

Fixed Route System Performance Report

2022 Data

Prepared for:
Board of Directors

5/30/2023



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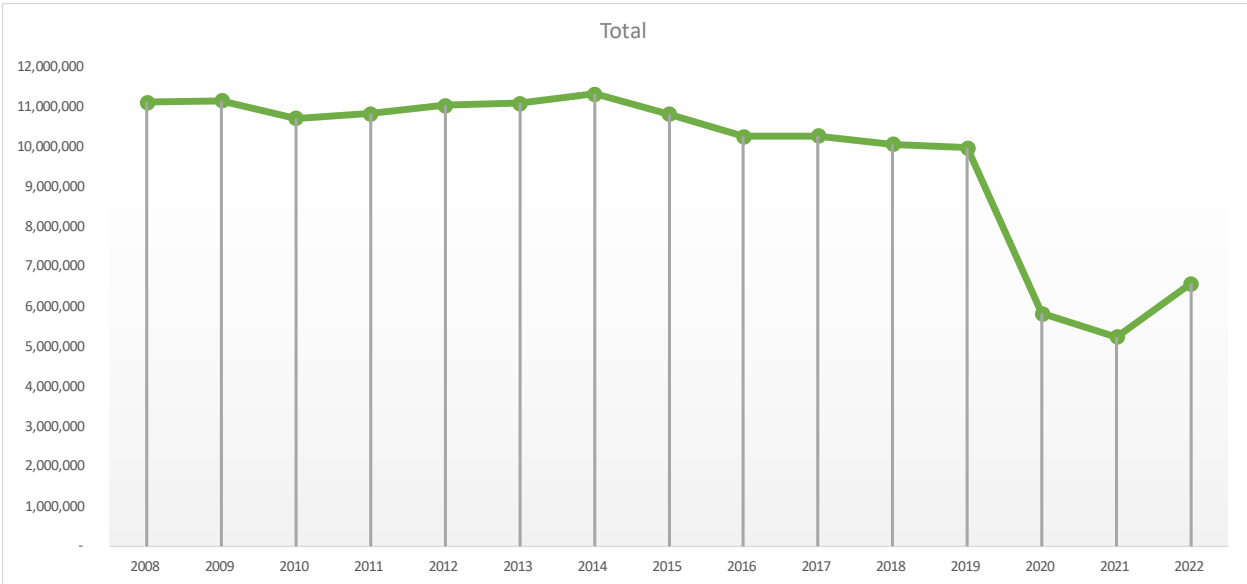
Table of Contents

Executive Summary.....	4
Section I: Route Performance	8
Route Performance Overview	8
Route Performance Standards	8
Performance Standard 1: Ridership	9
Performance Standard 2: Equivalent Energy Consumption.....	11
Performance Standard 3: Fares.....	12
Summary of 2022 Route Performance.....	12
Fixed-Routes Meeting All Three Standards.....	12
Consecutive Year Analysis	13
Improvement Watch List.....	13
Performance Improvement Concepts.....	14
Route Indicators	19
Route Indicator Definitions	19
2022 Route Indicators	20
Section II: Passenger Facilities Performance	23
Ridership by Stop.....	23
Top Bus Stops for Boarding Activity – 2022	23
Recent Capital Improvements.....	24
Passenger Improvements.....	24
Operational Improvements.....	26
Park and Ride Lots	27
Owned/Leased Facilities	28
Cooperative Facilities	38
Bike Lockers	42
Section III: Universal Transit Access Pass (UTAP).....	43
UTAP Rates Calculation	43
UTAP Rates Schedule.....	45
Appendix	46
2022 Route Performance Results Comparison to 2021	46
2022/2021 Boardings Per Revenue Hour Comparison Chart.....	47
2022/2021 Energy Benchmark Comparison Chart.....	48
2022/2021 Fares Benchmark Comparison Chart	49

2022 Total Annual Boardings Comparison to 2021	50
2022 Average Weekday Boardings	51
References	52

Executive Summary

For Spokane Transit to ensure the reliability, consistency, and proper development of its transit services, it must continually evaluate and understand the strengths and weaknesses of the products offered. Each year STA publishes a Fixed Route System Performance Report to inform Spokane Transit staff, the public, and Board of Directors of the performance of each route compared to three performance standards: Ridership, Equivalent Energy Consumption, and Fares. In addition, the report provides information regarding passenger facilities including bus stop level ridership, park & ride lot utilization, and passenger facilities projects delivery. In 2022, Spokane Transit carried 6,581,876 passengers which marked a 25.64% increase compared to 2021 as the agency recovers ridership from the COVID-19 pandemic. Spokane Transit’s identified goal for fixed route ridership was to increase ridership from 2021 by 20.3%.

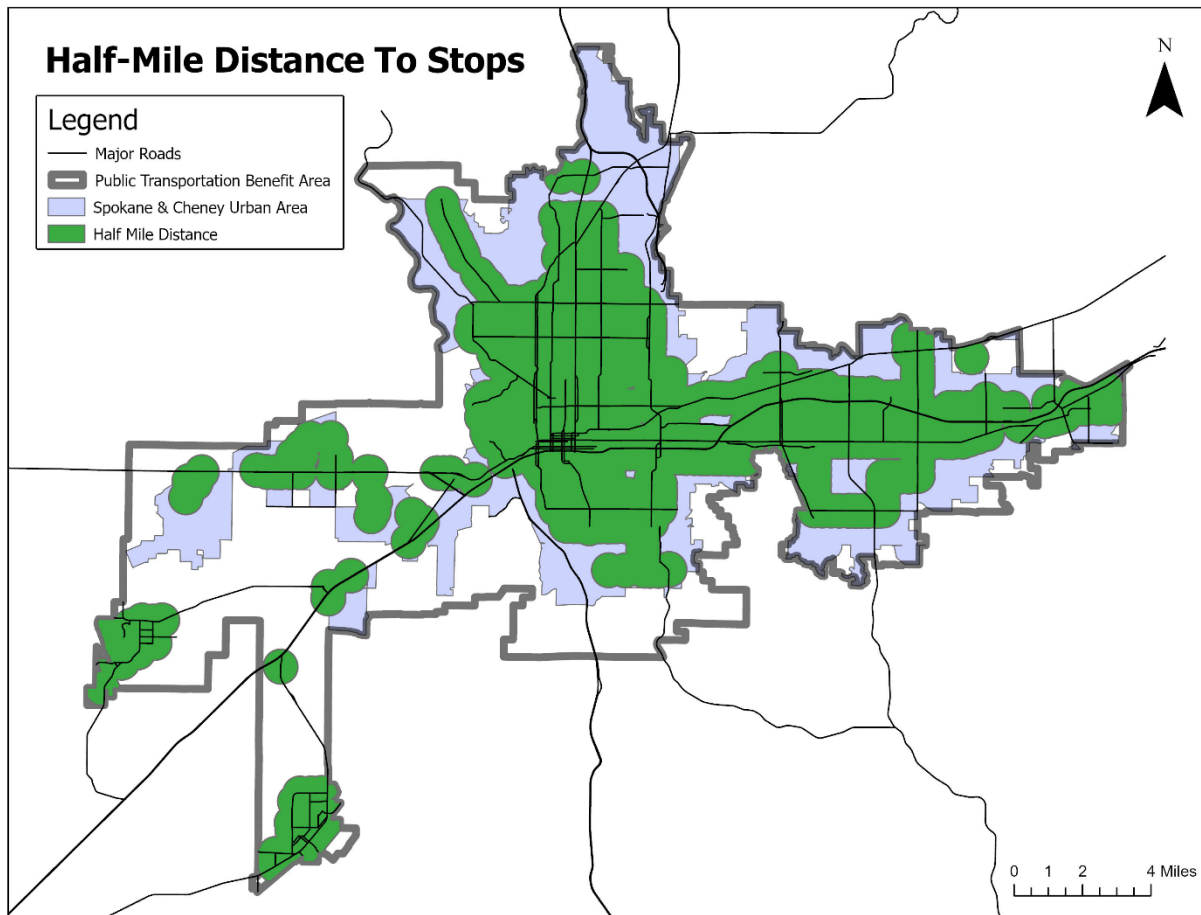


In 2022, STA had 50 bus routes including six new routes that were added in August 2022. Route 35 converted the end portions of two existing routes (22 & 27) in north Spokane into a new numbered route. Route 36 was implemented as an entirely new route which bisects north-central Spokane from Spokane Falls Community College to Hillyard and is interlined with the above-mentioned Route 35. Two other new routes were introduced that provided more convenient and direct service to Spokane Valley at Mirabeau Park and Ride—Route 771—and worksites in Liberty Lake—Route 724. Lastly, new routes (223 and 294) were implemented in partnership with Spokane Public Schools and targeted toward weekday high-school student ridership while operating on a regular, published schedule and open to the public.

In 2022, 38 of the 44 routes that were in service for the entire year had increases in ridership productivity (measured in boardings per revenue hour) as STA recovers ridership from the COVID-19 pandemic. This is an improvement over 2021 when all but three routes had decreases in ridership productivity. Five routes did not meet the ridership benchmark which is adjusted each year relative to all ridership. This marks an improvement compared with 2021 when nine routes did not meet the benchmark. Overall, only six of 50 routes evaluated met all three established performance standards for Ridership, Equivalent Energy Consumption, and Fares (up from one route in 2021). Per *Connect Spokane* any route that falls below the minimum standard for any one standard for two consecutive years will be considered to have Area of improvements. Thirty-eight routes are identified as having Area of improvements and a remediation plan is proposed in this report.

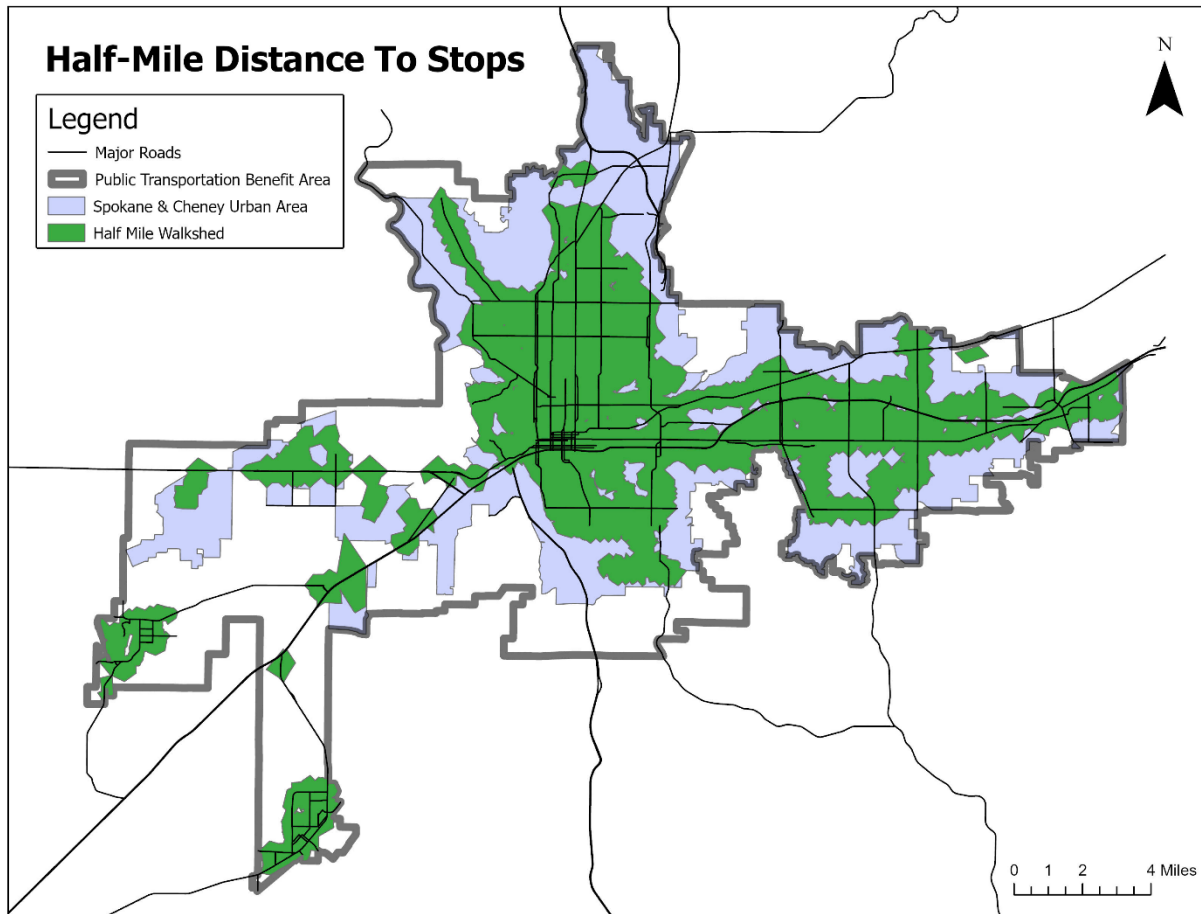
Per *Connect Spokane* FR 2.1 Geographic Extent, service shall be available within no more than one-half mile of at least 80% of the Public Transportation Benefit Area (PTBA) population residing within urban areas. Within the service area, urban areas include the City of Spokane, Spokane Valley, Millwood, Airway Heights, Liberty Lake, Medical Lake, and Cheney. Historically, STA has utilized a simple ½ mile buffer around every stop within the PTBA. In 2022, an estimated 85% of the urban PTBA population, 368,084 people, resided within one-half mile of a bus stop. It should be noted that because of the 2020 Census reflecting the continued growth of the region, the urbanized area boundary was expanded.

Figure 1



Staff also analyzed the percentage of the population that lives within a half-mile walking distance of a bus stop. For this analysis, the roadway network defined the pedestrian network as well. Therefore, this analysis does not include any existing trails (developed or undeveloped) or recognize the ability of pedestrians to utilize routes (through parking lots, etc.) that are not available to motor vehicles. Using this analysis method, an estimated 77% of the urban PTBA population, 333,792 people, reside within one-half network mile walk distance of a bus stop.

Figure 2



At the end of 2022, Spokane Transit had 1,778 bus stops in service. All transit centers and park & ride lots offer passenger shelters in addition to 128 other bus stops throughout the system where ridership conditions are warranted. Spokane Transit operates 14 park & ride locations within the service area. Nine are either owned or leased by Spokane Transit while the remaining five are made possible by cooperative agreement. Approximately 67% of passenger boardings in 2022 occurred at a stop or facility where a shelter is provided to customers.

Section I: Route Performance

Route Performance Overview

In December 2009, the Spokane Transit Board of Directors adopted the Fixed-Route Service Design Guidelines to guide the planning, implementation, and monitoring of fixed-route transit service to guide Spokane Transit staff through the 2010/2011 service reductions. These guidelines and standards were ultimately merged into the Fixed Route element and Annex I Fixed-Route Performance Standards contained in *Connect Spokane: A Comprehensive Plan for Public Transportation* adopted by the Board of Directors in July of 2010.

An essential part of the required performance monitoring is to evaluate operating data for the prior year of service. This section uses operating data from 2022. As a snapshot of the system and individual routes, this report is an essential tool for evaluating and planning for improvements in transit service.

Routes are rated annually against three performance standards: Ridership, Comparable Energy Consumption, and Fares. Each of these standards has a benchmark score which is calculated annually. A route which meets a performance standard's benchmark in either or both previous two years is considered to meet that performance standard. (In other words, a single year of substandard performance is not considered a failure in this report.)

The Appendix shows a table comparing 2022 with 2021 and summarizes whether each route passed or was unable to meet a particular benchmark. Furthermore, it is noted under the Consecutive Year Analysis section whether a route did not meet a performance measure for consecutive years.

Route Performance Standards

As stated in *Connect Spokane*, any route that falls below the minimum standard for any one of the three performance standards for two consecutive years will be considered to have Area of improvements. The Consecutive Year Analysis section contains a list of routes with unmet benchmarks. New service will be evaluated following its development period, typically 18 to 24 months. A partial year of operation (e.g., if a route begins operating in May or September) will not be counted against a route's benchmarks with these standards. This applies to routes 35, 36, 223, 294, 724 and 771 which began service in August 2022 (full 24 months in August 2024).

As stated previously, the performance standards measure the success of the fixed-route service based upon the three performance standards. Routes are compared against annual benchmark

scores set for routes similar in-service type and/or vehicle types. The service types and performance standards used are explained below.

