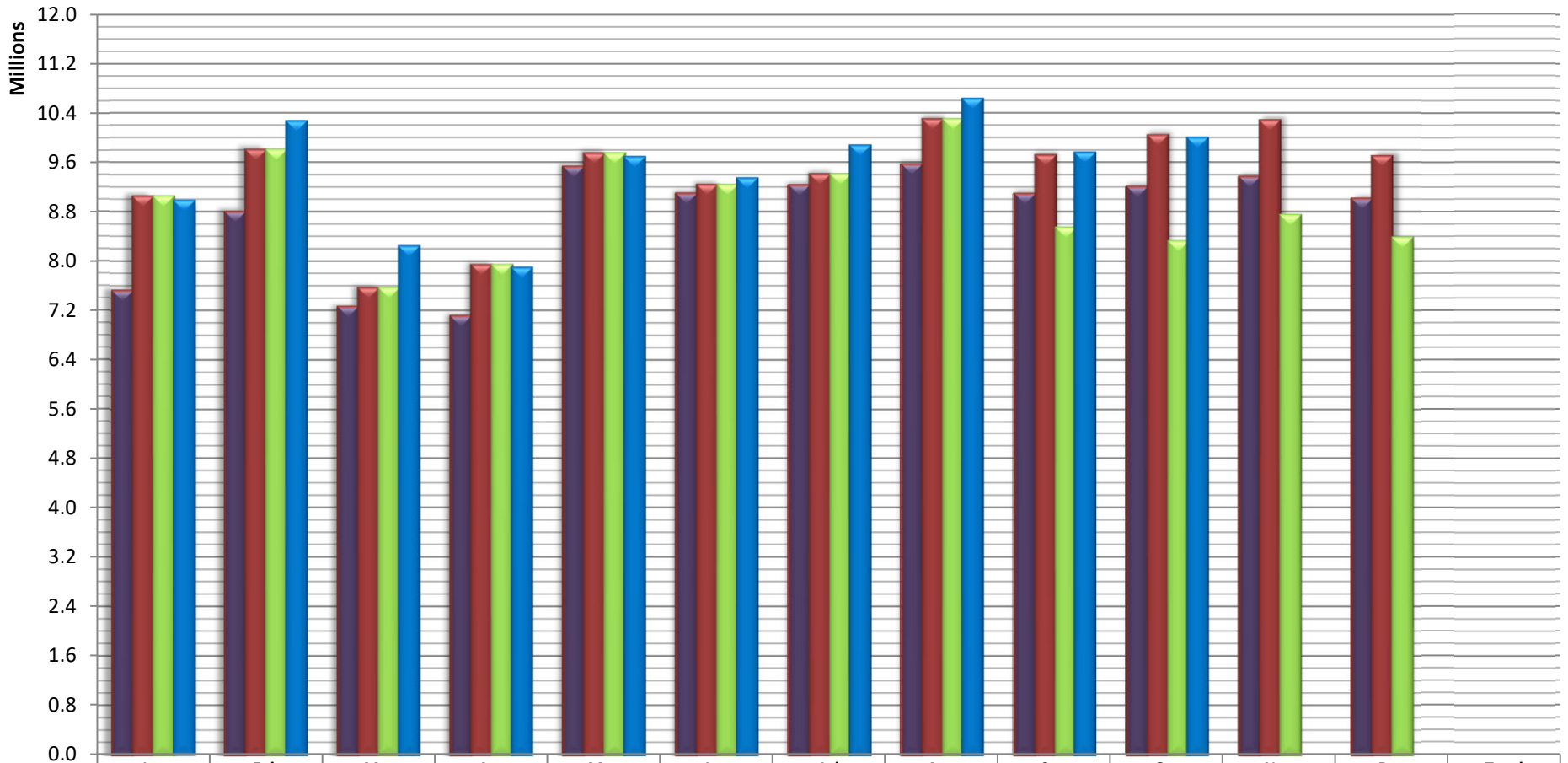
### Sales Tax Revenue History-October 2023<sup>(1)</sup>



	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		

(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 <sup>(1)</sup>



	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	-	-	94,636,260
\$ Mo. Var.	(70,543)	462,064	677,496	(44,554)	(58,922)	103,091	466,487	333,010	41,022	(36,576)	-	-	
% Mo. Var.	-0.8%	4.7%	9.0%	-0.6%	-0.6%	1.1%	5.0%	3.2%	0.4%	-0.4%	0.0%	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	-	-	
% YTD Var.	-0.8%	2.1%	4.0%	3.0%	2.2%	2.0%	2.4%	2.6%	2.3%	2.0%	0.0%	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%	0.0%	0.0%	

<sup>(1)</sup> 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**

**BOARD MEETING OF**

November 16, 2023

**AGENDA ITEM 13C :** SEPTEMBER 2023 FINANCIAL RESULTS SUMMARY

**REFERRAL COMMITTEE:** Performance Monitoring & External Relations (*Haley*)

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

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

Revenue

Overall, September year-to-date revenue is 10.1% (\$12.0M) higher than budget impacted by the following:

- Fares & Other Transit Revenue is 16.5% lower than budget
- Sales Tax Revenue is 3.8% higher than budget
- Federal & State Grant Revenue is 28.2% higher than budget
- Miscellaneous Revenue is 68.7% higher than budget

