

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

## CITIZEN ADVISORY COMMITTEE MEETING

Wednesday, April 10, 2024

5:00 – 6:30 pm

**Meeting In person at Spokane Transit Authority**  
**Spokane Transit Authority, 1230 W. Boone Avenue, Spokane, WA**  
In person Conference Location: 2<sup>nd</sup> Floor, Northside Conference Room  
*w/virtual public viewing option*

|                        |                             |
|------------------------|-----------------------------|
| Optional Virtual Link: | <a href="#">CAC Meeting</a> |
| Password: N/A          | Guests: +1 253 215 8782     |
| Call-in Number:        | +1 253 215 8782             |

## AGENDA

1. Call to Order and Roll Call (*Chair Brown*)
2. Committee Chair Report (*Chair Brown*) (5 minutes)
3. Committee Action (15 minutes)
  - A. Minutes – February 7, 2024 – *Corrections/Approval* (*Chair Brown*)
  - B. Poll of Members (*Chair Brown*)
  - C. Consideration of Applicants for Membership (*Chair Brown*)
  - D. Change to Monthly Meetings (*Cortright*)
4. Committee Reports (55 minutes)
  - A. Service Change – May 2024 (*Otterstrom/Poole*)
  - B. Connect 2035 Strategic Plan Update (*Otterstrom/Tresidder*)
  - C. 2025-2030 Transit Development Plan Overview (*Otterstrom/Arredondo*)
  - D. I-90 Valley High Performance Transit: Public Outreach Update (*Otterstrom/Yanni*)
  - E. Expo '74 50<sup>th</sup> Anniversary Celebration Update (*Otterstrom*)
5. CEO Report – (*Meyer*) (10 minutes)
6. Committee Information (**no action or discussion**)
  - A. 1<sup>st</sup> Qtr. STA Moving Forward Project Delivery Report (*Otterstrom*)
  - B. 2023 Year-end Performance Measures (*Rapez-Betty*)
  - C. 2023 Unaudited Financial Information (*Liard*)
7. Committee Member Expressions (*Chair Brown*) (5 minutes)
8. Review DRAFT Agenda Items for June 12, 2024, Meeting (2 minutes)
9. Adjourn

### Next Citizen Advisory Committee Meeting: June 12, 2024

Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964. For more information, see [www.spokanetransit.com](http://www.spokanetransit.com). Upon request, alternative formats of this information will be produced for people who are disabled. The meeting facility is accessible for people using wheelchairs. For other accommodations, please call 325-6094 (TTY Relay 711) at least forty-eight (48) hours in advance.

**SPOKANE TRANSIT AUTHORITY  
CITIZEN ADVISORY COMMITTEE MEETING**

April 10, 2024

**AGENDA ITEM 2 :** COMMITTEE CHAIR REPORT

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Dianne Peach, Executive Assistant

---

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

**RECOMMENDATION TO COMMITTEE:** N/A

**SPOKANE TRANSIT AUTHORITY**  
**CITIZEN ADVISORY COMMITTEE MEETING**

April 10, 2024

**AGENDA ITEM:** **3A** : MINUTES OF THE February 7, 2024 COMMITTEE MEETING

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Dianne Peach, Executive Assistant

---

**SUMMARY:** Attached for your information, corrections, and/or approval are the minutes of the February 7, 2024, Citizen Advisory Committee meeting.

**RECOMMENDATION TO COMMITTEE:** Corrections and/or approval

Spokane Transit Authority  
1230 W Boone Ave  
Spokane, WA 99201-2686  
509-325-6000

**CITIZEN ADVISORY COMMITTEE**

**DRAFT**

Minutes of the February 7, 2024, Committee Meeting

Via in-person attendance

w/ optional Video/Hybrid Conference

|  |   |
|--|---|
| <b><u>MEMBERS PRESENT</u></b><br>Dan Brown, Chair<br>Tino Andrade<br>Linda Carroll<br>Susan Gray<br>JT Ramsey<br>Chris Fortensky<br>Caleb McDougall<br>Konrad Capeller<br>Andrew Tse<br>Rhonda Young | <b><u>STAFF PRESENT</u></b><br>E. Susan Meyer, Chief Executive Officer<br>Carly Cortright, Chief Communications & Customer Service Officer<br>Dianne Peach, Executive Assistant to the Chief Communications & Customer Service Officer<br>Monique Liard, Chief Financial Officer<br>Karl Otterstrom, Chief Planning & Development Officer<br>Brandon Ropez-Betty, Chief Operating Officer |
| <b><u>MEMBERS ABSENT</u></b><br>Steve Faust<br>Kinzie Michael  | <b><u>GUESTS</u></b>  |

1. Call To Order and Roll Call

Mr. Dan Brown, Committee Chair, called the meeting to order at 5:00 p.m.

2. Committee Chair Report

Mr. Brown stated that there was a Transportation Summit on December 18<sup>th</sup> at the Shadle Library discussing Spokane Reimagined that consists of a tramway throughout Spokane. Dan stated that in his opinion this initiative seems too costly and unrealistic.

3. Committee Action

A. Minutes of November 8, 2023, Meeting

Dr. Linda Carroll moved to approve the minutes as presented. Mr. Chris Fortensky seconded, and the motion passed unanimously.

B. Consideration of Applicants for Membership

Dr. Carly Cortright reiterated that the mission of the CAC is to represent a wide range of stakeholders from the STA Public Transportation Benefit Area. The CAC's purpose is to increase public participation in the functions of STA to act as a focused, educated forum for public input and feedback, to ensure accountability and to act as an educational arm of the organization to the public. Dr. Cortright and Mr. Brown interviewed and recommended Mr. Perry Crandall, a sophomore at Ferris High School who is a frequent public transit user and will bring a unique perspective as a youth rider that is not currently represented on the Citizen Advisory Committee. Dr. Cortright asked that the CAC recommend to the Performance Monitoring and External Relations Committee (PMER) that they approve the appointment of Perry Crandall to serve on the Citizen Advisory Committee for a three-year term commencing April 1, 2024. Dr. Linda Carroll moved to approve the motion; Mr. JT Ramsey seconded the motion. The CAC unanimously recommended the applicant to the PMER Committee. Dr. Cortright will update the applicant on the PMER Committee decision.