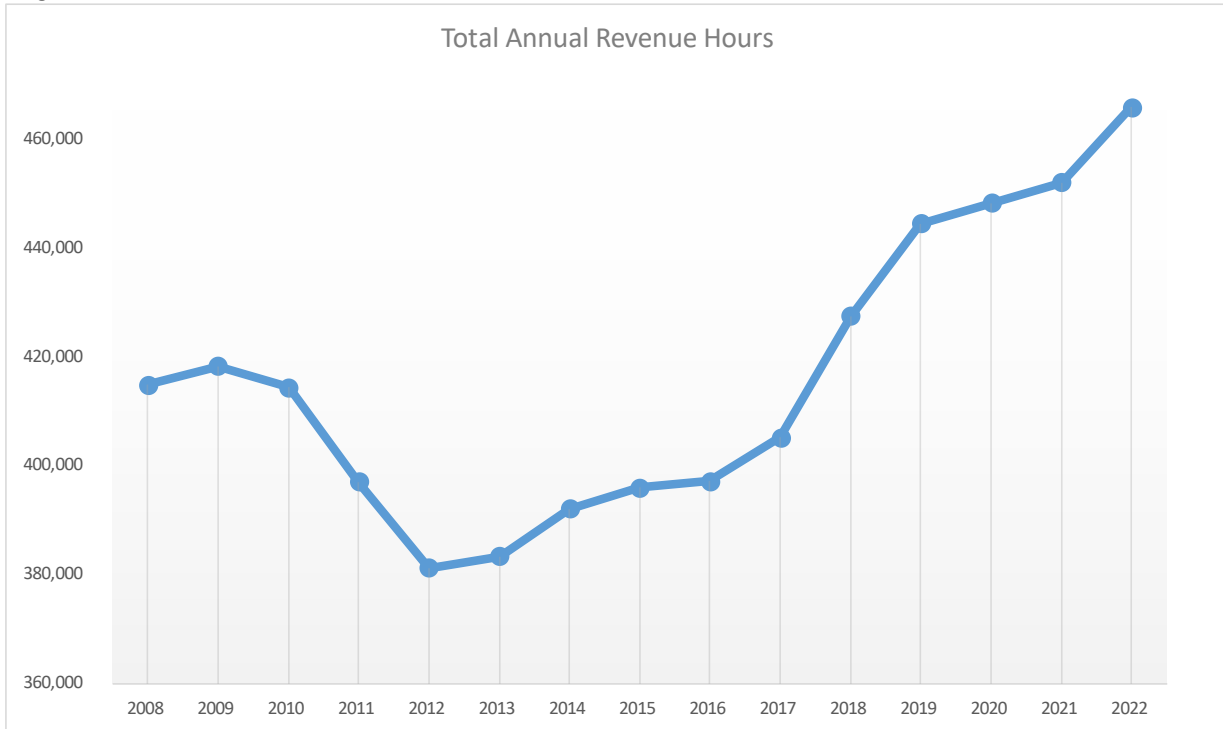
Performance Standard I: Ridership

Ridership is a critical metric for evaluating the system’s effectiveness to serve people and the places to which they travel. STA may desire to serve a particular facility, location, or community, but the route may still fail to attract ridership. In such cases, it is important to identify why the route is not performing well and what steps can be taken to remediate the route. See Consecutive Year Analysis section for a remediation plan for routes with unmet benchmarks.

One of the best indicators of potential performance is a route’s relation to the CBD (Central Business District). A route which serves the CBD has more connectivity than other routes. Consequently, it must meet a higher expectation due to the downtown Plaza’s finite number of bus bays and overall capacity. Accordingly, use of the Plaza’s capacity should be focused on routes with a higher level of effectiveness in terms of ridership.

The metric used for ridership is Boardings per Revenue Hour. Revenue hours represent the hours the bus is in service. Boardings per Revenue Hour are calculated by dividing the annual boardings of a route by the annual revenue hours of that same route. Even though ridership has been low because of the COVID-19 pandemic, STA made a conscious decision to keep revenue hours relatively stable as opposed to cutting service to allow passengers to maintain on-board social distancing. The chart below shows the 15-year comparison of total annual revenue hours (2008-2022) for fixed-route service.

Figure 3



Ridership benchmarks are based upon the average Boardings per Revenue Hour for all basic routes that intersect the CBD.

Ridership benchmarks for specific service types are calculated as follows:

- Basic routes intersecting the CBD must meet a minimum ridership benchmark that is one-half standard deviation below the average of the basic CBD routes. In 2022 that average was 16.25 Boardings per Revenue Hour. This equates to a benchmark of 6.27 Boardings per Revenue Hour. This benchmark was 7.84 in 2021.
- Basic routes NOT intersecting the CBD must meet a minimum ridership benchmark one-half that for basic routes that do intersect the CBD. This equates to a benchmark of 3.14 Boardings per Revenue Hour in 2022. This benchmark was 3.92 in 2021.
- Commuter Peak routes must meet a minimum ridership benchmark one-half standard deviation above the average of the basic routes. This equates to a benchmark of 15.67 Boardings per Revenue Hour in 2022 (14.34 in 2021). For routes that operate as a function of what would otherwise be out-of-service time on a route (“Commuter Peak – Subordinate”) the standard is equal to one-third the Commuter Peak benchmark. For 2022, this equates to a benchmark of 5.22 Boardings per Revenue Hour (4.78 in 2021). STA may consider modifying the calculation of the Commuter Peak standard because it continues to be a challenge for express routes to meet the standard.

Performance Standard 2: Equivalent Energy Consumption

There is great potential in the use of mass transit over the personal automobile to conserve energy and lessen human impact on the environment. Typically, energy consumption is shown by the number of single-occupancy vehicle (SOV) trips avoided using mass transit, but this measure does not consider that a transit bus is much heavier than a personal vehicle and consumes more energy per vehicle mile.

The Equivalent Energy Consumption standard relates to the duration of a passenger’s ride time on a vehicle. As stated in *Connect Spokane*, a bus route should at minimum perform equally to the private automobile in terms of energy consumed per mile traveled for each passenger. The private automobile is improving in efficiency each year. For example, in 2000 the average automobile fuel economy in terms of miles per gallon was 20 mpg and has since increased to 23.7 mpg in 2020 (number used in this report because that is the most recent data available) (1). It should be noted that previous performance reports used MPG and passenger load data for passenger cars only. Going forward, bus data will be compared against data for all passenger light vehicles (car, light truck, van, SUV, etc.) as passenger car production shares make up less than 40% of new vehicles produced (compared to nearly 60% in 2000). (1)

The energy consumption for each passenger mile of a route will vary by the typical vehicle size used for each route. Below is a table that shows typical vehicle types assigned to Basic and Commuter Routes and their required minimum average load factor. Basic Routes must meet an average load factor that results in the route being as energy efficient as a typical single occupancy vehicle (SOV). The benchmark for Commuter Routes is higher than that for Basic Routes and must be as energy efficient as the average-loaded private automobile.

Table 1

Average Load Factor Benchmarks		
	Basic Routes	Commuter Peak Routes
Vehicle Type	2022	2022
30' Bus	6.22	10.39
35' Bus	4.54	7.58
40' Bus	4.44	7.41
60' Bus	6.48	10.82

The average passenger load (load factor) of a route is calculated by dividing the annual passenger miles of a route by the annual platform miles of a route. Passenger miles are the cumulative sum of the distances ridden by each passenger, while platform miles represent all miles the vehicle travels, both in- and out-of-service. STA may consider modifying the approach

to this standard to better reflect transit’s environmental benefits and impacts. Furthermore, STA will need to modify the approach when battery electric buses are brought into operation. Some of these buses are already operating on Route 4. In July 2023, the City Line begins operation, and that route will operate with battery electric buses as well.

Performance Standard 3: Fares

STA collects fares in the form of cash, passes and institutional pass programs which STA administers. Farebox recovery represents the revenue collected along a route as a percentage of the total cost of operating the route. Fares per passenger are not the same for every route. Two routes with the same ridership could have very different farebox recovery ratios based on fare media and operating costs.

The Fares performance standard uses a route’s farebox recovery ratio to show the relationship between fares collected versus the operating cost of a route. Farebox recovery ratio is calculated by dividing the annual fare revenue by the annual unallocated cost (the cost of the route and associated support). The benchmark which must be met or exceeded is equal to one-half the system-wide average (for revenue allocated to routes) farebox recovery ratio. The 2022 system average was 10.22% (down from 11.78% in 2021), creating a benchmark of 5.11%. The system average fare calculated for this measure does not incorporate fare revenue which cannot be confidently allocated to any route.

Summary of 2022 Route Performance

A route will be considered to have been unable to meet a performance standard if it has unmet benchmarks for two consecutive years. Further detailed analysis is contained in the coming section titled Consecutive Year Analysis. This includes a watch list of routes that may require corrective action in the future. As noted, it will be difficult for some routes to meet the Equivalent Energy Consumption Standard due to the short route length thereby producing very low average trip lengths which produces lower annual passenger miles. Furthermore, some routes have excess revenue hours because they take on more recovery/layover time for partner routes within the interline causing the partner routes to perform better. It is important to take this into deliberate consideration when proposing potential service changes that would improve performance.

Fixed-Routes Meeting All Three Standards

2022 saw slight improvement over 2021 when Route 90 was the only route that met STA’s standards for Ridership, Equivalent Energy Consumption, and Fares. Routes 29, 61, 66, 662 &

663 join route 90 in this year’s report—identified as the six routes that meet all three standards.

Refer to the Appendix for a detailed breakdown of each of the three performance standards for all routes and for a table comparing 2022 with 2021 that summarizes whether each route passed or was unable to meet a particular benchmark for each year.

Consecutive Year Analysis

Standards imply accountability, comparison, and remediation in the event of unmet benchmarks. As stated earlier, any route that falls below the minimum standard for any one of the three performance standards for two consecutive years will be considered to have unmet benchmarks. A partial year of operation (e.g., if a route begins operating in May or September) will not be counted against a route’s benchmarks with these standards.

Improvement Watch List

The table below shows the current watch list of routes with unmet benchmarks for two consecutive years. The “X” indicates what standard the route was unable to meet for consecutive years. For reference, the “NM” indicates what standard the route was unable to meet for a single year. It should be noted that Routes 6 and 661 did not operate for a full year in 2021.

Table 2

Route	2022 Standard Not Met			2021 Standard Not Met		
	Ridership	Energy	Fares	Ridership	Energy	Fares
4		X			X	
6		X			NM	
11		X		X	X	
12		X			X	
20		X			X	
21		X			X	
22		X			X	
23		X			X	
25		X			X	
26		X			X	
27		X			X	
28		X			X	
32		X			X	
33		X			X	
34		X	NM		X	
39		X			X	

Route	2022 Standard Not Met			2021 Standard Not Met		
	Ridership	Energy	Fares	Ridership	Energy	Fares
42		X			X	
43		X			X	
45		X			X	
60		X			X	
62		X	X	X	X	X
63		X	X		X	X
67		X	NM		X	
68		X			X	
74		X		X	X	
94		X			X	
95		X	X		X	X
96		X			X	
97		X			X	
98		X			X	
124	X	X		X	X	
144	X	X	X	X	X	NM
172	X	X			NM	
173	X	X		X	X	
190	X	X		X	X	
633		X			X	
661		X			NM	
664		X			X	

Performance Improvement Concepts

The below table outlines the concepts for performance improvement related to each of the routes that did not meet one or more standard for consecutive years. Many of these routes have been on the list for several years. However, as discussed above, the recovery from the pandemic continued and impacted 2022.

Table 3

Route	Improvement Concepts
4 Five Mile Park & Ride to Moran Station Area of improvement: Energy	Continue to monitor. In 2022, Route 4 nearly made energy benchmark (attained 98%) Route currently operates on a mix of Battery Electric Buses (BEB) and diesel buses. It will be operating 100% with BEBs soon. Consider modifying energy benchmark upon 100% electrification.
6 Cheney Areas of improvement: Energy	Route attained 97% of benchmark. Continue to monitor.

Route	Improvement Concepts
<p>11 Plaza/Arena Shuttle</p> <p>Areas of improvement: Energy</p>	<p>Continue to monitor and work with Downtown Spokane Partnership, the third party in the contract with STA and the Public Facilities District, to pursue strategies to re-invigorate marketing to downtown businesses that benefit from this service. Ridership increased only 6.3% over 2021 as many people are still working from home. STA also vacated the end-of-line on Boone Ave due to the new downtown stadium project. The current, temporary end-of-line only has one shelter and cars are being redirected to park in the Spokane Arena lot on the other side of Howard St. Consider modifying energy benchmark. The route will soon operate from a new parking facility north of Boone Ave, with routing that serves Main Ave (one block from Plaza). Route is slated to have night/weekend service added in September 2024.</p>
<p>12 Southside Medical Shuttle</p> <p>Areas of improvement: Energy</p>	<p>Continue to monitor. Consider modifying energy benchmark.</p>
<p>20 SFCC</p> <p>Area of improvement: Energy</p>	<p>Continue to monitor. Consider modifying energy benchmark.</p>
<p>21 West Broadway</p> <p>Area of improvement: Energy</p>	<p>Continue to monitor. Consider modifying energy benchmark. Subject to a Corridor Development Plan, the line may be included with current route 90 as route 6 in September 2024.</p>
<p>22 Northwest Boulevard</p> <p>Area of improvement: Energy</p>	<p>Continue to monitor. Route was modified to end at the VA Hospital in August 2022. Consider modifying energy benchmark.</p>
<p>23 Maple/Ash</p> <p>Area of improvement: Energy</p>	<p>Continue to monitor. Consider modifying energy benchmark.</p>
<p>25 Division</p> <p>Area of improvement: Energy</p>	<p>Continue to monitor. Route 25 Division attained 93% of the energy benchmark. Prior to the pandemic, the route had met every standard for the previous 12 years except for the Energy standard during the pandemic. Utilizing 40' coaches would exceed energy benchmark. Consider modifying energy benchmark.</p>
<p>26 Addison</p> <p>Area of improvement: Energy</p>	<p>Continue to monitor. Consider modifying energy benchmark. Route is showing improvement as it attained 93.5% of the benchmark for 2022.</p>

Route	Improvement Concepts
<p>27 Hillyard Area of improvement: Energy</p>	<p>Continue to monitor. Attained 90.2% of benchmark. Like Route 25, the route had met every standard for 12 years prior to the pandemic except for the Energy standard for the last three years. Consider modifying energy benchmark.</p>
<p>28 Nevada Area of improvement: Energy</p>	<p>Continue to monitor. Consider modifying energy benchmark. Route attained 94.4% of the energy benchmark.</p>
<p>32 Trent/Montgomery Area of improvement: Energy</p>	<p>Continue to monitor. Consider modifying energy benchmark.</p>
<p>33 Wellesley Area of improvement: Energy</p>	<p>Continue to monitor. Consider modifying energy benchmark.</p>
<p>34 Freya Area of improvement: Energy, Fares</p>	<p>Continue to monitor. Consider modifying energy benchmark.</p>
<p>39 Mission Area of improvement: Energy</p>	<p>Much of the route will be replaced by the City Line this year except for the Minnehaha segment along Euclid/Frederick Avenues. This segment will continue as route 39. This Minnehaha segment is planned to be discontinued and served by new Route 38 Upriver/Argonne connecting Spokane Valley to North Spokane in 2024.</p>
<p>42 South Adams Area of improvement: Energy</p>	<p>The route will be discontinued and merged with parts of current Route 29 (new Route 14) which could improve performance starting in July 2023. Consider modifying energy benchmark</p>
<p>43 Lincoln/37th Ave Area of improvement: Energy</p>	<p>Continue to monitor. Consider modifying energy benchmark.</p>
<p>45 Perry District Area of improvement: Energy</p>	<p>Continue to monitor. Consider modifying energy benchmark.</p>

Route	Improvement Concepts
60 Airport via Browne's Addition Area of improvement: Energy	Continue to monitor. The route will be modified to provide a faster trip along Sunset Blvd in July 2023. In September 2024 the route is planned to be extended from the Spokane International Airport (SIA) along Geiger Blvd serving the Amazon warehouse. Route attained 91% of benchmark.
62 Medical Lake Areas of improvement: Energy, Fares	Route made the ridership benchmark in 2022. Historically, this route has never performed well in the measured metrics. However, maintaining the only bus route to the City of Medical Lake and the State Hospitals despite low metrics has been the guidance of the STA Board in the past.
63 Airway Heights/West Plains Areas of improvement: Energy, Fares	Continue to monitor. 2022 was the first full year the route operated on Geiger Blvd as designed (route was on detour due to construction). The route is planned to be modified to provide a faster trip to Airway Heights along Hayford Rd which could improve performance in 2024.
67 Swoop Loop Area of improvement: Energy	Continue to monitor. Energy standard will be difficult to meet due to the short route length thereby producing very low average trip lengths which produces lower annual passenger miles. Passengers can only travel limited distances on this route.
68 Cheney Loop Area of improvement: Energy	Continue to monitor. Energy standard will be difficult to meet due to the short route length thereby producing very low average trip lengths which produces lower annual passenger miles. Passengers can only travel limited distances on this route.
74 Mirabeau/Liberty Lake Area of improvements: Energy	The route was modified to serve more destinations in August 2022. The route replaced the segment of Route 98 that served Mission Ave between Flora and Harvard roads. Continue to monitor. Consider modifying energy benchmark
94 East Central/Millwood Area of improvement: Energy	Continue to monitor. The route is planned to be modified in the next couple years. An interline is planned with future route 38 (Upriver/Argonne) along Upriver Dr. from Millwood to north Spokane in September 2024. May 2025 should see route 94 with extended night/weekend service.
95 Mid-Valley Area of improvements: Energy	In August 2022, the route began a new routing which serves the new Spokane Valley Amazon warehouse. Continue to monitor
96 Pines/Sullivan Area of improvement: Energy	Continue to monitor. The route was modified to serve Sprague Ave between University Rd and Pines Rd in August 2022.