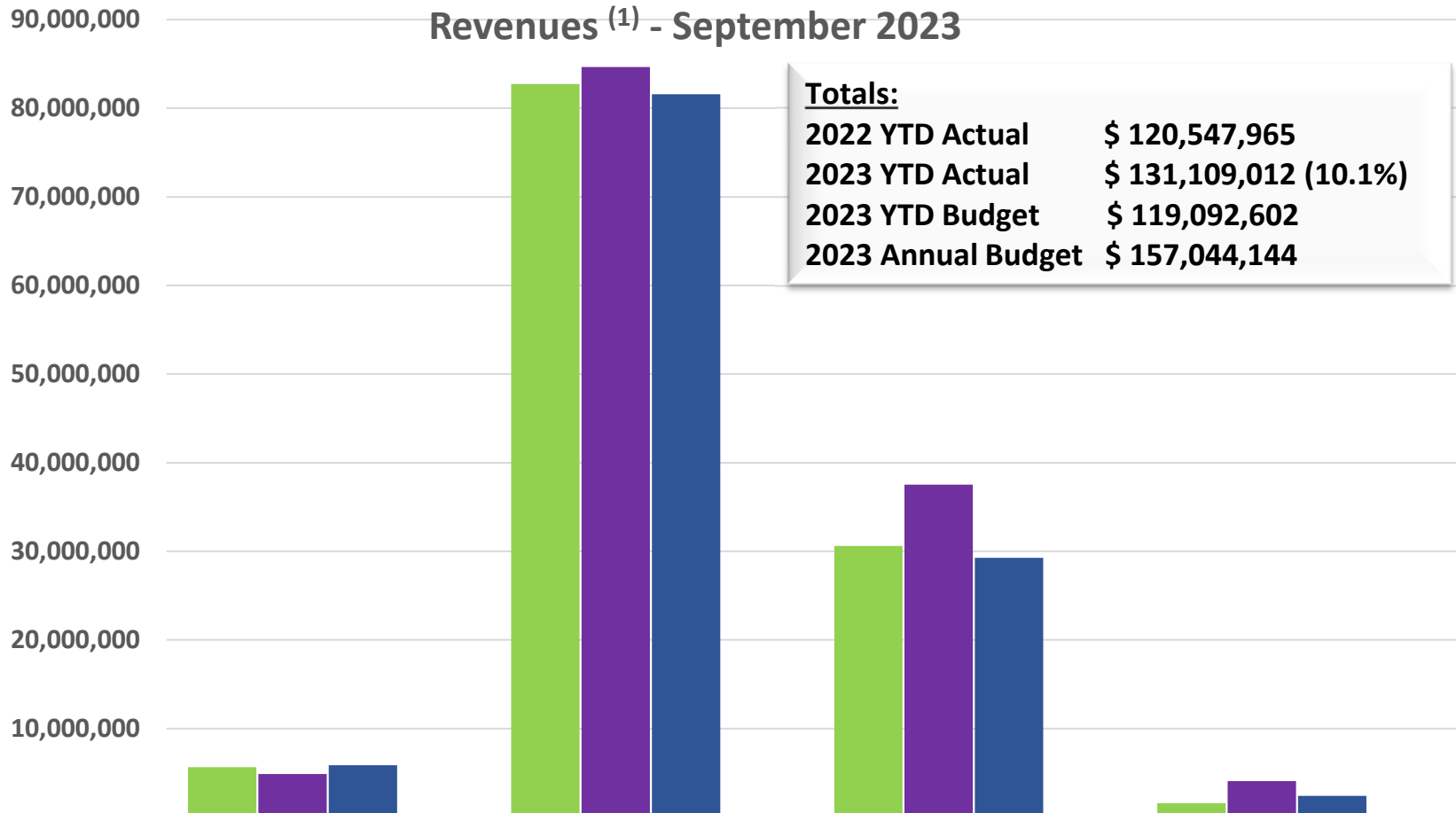
Operating Expenses

Overall, September year-to-date operating expenses are 5.5% (\$4.7M) lower than budget influenced by the timing of payments as follows:

- Fixed Route is 4.9% lower than budget
- Paratransit is 0.1% higher than budget
- Rideshare is 9.9% lower than budget
- Plaza is 14.2% lower than budget
- Administration is 12.2% lower than budget

**RECOMMENDATION TO BOARD:** Information only.

## Spokane Transit Revenues <sup>(1)</sup> - September 2023



**Totals:**  
**2022 YTD Actual**      \$ 120,547,965  
**2023 YTD Actual**      \$ 131,109,012 (10.1%)  
**2023 YTD Budget**     \$ 119,092,602  
**2023 Annual Budget** \$ 157,044,144

	Fares & Other Transit Revenue	Sales Tax	Federal & State Grants (2)	Miscellaneous
■ 2022 YTD Actual	5,639,603	82,730,333	30,615,430	1,562,599
■ 2023 YTD Actual	4,885,935	84,639,485	37,518,162	4,065,430
■ 2023 YTD Budget	5,853,853	81,560,649	29,268,912	2,409,188
2023 YTD Budget Variance	-16.5%	3.8%	28.2%	68.7%
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 September state capital grant reimbursements total \$2,408,518 and federal capital grant reimbursements total \$11,108,172.

## Spokane Transit Operating Expenses<sup>(1)</sup> - September 2023

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      \$ 67,291,568  
2023 YTD Actual      \$ 79,845,543 (-5.5%)  
2023 YTD Budget     \$ 84,513,680  
2023 Annual Budget \$ 113,822,411

**Fuel:**

2022 YTD Actual      \$ 4,695,340  
2023 YTD Actual      \$ 4,904,307 (-18.8%)  
2023 YTD Budget     \$ 6,041,772  
2023 Annual Budget \$ 8,063,242

Fixed Route                      Paratransit                      Rideshare                      Plaza                      Administration

■ 2022 YTD Actual	44,758,093	10,780,203	465,715	1,542,035	9,745,522
■ 2023 YTD Actual	53,240,794	12,851,575	489,483	1,825,638	11,438,053
■ 2023 YTD Budget	55,981,193	12,838,074	543,405	2,126,605	13,024,403
2023 YTD Budget Variance	-4.9%	0.1%	-9.9%	-14.2%	-12.2%
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 \$32,357,457 and Street/Road cooperative projects of \$850,153 for year-to-date September 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**

**BOARD MEETING OF**

November 16, 2023

**AGENDA ITEM 13D:** SEPTEMBER 2023 OPERATING INDICATORS

**REFERRAL COMMITTEE:** Performance Monitoring & External Relations (*Haley*)

**SUBMITTED BY:** Brandon Rapez-Betty, Chief Operations Officer

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**SUMMARY:** There was 1 less weekday in September 2023 compared to September 2022.

**FIXED ROUTE**

Total monthly ridership increased 35.1% (806,111 vs. 596,871) in September 2023 compared to September 2022 and was up 31.0% (6,183,747 vs. 4,721,266) YTD.

Average weekday ridership increased 42.4% (32,717 vs. 22,972) in September 2023 compared to September 2022 and was up 31.7% (27,292 vs. 20,723) YTD.

Adult Ridership increased 5.8% (341,105 vs. 322,427) in September 2023 compared to September 2022 and was up 7.9% (3,026,216 vs. 2,805,370) YTD.

