

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

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, March 27, 2024 (April Meeting)

1:30 p.m. – 3:00 p.m.

STA Northside Conference Room

Spokane Transit Authority

1230 W. Boone Avenue, Spokane, WA

w/Virtual Public Viewing Option Link Below

AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report (5 minutes)
3. Committee Action (5 minutes)
 - A. Minutes of the March 6, 2024, Committee Meeting -- Corrections/Approval
4. Committee Action (15 minutes)
 - A. Board Consent Agenda
 1. Security Service – Award of Contract (Williams)
 2. Battery Electric Charging Infrastructure Service and Maintenance Agreement - Award of Contract (Rapez-Betty)
 3. Alerton Energy Management System Support Services – Award of Contract (Rapez-Betty)
 - B. Board Discussion Agenda (none)
5. Reports to Committee (35 minutes)
 - A. Clean Fuel Standard Program Report (Rapez-Betty)
 - B. 2023 Year-End Performance Measures (Rapez-Betty)
 - C. 2023 Community Perception Survey Results Summary (Cortright)
6. CEO Report (E. Susan Meyer) (15 minutes)
7. Committee Information (no discussion/staff available for questions)
 - A. February 2024 Operating Indicators (Rapez-Betty)
 - B. February 2024 Financial Results Summary (Liard)
 - C. March 2024 Sales Tax Revenue (Liard)
 - D. May 2024 Service Change (Otterstrom)
8. Review May 1, 2024, Meeting Agenda (5 minutes)
9. New Business (5 minutes)
10. Committee Members' Expressions (5 minutes)
11. Adjourn

Optional Virtual Link: [JOIN HERE](#)

Password:

Members: 2024

Guests: 0424

Call-in Number:

1-408-418-9388

Event #: 2483 039 7831

Next Committee Meeting: Wednesday, May 1, 2024, at 1:30 p.m. in person.

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

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 27, 2024

AGENDA ITEM 3A : MINUTES OF THE MARCH 6, 2024, 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 March 6, 2024, Performance Monitoring & External Relations Committee meeting for corrections or approval.

RECOMMENDATION TO COMMITTEE: Corrections or approval.

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

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Draft Minutes of the March 6, 2024, Meeting
STA Northside Conference Room
1230 W Boone Avenue, Spokane, WA

In person meeting with optional virtual link

COMMITTEE MEMBERS PRESENT

Josh Kerns, Spokane County *
Tim Hattenburg, City of Spokane Valley
Betsy Wilkerson, City of Spokane
Paul Dillon, City of Spokane
Hank Bynaker, City of Airway Heights (*Ex-Officio*)
Lance Speirs, City of Medical Lake (*Ex-Officio*)
E. Susan Meyer, CEO (*Ex-Officio*)

COMMITTEE MEMBERS ABSENT

**Committee Chairman*

STAFF PRESENT

Karl Otterstrom, Chief Planning and Development Officer
Monique Liard, Chief Financial Officer
Carly Cortright, Chief Communications and Customer Service Officer
Molly Fricano, Executive Assistant to the COO

PROVIDING LEGAL COUNSEL

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

STAFF MEMBERS ABSENT

Brandon Rapez-Betty, Chief Operations Officer
Nancy Williams, Chief Human Resources Officer

1. CALL TO ORDER AND ROLL CALL

Chair Kerns called the meeting to order at 2:00 p.m. and roll call was conducted. Mr. Kerns noted the time and stated the committee meeting's start time was delayed due to a special Board workshop.

2. COMMITTEE CHAIR REPORT

Chair Kerns had no report at this time.

3. COMMITTEE APPROVAL

A. Minutes of the January 31, 2024, Committee Meeting

Mr. Hattenburg moved to approve the January 31, 2024, committee meeting minutes. Ms. Wilkerson seconded, and the motion passed unanimously.

B. Mirabeau Transit Center Improvement Project: Scope of Work Approval

Mr. Otterstrom provided a general scope of work summary, and shared renderings for the proposed platform and building layout of the Mirabeau Transit Center Improvement project. He stated the project budget is \$6.36M and has a construction contract value of \$4.33M, with a contingency of fifteen percent and potential remaining funds of \$626,117. Mr. Otterstrom shared the anticipated construction timeline which showed substantial completion is scheduled for Spring 2025.

Ms. Wilkerson moved to recommend the Board approve the general scope of work and authorize staff to release an invitation for bid (IFB) for the Mirabeau Transit Center Improvement project. Mr. Hattenburg seconded, and the motion passed unanimously.

C. Finalize 2024 Performance Monitoring & External Relations Committee Work Program

E. Susan Meyer presented the 2024 Performance Monitoring & External Relations (PMER) Committee work program. This second version has been updated since the draft shared at the February PMER Committee meeting. Items and timelines are subject to change, and new items will be added as they arise.

Mr. Hattenburg moved to recommend the approval of the 2024 Performance Monitoring & External Relations (PMER) Committee work program as presented. Mr. Kerns seconded, and the motion passed unanimously.

D. Program Appointment of Member to Citizen Advisory Committee

Dr. Cortright provided background on the Citizen Advisory Committee (CAC) and advised they are requesting approval of the nomination of Mr. Perry Crandall to the CAC. Dr. Cortright shared Mr. Crandall's qualifications. She stated the CAC currently has twelve members with room for fifteen.

Mr. Hattenburg moved to recommend the appointment of Perry Crandall to serve on the Citizen Advisory Committee for a three-year term commencing April 1, 2024. Mr. Kerns seconded, and the motion passed unanimously.

4. COMMITTEE ACTION

A. Board Consent Agenda

1. Route 11 - Arena/Downtown Shuttle and Shuttle Park Pass Promotional Fare Resolution

Dr. Cortright provided background on the Route 11 – Arena/Downtown shuttle and discussed the proposed promotional fares. In honor of the 50th anniversary of Expo '74, a promotional fare of \$0.50 is being proposed which would run from May 3rd through July 7th. Dr. Cortright discussed details of an additional proposed discount on the Shuttle Park pass for the months of May and June.

Discussion ensued about changing the promotional fare for the 50th anniversary of Expo '74 from \$0.50 to no charge.

Mr. Hattenburg made a motion to recommend the Board of Directors approve, by Resolution, promotional fares for Route 11 and the Shuttle Park pass, to be implemented for a limited period as set forth therein. Mr. Kerns seconded the motion. Mr. Hattenburg and Mr. Kerns voted yes. Ms. Wilkerson and Mr. Dillon voted no. The vote was tied. The failed motion moves to the Board Operations Committee.

B. Board Discussion Agenda (*none*)

5. REPORTS TO COMMITTEE

~~A. 2023 Year-End Performance Measures~~

This item was removed from the agenda.

B. 2023 State Audit Timeline

Ms. Liard explained the Washington State Auditor will begin the National Transit Database (NTD) and Financial Audit in March and provided the draft audit schedule with dates to be confirmed by the State Auditor's Office (SAO). The SAO Entrance Conference will be held the week of March 25, 2024. The Exit conference with STA administration will be the week of May 27, 2024, and the Exit Briefing with the Performance Monitoring & External Relations Committee will be on September 4, 2024.

C. 2023 Unaudited Year-End Financial Report

Ms. Liard reviewed the 2023 revenue, expenses, and capital budget as well as the cash and reserve analysis. STA ended 2023 with \$167.9M in overall revenues which was 6.9% above budget. Ms. Liard discussed the next steps timeline.

D. 2023 Community Perception Survey Results Summary

This agenda item was postponed to the April Performance Monitoring & External Relations Committee meeting agenda due to time constraints.

E. EXPO 50th Anniversary Celebration Update

Dr. Cortright provided background on the 50th anniversary celebration of Expo '74, which will kick off on May 4th and run through July 4th. To contribute to the celebration, STA will produce a limited edition Connect card, propose a promotional \$0.50 fare on Route 11 from May 3rd through July 7th, and extend evening service and add weekend service on Route 11. Dr. Cortright presented one of the special edition Connect cards for the Committee members to see.

6. CEO REPORT

- Ms. Meyer reported the February 2024 voter-approved sales tax revenue collected on December 2023 sales, against a budget of \$10,261,069. The actual receipts were \$10,094,347, which is 1.6% under budget with a variance totaling \$166,722. Year-to-date is 2.1% above budget and totaling approximately \$0.4M.
- Ms. Meyer discussed the impacts of Initiative 2117, the voter proposition to repeal the 2021 Washington Climate Commitment Act (CCA), which provides incremental funding of over \$3.5B to transit in the state. This funding is provided over approximately a sixteen-year period and affects Move Ahead Washington. Programs impacted could be Zero-Fare for Youth, Paratransit funding, and Division BRT. The total funding impact to STA of repealing the CCA would be \$151,022,111. STA is waiting for further direction on guidelines to inform the community about which services will be affected.
- Ms. Meyer introduced Delana Combs, the new STA Ombudsman & Accessibility Officer. Ms. Meyer shared Delana's background and her contact information.
- Ms. Meyer stated the Legislature will conclude on March 7th and shared information about decisions made.
 - Service Animals in Training: This bill will allow service animals in training to travel on buses and vans.
 - Firearm Restrictions: The restriction of carrying weapons without a concealed carry license was extended to transit. STA will post signage as required. Since STA no longer has limited commissions to enforce, the police department will need to be called.
 - Traffic Safety Cameras: Authorizes automated traffic safety cameras to detect speed violations. This bill included transit language, but it does not apply to STA.
 - Bus Riders added to Board: The bill to add riders to the Board did not pass.

- Conference Report: The Operating Budget Summary Conference Report should be completed within the coming days.

7. MARCH 27, 2024 (April Meeting) – COMMITTEE MEETING DRAFT AGENDA REVIEW

A. The 2023 Community Perception Survey Results Summary which was postponed at today's meeting will be added to the April meeting agenda.

8. NEW BUSINESS

There was no new business at this time.

9. COMMITTEE MEMBERS' EXPRESSIONS

Mr. Bynaker stated he previously thanked Brandon for the lights at the West Plains Transit Center.

10. ADJOURN

With no further business to come before the Committee, Chair Kerns adjourned the meeting at 3:17 p.m.

The next committee meeting will be held on Wednesday, March 27, 2024, at 1:30 p.m. in person with a WebEx option. While in the final days of March, this will be the April meeting.

Respectfully submitted,

Molly Fricano

Molly Fricano

Executive Assistant to the Chief Operations Officer

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 27, 2024

AGENDA ITEM 4A1: SECURITY SERVICES - AWARD OF CONTRACT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Nancy Williams, Chief Human Resources Officer

SUMMARY: In accordance with Spokane Transit’s procurement policy, staff is seeking Board approval to award a five-year Security Guard – Officer Services contract.

BACKGROUND: STA’s current Security Guard – Officer Services Contract #2019-10293 with Securitas Security Services, Inc., expires on June 30, 2024.

On December 6, 2023, the PMER committee approved the scope of work and authorized a request for proposals (RFP). On January 10, 2024, RFP 2023-10866 for Security Guard – Officer Services was advertised on the STA website. One amendment was issued on January 29, 2024. The solicitation closed on February 12, 2024, and four responsive and responsible proposals were received.

The evaluation committee met on February 23, 2024, and was comprised of voting members, Nancy Williams, Kelly Williams, Bryon Adams, Haley Wilson, and non-voting member, Tammy Santana. The proposals were evaluated based on the following criteria: 1) Qualifications & Firm Organization, 2) Previous Performance – Based Upon References, 3) Management Plan, 4) Services Cost, and 5) Compliance with RFP Requirements.