Route	Improvement Concepts
97 South Valley Area of improvement: Energy	Continue to monitor. The route performs the best in terms of Boardings Per Revenue Hour (10.2) than the other 30-minute routes serving the VTC and Spokane Valley.
98 Liberty Lake via Sprague Area of improvement: Energy	Continue to monitor. The route was modified to serve Sprague/Appleway/Country Vista between Barker Rd and the Liberty Lake Park & Ride serving the new Ridgeline High School.
124 North Express Areas of improvement: Ridership, Energy	Continue to monitor. Ridership decreased considerably due to the COVID-19 pandemic with many people working from home. This especially impacted STA's express routes.
144 North Express Areas of improvement: Ridership, Energy	Continue to monitor. Ridership decreased considerably due to the COVID-19 pandemic with many people working from home. This especially impacted STA's express routes. Ridership on route 144 saw a gain of 70% over 2021.
172 Liberty Lake Express Areas of improvement: Ridership, Energy	Continue to monitor. Ridership decreased considerably due to the COVID-19 pandemic with many people working from home. This especially impacted STA's express routes.
173 VTC Express Area of improvement: Ridership, Energy	Continue to monitor. Ridership decreased considerably due to the COVID-19 pandemic with many people working from home. This especially impacted STA's express routes.
190 Valley Express Areas of improvement: Ridership, Energy	Continue to monitor. Ridership decreased considerably due to the COVID-19 pandemic with many people working from home. This especially impacted STA's express routes.
633 Geiger Shuttle Area of improvement: Energy	The route performs very well in terms of Ridership and Fares. However, the energy standard will be difficult to meet due to the short route length thereby producing very low average trip lengths which produces lower annual passenger miles. Passengers can only travel limited distances on this route.
661 EWU Express Area of improvement: Energy	Continue to monitor. Consider modifying energy benchmark
664 EWU South Hill Express Area of improvement: Energy	Continue to monitor. Consider modifying energy benchmark

Route Indicators

The tables below show various annual indicators related to 2022. These indicators include route length, seated capacity, revenue hours, revenue miles, unallocated cost, average passenger trip length, passenger boardings, passenger miles, and annual fare revenue by route.

Route Indicator Definitions

Table 4

Indicator	Description
Route Length	One-way distance of the dominant outbound pattern during the weekday peak period. Note that some routes have many different patterns used at different times of day or different days of the week.
Seated Capacity	The number of seats provided on the coach size and type typically used on the route.
Revenue Hours	The number of hours buses travel during scheduled trips for a given route. This time does not include out-of-service time.
Revenue Miles	The number of miles buses travel during scheduled trips for a given route. This does not include out-of-service miles.
Unallocated Cost	Expenses associated with fixed-route operations only. This includes the benefits and wages of coach operators, maintenance, and supervisors. This also includes fuel costs. This is calculated by multiplying the route revenue hours by the unallocated cost per hour (obtained from Finance). For the year 2022, the unallocated cost per hour was \$126.90.
Average Passenger Trip Length	The average distance ridden for an unlinked passenger trip computed as passenger miles traveled divided by unlinked passenger trips.
Passenger Boardings	A single passenger getting on a transit vehicle or continuing to a subsequent trip (i.e., ride-through).
Passenger Miles	The cumulative sum of the distances ridden by each passenger.
Fare Revenue	All income received directly from passengers, paid either in cash or through pre-paid tickets, passes, etc.

2022 Route Indicators

Table 5 – Service/Cost Indicators

Route	Route Name	One Way Route Length	Typical Seated Capacity	Annual Revenue Hours	Annual Revenue Miles	Annual Unallocated Cost
4	Five Mile P&R to Moran Station	11.69	39	38,675	434,548	\$4,907,925.82
6	Cheney	20.46	62	23,289	490,200	\$2,955,429.27
11	Plaza/Arena Shuttle	1.05	26	5,658	29,384	\$718,061.68
12	Southside Medical Shuttle	3.35	26	10,646	78,699	\$1,351,052.05
20	SFCC	3.95	39	9,425	131,529	\$1,196,076.43
21	West Broadway	2.98	39	12,695	107,482	\$1,611,029.03
22	Northwest Boulevard	5.08	39	11,681	140,347	\$1,482,334.95
23	Maple/Ash	9.09	39	12,976	171,050	\$1,646,629.45
25	Division	9.18	62	33,428	356,253	\$4,242,084.58
26	Lidgerwood	8.49	39	13,589	155,260	\$1,724,530.76
27	Hillyard	9.95	39	16,934	211,453	\$2,148,969.33
28	Nevada	8.59	39	13,199	160,582	\$1,675,045.07
29	S.C.C.	4.23	39	8,121	81,903	\$1,030,610.19
32	Trent/Montgomery	8.39	32	10,711	153,962	\$1,359,296.49
33	Wellesley	9.71	39	25,079	359,330	\$3,182,546.93
34	Freya	5.05	39	10,154	107,623	\$1,288,531.35
*35	Francis/Market	8.35	39	3,574	52,221	\$453,609.26
*36	North Central	6.87	39	3,982	44,663	\$505,309.40
39	Mission	8.28	32	9,004	111,022	\$1,142,644.07
42	South Adams	1.73	32	4,543	31,718	\$576,518.70
43	Lincoln/37th Avenue	7.78	39	11,339	145,772	\$1,438,989.24
45	Perry District	4.19	39	9,682	91,188	\$1,228,681.95
60	Airport via Browne's Addition	7.67	32	10,255	173,228	\$1,301,439.46
61	Hwy 2 via Browne's Addition	13.64	39	15,829	269,776	\$2,008,705.96
62	Medical Lake	7.82	39	7,553	155,093	\$958,548.53
63	Airway Heights/West Plains	10.84	39	6,092	125,142	\$773,131.08
66	EWU	17.97	62	6,075	140,512	\$770,893.36
67	Swoop Loop	5.24	39	1,665	17,544	\$211,311.93
68	Cheney Loop	7.58	32	6,220	91,716	\$789,321.74
74	Mirabeau/Liberty Lake	18.90	39	12,712	319,066	\$1,613,127.16
90	Sprague	7.90	39	23,776	314,329	\$3,017,220.28
94	East Central/Millwood	11.04	39	14,405	191,636	\$1,828,064.28
95	Mid-Valley	9.42	32	10,243	157,344	\$1,299,823.57
96	Pines/Sullivan	7.23	32	10,654	155,220	\$1,352,035.55
97	South Valley	9.79	32	11,598	182,756	\$1,471,780.88
98	Liberty Lake via Sprague	8.21	32	12,125	165,877	\$1,538,650.11
124	North Express	8.92	39	3,928	59,113	\$498,528.57
144	South Express	6.96	39	3,945	51,847	\$500,690.14
172	Liberty Lake Express	20.03	39	1,074	26,614	\$136,255.37

Route	Route Name	One Way Route Length	Typical Seated Capacity	Annual Revenue Hours	Annual Revenue Miles	Annual Unallocated Cost
173	VTC Express	10.01	39	3,397	71,661	\$431,113.65
190	Valley Express	8.37	39	1,538	21,389	\$195,114.93
*223	Shadle/Indian Trail	7.81	62	65	1,079	\$8,274.05
*294	East 8th	6.19	39	62	988	\$7,925.07
633	Geiger Shuttle	1.50	39	1,870	26,819	\$237,310.05
661	EWU Express	16.35	62	1,940	48,323	\$246,210.16
662	EWU North Express	25.23	62	306	7,722	\$38,800.48
663	EWU VTC Express	24.96	62	206	7,638	\$26,201.17
664	EWU South Hill Express	21.24	39	202	6,500	\$25,638.56
*724	Liberty Lake Tech Express	17.72	39	472	15,439	\$59,936.12
*771	Mirabeau Express	10.19	39	244	7,097	\$30,913.48

*Routes 35, 36, 223, 294, 724, and 771 began service late-August 2022.

Table 6 – Passenger/Fare Indicators

Route	Route Name	Average Passenger Trip Length	Annual Passenger Boardings	Annual Passenger Miles	Annual Fare Revenue
4	Five Mile P&R to Moran Station	2.83	706,511	2,001,711	\$652,218.18
6	Cheney	13.06	251,671	3,287,253	\$246,720.03
11	Plaza/Arena Shuttle	0.99	46,611	46,171	\$55,409.42
12	Southside Medical Shuttle	1.44	92,291	133,066	\$81,919.91
20	SFCC	3.11	147,245	457,855	\$105,248.04
21	West Broadway	1.49	151,634	225,325	\$126,949.12
22	Northwest Boulevard	2.67	162,038	432,853	\$142,686.90
23	Maple/Ash	2.82	208,169	586,761	\$183,750.79
25	Division	3.60	651,002	2,344,305	\$635,816.60
26	Lidgerwood	3.58	194,265	694,661	\$186,173.54
27	Hillyard	3.72	241,751	899,531	\$239,698.70
28	Nevada	3.49	205,934	719,244	\$208,823.15
29	S.C.C.	2.94	142,324	419,109	\$117,881.81
32	Trent/Montgomery	4.15	139,750	580,654	\$115,610.56
33	Wellesley	2.78	391,349	1,089,521	\$311,747.25
34	Freya	2.43	76,000	184,697	\$62,015.38
35	Francis/Market	2.16	36,975	79,762	\$27,126.60
36	North Central	2.53	29,258	73,924	\$16,153.72
39	Mission	2.52	170,430	429,785	\$145,452.91
42	South Adams	1.09	57,525	62,977	\$45,511.42
43	Lincoln/37th Avenue	2.69	140,435	377,211	\$125,972.83
45	Perry District	1.98	150,427	297,126	\$133,735.13
60	Airport via Browne's Addition	5.05	146,054	737,664	\$140,594.64

Route	Route Name	Average Passenger Trip Length	Annual Passenger Boardings	Annual Passenger Miles	Annual Fare Revenue
61	Hwy 2 via Browne's Addition	6.45	296,124	1,910,256	\$286,258.17
62	Medical Lake	7.85	24,639	193,440	\$21,864.87
63	Airway Heights/West Plains	5.23	41,542	217,233	\$38,006.61
66	EWU	14.80	72,896	1,078,936	\$86,644.58
67	Swoop Loop	2.05	10,427	21,360	\$8,744.23
68	Cheney Loop	2.33	56,454	131,559	\$51,720.84
74	Mirabeau/Liberty Lake	11.90	112,446	1,338,429	\$131,237.73
90	Sprague	4.09	620,085	2,534,448	\$566,955.84
94	East Central/Millwood	3.61	187,804	678,529	\$170,548.37
95	Mid-Valley	3.30	69,475	229,594	\$66,601.71
96	Pines/Sullivan	3.53	84,823	299,646	\$82,956.05
97	South Valley	3.38	118,278	400,248	\$109,123.78
98	Liberty Lake via Sprague	3.11	109,744	341,385	\$107,873.53
124	North Express	6.57	29,672	195,002	\$37,726.74
144	South Express	3.25	30,274	98,516	\$30,919.27
172	Liberty Lake Express	16.51	7,941	131,117	\$13,414.80
173	VTC Express	9.30	27,186	252,762	\$30,094.95
190	Valley Express	8.40	14,797	124,334	\$16,228.57
223	Shadle/Indian Trail	3.90	7,643	29,794	\$216.80
294	East 8th	3.69	6,502	23,972	\$362.14
633	Geiger Shuttle	2.92	24,291	70,972	\$21,354.63
661	EWU Express	15.73	33,582	528,268	\$39,031.91
662	EWU North Express	22.48	6,182	138,956	\$8,991.79
663	EWU VTC Express	24.95	7,471	186,394	\$10,644.46
664	EWU South Hill Express	18.21	3,740	68,114	\$5,660.28
724	Liberty Lake Tech Express	17.46	3,345	58,397	\$3,405.27
*771	Mirabeau Express	9.68	2,371	22,951	\$3,128.51

*No 2022 sample data for route 771 (new route). Due to nature of route, Passenger Trip Length estimated at 5% of one-way route length.

Section II: Passenger Facilities Performance

Ridership by Stop

The following table indicates the top ten weekday boarding locations for bus stops for the year. Boarding data is compiled based on onboard route surveys completed as part of Spokane Transit's Transit Monitoring Program (TMP). Each service day, except holidays, two randomly selected trips are surveyed. Additional trips are also selected to be surveyed each day and in total the TMP program surveyed 3,991 trips in 2022.

Top Bus Stops for Boarding Activity – 2022

The following bus stops experienced the highest passenger boarding activity in 2022. This list excludes transit centers and park and ride lot facilities.

Table 7

Rank	Stop Name	DIR	Routes Served	Average Weekday Boardings	
				2022	2021
1	Eagle Station Bay 2	IB/OB	6 Cheney, 66 EWU, 661, 662, 663, 664 EWU Express North, South & VTC	344	563
2	Northern Quest @ Hayford (CASINO)	IB	60 Airport, 61 Highway 2	149	133
3	Division @ Hoffman	IB	25 Division	110	106
4	Dakota @ Jay	IB/OB	26 Lidgerwood	101	50
5	Sprague @ Custer	IB	90 Sprague	97	84
6	Division @ Wellesley (Northtown)	OB	25 Division	86	95
7	Boone @ Spokane Transit Authority	IB	22 NW Blvd, 23 Maple/Ash	84	62
8	Hwy 2 @ Hayford (Walmart)	IB	60 Airport, 61 Highway 2, 63 Airway Heights	81	81
9	Betz (turnout) @ SR 904	IB/LOOP	6 Cheney, 66 EWU, 661 EWU Express, 68 Cheney Loop	74	76

10	Monroe @ Summit	IB/SB	4 Monroe Regal, 21 West Broadway, 22 NW Blvd, 23 Maple/Ash	73	41
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IB = Inbound, OB = Outbound, EB = Eastbound, SB = Southbound

*2020 data due to opening of Eagle Station

Recent Capital Improvements

Spokane Transit uses local funds, Federal funds, or a combination of both to improve and maintain bus stops and associated amenities through the service area. The following projects were completed in 2022 unless otherwise noted.

Passenger Improvements

2022 Service Improvements Phase 1

Spokane Transit used local funds to improve and add bus stops and associated amenities through the service area. To support recent service changes and to accommodate ridership demands at select bus stops, thirty-eight bus stops were improved across the region including Airway Heights, City of Spokane, City of Spokane Valley, and Liberty Lake. The bus stop improvements include accessible boarding and alighting, signage, sidewalk connections and shelter pads at select locations. In addition, ninety-seven flag posts were installed establishing additional stops for planned service enhancements. In all, 135 new stops were implemented.

Examples of those improvements include the Argonne @ Trent and Amazon Fulfillment Center GEG2.

Argonne @ Trent



Amazon Fulfillment Center GEG2



City Line Construction

The installation of station passenger shelters and amenities began in 2022. This included minor site concrete work, the erection of custom prefabricated steel structures, installation of platform lighting and installation and configuration of technology. A total of fifteen (15) stations were substantially completed. Additionally, the remaining Core Civil construction activities were substantially and physically completed on the three (3) remaining stations that were not completed in 2021.