Zero-Fare Youth (formerly Youth) Ridership increased 67.1% (175,223 vs. 104,879) in September 2023 compared to September 2022 and was up 130.8% (1,159,690 vs. 502,360) YTD.

Reduced Fare / Paratransit Ridership increased 43.7% (110,986 vs. 77,240) in September 2023 compared to September 2022 and was up 40.7% (915,569 vs. 650,869) YTD.

CCS Pass Ridership increased 32.7% (15,909 vs. 11,987) in September 2023 compared to September 2022 and was up 26.7% (178,786 vs. 141,092) YTD.

Eagle Pass Ridership decreased 19.5% (17,917 vs. 22,247) in September 2023 compared to September 2022 and was down 6.0% (213,525 vs. 227,197) YTD.

63.0% of all passengers used Connect Passes last month.

**PARATRANSIT**

Total monthly Paratransit ridership increased 9.5% (29,849 vs. 27,267) September 2023 compared to September 2022 and is up 17.3% (267,018 vs. 227,658) YTD.

**Detailed breakdown:**

Directly operated service increased 13.5% (16,223 vs. 14,291) in September 2023 compared to September 2022 and was up 28.9% (145,089 vs. 112,594) YTD.

- Contracted service increased 5% (13,626 vs. 12,976) in September 2023 compared to September 2022 and was up 28.5% (121,930 vs. 94,865) YTD.
- Special Use Van ridership decreased 38.2% (1,181 vs. 1,911) in September 2023 compared to September 2022 and was down 11.6% (11,067 vs. 12,515) YTD.

**RIDESHARE**

Total Rideshare ridership decreased 9.9% (7,693 vs 8,540) in September 2023 compared to September 2022 and was up 7.2% (71,627 vs 66,844) YTD.

- Rideshare vans in service increased 8.2% (79 vs. 73) in September 2023 compared to September 2022.

## CUSTOMER SERVICE/SALES

### **Total Value Added to Connect Cards:**

Value Added increased 4.8% (\$244,620 vs. \$233,399) in September compared to August 2023

- Autoload decreased 3.5% (\$12,786 vs. \$13,249) in September compared to August 2023
- Call Centers increased 28.6% (\$7,753 vs. \$6,028) in September compared to August 2023
- Customer Service Terminal increased 1.0% (\$66,282 vs. \$65,642) in September compared to August 2023
- Customer Website decreased 9.6% (\$21,841 vs. \$24,161) in September compared to August 2023
- Mobile Ticketing increased 5.5% (\$108,863 vs. \$103,172) in September compared to August 2023
- Institutional Website increased 32.3% (\$18,398 vs. \$13,903) in September compared to August 2023
- Open Payments increased 48.4% (\$5,944 vs. \$4,006) in September compared to August 2023
- Retail Network decreased 14.9% (\$2,754 vs. \$3,238) in September compared to August 2023

### **Total Pass Sales:**

Total Pass Sales decreased 30.3% (17,914 vs. 25,691) in September compared to August 2023

- 1-Ride Pass decreased 41.6% (6,678 vs. 11,443) in September compared to August 2023
- 7-Day Rolling Pass decreased 40.3% (219 vs. 367) in September compared to August 2023
- Day Pass decreased 23.1% (9,658 vs. 12,556) in September compared to August 2023
- Honored Rider 31-Day Rolling Pass decreased 29.9% (54 vs. 77) in September compared to August 2023
- Paratransit Monthly Pass decreased 42.1% (22 vs. 38) in September compared to August 2023
- Shuttle Park Pass decreased 5.3% (160 vs. 169) in September compared to August 2023
- Standard 31-Day Rolling Pass increased 8.1% (1,123 vs. 1,039) in September compared to August 2023

### **Total Discounted Passes (Included in Pass Sales above):**

- 1-Ride CAP passes decreased 51.4% (3,950 vs. 8,130) in September compared to August 2023
- Day CAP Passes decreased 23.5% (4,236 vs. 5,534) in September compared to August 2023
- Employer-Sponsored Bus Pass Program increased 13.3% (495 vs. 437) in September compared to August 2023

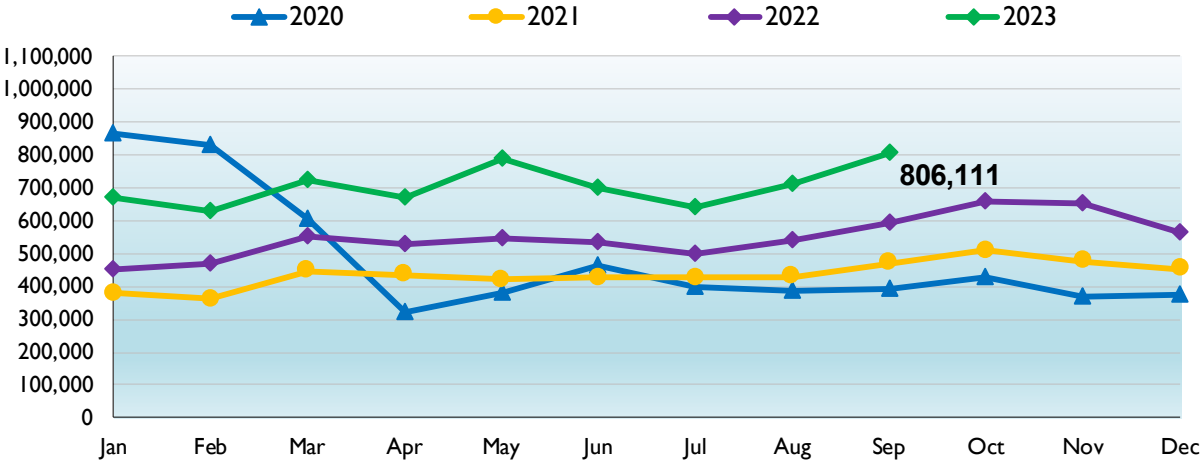
### **Specialty Pass Programs:**

Monthly Data	YTD Data
<b>Shuttle Park monthly sales</b> Decreased 24.6% (169 vs. 224 in 2022)	<b>YTD sales</b> Decreased 15.3% (1,450 vs. 1,711 in 2022)
<b>ESBP monthly sales</b> Increased 5.6% (437 vs. 414 in 2022)	<b>YTD sales</b> Increased 21.8% (3,405 vs. 2,795 in 2022)
<b>UTAP monthly rides</b> Increased 8.9% (27,883 vs. 25,609 in 2022)	<b>YTD rides</b> Increased 17.0% (502,534 vs. 429,571 in 2022)
<b>Community Access Program</b> Increased 446.8% (13,664 vs 2,499 in 2022)	<b>YTD CAP Sales</b> Increased 52.6% (73,639 vs 48,271 in 2022)

