

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

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

September 6, 2023
1:30 p.m. – 3:00 p.m.

STA Boardroom
1230 W Boone Avenue, Spokane, WA

In person meeting with optional virtual link below

Join Link: [September PMER Committee Meeting](#)

Committee Member Password (if asked): 2023 | Guest Password (if asked): 0923

Call-in Number: 1-408-418-9388 | **Event/Access code:** 2486 412 4984 | **Password:** 2023

AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report (5 minutes)
3. Committee Action (5 minutes)
 - A. Minutes of the July 5, 2023, Committee Meeting -- *Corrections/Approval*
4. Committee Action (5 min)
 - A. Board Consent Agenda
 1. Laundered Uniforms and Related Supplies Award of Contract (*Liard*)
 - B. Board Discussion Agenda (*none*)
5. Reports to Committee (20 min)
 - A. 2022 State Audit Exit Briefing (*Liard*)
 - B. 2022 Employee Engagement Survey (*Cortright*)
 - C. Zero-Fare for Youth Update (*Cortright*)
 - D. Extreme Conditions Procedure Report (*Meyer*)
 - E. Potential North Bank Shuttle Update (*Otterstrom*)
6. CEO Report (*E. Susan Meyer*) (15 minutes)
7. Committee Information (no discussion/staff available for questions)
 - A. July 2023 Operating Indicators (*Rapez-Betty*)
 - B. 2023 Second Quarter Performance Measures (*Rapez-Betty*)
 - C. August 2023 Sales Tax Revenue (*Liard*)
 - D. July 2023 Financial Results Summary (*Liard*)
 - E. June 2023 Semi-Annual Financial Reports (*Liard*)
 - F. 2nd Quarter 2023 Service Planning Input Report (*Otterstrom*)
 - G. September 2023 Service Change (*Otterstrom*)

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

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8. Review October 4, 2023, Committee Meeting Agenda (*5 minutes*)
9. New Business (*5 minutes*)
10. Committee Members' Expressions (*5 minutes*)
11. Adjourn
12. Next Committee Meeting: Wednesday, October 4, 2023, at 1:30 p.m. via WebEx w/In Person Option

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SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

September 6, 2023

AGENDA ITEM 3A : MINUTES OF THE JULY 5, 2023, PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING – CORRECTIONS OR APPROVAL

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Molly Fricano, Executive Assistant

SUMMARY: Attached are minutes of the July 5, 2023, Performance Monitoring & External Relations Committee meeting for corrections or approval.

RECOMMENDATION TO COMMITTEE: Corrections or approval.

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Minutes of the July 5, 2023, Meeting
Via Virtual WebEx

COMMITTEE MEMBERS PRESENT

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

COMMITTEE MEMBERS ABSENT

**Committee Chairwoman*

STAFF PRESENT

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

PROVIDING LEGAL COUNSEL

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

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

Commissioner Kern, Chair pro tem, called the meeting to order at 1:30 p.m. and roll call was conducted.

2. **COMMITTEE CHAIR REPORT**

Commissioner Kern had no report at this time.

3. **COMMITTEE APPROVAL**

A. **Minutes of the July 5, 2023, Committee Meeting**

Mr. Zappone moved to approve the May 31, 2023, Committee meeting minutes. Ms. Wilkerson seconded, and the motion passed unanimously.

B. **Citizen Advisory Committee Charter**

Dr. Cortright provided background on the Citizen Advisory Committee (CAC) Charter and explained a charter review is conducted at least once every three years. Staff reviewed the charter and recommended business practice changes and language clean-up which were approved at the June 2023 CAC meeting. Dr. Cortright discussed the changes and language updates.

Mr. Zappone made a motion to recommend the Board approve the Charter for the Citizen Advisory Committee (CAC) with the following changes: *Article V Membership Qualifications and Responsibilities* for organizations include representation from different income levels and lived experience, and replace Fraternal and Civic Associations with Community Based Organizations; *Article VI Membership Selection Process* remove the use of the term “weighted value” regarding active participants in other organizations; and *Article VII Operating Guidelines* require travel to be pre-approved, Ms. Wilkerson seconded, and the motion passed unanimously.

C. Transit Vehicle Tire Lease Services Scope of Work

Mr. Rapez-Betty provided background on the Transit Vehicle Tire Lease Services Scope of Work which included the proposed contract terms and current contract details. He discussed the Cost estimate totaling \$3,992,779, and the proposed timeline with a new contract commencing on December 1, 2023.

Ms. Wilkerson made a motion to recommend the Board approve the general scope of work for Transit Vehicle Tire Lease Services and authorize the release of a request for proposals (RFP). Mr. Kern seconded, and the motion passed unanimously.

4. COMMITTEE ACTION

A. Board Consent Agenda

1. Plaza and Boone Janitorial Services Award of Contract

Mr. Rapez-Betty provided background on the Request for Proposal (RFP) and the evaluation process. The Evaluation Committee determined Northwest Center Services (dba Argus) was the most qualified and cost-effective. The five-year contract for 2023-2028 will be \$653,528.40 and \$3,267,642 per contract life and will commence on October 1, 2023.

Ms. Wilkerson made a motion to recommend the Board approve the contract award for Plaza and Boone janitorial services to Northwest Center Services (dba Argus). Mr. Zappone seconded, and the motion passed unanimously.

B. Board Discussion Agenda (*none*)

5. REPORTS TO COMMITTEE

A. July Service Change Outreach

Mr. Otterstrom provided background on routing and schedule adjustments which will be implemented on July 16, 2023. He explained the outreach efforts taking place which will include volunteers on site at several locations to answer questions, and various materials to help inform passengers. Mr. Otterstrom discussed new routes, routes providing more frequent service and the full list of impacted routes.

6. CEO REPORT

- Ms. Meyer reported the June 2023 voter-approved sales tax revenue, collected on April 2023 sales, against a budget of \$9,223,669. The actual receipts were \$9,336,760 which is 1.1% below budget with a variance totaling \$103,091. Year-to-date is 2.0% above budget and totaling approximately \$1.1M. Further discussion ensued about the budget.
- Ms. Meyer discussed the details and itineraries for the City Line Launch events on July 15th and July 23rd. On Saturday, July 15th there will be community celebrations in five locations from 11am -2pm. Board members are invited to ride on the first City Line bus in service which will launch from Coeur d' Alene Park in Browne's Addition and will stop at each

celebration. Tuesday, July 18th there is breakfast and a ribbon cutting. Ms. Meyer provided a schedule of events and a list of the confirmed speakers.

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

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

8. NEW BUSINESS

- There was a request to add a high-level overview of the Employee Engagement Survey to the September PMER Committee meeting agenda.
- Discussion ensued about the agreement STA has with Spokane Public Schools regarding the new student passes and the agreement to split the cost of the student passes.
- There was discussion about how grant funding works for Zero-Fare for Youth and the requirements necessary to obtain the funding. It was also noted the importance of using cards to assist with reporting Zero-Fare for Youth ridership to the State as accurately as possible. Counting student ridership is also a benefit for Spokane Public Schools.
- The following items were requested to be further discussed at future PMER Committee meetings and Staff will schedule accordingly in the next few months.
 - Update on the City Line promotional period.
 - Inclement Weather Policy.
 - Monitor relations with Community Access Pass and UTAP partners by providing surveys.
 - North bank shuttle update.

9. COMMITTEE MEMBERS' EXPRESSIONS

10. ADJOURN

With no further business to come before the Committee, Commissioner Kern adjourned the meeting at 3:00 p.m.

The next committee meeting will be held on Wednesday, September 6, 2023, at 1:30 p.m. via WebEx with an in-person option.

Respectfully submitted,

Molly Fricano

Molly Fricano

Executive Assistant to the Chief Operations Officer

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

September 6, 2023

AGENDA ITEM 4A1: LAUNDERED UNIFORMS AND RELATED SUPPLIES AWARD OF CONTRACT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer
Darin Hoffman, Senior Facilities Maintenance Manager

SUMMARY: On February 29, 2024, STA's agreement 2017-10048 with AlSCO Inc. for Laundered Uniforms and Related Supplies will expire.

Staff issued RFP 2022-10770 on May 3, 2023, for a new five-year agreement for Laundered Uniforms and Related Supplies. The RFP was distributed as follows: a) sent to two (2) potential proposers, b) posted on the STA website, c) posted on the State Office of Minority & Woman's Business Enterprises (OMWBE) website, and d) posted to the State DES bid notification system (WEBS) for the duration of the solicitation period which ended May 31, 2023. One (1) Amendment to the RFP was issued on May 12, 2023. No proposals were received. STA reviewed the solicitation, including the scope of work, and polled potential proposers to evaluate for any elements that could restrict competition. Based on feedback received, it was determined that the solicitation was not unduly restrictive.

Staff assessed the likelihood of success in securing a contract should the RFP be re-issued and concluded the success rate as low. As such, to ensure continuity of these services, staff intend to utilize Unifirst Corporation via Sourcewell contract 040920 in accordance with the Sourcewell Cooperative Purchasing Agreement executed in November 2022. Staff recommend executing a five-year and five-month agreement, commencing October 2, 2023, and expiring February 28, 2029. The additional five-months of the contract is to allow for Unifirst to adequately prepare to transition on March 1, 2024, by measuring and ordering uniforms and supplies. No costs will be incurred with Unifirst until services begin on March 1, 2024.

The estimated cost of the five-year and five-month contract is \$794,026.

RECOMMENDATION TO COMMITTEE: Recommend the Board of Directors authorize the CEO to execute a five-year and five-month contract with Unifirst Corporation for Laundered Uniforms and Related Supplies using Sourcewell Contract 040920 for a total value of \$794,026.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

September 6, 2023

AGENDA ITEM 5A : 2022 STATE AUDIT EXIT BRIEFING

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Monique Liard, Chief Financial Officer
E. Susan Meyer, Chief Executive Officer

SUMMARY: On August 30, 2023, the Washington State Auditor's Office held an Audit Exit Conference with STA staff regarding the 2022 Audit results.

Alex Lycan, Audit Supervisor, and Walter Green, Audit Lead, will brief the Committee on the 2022 Audit results.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

September 6, 2023

AGENDA ITEM 5B : 2022 Employee Engagement Survey Results

REFERRAL COMMITTEE: n/a

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

SUMMARY: In October 2022, Critical Data was on-site to administer the annual Employee Engagement Survey. The paper surveys were completed by employees who attended one of four employee meetings on October 25, 2022. This was the first employee engagement survey since 2020 due to the COVID pandemic. We experienced the highest participation rate we have had with this survey, with 262 employees returning the anonymous survey.

The impacts of the COVID pandemic, the nationwide labor shortage, and inflation were evident in the results. Though the majority of employees (58.7%) reported being satisfied working at STA, this was lower than in previous years. The satisfaction rate was driven by positive response to three questions, including: "I get along well with my co-workers," "I know what is expected of me at work," and "My associates are committed to doing quality work." When asked an open-ended question ("What do you love about your work at STA?") employees frequently noted it was their co-workers and belief in the mission.

The lowest-scored questions driving the satisfaction results were: "Information/knowledge are shared openly within this organization," "I am kept well informed about what's happening within STA," and "My opinions seem to count at work." When asked what advice or suggestions employees wanted to give leadership, higher pay/benefits and improving/increasing internal communication were predominant.

The survey was conducted prior to wage increases that were implemented in January 2023, which resulted in an \$8 million increase in salaries across the organization. In November 2022, STA proposed a 1-year contract extension to ATU 1015 that was approved by members, and a wage re-opener with ATU 1598 and AFSCME 3939 resulted in significant pay increases for staff. M&A staff also received a pay increase. The wage increases were recommended by the CEO and approved by the STA Board.

STA also implemented a new internal communications program in 2023. A new position was approved in the 2023 budget to handle this work; starting in April 2023, a new internal newsletter is being distributed weekly. The newsletter highlights the different departments and projects STA employees are working on.

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

September 6, 2023

AGENDA ITEM 5C: Zero-Fare for Youth Update

REFERRAL COMMITTEE: n/a

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

SUMMARY: STA's Board of Directors adopted a zero-fare policy for youth 18 and younger in 2022, funded through Move Ahead Washington grant. The policy went into effect October 1, 2022, in parallel with Connect, STA's new fare collection system. While STA encourages youth to apply for a Rider's License Connect card, they can also show the driver a valid school ID, or simply board the bus and tell the driver their age. The application for a Rider's License is available online, and the card will be mailed to the youth, or they can apply in person at the STA Plaza Customer Service Counter or through STA's partnerships with local libraries (at any City of Spokane or Liberty Lake library branch, or any local Spokane County library branch).

While youth are not required to have a Rider's License to ride STA, we encourage youth to obtain the card so they can develop universal transit skills. The use of a Connect card also helps STA with data collection for analysis in future service improvements. A registered Connect card also provides this data through the staconnectcard.com website, which many parents find reassuring.

For the 22-23 school year, STA also partnered with Spokane Public Schools (SPS) to offer a specially branded SPS Connect card for high school students who lived outside the 1.5-mile walk boundary and were therefore eligible for school-provided transportation services as well as other eligible legacy students or those enrolled in specific programming. In the October to June timeframe, there was an average of 25,246 rides per month using an SPS Connect card; Rider's License card usage averaged 64,311 rides per month.