Station 19a at Spokane Falls Blvd and WSU



Eagle Station

Service improvements along the new route 6, Cheney Line, were continued at Eagle Station. As one of the highest ridership locations in the system, station improvements included the construction of a custom shelter and passenger waiting area with High Performance Transit amenities. This shelter was designed as an entry to campus and to facilitate boarding and queuing of up to one hundred (100) passengers at one time. It incorporated digital signage, Eastern Washington University branding elements and native landscaping. This project also added an ADA boarding and alighting pad at Bay 3 on the North side of Elm.

Eagle Station



Operational Improvements

Plaza Cooling Tower and Boiler Replacement

This improvement assists in maintaining state of good repair for Spokane Transits primary transit hub in downtown Spokane. This project replaced an aging roof top cooling tower and associated pump, upgraded two boiler pumps, and replaced one (1) boiler which had failed in late 2021. Improvements were also made to the two systems by adding variable frequency drives to allow for more efficient and effective control of the systems which provide cooling to the second-floor tenant spaces and heat to the second-floor open space, and heat for the main floor open and tenant spaces.

Park and Ride Lots

Spokane Transit operates fourteen park and ride locations within the service area. Nine are either owned or leased by Spokane Transit while the remaining five are made possible by cooperative agreements. Typically, a cooperative agreement includes Spokane Transit contributing to the maintenance and snow removal of the lot.

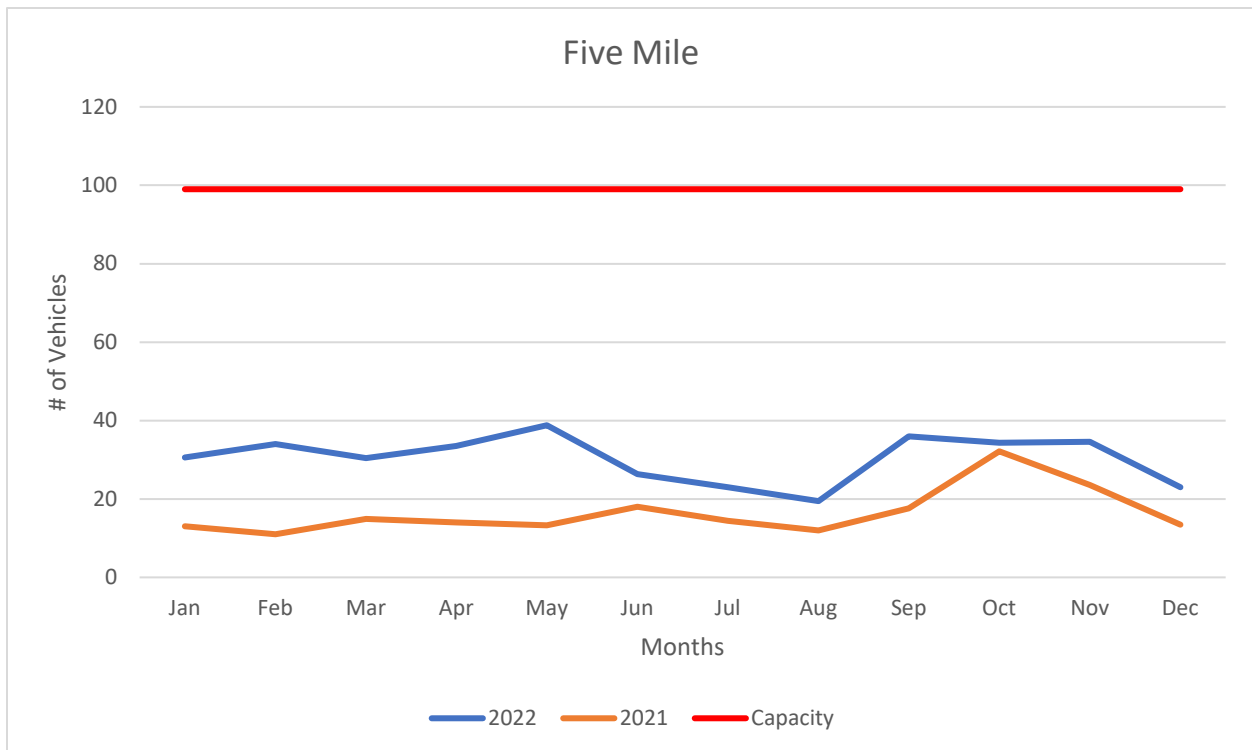
Spokane Transit collects park and ride utilization data with routine surveys conducted by Spokane Transit Security personnel. Counts performed by security staff are conducted multiple times each weekday with a minimum of one count during the peak period when utilization of the lot is typically highest (exception: counts may or may not be conducted daily at outlying lots such as K Street Station in Cheney depending on staff availability). The charts that follow indicate the 85th percentile data related to park and ride counts. The COVID-19 pandemic recovery continued to impact park and ride usage in 2022. Some people continued to work from home and universities and colleges continued to conduct limited remote learning for some of the year.

Owned/Leased Facilities

Five Mile Park and Ride

City	Location	Available Parking Spaces
Spokane	Ash Street and Five Mile Road	99

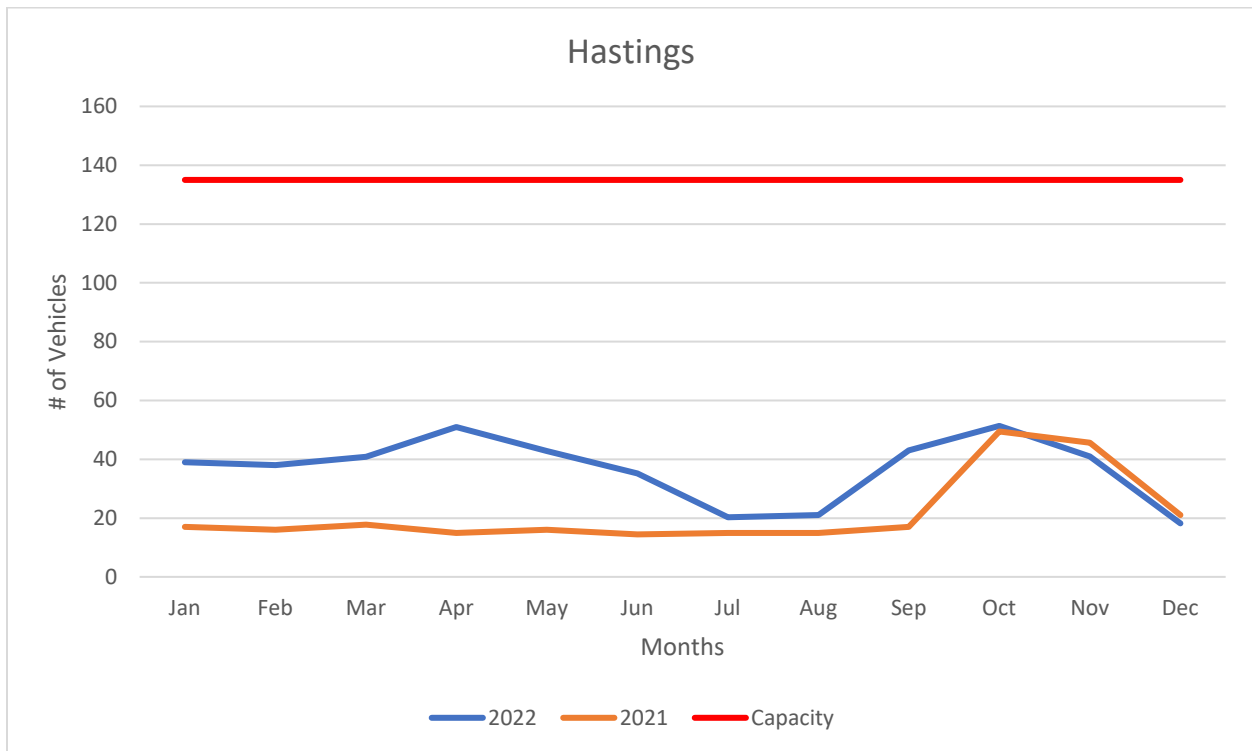
Five Mile Park and Ride is served by Routes 4 Monroe/Regal and 662 EWU North Express. Peak service on weekdays includes four buses an hour departing to downtown Spokane and two morning departures to Cheney/EWU when EWU is in session. Five Mile Park and Ride averaged 264 boardings per average weekday in 2022.



Hastings Park and Ride

City	Location	Available Parking Spaces
Spokane	Hastings Road and Mayfair Road	135

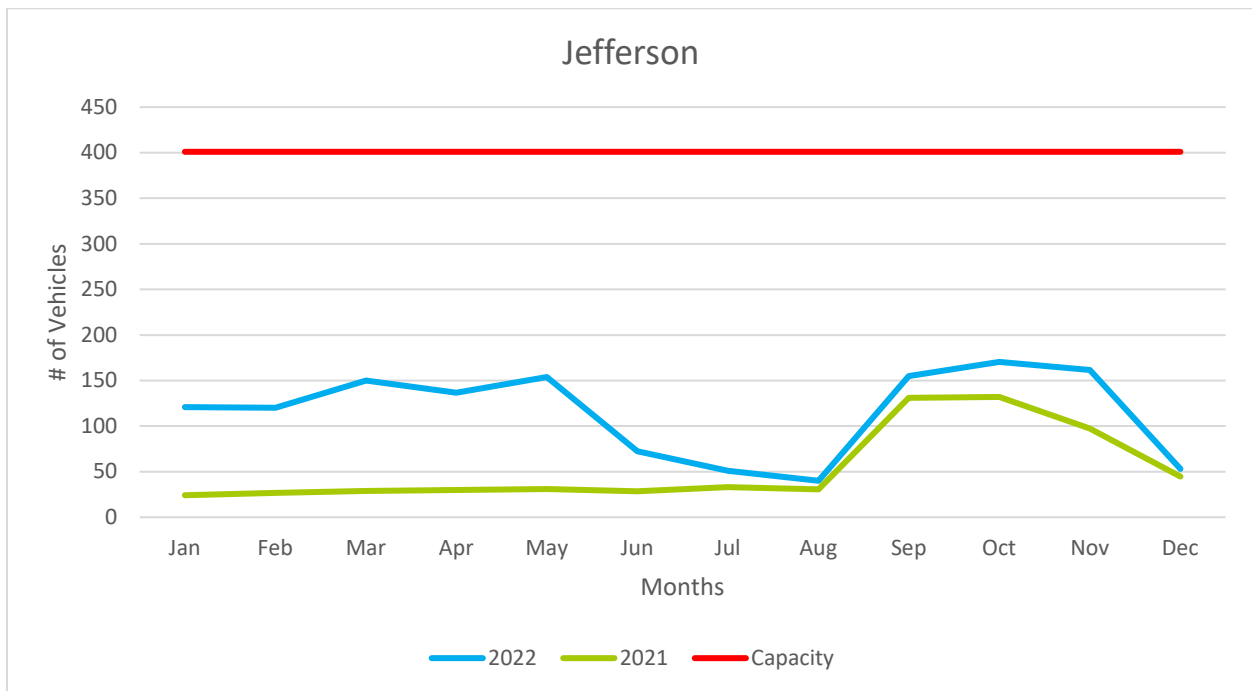
Hastings Park and Ride is served by Routes 25 Division, 124 North Express, and 662 EWU North Express which has two morning departures when EWU is in session. Route 25 provides 15-minute peak frequency and thirty-minute frequency on nights and weekends. Route 124 operates on weekdays at peaks only. There were 269 boardings per average weekday in 2022. The lot is owned by WSDOT.



Jefferson Lot

City	Location	Available Parking Spaces
Spokane	Jefferson Street between 3 rd and 4 th Avenues	406

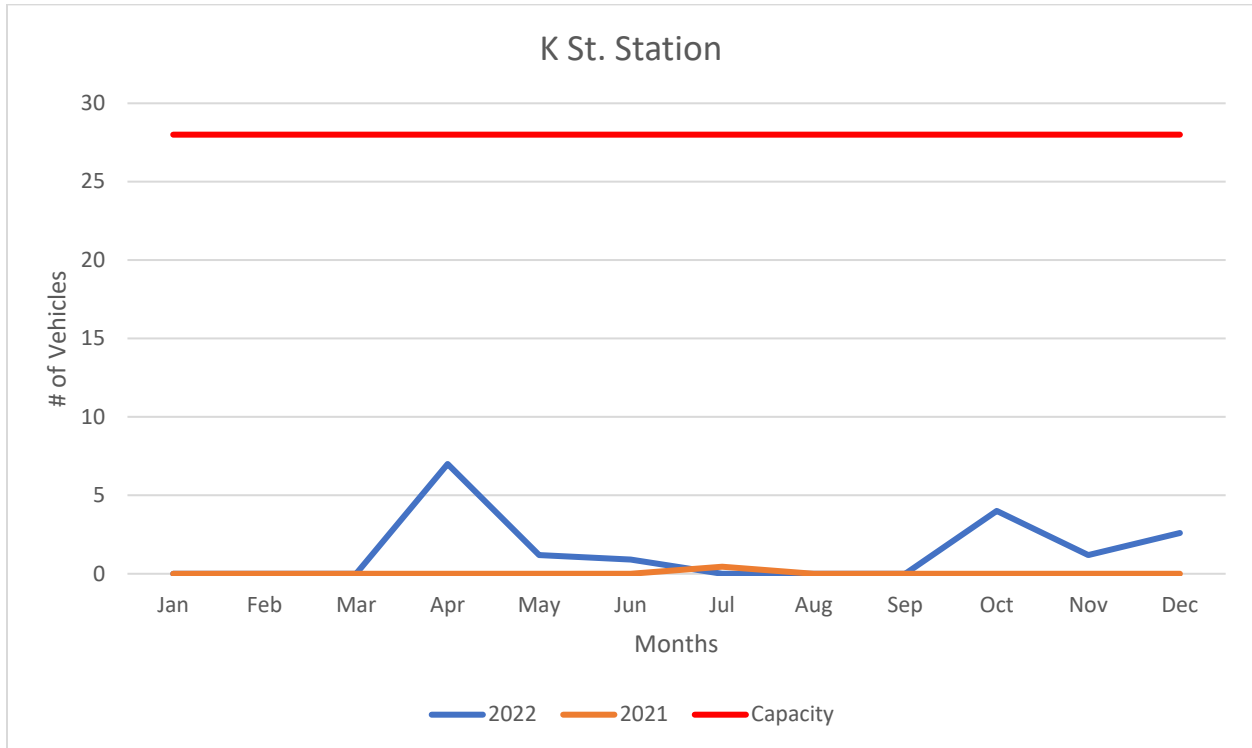
The Jefferson Lot is served by Routes 6 Cheney, 43 Lincoln/37th Ave (operates adjacent to the lot), 62 Medical Lake (select trips), 66 EWU, 633 Geiger Shuttle (select trips), 661 EWU Express and 664 EWU South Hill Express. Routes 6 and 66 connect downtown Spokane and Cheney/EWU via the Jefferson Lot and the West Plains Transit Center. Route 661 provides five weekday express trips from the Jefferson Lot Park and Ride to EWU when EWU is in session and several late-morning/afternoon return trips from Eastern Washington University to downtown Spokane. Route 664 provides two weekday express trips from the South Hill Park and Ride to Eastern Washington University. On average there were 169 boardings per average weekday in 2022. The lot itself is owned by WSDOT.