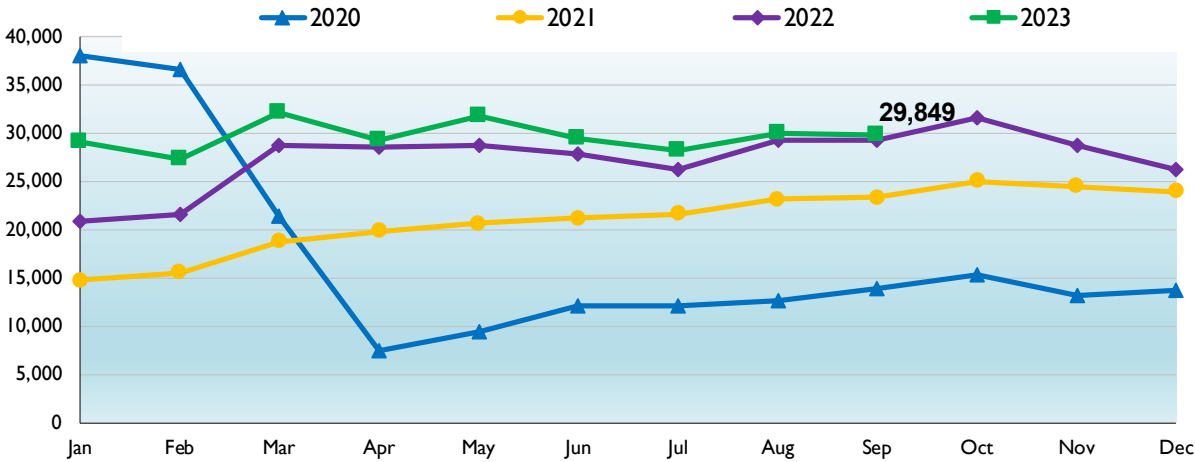
**RECOMMENDATION TO BOARD:** Information only.