Initial scores were as follows:

<i>Proposer</i>	<i>Evaluation Score</i>
Allied University Security Services	90.17
Securitas Security Services, Inc.	82.78
Phoenix Protection Corp (PPC)	82.02
American Guard Services, Inc.	79.75

During the evaluation it was agreed that STA would ask the top two scoring Proposers for a best and final offer (BAFO) and they were both provided with additional submittal guidelines. The BAFO results were as follows:

<i>Proposer</i>	<i>Evaluation Score</i>
Allied University Security Services	90.17
Securitas Security Services, Inc.	83.65

The evaluation committee determined Allied Universal Security Services received the highest evaluation score and is a qualified and cost-effective firm to provide Security Guard – Officer Services.

The total estimated cost of the contract over the five-year period is \$6,402,052.80. Expenses will be allocated to 01161-503074 FRSecurity – Park & Ride Security Services, 01161-503071 FRSecurity – Facilities Security Services, and 04161-503072 PLSecurity – Passenger Security.

RECOMMENDATION TO COMMITTEE: Approve the evaluation committee’s recommendation to award five-year contract, 2023-10866 Security Guard – Officer Services, to Allied Universal Security Services.

**SPOKANE TRANSIT AUTHORITY
PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

March 27, 2024

AGENDA ITEM: 4A2 BATTERY ELECTRIC CHARGING INFRASTRUCTURE SERVICE AND MAINTENANCE AGREEMENT - AWARD OF CONTRACT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: The Boone NW Garage BEB Charging Infrastructure Project is underway and includes the purchase and installation of five (5) ABB E-Mobility, Inc. charging cabinets and ten (10) ABB E-Mobility, Inc. charging dispensers, along with the associated conduit, wiring, housekeeping pads, structural supports, and bollards needed to support the expansion of STA's battery electric fleet.

This new charging infrastructure is scheduled to be installed in the Boone Northwest Garage in Q2 of 2024, and as part of the extended warranty requirements for the battery electric charging hardware, a service level maintenance agreement is needed with the manufacturer, ABB E-Mobility, Inc. STA's existing ABB E-Mobility, Inc. battery electric charging infrastructure will also be included in this service level maintenance agreement for continuity and a uniformed level of maintenance.

This service agreement will cover remote troubleshooting, technical support, and repair. In the event an issue cannot be resolved remotely, the service agreement also includes an on-site technician with a 1-day response time to perform additional troubleshooting, repairs, and/or replacement of warranty parts.

The funding sources for this service level agreement are allocated as follows:

- 50%: 01124 / 503050: FR Facilities and Grounds Contracted Maintenance
- 25%: 01124 / 504069: FR Facilities and Grounds Repair/Maintenance BEB Infrastructure
- 25%: 01123 / 504069: Park and Rides Repair/Maintenance BEB Infrastructure

The estimated 5-year contract value for service and maintenance of existing and new charging infrastructure is \$1,166,295.

RECOMMENDATION TO COMMITTEE: Recommend the Board of Directors authorize the CEO to execute a five-year contract with ABB E-Mobility, Inc., for Battery Electric Charging Infrastructure Service and Maintenance for a total value of up to \$1,166,295.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 27, 2024

AGENDA ITEM: **4A3** ALERTON ENERGY MANAGEMENT SYSTEM SUPPORT SERVICES - AWARD OF CONTRACT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: The current five-year contract (2019-10314) with ATS Inland NW, LLC, for Alerton Energy Management System Support Services expired on December 31, 2023.

ATS Inland NW, LLC, is the sole source authorized Alerton support provider in our region and has been partnering with STA since the agency installed the Alerton system as part of an energy audit conducted in 2016.

These services are necessary for the ongoing automated operation of the HVAC systems in the Boone, Plaza, and Fleck facilities. Regular maintenance of these systems minimizes facility downtime and promotes energy conservation.

This service agreement includes pre-season inspections and maintenance, annual inspections and testing of the air quality sensors and pressure sensors, on-site maintenance, and system optimization support, as well as ongoing system software updates. The agreement also includes replacement of the air quality sensors, which is required every five years.

First year expenses for the three facilities:

- Boone - \$31,520
- Fleck - \$10,100
- Plaza - \$26,100
- Total - \$67,720

There is an average three (3) percent increase each year of the 5-year contract which has a total value of \$359,600. The Facilities & Grounds Contracted Maintenance (01124/503050) operating budget will fund these expenses.

RECOMMENDATION TO COMMITTEE: Recommend the Board of Directors authorize the CEO to execute a five-year contract with ATS Inland NW, LLC for Alerton Energy Management System Support Services for a total value of \$359,600.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 27, 2024

AGENDA ITEM: 5A CLEAN FUEL STANDARD PROGRAM REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: In February 2023, the Washington State Transit Association (WSTA) created a Carbon Credit Aggregation Pool (CCAP) as a service to its members. The program is provided to assist WSTA Transit Agency Members, WSTA Associate Members, and potential partners who are not members (such as other local governments), in managing the regulations, registration, reporting, and monetization of clean fuel credits under the Washington State Clean Fuel Standard (CFS) program.

WSTA has retained the services of SRECTrade as its consultant to assist in the management of this program. SRECTrade has extensive experience in this industry including assisting local transit agencies and governments creating and monetizing credits under the California Low Carbon Fuel Standard, the program after which the Washington State CFS was modeled.

For transit agencies, credits are usually generated based on 1) the amount of natural gas used to fuel CNG buses, 2) the amount of hydrogen used to fuel hydrogen fuel cell buses, and 3) electricity (kW) used to charge battery-electric vehicles (both light duty and heavy duty).

Spokane Transit Authority joined the CCAP program in Q2 of 2023. The electricity used to charge battery-electric buses during that time was the first report for credit generation. Those credits were processed in Q3 and sold in the Q4. Therefore, earnings for Q2 were received at the end of 2023. Earnings received in Q1 of 2024 are based on credit generation from Q3 of 2023.

Staff will present information about energy used for BEB charging, credits generated, and funds earned from sales during the periods described above.

RECOMMENDATION TO COMMITTEE: Receive Report.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 27, 2024

AGENDA ITEM 5B : 2023 YEAR-END 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: [2023 Year-End Performance Measures](#)

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

Ensure Safety

Preventable Accident Rate

- At 0.17, Fixed Route was higher than STA's goal of 0.08 preventable accidents per 10,000 miles. STA performed below goal due to:
 - More new drivers on the road.
 - Increase of accidents in garages overnight, which may be attributed to increased vehicle numbers being stored.
- At 0.12, Paratransit was higher than STA's goal of 0.10 preventable accidents per 10,000 miles. STA performed below goal due to:
 - More new drivers on the road.
 - Increase of accidents while backing up the vehicle.
 - Accidents involving spatial awareness and clearance requirements.

Earn and Retain the Community's Trust

Ridership

- Fixed Route 2023 year-end ridership was up 33.3% compared to ridership in 2022. Fixed Route provided 8,789,348 rides in 2023 vs 6,595,672 in 2022. The ridership goal for Fixed Route in 2023 was 28% higher than 2022.
- Paratransit 2023 year-end ridership was up 15.1% compared to ridership in 2022. Paratransit provided 360,535 rides in 2023 vs. 309,740 in 2022. The ridership goal for Paratransit in 2023 was 10.6% higher than 2022.
- Rideshare 2023 year-end ridership was up 5.6% compared to ridership in 2022. Rideshare provided 95,655 rides in 2023 vs. 90,576 in 2022. The ridership goal for Rideshare in 2023 was 30.1% higher than 2022.

Passengers per Revenue Hour (PPRH)

- Fixed Route PPRH was 19.0. The goal was to transport 15 or more passengers.
- Paratransit PPRH was 2.37. The goal was to transport 2.4 or more passengers.

Provide Excellent Customer Service

On-Time Performance: Fixed Route

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

- Fixed Route on-time performance was 93.0%, meeting STA's goal of 93%.

On-Time Performance: Paratransit

On-time performance is measured as a van arriving no more than 30 minutes after the scheduled ride time.

- Paratransit on-time performance was 92.1%, below STA's goal of 93%.

Operator Ride Checks

Both Fixed Route and Paratransit completed 100% of required ride checks.

Exemplify Financial Stewardship

Cost per Passenger

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

- Fixed Route cost per passenger was \$9.51. This was 68.7% of the urban systems' average.
- Paratransit cost per passenger was \$61.81. This was 76.6% of the urban systems' average.

Cost Recovery from User Fees (Farebox Recovery)

- Fixed Route farebox recovery was 8.0%, below the goal of 20%.
- Paratransit farebox recovery was 2.8%, below the goal of 5%.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 27, 2024

AGENDA ITEM: 5C 2023 COMMUNITY PERCEPTION SURVEY RESULTS SUMMARY

REFERRAL COMMITTEE: n/a

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

SUMMARY: In September 2023, ETC Institute conducted a community perception survey for Spokane Transit to understand the public’s perception, familiarity, and impact of the system, along with the transit needs of Spokane’s growing and changing population. The survey was mailed to random households within the Public Transportation Benefit Area, with postage-paid return envelopes included. An online option was also provided. The desired sample size of 400 was reached with 403 surveys completed.

The last community perception survey was completed in 2021 by a different vendor. Methodological changes were made with the 2023 survey, including the switch to mail/online. Prior community perception surveys were conducted by telephone. This change was made to achieve a more representative sample, but did result in the rephrasing of some questions, which makes a strict year-to-year comparison more challenging. New questions were also added in addition to some new features, including benchmarking to ETC’s national database of other transit agencies. Another new feature includes GIS mapping by zip code. A summary of the results will be presented at the meeting.

RECOMMENDATION TO COMMITTEE: Receive Report

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 27, 2024

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

March 27, 2024

AGENDA ITEM 7A: FEBRUARY 2024 OPERATING INDICATORS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: There was 1 more weekday in February 2024 compared to February 2023.

FIXED ROUTE

Total monthly Fixed Route ridership increased 22.5% (748,230 vs. 611,025) in February 2024 compared to February 2023 and is up 15.1% (1,455,592 vs. 1,264,489) YTD.

Average weekday ridership increased 16.6% (30,556 vs. 26,197) in February 2024 compared to February 2023 and is up 11.3% (29,595 vs. 26,589) YTD.

Zero-Fare Youth (formerly Youth) increased 47.9% (165,467 vs. 111,868) in February 2024 compared to February 2023 and is up 34.5% (316,099 vs. 234,991) YTD.

Reduced Fare / Paratransit Ridership increased 13.6% (95,772 vs. 84,293) in February 2024 compared to February 2023 and is up 8.8% (186,150 vs. 171,119) YTD.

CCS Pass Ridership increased 44.4% (35,510 vs. 24,583) in February 2024 compared to February 2023 and is up 36.0% (66,473 vs. 48,880) YTD.

Eagle Pass Ridership decreased 4.2% (34,825 vs. 36,358) in February 2024 compared to February 2023 and is down 4.8% (67,376 vs. 70,786) YTD.

56.6% of all passengers used Connect Passes last month.

PARATRANSIT

Total monthly Paratransit ridership increased 15.1% (31,415 vs. 27,294) in February 2024 compared to February 2023 and is up 10.1% (62,002 vs. 56,311) YTD.