New for this school year (23-24), in partnership with SPS, all SPS high school students will receive a combined school ID/Connect card. This card is also valid at City of Spokane libraries and GSL sporting events. STA and SPS are splitting the cost of the card.

While STA will continue to accept valid school ID that is not a combination card, or will allow youth simply to board as an alternative to the Rider's License, we continue outreach events throughout the region to distribute Rider's License cards to interested youth, including those not enrolled in school. While a card is not needed to ride STA, there is benefit to teaching youth universal transit skills and enabling the collection of data needed for potential service improvements.

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

September 6, 2022

AGENDA ITEM 5D : EXTREME CONDITIONS PROCEDURE REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: E. Susan Meyer, Chief Executive Officer

SUMMARY: The CEO will explain the weather conditions when operators may make a fare exception for a rider traveling to a location to get out of the condition when they state they can't afford the fare.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

September 6, 2023

AGENDA ITEM 5E : POTENTIAL NORTH BANK SHUTTLE UPDATE

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Planning and Development Officer

SUMMARY: Staff will provide an overview of STA's service to the North Bank and update the Committee on current collaborative efforts to improve and expand service to the area.

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

September 6, 2023

AGENDA ITEM 6: CEO REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: E. Susan Meyer, Chief Executive Officer

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

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

September 6, 2023

AGENDA ITEM 7A: JULY 2023 OPERATING INDICATORS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

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

FIXED ROUTE

Total monthly ridership increased 28.2% (642,829 vs. 501,452) in July 2023 compared to July 2022 and was up 34.5% (4,822,450 vs. 3,585,234) YTD.

Average weekday ridership increased 31.7% (26,067 vs. 19,795) in July 2023 compared to July 2022 and was up 42.6% (29,302 vs. 20,545) YTD.

Adult Ridership increased 1.8% (290,024 vs. 284,798) in July 2023 compared to July 2022 and was up 9.9% (2,390,281 vs. 2,177,320) YTD.

Zero-Fare for Youth (formerly Youth) Ridership increased 60.9% (98,040 vs. 60,934) in July 2023 compared to July 2022 and was up 165.9% (884,538 vs. 332,629) YTD.

Reduced Fare / Paratransit Ridership increased 44.6% (105,760 vs. 73,126) in July 2023 compared to July 2022 and was up 41.6% (697,998 vs. 492,984) YTD.

CCS Pass Ridership increased 33.5% (10,461 vs. 7,837) in July 2023 compared to July 2022 and was up 26.7% (154,412 vs. 121,878) YTD.

Eagle Pass Ridership decreased 2.0% (4,881 vs. 4,981) in July 2023 compared to July 2022 and was down 4.4% (191,000 vs. 199,788) YTD.

62.8% of all passengers used Connect Passes last month.

PARATRANSIT

Total monthly ridership increased 15.2% (28,206 vs. 24,486) July 2023 compared to July 2022 and was up 19.9% (207,192 vs. 172,805) YTD.

Detailed breakdown:

Directly operated service increased 26.9% (15,408 vs. 12,146) in July 2023 compared to July 2022 and was up 17.0% (111,316 vs. 95,134) YTD.

- Contracted service increased 3.7% (12,798 vs. 12,340) in July 2023 compared to July 2022 and was up 23.4% (95,876 vs. 77,671) YTD.
- Special Use Van ridership decreased 22.2% (1,342 vs. 1,724) in July 2023 compared to July 2022 and was down 10.5% (8,587 vs. 9,598) YTD.

RIDESHARE

Total Rideshare ridership decreased 3.1% (7,082 vs. 7,308) July 2023 compared to July 2022 and was up 11.2% (55,088 vs. 49,518) YTD.

- Rideshare vans in service increased 8.5% (77 vs. 71) in July 2023 compared to July 2022.

CUSTOMER SERVICE/SALES

Total Value Added to Connect Cards:

Value added decreased 7.7% (\$218,862 vs. \$237,144) in July 2023 compared to June 2023

- Autoload decreased 5.6% (\$12,153 vs. \$12,879) in July 2023 compared to June 2023
- Call Centers decreased 25.2% (\$5,145 vs. \$6,879) in July 2023 compared to June 2023
- Customer Service Terminal decreased 13.1% (\$60,765 vs. \$69,942) in July 2023 compared to June 2023
- Customer Website increased 0.5% (\$23,011 vs. \$22,905) in July 2023 compared to June 2023
- Mobile Ticketing decreased 4.6% (\$101,026 vs. \$105,948) in July 2023 compared to June 2023
- Institutional Website decreased 19.2% (\$12,307 vs. \$15,234) in July 2023 compared to June 2023
- Retail Network decreased 21.0% (\$2,651 vs. \$3,357) in July 2023 compared to June 2023

Total Pass Sales:

Total Pass Sales decreased 72.9% (8,180 vs. 30,236 passes) in July 2023 compared to June 2023

- 1-Ride Pass decreased 76.7% (3,639 vs. 15,646) in July 2023 compared to June 2023
- 7-Day Rolling Pass decreased 77.7% (166 vs. 743) in July 2023 compared to June 2023
- Day Pass decreased 73.8% (3,226 vs. 12,290) in July 2023 compared to June 2023
- Honored Rider 31-Day Rolling Pass decreased 52.1% (35 vs. 73) in July 2023 compared to June 2023
- Paratransit Monthly Pass decreased 48.6% (19 vs. 37) in July 2023 compared to June 2023
- Shuttle Park Pass decreased 12.0% (168 vs. 191) in July 2023 compared to June 2023
- Standard 31-Day Rolling Pass decreased 26.1% (927 vs. 1,255) in July 2023 compared to June 2023

Total Discounted Passes (Included in Pass Sales above):

- 1-Ride CAP passes decreased 94.1% (340 vs. 5,791) in July 2023 compared to June 2023
- Day CAP Passes decreased 57.6% (2,716 vs. 6,403) in July 2023 compared to June 2023

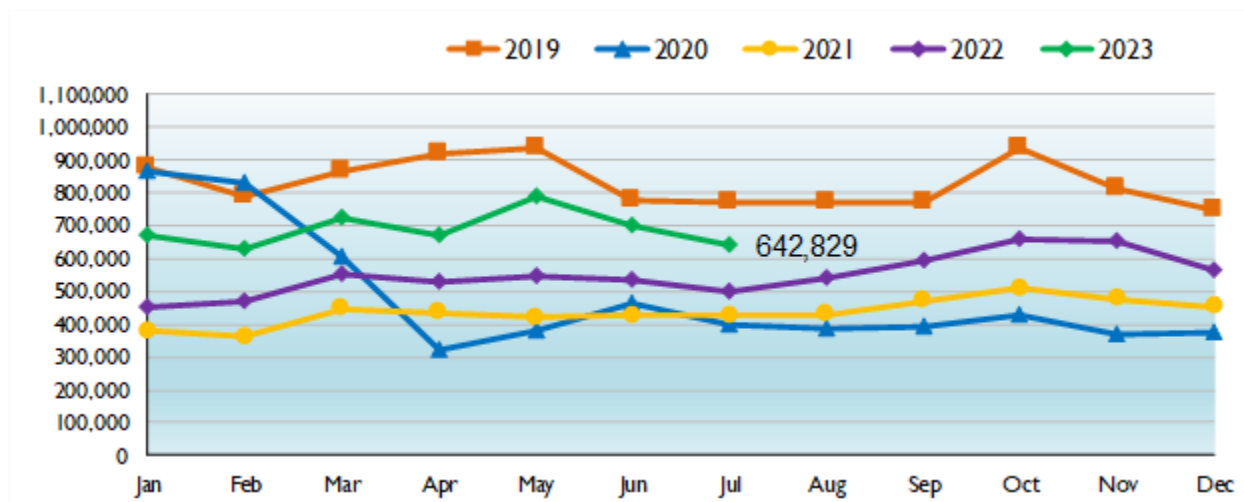
Employer-Sponsored Bus Pass Program decreased 8.2% (482 vs. 525) in July 2023 compared to June 2023

Specialty Pass Programs:

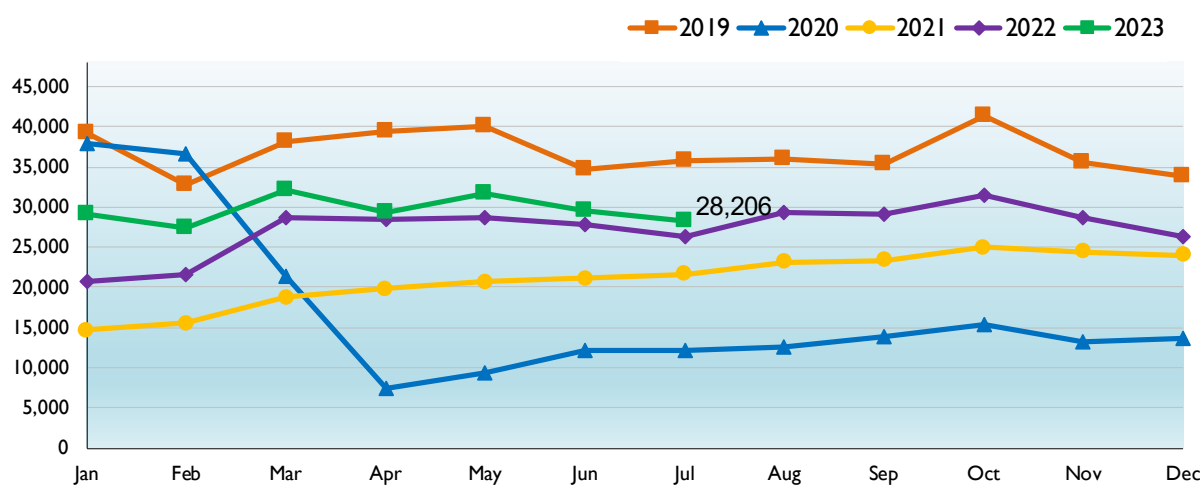
| Monthly Data | YTD Data |
|---|--|
| Shuttle Park monthly sales Decreased 24.7% (168 vs. 223 in 2022) | YTD sales Decreased 13.9% (1,281 vs. 1,487 in 2022) |
| ESBP monthly sales Increased 39.3% (482 vs. 346 in 2022) | YTD sales Increased 24.7% (2,968 vs. 2,381 in 2022) |
| UTAP monthly rides Increased 15.3% (29,372 vs. 25,466 in 2022) | YTD rides Increased 15.0% (465,585 vs. 404,750 in 2022) |
| Community Access Program Decreased 61.0% (3,056 vs 7,835 in 2022) | YTD CAP Sales Increased 31.0% (59,975 vs 45,772 in 2022) |

RECOMMENDATION TO COMMITTEE: Information only.