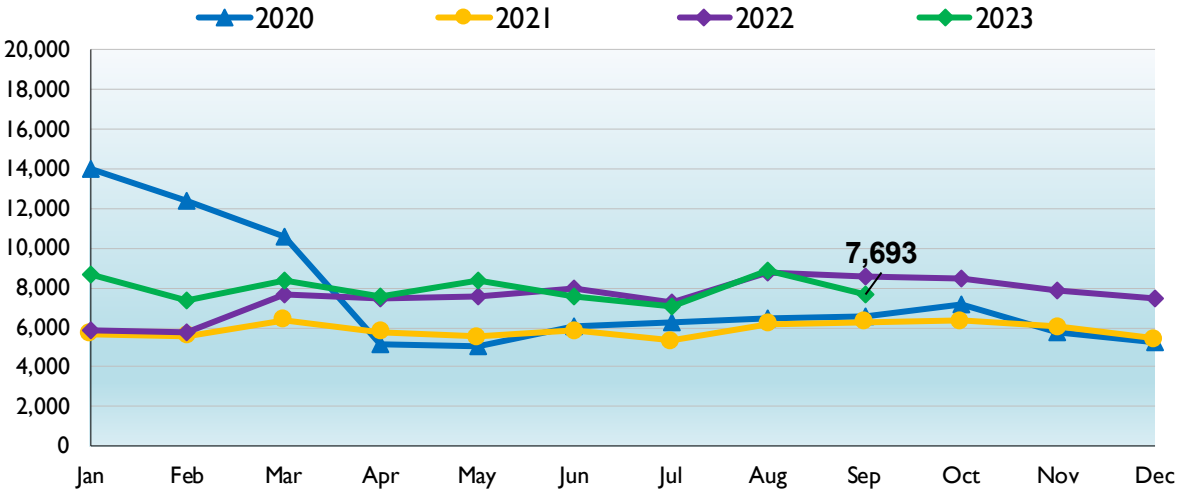
# FIXED ROUTE RIDERSHIP



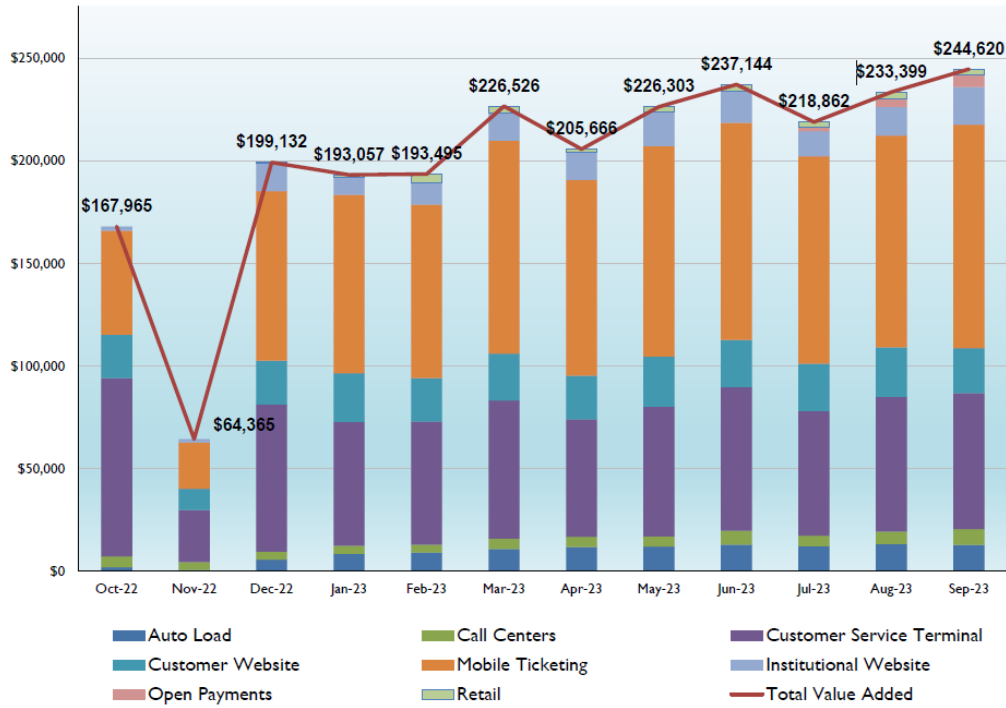
# PARATRANSIT RIDERSHIP



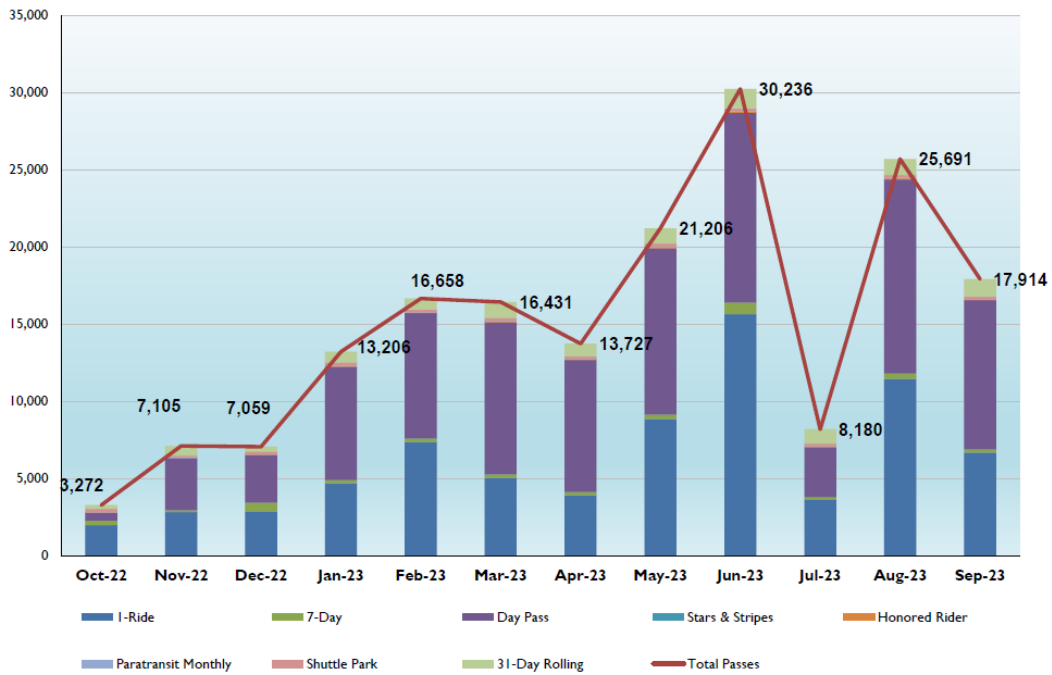
# RIDESHARE RIDERSHIP



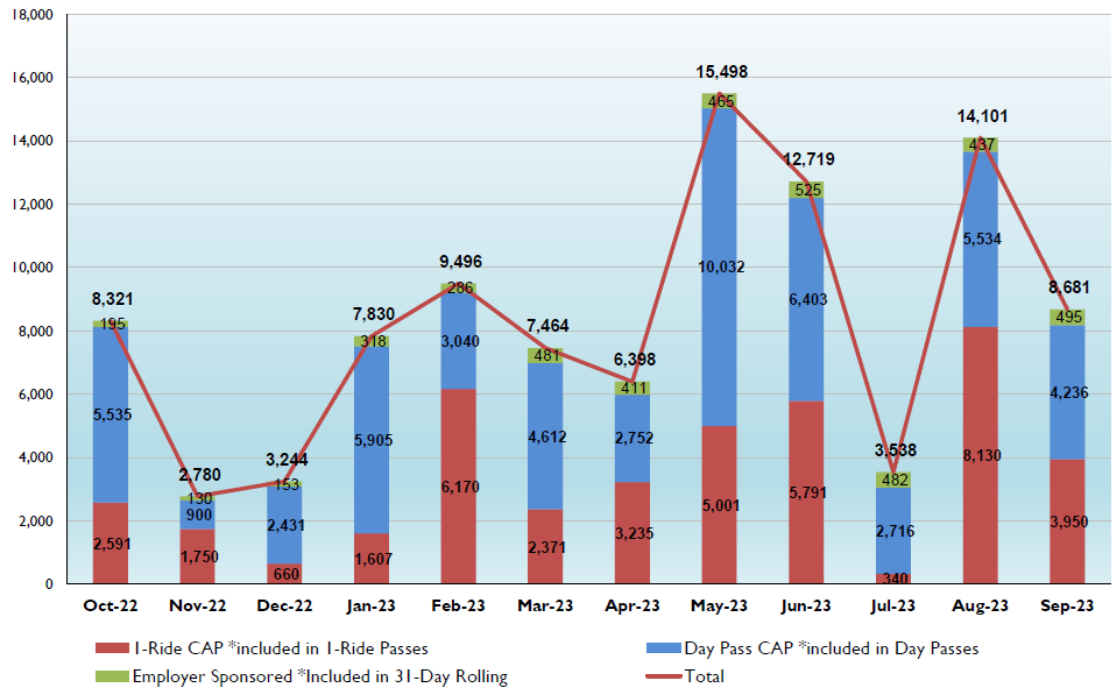
## TOTAL VALUE ADDED TO CONNECT CARDS



## TOTAL PASS SALES



# TOTAL DISCOUNT PASSES



**SPOKANE TRANSIT AUTHORITY**

**BOARD MEETING OF**

November 16, 2023

**AGENDA ITEM 13E :** DRAFT 2024 PLANNING & DEVELOPMENT COMMITTEE WORK PROGRAM

**REFERRAL COMMITTEE:** Planning & Development (*French*)

**SUBMITTED BY:** Karl Otterstrom, Chief Planning & Development Officer

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**SUMMARY:** Near the conclusion of each year, the Planning & Development Committee prepares a work program to outline activities it expects to undertake the following year. Staff reviewed the first draft of the 2024 work program for committee discussion during the November 1, 2023, Planning & Development Committee meeting.

**BACKGROUND:** According to STA Board Resolution 681-11, adopted at the September 21, 2011, STA Board Meeting, the Planning & Development Committee is accountable for designing and coordinating the Board’s participation in STA strategic and operational planning, including annual budget preparation, and the annual planning calendar. The annual planning calendar is embodied within the Committee work program as presented below.