#### 4. Committee Reports

##### A. Connect 2035 Strategic Planning Update

Mr. Karl Otterstrom reported that the Connect 2035 planning process is looking at the next ten years of transit in the region. Phase 1 was developed in 2022 with three main goals: to elevate the customer experience, lead and collaborate with community partners to enhance the quality of life in the region and to strengthen capacity to anticipate and respond to the demands of the region. To establish the foundation for ongoing funding, the desired outcomes for Phase 2 are inclusivity, transparency, and to have a collaborative engagement process that generates input and connection throughout with diverse audiences. The projects and initiatives that deliver Phase 1 goals are to enable continued ridership growth that will lead to an optimized, efficient network. The outreach strategy for this plan is available on [www.STAConnect2035.com](http://www.STAConnect2035.com). This strategy includes connecting with stakeholder organizations, the Insight Network, Board engagement tours, an awareness campaign, network feedback and an Initiative Development Campaign. The next steps in the process are to revisit the Fixed Route network assessment, and review themes and concepts for planned and potential improvements and changes; to seek concurrence on the framework for developing potential Connect 2035 initiatives for evaluation; and to review the proposed initiative evaluation process and gather input on key outcomes used to score initiatives. Ms. Meyer expressed interest in reviewing the STA mobile technology at the next CAC meeting so the committee can give real-time input to Karl. The committee gave feedback on potential topics for the Insight Network.

##### B. Update from CAC Members on Activities

Dr. Carly Cortright reported that per the Citizen Advisory Committee Charter, one of the purposes of the CAC is to “act as an educational arm of the organization to reach out to the public.” To meet this purpose, from time to time, the CAC will be asking for an update from each CAC member asking what organizations or groups they have recently met with or what information they have shared with them about what Spokane Transit is working on. This will help Spokane Transit gauge what groups are missing in our overall outreach efforts. Chair Brown reported that he is not only active in his neighborhood but is also on the Building Stronger Neighborhoods Committee that involves all the Spokane neighborhoods. He stated that the East Central Neighborhood does not feel connected with the overall community and feels the street lighting under the new north Spokane corridor is insufficient as well as the bus stop lighting. Mr. Fortensky reported that he belongs to the Blind Veterans Association whom he reports STA monthly updates to. He also belongs to the GMRS Repeaters and National Traffic System on amateur radio where he also discusses STA updates. He stated that lighting is a consistent concern with his audience. Dr. Carroll stated that she consistently reminds the theater community to utilize the bus system to alleviate parking concerns. Mr. Andrade reported that he works in the Spokane Area and patrons report wanting more service in the evenings. Mr. McDougall reported that he graduated from Whitworth and has started a job with Diamond Parking. He stated that the majority of Diamond parking employees do take the bus to work but would like to have more route connection options to the Valley. Mr. Ramsey stated that the frequency of City Line is very popular with Gonzaga students. He also shared the cleanliness of the Plaza has improved but the wait to use the bathroom is a concern. The half hour bus wait downtown after 7:00 pm is a concern for some business owners. Also, CHAS patients have concerns about bus frequency between 5:00-7:00 pm from the Plaza to Napa. Ms. Young reported that she interacts with Gonzaga students on a regular basis and has seen an increased frequency in transit usage among her students. She also stated that with the increased radius for no bussing, there is a larger high school student population using STA to get to school instead of the yellow bus system. Ms. Young committed to talk to the Logan neighborhood as well.

6. CEO Report

Ms. E. Susan Meyer stated that she would like to follow up on the concerns brought forward at this CAC meeting. She reiterated that one of the perks of being a CAC member is having real time access to Carly Cortright or her Assistant Dianne Peach with comments/concerns. She shared that a Community Access Pass Program survey will be conducted with all non-profit organizations who buy 50% off discounted passes from STA. The survey is meant to gain important information on how the passes are used, how often, what are the criteria for distributing them and what is their funding source. One very interesting piece of information is that there is an average of 44 to 72 days from the time of purchase by the nonprofit until the pass is used. All information will be reported to the CAC when completed. Ms. Meyer stated that STA is within 98% of the goal in hiring enough drivers to meet scheduled route times for City Line. She stated that Paratransit is also hiring with a class starting in March 2024. Regarding zero fare, kids under 18 years of age ride free, out of approximately 800,000 rides in December 2023, 150,000 were zero fare youth riders. STA also gives a free ride to all riders wanting to go to a warming center in 32 degrees or below weather. Ms. Meyer also stated that STA received a clean audit from the state auditor and that all questions/concerns are responded to timely by STA staff. A discussion ensued on farebox recovery.

7. Committee Member Expressions

Mr. Ramsey stated that the number system for the bus routes is very beneficial in understanding the system. Mr. McDougall asked about the City Line bus priority traffic lights. Mr. Otterstrom stated that the City is now testing traffic signal priority in the area around Mission and Hamilton.

8. Review Agenda Items for April 10, 2024, Meeting

- The committee reviewed the proposed agenda items for the April meeting. There were no suggested additions.

9. Adjourn

With no further business, Chair Brown adjourned the meeting at 6:26 p.m.

Respectfully submitted,



Dianne Peach

Executive Assistant to the Chief Communications and Customer Service Officer

**SPOKANE TRANSIT AUTHORITY**  
**CITIZEN ADVISORY COMMITTEE MEETING**

April 10, 2024

**AGENDA ITEM 3B :** POLL OF MEMBERS

**REFERRAL COMMITTEE:** n/a

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

---

**SUMMARY:** Per Article VII of the CAC Charter, the CAC Chair will poll the members each April as to their desire to remain on the Citizen Advisory Committee. If a member cannot fulfill their term, a new candidate may be selected to serve out the remainder of the term.

Two members' first term end later this year (JT Ramsey and Steve Faust); they are eligible to renew for a second term.

| Members         | Term Ends | First Term Ended |
|-----------------|-----------|------------------|
| JT Ramsey       | 10/2024   |                  |
| Steve Faust     | 11/2024   |                  |
| Susan Gray      | 04/2025   | 04/2022          |
| Konrad Capeller | 12/2025   |                  |
| Tino Andrade    | 12/2025   |                  |
| Caleb McDougall | 03/2026   | 03/2023          |
| Andrew Tse      | 02/2027   |                  |
| Rhonda Young    | 02/2027   |                  |
| Perry Crandall  | 04/2027   |                  |
| Chris Fortensky | 12/2026   | 12/2023          |
| Dan Brown       | 12/2026   | 12/2023          |
| Linda Carroll   | 12/2026   | 12/2023          |
| Kinzie Michael  | 03/2027   | 03/2024          |

**RECOMMENDATION TO COMMITTEE:** For discussion.

**SPOKANE TRANSIT AUTHORITY**  
**CITIZEN ADVISORY COMMITTEE MEETING**

April 10, 2024

**AGENDA ITEM 3C :** CONSIDERATION OF APPLICANTS FOR MEMBERSHIP

**REFERRAL COMMITTEE:** n/a

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

---

**SUMMARY:** The Citizen Advisory Committee (CAC) was established in 2004 to represent the interests of the community and assist STA staff and the Board of Directors in making the region proud of its public transportation system. Members serve as conduits of information between the agency and the community by both relaying STA-related information to their networks and by providing input to STA. In 2015, the Citizen Advisory Committee became a subcommittee to Performance Monitoring and External Relations (PMER) Committee.