Detailed breakdown:

Directly operated service increased 19.1% (17,117 vs. 14,369) in February 2024 compared to February 2023 and was up 15.9% (29,368 vs. 23,813) YTD.

- Contracted service increased 10.6% (14,298 vs. 12,925) in February 2024 compared to February 2023 and was up 3.8% (27,964 vs. 26,943) YTD.
- Special Use Van ridership increased 12.5% (1,070 vs. 951) in February 2024 compared to February 2023 and was down 8.7% (2,028 vs. 2,222) YTD.

RIDESHARE

Total Rideshare ridership increased 23.0% (9,086 vs 7,386) in February 2024 compared to February 2023 and was up 14.3% (18,305 vs. 16,011) YTD.

- Rideshare vans in service increased 15.3% (83 vs. 72) in February 2024 compared to February 2023.

CUSTOMER SERVICE/SALES

Total Value Added to Connect Cards:

Value Added increased 32.0% (\$255,319 vs. \$193,495) in February 2024 compared to February 2023. YTD total Value Added increased 30.8% (\$505,419 vs \$386,552).

- Autoload increased 55.0% (\$14,058 vs. \$9,072) in February 2024 compared to February 2023. YTD Autoload increased 57.5% (\$27,661 vs. \$17,565).
- Call Centers increased 76.5% (\$6,920 vs. \$3,920) in February 2024 compared to February 2023. YTD Call Centers increased 85.0% (\$14,558 vs. \$7,869).
- Customer Service Terminal increased 1.2% (\$60,777 vs. \$60,035) in February 2024 compared to February 2023. YTD Customer Service Terminal increased 0.8% (\$121,248 vs. \$120,274).
- Customer Website increased 1.2% (\$21,248 vs. \$20,996) in February 2024 compared to February 2023. YTD Customer Website decreased by 2.7% (\$43,515 vs. \$44,737).
- Mobile Ticketing increased 32.6% (\$112,227 vs. \$84,624) in February 2024 compared to February 2023. YTD Mobile Ticketing increased 30.2% (\$223,525 vs. \$171,701).
- Institutional Website increased 115.8% (\$22,239 vs. \$10,305) in February 2024 compared to February 2023. YTD Institutional Website increased 122.5% (\$41,328 vs. \$18,571).
- Open Payments increased 100% (\$14,348 vs. \$0) in February 2024 (open payments started in July 2023)
- Retail Network decreased 23.9% (\$3,458 vs. \$4,543) in February 2024 compared to February 2023. YTD Retail Network increased 18.0% (\$6,888 vs. \$5,835).

Total Pass Sales:

Total Pass Sales increased 24.8% (20,788 passes vs. 16,658 passes) in February 2024 compared to February 2023. YTD Total Pass Sales increased 41.8% (42,355 passes vs. 29,864 passes).

- 1-Ride Pass decreased 21.9% (5,744 passes vs. 7,355 passes) in February 2024 compared to February 2023. YTD 1-Ride Pass increased 28.3% (15,439 passes vs. 12,032 passes).
- 7-Day Rolling Pass increased 0.9% (236 passes vs. 234 passes) in February 2024 compared to February 2023. YTD 7-Day Rolling Pass increased 18.7% (528 passes vs. 445 passes).
- Day Pass increased 66.8% (13,547 passes vs. 8,122 passes) in February 2024 compared to February 2023. YTD Day Pass increased 53.2% (23,705 passes vs. 10,158 passes).
- Honored Rider 31-Day Rolling Pass increased 14.6% (47 passes vs. 41 passes) in February 2024 compared to February 2023. YTD Honored Rider 31- Day Pass increased 15.1% (99 passes vs. 86 passes).
- Paratransit Monthly Pass increased 34.5% (39 passes vs. 29 passes) in February 2024 compared to February 2023. YTD Paratransit Monthly Pass increased 25.8% (78 passes vs. 62 passes).
- Shuttle Park Pass decreased 19.6% (135 passes vs. 168 passes) in February 2024 compared to February 2023. YTD Shuttle Park Pass decreased 25.5% (271 passes vs. 364 passes).
- Standard 31-Day Rolling Pass increased 46.9% (1,040 passes vs. 708 passes) in February 2024 compared to February 2023. YTD Standard 31-Day Pass increased 56.8% (2,235 passes vs. 1,399 passes).

Total Discounted Passes (Included in Pass Sales above):

- 1-Ride CAP passes decreased 63.1% (2,276 passes vs. 6,170 passes) in February 2024 compared to February 2023. YTD 1-Ride CAP passes decreased 26.3% (5,729 passes vs. 7,777 passes).

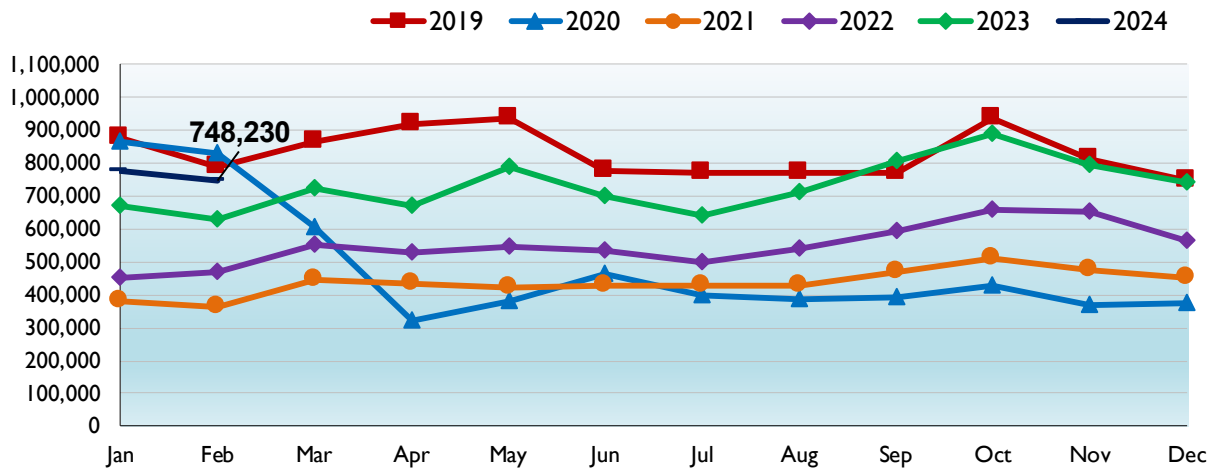
- Day CAP Passes increased 123.3% (6,787 passes vs. 3,040 passes) in February 2024 compared to February 2023. YTD Day CAP Passes increased 29.8% (11,615 passes vs. 8,945 passes).
- Employer-Sponsored Bus Pass Program increased 47.6% (422 passes vs. 286 passes) in February 2024 compared to February 2023. YTD Employer-Sponsored Passes increased 46.0% (882 passes vs. 604 passes).

Specialty Pass Programs:

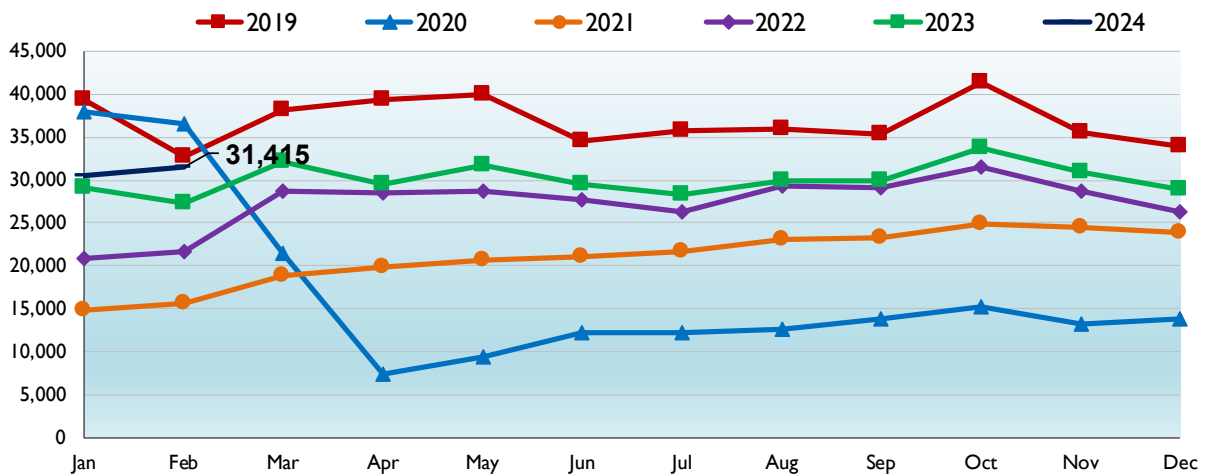
Monthly Data	YTD Data
Shuttle Park monthly sales Decreased 19.6% (135 vs. 168 in 2023)	YTD sales Decreased 25.5% (271 vs. 364 in 2023)
ESBP monthly sales Increased 47.6% (422 vs. 286 in 2023)	YTD sales Increased 46.0% (882 vs. 604 in 2023)
UTAP monthly rides Increased 20.9% (98,685 vs. 81,648 in 2023)	YTD rides Increased 18.8% (185,762 vs. 156,393 in 2023)
Community Access Program Decreased 0.1% (9,485 vs 9,496 in 2023)	YTD CAP Sales Increased 5.2% (18,226 vs 17,326 in 2023)

RECOMMENDATION TO COMMITTEE: Information only.