*Connect Spokane: A Comprehensive Plan for Public Transportation* identifies two core planning documents that are prepared annually. First, is the Transit Development Plan (TDP), which includes a six-year capital improvement program (CIP) and a three-year service improvement program (SIP). The second is the annual action plan and accompanying operating and capital budgets. These plans are founded on the principles and policies of *Connect Spokane* and advance STA’s strategic goals adopted as part of Phase 1 of *Connect 2035*.

In addition to the planning documents developed annually as described above, the Planning & Development Committee is expected to conclude work next year on two multi-year planning activities. This includes preparing and finalizing updates to STA’s comprehensive plan, and Phase 2 of *Connect 2035*, the agency’s new strategic plan.

The draft work program below includes the major planning activities described above, along with other recurring activities that come before the Planning & Development Committee, including updates on Division Street Bus Rapid Transit (BRT) and the annual Federal Transit Administration (FTA) Section 5310 Call for Projects.

**DRAFT 2024 Planning & Development Committee Work Program**

<b>Month</b>	<b>Committee Activities</b>
<b>December 2023</b>	Finalize and approve 2024 Work Program
<b>January 2024</b>	<i>No Committee Meetings in January</i>

Month	Committee Activities
<b>February 2024</b>	Review Committee Work Program FTA Section 5310: 2023 Call for Projects Award Transit Development Plan (TDP) 2025-2030: Overview Comprehensive Plan Update: review draft elements Connect 2035: Progress Update
<b>March 2024</b>	TDP 2025-2030: Develop mid-range planning guidance Division Street BRT: Design and Public Outreach Update Comprehensive Plan Update: review draft elements Connect 2035: Performance Measures & Targets
<b>April 2024</b>	TDP 2025-2030 <ul style="list-style-type: none"> <li>• Finalize mid-range planning guidance</li> <li>• Review preliminary revenue and expenditure forecast assumptions</li> <li>• Identify major activities</li> </ul> Comprehensive Plan Update: draft plan for public hearing
<b>May 2024</b>	TDP 2025-2030 <ul style="list-style-type: none"> <li>• Proposed 2025-2027 Service Improvements</li> <li>• Review Preliminary Capital Improvement Program (2025-2030)</li> <li>• Review Financial Forecasts</li> </ul> Comprehensive Plan: final plan for approval Connect 2035: Initiative List & Evaluation Criteria
<b>June 2024</b>	Division Street BRT: Design and Public Outreach Update TDP 2025-2030: complete draft plan Public hearing conducted on draft TDP
<b>July 2024</b>	TDP 2025-2030: Finalize and approve FTA Section 5310: Notice of Funding Opportunity Connect 2035: Refined Initiative List & Programming
<b>August 2024</b>	<i>No Board/Committee Meetings in August</i>
<b>September 2024</b>	Division Street BRT: Design and Public Outreach Update Connect 2035: Draft Plan for Public Input
<b>October 2024</b>	Review draft proposed 2025 Action Plan, Operating and Capital Budgets
<b>November 2024</b>	Prepare 2025 Committee Work Program Public hearing on draft proposed 2025 Action Plan, Operating and Capital Budgets FTA Section 5310: recommend funding awards Connect 2035: Plan Adoption
<b>December 2024</b>	Approve final proposed 2025 Action Plan, Operating and Capital Budgets Finalize and approve 2025 Work Program

In addition to Committee activities that have already been slotted into specific months of 2024, there are other upcoming planning projects that are expected to come before the Planning & Development Committee next year. They include:

- Facilities Master Plan
- Five Mile Mobility Hub Study
- West Broadway High Performance Transit (HPT) – Amendment to Sprague HPT Corridor Development Plan
- I-90/Valley HPT Corridor Development Plan – Addendum to address alignment, stops and stations on the West Plains
- Grant application approvals as necessary

**SPOKANE TRANSIT AUTHORITY**

**BOARD MEETING OF**

November 16, 2023

**AGENDA ITEM 13F:** CONNECT SPOKANE COMPREHENSIVE PLAN: EQUITY AND INCLUSION

**REFERRAL COMMITTEE:** Planning & Development (*French*)

**SUBMITTED BY:** Karl Otterstrom, Chief Planning & Development Officer  
Mike Tresidder, Senior Transit Planner

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**SUMMARY:** On November 1, 2023, staff reviewed with the Planning & Development Committee early draft language for a proposed new element of STA's comprehensive plan and sought committee member input for further development and refinement toward updating the plan in 2024.

**BACKGROUND:** *Connect Spokane* is STA's comprehensive plan and sets forth a planning vision and policy framework to help guide decisions made by the Board of Directors, staff, and partnering agencies for at least the next 30 years. The current adopted version of the plan can be viewed here:

<https://www.spokanetransit.com/projects/comprehensive-plan/>

STA is continuing the second phase of a major update to the plan. Informed by discussion and input at the October 2023 Planning & Development Committee, staff has returned a draft outline of a proposed new element of the plan addressing equity and inclusion, incorporating existing policies adopted last decade that address requirements of Title VI of the Civil Rights Act. The draft outline of the proposed new element is attached for review.

Based on the discussions and feedback at the November Planning & Development Committee meeting, staff will return in February 2024 with a full draft of the new Equity and Inclusion element. This is in addition to other work on the plan update that will be done concurrently, with plans to return with draft revisions to the existing Communications and Public Input element, as well as begin the discussion of potential changes to the Revenue Fares element in December 2023.

**RECOMMENDATION TO BOARD:** Information only.

# Draft Equity and Inclusion Element Outline

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10/24/2023

## 1. Introduction

- a. Definition of Equity and Inclusion
- b. Environmental Justice (EJ) definition
- c. EJ and WSDOT discussion
- d. EJ and role at STA

## 1. Element Goal

- a. Narrative explaining the relationship of Equity and Inclusion with the overall STA vision, mission, and goals

## 2. Equity and Inclusion Principles

*Note: Principles are the underlying foundation of the element. Not intended to be policies.*

- a. Develop 3-7 principles for the Equity and Inclusion element that address Title VI, vulnerable, and overburdened populations
  - i. Be equitable and accessible in distribution of services and programs
  - ii. Engage community meaningfully
  - iii. Be Transparent
  - iv. Be Accountable

## 3. Equity and Inclusion Policies

*Note: Policies are intended to inform and guide decision-making.*

- a. Add existing Title VI policies
- b. Add existing Disadvantaged Business Enterprise (DBE) policy
- c. Add new policies
  - i. **Continuous Engagement.** Prioritize continuous engagement with communities who face environmental injustices and continue to be underinvested and underserved. Engage community in processes early and often (e.g. planning, funding, policy, evaluation).
  - ii. **Building Relationships.** Focus engagement on building long-term, trust-based relationships with cultural humility.