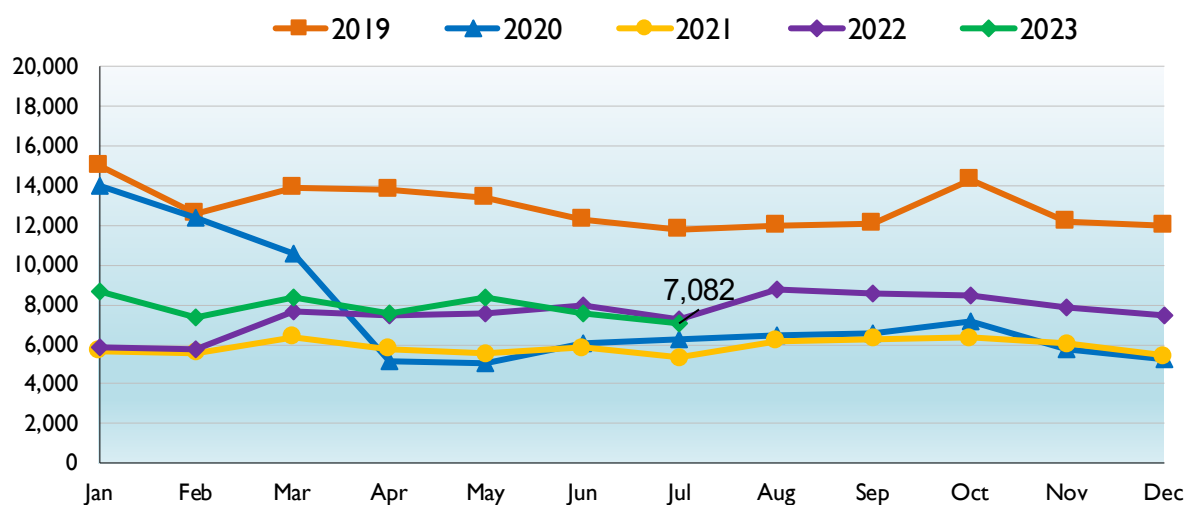
FIXED ROUTE RIDERSHIP



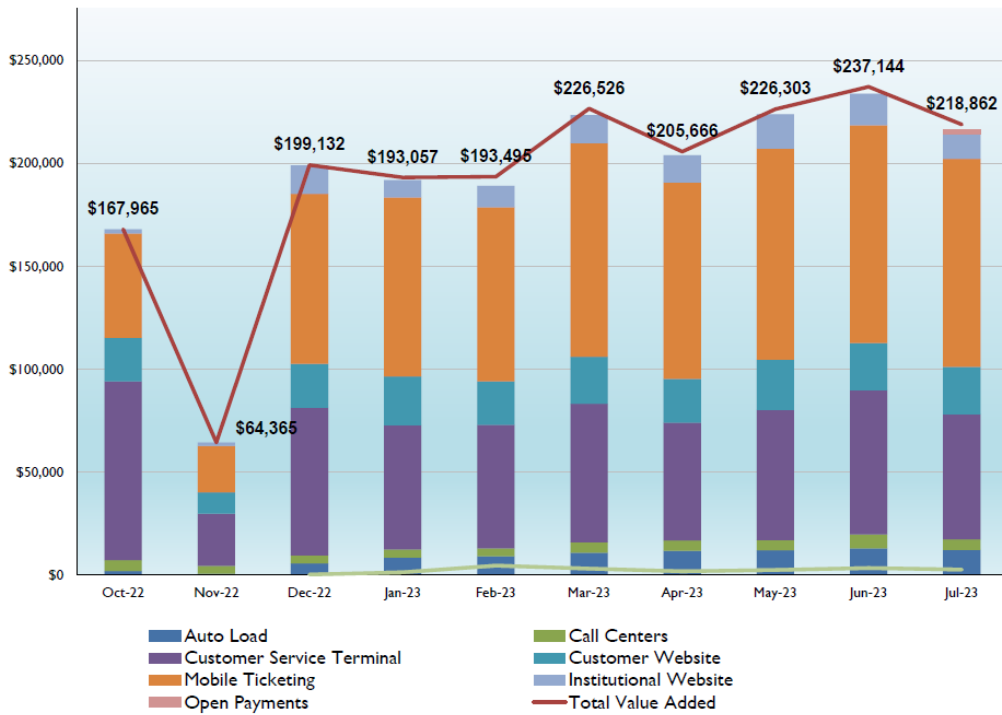
PARATRANSIT RIDERSHIP



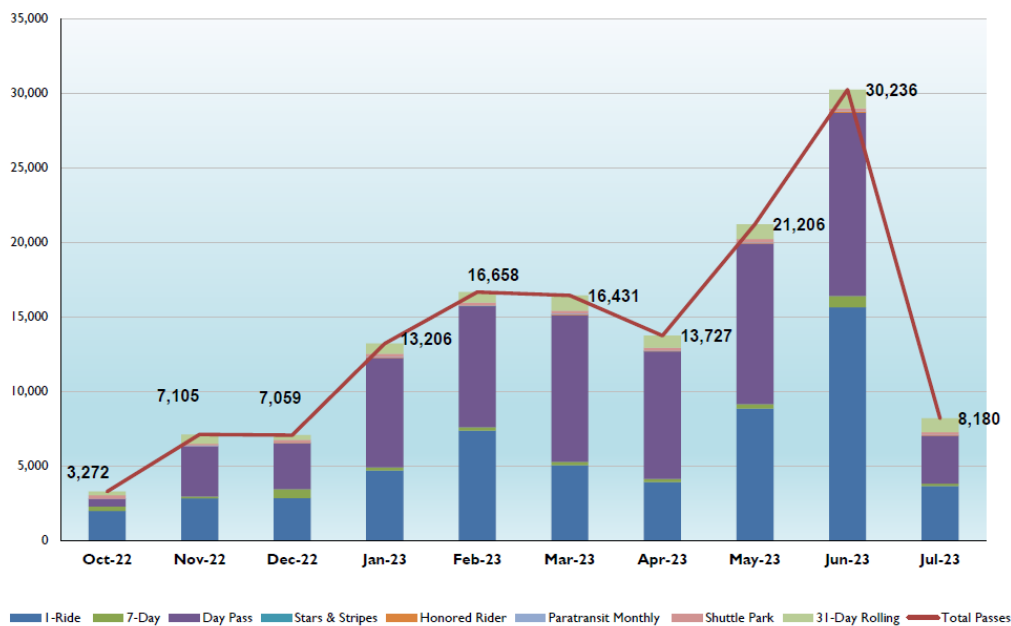
RIDESHARE RIDERSHIP



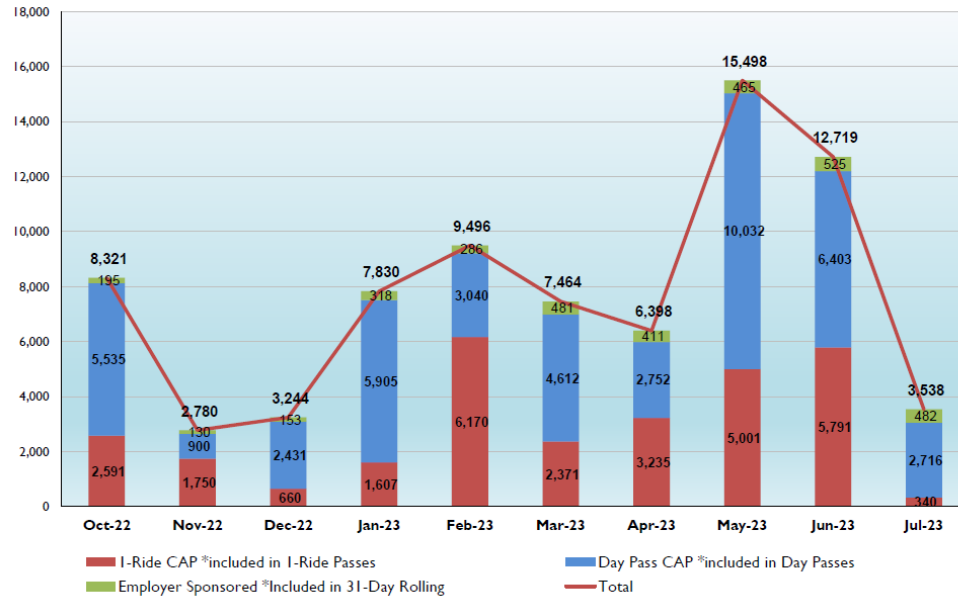
TOTAL VALUE ADDED TO CONNECT CARDS



TOTAL PASS SALES



TOTAL DISCOUNT PASSES



SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

September 6, 2023

AGENDA ITEM 7B : 2023 SECOND QUARTER PERFORMANCE MEASURES

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: The complete report has been posted to the STA website: [HERE](#)

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 0.28, Paratransit was above STA's goal of 0.10 preventable accidents per 10,000 miles.

STA is working with the Washington State Transit Insurance Pool (WSTIP) to identify "best practices" in addressing this issue for both Fixed Route and Paratransit.

Earn and Retain the Community's Trust

Ridership

- Fixed Route 2023 second quarter year-to-date ridership was up 35.5% compared to our ridership in 2022. Fixed Route provided 4,197,621 in 2023 vs. 3,083,782 in 2022. The ridership goal for Fixed Route in 2023 is 20.6% higher than 2022 (approximately 7.6M trips).
- Paratransit 2023 second quarter year-to-date ridership was up 20.7% compared to our ridership in 2022. Paratransit provided 178,195 in 2023 vs. 148,319 in 2022. The ridership goal for Paratransit in 2023 is 9.5% higher than 2022 (approximately 344,707 trips).
- Rideshare 2023 second quarter year-to-date ridership was up 13.7% compared to our ridership in 2022. Rideshare provided 48,006 in 2023 vs. 42,210 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 17.67. The goal is to transport 15 or more passengers.
- Paratransit PPRH was 2.46. 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 93.1%, above STA's goal of 93%
- Paratransit on-time performance was 92.8%, below STA's goal of 93%.

Professional and Courteous

Operator Ride Checks

- There were 229 out of 318 ride checks completed for Fixed Route.
- There were 43 out of 59 ride checks completed for Paratransit.

Exemplify Financial Stewardship

Cost per Passenger

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

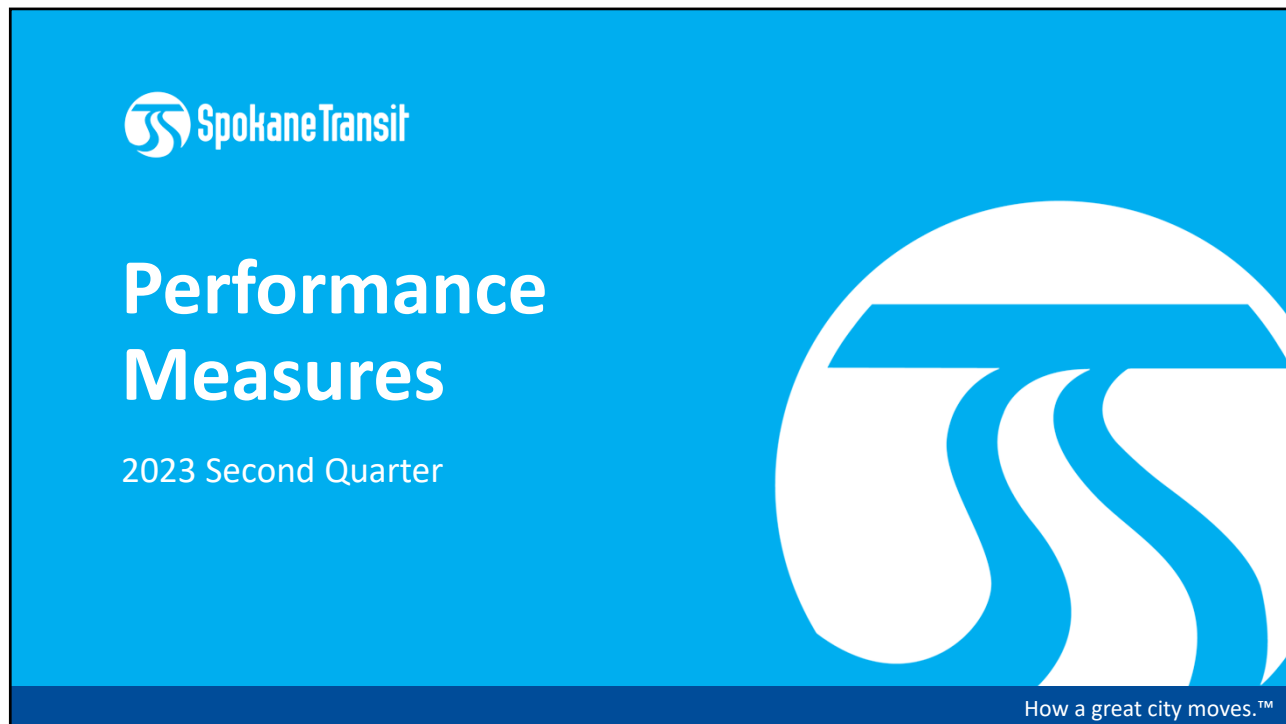
- Fixed Route cost per passenger was \$10.10. This is 59.7% of the urban systems' average.
- Paratransit cost per passenger was \$57.47. This is 61.7% of the urban systems' average.

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 8.0%, below the goal of 20%.
- Paratransit farebox recovery is 2.7%, below the goal of 5%.

RECOMMENDATION TO COMMITTEE: Information only.



1

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

Spokane Transit 2023 Second Quarter Performance Measures 9/6/2023 2

2

Ensure Safety

Performance Measures:

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

3

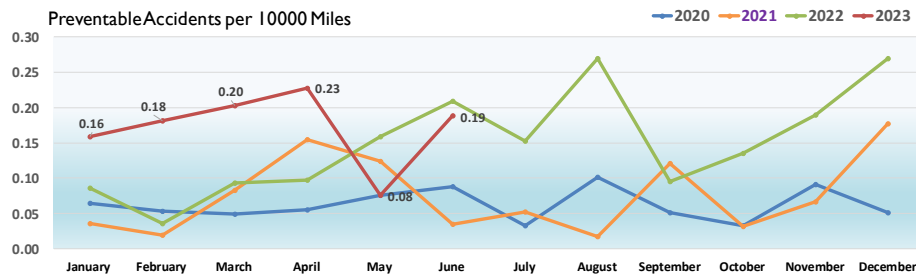
Preventable Vehicle Accidents Fixed Route

Goal:
≤ 0.08 per
10,000 miles

| | 2020 | 2021 | 2022 | 2023 |
|------------------------------|-------------|-------------|-------------|-------------|
| January | 4 | 2 | 5 | 10 |
| February | 3 | 1 | 2 | 11 |
| March | 3 | 5 | 6 | 14 |
| April | 3 | 9 | 6 | 14 |
| May | 4 | 7 | 10 | 5 |
| June | 5 | 2 | 13 | 12 |
| July | 2 | 3 | 9 | 0 |
| August | 6 | 1 | 17 | 0 |
| September | 3 | 7 | 6 | 0 |
| October | 2 | 2 | 9 | 0 |
| November | 5 | 4 | 12 | 0 |
| December | 3 | 11 | 17 | 0 |
| Total Prev. Accidents | 43 | 54 | 112 | 66 |
| YTD Preventables per | 0.06 | 0.08 | 0.15 | 0.17 |