Per its charter, the CAC shall be composed of no more than 15 members who are appointed by the PMER Committee. Terms are for three (3) years, and Members may serve up to two (2) terms. Membership shall reflect the STA service area and strive for regional representation and diversity of opinion. Selection of members is through an application process followed by a vote from the PMER Committee to appoint members of the CAC. Currently, the CAC has thirteen (13) members.

A special CAC meeting was conducted on March 12, 2024, to review three applications received for advancement to the interview process. All three applicants were unanimously selected to move forward. Interviews were conducted by Chair Dan Brown, JT Ramsey, and Kinzie Michael, along with STA staff representative Carly Cortright on March 22. The interview panel will make their recommendations to CAC at the meeting.

**RECOMMENDATION TO COMMITTEE:** For discussion and vote



**SPOKANE TRANSIT AUTHORITY  
CITIZEN ADVISORY COMMITTEE MEETING**

April 10, 2024

**AGENDA ITEM 3D :** CHANGE TO MONTHLY MEETINGS

**REFERRAL COMMITTEE:** n/a

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

---

**SUMMARY:** The Chair would like to discuss changing the meeting frequency of the Citizen Advisory Committee from every other month to monthly.

**RECOMMENDATION TO COMMITTEE:** For discussion and vote

**SPOKANE TRANSIT AUTHORITY**  
**CITIZEN ADVISORY COMMITTEE MEETING**

April 10, 2024

**AGENDA ITEM 4A :** 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 is comprised of minor adjustments to routes and schedules and an increase in service levels on City Line. Staff will provide a brief presentation on the service changes.

New schedules will be available in print and online at [www.spokanetransit.com](http://www.spokanetransit.com) in the weeks leading up to the change.

**RECOMMENDATION TO COMMITTEE:** Information only.

**SPOKANE TRANSIT AUTHORITY**  
**CITIZEN ADVISORY COMMITTEE MEETING**

April 10, 2024

**AGENDA ITEM 4B :** CONNECT 2035 STRATEGIC PLAN UPDATE

**REFERRAL COMMITTEE:** n/a

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

---

**SUMMARY:** Staff will review activities associated with Phase 2 of Connect 2035 Strategic Plan, including those completed since the last CAC meeting and activities planned over the next several months. Documents and communication materials on the strategic planning effort can be accessed online at <https://staconnect2035.com>.

**RECOMMENDATION TO COMMITTEE:** Receive report.

**SPOKANE TRANSIT AUTHORITY**  
**CITIZEN ADVISORY COMMITTEE MEETING**

April 10, 2024

**AGENDA ITEM 4C :** 2025-2030 TRANSIT DEVELOPMENT PLAN: OVERVIEW

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Karl Otterstrom, Chief Planning & Development Officer  
Madeline Arredondo, Associate Transit Planner

---

**SUMMARY:** The agency’s primary mid-range planning document is the Transit Development Plan (TDP). The TDP: 2025-2030 is expected to be adopted by the Board of Directors in July 2024 and will include the six-year Capital Improvement Program and the three-year Service Improvement Program. The current TDP may be viewed on STA’s website at [spokanetransit.com/projects-plans/transit-development-plan](https://spokanetransit.com/projects-plans/transit-development-plan).

**BACKGROUND:** The Transit Development Plan translates the policies of Connect Spokane and the strategies and objectives of the strategic plan into an implementation program, identifying the projects and service STA will provide over the following six years. Spokane Transit developed a proposed stakeholder outreach approach to include presentations to the STA Citizen Advisory Committee (CAC), SRTC’s Transportation Technical Committee (TTC) and Transportation Advisory Committee (TAC), Washington State Department of Transportation (WSDOT), as well as in-person and virtual public meetings. This approach goes beyond the required public hearing held in June and is intended to involve more stakeholders in the development of the plan. In April, the CAC will receive an update on the preparation of the TDP and an overview of the outreach plan.

**RECOMMENDATION TO COMMITTEE:** Receive report.

**SPOKANE TRANSIT AUTHORITY**  
**CITIZEN ADVISORY COMMITTEE MEETING**

April 10, 2024

**AGENDA ITEM 4D :** I-90 VALLEY HIGH PERFORMANCE TRANSIT: PUBLIC OUTREACH UPDATE

**REFERRAL COMMITTEE:** n/a

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

---

**SUMMARY:** The I-90 Valley High Performance Transit (HPT) corridor will enhance regional mobility along Interstate 90, particularly through Greater Spokane Valley. Key elements of the corridor are funded through the *STA Moving Forward* plan, with additional elements funded through regional mobility grants secured through the Washington State Transportation Budget. The I-90/Valley HPT Corridor Development Plan (CDP) was finalized and approved in 2022. Staff will present on the status of efforts underway to update the CDP to further define stop locations and amenities, and proposed alignment adjustments.

**RECOMMENDATION TO COMMITTEE:** Receive report.

**SPOKANE TRANSIT AUTHORITY**

**CITIZEN ADVISORY COMMITTEE MEETING**

April 10, 2024

**AGENDA ITEM:** 4E EXPO '74 50<sup>TH</sup> ANNIVERSARY CELEBRATION UPDATE

**REFERRAL COMMITTEE:** n/a

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

---

**SUMMARY:** Officially known as the International Exposition on the Environment, Expo '74 created a lasting legacy in Spokane with the 64-acre Riverfront Park, which hosts over 3 million visitors annually. To honor that legacy, the City of Spokane is celebrating the 50th anniversary of Expo '74 this year with nine weeks of activities, scheduled to start May 4<sup>th</sup> with an opening ceremony at the Pavilion in Riverfront Park and conclude July 4<sup>th</sup> with a symphony concert and fireworks also at the Pavilion. Other events will occur weekly at the Community Stage in Riverfront Park along with other activities throughout the community.

Spokane Transit will be issuing a limited edition Connect card in honor of the 50<sup>th</sup> anniversary. The limited-edition card contains whimsical elements of Expo '74, including the famous butterflies and hot air balloons. This Connect card will be available starting May 3<sup>rd</sup> in conjunction with Bloomsday weekend and the opening celebration for the 50<sup>th</sup> anniversary and will be available to purchase (and receive automatic \$5 credit) through the closing ceremony on July 4<sup>th</sup>. It will be available at the Plaza, online, and other outreach activities during the two-month time period, or until supplies run out.

Spokane Transit also owns the two skywalks connecting the Bank of America building and the Crescent Building to the Plaza in downtown Spokane and will be working with Downtown Spokane Partnership to activate those skywalks to celebrate the 50<sup>th</sup> Anniversary. This may include window art or lighting schemes that would include STA's green and blue livery colors, which are the same as the mobius colors in the Expo '74 logo.

As part of the May service change, Route 11 will increase hours of service into the evening and operate on weekends to help accommodate visitors to Riverfront Park and the North Bank from Downtown and vice versa. While the May service change is not scheduled until late May, the increased hours for Route 11 will be implemented on May 3<sup>rd</sup> to support the Expo '74 50<sup>th</sup> Anniversary celebration and facilitate transportation to events in Riverfront Park. The buses on this route will have a special Expo themed livery for the summer.