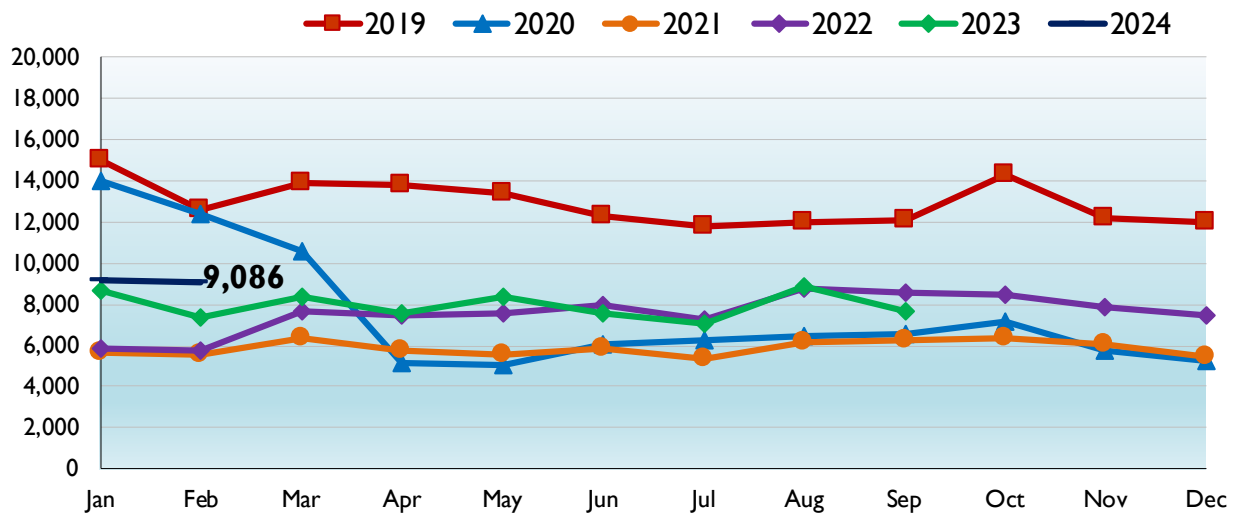
FIXED ROUTE RIDERSHIP



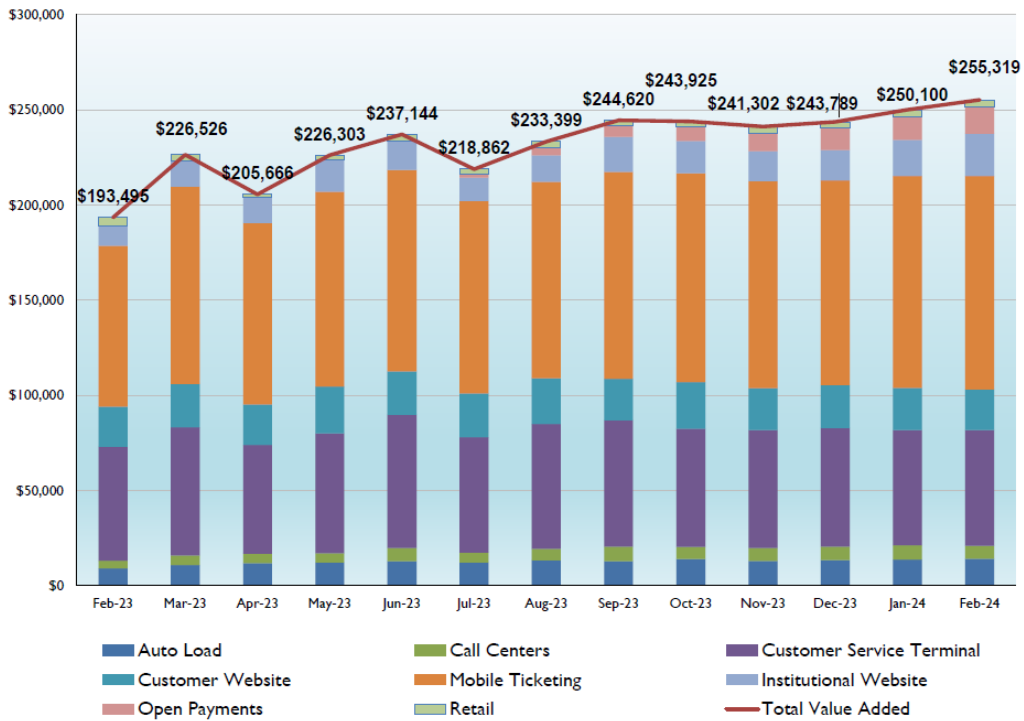
PARATRANSIT RIDERSHIP



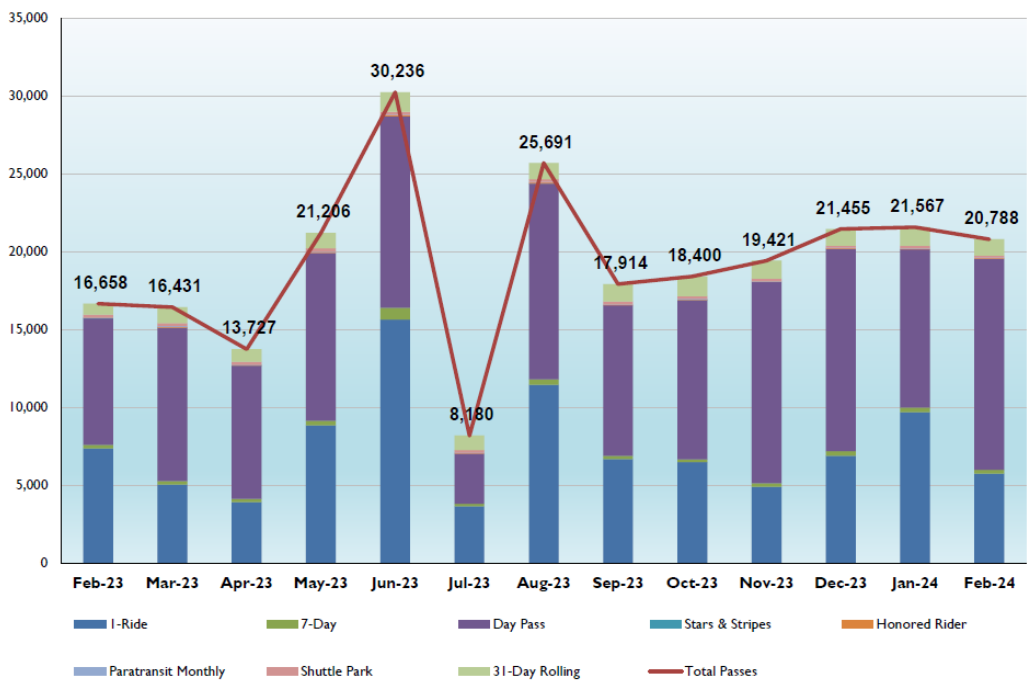
RIDESHARE RIDERSHIP



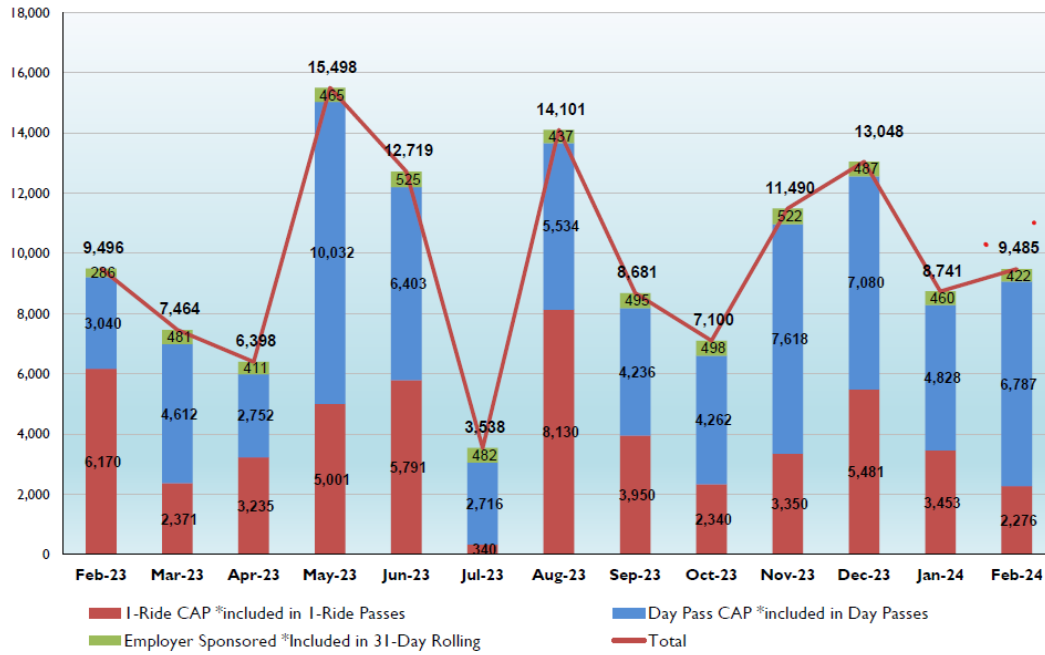
TOTAL VALUE ADDED TO CONNECT CARDS



TOTAL PASS SALES



TOTAL DISCOUNT PASSES



SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 27, 2024

AGENDA ITEM 7B : FEBRUARY 2024 FINANCIAL RESULTS SUMMARY

REFERRAL COMMITTEE: n/a

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

SUMMARY: Attached are the February 2024 financial results. The charts are being shown with a comparison to the YTD budgetary and prior year actual values.

Revenue

Overall, February year-to-date revenue is 6.2% (\$1.5M) higher than budget impacted by the following:

- Fares & Other Transit Revenue is 5.0% higher than budget
- Sales Tax Revenue is 2.1% higher than budget
- Federal & State Grant Revenue is 22.7% higher than budget
- Miscellaneous Revenue is 30.1% higher than budget

Operating Expenses

Overall, February year-to-date operating expenses are 7.3% (\$1.5M) lower than budget influenced by the timing of payments as follows:

- Fixed Route is 7.0% lower than budget
- Paratransit is 9.8% lower than budget
- Rideshare is 23.7% lower than budget
- Plaza is 8.3% lower than budget
- Administration is 5.0% lower than budget

RECOMMENDATION TO COMMITTEE: Information only.

Spokane Transit Revenues ⁽¹⁾ - February 2024

25,000,000

20,000,000

15,000,000

10,000,000

5,000,000

Totals:

2023 YTD Actual \$ 29,384,886
2024 YTD Actual \$ 26,479,118 (6.2%)
2024 YTD Budget \$ 24,938,337
2024 Annual Budget \$ 143,197,532

	Fares & Other Transit Revenue	Sales Tax	Federal & State Grants (2)	Miscellaneous
■ 2023 YTD Actual	1,092,040	19,237,573	8,284,194	771,079
■ 2024 YTD Actual	1,299,778	19,636,012	4,372,900	1,170,428
■ 2024 YTD Budget	1,237,598	19,237,573	3,563,342	899,824
2024 YTD Budget Variance	5.0%	2.1%	22.7%	30.1%
2024 Budget	7,548,864	108,869,671	21,380,052	5,398,945

(1) Above amounts exclude grants used for capital projects. Year-to-date February state capital grant reimbursements total \$0 and federal capital grant reimbursements total \$0.

Spokane Transit Operating Expenses⁽¹⁾ - February 2024

14,000,000
12,000,000
10,000,000
8,000,000
6,000,000
4,000,000
2,000,000

Totals:	
2023 YTD Actual	\$ 16,049,842
2024 YTD Actual	\$ 18,940,386 (-7.3%)
2024 YTD Budget	\$ 20,430,023
2024 Annual Budget	\$ 122,190,047
Fuel:	
2023 YTD Actual	\$ 986,638
2024 YTD Actual	\$ 892,992 (-26.9%)
2024 YTD Budget	\$ 1,222,274
2024 Annual Budget	\$ 7,144,716

	Fixed Route	Paratransit	Rideshare	Plaza	Administration
2023 YTD Actual	10,925,958	2,664,211	110,449	243,514	2,105,710
2024 YTD Actual	12,285,141	2,968,289	125,559	517,849	3,043,548
2024 YTD Budget	13,205,610	3,290,076	164,502	564,876	3,204,959
2024 YTD Budget Variance	-7.0%	-9.8%	-23.7%	-8.3%	-5.0%
2024 Total Budget	78,970,783	20,026,632	908,949	3,525,016	18,758,667

(1) Operating expenses exclude capital expenditures of \$0 and Street/Road cooperative projects of \$0 for year-to-date February 2024.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 27, 2024

AGENDA ITEM 7C : MARCH 2024 SALES TAX REVENUE

REFERRAL COMMITTEE: n/a

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

SUMMARY: Attached is the March 2024 voter-approved sales tax revenue information. March sales tax revenue, which represents sales for January 2024, was:

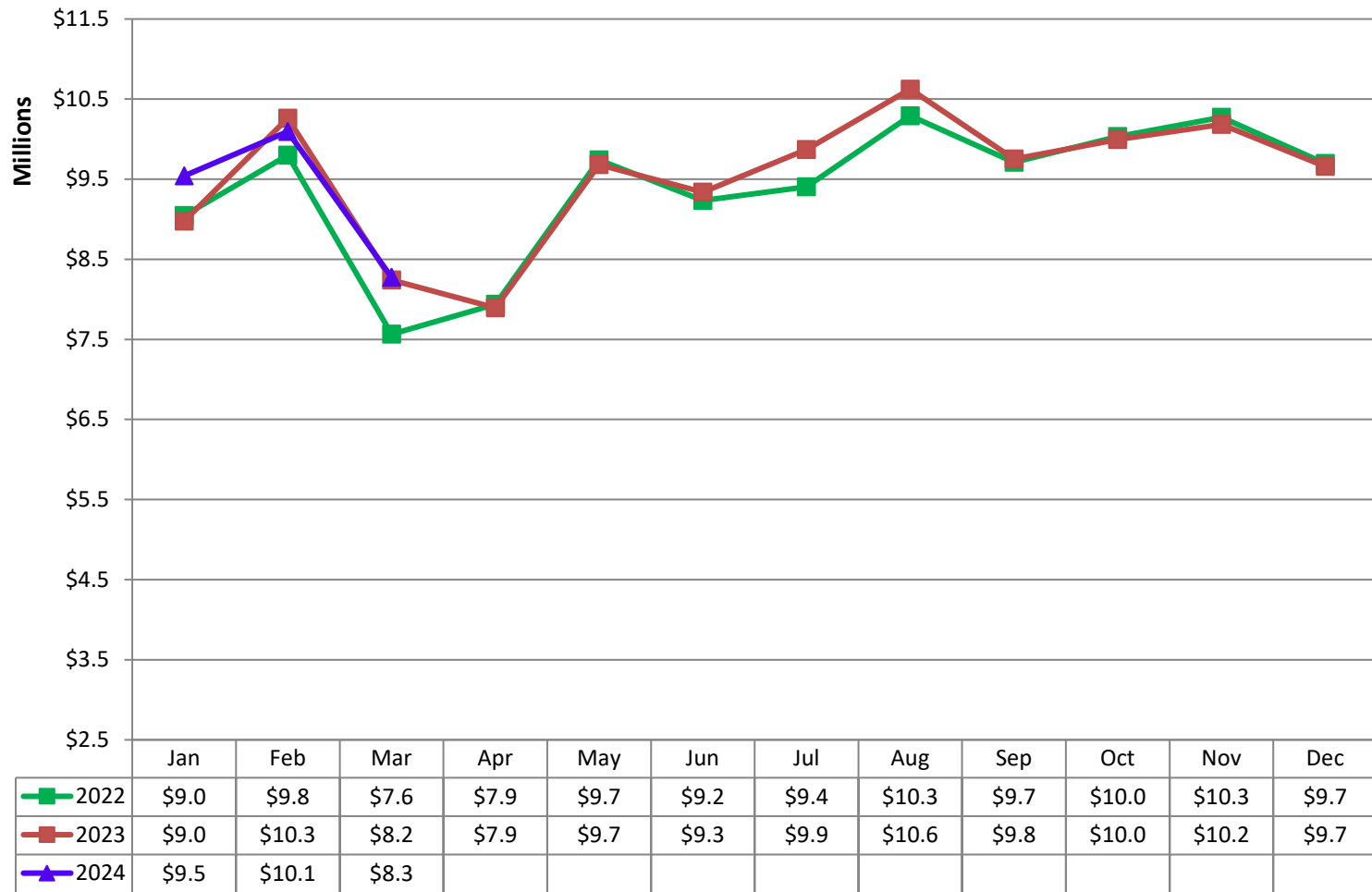
- 0.4% above 2024 budget
- 1.6% above YTD 2024 budget
- 0.4% above 2023 actual
- 1.6% above YTD 2023 actual

Total taxable sales for January were up 0.6% from January 2023 and YTD. Retail, Construction and Accommodation and Food Services continue to be the top 3 rankings YTD:

- Retail Trade *decreased* by 2.0% (\$9.7M) in January 2024 and YTD vs January 2023 and YTD
 - Other Miscellaneous Retailers *increased* 6.7% or \$5.3M January 2024 YTD over January 2023 YTD
 - Other Motor Vehicle Dealers *decreased* 44.7% or (\$-7.5M) January 2024 YTD over January 2023 YTD
 - Building Material and Supplies Dealers *decreased* 19.3% or (\$-9.4M) January 2024 YTD over January 2023 YTD
- Construction *increased* by 0.9% (\$1.2M) in January 2024 and YTD vs January 2023 and YTD
- Accommodation and Food Services *decreased* by 2.8% (\$-2.8M) in January 2024 and YTD vs January 2023 and YTD

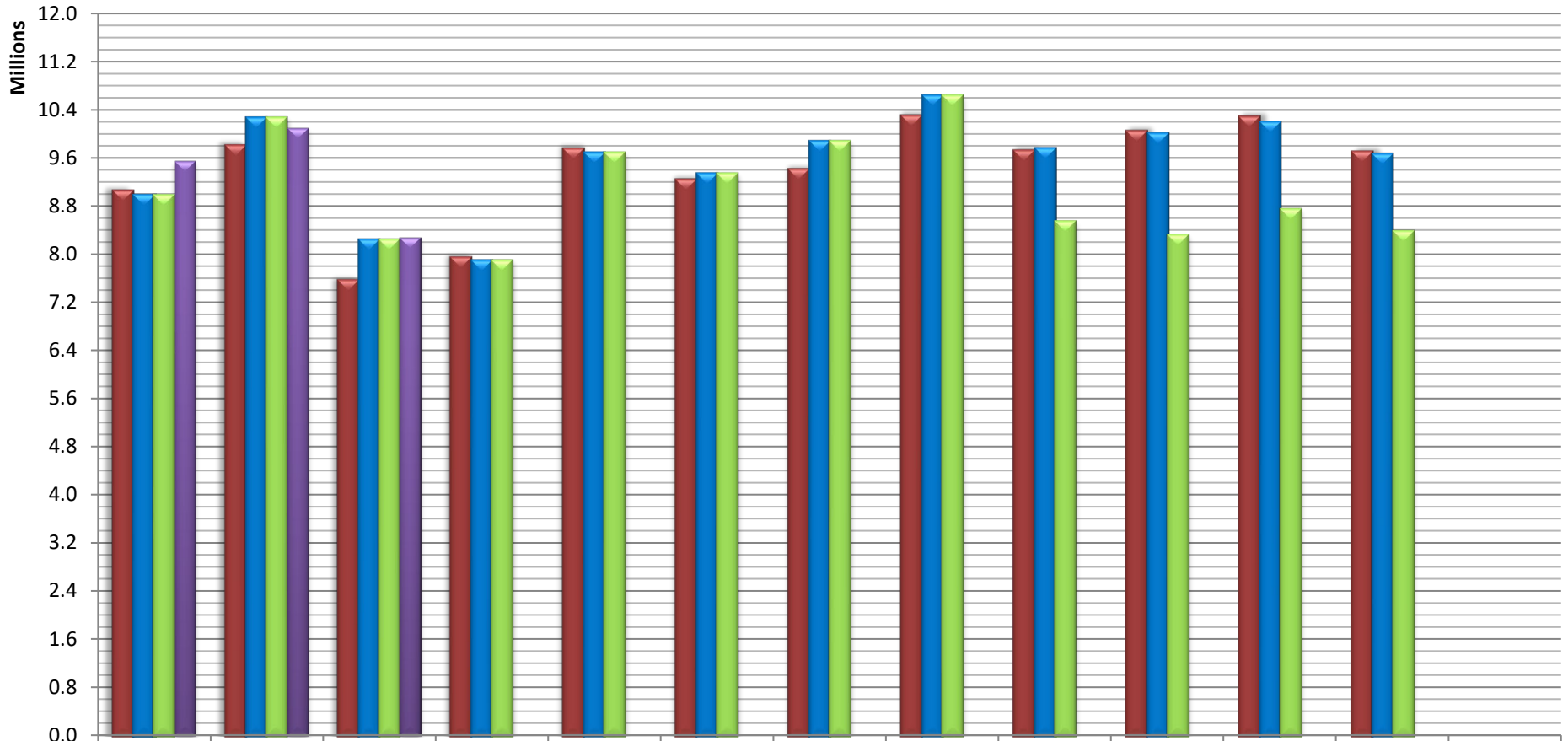
RECOMMENDATION TO COMMITTEE: Information only.

Sales Tax Revenue History-March 2024⁽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.

2022 - 2024 SALES TAX RECEIPTS ⁽¹⁾



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2022 Actual	9,047,047	9,799,005	7,564,336	7,938,326	9,741,227	9,233,669	9,403,475	10,291,837	9,711,411	10,033,352	10,273,246	9,695,636	112,732,567
2023 Actual	8,976,504	10,261,069	8,241,832	7,893,772	9,682,305	9,336,760	9,869,962	10,624,848	9,752,433	9,996,776	10,185,375	9,659,670	114,481,306
2024 Budget	8,976,504	10,261,069	8,241,832	7,893,772	9,682,305	9,336,760	9,869,962	10,624,848	8,541,727	8,317,585	8,743,306	8,380,001	108,869,671
2024 Actual	9,541,665	10,094,347	8,274,027	-	-	-	-	-	-	-	-	-	27,910,039
\$ Mo. Var.	565,161	(166,722)	32,195	-	-	-	-	-	-	-	-	-	
% Mo. Var.	6.3%	-1.6%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
\$ YTD Var.	565,161	398,439	430,634	-	-	-	-	-	-	-	-	-	
% YTD Var.	6.3%	2.1%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
% YTD Bud. Var.	6.3%	2.1%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

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

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 27, 2024

AGENDA ITEM 7D : MAY 2024 SERVICE CHANGE

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Planning & Development Officer
Emily Poole, Principal Transit Planner

SUMMARY: The May 2024 Service Change, in full effect beginning Sunday, May 26, 2024, is comprised of minor adjustments to routes and schedules, and an increase in service levels on City Line and Route 11. The overall revenue service hours impact to the STA fixed route system is an increase of approximately 9,200 revenue service hours (annualized) for the May markup period, compared to schedules currently in place. This increase brings the STA fixed route network overall revenue service hours to approximately 521,000 (annualized).

The following table outlines the planned adjustments as part of the May 2024 Service Change, as well as associated routes, the rationale for each change, and the resource impact of each change in terms of platform hours if applicable. Of note, planned adjustments to Route 11 will take place on Friday, May 3, 2024, to be in place before the Spokane Expo '74 50th anniversary events. Additionally, detours for Routes 22 and 35 due to extended construction on the Veterans Affairs Medical Campus (VAMC) will begin April 1, 2024, and are also addressed in this document in order to consolidate communication and distribution.