* 2023 Italic zero entries indicate future months

PreventableAccidents per 10000 Miles



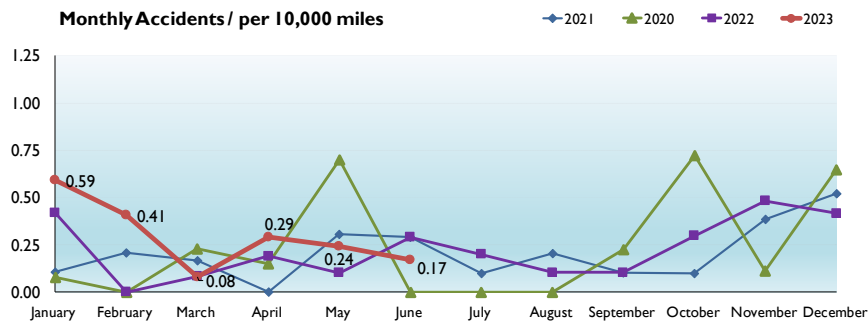
4

Preventable Vehicle Accidents Paratransit

Goal:
≤ 0.10 per
10,000 miles

| | 2020 | 2021 | 2022 | 2023 |
|---------------------------------------|-------------|-------------|-------------|-------------|
| January | 1 | 1 | 4 | 6 |
| February | 0 | 2 | 0 | 4 |
| March | 2 | 2 | 1 | 1 |
| April | 1 | 0 | 1 | 3 |
| May | 5 | 3 | 1 | 3 |
| June | 0 | 3 | 3 | 2 |
| July | 0 | 1 | 2 | 0 |
| August | 0 | 2 | 1 | 0 |
| September | 2 | 1 | 1 | 0 |
| October | 7 | 1 | 3 | 0 |
| November | 1 | 4 | 5 | 0 |
| December | 6 | 5 | 4 | 0 |
| Total Accidents | 25 | 25 | 26 | 19 |
| YTD Accidents per 10,000 miles | 0.23 | 0.20 | 0.21 | 0.28 |

* 2023 Italic zero entries indicate future months



5

Workers' Compensation - Time Loss

Lost Time Days per 1,000 Hours

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

6

Workers' Compensation - Claims

Claims per 1,000 Hours

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

7

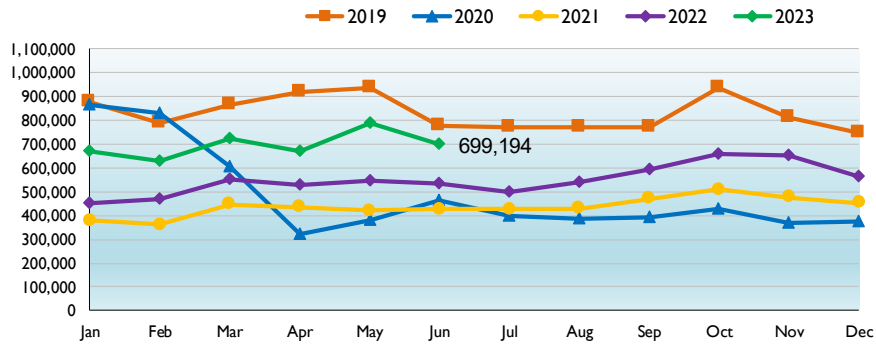
Earn & Retain the Community'

4 Performance Measures:

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

8

Ridership – Fixed Route

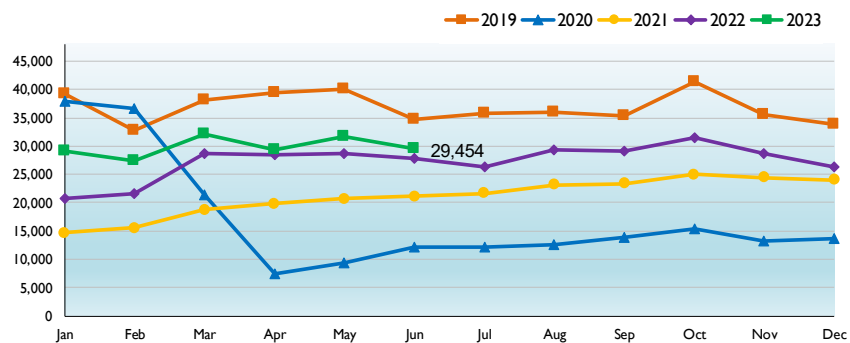


2020 = 5,817,776
 2021 = 5,238,135
 2022 = 6,300,000 (Objective)
 2022 = 6,595,319
 2023 = 7,600,000 (objective)

GOAL: 20.6% INCREASE OVER 2022 RIDERSHIP OBJECTIVE
2nd Quarter - Year to Date Result: 35.5% Increase

9

Ridership – Paratransit

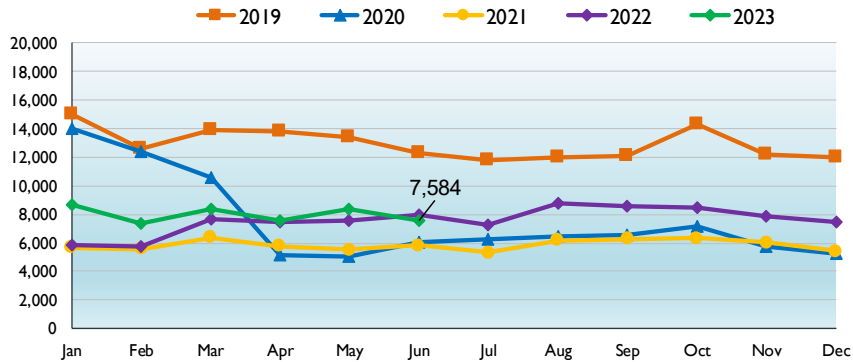


2020 = 205,815
 2021 = 252,857
 2022 = 277,000 (objective)
 2022 = 327,316
 2023 = 344,707 (objective)

GOAL: 9.5% INCREASE OVER 2022 RIDERSHIP OBJECTIVE
2nd Quarter -Year to Date Result: 20.7% Increase

10

Ridership – Rideshare

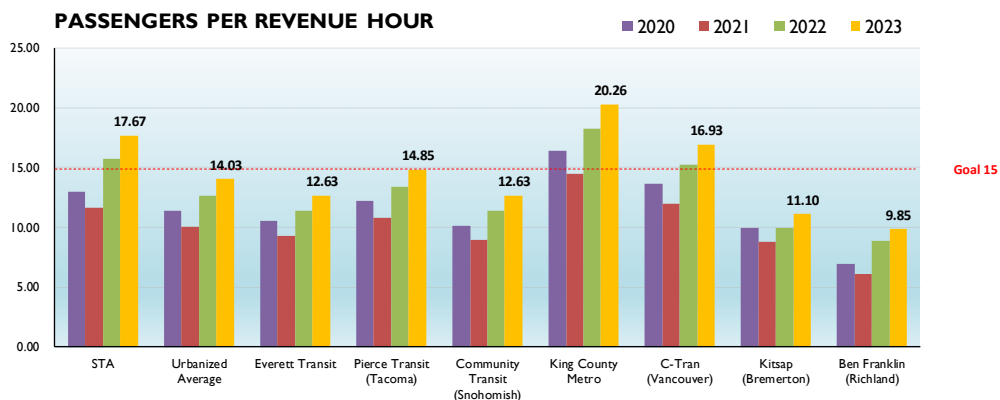


2020 = 90,770
 2021 = 70,298
 2022 = 88,000 (objective)
 2022 = 90,576
 2023 = 122,000 (objective)

GOAL: 30.1% INCREASE OVER 2022 RIDERSHIP OBJECTIVE
2nd Quarter - Year to Date Result: 13.7% Increase

11

Service Effectiveness – Fixed Route

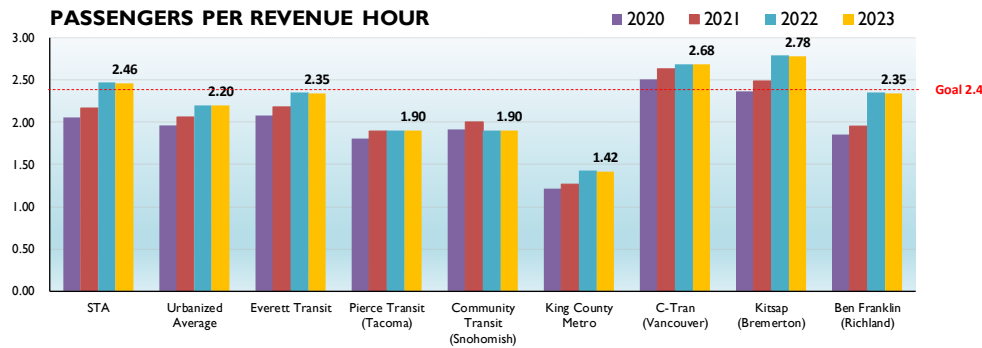


GOAL: TRANSPORT 15 OR MORE PASSENGERS PER REVENUE HOUR

* System averages assume a performance equal to STA for 2021

12

Service Effectiveness – Demand Response (Paratransit)



13

Ridership Survey – Customer Security

Customer Security

| Fixed Route | 2020 | 2021 | 2022 | 2023 | GOAL |
|------------------------|----------------------|------|-----------|-------------------------|--|
| Personal Safety on Bus | No survey | 4.2 | 4.1 | Scheduled for fall 2023 | Score 4.5 on a scale of 1-5 (Std. = 4.5) |
| Driver Driving Safely | No survey | 4.4 | 4.4 | Scheduled for fall 2023 | Score 4.5 on a scale of 1-5 (Std. = 4.5) |
| Paratransit | 2020 | 2021 | 2022 | 2023 | GOAL |
| Personal Safety on Van | Delayed due to Covid | 4.7 | No Survey | Scheduled for fall 2023 | Score 4.5 on a scale of 1-5 (Std. = 4.5) |
| Driver Driving Safely | Delayed due to Covid | 4.8 | No Survey | Scheduled for fall 2023 | Score 4.5 on a scale of 1-5 (Std. = 4.5) |

14

Community Perception Survey

| Question | 2021 Response | 2022 Response | 2023 Response | Goal |
|--|---------------|---------------|--------------------------------------|-----------------------------|
| Does STA do a good job of listening to the public? | 3.86 | No Survey | Survey start date: September 1, 2023 | Score 4.5 on a scale of 1-5 |

15

Provide Excellent Customer Service

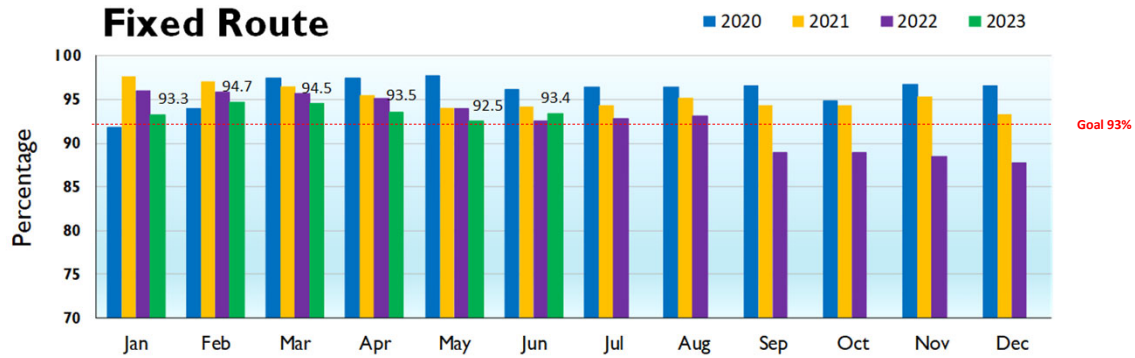
4 Performance Measures:

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

16

On-Time Performance

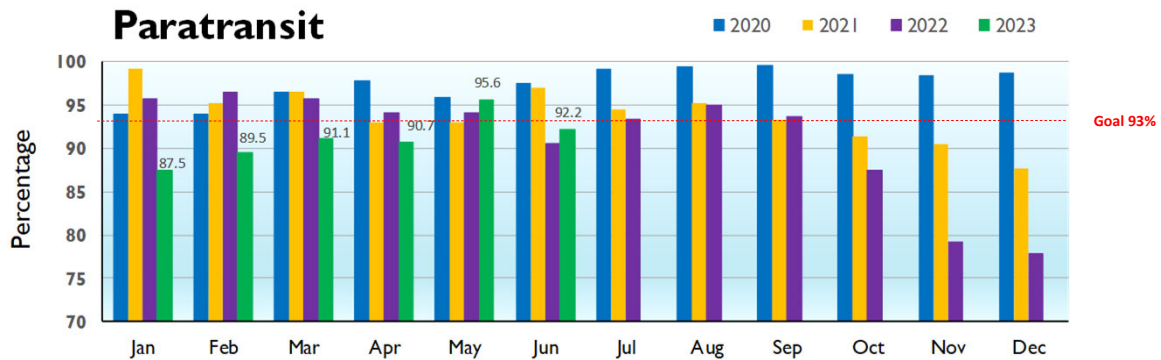
YTD
Average =
93.6%



17

On-Time Performance

YTD
Average =
92.0%

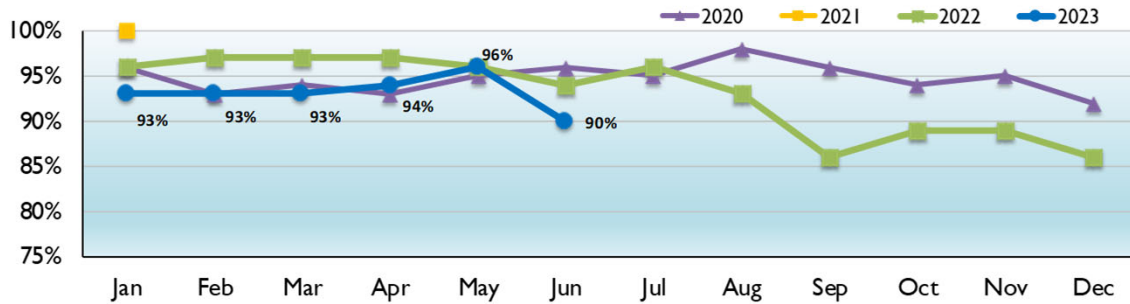


18

Customer Service: 328-RIDE Call Center Performance

Service Level:

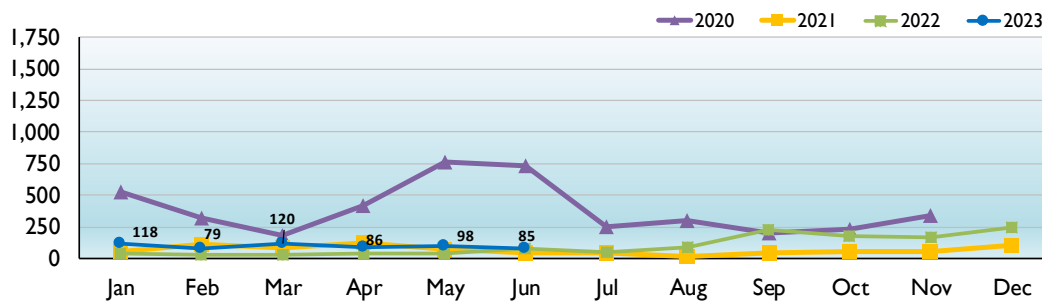
% of Calls Answered within 60 seconds



19

Customer Service: 328-RIDE Call Center Performance

Abandoned Calls



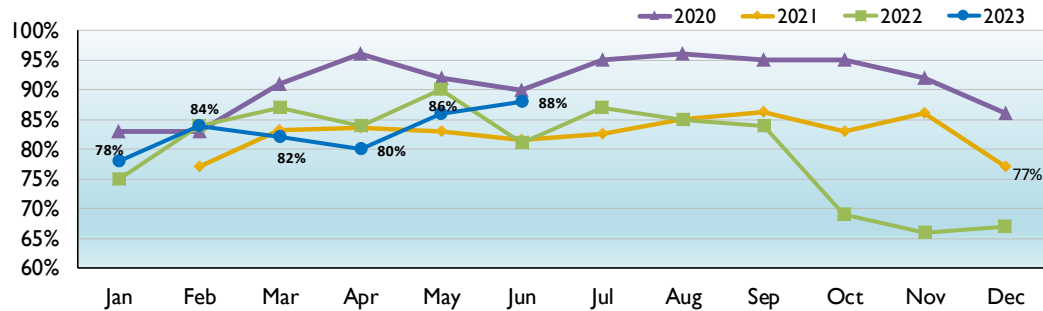
20

Paratransit Reservations: 328-1552 Call Center Performance

Goal =
90%
answered
within 60
seconds

Service Level:

% of Calls Answered within 60 seconds



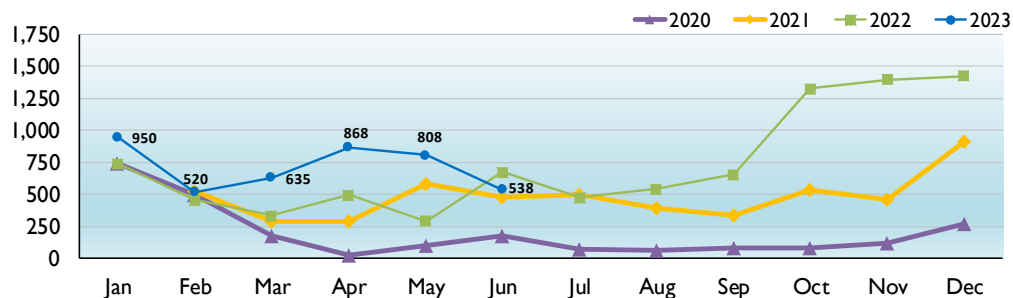
21

Paratransit Reservations: 328-1552 Call Center Performance

Goal =
4%

YTD
Abandon Rate
= 2.0%

Abandoned Calls



22

Complaint Rate

Comment Rate

| | 2021 | 2022 | 2023 | Goal |
|--------------------|-------------|------------|-------------|--|
| Fixed Route | 11.4 | 9.9 | 10.0 | ≤ 8.0 (per 100K passengers) |
| Paratransit | 6.1 | 6.0 | 4.6 | ≤ 8.0 (per 10K passengers) |

23

Maintenance Reliability

Average Miles Between Road Calls

| | 2022 | 2023 | GOAL |
|--------------------|---------------|---------------|-------------------------|
| Fixed Route | 6,216 | 3,383 | $< 1 / 7,500$ miles |
| Paratransit | 75,275 | 44,709 | $< 1 / 75,000$ miles |

24

Enable Organizational Success

3 Performance Measures:

- Training
- Supervisor Ride Checks
- Governance

25

Training: Fixed Route & Paratransit

| | 2021 | 2022 | 2023 | Goal |
|--------------------|-----------|----------------------------|------------------------------|---|
| Fixed Route | Completed | No Advanced Training | 6.2 hours per employee | 8 hours Advanced Training per Operator annually |
| Paratransit | Completed | No Advanced Training | On Hold | 8 hours Advanced Training per Operator annually |

26

Training: Maintenance

| 2023 | Goal | Status |
|-------------------|--------------------------------|------------------------|
| Measured Annually | 25 hours per employee per year | 7.5 hours per employee |

27

Training: Managers/Supervisors/Administrative

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

28

Supervisor Ride Checks

| | 2021 | 2022 | 2023 | Goal |
|--------------------|------------------------|-------------------------|--------------------------|------------------------------------|
| Fixed Route | Suspended due to COVID | 29 out of 270 Completed | 229 out of 318 Completed | 100% of operators checked annually |
| Paratransit | Suspended due to COVID | 48 out of 48 | 43 out of 59 | 100% of operators checked annually |

29

Governance

Board Development

Attendance at a transit-related conference/training event

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

30

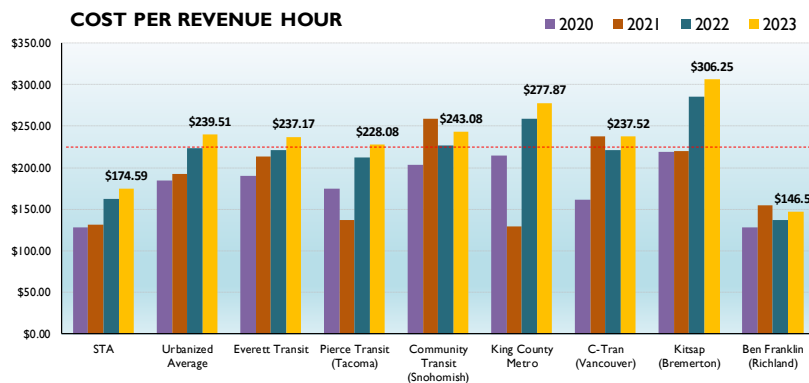
Exemplify Financial Stewardship

5 Performance Measures:

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

31

Cost Efficiency – Fixed Route



Objective
\$227.53

Previous year results

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

STA 2023 data reflects year-to-date 2nd quarter

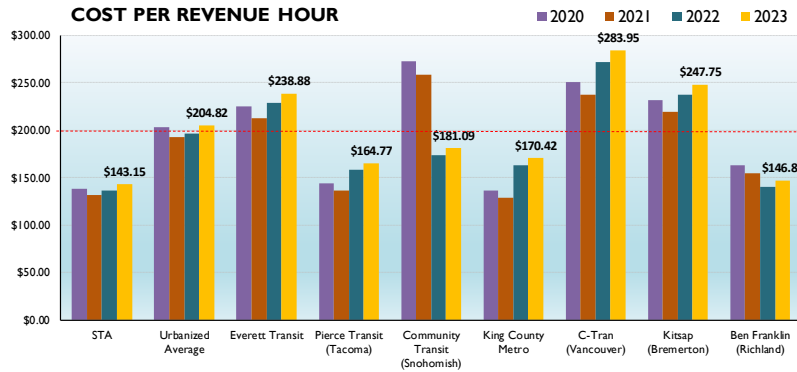
- System averages assume a performance equal to STA for 2023

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

2023 Status: 72.9% STA - \$174.59 Urban Average - \$239.51

32

Cost Efficiency – Demand Response (Paratransit)

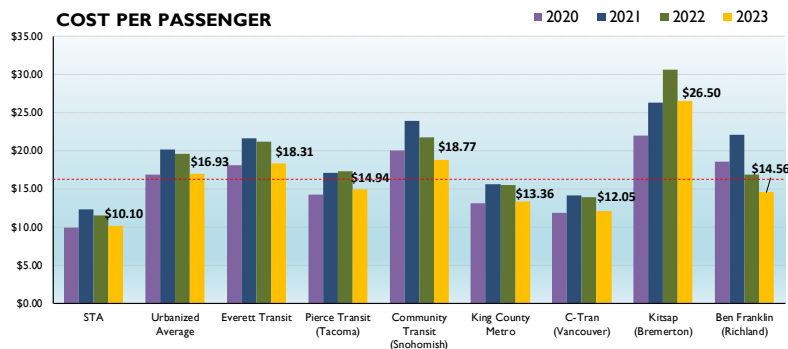


- Previous year results**
- 2019, 2020 & 2021 data from NTD reports
 - 2022 STA data reflect year-end
- STA 2023 data reflects year-to-date 2nd quarter**
- System averages assume a performance equal to STA for 2023

OBJECTIVE: CONSTRAIN OPERATING COST PER REVENUE HOUR OF SERVICE TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS
2023 Status: 69.9% STA - \$143.15 Urban Average - \$204.82

33

Cost Effectiveness – Fixed Route

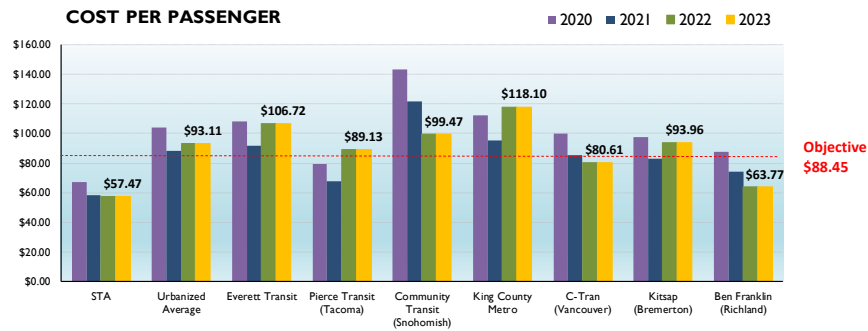


Objective
\$16.08

OBJECTIVE: CONSTRAIN OPERATING COST PER PASSENGER TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS
2023 Status: 59.7% (STA - \$10.10 / Urban Average - \$16.93)

34

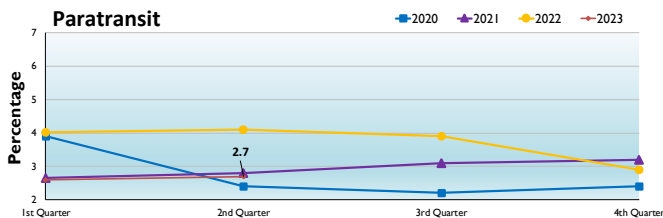
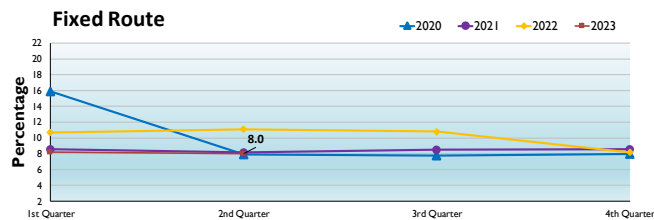
Cost Effectiveness-Demand Response (Paratransit)



OBJECTIVE: CONSTRAIN OPERATING COST PER PASSENGER TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS
2023 Status: 61.7% (STA - \$57.47 Urban Average - \$93.11)

35

Cost Recovery from User Fees



36

Cost Efficiency – Rideshare

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

GOAL: RECOVER 85% OF OPERATING/ADMINISTRATIVE COSTS

37

Cost Efficiency – Maintenance

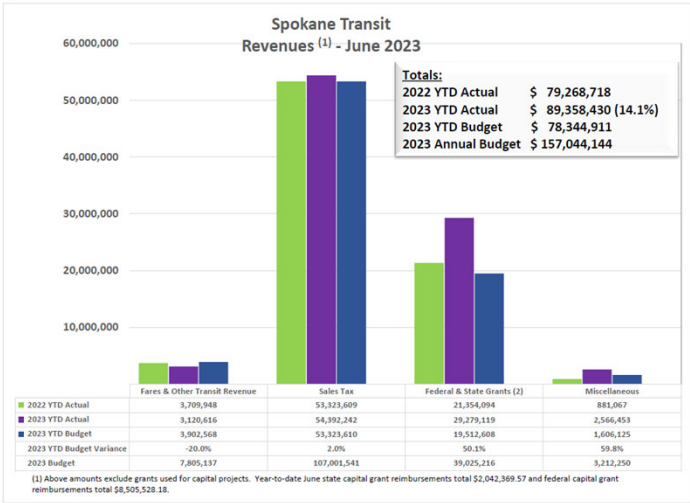
MAINTENANCE COST

Cost per Total Mile

| | 2022 | 2023 | GOAL |
|--------------------|---------------|---------------|---------------|
| Fixed Route | \$1.10 | \$1.58 | \$1.47 |
| Paratransit | \$1.17 | \$1.13 | \$1.13 |

