

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

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, January 31, 2024

1:30 p.m. – 3:00 p.m.

STA Northside Conference Room
1230 W Boone Avenue, Spokane, WA

In person meeting with optional virtual link below

Virtual Link:	JOIN HERE		
Password:	Members: 2024		Guests: 0224
Call-in Number:	1-408-418-9388		Access Code: 2480 809 6925

AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report (*5 minutes*)
3. Committee Action (*5 minutes*)
 - A. Minutes of the December 6, 2023, Committee Meeting -- *Corrections/Approval*
4. Committee Action (*10 minutes*)
 - A. Board Consent Agenda
 1. 2024 Service Revisions: Final Recommendation (*Otterstrom*)
 - B. Board Discussion Agenda (*none*)
5. Reports to Committee (*20 minutes*)
 - A. Draft 2024 Performance Monitoring & External Relations Committee Work Program (*Rapez-Betty*)
 - B. Community Access Pass Program Survey Update (*Cortright*)
6. CEO Report (*E. Susan Meyer*) (*15 minutes*)
7. Committee Information (no discussion/staff available for questions)
 - A. December 2023 Operating Indicators (*Rapez-Betty*)
 - B. January 2024 Sales Tax Revenue (*Liard*)
 - C. 4th Quarter 2023 Service Planning Public Input Report (*Otterstrom*)
8. Review March 6, 2024, Committee Meeting Agenda (*5 minutes*)
9. New Business (*5 minutes*)
10. Committee Members' Expressions (*5 minutes*)
11. Adjourn
12. Next Committee Meeting: Wednesday, March 6, 2024, at 1:30

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

January 31, 2024

AGENDA ITEM 3A : MINUTES OF THE DECEMBER 6, 2023, PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING – CORRECTIONS OR APPROVAL

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Molly Fricano, Executive Assistant

SUMMARY: Attached are minutes of the December 6, 2023, 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

Minutes of the December 6, 2023, Meeting
Via Virtual WebEx

COMMITTEE MEMBERS PRESENT

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

COMMITTEE MEMBERS ABSENT

Hank Bynaker, City of Airway Heights (*Ex-Officio*)

**Committee Chairwoman*

STAFF PRESENT

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

PROVIDING LEGAL COUNSEL

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

STAFF MEMBERS ABSENT

Brandon Rapez-Betty, Chief Operations Officer

1. CALL TO ORDER AND ROLL CALL

Chair Haley called the meeting to order at 1:30 p.m. and roll call was conducted.

2. COMMITTEE CHAIR REPORT

Chair Haley had no report at this time.

3. COMMITTEE APPROVAL

A. Minutes of the November 1, 2023, Committee Meeting

Mr. Zappone moved to approve the November 1, 2023, Committee meeting minutes. Mr. Kerns seconded, and the motion passed unanimously.

B. Appointment of New Members to the Citizen Advisory Committee

Dr. Cortright provided background on the Citizen Advisory Committee (CAC) and advised they are requesting approval of the nomination of Mr. Andrew Tse and Ms. Rhonda Young to the committee. Dr. Cortright provided information on the CAC's charter and the qualifications of both candidates. She stated these two members would bring the CAC to twelve members with room for three more. There is a maximum of fifteen members on the CAC and they are actively recruiting. Mr. Dan Brown, CAC Chairman, was in attendance and stated Mr. Andrew Tse and Ms. Rhonda Young are very qualified candidates, who will continue to be valuable additions to the committee.

Mr. Zappone moved to recommend the appointment of Andrew Tse and Rhonda Young to serve on the Citizen Advisory Committee for a three-year term commencing January 1, 2024. Mr. Kerns seconded, and the motion passed unanimously.

C. Reappointment of Members to the Citizen Advisory Committee

Dr. Cortright provided background on the Citizen Advisory Committee (CAC) and explained four CAC members have first terms expiring. Mr. Dan Brown, Ms. Linda Carroll, and Mr. Chris Fortensky have terms expiring December 2023, while Ms. Kinzie Michael's first term expires in March 2024. Dr. Cortright stated all four committee members have been valuable to the committee.

Mr. Zappone moved to recommend the reappointment of Dan Brown, Linda Carroll, Chris Fortensky to the Citizen Advisory Committee for a second term of three years, commencing January 1, 2024, and the reappointment of Kinzie Michael for a second term of three years to commence April 1, 2024. Mr. Kerns seconded, and the motion passed unanimously.

D. Security Services: Scope of Work Approval

Ms. Williams provided background on the current five-year contract with Securitas, Inc. which expires June 30, 2024, and explained the security service scope of work which includes an increase in the number of officers and the hours of services. Staff recommend obtaining proposals from interested providers. The current contract budget is \$993,000 and the projected average annual cost for the next five-year contract is \$1,352,955.

Discussion ensued about the need for more transit officers to be present on buses and throughout the system for additional security for operators and passengers. Staff will be asking for additional transit officers in the 2024 budget which will be presented at the December Board meeting.

Ms. Wilkerson moved to recommend the approval of the scope of work for security services and authorize staff to release a request for proposals. Mr. Kerns seconded, and the motion passed unanimously.

4. COMMITTEE ACTION

A. Board Consent Agenda

~~1. Plaza Restroom Door Additions and Plumbing Modifications: Award of Contract (Rapez-Betty/Otterstrom)~~

2. Fleck Fuel Facility Replacement: Award of Contract and Budget Adjustment

Mr. Otterstrom provided background on the general scope of work and explained staff is seeking approval for a budget adjustment. The project has a current Board approved budget of \$1.5M. At time of approval, staff estimated the need for a revised project budget of \$3.1M based on projections. Five contractor bids were received and Granite Petroleum, Inc. was determined to be the lowest responsive and responsible bidder with a total bid amount of \$1,738,630.90 plus applicable Washington State sales tax. Staff recommend retention of a construction contingency equal to 20 percent of the construction contract value given the perceived level of risk associated with the work. The revised recommended budget is \$2.9M.

Mr. Zappone moved to recommend the Board approve, by motion, an increase to the overall project budget from \$1.5M to a revised total of \$2.9M. Ms. Wilkerson seconded, and the motion passed unanimously.

Mr. Kerns moved to recommend the Board approve, by motion, the award of contract for the Fleck Fuel Facility replacement project to Granite Petroleum, Inc. for \$1,738,630.90 plus applicable Washington State sales tax and authorize the CEO to apply contingency funds, as necessary. Ms. Wilkerson seconded, and the motion passed unanimously.

3. 2024 Performance Measures

Ms. Liard presented the 2024 Performance Measures Summary and advised the full 2024 Performance Measures List is included in the Committee packet. Each Performance Measure relates to a specific Spokane Transit priority. These quantifiable benchmarks demonstrate the agency's commitment to accountability.

Discussion ensued about an amendment to the Farebox Return goal from 20% to 6.5%. There were two tie votes on the 2024 Performance Measures, therefore, this agenda item will move on to the Board Operations Committee at the December meeting.

PMER COMMITTEE ACTION 1: Mr. Zappone made a motion to recommend the Board of Directors approve the 2024 Performance Measures, with an amendment to the Farebox Return goal from 20% to 6.5%. Mr. Zappone and Ms. Wilkerson voted yes. Mr. Kerns and Ms. Haley voted no. The vote was tied.