[The Board of Directors is also considering several promotional fare options for the Expo Celebration that will be presented at their April 18, 2024 meeting for their consideration.](#)

**RECOMMENDATION TO COMMITTEE:** Receive Report.

**SPOKANE TRANSIT AUTHORITY**  
**CITIZEN ADVISORY COMMITTEE MEETING**

April 10, 2024

**AGENDA ITEM 5:** CHIEF EXECUTIVE OFFICER 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:** Receive Report.

**SPOKANE TRANSIT AUTHORITY**  
**CITIZEN ADVISORY COMMITTEE MEETING**

April 10, 2024

**AGENDA ITEM 6A :** STA MOVING FORWARD: 1<sup>ST</sup> QUARTER PROJECT DELIVERY REPORT

**REFERRAL COMMITTEE:** n/a

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

---

**SUMMARY:** The *STA Moving Forward* Quarterly Project Delivery Report is a mechanism to communicate progress in implementing the 10-year plan to the public. Since 2017, the report has been provided to the Citizens Advisory Committee. All the quarterly status reports, including the 2024 Q1 progress report, as well as all historical project reports, can be found here:

<https://stamovingforward.com/plans/sta-documents/>

**RECOMMENDATION TO COMMITTEE:** Information Only.






# STA Moving Forward Projects Quarterly Progress Report

Reporting Period: Q1 - 2024 (as of March 31, 2024)

NOTE: TEXT in red are changes from last reporting period.

Updated to reflect amended timeline and project descriptions approved November 2020

[STA Moving Forward November 2020](#)

|   |                     |
|---|---------------------|
|  | Project Completed   |
|  | Project in Progress |
|  | Project Not Started |

| Target Completion Estimate | STAMF Project   | Status | Notes  |
|----------------------------|---|--------|--|
| 2017                       | Extend Saturday night service past 11 pm  | ✓      |  |
|                            | Better weekend service on Wellesley Avenue in North Spokane   | ✓      |  |
|                            | Add weekday service on Indiana Avenue between Spokane Valley Mall and Greenacres (Phase 1)  | ✓      |  |
|                            | Additional weekend trips and buses to Airway Heights (Phase 1)  | ✓      |  |
|                            | New Sunday service on North Nevada  | ✓      |  |
|                            | Improve reliability for bus service on Division and Sprague   | ✓      |  |
|                            | Add sidewalks and shelters along North Division (Phase 1)   | ✓      |  |
| 2018                       | Introduce more mid-day weekday trips along I-90 between Spokane and Liberty Lake (Phase 1)  | ✓      |  |
|                            | Nights and weekend service on Indiana Avenue between Spokane Valley Mall and Greenacres (Phase 2)   | ✓      |  |
|                            | New night and weekend service to Indian Trail   | ✓      |  |
|                            | Expand and upgrade maintenance facilities to meet existing and projected growth requirements  | ✓      |  |
| 2019                       | Construct West Plains Transit Center with Park & Ride at exit 272 on I-90 (Phase 1)   | ✓      |  |
|                            | Construct Moran Station Park & Ride   | ✓      |  |
|                            | Implement initial HPT: Monroe-Regal Line improvements with more sheltered stops   | ✓      |  |
|                            | Create new south commuter express from Moran Station Park & Ride  | ✓      |  |
| 2020                       | Plan and construct Spokane Community College Transit Center at SCC  | ✓      |  |
|                            | Construct West Plains Transit Center interchange improvements (Phase 2)   | ✓      |  |
| 2021                       | Direct service between Airway Heights and Medical Lake via WPTC   | ✓      |  |
|                            | Add larger buses to North Division routes (Phase 2)   | ✓      |  |
| 2022                       | Improved routes/frequency to Hillyard   | ✓      |  |
|                            | Add and improve service in West Central Spokane   | ✓      |  |
| 2023                       | Central City Line (CCL) opens and Plaza bus operations are streamlined  | ✓      | Coordinating with City of Spokane implementing transit signal priority. Introduced 7.5-minute frequency during weekday peak hours. |
|                            | Implement HPT: Cheney Line service  | ↗      | Construction work complete and amenities installed. Electrical connections for amenities completed.                                |
| 2024                       | Improve West Plains Rural Highway Stops   | ↗      |  |
|                            | Provide improved amenities and infrastructure for HPT: Sprague Line service   | ↗      | Phase 1 construction underway, Phase 2 design is complete with planned construction in late 2024                                   |
|                            | Direct, non-stop peak hour service between Liberty Lake and Spokane (I-90/Valley HPT service element)                                     | ↗      |  |
| 2025                       | Additional weekday trips and buses to Airway Heights (Phase 2)  | □      |  |
|                            | Direct service between Logan and Lincoln Heights neighborhoods  | □      |  |
|                            | Construct a new Mirabeau Transit Center (I-90/Valley HPT Infrastructure)  | ↗      | Design is complete, construction begins in summer 2024   |
|                            | Expand commuter parking capacity east of Sullivan Road (Barker to Stateline) (I-90/Valley HPT Infrastructure)                             | ↗      | Preliminary design beginning Spring 2024   |
| 2026                       | Introduce more nights and weekend service along I-90 between Spokane and Liberty Lake (Phase 2)(I-90/Valley HPT service element)          | □      |  |
|                            | As a cross-state partnership, create an extension of HPT: I-90/Valley to Post Falls (ID) and Coeur d'Alene (ID) on a two-year pilot basis | □      |  |

**SPOKANE TRANSIT AUTHORITY**  
**CITIZEN ADVISORY COMMITTEE MEETING**

April 10, 2024

**AGENDA ITEM 6B :** 2023 YEAR-END PERFORMANCE MEASURES

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

**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**  
**CITIZEN ADVISORY COMMITTEE MEETING**

April 10, 2024

**AGENDA ITEM 6C :** 2023 UNAUDITED YEAR-END FINANCIAL REPORT

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Monique Liard, Chief Financial Officer