38

Financial Management



39

Service Level Stability & Ability to Sustain Essential Capital Investments

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

40

Community Perception Survey

| Question | 2021 Response | 2022 Response | 2023 Response | Goal |
|--------------------------------|---------------|---------------|--|-----------|
| STA is Financially Responsible | 3.86 | No Survey | Survey start date: September 1,2023 | Score 4.5 |

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

September 6, 2023

AGENDA ITEM 7C : AUGUST 2023 SALES TAX REVENUE

REFERRAL COMMITTEE: n/a

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

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

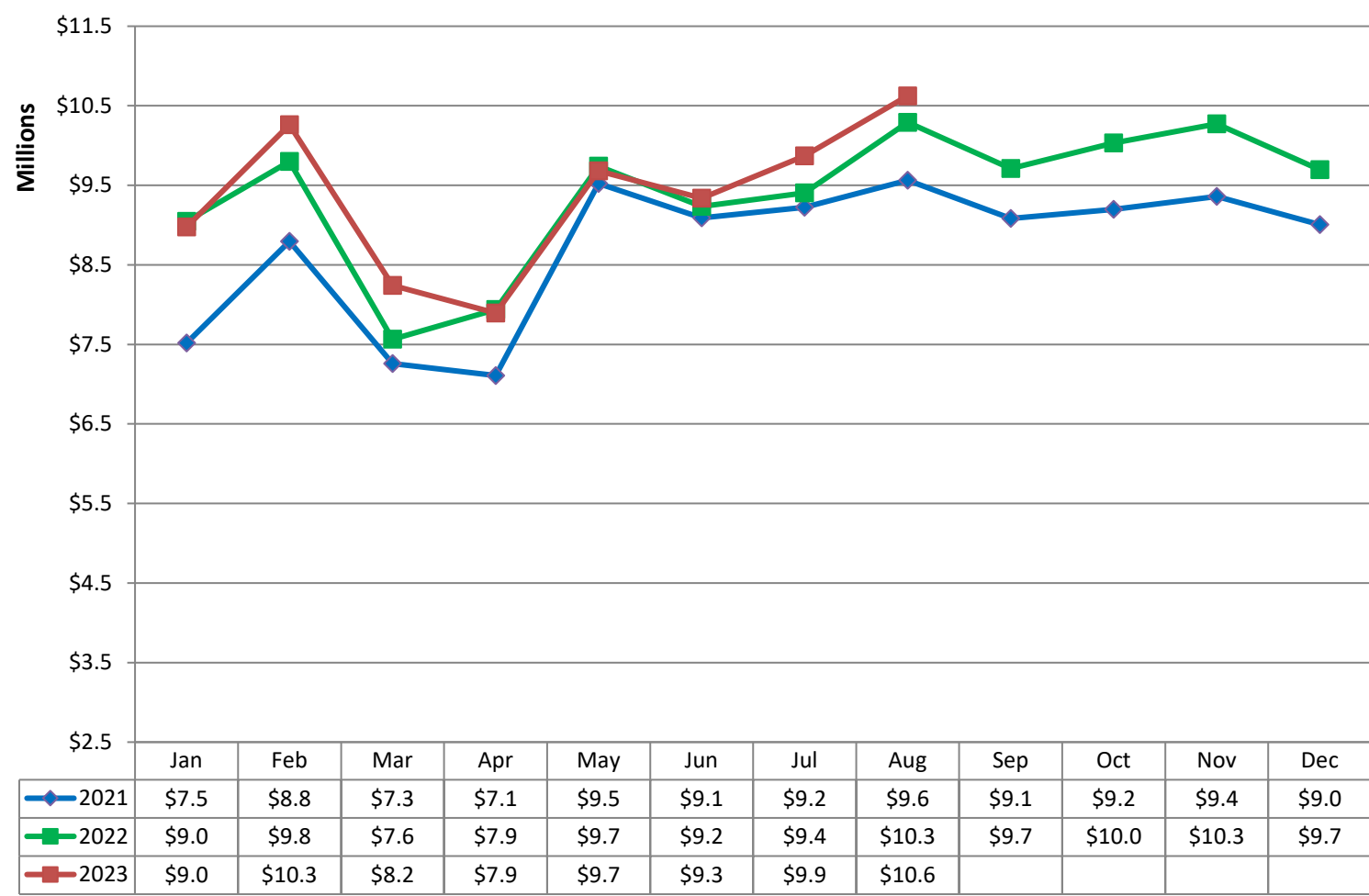
- 3.2% above 2023 budget
- 2.6% above YTD 2023 budget
- 3.2% above 2022 actual
- 2.6% above YTD 2022 actual

Total taxable sales for June were *up* 3.4% from June 2022. Retail, Construction and Accommodation and Food Services continue to be the top 3 rankings YTD:

- Retail Trade *increased* by 2.4% (\$14.1M) in June 2023 vs June 2022 and is *up* by 0.6% (\$19.6M) June 2023 YTD vs 2022 YTD
 - Other Misc. Store Retailers *increased* 16.3% or \$70.9M June 2023 YTD over June 2022 YTD
 - Automobile Dealers *increased* 5.7% or \$32.6M June 2023 YTD over June 2022 YTD
 - Grocery and Convenience Retailers *increased* 9.8% or \$16.1M June 2023 YTD over June 2022 YTD
 - Building Material and Supplies Dealers *decreased* 3.6% or (\$-12.7M) June 2023 YTD over June 2022 YTD
 - Other Motor Vehicle Dealers *decreased* 14.3% or (\$-19.3M) June 2023 YTD over June 2022 YTD
 - Electronics & Appliance Retailers *decreased* 13.1% or (\$-28.6M) June 2023 YTD over June 2022 YTD
 - Furniture and Home Furnishings Retailers *decreased* 37.6% or (\$-55.1M) June 2023 YTD over June 2022 YTD
- Construction *decreased* by 1.3% (\$-3.0M) in June 2023 vs June 2022 and is *up* by 1.0% (\$10.0M) June 2023 YTD vs 2022 YTD
- Accommodation and Food Services *increased* by 8.6% (\$10.8M) in June 2023 vs June 2022 and is *up* by 6.0% (\$40.5M) June 2023 YTD vs 2022 YTD

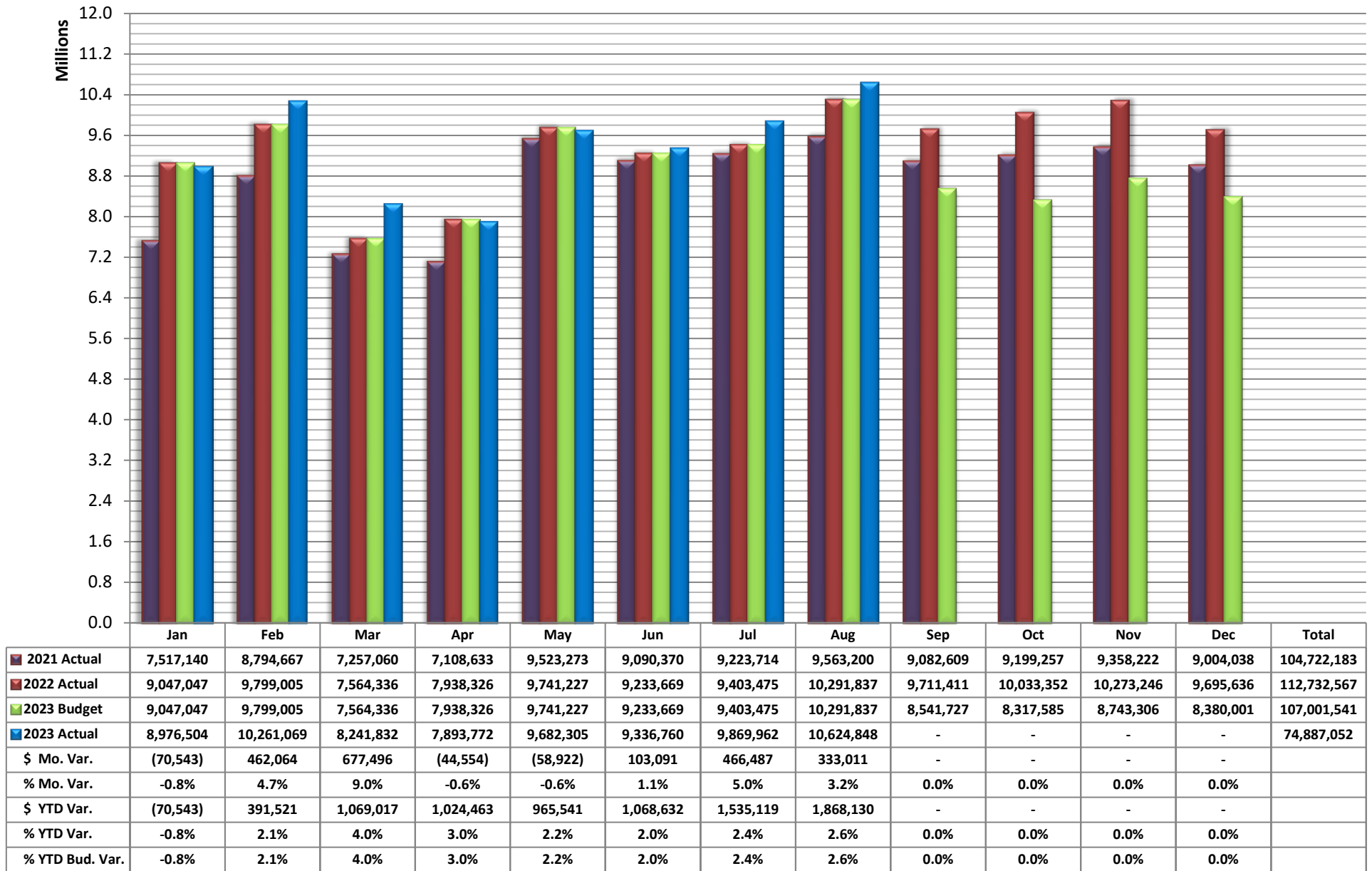
RECOMMENDATION TO COMMITTEE: Information only.

Sales Tax Revenue History-August 2023⁽¹⁾



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

2021 - 2023 SALES TAX RECEIPTS ⁽¹⁾



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

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

September 6, 2023

AGENDA ITEM 7D : JULY 2023 FINANCIAL RESULTS SUMMARY

REFERRAL COMMITTEE: n/a

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

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

Revenue

Overall, July year-to-date revenue is 13.7% (\$12.6M) higher than budget impacted by the following:

- Fares & Other Transit Revenue is 18.2% lower than budget
- Sales Tax Revenue is 2.4% higher than budget
- Federal & State Grant Revenue is 46.9% higher than budget
- Miscellaneous Revenue is 66.2% higher than budget

Operating Expenses

Overall, July year-to-date operating expenses are 7.1% (\$4.7M) lower than budget influenced by the timing of payments as follows:

- Fixed Route is 6.3% lower than budget
- Paratransit is 2.1% lower than budget
- Rideshare is 11.2% lower than budget
- Plaza is 14.9% lower than budget
- Administration is 13.2% lower than budget

RECOMMENDATION TO COMMITTEE: Information only.

Spokane Transit Revenues ⁽¹⁾ - July 2023

70,000,000

60,000,000

50,000,000

40,000,000

30,000,000

20,000,000

10,000,000

Totals:

2022 YTD Actual \$ 93,372,189

2023 YTD Actual \$ 104,542,346 (13.7%)

2023 YTD Budget \$ 91,918,604

2023 Annual Budget \$ 157,044,144

| | Fares & Other Transit Revenue | Sales Tax | Federal & State Grants (2) | Miscellaneous |
|--------------------------|-------------------------------|-------------|----------------------------|---------------|
| ■ 2022 YTD Actual | 4,289,184 | 62,727,085 | 25,269,289 | 1,086,631 |
| ■ 2023 YTD Actual | 3,725,133 | 64,262,204 | 33,440,714 | 3,114,295 |
| ■ 2023 YTD Budget | 4,552,997 | 62,727,085 | 22,764,709 | 1,873,813 |
| 2023 YTD Budget Variance | -18.2% | 2.4% | 46.9% | 66.2% |
| 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 July state capital grant reimbursements total \$2,169,881 and federal capital grant reimbursements total \$8,988,798.