PMER COMMITTEE ACTION 2: Mr. Kerns made a motion to recommend the Board of Directors approve the 2024 Performance Measures as presented. Mr. Kerns and Ms. Haley voted yes. Mr. Zappone and Ms. Wilkerson voted no. The vote was tied.

B. Board Discussion Agenda

1. Draft 2024 State Legislative Focus and Priorities

Dr. Cortright provided background on the general focus of Legislative Priorities which includes monitoring and providing information to the Washington State Legislature on proposed legislation which may impact STA and/or the Spokane region. Dr. Cortright explained priorities to preserve funding for the 2023-2025 biennium.

Discussion ensued on the language of the Recommendation to Committee. There were two tie votes on the Draft 2024 State Legislative Focus and Priorities, therefore, the agenda item will move on to the Board Operations Committee at the December meeting.

PMER COMMITTEE ACTION 1: Mr. Zappone made a motion to recommend the Board of Directors approve the 2024 Legislative Focus and Priorities as presented, with an amendment to grant the authority to the CEO to convey STA's interest in specific pieces to legislators and others in consultation with the Performance Monitoring & External Relations Committee during the legislative session; Mr. Zappone also moved to add support for the House and Senate Bills that would convert the non-voting labor representative on the board to a voting member. Mr. Zappone and Ms. Wilkerson voted yes. Mr. Kerns and Ms. Haley voted no. The vote was tied.

PMER COMMITTEE ACTION 2: Mr. Kerns made a motion to recommend the Board approve the 2024 Legislative Focus and Priorities as presented and grant authority to the CEO to determine STA's interest on specific pieces of legislation, convey those interests to legislators and others, and report to the Performance Monitoring and

External Relations Committee and the Board during the legislative session. Mr. Kerns and Ms. Haley voted yes. Mr. Zappone and Ms. Wilkerson voted no. The vote was tied.

5. REPORTS TO COMMITTEE

A. Citizen Advisory Committee Update

Dr. Cortright introduced Mr. Dan Brown, Citizen Advisory Committee (CAC) Chair, who provided background on the CAC members. Mr. Brown stated the committee members are a dynamic group of individuals from diverse backgrounds. They are all involved in the community in various ways, which has helped provide good communication between STA staff and the committee about current and upcoming issues. Hybrid meetings have been successful with more community members attending in-person meetings, which has increased communication with the public.

B. September 2024 Service Revisions: Draft Recommendation

Mr. Otterstrom provided background on the key elements of the 2024 Service Revisions and explained public input on the preliminary proposal took place in October and November. Mr. Otterstrom also discussed various outreach efforts, key feedback, online survey highlights and the service revisions areas of focus which include Northeast Spokane/Hillyard, West Plains and North bank/Downtown. Mr. Otterstrom stated STA is having ongoing discussions with PFD, who owns and operates the major event facilities, and exploring adding a bus ticket to the entrance fee.

C. ~~Fixed-Route Ridership Methodology Update (Otterstrom)~~

6. CEO REPORT

Ms. Meyer reported the November 2023 voter-approved sales tax revenue, collected on September 2023 sales, against a budget of \$8,743,306. The actual receipts were \$10,185,375 which is 16.5% above budget with a variance totaling \$1,442,069. Year-to-date is 6.3% above budget and totaling approximately \$6.2M.

Ms. Meyer reported the City Line Steering Committee met for a final meeting on November 30, 2023, and celebrated the committee members' hard work. Some members have been involved in this committee since 2015. Board appreciation was extended with a Resolution and certificate. Several of the committee members expressed interest in participating in future projects, including Division BRT.

Ms. Meyer shared photos from the Connect 2035 Phase 2 Board Member tour. Board Members Mr. Zappone and Mr. Dunne attended as part of the strategic planning Board familiarization experience. The Board members had the opportunity to meet STA staff and tour the south side garage, completed diesel tank project, and the Boone NW garage. Ms. Meyer stated there will be more opportunities for Board member tours in the future. Mr. Zappone added he learned a lot and appreciated the opportunity.

Ms. Meyer commended STA staff for the smooth operations during the recent snowstorm.

7. JANUARY 31, 2024 (FEBRUARY MEETING)– COMMITTEE MEETING DRAFT AGENDA REVIEW

The January 31, 2024, (February meeting) Performance Monitoring & External Relations Committee Meeting draft agenda was reviewed and there were no changes.

8. NEW BUSINESS

9. COMMITTEE MEMBERS' EXPRESSIONS

10. ADJOURN

With no further business to come before the Committee, Chair Haley adjourned the meeting at 3:23 p.m.

The next committee meeting will be held on Wednesday, January 31, 2024, at 1:30 p.m. in person with a WebEx option.

Respectfully submitted,

Molly Fricano

Molly Fricano

Executive Assistant to the Chief Operations Officer

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

January 31, 2024

AGENDA ITEM 4A1 : 2024 SERVICE REVISIONS: FINAL RECOMMENDATION

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Planning & Development Officer
Chad Johnson, Senior Transit Planner

SUMMARY: STA Staff have prepared a final recommendation for 2024 service revisions and improvements for committee consideration. North Bank and downtown Spokane changes are slated to go into effect this May with the remaining revisions to the West Plains and Northeast/East-Central Spokane commencing in September. Board approval is needed in February to maintain the implementation schedule.

BACKGROUND: The 2024 Service Revisions Draft Recommendation report was prepared by STA staff in November 2023 and presented to the Performance Monitoring & External Relations Committee on December 6, 2023. In the prepared recommendation, staff presented three focus areas in the STA network for improvement:

- North Bank/Downtown Spokane – including programmed improvements to build out the City Line’s full schedule and night/weekend service between downtown and the SPFD facilities on the north bank of the Spokane river.
- West Plains/Airway Heights – improving service between downtown Spokane, the West Plains Transit Center, and Spokane International Airport.
- Northeast Spokane/Hillyard/East Central – frequency improvements to the Nevada Street corridor on Route 28, frequency improvements to routes 27 and 94, and a new route 31 which will connect Spokane Community College to the Northpointe shopping area connecting the Minnehaha, Bemis, Nevada Heights, Whitman, and Shiloh Hills neighborhoods.

Following the presentation of the draft recommendation, notice was placed on STA’s website and signage was placed at 466 stops and park and ride facilities directing patrons to an online map and public survey which remained open from December 11, 2023, through January 10, 2024. Emailed and written comments were accepted through January 18, 2024. Stop announcements on-board STA coaches also advertised the survey to potential respondents. The public outreach period culminated in a public hearing on January 18 before the Board.

The Final Recommendation report reflects feedback received and further evaluation conducted by identifying adjustments from the original recommendation to the North Bank/Downtown focus area. These include:

- Finalizing the recommended routing for the new Route 13 to use Washington in the northbound direction (from Draft Recommendation Option A), as opposed to Monroe (from draft

Recommendation Option B), due to the unavailability of a new Bay 1 at the STA Plaza. The routing can be revisited in the future subject to review of ridership demand and infrastructure requirements.

- Routing change for both routes 11 and 13 to utilize Boone Avenue in lieu of Joe Albi Way due to planned event closures of Joe Albi Way and Howard Street.