---

**SUMMARY:** The 2023 unaudited year-end financial report is attached for the Committee's information.

**RECOMMENDATION TO COMMITTEE:** Information Only.

# 2023 Unaudited Year-End Financial Report

## **Purpose:**

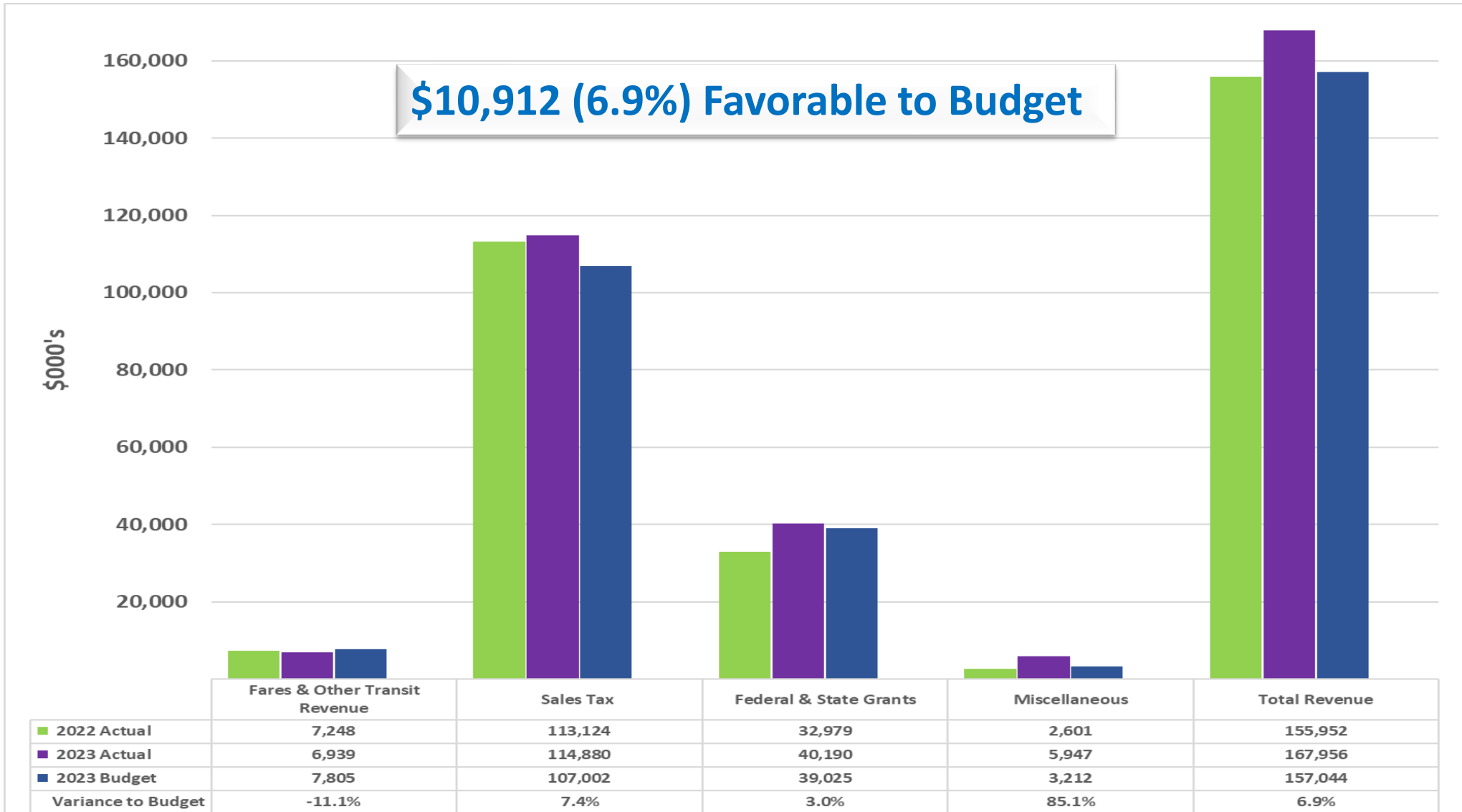
For information.

# Financial Report Overview

- Revenue
- Expenses
- Capital
- Cash
- Next Steps

# REVENUE

# 2023 Revenue Summary



Revenues shown above exclude grants used for capital projects. State capital grant reimbursements total \$7,844 and Federal capital grant reimbursements total \$15,783 for 2023.