- iii. **Equitable and Accessible Participation.** Ensure participation and decision-making processes are equitable and accessible.
- iv. **Accessible Information.** Make information easily accessible and relevant to the public and ensure communications are culturally and linguistically grounded.
- v. **Transparency.** “Close the loop” with communities by sharing how their involvement shaped and informed decisions, and by gathering feedback on how STA can continue to improve service delivery and engagement.
- vi. **Accountability.** Embed equity and strive to eliminate environmental and health disparities in all aspects of the agency’s work and service delivery.
- vii. **Using Data Wisely.** Utilize best available data to conduct EJ analysis to identify the cumulative impact of environmental health indicators such as environmental exposures, environmental effects, impact on sensitive populations, and other socioeconomic factors when identifying potential projects, developing programs, and with service changes.

**SPOKANE TRANSIT AUTHORITY**

**BOARD MEETING OF**

November 16, 2023

**AGENDA ITEM 13G:** 2024 SERVICE REVISIONS: PRELIMINARY PROPOSAL OUTREACH UPDATE

**REFERRAL COMMITTEE:** Performance Monitoring & External Relations (*Haley*)

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

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**SUMMARY:** On October 3, 2023, STA published the 2024 Service Revisions Preliminary Proposal to gather input in developing recommended changes and improvements to Fixed Route bus service in the region. Staff have been actively engaging community members to gather feedback and are summarized below.

**BACKGROUND:** The Preliminary Proposal for 2024 Service Revisions is the starting point for gathering feedback for the changes to service programmed to occur in 2024. Information concerning the proposed 2024 Service Revisions, including the Preliminary Proposal, is available online:

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

Outreach is ongoing and will continue through November 2023. As of November 1, 2023, STA staff has conducted the following outreach activities:

- Published an online survey on October 9 to gather public input; the survey will remain open through November
- Created a Projects & Plans webpage on the STA website that includes:
  - A link to the online survey
  - Interactive maps hosted via Remix that riders can leave comments on
  - The published Preliminary Proposal Report
- Informed coach operators of the proposed changes and recorded their feedback through in person tabling on October 10 and October 12 in the Driver's Room at the STA Boone Campus
- Met with and presented to the following Neighborhood Councils:
  - West Hills Neighborhood Council on October 10
  - Nevada Heights Neighborhood Council on October 11
  - East Central Neighborhood Council on October 17
  - Shiloh Hills Neighborhood Council on October 19
- Conducted a Virtual Open House and Q&A session via Zoom on October 25
- Email notice and follow up notice informing regional community centers, SCC, Gonzaga University, Neighborhood Councils to share the online survey with their networks
- Rider Notices posted at STA facilities and select stops

**RECOMMENDATION TO BOARD:** Information only.

**SPOKANE TRANSIT AUTHORITY**

**BOARD MEETING OF**

November 16, 2023

**AGENDA ITEM 13H:** THIRD QUARTER 2023 SERVICE PLANNING INPUT REPORT

**REFERRAL COMMITTEE:** Performance Monitoring & External Relations (*Haley*)

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

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**SUMMARY:** A total of 21 comments and feedback related to fixed route service and stops were received by the Planning & Development Department during the third quarter of 2023. Of the comments received, four were requests related to requests for new service, nine were related to existing service, and eight were related to bus stops. The comments are summarized below.

**BACKGROUND:** The Planning & Development Department receives comments from external sources and itemizes each comment to follow up and document feedback used for emerging opportunities for future service changes. These comments are obtained from a variety of sources since customer engagement cannot be a one-size-fits-all approach. 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 & External Relations Committee of the feedback received by the Planning & Development Department in the 3rd 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 to Mead and Mt. Spokane.

*Feedback noted. The customer was informed of plans as part of the Division Street BRT project that will serve parts of the Mead area.*

One request for service in the mid-Spokane Valley area, in the vicinity of Pines Road and 16<sup>th</sup> Avenue.

*The customer was informed that his request will be recorded into STA’s Transit Development Plan, along with other similar requests for service in this area.*

One request for service connecting E. County Vista Drive to E. Mission Avenue via the Kramer Parkway overpass in Liberty Lake, with the addition of a stop on Route 74 Mirabeau/Liberty Lake on E. Mission in this vicinity.

*The customer was informed that STA has plans for new stops on E. Mission, concurrent with the new development in the area. STA does not have plans to add or modify routes to utilize the Kramer*

### NEW SERVICE COMMENTS

*overpass, however, the future Appleway Station will provide direct access to downtown from Country Vista Drive and surrounding neighborhoods. (I-90 HPT Corridor).*

One request for service to be reinstated to serve the Northeast Community Center.

*Service to the Northeast Community Center is provided on Empire Avenue at Cook Street. The City of Spokane redeveloped the roadway to enhance it as a public space that would see less traffic. The design intent was to maintain bus service on Empire Avenue, less than 400 feet to the south. The customer was informed that STA is currently proposing service revisions that include options to enhance bus service to the area.*

### EXISTING SERVICE COMMENTS

One complaint alleging that the 08:35am trip of the Route 90 Sprague/98 Greenacres/Liberty Lake service has been cancelled on multiple occasions, inconveniencing many riders.

*The customer was asked to provide further details of the incidents. No further correspondence was received with those details.*

One request to reinstate Route 12 Southside Medical Shuttle back to 20-minute frequency.

*The customer was informed of the rationale for changing the frequency of this route, addressing capacity constraints at the STA Plaza, and making for more consistent transfers.*

One suggestion to adjust routes 26 Lidgerwood and 28 Nevada to continue up Washington to Indiana, then turn onto Hamilton Street.