The 2024 Service Revisions Final Recommendation can be viewed here, along with previous reports, which together, also document the robust and extensive outreach efforts throughout the planning process:

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

RECOMMENDATION TO COMMITTEE: Recommend the Board approve, by motion, the 2024 Service Revisions Final Recommendation as presented.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

January 31, 2024

AGENDA ITEM 5A: DRAFT 2024 PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE WORK PROGRAM

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: Near the conclusion of each year, the Planning & Development Committee (P&D) prepares a work program to outline activities it expects to undertake the following year. For the first time, staff have prepared a draft work program for the Performance Monitoring & External Relations (PMER) Committee to provide its members with the same guidance. Staff will review the first draft of the 2024 Work Program for committee discussion.

Items and dates in the work plan are subject to change.

Draft 2024 Performance Monitoring & External Relations (PMER) Committee Work Program

Month	Committee Activities
January 2024	<i>No Committee Meetings in January</i>
February 2024	2024 Draft PMER Committee Work Program Community Access Pass (CAP) Program Update 2024 Service Revisions Final Recommendation
March 2024	Plaza Engineering Service Award of Contract 2024 Final PMER Committee Work Program 2023 State Audit Timeline 2023 Unaudited Year-End Financial Report 2023 Year-End Performance Measures Results 2023 Community Perception Survey Results
April 2024	2024 Equal Employment Opportunity Plan 2023 Fixed Route Rider Survey Results
May 2024	Security Services Award of Contract First Quarter Year-to-Date Performance Measures 2023 Paratransit Survey Results
June 2024	Public Transportation Agency Safety Plan (PTASP) 2023 Fixed-Route System Performance Review
July 2024	No items at this time
August 2024	<i>No Board/Committee Meetings in August</i>

Month	Committee Activities
September 2024	2023 State Audit Exit Briefing Second Quarter Year-to-Date Performance Measures 2025 Service Revisions Preliminary Proposal
October 2024	2024 Community Perception Survey Results
November 2024	2025 Draft PMER Committee Work Program Third Quarter Year-to-Date Performance Measures 2025 Service Revisions Draft Recommendation 2025 Draft State Legislative Focus and Priorities
December 2024	2024 Fixed-Route Rider Survey Results 2025 Service Revisions Final Recommendation 2025 Performance Measures

RECOMMENDATION TO COMMITTEE: Receive Report.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

January 31, 2024

AGENDA ITEM: **5B** COMMUNITY ACCESS PASS PROGRAM SURVEY UPDATE

REFERRAL COMMITTEE: n/a

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

SUMMARY:

Certified 501(c)(3) nonprofit organizations (human services agencies, or HSAs) that provide quality of life services to vulnerable populations are eligible to purchase 1-Ride or Day passes at a 50 percent discount under Spokane Transit's Community Access Pass (CAP) program. After a 12-month pilot program in 2020, the program was officially adopted by the Board of Directors in 2021.

The half-off discount allows nonprofit organizations to utilize previous budget amounts to purchase twice as many passes for distribution. STA designed the program to be cost-neutral to safeguard level spending patterns that prevent revenue reductions the agency uses to provide current transit service levels. Passes purchased through CAP may not be re-sold; and they must be distributed to clients, patients, or customers of the HSA free of charge. HSAs may not give or sell passes from CAP to their employees.

Business Development is finalizing a survey to be administered to the Community Access Pass (CAP) participants. Below is a list of questions being considered.

- Please describe the mission of your organization, including the groups or individuals you serve.
- When did your organization start purchasing discounted passes from STA to provide to your clients?
- Are you purchasing more, less, or the same number of discounted passes as you were prior to enrolling in CAP?
- How often do you purchase passes?
- How many passes do you typically purchase at one time? In total for the year?
- Do you purchase passes monthly, quarterly, annually, as needed?
- How many 1-Ride passes (discounted to \$1) do you buy?
- How many Day passes (discounted to \$2) do you buy?
- How do you determine how many passes to purchase?
- How do you determine which clients to provide passes to?
- Is your organization able to purchase the number of passes you need?
- What is your funding source to purchase discounted passes?
- Do you track the passes and how clients use them?
- How do you purchase passes: online via Connect website or by phone?

- Starting in October 2022, youth 18 and under ride free on transit. Are you buying more, less or the same number of passes since then?
- For what services do your clients use the bus passes?
- How would you rank the priorities of the clients you serve?
- Do you also purchase regular-priced passes for your employees?
- Anything else you would like to share about the CAP?

RECOMMENDATION TO COMMITTEE: Report to Committee

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

January 31, 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

January 31, 2024

AGENDA ITEM 7A: DECEMBER 2023 OPERATING INDICATORS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

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

FIXED ROUTE

Total monthly ridership increased 31.2% (743,644 vs. 566,644) in December 2023 compared to December 2022 and is up 33.3% (8,789,348 vs. 6,595,672) YTD.

Average weekday ridership increased 34.4% (29,942 vs. 22,277) in December 2023 compared to December 2022 and is up 33.6% (29,098 vs. 21,776) YTD.

Zero-Fare Youth (formerly Youth) increased 77.5% (150,315 vs. 84,695) in December 2023 compared to December 2022 and is up 124.3% (1,642,393 vs. 732,177) YTD.

Reduced Fare / Paratransit Ridership increased 31.2% (98,514 vs. 75,115) in December 2023 compared to December 2022 and is up 42.7% (1,169,841 vs. 819,885) YTD.

CCS Pass Ridership increased 33.4% (21,733 vs. 16,286) in December 2023 compared to December 2022 and is up 28.7% (270,620 vs. 210,212) YTD.

Eagle Pass Ridership decreased 20.2% (10,918 vs. 13,683) in December 2023 compared to December 2022 and is down 6.5% (301,658 vs. 322,536) YTD.

60.5% of all passengers used Connect Passes last month.

PARATRANSIT

Paratransit ridership increased 14.23% (28,808 vs. 25,206) December 2023 compared to December 2022 and is up 16.2% YTD (360,535 vs. 310,309)

Detailed breakdown:

Directly operated service increased 16.8% (15,336 vs. 13,134) in December 2023 compared to December 2022 and was up 16.6% (195,580 vs. 167,704) YTD.

- Contracted service increased 11.6% (13,472 vs. 12,072) in December 2023 compared to December 2022 and was up 15.7% (164,955 vs. 142,605) YTD.
- Special Use Van ridership increased 23.4% (1,336 vs. 1,083) in December 2023 compared to December 2022 and was down 7.3% (15,778 vs. 17,018) YTD.

RIDESHARE

Total Rideshare ridership decreased 2.1% (7,273 vs 7,427) in December 2023 compared to December 2022 and was up 5.6% (95,655 vs 90,576) YTD.

- Rideshare vans in service increased 9.6% (80 vs. 73) in December 2023 compared to December 2022.