Spokane Transit Operating Expenses⁽¹⁾ - July 2023

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 \$ 51,818,575

2023 YTD Actual \$ 61,389,834 (-7.1%)

2023 YTD Budget \$ 66,049,361

2023 Annual Budget \$ 113,822,411

Fuel:

2022 YTD Actual \$ 3,472,945

2023 YTD Actual \$ 3,669,598 (-22.5%)

2023 YTD Budget \$ 4,737,041

2023 Annual Budget \$ 8,063,242

| | Fixed Route | Paratransit | Rideshare | Plaza | Administration |
|--------------------------|-------------|-------------|-----------|-----------|----------------|
| 2022 YTD Actual | 34,153,503 | 8,176,925 | 353,782 | 1,156,701 | 7,977,664 |
| 2023 YTD Actual | 40,525,880 | 9,781,518 | 376,117 | 1,404,125 | 9,302,194 |
| 2023 YTD Budget | 43,267,756 | 9,988,512 | 423,499 | 1,649,968 | 10,719,626 |
| 2023 YTD Budget Variance | -6.3% | -2.1% | -11.2% | -14.9% | -13.2% |
| 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 \$24,866,985 and Street/Road cooperative projects of \$673,350 for year-to-date July 2023.

(2) Total Budget for Fixed Route and Plaza reflect a reclassification of \$116,593 due to a staff reassignment between these divisions.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

September 6, 2023

AGENDA ITEM 7E : JUNE 2023 SEMIANNUAL FINANCIAL REPORTS

REFERRAL COMMITTEE: n/a

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

SUMMARY: Attached are the June 2023 semiannual financial reports.

❖ Capital Budget

- 28.7% of the Capital budget has been spent.
- Due to timing of projects, higher level of expenditures are traditionally made in the latter half of the year.
- 2023 forecasted capital spend to budget is expected to amount to 87.6% or \$66.8 million.

❖ Federal Grants

- Federal capital grants cover multiple years and plans are in place for the expenditure of these grants.

❖ Cash Balance

- The cash balance of \$218.3 million includes the fleet replacement fund of \$25.5 million.

RECOMMENDATION TO COMMITTEE: Information only.

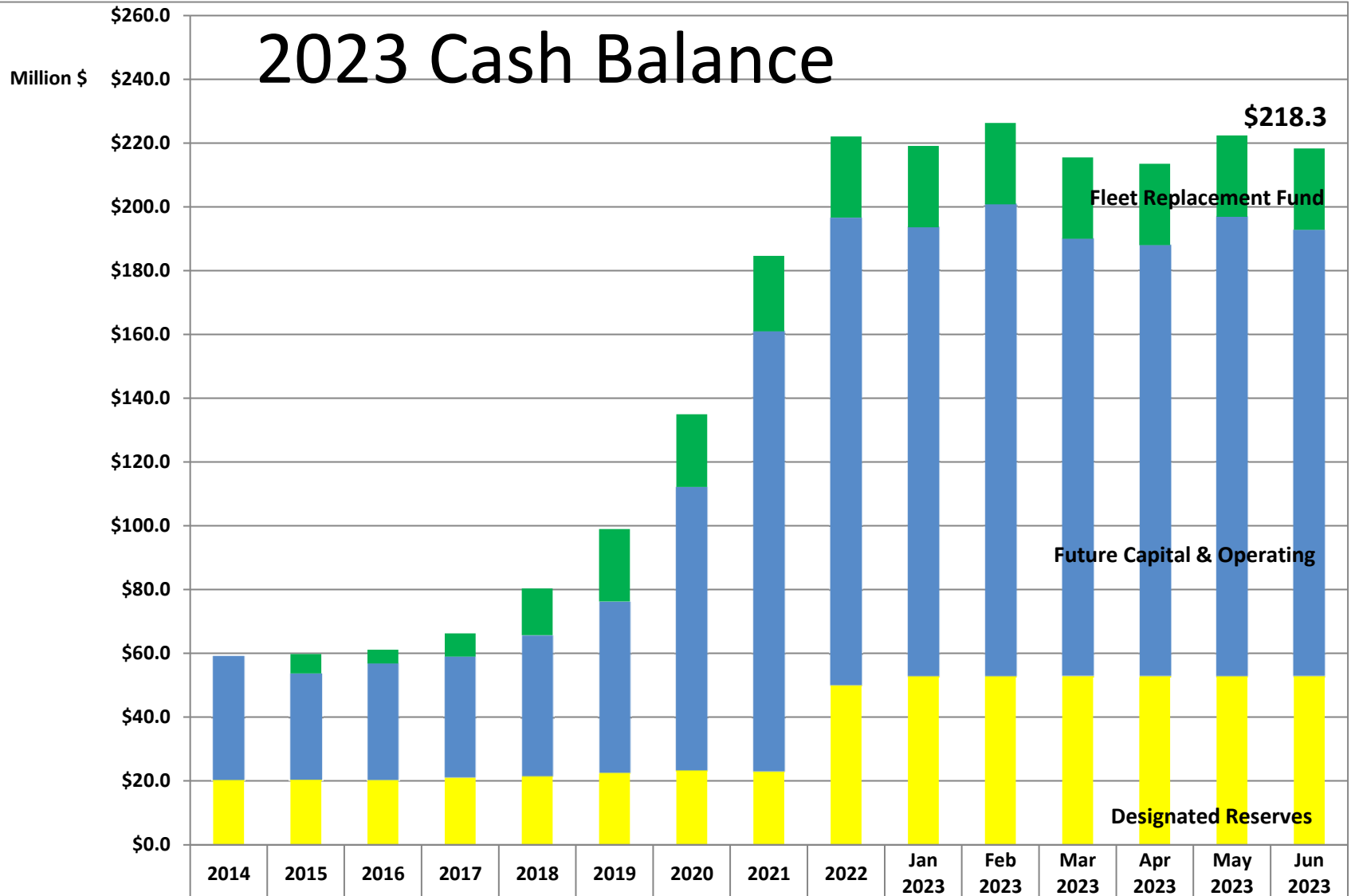
**SPOKANE TRANSIT
CAPITAL BUDGET STATUS
Through June 30, 2023**

| Capital Projects | Quantity | State Funding | Federal Funding | Local Funding | 2023 Budget Total | Expensed to Date | Remaining Balance |
|---|-----------|--------------------|---------------------|---------------------|----------------------|---------------------|----------------------|
| Revenue Vehicles | | | | | | | |
| Fixed Route Coaches-BEB (Replacement) | 3 | | | \$3,433,230 | \$3,433,230 | \$0 | \$3,433,230 |
| Fixed Route Coaches-BEB (Replacement) | 10 | | \$6,120,500 | 6,637,245 | 12,757,745 | 10,987,006 | 1,770,739 |
| Fixed Route Coaches-BEB (Replacement) | 6 | \$900,000 | 1,595,174 | 4,442,227 | 6,937,401 | 52,855 | 6,884,546 |
| Fixed Route Coaches-BEB (Replacement) | 3 | | 2,038,943 | 2,165,416 | 4,204,359 | 9,968 | 4,194,391 |
| Fixed Route Coaches-BEB (Replacement) | 3 | | | 3,447,000 | 3,447,000 | 9,092 | 3,437,908 |
| Paratransit Vans (Replacement) | 15 | | 991,000 | 988,133 | 1,979,133 | - | 1,979,133 |
| Vanpool Vans (Replacement) | 11 | | | 550,000 | 550,000 | 211,818 | 338,182 |
| | | | | | | | |
| Total Revenue Vehicles | 51 | \$900,000 | \$10,745,617 | \$21,663,251 | \$33,308,868 | \$11,270,738 | \$22,038,130 |
| | | | | | | | |
| Facilities - Maintenance and Administration | | | | | | | |
| Boone - Facility Master Plan Program | | | | \$900,000 | \$900,000 | \$436,249 | \$463,751 |
| Boone - Preservation and Improvements | | | \$200,000 | 5,370,850 | 5,570,850 | 1,595,986 | 3,974,864 |
| Fleck Center - Preservation and Improvements | | | | 1,000,000 | 1,000,000 | 64,489 | 935,511 |
| Miscellaneous Equipment and Fixtures | | | | 452,905 | 452,905 | 141,810 | 311,095 |
| | | | | | | | |
| Total Facilities - Maintenance and Administration | | \$0 | \$200,000 | \$7,723,755 | \$7,923,755 | \$2,238,534 | \$5,685,221 |
| | | | | | | | |
| Facilities - Passenger and Operational | | | | | | | |
| Park and Ride Upgrades | | | \$35,600 | \$773,211 | \$808,811 | \$47,445 | \$761,366 |
| Plaza Preservation and Improvements | | | | 351,500 | 351,500 | - | 351,500 |
| Route and Stop Facility Improvements | | | | 2,759,201 | 2,759,201 | 308,128 | 2,451,073 |
| Near Term Investments | | | | 1,495,590 | 1,495,590 | 5,133 | 1,490,457 |
| | | | | | | | |
| Total Facilities - Passenger and Operational | | \$0 | \$35,600 | \$5,379,502 | \$5,415,102 | \$360,705 | \$5,054,397 |
| | | | | | | | |
| Technology Projects | | | | | | | |
| Capital Program Management Software | | | | \$106,000 | \$106,000 | \$0 | \$106,000 |
| Communications Technology Upgrades | | | | 433,103 | 433,103 | 289,619 | 143,484 |
| Fare Collection and Sales Technology | | | | 2,936,359 | 2,936,359 | 116,107 | 2,820,252 |
| IS Network Equipment | | | | 680,000 | 680,000 | 25,000 | 655,000 |
| IS Datacenter Equipment | | | | 220,000 | 220,000 | - | 220,000 |
| IS Cyber Security Enhancements | | | | 140,000 | 140,000 | - | 140,000 |
| IS Infrastructure Equipment | | | | 213,000 | 213,000 | - | 213,000 |
| IS End User Equipment | | | | 420,000 | 420,000 | 374,783 | 45,217 |
| | | | | | | | |
| Total Technology Projects | | - | \$0 | \$5,148,462 | \$5,148,462 | \$805,510 | \$4,342,952 |
| | | | | | | | |
| High Performance Transit | | | | | | | |
| Central City Line | | | \$7,736,959 | \$3,277,036 | \$11,013,995 | \$3,165,206 | \$7,848,789 |
| HPT Implementation - Incremental HPT Investments | | | | 475,000 | 475,000 | 124,402 | 350,598 |
| Monroe-Regal Line | | | | 1,918,019 | 1,918,019 | 188,660 | 1,729,359 |
| Cheney Line | | \$1,845,022 | | 1,772,669 | 3,617,691 | 807,407 | 2,810,284 |
| I-90/Valley Line | | 825,000 | 40,000 | 730,500 | 1,595,500 | 150,209 | 1,445,291 |
| Sprague Line | | 996,400 | | 1,055,100 | 2,051,500 | 628,419 | 1,423,081 |
| Division Line | | | | 3,283,312 | 3,283,312 | 455,226 | 2,828,086 |
| West Broadway Line | | | | 450,000 | 450,000 | - | 450,000 |
| | | | | | | | |
| Total High Performance Transit | - | \$3,666,422 | \$7,776,959 | \$12,961,636 | \$24,405,017 | \$5,519,529 | \$18,885,488 |
| | | | | | | | |
| GRAND TOTAL | 51 | \$4,566,422 | \$18,758,176 | \$52,876,606 | \$76,201,204 | \$20,195,015 | \$56,006,189 |
| RECONCILING ITEMS (ITEMS BUDGETED AND ANTICIPATED TO HAVE BEEN PAID IN 2022 BUT PAYMENTS DELAYED TO 2023): | | | | | | | |
| Subtotal RECONCILING ITEMS | | | | | | \$1,691,059 | (\$1,691,059) |
| GRAND TOTAL | | \$4,566,422 | \$18,758,176 | \$52,876,606 | \$76,201,204 | \$21,886,075 | \$54,315,129 |

SPOKANE TRANSIT
STATUS OF FEDERAL CAPITAL GRANTS
June 30, 2023

| | LATEST APPROVED BUDGET | CUMULATIVE AMOUNT EXPENDED | UNEXPENDED BALANCE | UNEXPENDED LOCAL BALANCE | UNEXPENDED FEDERAL BALANCE |
|--|------------------------------|----------------------------------|-----------------------|--------------------------------|----------------------------------|
| <u>GRANTS</u> | | | | | |
| WA-2018-067 MOBILITY MANAGEMENT, OPERATIONS, VANS, ENHANCED ADA ACCESS | 1,120,832 | 1,107,681 | 13,151 | 6,576 | 6,575 |
| WA-2018-069 I-90 HPT CORRIDOR IMPROVEMENTS | 751,445 | 657,109 | 94,336 | 12,735 | 81,600 |
| WA-2019-073 REPLACEMENT FIXED ROUTE COACHES - ELECTRIC (Qty 6) | 3,086,705 | 1,897,866 | 1,188,839 | 160,493 | 1,028,345 |
| WA-2020-009 CENTRAL CITY LINE BRT | 84,886,657 | 62,059,111 | 22,827,546 | 11,956,705 | 10,870,842 |
| WA-2020-025 PARATRANSIT VANS (4) & EQUIP, PARATRANSIT OPERATIONS | 363,228 | 363,228 | 0 | 0 | 0 |
| WA-2021-010 REPLACEMENT FIXED ROUTE COACHES (Qty 2) | 1,244,592 | 0 | 1,244,592 | 186,689 | 1,057,903 |
| WA-2021-014 METROPOLITAN PLANNING - FIVE MILE HUB STUDY | 231,214 | 17,851 | 213,363 | 28,804 | 184,559 |
| WA-2021-023 MOBILITY MANAGEMENT, OPERATIONS, VANS (Qty 2) | 410,414 | 372,852 | 37,562 | 0 | 37,562 |
| WA-2021-027 EXPANSION DOUBLE DECKER DIESEL BUS (Qty 7) | 8,240,000 | 0 | 8,240,000 | 5,289,998 | 2,950,002 |
| WA-2021-029 EMERGENCY RELIEF OPERATING ASSISTANCE | 100,000 | 100,000 | 0 | 0 | 0 |
| WA-2021-034 REPLACEMENT 60' DIESEL BUS (Qty 2) | 1,154,165 | 0 | 1,154,165 | 173,125 | 981,040 |
| WA-2022-011 REPLACEMENT 40' BEB BUS (Qty 10) | 11,815,000 | 10,987,006 | 827,994 | 380,877 | 447,117 |
| WA-2022-021 EMERGENCY RELIEF OPERATING ASSISTANCE (ARPA) | 71,214 | 0 | 71,214 | 0 | 71,214 |
| WA-2022-022 EMERGENCY RELIEF OPERATING ASSISTANCE (CRRSAA) | 71,213 | 38,584 | 32,629 | 0 | 32,629 |
| WA-2022-052 REPLACEMENT VAN (Qty 15) | 1,174,972 | 0 | 1,174,972 | 234,994 | 939,978 |
| FEDERAL GRANTS TOTAL | \$114,721,651 | \$77,601,288 | \$37,120,363 | \$18,430,996 | \$18,689,367 |