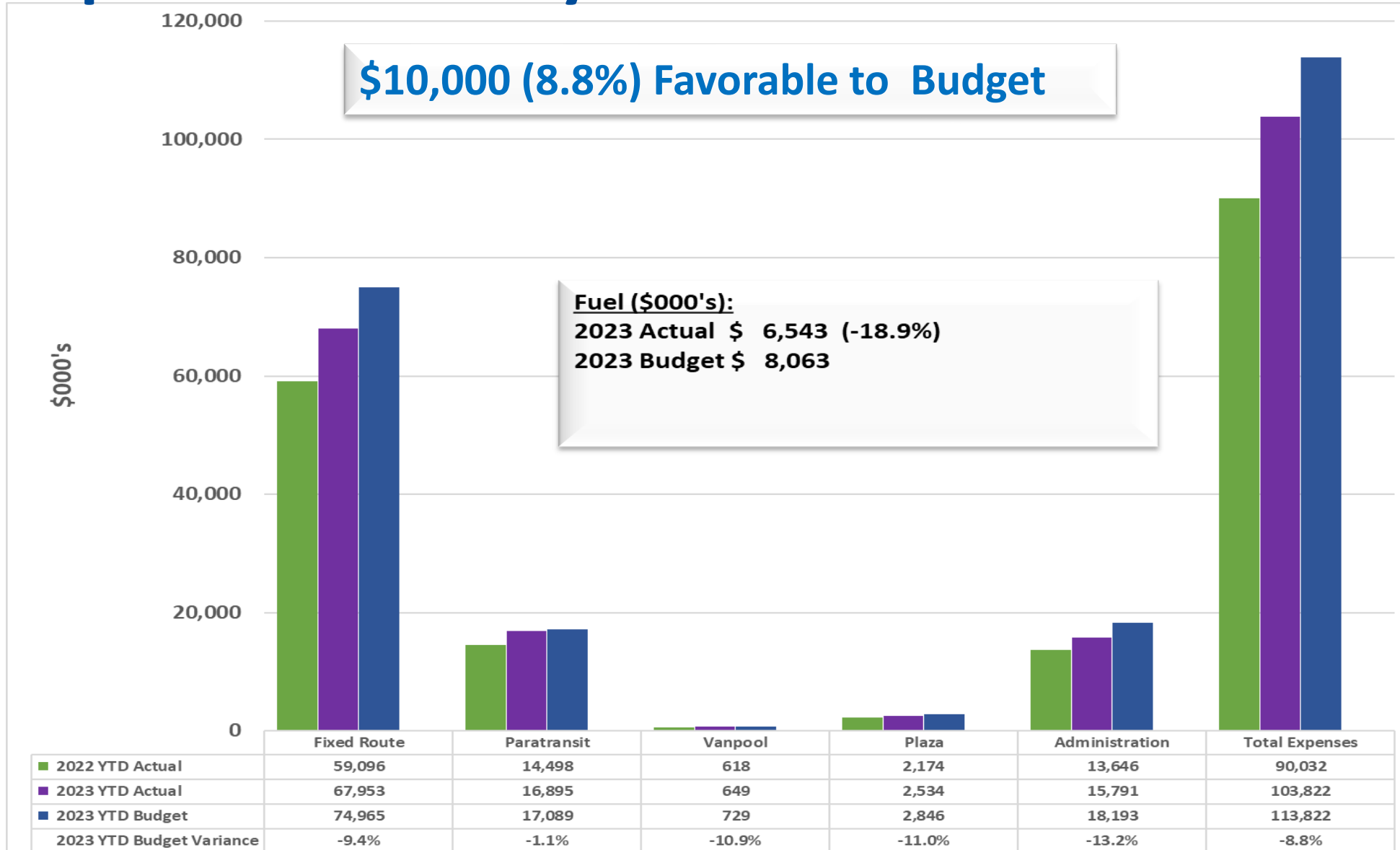


# 2023 Revenue Variance Explanations

| Revenue Type                             | 2023 Budget (\$000's) | 2023 Actual (\$000's) | \$ Variance Better / (Worse) (\$000's) | Variations Better / (Worse) >\$200,000   |
|--|-----------------------|-----------------------|--|--|
| <b>Fares &amp; Other Transit Revenue</b> | \$7,805               | \$6,939               | \$(866) or (11.1%)                     | <ul style="list-style-type: none"> <li>Actual Ridership 8.8M vs. 7.6M budgeted – favorability attributable to improved ridership (~700k rides) combined with change in ridership measurement method from automated passenger counters (~500k rides)</li> <li>Impact of Zero-Fare for Youth combined with discounted fare categories (Honored Rider, Stars &amp; Stripes, Student) and fare capping - \$790k</li> </ul> |
| <b>Sales Tax</b>                         | \$107,002             | \$114,880             | \$7,878 or 7.4%                        | <ul style="list-style-type: none"> <li>Better than expected voter-approved sales tax collections - \$7.5 million</li> <li>Accrual for January and February 2024 distribution (November &amp; December sales) offset by reversal of prior year accrual – Net increase \$398k</li> </ul>   |
| <b>Federal &amp; State Grants</b>        | \$39,025              | \$40,190              | \$1,165 or 3.0%                        | <ul style="list-style-type: none"> <li>Transit Support Grant - \$1.11 million</li> </ul>   |
| <b>Miscellaneous Revenue</b>             | \$3,212               | \$5,947               | \$2,735 or 85.2%                       | <ul style="list-style-type: none"> <li>Interest income from higher average cash balance and higher interest rates - \$2.73 million</li> </ul>  |
| <b>Total</b>                             | <b>\$157,044</b>      | <b>\$167,956</b>      | <b>\$10,912 or 6.9%</b>                |  |

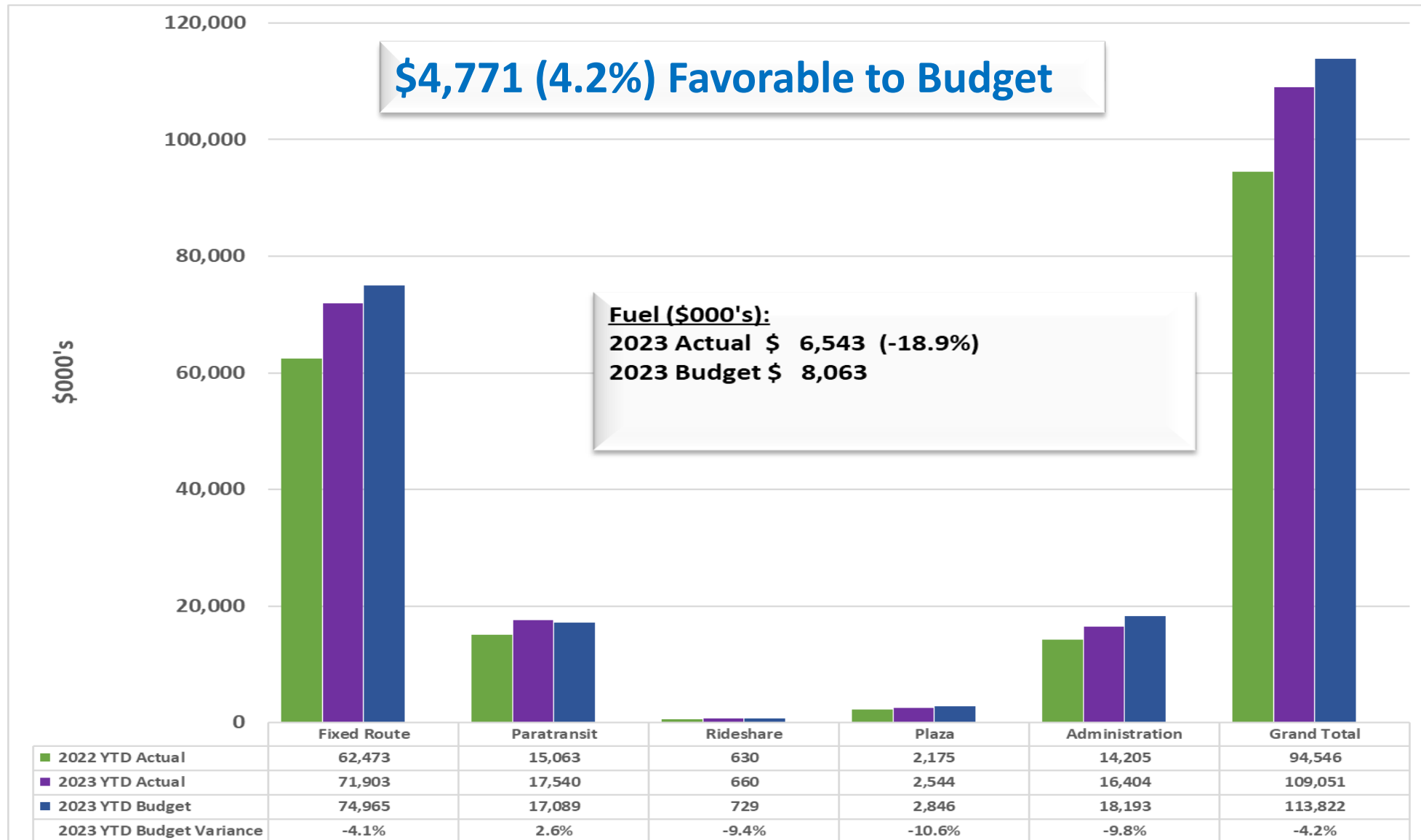
# EXPENSES

# 2023 Expense Summary – GAAP Results (includes Pension/OPEB Adjustments)



Operating expenses exclude capital expenditures of \$53,709 and Street/Road cooperative projects of \$1,830 for fiscal 2023 shown on Capital Budget Status Summary slide.

# 2023 Expense Summary – Operational Performance



Operating expenses exclude capital expenditures of \$53,709 and Street/Road cooperative projects of \$1,831 for fiscal 2023 shown on Capital Budget Status Summary slide.