CUSTOMER SERVICE/SALES

Total Value Added to Connect Cards:

Value Added increased 1.0% (\$243,789 vs. \$241,302) in December compared to November 2023

- Autoload increased 3.4% (\$13,367 vs. \$12,922) in December compared to November 2023
- Call Centers increased 2.9% (\$7,120 vs. \$6,918) in December compared to November 2023
- Customer Service Terminal increased 0.6% (\$62,337 vs. \$61,995) in December compared to November 2023
- Customer Website increased 2.6% (22,530 vs. \$21,950) in December compared to November 2023
- Mobile Ticketing decreased 1.1% (\$107,632 vs. \$108,792) in December compared to November 2023
- Institutional Website increased 1.2% (\$15,995 vs. \$15,809) in December compared to November 2023
- Open Payments increased 30.1% (\$11,910 vs. \$9,158) in December compared to November 2023
- Retail Network decreased 22.9% (\$2,898 vs. \$3,758) in December compared to November 2023

Total Pass Sales:

Total Pass Sales increased 10.5% (21,455 vs. 19,421) in December compared to November 2023

- 1-Ride Pass increased 40.8% (6,890 vs. 4,895) in December compared to November 2023
- 7-Day Rolling Pass increased 33.3% (304 vs. 228) in December compared to November 2023
- Day Pass increased 0.3% (12,970 vs. 12,928) in December compared to November 2023
- Honored Rider 31-Day Rolling Pass increased 20.9% (52 vs. 43) in December compared to November 2023
- Paratransit Monthly Pass increased 95% (39 vs. 20) in December compared to November 2023
- Shuttle Park Pass decreased 9.3% (127 vs. 140) in December compared to November 2023
- Standard 31-Day Rolling Pass decreased 8.1% (1,073 vs. 1,167) in December compared to November 2023

Total Discounted Passes (Included in Pass Sales above):

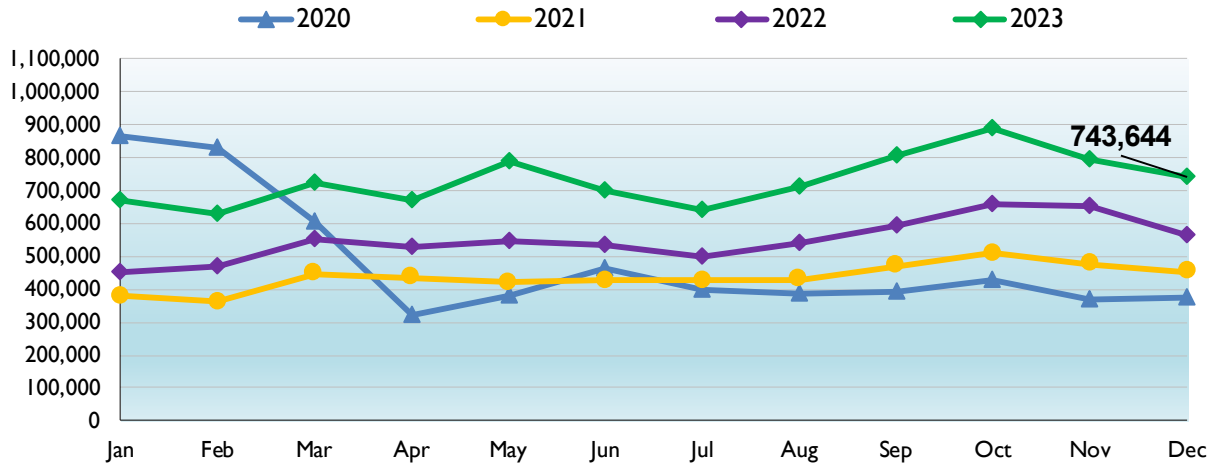
- 1-Ride CAP passes increased 63.6% (5,481 vs. 3,350) in December compared to November 2023
- Day CAP Passes decreased 7.1% (7,080 vs. 7,618) in December compared to November 2023
- Employer-Sponsored Bus Pass Program decreased 6.7% (487 vs. 522) in December compared to November 2023

Specialty Pass Programs:

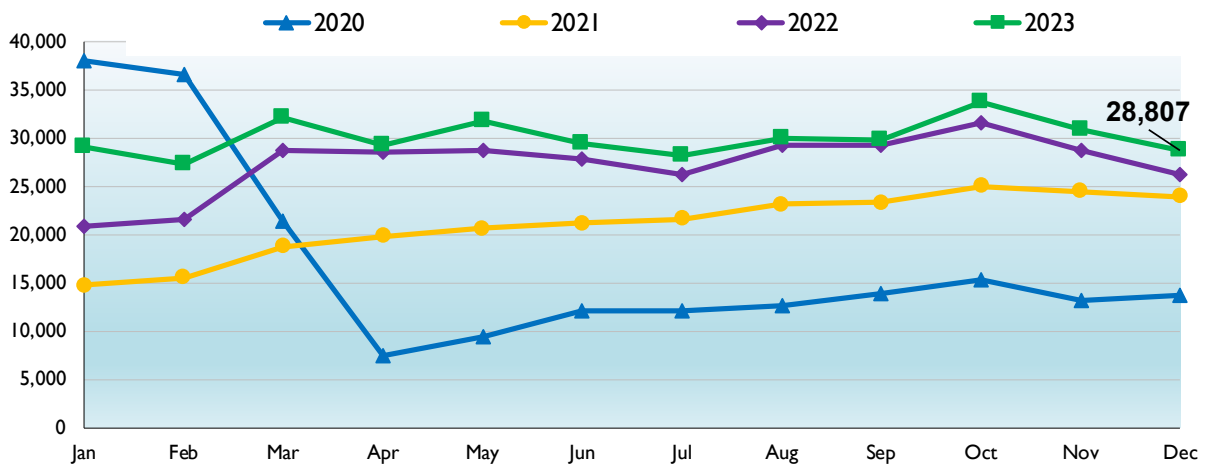
Monthly Data	YTD Data
<p>Shuttle Park monthly sales Decreased 30.2% (127 vs. 182 in 2022)</p>	<p>YTD sales Decreased 16.9% (1,907 vs. 2,267 in 2022)</p>
<p>ESBP monthly sales Increased 218% (487 vs. 153 in 2022)</p>	<p>YTD sales Increased 44.8% (5,407 vs. 3,733 in 2022)</p>
<p>UTAP monthly rides Increased 11.3% (52,133 vs. 46,846 in 2022)</p>	<p>YTD rides Increased 15.2% (814,848 vs. 707,333 in 2022)</p>
<p>Community Access Program Increased 306.4% (12,561 vs 3,091 in 2022)</p>	<p>YTD CAP Sales Increased 58.7% (111,956 vs 70,541 in 2022)</p>

RECOMMENDATION TO COMMITTEE: Information only.