K Street Station

City	Location	Available Parking Spaces
Cheney	K Street and 1 st Avenue	28

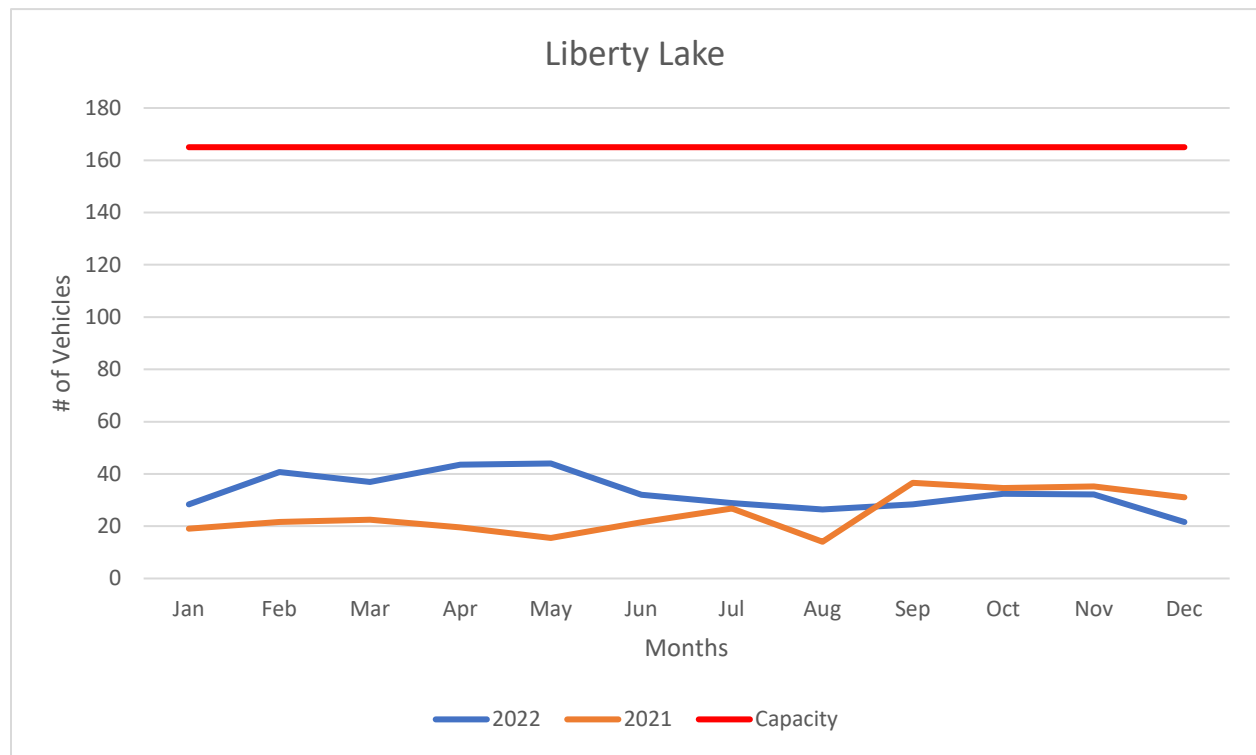
K Street station is served by Routes 6 Cheney, 67 Swoop Loop, and 68 Cheney Loop. Route 6 serves K Street Station on improved 30-minute service. Routes 67 and 68 provide service every 30 minutes on EWU school days with Route 68 operating every day throughout the year. There were 122 boardings per average weekday in 2022.



Liberty Lake Park and Ride

City	Location	Available Parking Spaces
Liberty Lake	E Mission Avenue and Meadowwood Lane	165

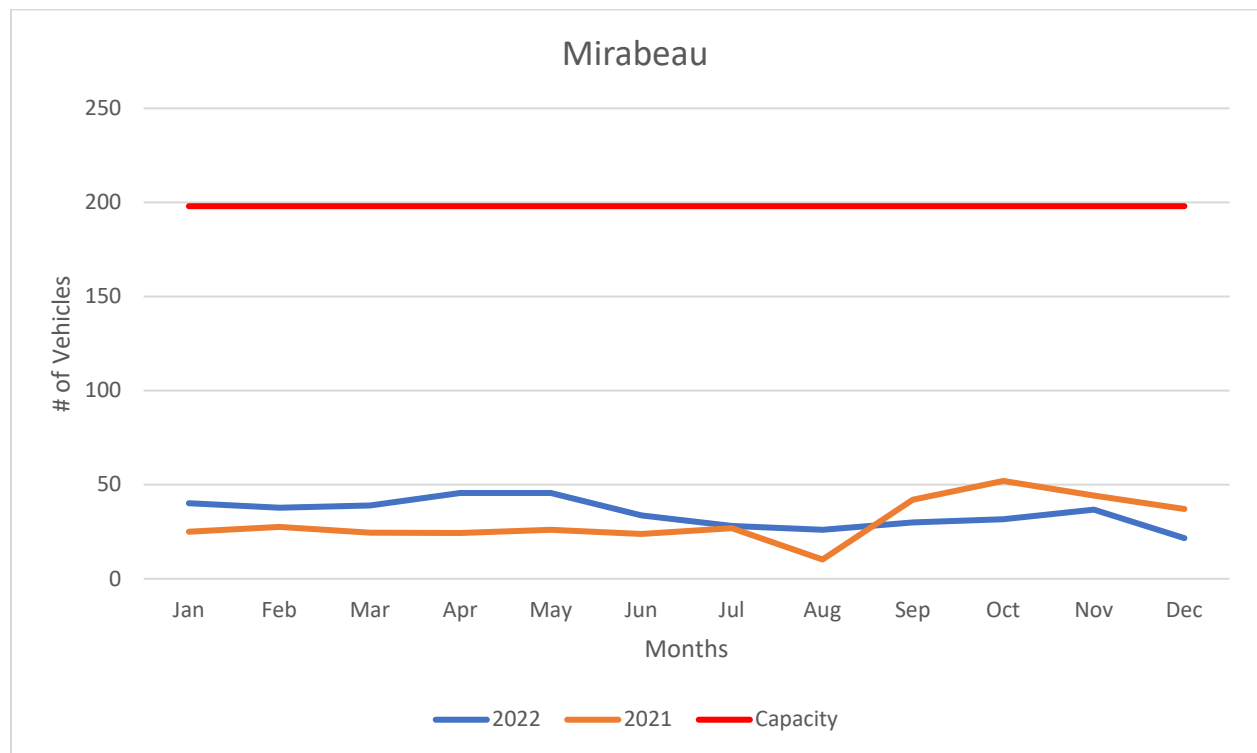
The Liberty Lake Park and Ride is served by Routes 74 Mirabeau/Liberty Lake, 98 Liberty Lake via Sprague, 172 Liberty Lake Express and 724 Liberty Lake Tech Express. Route 74 provides seven to 15-minute weekday peak frequency between the Liberty Lake Park and Ride and downtown Spokane stopping at the Mirabeau Park and Ride in Spokane Valley. Route 98 provides 30-minute peak frequency and hourly service on nights and weekends between the Liberty Lake Park and Ride and the Valley Transit Center via Sprague Ave. Route 172 provides three non-stop trips from the park and ride to downtown Spokane in the morning and five non-stop trips from downtown Spokane to the park and ride in the evenings on weekdays. Route 724 began service in August of 2022. It provides service to Liberty Lake Park and Ride with five morning trips from downtown Spokane and 5 evening return trips. There were 176 boardings per average weekday in 2022.



Mirabeau Point Park and Ride

City	Location	Available Parking Spaces
Spokane Valley	13209 E. Indiana Avenue	198

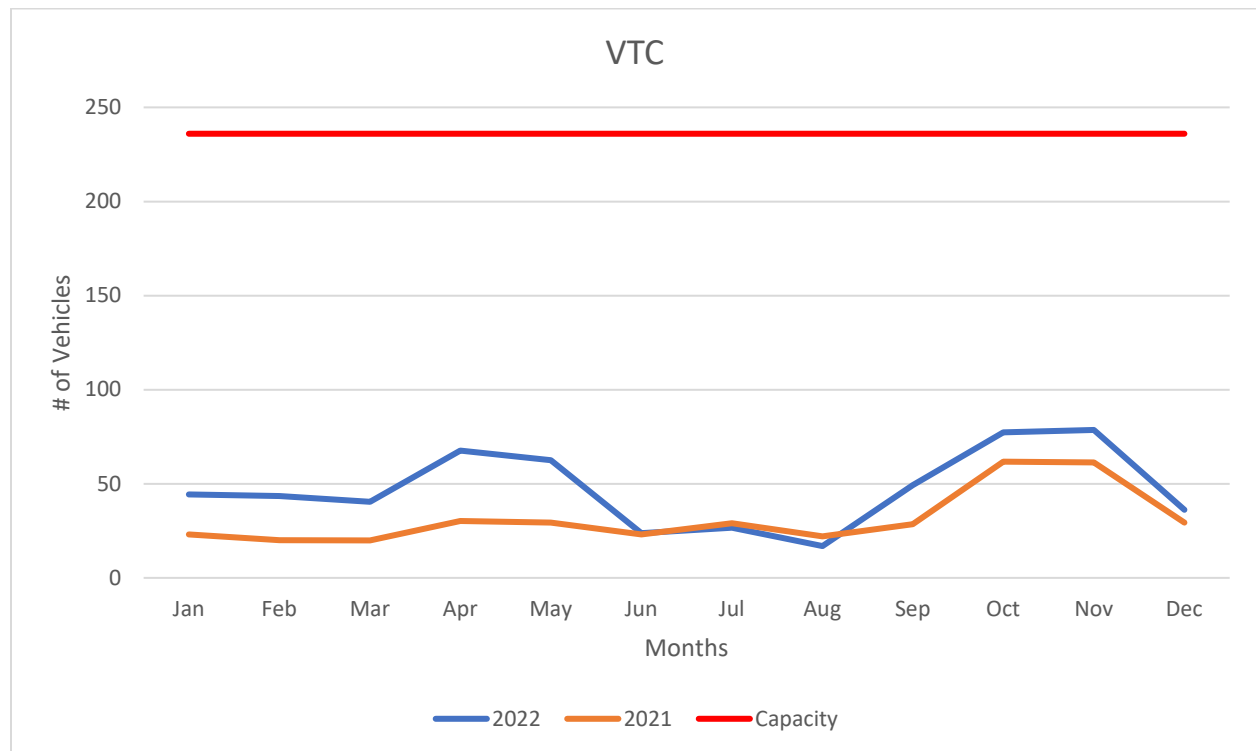
Mirabeau Point Park and Ride is served by Routes 32 Trent/Montgomery, 97 South Valley, 74 Mirabeau/Liberty Lake and 771 Mirabeau Express. These routes provide customers with various trip options to include direct service to Spokane Community College via Route 32, access to the Sullivan corridor, two high school and the Valley Transit Center via Route 97, direct service to downtown Spokane via Route 771 as well as access to downtown Spokane, Greenacres, and Liberty Lake and service to the Providence Medical Park via Route 74. On average, there were 182 boardings per weekday in 2022.



Pence-Cole Valley Transit Center (VTC)

City	Location	Available Parking Spaces
Spokane Valley	4 th Avenue and University Road	236

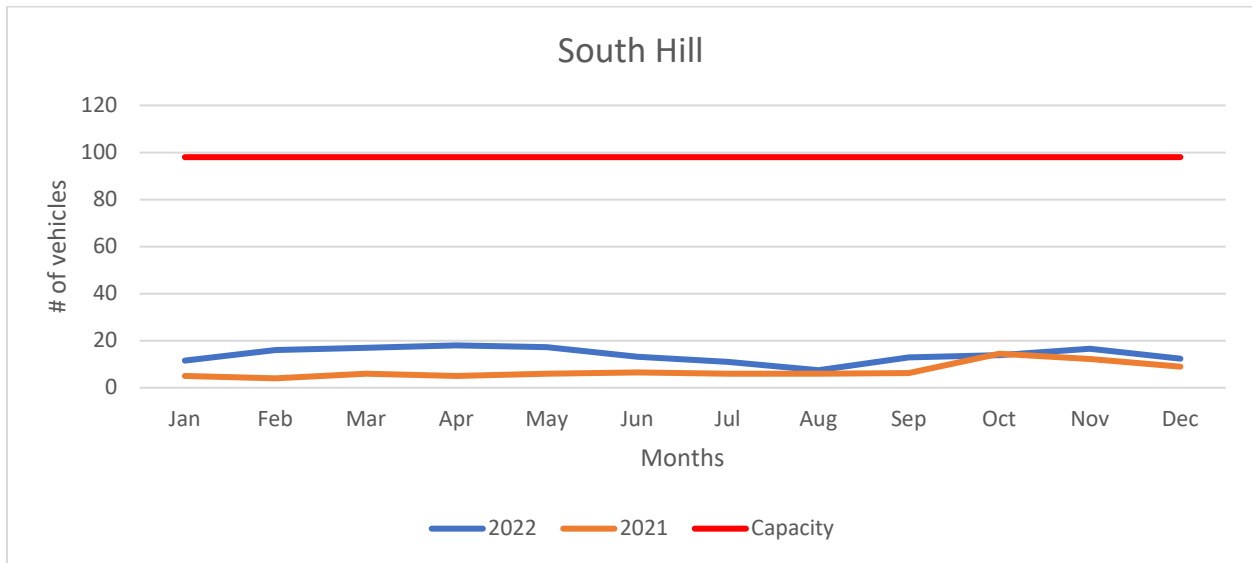
The VTC is served by Routes 90 Sprague, 95 Mid-Valley, 96 Pines/Sullivan, 97 South Valley, 98 Liberty Lake via Sprague, 173 VTC Express, and 190 Valley Express. Route 90 offers 15-minute peak frequency while Routes 95, 96, 97, 98, 173, and 190 (three trips daily) all offer 30-minute peak frequency. Route 90 provides 30-minute frequency nights and weekends while Routes 95, 96, 97, and 98 offer hourly service. The VTC continues to be a key location within the Spokane Transit system with 965 boardings per average weekday in 2022.



South Hill Park and Ride

City	Location	Available Parking Spaces
Spokane	31 st Avenue and Southeast Boulevard	98

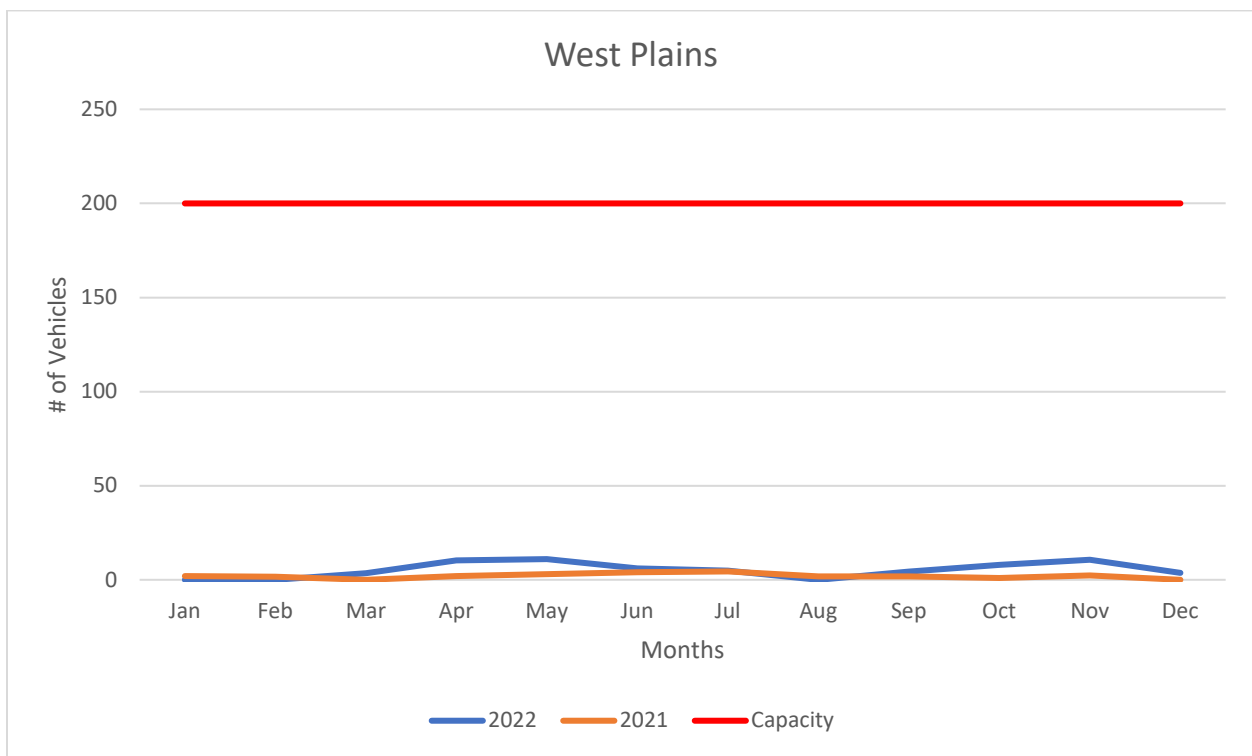
The South Hill Park and Ride is served by Routes 4 Monroe-Regal line, 34 Freya, 43 Lincoln/37th Avenue, 45 Perry District, and 664 EWU South Hill Express. Routes 34, 43, and 45 offer 30-minute peak frequency and Routes 4 and 144 offer 15-minute peak frequency. Route 664 departs the park and ride twice each EWU school day morning. Route 4 operates with 30-minute frequency on nights and weekends. There were 351 boardings per average weekday in 2022.