2023 Cash Balance



\$218.3

Fleet Replacement Fund

Future Capital & Operating

Designated Reserves

| | | | | | | | | | | | | | | | |
|--|--------|--------|--------|--------|--------|--------|--------|---------|---------|---------|---------|---------|---------|---------|---------|
| ■ Fleet Replacement Fund | | \$6.0 | \$4.3 | \$7.2 | \$14.6 | \$22.7 | \$22.7 | \$23.6 | \$25.5 | \$25.5 | \$25.5 | \$25.5 | \$25.5 | \$25.5 | \$25.5 |
| ■ Future Capital & Operating | \$38.6 | \$33.1 | \$36.2 | \$37.8 | \$43.9 | \$53.5 | \$88.8 | \$137.9 | \$146.4 | \$140.7 | \$147.9 | \$137.1 | \$135.1 | \$144.0 | \$139.9 |
| ■ Designated Reserves | \$20.6 | \$20.6 | \$20.6 | \$21.2 | \$21.8 | \$22.7 | \$23.4 | \$23.1 | \$50.2 | \$52.9 | \$52.9 | \$52.9 | \$52.9 | \$52.9 | \$52.9 |

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

September 6, 2023

AGENDA ITEM 7F: 2ND QUARTER 2023 SERVICE PLANNING INPUT REPORT

REFERRAL COMMITTEE: n/a

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

SUMMARY: A total of 22 comments and feedback related to fixed route service and stops were received by the Planning and Development Department during the second quarter of 2023. Of the comments received, seven were requests related to requests for new service, six were related to existing service, and nine were related to bus stops. The comments are summarized below.

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

The purpose of this summary is to inform the Performance Monitoring and External Relations Committee of the feedback received by the Planning and Development Department in the 2nd 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 on Upriver Dr.

Service on Upriver Drive between Frederick Avenue and Argonne Road is anticipated to start in September 2024 (STA Moving Forward).

NEW SERVICE COMMENTS

Two requests to expand service to connect Nevada and US 2 near the YMCA and into Mead.
Service expansion into the Mead area is anticipated as part of the Division Street Bus Rapid Transit (BRT) project. The precise service area will be determined at that time.

One request to add service along Mirabeau Parkway at E. Carlisle Avenue.
No current plans to extend service. This issue will be revisited upon completion of the Pines Road/BNSF Grade Separation Project (2024).

One request to add service to Route 74 along Appleway Avenue in Liberty Lake.
Service on Appleway will be adjusted to include the stop pair at Appleway Avenue and Madson Street as part of the September 2023 Service Change.

One request to have Route 74 run both directions on weekends.
Called back customer and left a message explaining STA's plans for Route 7 to supersede Route 74 in September 2025, at which point service would be seven days a week.

One request to extend service to Post Falls to connect with the free shuttle service there.
Customer was informed the service expansion to Post Falls/Coeur d'Alene, Idaho is anticipated by 2026 subject to a cross-state partnership pilot project. (STA Moving Forward)

EXISTING SERVICE COMMENTS

One customer expressed concerns about connecting from the Arena park-and-ride to the City Line.
Feedback received. Informed her that Route 11 will connect to City Line at Main and Howard.

One complaint regarding the re-routing of Route 27 Crestline that went into effect August 2022, which eliminated a direct connection between downtown Spokane and Hillyard.
The customer was contacted and assured that STA will continue to improve timed transfers to improve connectivity to Hillyard.

One request to add earlier morning service at 4:30AM and 5:00AM to Geiger @ Amazon on Route 95 Mid-Valley.
Feedback received. The customer was encouraged to submit a STA Vanpool request.

EXISTING SERVICE COMMENTS

One request to relocate the inbound stop at Washington & Mansfield on Route 27 Crestline because the customer reported that she was not being seen by coach operators.

The customer was informed that the stop meets STA standards. A driver alert notice was issued, and the customer was encouraged to reach out if the problem reoccurs.

One request to improve the transfer between Route 4 Monroe/Regal and Route 33 Wellesley (Westbound).

The customer was informed that Route 33 was on detour routing due to TJ Meenach Bridge being under construction. At the time of request, staff offered to study the connection and identify scheduling possibilities, but informed the customer this issue would be resolved once construction concludes in September.

One request to shift the Route 294 East 8th schedule to accommodate an early release day for Spokane Public Schools.

The customer was informed that the schedule would not be shifted and was offered alternative itineraries for her son to take on regular STA routes that day.

BUS STOP COMMENTS

One complaint from resident at 16913 E. Mission Parkway, adjacent to the bus stop located at Mission Parkway & Riverhouse Apartments for Route 74 Mirabeau/Liberty Lake, alleging disruptive behavior by bus passengers at the bus stop. The resident requested the bus stop be relocated away from his property.

STA relocated this stop in 2017 to the far edge of the resident's property, based upon a previous request made by the resident. The resident was contacted for details of the passengers' behavior (times, days of week) and was offered to send security checks to this location. STA is exploring shifting the stop further to the west.

One inquiry to replace and upgrade the passenger shelter at 6th & Golden Hills Drive in Cheney.

The customer was contacted and informed that the stop ridership is below the threshold to warrant shelter replacement.

BUS STOP COMMENTS

One request to add bus stops at Highway 2 and Spotted Road between Flint Road and Grove Road on Sunset Highway. (Route 61 Highway 2/Fairchild)

The pair of bus stops at this location were removed approximately ten years ago due to a lack of adequate shoulder width, sidewalks, and ADA infrastructure, including the lack of a marked pedestrian crossing on US 2. There are no plans to develop the significant infrastructure required to reinstate these stops at this time.

Four requests to add bus stops between Barker & Indiana and the Amazon Fulfillment Center on Route 95 Mid-Valley (Barker and Euclid, etc).

A near-term investment program will add accessible stops along this corridor, in coordination with City of Spokane Valley, over the following 1-2 years.

One complaint regarding the inbound stop at Crestline & Wellesley on Route 27 Crestline, concerned that the idle bus blocked the driveway entrance to the complainant's business.

The City of Spokane relocated the existing speed limit sign to a nearby streetlight, which allowed the bus stop sign to be relocated south of the business owner's driveway.

One request from a business owner at 529 E. North Foothills Drive for a trash receptacle at a stop inbound on Route 27 Crestline in front of their business at North Foothills Drive & Standard.

Trash receptacle was not installed at this time due to the stop failing to meet the required threshold (min. 10 average weekday boardings) to warrant a receptacle installation.

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

September 6, 2023

AGENDA ITEM 7G : SEPTEMBER 2023 SERVICE CHANGE

REFERRAL COMMITTEE: n/a

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

SUMMARY: STA continues to monitor the fixed-route system for opportunities to improve customer information, connectivity, reliability, and mobility. STA will implement minor adjustments to several routes, effective September 17, 2023.

BACKGROUND: The following table outlines the planned adjustments as part of the September 2023 Service Change and the rationale for each change. The Communications and Public Input section of Connect Spokane, STA's Comprehensive Plan, authorizes the CEO to approve minor changes that do not result in significant modifications to existing routes, schedules or levels of service, and changes that do not meet the adopted threshold for holding a public hearing (less than 1.0% growth or reduction in revenue hours in any calendar year or less than .5% of annualized system ridership negatively impacted by loss of bus stop, trips or route at any given service change). All of the September 2023 service changes fall below these adopted thresholds.

September 2023 Service Adjustments

| Route | Planned Adjustment | Rationale |
|---|--|--|
| 6 Cheney, 66 Cheney/EWU, 661, 662, 663, 664 (EWU Express Service) | EWU School days updated. 664 will now depart from Bay 2 at South Hill Park & Ride. | Adhering to updated calendar and avoiding bay conflicts. |
| 12 Downtown/Arena Shuttle | Modify inbound routing and remove turnback routing to operate the inbound and outbound routing in Bay 9. | To simplify turnback routing and eliminate operating conflicts with City Line. |
| 20 SFCC | Extra bus for summer detour removed. 7:52p OB trip now interlined with Route 33 | Return routing on Route 33 to pre-construction conditions. Route 20 is interlined with Route 33. |
| 32 Trent/Montgomery | Minor timepoint adjustments for Sunday service at SCC. | Improve quality of connection at SCC to the City Line. |
| 33 Wellsley | Extra bus for summer detour removed. Late night timepoint adjustments | Return routing on Route 33 to pre-construction conditions. |

| Route | Planned Adjustment | Rationale |
|--------------------------------------|---|---|
| 36 North Central | 7:35p WB trip no longer interlined with Route 33 | Trip is now out of service at the end of line. |
| 60 Airport | Add Sunset Blvd and Cannon St as a timepoint and adjust running times. | Ensure a smooth transfer with the City Line and avoid crowding of bus bays at the Plaza. |
| 61 Highway 2/Fairchild | Add Sunset Blvd and Cannon St as a timepoint and adjust running times. | Ensure a smooth transfer with the City Line and avoid crowding of bus bays at the Plaza. |
| 67 Swoop Loop, 68 Cheney Loop | EWU school days updated | Adhering to updated calendar. |
| 74 Mirabeau/Liberty Lake | Last/First in-service Liberty Lake timepoint moved from Appleway & Molter to Appleway & Madson. | Respond to customer feedback. Route 74 is deadheading on that segment of Appleway anyway, so it has minimal impact on operations. |
| 97 South Valley | Minor timepoint adjustments for Sunday service at SCC | Improve quality of connection at SCC to the City Line (Route 97 is interlined with Route 32). |
| 343 Bureau Fair Shuttle | Updated schedule for Christmas Bureau 2023 | Adhere to 2023 Christmas Bureau schedule provided by Catholic Charities. |

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

September 6, 2023

AGENDA ITEM 8 : OCTOBER 4, 2023, DRAFT COMMITTEE AGENDA REVIEW

REFERRAL COMMITTEE: n/a

SUBMITTED BY: STA Staff

SUMMARY: At this time, members of the Performance Monitoring & External Relations Committee will have an opportunity to review and discuss the items proposed to be included on the October 4, 2023, draft agenda.

RECOMMENDATION TO COMMITTEE: For discussion.

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

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

October 4, 2023
1:30 p.m. – 3:00 p.m.

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

Join Link: [Insert Link Here](#)

Committee Member Password (if asked): 2023 | Guest Password (if asked): 1023

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

DRAFT AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report *(5 minutes)*
3. Committee Action *(5 minutes)*
 - A. Minutes of the September 6, 2023, Committee Meeting -- *Corrections/Approval*
4. Committee Action *(10 minutes)*
 - A. Board Consent Agenda
 1. Transit Vehicle Tire Lease Services Award of Contract *(Rapez-Betty)*
 2. Fare Collection System Contract Closeout and New Master Contract for Enhancements *(Liard)*
 - B. Board Discussion Agenda *(none)*
5. Reports to Committee *(30 min)*
 - A. 2024 Service Revisions: Preliminary Proposal *(Otterstrom)*
6. CEO Report *(E. Susan Meyer) (15 minutes)*
7. Committee Information (no discussion/staff available for questions)
 - A. August 2023 Operating Indicators *(Rapez-Betty)*
 - B. September 2023 Sales Tax Revenue *(Liard)*
 - C. August 2023 Financial Results Summary *(Liard)*
8. Review November 1, 2023, Committee Meeting Agenda *(5 minutes)*
9. New Business *(5 minutes)*
10. Committee Members' Expressions *(5 minutes)*
11. Adjourn
12. Next Committee Meeting: Wednesday, November 1, 2023, at 1:30 p.m. via WebEx w/In Person Option

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

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

September 6, 2032

AGENDA ITEM 9: NEW BUSINESS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: n/a

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

RECOMMENDATION TO COMMITTEE: For Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

September 6, 2023

AGENDA ITEM 10 : COMMITTEE MEMBERS' EXPRESSIONS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: n/a

SUMMARY: At this time, members of the Performance Monitoring & External Relations Committee will have an opportunity to express comments or opinions.

RECOMMENDATION TO COMMITTEE: For discussion.