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

May 2024 Service Adjustments

Route	Planned Adjustment	Rationale
1 City Line	Increase service to 10 minutes during mid-day weekday, 15 minutes on Sundays, extend late span	Increase service levels to achieve City Line Single Year Grant Agreement (SYGA) requirements, this represents the final planned service level for City Line
11 Downtown / Arena Shuttle	New service on evenings and weekends at 20 min service	Supports the goal of increased service to the North Bank and addresses the growing interest in service to event facilities north of Riverfront Park

Route	Planned Adjustment	Rationale
12 Southside Medical Shuttle	Minor route adjustments	Provides service closer to critical medical facilities and avoids roadway geometry that has resulted in the new 35' battery electric buses bottoming out
22 NW Blvd	Route detour on VA Campus due to construction	Adjustment of bus stop location for service during construction period of approximately three years or more
25 Division	Turnback adjustment for charging	Provides a charging opportunity for battery electric buses
33 Wellesley	Tripper addition during PM peak	Provides overload relief during PM peak
35 Francis / Market	Route detour on VA Campus due to construction	Adjustment of bus stop location for service during construction period of approximately three years or more
60 Airport	Minor schedule adjustments	Reduce bus staging in Plaza Bay 2
124 North Express	Consolidation of three morning trips into two	Address traffic conflict during AM peak and better balance bus trips to early morning demand
144 South Express	Minor schedule adjustments	Balance interval of service and adjusts dead head route to reduce conflict with traffic during AM peak
724 Liberty Lake Tech Express	Minor schedule adjustments	Timepoint adjustment to clarify routing within Liberty Lake

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 27, 2024

AGENDA ITEM 8 : MAY 1, 2024, DRAFT COMMITTEE MEETING AGENDA REVIEW

REFERRAL COMMITTEE: n/a

SUBMITTED BY: STA Staff

SUMMARY: At this time, members of the Performance Monitoring & External Relations Committee will have an opportunity to review and discuss the items to be included on the May 1, 2024, draft agenda.

RECOMMENDATION TO COMMITTEE: For discussion.

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

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, May 1, 2024

1:30 p.m. – 3:00 p.m.

STA Northside Conference Room
Spokane Transit Authority
1230 W. Boone Avenue, Spokane, WA
w/Virtual Public Viewing Option Link Below

DRAFT AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report (5 minutes)
3. Committee Action (5 minutes)
 - A. Minutes of the March 27, 2024, Committee Meeting -- *Corrections/Approval*
4. Committee Action (20 minutes)
 - A. Board Consent Agenda
 1. Sprague Line - Phase 2: Scope of Work Approval (*Otterstrom*)
 2. Plaza Facility Engineering Services - Award of Contract (*Rapez-Betty*)
 - B. Board Discussion Agenda (*none*)
5. Reports to Committee (30 minutes)
 - A. 2023 First Quarter Performance Measures (*Rapez-Betty*)
 - B. Community Access Pass Program Survey Results (*Cortright*)
 - C. 2023 Fixed Route Rider Survey Results (*Cortright*)
6. CEO Report (*E. Susan Meyer*) (15 minutes)
7. Committee Information (no discussion/staff available for questions)
 - A. March 2024 Operating Indicators (*Rapez-Betty*)
 - B. March 2024 Financial Results Summary (*Liard*)
 - C. April 2024 Sales Tax Revenue (*Liard*)
 - D. 1st Quarter 2024 Service Planning Input Report (*Otterstrom*)
8. Review June 5, 2024, Meeting Agenda (5 minutes)
9. New Business (5 minutes)
10. Committee Members' Expressions (5 minutes)
11. Adjourn

Next Committee Meeting: Wednesday, June 5, 2024, at 1:30 p.m. in person.

Optional Virtual Link:	Join here
Password:	Members: 2024 Guests: 0524

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

March 27, 2024

AGENDA ITEM 9: NEW BUSINESS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: n/a

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

RECOMMENDATION TO COMMITTEE: For Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 27, 2024


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.



2023 Year-End Performance Measures



How a great city moves.™

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



2023 Year-End Performance Measures

3/27/2024

2

2

Ensure Safety

Performance Measures:

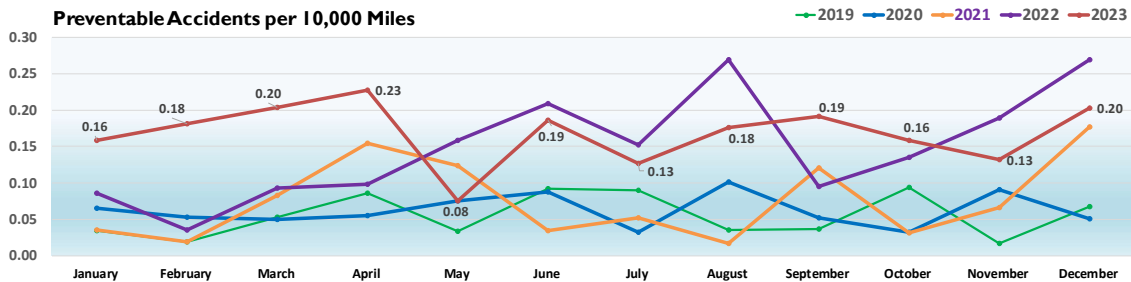
- Preventable Accident Rate
- Injury Rate
 - Workers Comp Time Loss
 - Claims per 1,000 Hours

3

Preventable Vehicle Accidents Fixed Route

Goal ≤ 0.08 per 10,000 miles

	2019	2020	2021	2022	2023
January	2	4	2	5	10
February	1	3	1	2	11
March	3	3	5	6	14
April	5	3	9	6	14
May	2	4	7	10	5
June	5	5	2	13	12
July	5	2	3	9	8
August	2	6	1	17	12
September	2	3	7	6	12
October	6	2	2	9	11
November	1	5	4	12	9
December	4	3	11	17	13
Total Prev. Accidents	38	43	54	112	131
YTD Preventables per 10,000	0.06	0.06	0.08	0.15	0.17

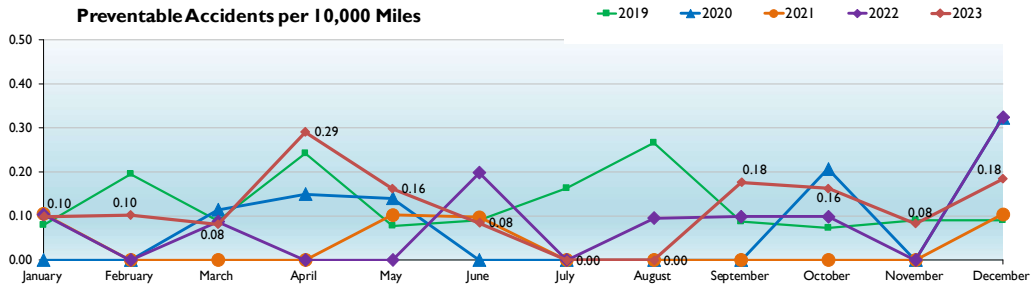


4

Preventable Vehicle Accidents Paratransit

	2019	2020	2021	2022	2023
January	1	0	1	1	1
February	2	0	0	0	1
March	1	1	0	1	1
April	3	1	0	0	3
May	1	1	1	0	2
June	1	0	1	2	1
July	2	0	0	0	0
August	3	0	0	1	0
September	1	0	0	1	2
October	1	2	0	1	2
November	1	0	0	0	1
December	1	3	1	3	2
Total Prev. Accidents	18	8	4	10	16
YTD Preventables per 10,000 miles	0.13	0.07	0.04	0.08	0.12

Goal ≤ 0.10 per 10,000 miles



5

Workers' Compensation - Time Loss

Lost Time Days per 1,000 Hours

	2019	2020	2021	2022	2023 YTD	Goal
Fixed Route	0.03	0.03	0.02	0.02	0.04	≤ 0.02
Paratransit	0.08	0.05	0.01	0.02	0.05	≤ 0.04
Maintenance	0.04	0.04	0.05	0.04	0.01	≤ 0.05

6

Workers' Compensation – Claims

WORKERS' COMPENSATION CLAIMS

Claims per 1,000 Hours

	2019	2020	2021	2022	2023 YTD	Goal
Fixed Route	0.05	0.04	0.05	0.09	0.07	≤ 0.05
Paratransit	0.11	0.06	0.10	0.07	0.09	≤ 0.08
Maintenance	0.12	0.10	0.12	0.08	0.09	≤ 0.10

7

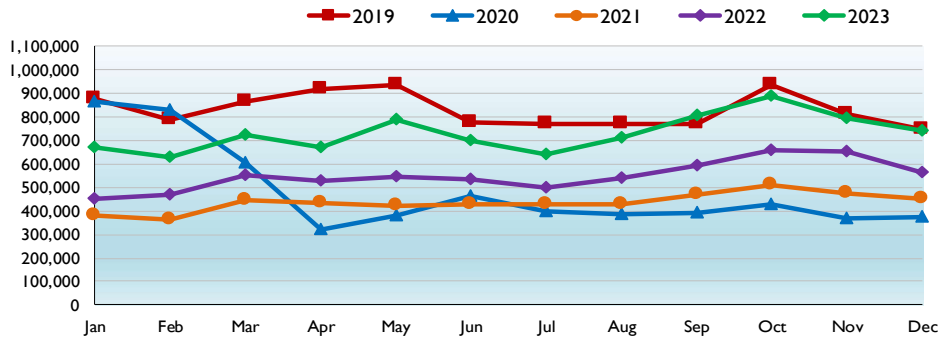
Earn & Retain the Community's Trust

4 Performance Measures:

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

8

Ridership – Fixed Route

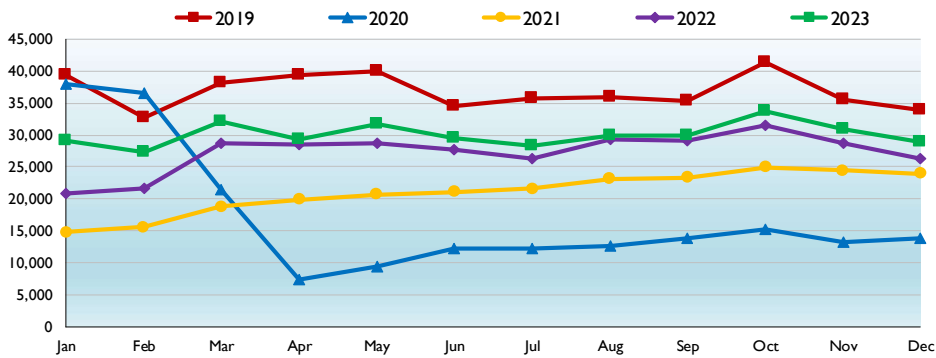


2019 = 9,971,798
 2020 = 5,817,776
 2021 = 5,238,135
 2022 = 6,595,672
 2023 = 7,200,000 (Objective)
 2023 = 8,789,348

GOAL: 20.6% INCREASE OVER 2022 RIDERSHIP OBJECTIVE
2023 Year-End Year Result: 33.3% Increase

9

Ridership – Paratransit

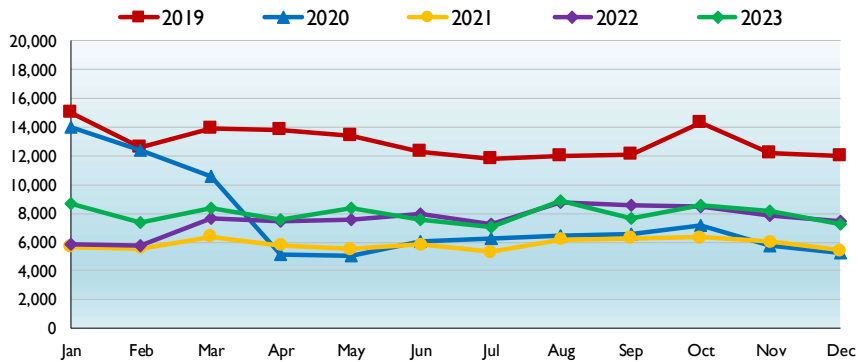


2020 = 205,815
 2021 = 252,857
 2022 = 327,316
 2023 = 344,707 (Objective)
 2023 = 360,535