West Plains Transit Center

City	Location	Available Parking Spaces
Spokane	10810 Westbow Road	200

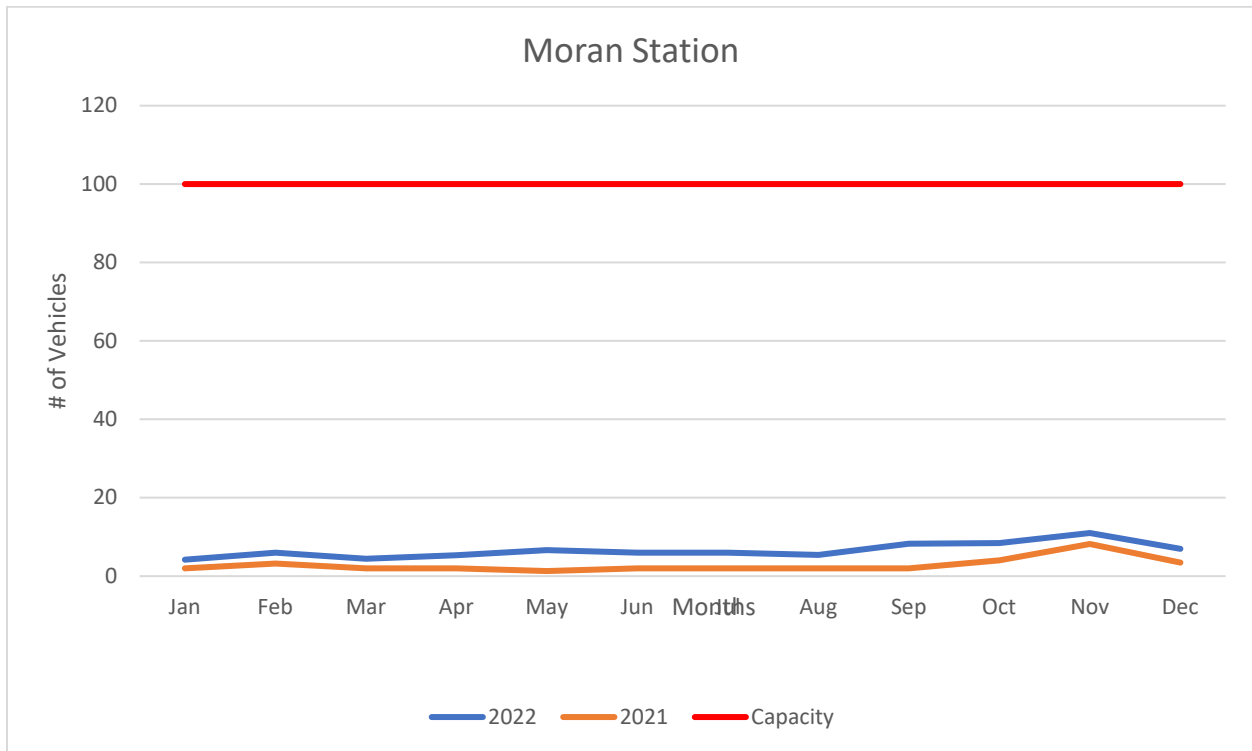
The West Plains Transit Center is served by Routes 6 Cheney, 62 Medical Lake, 63 Airway Heights/West Plains, 66 EWU, and 633 Geiger Shuttle. This transit center serves as the main western connection hub between the communities of Spokane, Cheney, Four Lakes, Medical Lake, Airway Heights and the unincorporated areas of the West Plains. The West Plains Transit Center opened in September 2018. The lot has ample capacity with space for up to 200 vehicles. There were 316 boardings per average weekday in 2022.



Moran Station

City	Location	Available Parking Spaces
Spokane	5625 S. Palouse Highway	100

Moran Station is served by Routes 4 Monroe-Regal and 144 South Hill Express. Route 4 Monroe-Regal provides 15-minute service on weekdays and 30-minute service on weekends to north Spokane via downtown Spokane. Route 144 South Hill Express provides 15-minute service to downtown Spokane during weekday peak commute times. Moran Station opened in March 2020 with 100 available parking stalls for residents in the southeast Spokane area. There were 147 boardings per average weekday in 2022.

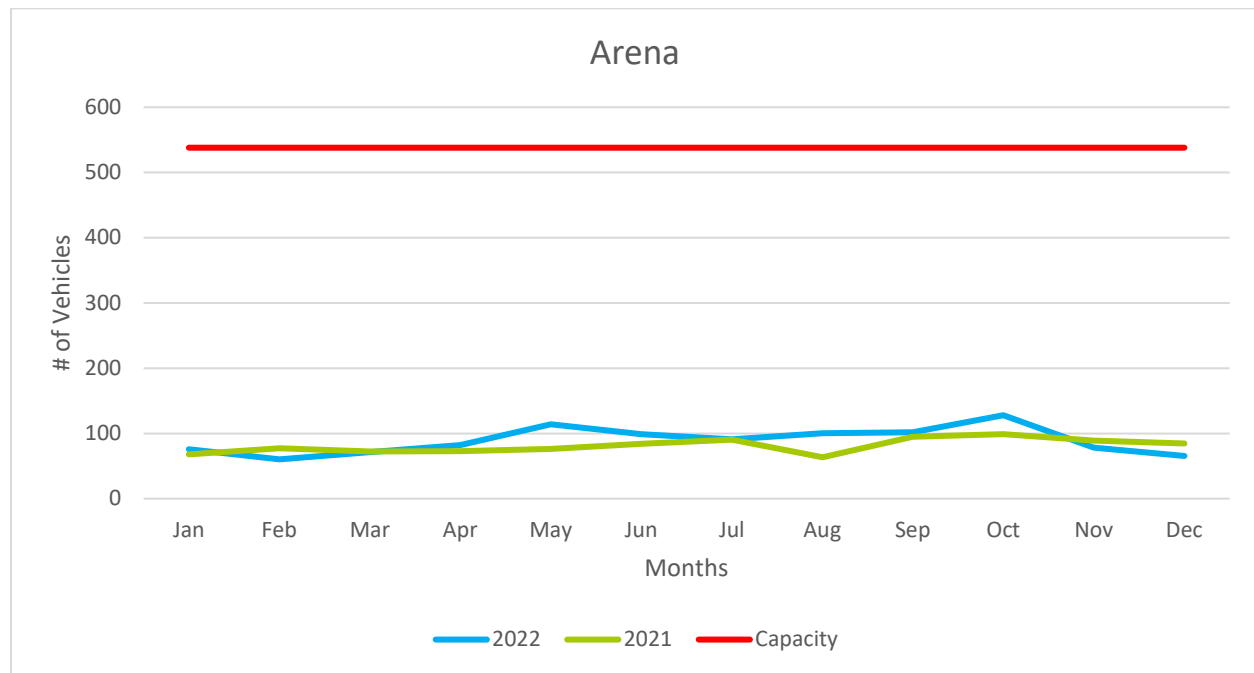


Cooperative Facilities

Arena Lot

City	Location	Available Parking Spaces
Spokane	W Boone Avenue and Howard Street	538

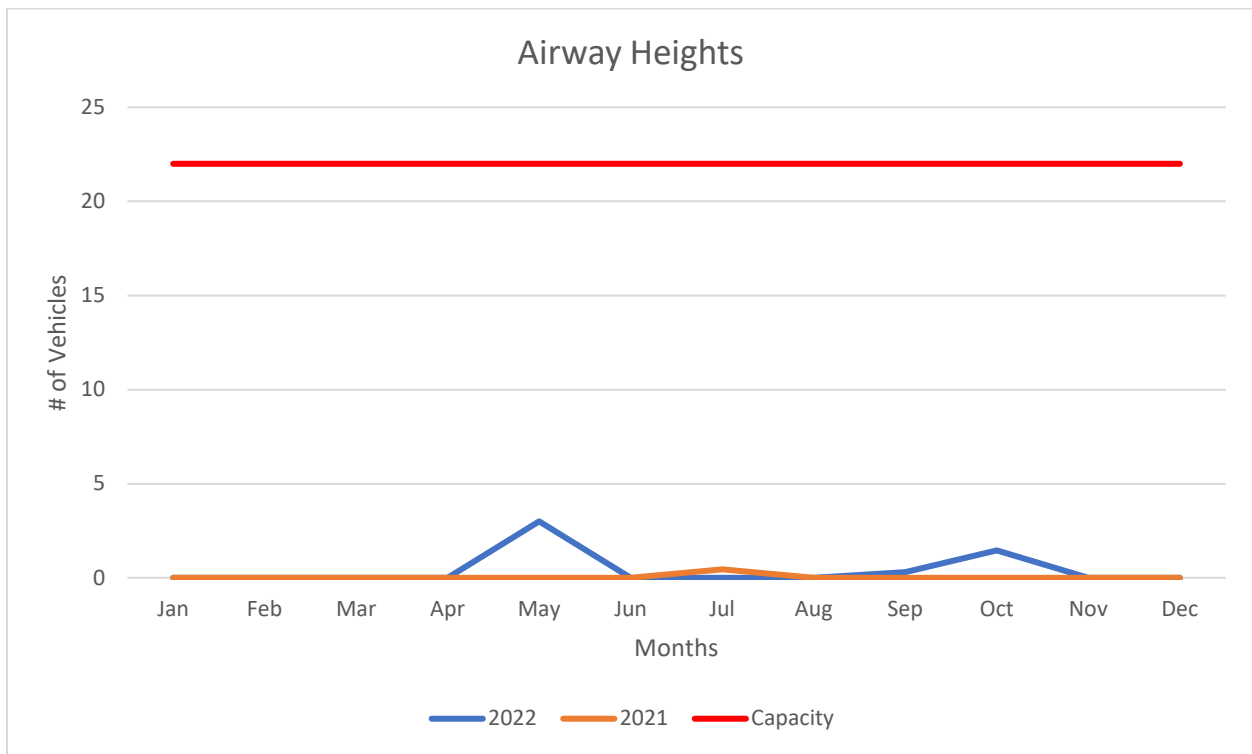
The Arena Lot is served by the Route 11 Plaza/Arena shuttle which provides ten-minute peak frequency on weekdays only. Customers who choose to park at the Arena Lot can pay the \$2.00 cash fare, purchase a \$4.00 day pass, or purchase a monthly pass for \$40.00. The monthly pass provides unlimited travel on shuttle vehicles. In 2021 there were an average of 128 boardings per weekday. STA was recently forced to relocate to end the route at Howard St and Gardner Ave due to the new stadium under construction. This is a short-term solution. The long-term solution includes improving a bus stop near Boone and Howard. There were 135 boardings per average weekday in 2022.



Airway Heights Park and Ride

City	Location	Available Parking Spaces
Airway Heights	SR 2 (in front of Yoke’s Foods)	22

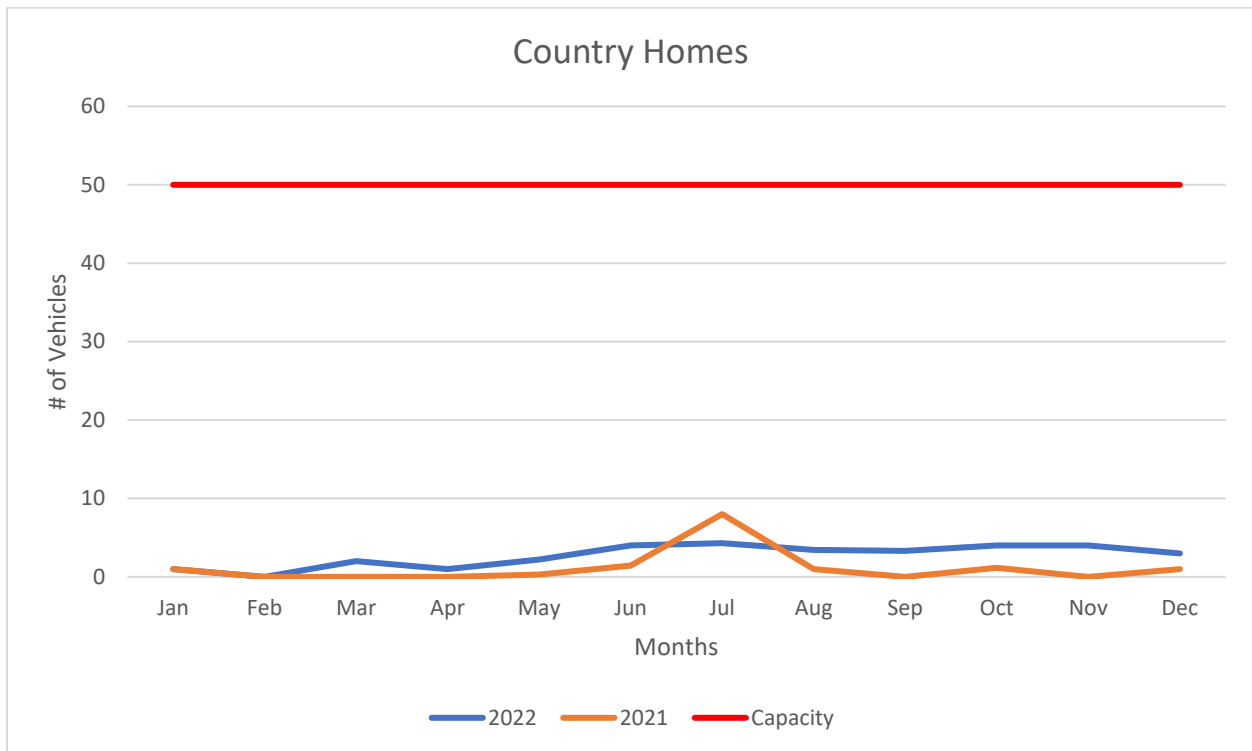
Airway Heights Park and Ride is served by Routes 61 Highway 2 via Browne’s Addition, 60 Airport via Browne’s Addition, and 63 Airway Heights/West Plains. Route 61 provides 30-minute peak frequency on weekdays and hourly service on nights and weekends. Route 60 serves Airway Heights hourly on weeknights and weekends. Route 63 provides 60-minute frequency between Airway Heights and the West Plains Transit Center (WPTC). There were 57 boardings per average weekday in 2022.



Country Homes Christian Church

City	Location	Available Parking Spaces
Spokane	Wall Street and Country Homes Boulevard	50

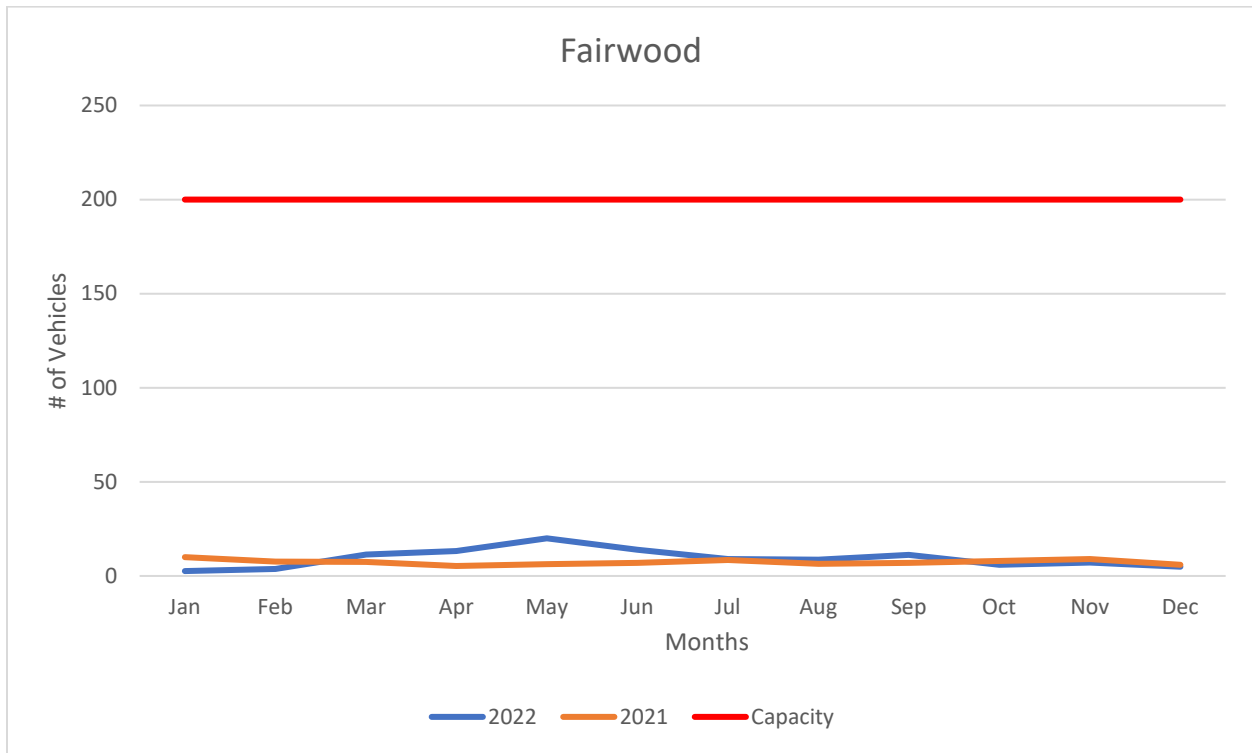
In cooperation with the Country Homes Christian Church, Spokane Transit offers 50 parking spaces to customers of the Route 124 North Express. There were 7 boardings per average weekday in 2022. In 2019, Spokane County constructed a marked, signalized crosswalk which will allow for safer pedestrian access to and from the bus stop; however, ridership remains low at this location.