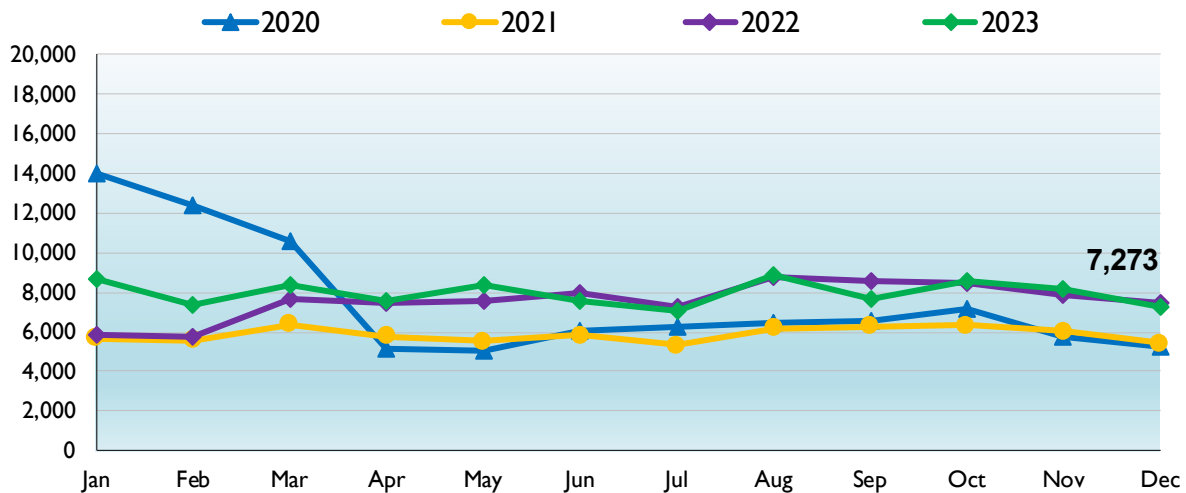
FIXED ROUTE RIDERSHIP



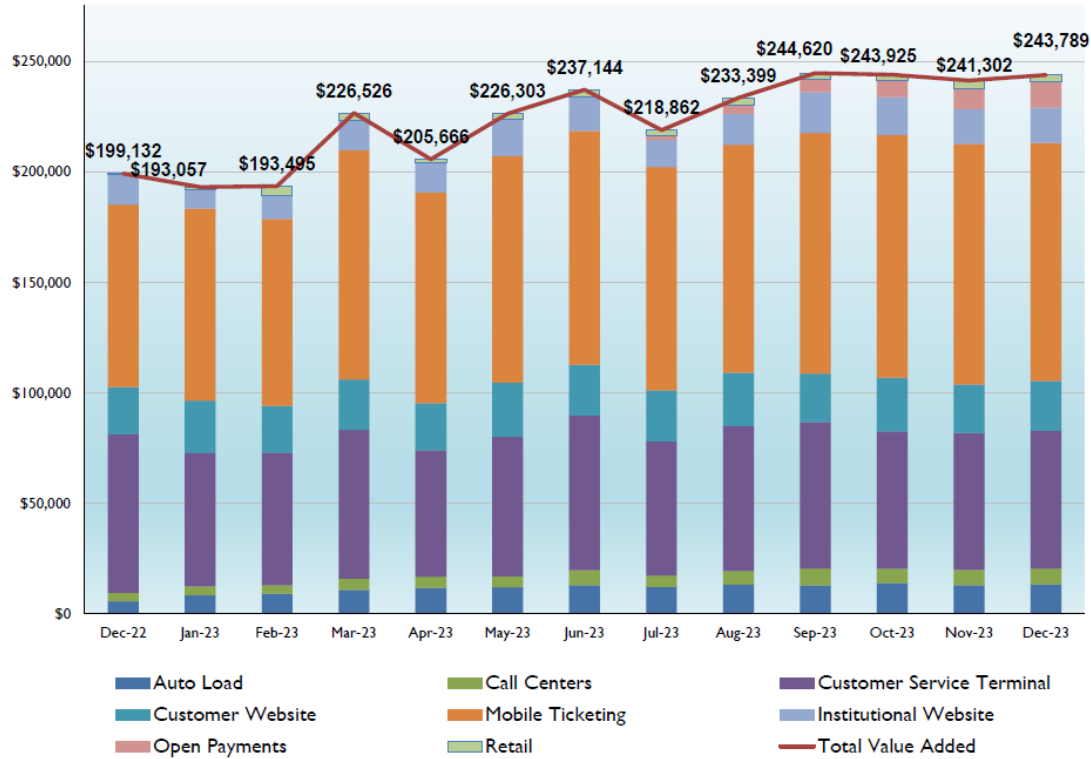
PARATRANSIT RIDERSHIP



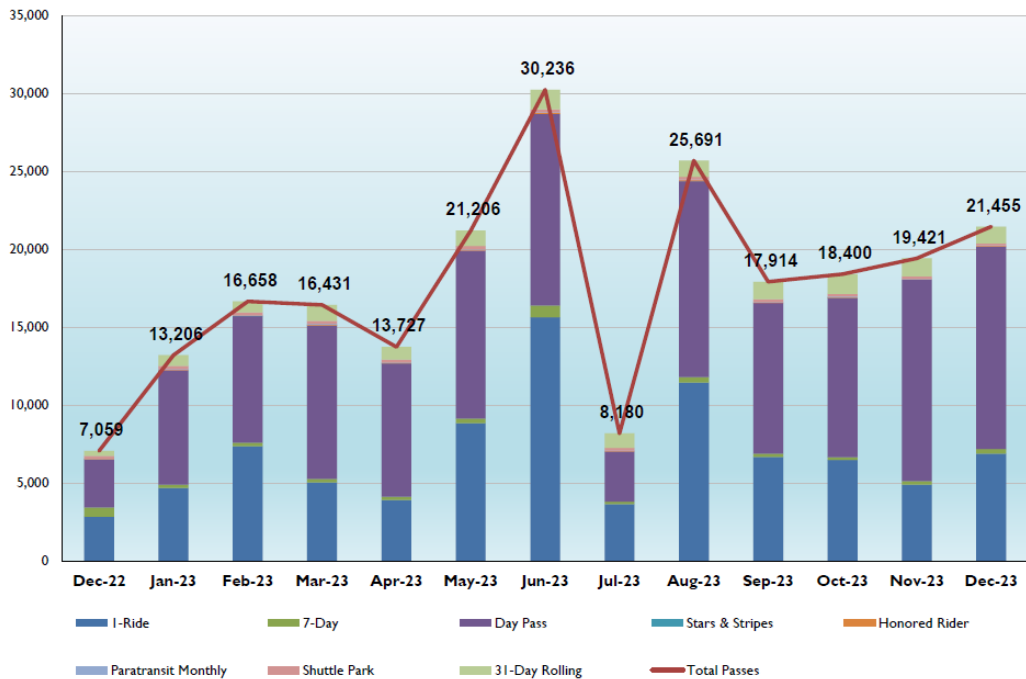
RIDESHARE RIDERSHIP



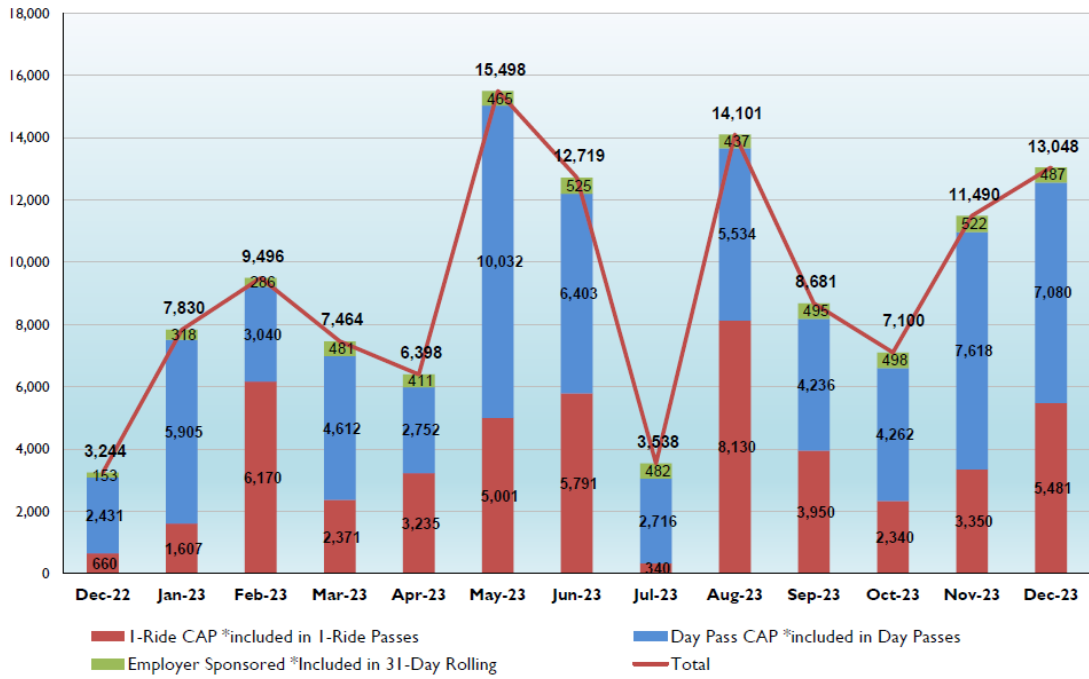
TOTAL VALUE ADDED TO CONNECT CARDS



TOTAL PASS SALES



TOTAL DISCOUNT PASSES



SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

January 31, 2024

AGENDA ITEM 7B : JANUARY 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 January 2024 voter-approved sales tax revenue information. January sales tax revenue, which represents sales for November 2023, was:

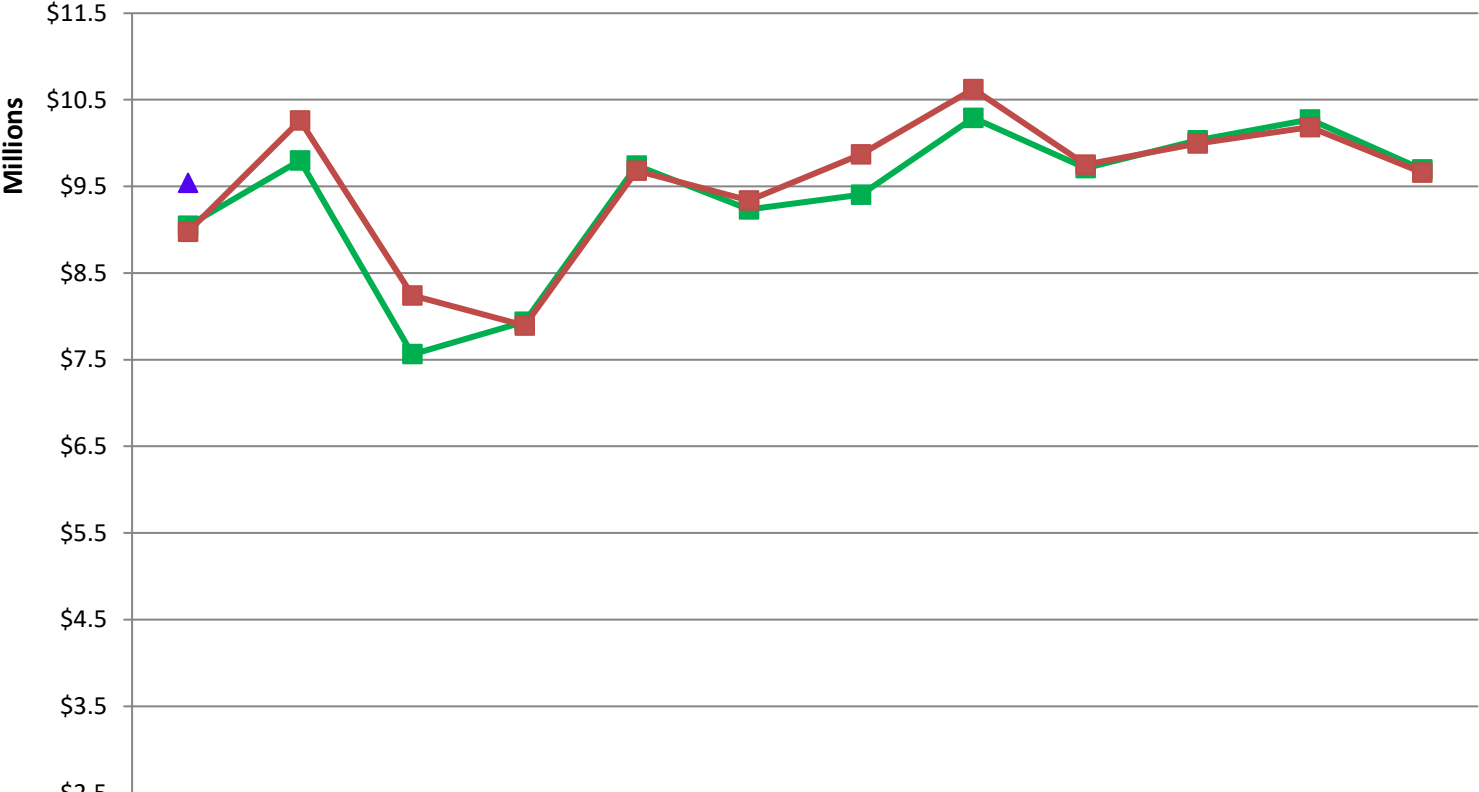
- 6.3% above 2023 budget
- 6.3% above YTD 2023 budget
- 6.3% above 2022 actual
- 6.3% above YTD 2022 actual

Total taxable sales for November were up 7.0% from November 2022. 2023 YTD sales are *up* 1.9% from November 2022 YTD. Retail, Construction and Accommodation and Food Services continue to be the top 3 rankings YTD:

- Retail Trade *increased* by 2.8% (\$15.7M) in November 2023 vs November 2022 and is *down* by 0.9% (\$-55.5M) November 2023 YTD vs 2022 YTD