GOAL: 9.5% INCREASE OVER 2022 RIDERSHIP OBJECTIVE
2023 Year-End Year Result: 16.2% Increase

10

Ridership – Rideshare

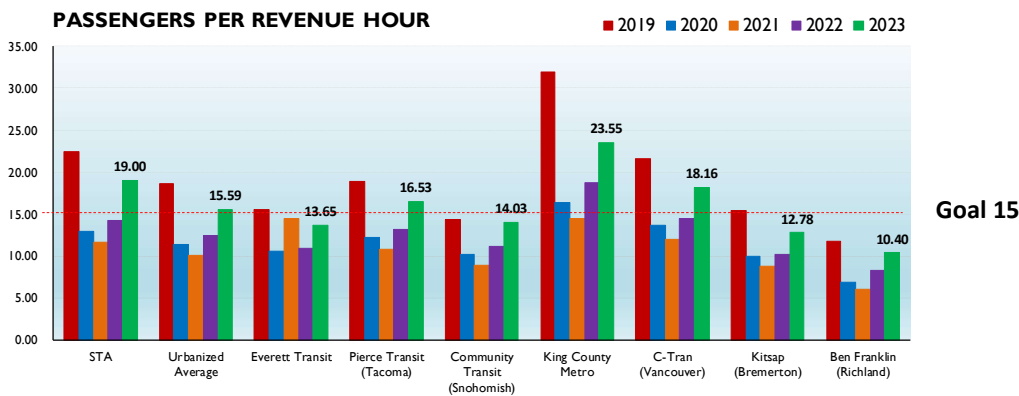


2020 = 90,770
 2021 = 70,298
 2022 = 90,576
 2023 = 119,792 (Objective)
 2023 = 95,655

GOAL: 30.1% INCREASE OVER 2022 RIDERSHIP OBJECTIVE
2023 Year-End Year Result: 5.6% Increase

11

Service Effectiveness – Fixed Route

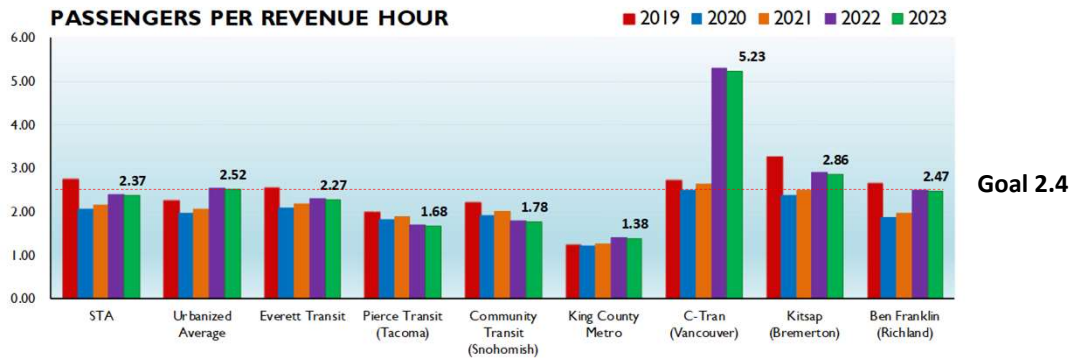


GOAL: TRANSPORT 15 OR MORE PASSENGERS PER REVENUE HOUR

* System averages assume a performance equal to STA for 2022

12

Service Effectiveness – Demand Response (Paratransit)



GOAL: TRANSPORT 2.4 OR MORE PASSENGERS PER REVENUE HOUR

* System averages assume a performance equal to STA for 2022

13

Ridership Survey – Customer Security

Fixed Route	2019	2020	2021	2022	2023	GOAL
Personal Safety on Bus	4.1	No survey	4.2	4.1	Survey results presented in April 2024	Score 4.5 on a scale of 1-5
Driver Driving Safely	4.3	No survey	4.4	4.4	Survey results presented in April 2024	Score 4.5 on a scale of 1-5

Paratransit	2019	2020	2021	2022	2023	GOAL
Personal Safety on Van	No survey	Delayed due to Covid	4.7	No Survey	Survey results presented in May 2024	Score 4.5 on a scale of 1-5
Driver Driving Safely	No survey	Delayed due to Covid	4.8	No Survey	Survey results presented in May 2024	Score 4.5 on a scale of 1-5

14

Community Perception Survey

Question	2019	2020	2021	2022	2023	Goal
STA does a good job of listening to the public.	3.7	3.7	3.8	No Survey	3.2	Score 4.5 on a scale of 1-5

15

Provide Excellent Customer Service

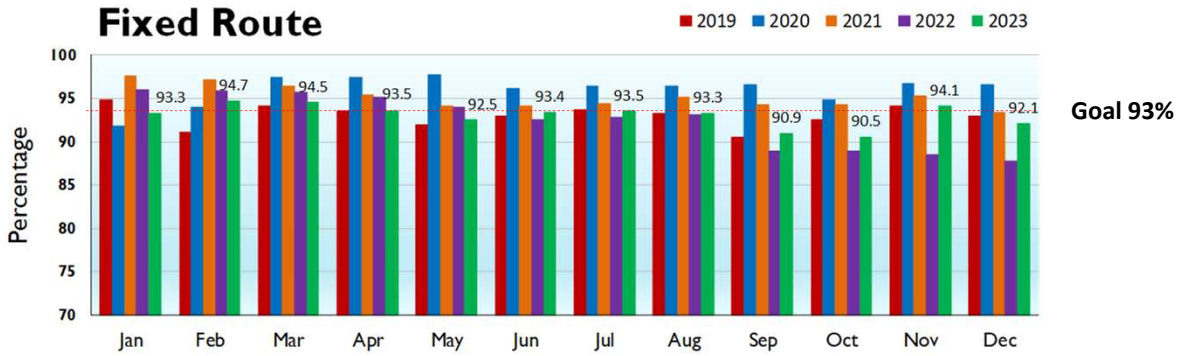
4 Performance Measures:

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

16

On-Time Performance

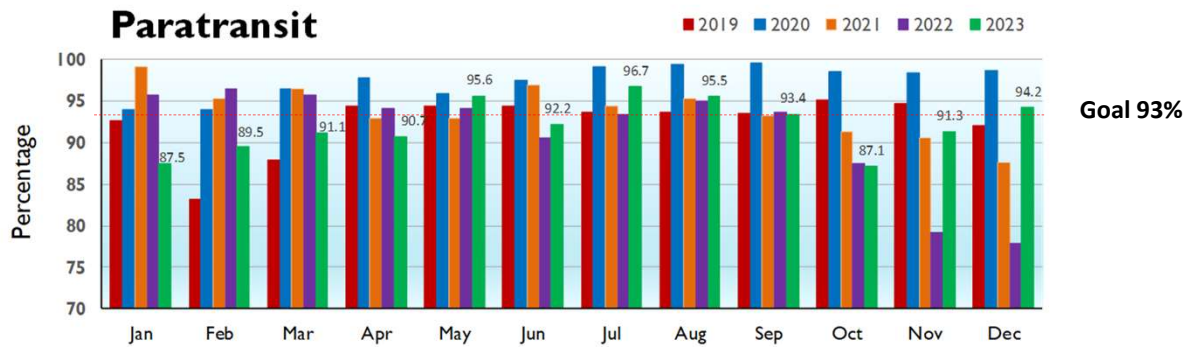
YTD Average 93%



17

On-Time Performance

YTD Average 92.1%

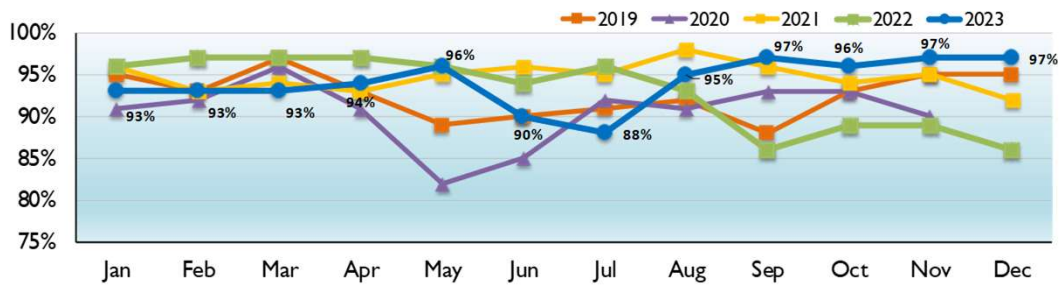


18

Customer Service: 509-328-RIDE Call Center Performance

Total YTD	Goal
93%	90%

Service Level: % of Calls Answered within 60 seconds

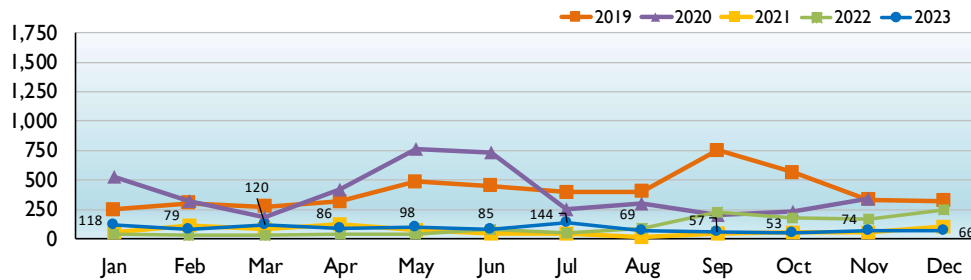


19

Customer Service: 509-328-RIDE Call Center Performance

Total YTD Calls	Total YTD Abandoned Calls	Goal	YTD Abandon Rate
76,185	1,049	4%	1%

Abandoned Calls

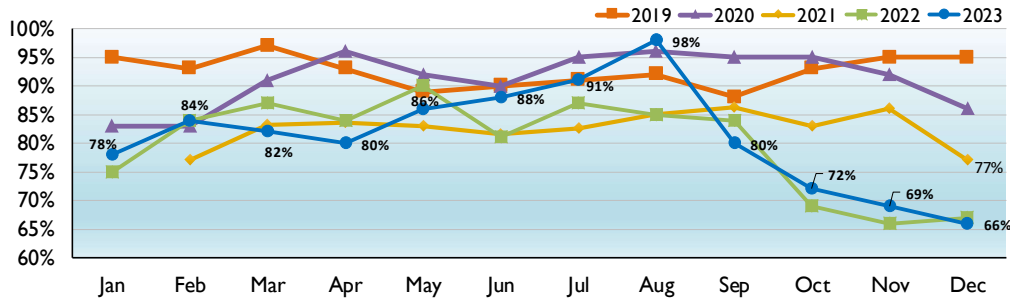


20

Paratransit Reservations: 509-328-1552 Call Center Performance

Service Level:
% of Calls Answered within 60 seconds

Total YTD Calls	Total YTD Calls Answered in 60 Seconds	Goal	YTD %
235,259	184,691	90%	84%