Fairwood Lot

City	Location	Available Parking Spaces
Spokane	511 W. Hastings Road	200

The Fairwood Lot is served by Route 124 North Express on weekday peaks only. Parking at the Fairwood Lot is made possible via a lease agreement with the Calvary Chapel church and serves as an overflow lot for the Hastings Park and Ride. The lot has ample capacity with space for up to 200 vehicles. There were 14 boardings per average weekday in 2022.



Bike Lockers

Spokane Transit provides bike lockers at certain park and ride lots for customers who wish to ride their bike as well as access the fixed-route system. All Spokane Transit buses have the capability of holding three bicycles on racks mounted on the front of the bus. Note: Jefferson Park & Ride bike lockers were removed in February 2022 due to vandalism.

Bike lockers are available for \$5.00 per month with a minimum rental of three months required. A \$25.00 refundable key deposit is required.

Table 8

Location	Total Bike Lockers Available	Total Bike Lockers Rented
Hastings Park & Ride	6	0
Liberty Lake Park & Ride	16	2
Mirabeau Point Park & Ride	6	0
South Hill Park & Ride	6	1
Valley Transit Center	12	2

Section III: Universal Transit Access Pass (UTAP)

This section is intended to make available the going rates for services provided under the Universal Transit Access Pass (UTAP) Program effective July 1, 2023.

According to Spokane Transit’s Tariff Policy, UTAP is an annual program made available on a contractual basis in which all members of an organization have unlimited access to STA services. The organization pays a fee that allows all identified members of their organization to use STA services for the contracted time period. Eligible participants must be identifiable by an identification card that is readable by STA fare collection equipment. The number of these programs is dependent on the capacity of STA’s fare collection equipment.

The contract price is based on each unlinked trip taken by members of the program. The charge for each unlinked trip is calculated based on an established rate for each route in STA’s system. A rate sheet for each route is published annually and included in the annual contract update.

The participating organization is billed monthly for the previous month’s trips. However, to allow participating organizations to budget, contracts will also include a “not to exceed” total price for an annual contract. The “not to exceed” fee will be calculated by STA prior to each contract period. Actual monthly ridership may result in the cost of the contract to be lower than the “not to exceed” fee.

UTAP Rates Calculation

Overall, the UTAP direct utility rates are based on the direct expenses required to provide a typical unlinked passenger trip by each route, applying direct operating expenses to the seated capacity of buses in service. This cost per seat mile calculated for each route is applied to the average passenger trip length to arrive at the expenses directly utilized by a passenger. Additionally, a base rate is applied uniformly to all routes that considers the expenses incurred in directly administering fixed-route operations, including dispatching, road supervisors and scheduling. The base utility rate calculation for 2022 data is shown below.

$$\text{Base Utility Rate (B)} = \frac{\text{Base Expenses}}{\text{Passengers}} = \frac{\$5,102,225}{6,581,876} = \frac{\$0.78}{\text{passenger}}$$

There are several steps and many variables that are used to generate each route’s direct utility rate. The first step is to determine direct expenses for each route by applied uniform direct costs per revenue hour and revenue mile commensurate on actual revenue hours and revenue miles operated in a year. The common inputs for this variable are shown below using 2022 NTD

reported annual data. Route-specific revenue hours and revenue miles data for 2022 can be found in Section I of this report.

$$\text{Direct Cost per Revenue Hour (R)} = \frac{\text{Direct Operating Expenses}}{\text{Revenue Hours}} = \frac{\$39,667,610}{465,682} = \frac{\$85.18}{\text{revenue hour}}$$

$$\text{Direct Cost per Revenue Mile (M)} = \frac{\text{Direct Maintenance Expenses}}{\text{Revenue Miles}} = \frac{\$14,326,441}{6,485,324} = \frac{\$2.21}{\text{mile}}$$

$$\text{Direct Route Expenses (D}_n\text{)} = R \times \text{Route Revenue Hours} + M \times \text{Route Revenue Miles}$$

Next, route expenses are applied to the seat miles provided by each route based upon the total revenue miles traveled for each route multiplied by the seated capacity of the typical coach size and type used on a route. Route-specific seated capacity for 2021 can be found in Section I of this report.

$$\text{Route Seat Miles (S}_n\text{)} = \text{Route Revenue Miles} \times \text{Route Seated Capacity}$$

$$\text{Route Direct Cost per Seat Mile (C}_n\text{)} = \frac{D_n}{S_n}$$

Finally, the direct utility rate is determined by multiplying the direct cost per seat-mile by the average passenger trip length calculated for that route. Average passenger trip length by route for 2021 is found in Section I of this report.

$$\text{Route Direct Utility Rate (U}_n\text{)} = C_n \times \text{Route Average Passenger Trip Length}$$

The base utility rate (*B*) is then subtracted from the cost of an adult single ride fare (\$2.00) to calculate a not-to-exceed rate. Based on 2022 data, the direct utility rates for Routes 6, 62, 66, 74, 124, 172, 173, 190, 661, 662, 663, 664, 724 and 771 were capped at \$1.22 in accordance with this methodology. It should be noted that Paratransit trips taken in the UTAP program are charged the full rate of an adult single rider fare (\$2.00). Direct Utility Rates fluctuate based on changes in measured passenger patterns, while the Base Utility Rate is influenced by aggregated ridership demand.

UTAP Rates Schedule

Based on the preceding variables and data for calendar year 2022, the UTAP direct utility rates effective July 1, 2023, are published below.

Route	Route Name	Direct Utility Rate (per Boarding)
4	Five Mile P&R to Moran Station	\$ 0.71
6	Cheney	\$ 1.22
11	Plaza/Arena Shuttle	\$ 0.71
12	Southside Medical Shuttle	\$ 0.76
20	SFCC	\$ 0.66
21	West Broadway	\$ 0.47
22	Northwest Boulevard	\$ 0.64
23	Maple/Ash	\$ 0.63
25	Division	\$ 0.59
26	Lidgerwood	\$ 0.89
27	Hillyard	\$ 0.86
28	Nevada	\$ 0.82
29	S.C.C.	\$ 0.80
32	Trent/Montgomery	\$ 1.06
33	Wellesley	\$ 0.58
34	Freya	\$ 0.64
35	Francis/Market	\$ 0.44
36	North Central	\$ 0.64
39	Mission	\$ 0.72
42	South Adams	\$ 0.49
43	Lincoln/37th Avenue	\$ 0.61
45	Perry District	\$ 0.57
60	Airport via Browne's Addition	\$ 1.14
61	Hwy 2 via Browne's Addition	\$ 1.19
62	Medical Lake	\$ 1.22
63	Airway Heights/West Plains	\$ 0.85
66	EWU	\$ 1.22
67	Swoop Loop	\$ 0.54
68	Cheney Loop	\$ 0.58
74	Mirabeau/Liberty Lake	\$ 1.22
90	Sprague	\$ 0.91
94	East Central/Millwood	\$ 0.80
95	Mid-Valley	\$ 0.80
96	Pines/Sullivan	\$ 0.89
97	South Valley	\$ 0.81
98	Liberty Lake via Sprague	\$ 0.82
124	North Express	\$ 1.22
144	South Express	\$ 0.73
172	Liberty Lake Express	\$ 1.22
173	VTC Express	\$ 1.22
190	Valley Express	\$ 1.22
223	Shadle/Indian Trail	\$ 0.46
294	East 8th	\$ 0.72
633	Geiger Shuttle	\$ 0.61
661	EWU Express	\$ 1.22
662	EWU North Express	\$ 1.22
663	EWU VTC Express	\$ 1.22
664	EWU South Hill Express	\$ 1.22
724	Liberty Lake Tech Express	\$ 1.22
771	Mirabeau Express	\$ 1.22
X	New or Special Event Route	\$ 0.85
B	Base Utility Rate	\$ 0.78
P	Paratransit Utility Rate	\$ 2.00

Appendix

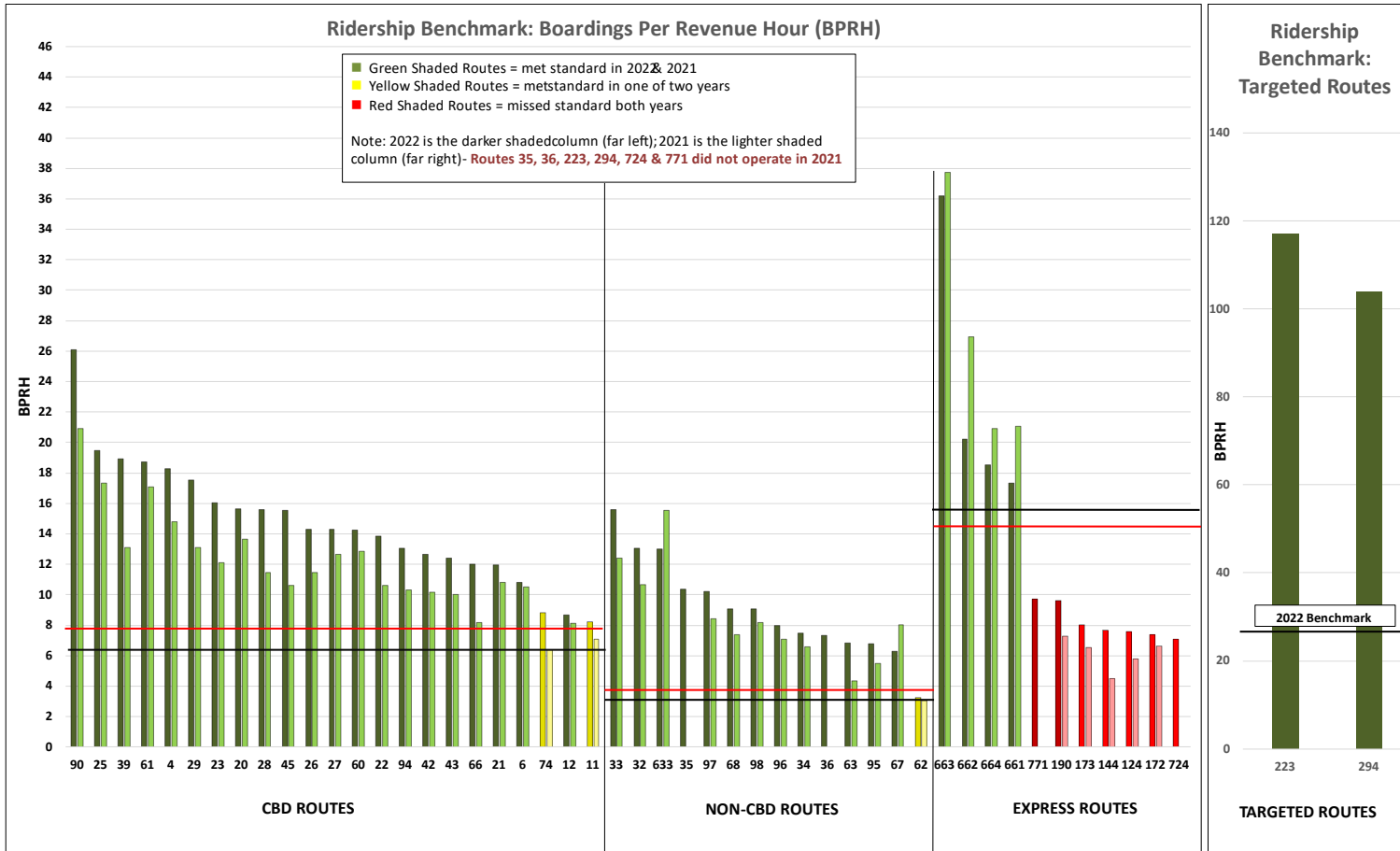
2022 Route Performance Results Comparison to 2021

Route	Route Name	Ridership		Energy		Fares	
		2022	2021	2022	2021	2022	2021
4	Five Mile P&R to Moran Station	18.27	14.81	4.35	3.22	13.29%	15.39%
6	Cheney	10.81	10.49	6.29	4.28	8.35%	10.94%
11	Plaza/Arena	8.24	7.06	1.47	1.25	7.72%	7.19%
12	Southside Medical Shuttle	8.67	8.12	1.67	1.34	6.06%	7.66%
20	SFCC	15.62	13.67	3.45	2.40	8.80%	10.46%
21	West Broadway	11.94	10.83	1.97	1.58	7.88%	10.08%
22	Northwest Boulevard	13.87	10.61	2.96	2.41	9.63%	10.28%
23	Maple/Ash	16.04	12.13	3.17	2.18	11.16%	12.20%
25	Division	19.47	17.31	6.03	4.64	14.99%	18.62%
26	Lidgerwood	14.30	11.48	4.15	3.58	10.80%	12.22%
27	Hillyard	14.28	12.65	4.00	3.42	11.15%	13.71%
28	Nevada	15.60	11.47	4.19	2.92	12.47%	13.25%
29	S.C.C.	17.52	13.09	4.87	2.97	11.44%	11.74%
32	Trent/Montgomery	13.05	10.67	3.63	2.33	8.51%	9.88%
33	Wellesley	15.60	12.40	2.77	2.18	9.80%	11.81%
34	Freya	7.48	6.60	1.50	1.31	4.81%	6.01%
!35	Francis/Market	10.34	DNO	1.46	DNO	5.98%	DNO
!36	North Central	7.35	DNO	1.56	DNO	3.20%	DNO
39	Mission	18.93	13.11	3.78	2.15	12.73%	12.53%
42	South Adams	12.66	10.17	1.94	1.58	7.89%	9.16%
43	Lincoln/37th Avenue	12.38	10.04	2.48	2.18	8.75%	10.01%
45	Perry District	15.54	10.60	3.02	2.08	10.88%	10.79%
60	Airport via Browne's Addition	14.24	12.86	4.13	3.73	10.80%	13.18%
61	Hwy 2 via Browne's Addition	18.71	17.10	6.37	4.97	14.25%	17.55%
62	Medical Lake	3.26	3.03	1.05	0.84	2.28%	3.00%
63	Airway Heights/West Plains	6.82	4.37	1.60	1.15	4.92%	4.60%
66	Cheney/EWU	12.00	8.19	6.91	4.26	11.24%	9.58%
67	Swoop Loop	6.26	8.01	1.15	1.20	4.14%	6.67%
68	Cheney Loop	9.08	7.39	1.22	0.80	6.55%	6.91%
74	Mirabeau/Liberty Lake	8.85	6.40	3.80	2.87	8.14%	7.71%
90	Sprague	26.08	20.91	7.76	6.50	18.79%	20.30%
94	East Central/Millwood	13.04	10.33	3.26	2.63	9.33%	10.40%
95	Mid-Valley	6.78	5.48	1.34	1.33	5.12%	5.43%
96	Pines/Sullivan	7.96	7.10	1.78	1.48	6.14%	7.71%
97	South Valley	10.20	8.45	2.11	1.78	7.41%	8.12%
98	Liberty Lake via Sprague	9.05	8.17	1.74	1.49	7.01%	8.48%
124	North Express	7.55	5.77	2.24	1.57	7.57%	7.92%
144	South Express	7.67	4.50	1.35	0.70	6.18%	5.68%
172	Liberty Lake Express	7.40	6.62	3.89	2.95	9.85%	11.99%
173	VTC Express	8.00	6.55	3.01	2.26	6.98%	7.42%
190	Valley Express	9.62	7.28	4.70	2.76	8.32%	8.00%
!223	Shadle/Indian Trail	117.22	DNO	13.62	DNO	2.62%	DNO
!294	East 8th	104.12	DNO	6.95	DNO	4.57%	DNO
633	Geiger Shuttle	12.99	15.55	1.93	1.74	9.00%	14.13%
661	EWU Express	17.31	21.05	5.90	4.93	15.85%	22.11%
662	EWU North Express	20.22	26.95	11.05	11.66	23.17%	37.14%
663	EWU VTC Express	36.19	37.72	13.39	11.67	40.63%	53.97%
664	EWU South Hill Express	18.51	20.90	5.97	5.48	22.08%	30.52%
!724	Liberty Lake Tech Express	7.08	DNO	2.97	DNO	5.68%	DNO
!771	Mirabeau Express	9.73	DNO	1.76	DNO	10.12%	DNO