 - Other Miscellaneous Retailers *increased* 10.3% or \$89.5M November 2023 YTD over November 2022 YTD
 - Grocery and Convenience Retailers *increased* 6.1% or \$19.2M November 2023 YTD over November 2022 YTD
 - Automobile Dealers *decreased* 1.0% or (\$-11.1M) November 2023 YTD over November 2022 YTD
 - Electronics and Appliance Retailers *decreased* 6.8% or (\$-25.9M) November 2023 YTD over November 2022 YTD
 - Building Material and Supplies Dealers *decreased* 4.4% or (\$-28.9M) November 2023 YTD over November 2022 YTD
 - Other Motor Vehicle Dealers *decreased* 16.7% or (\$-37.2M) November 2023 YTD over November 2022 YTD
 - Furniture and Home Furnishings Retailers *decreased* 27.5% or (\$-64.3M) November 2023 YTD over November 2022 YTD
- Construction *increased* by 12.8% (\$21.6M) in November 2023 vs November 2022 and is *up* by 1.8% (\$35.5M) November 2023 YTD vs 2022 YTD
- Accommodation and Food Services *increased* by 1.4% (\$1.4M) in November 2023 vs November 2022 and is *up* by 3.4% (\$43.6M) November 2023 YTD vs 2022 YTD

RECOMMENDATION TO COMMITTEE: Information only.