# 2023 Expense Variance Explanations (Operational)

| Division              | 2023 Budget (\$000's) | 2023 Actual (\$000's) | \$ Variance (Better) / Worse (\$000's) | Variances (Better) / Worse >\$200,000  |
|-----------------------|-----------------------|-----------------------|--|--|
| <b>Fixed Route</b>    | \$74,965              | \$71,903              | \$(3,062) or (4.1)%                    | <ul style="list-style-type: none"> <li>• Lower Salaries &amp; paid time off - \$(567k)</li> <li>• Lower Medical/Dental Premiums - \$(755k)</li> <li>• Lower Fuel Costs - \$(1.30 million)</li> </ul>             |
| <b>Paratransit</b>    | \$17,089              | \$17,540              | \$451 or 0.3%                          | <ul style="list-style-type: none"> <li>• Lower Salaries &amp; Benefits - \$(635k)</li> <li>• Higher Contracted Transportation (includes fuel) - \$1.49 million</li> <li>• Lower Fuel Costs - \$(250k)</li> </ul> |
| <b>Vanpool</b>        | \$729                 | \$660                 | \$(69) or (9.5)%                       | <ul style="list-style-type: none"> <li>• No significant variances</li> </ul>   |
| <b>Plaza</b>          | \$2,846               | \$2,544               | \$(302) or (10.6)%                     | <ul style="list-style-type: none"> <li>• Lower Contracted Maintenance - \$(206k)</li> </ul>  |
| <b>Administration</b> | \$18,193              | \$16,404              | \$(1,789) or (9.9)%                    | <ul style="list-style-type: none"> <li>• Lower Salaries &amp; Benefits - \$(788k)</li> <li>• Lower Services (primarily consulting) - \$(378k)</li> <li>• Lower Computer Hardware/Software - \$(281k)</li> </ul>  |
| <b>Total</b>          | <b>\$113,822</b>      | <b>\$109,051</b>      | <b>\$(4,771) or (4.2)%</b>             |  |

# 2023 Capital Budget Status Summary

| Capital Projects including Cooperative Projects (\$000's)   | State Funding  | Federal Funding | Local Funding   | 2023 Budget     | Expensed to Date | Remaining Balance |
|---|----------------|-----------------|-----------------|-----------------|------------------|-------------------|
| Total Vehicles  | \$900          | \$10,746        | \$21,668        | \$33,314        | \$29,995         | \$3,319           |
| Total Facilities - Maintenance and Administration   | -              | 200             | 7,724           | 7,924           | 3,071            | 4,852             |
| Total Facilities - Passenger and Operational  | -              | 36              | 5,380           | 5,415           | 2,082            | 3,333             |
| Total Technology Projects   | -              | -               | 5,618           | 5,618           | 1,050            | 4,569             |
| Total High Performance Transit  | 3,666          | 7,777           | 12,962          | 24,405          | 14,579           | 9,826             |
| RECONCILING ITEMS (ITEMS BUDGETED AND ANTICIPATED TO HAVE BEEN PAID IN 2022 BUT PAYMENTS MADE IN 2023): |                |                 |                 |                 | 4,666            | (4,666)           |
| RECONCILING ITEMS (ITEMS UNBUDGETED IN 2023):   |                |                 |                 |                 | 172              | (172)             |
| <b>GRAND TOTAL</b>  | <b>\$4,566</b> | <b>\$18,758</b> | <b>\$53,351</b> | <b>\$76,676</b> | <b>\$55,615</b>  | <b>\$21,061</b>   |

Above schedule includes Street/Road cooperative projects of \$1.83 million for fiscal 2023

# Accrual vs Cash

Items that affect year-end reporting, but not year-end cash:

## ➤ Accruals

- Sales Tax distribution for January & February (collected on November & December sales)
- Grants expended but not yet reimbursed
- Expenses incurred in 2023 but paid in 2024

## ➤ Pension and Post-Employment Benefits Liability (GASB 68/75) – *Excluded from Operational Performance Reporting*

- Pension adjustment – credit of \$6.0m
- Post-employment benefit liability – expense of \$0.7m