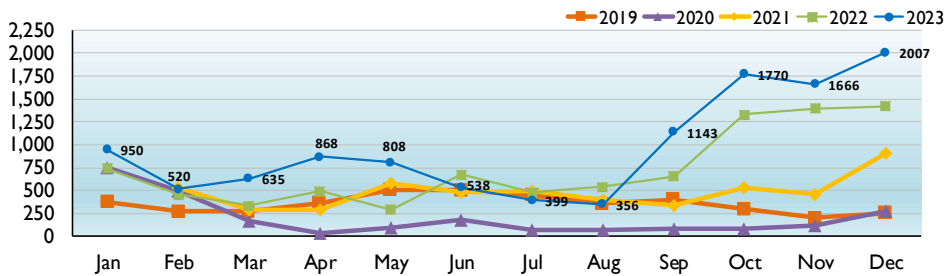


21

Paratransit Reservations: 509-328-1552 Call Center Performance

Abandoned Calls

Total YTD Calls	Total YTD Abandoned Calls	Goal	YTD Abandon Rate
235,259	4,664	4%	3.0%



22

Complaint Rate

Complaint Rate

	2019	2020	2021	2022	2023	Goal
Fixed Route	10.8	18.1	11.4	9.9	9.9	≤ 8.0 (per 100K passengers)
Paratransit	5.4	6.0	6.1	6.0	4.4	≤ 8.0 (per 10K passengers)

23

Maintenance Reliability

Average Miles Between Road Calls

	2019	2020	2021	2022	2023	GOAL
Fixed Route	6,722	6,961	6,752	6,216	6,515	< 1 / 7,500 miles
Paratransit	67,537	64,205	64,626	75,275	83,024	< 1 / 75,000 miles

24

Enable Organizational Success

3 Performance Measures:

- Training
- Supervisor Ride Checks
- Governance

25

Training: Fixed Route & Paratransit

	2019	2020	2021	2022	2023	Goal
Fixed Route	Completed	Delayed due to Covid	Completed	No Advanced Training	9 hours per employee	8 hours Advanced Training per Operator annually
Paratransit	Completed	Completed	Completed	No Advanced Training	No Advanced Training	8 hours Advanced Training per Operator annually

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Training: Maintenance

2023 YTD	Goal
49.3 hours per employee	25 hours per employee

27

Training: Managers and Administrative Staff

2023 YTD	Goal
Completed	100%

28

Supervisor Ride Checks

	2019	2020	2021	2022	2023	Goal
Fixed Route	268 of 273 completed*	88 out of 295 completed**	Suspended due to COVID	29 out of 270 Completed	333 out of 333 Completed	100% of operators checked annually
Paratransit	61 of 61 completed	53 of 53 completed	Suspended due to COVID	48 out of 48	65 out of 65 Completed	100% of operators checked annually

*All active operators completed

** Ride checks suspended in March 2020 due to Covid

Governance

Board Development

Attendance at a transit-related conference/exhibition event

Event	Location	Attendee(s)
APTA Transform Conference October 2023	Orlando, FL	Two Board Members Attended

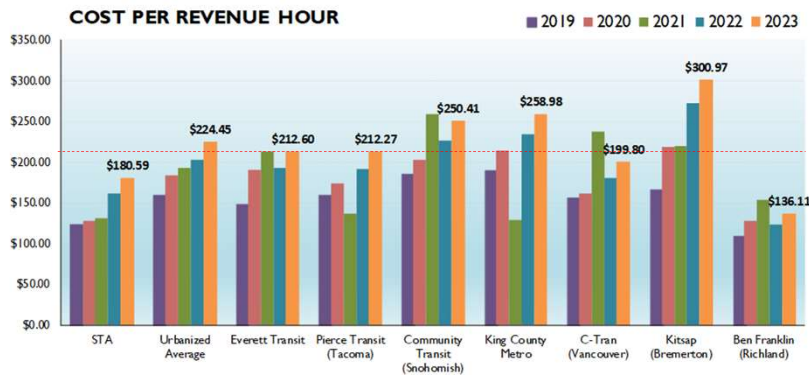
Exemplify Financial Stewardship

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

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Cost Efficiency – Fixed Route



Objective
\$213.23

Previous year results

- 2019 - 2022 data from NTD reports

STA 2023 data reflects year-to-date 4th quarter result

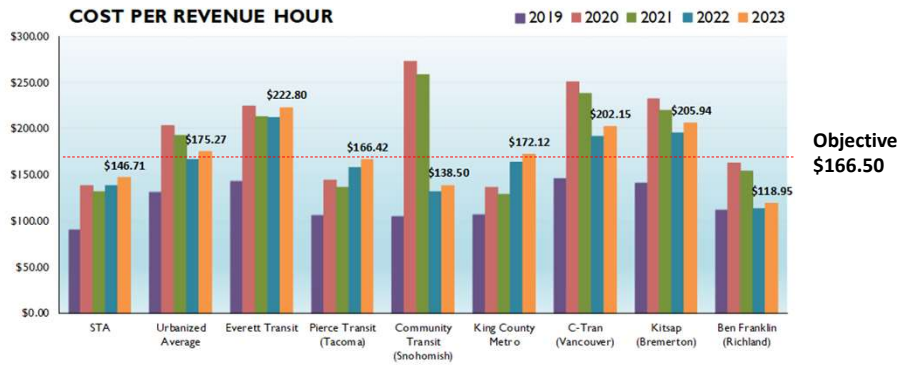
- System averages assume a performance equal to STA for 2023

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

2023 Status: 80.5% (STA - \$180.59 Urban Average - \$224.45)

32

Cost Efficiency – Demand Response (Paratransit)



Previous year results

- 2019 - 2022 data from NTD reports

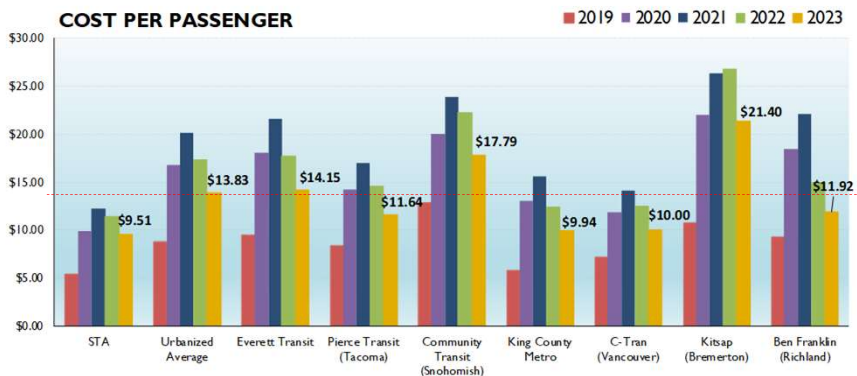
STA 2023 data reflects year-to-date 4th quarter result

- System averages assume a performance equal to STA for 2023

Objective \$166.50

OBJECTIVE: CONSTRAIN OPERATING COST PER REVENUE HOUR OF SERVICE TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS
2023 Status: 83.7% (STA - \$146.71 Urban Average - \$175.27)

Cost Effectiveness – Fixed Route



Objective \$13.14

OBJECTIVE: CONSTRAIN OPERATING COST PER PASSENGER TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS
2023 Status: 68.7% (STA - \$9.51 / Urban Average - \$13.83)

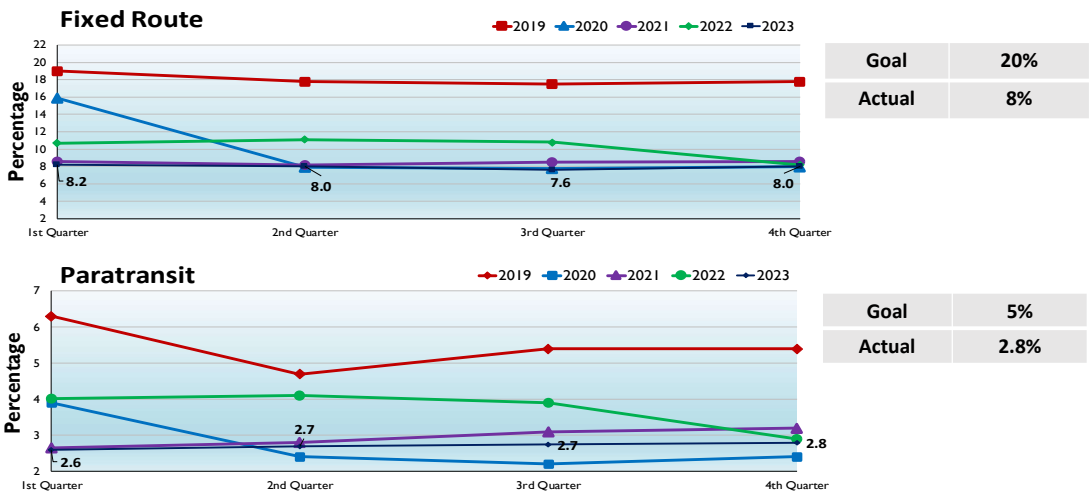
Cost Effectiveness-Demand Response (Paratransit)



OBJECTIVE: CONSTRAIN OPERATING COST PER PASSENGER TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS
2023 Status: 76.6% (STA - \$61.81 Urban Average - \$80.70)

35

Cost Recovery from User Fees



36

Cost Efficiency – Rideshare

	2019	2020	2021	2022	2023
Operating/Admin Cost per Mile	\$0.53	\$0.69	\$0.80	\$0.69	\$0.79
Revenue per Mile	\$0.51	\$0.28	\$0.31	\$0.27	\$0.28
Cost Recovery	95.2%	35.8%	38.8%	39.8%	38.4%

GOAL: RECOVER 85% OF OPERATING/ADMINISTRATIVE COSTS

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Cost Efficiency – Maintenance

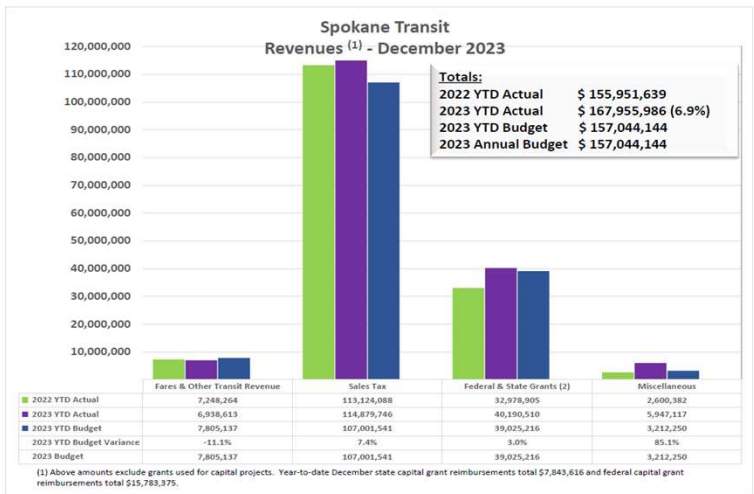
MAINTENANCE COST

Cost per Total Mile

	2019	2020	2021	2022	2023	GOAL
Fixed Route	\$1.18	\$1.22	\$1.39	\$1.10	\$1.61	\$1.47
Paratransit	\$1.00	\$1.16	\$1.08	\$1.17	\$1.26	\$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	2019	2020	2021	2022	2023	Goal
STA is Financially Responsible	3.74	No Survey	3.86	No Survey	3.1 *Change in question phrasing.	Score 4.5 on a scale of 1-5

**2019-2021 Question: STA is financially responsible.
2023 Question: STA manages financial resources well.