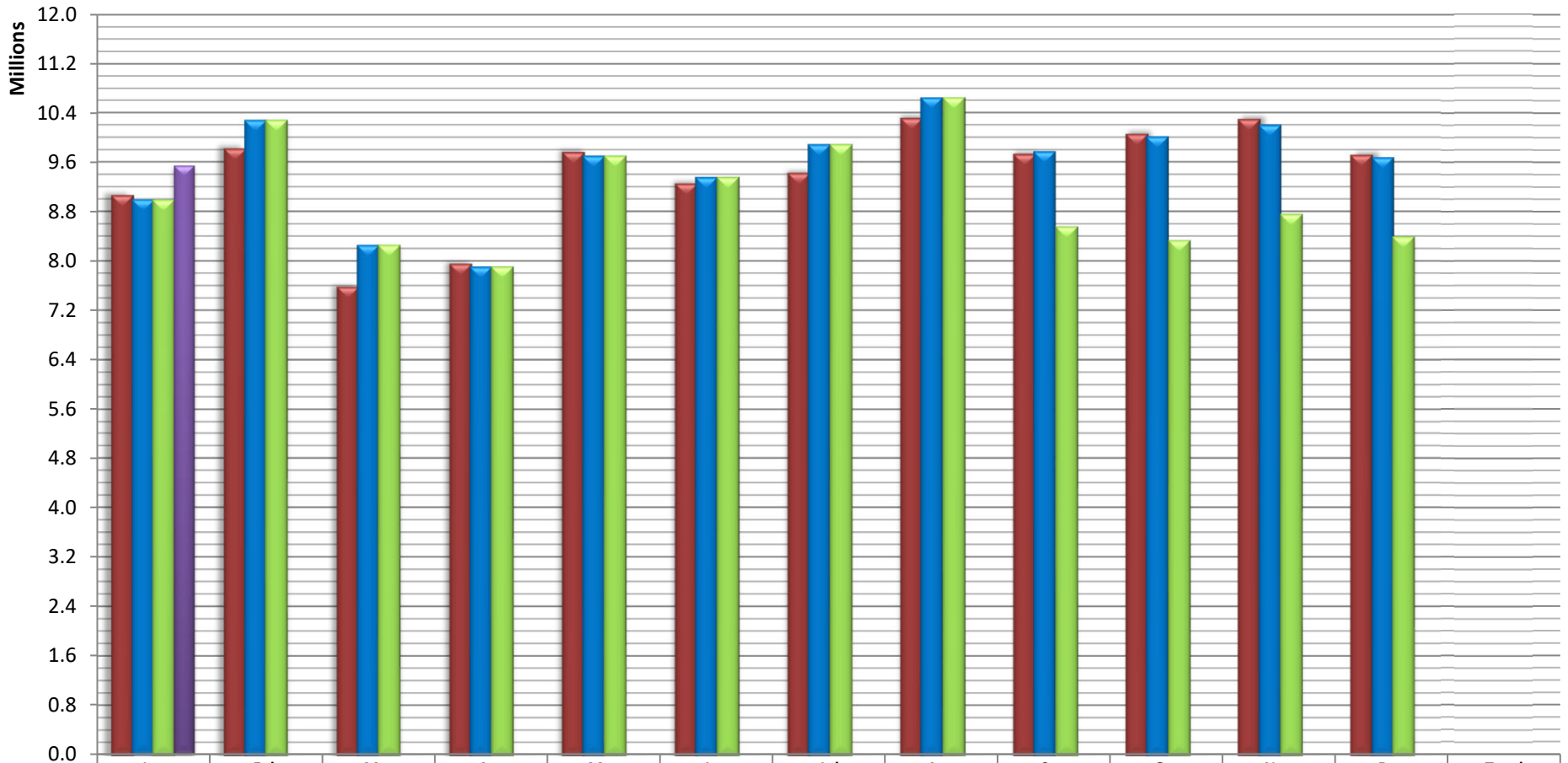
Sales Tax Revenue History-January 2024⁽¹⁾



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2022	\$9.0	\$9.8	\$7.6	\$7.9	\$9.7	\$9.2	\$9.4	\$10.3	\$9.7	\$10.0	\$10.3	\$9.7
2023	\$9.0	\$10.3	\$8.2	\$7.9	\$9.7	\$9.3	\$9.9	\$10.6	\$9.8	\$10.0	\$10.2	\$9.7
2024	\$9.5											

(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	10,624,847	9,752,433	9,996,776	10,185,375	9,659,670	114,481,305
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	-	-	-	-	-	-	-	-	-	-	-	9,541,665
\$ Mo. Var.	565,161	-	-	-	-	-	-	-	-	-	-	-	-
% Mo. Var.	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
\$ YTD Var.	565,161	-	-	-	-	-	-	-	-	-	-	-	-
% YTD Var.	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
% YTD Bud. Var.	6.3%	0.0%	0.0%	0.0%	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

January 31, 2024

AGENDA ITEM 7C : 4TH QUARTER 2023 SERVICE PLANNING INPUT REPORT

REFERRAL COMMITTEE: n/a

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

SUMMARY: A total of 45 comments and feedback related to fixed route service and stops were received by the Planning & Development Department during the fourth quarter of 2023. Of the comments received, four were requests related to new service, 19 were related to existing service, and 23 were related to bus stops. The comments are summarized below.

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

The purpose of this summary is to inform the Performance Monitoring & External Relations Committee of the feedback received by the Planning & Development Department in the fourth quarter of 2023. It should be noted that this feedback summary applies only to department-related activities which include, but are not limited to, existing and potential bus service and/or feedback related to specific bus stops.

NEW SERVICE COMMENTS

One request for service on N Pines Rd to continue north, cross the freeway and up to Trent.
Customer was informed that his request would be logged for future consideration. STA does not currently have service planned along this segment.

One request for service to Suncrest in Stevens County.
Resident was informed that this location is outside of the Public Transportation Benefit Area (PTBA).

One request for more direct eastbound service connecting N. Argonne Road south of I-90 to the rest of Spokane Valley.

Customer was informed that future connections will be added with the planned Argonne Station Park and Ride and Route 7 High Performance Transit (HPT) line. (STA 2024-2029 Transit Development Plan)

One suggestion for bus service to Idaho.

Service Development is studying the issue for future pilot service consistent with the board-approved STA Moving Forward plan.

EXISTING SERVICE COMMENTS

One request to extend service on Route 74 in Liberty Lake later into the evening.

Customer was informed that similar requests have been made and are currently planned to be implemented over the next two years.

One request for later Sunday night service after 8:00 pm at Spokane Valley Mall.

Customer was directed to Rideshare services and informed that this request would be logged for future consideration.

One request for later service on Sunday for Route 27 inbound past 8:00 pm.

Customer was directed to Rideshare services and informed that this request would be logged for future consideration. Customer was also directed to look at Route 25 which runs nearby and runs past 8:00 pm on Sunday.

One request for earlier service on Sunday for Route 45 inbound; customer wants a trip at 7:18 am.