*The customer was informed of the rationale for routing 26 Lidgerwood and 28 Nevada on Mission, in which the route is able to make connections to the City Line and to preserve service given Route 39 Mission was discontinued/replaced in July 2023 with the City Line and 39 Minnehaha.*

One customer called to express her concerns with the removal of the stop at Hemlock Street and 4<sup>th</sup> Avenue. As she is a nonagenarian, she has trouble reaching the City Line stops at Sunset @ Cannon and across the park at Spruce Street and 2<sup>nd</sup> Avenue. She stated that many other elderly/disabled people in the area feel the same way as her about the closure of the stop.

*Planning and Development staff will pursue opportunities with the City of Spokane to improve the sidewalk infrastructure to City Line stations. Staff also reached out to STA Paratransit and SMS Mobility to provide more immediate mobility assistance.*

One customer expressed concerns about the removal of a stop in front of their building in Browne's Addition. Several people who used the stop had mobility issues and are concerned over losing their ease of access and independence.

*The customer was contacted by phone and told how to access the City Line, as well as the option to apply for Paratransit.*

One customer expressed concerns about how to catch Route 60 Airport to the airport from Browne's Addition following the July service change re-routing and City Line opening.

*The customer was informed that she could use the new stop location at 4<sup>th</sup> Avenue and Cannon Street, and then transfer to Route 60.*

### EXISTING SERVICE COMMENTS

One complaint alleging that the Route 97 South Valley bus was arriving at 8<sup>th</sup> Avenue and Sullivan Street either earlier or much later than its posted scheduled arrival time. The customer would like the posted schedule to be adjusted for greater accuracy.

*Schedulers were notified. The customer was asked to provide further information so that the schedule may be adjusted accordingly. Additional feedback was not received.*

One complaint regarding litter and waste left on property at Crestline Street and Queen Avenue, inbound. The customer also expressed safety concerns for her children around riders.

*A waste receptacle was installed at this location on 7/26.*

One request to adjust the Route 94 East Central/Millwood schedule leaving the Plaza 15 minutes earlier to make his connection easier from the 61 Highway 2/Fairchild.

*This change is not recommended as the customer can still make his transfer with the current schedule and shifting this bus would make PM connections from other routes alighting at the Plaza less optimal.*

### BUS STOP COMMENTS

One request to add a stop on Route 144 South Express near 43<sup>rd</sup> Avenue and High Drive due to the far distances to existing stops from this location.

*Feedback noted and identified for further consideration.*

One request for a waste receptacle to be installed at Crestline Street and Queen Avenue.

*STA crews installed a receptacle.*

One request to upgrade the Spokane International Airport bus stop amenities.

*The customer was informed that STA plans to upgrade these stops with the implementation of the I-90/Valley HPT Corridor in 2025.*

One request to reinstate the stop at Barker Road and Euclid Avenue near Amazon.

*The customer was unable to be reached. The Route 95 Mid-Valley stop project, planned for 2024, will fulfill this request.*

One request for shelters to be added to the Nevada Street and Lincoln Road northbound and southbound stops and the Martin Street and Lincoln Road westbound and eastbound stops.

*The customer was informed that STA would determine whether these stops meet the ridership requirements to warrant shelters.*

Two requests for a stop to be added at the River District on E. Mission Avenue in Liberty Lake.

*The customers were informed that stops are planned to be installed once Liberty Lake finishes the roadway resurfacing. Stops are planned as part of the May 2024 service change.*

One request to reinstall the stop at Maple Street and Lacrosse Avenue.

*The pole was knocked down and will be reinstalled.*

**RECOMMENDATION TO BOARD:** Information only.

**SPOKANE TRANSIT AUTHORITY**

**BOARD MEETING OF**

November 16, 2023

**AGENDA ITEM 13I :** STA HOLIDAY SERVICES AND OFFICE HOURS

**REFERRAL COMMITTEE:** Performance Monitoring & External Relations (*Haley*)

**SUBMITTED BY:** Dana Infalt, Clerk of the Authority

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**SUMMARY:** The Administrative office at 1230 Boone Avenue will be closed Thursday, November 23, 2023, to observe the Thanksgiving holiday; Monday, December 25, 2023, to observe the Christmas holiday; and Monday, January 1, 2024, to observe the New Year’s holiday. Fixed Route and Paratransit Holiday service will be provided on these days.

The following schedule outlines STA’s holiday services:

<b>Date:</b>	<b>Paratransit Service and Reservations</b>	<b>Fixed Route Service</b>	<b>Customer Service (at the Plaza)</b>
November 23 (Thursday)	Holiday Service/ 8:00 am - 8:00 pm Paratransit Reservations 8:00 am - 5:00 pm	Holiday Service 8:00 am - 8:00 pm	Front Counter Closed Call Center open 8:00 am - 6:00 pm
December 25 (Monday)	Holiday Service/ 8:00 am - 8:00 pm Paratransit Reservations 8:00 am – 5:00 pm	Holiday Service 8:00 am - 8:00 pm	Front Counter Closed Call Center open 8:00 am - 6:00 pm
January 1 (Monday)	Holiday Service/ 8:00 am - 8:00 pm Paratransit Reservations 8:00 am – 5:00 pm	Holiday Service 8:00 am - 8:00 pm	Front Counter Closed Call Center open 8:00 am - 6:00 pm

**RECOMMENDATION TO BOARD:** Information only.

**SPOKANE TRANSIT AUTHORITY**

**BOARD MEETING OF**

November 16, 2023

**AGENDA ITEM 15A:** PRESENTATION OF COMMENDATION TO LORI KINNEAR (OUTGOING BOARD CHAIR)

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** 2023 Board Chair Pro Tempore

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**SUMMARY:** City of Spokane Council President, Lori Kinnear, STA Board Chair in 2023, has served on the STA Board of Directors from January 2018 to present.

In addition to chairing the Board, she also chaired the Board Operations Committee in 2023. She chaired the Performance Monitoring & External Relations Committee in 2019 and 2020. Council President Kinnear's knowledge and expertise is greatly appreciated.

In recognition of Lori Kinnear's outstanding service to Spokane Transit and the citizens of the Public Transportation Benefit Area during her term as Chair of the STA Board for 2023, a commendation has been prepared.

**RECOMMENDATION TO BOARD:** Recognize Lori Kinnear for her leadership, service, and dedication to Spokane Transit and public transportation.

**FINAL REVIEW FOR BOARD BY:**

Division Head    //    Chief Executive Officer                    Legal Counsel