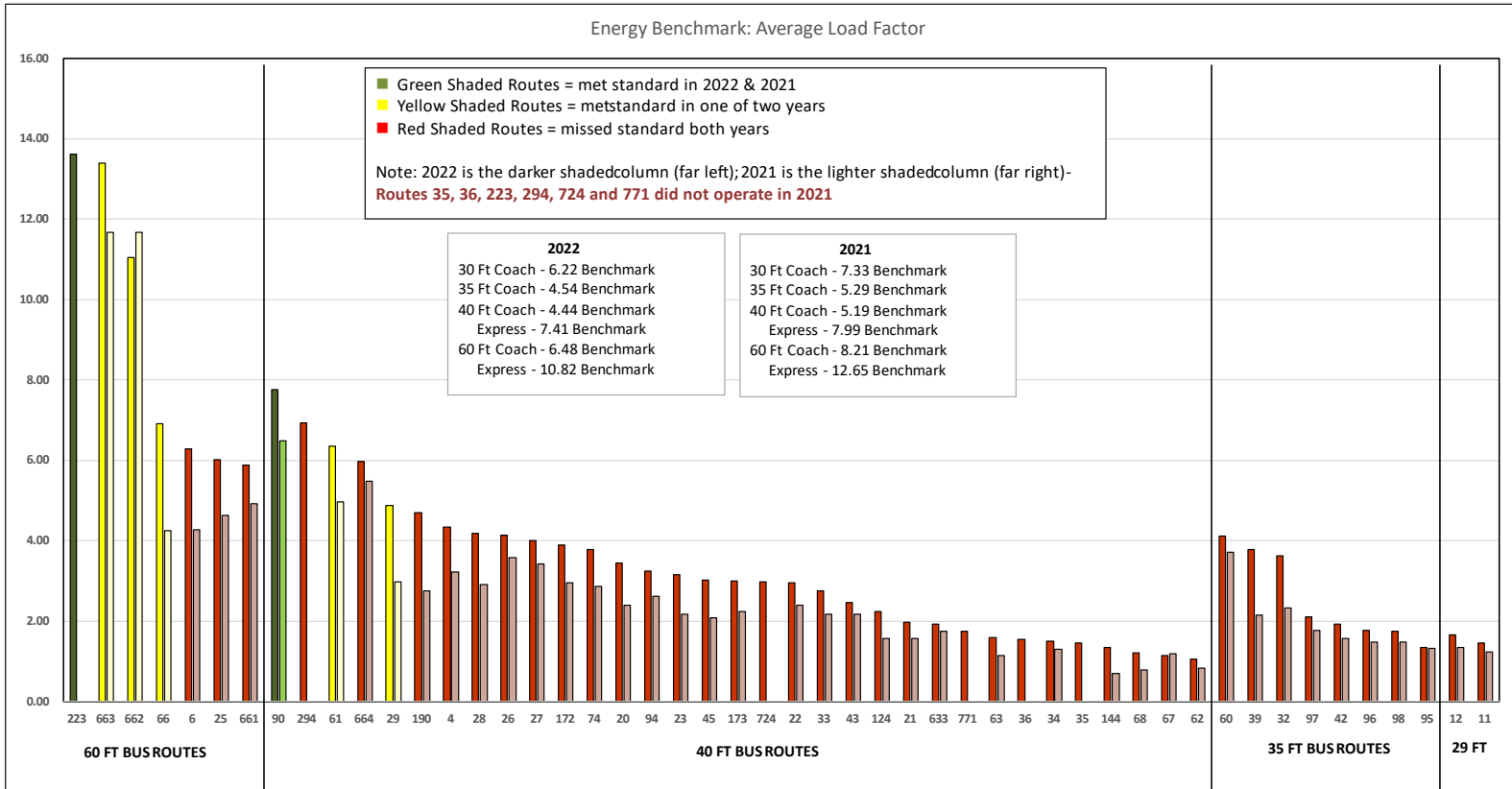
DNO = Did Not Operate
! New Route August 2022

DID NOT MEET BENCHMARK

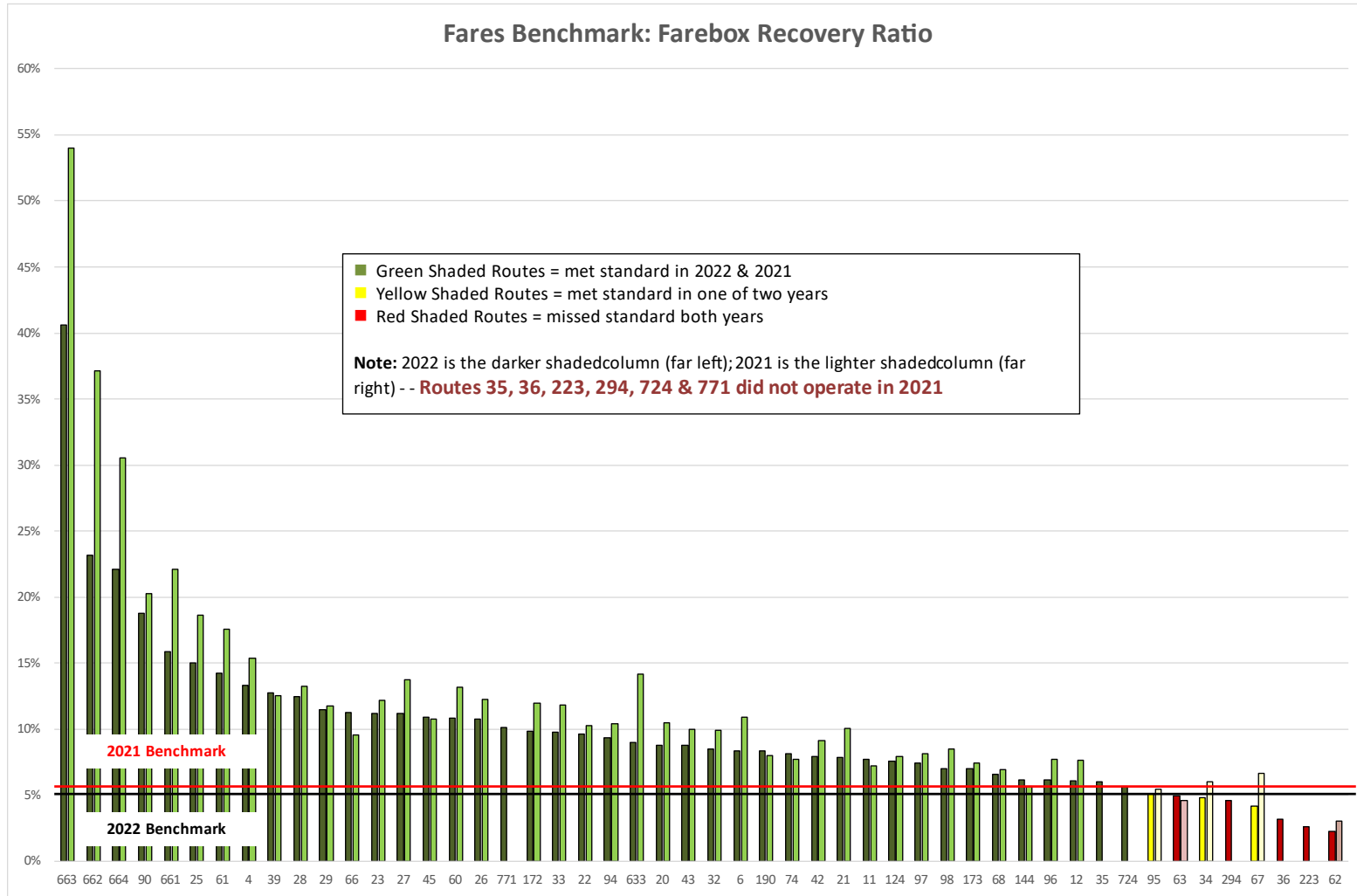
2022/2021 Boardings Per Revenue Hour Comparison Chart



2022/2021 Energy Benchmark Comparison Chart



2022/2021 Fares Benchmark Comparison Chart



2022 Total Annual Boardings Comparison to 2021

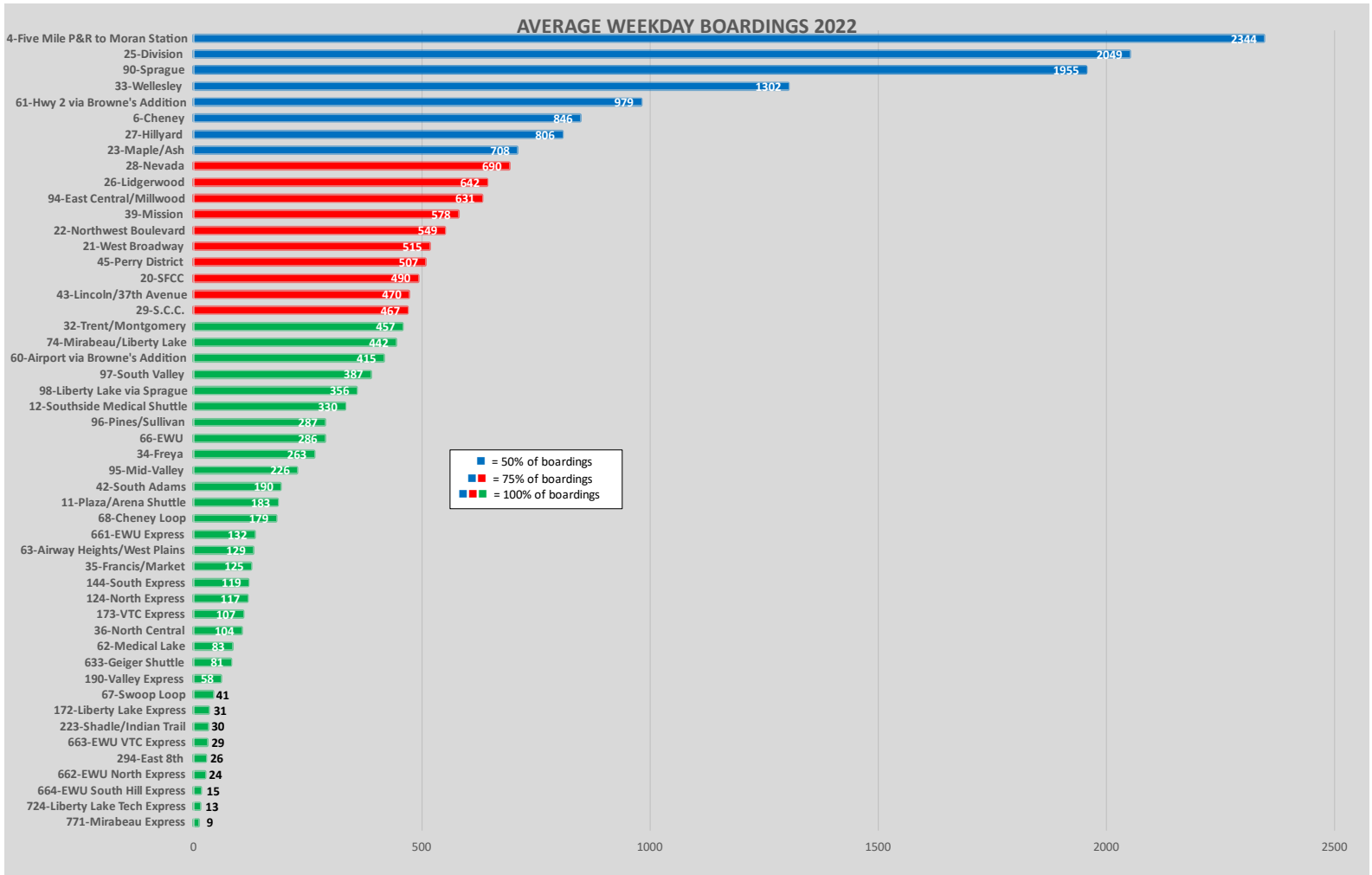
Route	Route Name	Total 2022	Total 2021	Change	% Change
4	Five Mile P&R to Moran Station	706,511	560,289	146,222	26.10%
*6	Cheney	251,671	69,062	182,609	264.41%
11	Plaza/Arena	46,611	43,861	2,750	6.27%
12	Southside Medical Shuttle	92,291	81,573	10,718	13.14%
20	SFCC	147,245	125,748	21,497	17.10%
21	West Broadway	151,634	130,721	20,913	16.00%
22	Northwest Boulevard	162,038	143,999	18,039	12.53%
23	Maple/Ash	208,169	164,788	43,381	26.33%
25	Division	651,002	574,338	76,664	13.35%
26	Lidgerwood	194,265	153,689	40,576	26.40%
27	Hillyard	241,751	223,366	18,385	8.23%
28	Nevada	205,934	151,104	54,830	36.29%
29	S.C.C.	142,324	98,467	43,857	44.54%
32	Trent/Montgomery	139,750	111,044	28,706	25.85%
33	Wellesley	391,349	298,750	92,599	31.00%
34	Freya	76,000	66,493	9,507	14.30%
!35	Francis/Market	36,975	---	---	---
!36	North Central	29,258	---	---	---
39	Mission	170,430	115,545	54,885	47.50%
42	South Adams	57,525	47,354	10,171	21.48%
43	Lincoln/37th Avenue	140,435	118,564	21,871	18.45%
45	Perry District	150,427	107,236	43,191	40.28%
60	Airport via Browne's Addition	146,054	131,214	14,840	11.31%
61	Hwy 2 via Browne's Addition	296,124	274,947	21,177	7.70%
62	Medical Lake	24,639	21,218	3,421	16.12%
63	Airway Heights/West Plains	41,542	25,812	15,730	60.94%
66	Cheney/EWU	72,896	60,799	12,097	19.90%
67	Swoop Loop	10,427	4,706	5,721	121.57%
68	Cheney Loop	56,454	46,510	9,944	21.38%
74	Mirabeau/Liberty Lake	112,446	82,286	30,160	36.65%
90	Sprague	620,085	515,493	104,592	20.29%
94	East Central/Millwood	187,804	149,267	38,537	25.82%
95	Mid-Valley	69,475	60,365	9,110	15.09%
96	Pines/Sullivan	84,823	73,125	11,698	16.00%
97	South Valley	118,278	98,932	19,346	19.55%
98	Liberty Lake via Sprague	109,744	103,215	6,529	6.33%
124	North Express	29,672	22,179	7,493	33.78%
144	South Express	30,274	17,102	13,172	77.02%
172	Liberty Lake Express	7,941	5,713	2,228	39.00%
173	VTC Express	27,186	22,001	5,185	23.57%
190	Valley Express	14,797	10,378	4,419	42.58%
!223	Shadle/Indian Trail	7,643	---	---	---
!294	East 8th	6,502	---	---	---
633	Geiger Shuttle	24,291	25,816	-1,525	-5.91%
*661	EWU Express	33,582	14,418	19,164	---
662	EWU North Express	6,182	2,838	3,344	117.83%
663	EWU VTC Express	7,471	2,716	4,755	175.07%
664	EWU South Hill Express	3,740	1,467	2,273	154.94%
!724	Liberty Lake Tech Express	3,345	---	---	---
!771	Mirabeau Express	2,371	---	---	---
^Total By Route		6,549,383	5,158,508	1,304,781	27.0%

^Total annual ridership includes ridership from special events that cannot be attributed to specific routes

* Did not operate a full year in 2021

! New route did not operate a full year in 2022

2022 Average Weekday Boardings



References

1. **Davis, Stacy C., and Robert G. Boundy.** *Transportation Energy Data Book*. s.l. : Oak Ridge National Laboratory, 2022. Table 4.3 and 4.13.