# 2023 Cash and Reserve Analysis

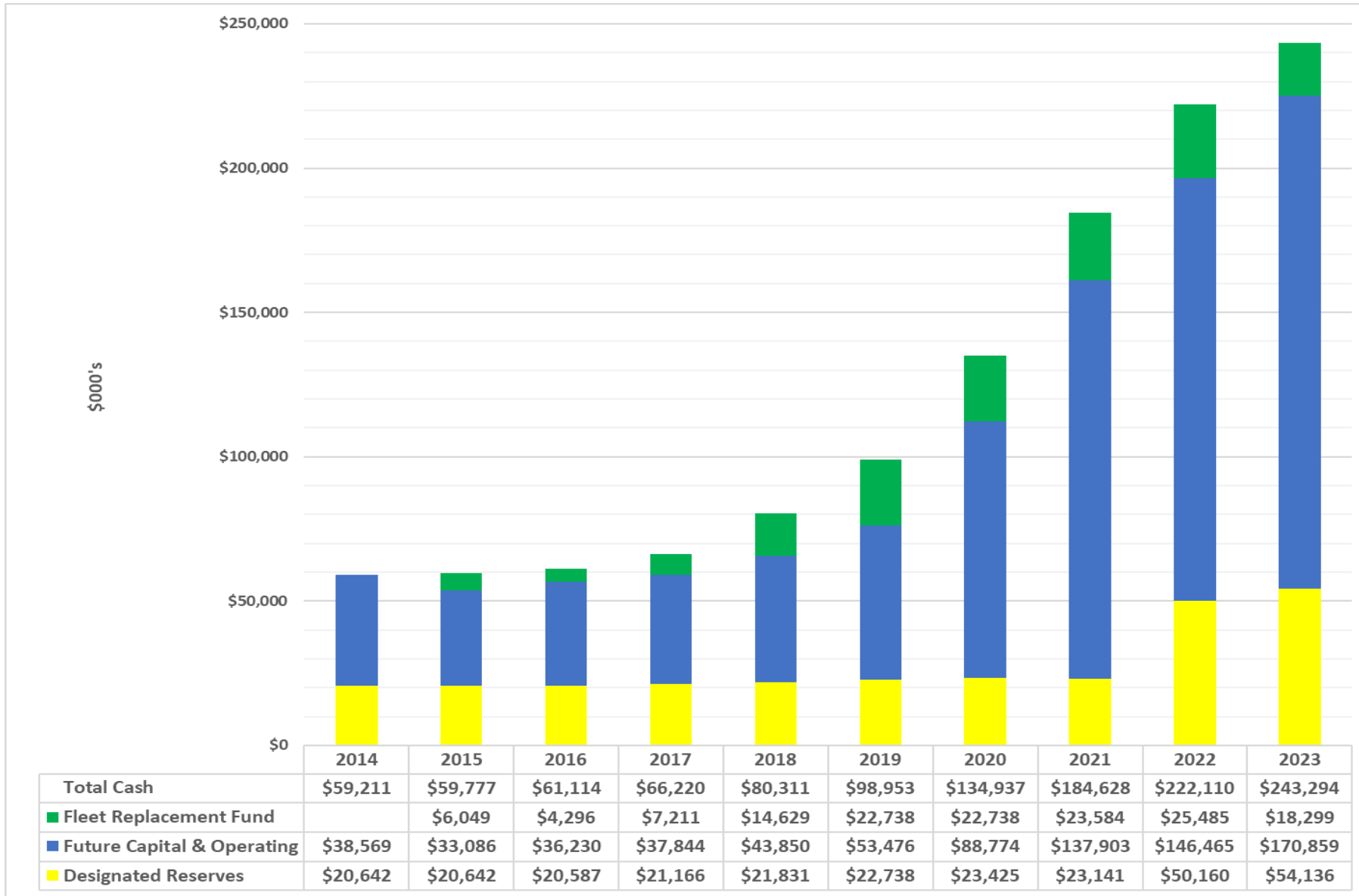
| (\$000's)  | 2023 Adopted<br>Budget | 2023 Year-End<br>Unaudited Actuals | Difference       |
|--|------------------------|------------------------------------|------------------|
| <b>OPERATING ACTIVITIES</b>                                      |                        |                                    |                  |
| Revenue (excluding capital grants)                               | \$157,044              | \$167,956                          | \$10,912         |
| Operating Expenses   | (113,822)              | (103,822)                          | 10,000           |
| Cooperative project costs  | -                      | (1,831)                            | (1,831)          |
| <b>Revenue Over / (Under) Operating Expenses</b>                 | <b>\$43,222</b>        | <b>\$62,303</b>                    | <b>\$19,081</b>  |
| <b>CAPITAL ACTIVITIES (Local Funds)</b>                          |                        |                                    |                  |
| Purchase of Property, Plant, and Equipment                       | (\$31,763)             | (\$9,488)                          | \$22,275         |
| FR & PT Fleet Replacement Allocation                             | (16,109)               | (13,765)                           | 2,344            |
| <b>Total Local Cash Used for Capital Activities</b>              | <b>(\$47,872)</b>      | <b>(\$23,253)</b>                  | <b>\$24,619</b>  |
| <b>NET INCREASE (DECREASE) IN CASH</b>                           | <b>(\$4,651)</b>       | <b>\$39,051</b>                    | <b>\$43,700</b>  |
| Cash - Beginning   | \$206,667              | \$222,110                          | \$15,443         |
| GAAP/Accrual to Cash Adjustment                                  | -                      | (17,867)                           | (17,867)         |
| <b>Cash - Ending</b>   | <b>\$202,016</b>       | <b>\$243,294</b>                   | <b>\$41,277</b>  |
| <b>BOARD AND OTHER DESIGNATED RESERVES</b>                       |                        |                                    |                  |
| Operating Reserve (15% of Budgeted Operating Expenses)           | (\$17,073)             | (\$17,073)                         | \$ -             |
| Risk Reserve   | (5,500)                | (5,500)                            | -                |
| Right of Way Acquisition Reserve                                 | (4,950)                | (4,950)                            | -                |
| Real Estate Acquisition Reserve                                  | (25,000)               | (25,000)                           | -                |
| Claims Reserve <sup>1</sup>                                      | (357)                  | (357)                              | -                |
| <b>Total Reserves</b>  | <b>(\$52,880)</b>      | <b>(\$52,880)</b>                  | <b>\$0</b>       |
| <b>2023 End of Year Cash Balance After Reserves <sup>2</sup></b> | <b>\$149,136</b>       | <b>\$190,414</b>                   | <b>\$41,277</b>  |
| <b>2023 End of Year Fleet Replacement Fund Balance</b>           | <b>\$21,905</b>        | <b>\$18,299</b>                    | <b>(\$3,605)</b> |

<sup>1</sup> STA maintains a cumulative reserve for unforeseen claim costs of \$357 which is part of the public entity surety required by the Department of Labor & Industries.

<sup>2</sup> End of year cash balance after reserves are used for future capital expenditures included in the Capital Improvement Plan.



# Historical Cash Balances



# Next Steps

|   | Deliverable                     | Responsible Group                                     | Date                           |
|---|---------------------------------|---|--------------------------------|
| ✓ | 2023 Unaudited Financial Report | Performance Monitoring & External Relations Committee | March 6, 2024                  |
| ✓ | 2023 Unaudited Financial Report | Board of Directors                                    | March 21, 2024                 |
|   | 2023 Single Audit               | Office of the Washington State Auditor                | March-May 2024                 |
|   | 2023 Audit Exit Conference      | Performance Monitoring & External Relations Committee | Tentative<br>September 4, 2024 |

**SPOKANE TRANSIT AUTHORITY  
CITIZEN ADVISORY COMMITTEE MEETING**

April 10, 2024

**AGENDA ITEM 7:** COMMITTEE MEMBER EXPRESSIONS

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Dianne Peach, Executive Assistant

---

**SUMMARY:** At this time, members of the Citizen Advisory Committee will have an opportunity to express comments or opinions.

**RECOMMENDATION TO COMMITTEE:** N/A

**SPOKANE TRANSIT AUTHORITY**  
**CITIZEN ADVISORY COMMITTEE MEETING**

April 10, 2024

**AGENDA ITEM 8:** REVIEW DRAFT AGENDA ITEMS FOR JUNE 12, 2024, MEETING

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Dianne Peach, Executive Assistant

---

**SUMMARY:** At this time, members of the Citizen Advisory Committee will have an opportunity to review and discuss the items proposed to be included on the agenda for the June 12, 2024, Committee meeting.

**DRAFT AGENDA**

1. Call to Order and Roll Call (*Chair Brown*)
2. Committee Chair Report (*Chair Brown*) (5 minutes)
3. Committee Action (5 minutes)
  - A. Minutes – April 10, 2024 – *Corrections/Approval*
4. Committee Reports (60 minutes)
  - A. Connect 2035 Strategic Planning Update (*Otterstrom/Tresiddor*)
  - B. Transit Development Plan (*Otterstrom/Tresiddor*)
  - C. Technology Options for Trip Planning (*Cortright*)
  - D. Division Street Bus Rapid Transit Update (*Otterstrom/Skillingstad*)
  - E. 2023 Community Perception Survey Results Summary (*Cortright*)
5. CEO Report – (*Meyer*) (10 minutes)
6. Committee Information (**no action or discussion**)
  - A. Q1 2024 Performance Measures (*Rapez-Betty*)
7. Committee Member Expressions (*Dan Brown*) (5 minutes)
8. Review DRAFT Agenda Items for July 17, 2024, Meeting (5 minutes)
9. Adjourn

**Next Citizen Advisory Committee Meeting: June 12, 2024**

**RECOMMENDATION TO COMMITTEE:** Review and discuss.