Staff were unable to make contact with the customer with the number provided. No immediate plans to add the requested trip but noted for future consideration and ideally in connection with more service on other routes.

Multiple requests for weekend and later service on Route 74, particularly from residents, business owners, and employees at the Spokane Valley Mall.

Customers were informed that increased service is planned for this route, beginning in 2025. (STA Moving Forward)

One resident expressed concerns about connecting to routes 60 and 61 now that those routes no longer stop in front of Cathedral Plaza.

The nearest stop on the City Line is approximately 500 feet away. Staff recommend taking City Line to 4th Avenue and Cannon Street to transfer to Routes 60 and 61 from there.

<p>One request for higher weekend service frequency on Route 633.</p> <p><i>Customer was informed that schedule adjustments, including increased frequency for service along the Geiger Blvd corridor are being considered as part of the September 2024 service revisions.</i></p>
<p>One request for earlier weekday service on Route 98 to be able to get to work at Huntwood in Liberty Lake by 6:00 am.</p> <p><i>Customer was informed the Service Development Team would study the issue for future service changes.</i></p>
<p>One request for earlier weekday service on Route 96 to get to work by 6:00 am.</p> <p>In this case, Route 96 connects to Route 74 inbound arriving at plaza at 5:45 am.</p> <p><i>Service Development Team will study the issue for a future service change.</i></p>
<p>One request for Route 11 bus stop be moved back to the Plaza so no need to have to walk one block in the dark to Main Street.</p> <p><i>Left voice mail but never received call back. Service Development team is exploring future route 13 (weeknights and weekend arena shuttle) which may have a stop on Riverside Ave.</i></p>
<p>One request for a better connection from route 173 VTC Express outbound to Route 96 outbound at the VTC.</p> <p><i>Customer was informed the Service Development Team will study the issue for future service changes.</i></p>
<p>One request for earlier weekend service on Route 95 Mid-Valley to reach the Amazon Fulfillment Center for shift changes.</p> <p><i>Customer was encouraged to set up a Rideshare with Amazon coworkers. Increased service on this route is not currently planned, but it will be reviewed for future schedule adjustments.</i></p>
<p>One request to increase weekday frequency and add weekend service on Route 144.</p> <p><i>Customer was informed that Route 144 does not warrant increased service based on its current ridership and was directed to Route 43 in the area.</i></p>
<p>One customer called to complain about missing their connection at SCC due to the City Line arriving late at SCC.</p> <p><i>Customer was unable to be contacted for follow-up. No further incidents have been recorded and the May 2024 increased Central City Line frequency should provide further transfer opportunities at SCC.</i></p>
<p>One customer expressed interest in routing from the Five Mile area to One Spokane Stadium.</p> <p><i>Customer was encouraged to use Route 4 within a 1/3-mile distance from the stadium.</i></p>

<p>A customer requested extended summer service on Route 173 to connect to Splash Down Water Park.</p> <p><i>Customer was encouraged to catch Route 96 which serves the Mission and Pines stop.</i></p>
<p>One customer called to express concerns that the routes are changing too often. Customer relies solely on STA services for transportation and would like to see more stability with service changes.</p> <p><i>Customer was contacted and given the rationale for adjusting routes, particularly around the City Line. The customer was assured that STA strives to provide reliable service and make reasonable improvements. Customer was generally satisfied with this explanation.</i></p>
<p>One customer expressed concerns about long connection wait times between Routes 4 and 33, contributing to students using the bus being late to class at Rogers High School.</p> <p><i>Because both routes serve the STA Plaza, route scheduling is highly dependent on bay availability at the Plaza. Service Development Team is exploring future alternatives that offer greater flexibility in scheduling Route 33 in particular to improve transfer wait times.</i></p>

BUS STOP COMMENTS
<p>Multiple requests for a bus shelter at Hamilton St and Mission Ave for northbound buses.</p> <p><i>Ridership warrants installation of a shelter. This will be programmed for future capital investment.</i></p>
<p>One request for a bus shelter at Sunset Boulevard and Cannon Street for outbound routes 60 and 61.</p> <p><i>Customer was informed that the request would be logged for future consideration.</i></p>
<p>One request for a trash receptacle at 17th Avenue and Madelia Street.</p> <p><i>Customer was informed that current ridership does not warrant a trash can installation, however the planning staff will continue to monitor activity at this location.</i></p>
<p>One request for a bus shelter at North Center Street and Illinois Avenue. (Route 36 eastbound)</p> <p><i>Attempted callback. Ridership at this location is too low to warrant a shelter installation.</i></p>
<p>One request for a trash receptacle/stop relocation at N. Crestline Street and E. Houghton Avenue for inbound Route 27 Crestline.</p> <p><i>A trash receptacle was installed.</i></p>
<p>One request for stop relocation at N. Monroe Street and W. Central Avenue (Route 4 Monroe Southbound) due to concerns with the sight distance.</p>

<p><i>STA is working with City of Spokane to adjust stop location in conjunction with an upcoming street project.</i></p>
<p>One request for stop relocation at W. Francis Avenue and N. Indian Trail Road (Route 23 outbound) due to concerns with traffic patterns.</p> <p><i>Customer was contacted and assured that feedback would be considered for possible stop relocation.</i></p>
<p>One request for a trash receptacle at E. Indiana Avenue and N. Pines Road.</p> <p><i>Customer was contacted and trash can was installed.</i></p>
<p>One request for a trash receptacle at S. Washington Street and W. 6th Avenue. (Route 4 northbound)</p> <p><i>Customer was contacted and trash can was installed.</i></p>
<p>One request for a trash receptacle at E. Liberty Avenue and N. Marguerite Road on Route 94 East Central/Millwood.</p> <p><i>Customer was informed that current ridership does not warrant a trash can installation, however, staff will continue to monitor activity at this location.</i></p>
<p>One request for a trash receptacle at N. Sullivan Road and E. Valleyway Avenue on inbound Route 97 South Valley.</p> <p><i>Customer was informed that current ridership does not warrant trash can installation, however, the planning staff will continue to monitor activity at this location.</i></p>
<p>One resident expressed concerns about the placement of the stop at NW Boulevard and Alberta Street.</p> <p><i>Bus stop was relocated away from the intersection corner on 11/10/23.</i></p>
<p>One resident expressed concerns about the narrow sidewalk at E. North Foothills and N. Hamilton Street.</p> <p><i>Received call back from developer of adjacent property with intention to incorporate ADA accessible bus stop between the curb and the new bus stop.</i></p>
<p>Report from Customer Service Department of damaged pole at bus stop at W. Wellesley Avenue & N. Ash Street for inbound Route 23 Maple/Ash.</p> <p><i>The pole was repaired.</i></p>
<p>Supervisor reported missing pole at bus stop SW corner of N. Indian Trail Road and W. Pacific Park Avenue.</p> <p><i>Pole and bus stop flag were installed.</i></p>

<p>A customer expressed concerns about the City Line platform at 1st Avenue and Adams Street. Customer previously tripped on the stairs and felt that the design of the steps was not as accessible as required.</p> <p><i>Customer was contacted and assured that the platform complies with ADA standards. Customer was satisfied with the explanation and suggested that signage be implemented on the stairs.</i></p>
<p>One request for Route 662 EWU North Express to stop at Shadle Park High School.</p> <p><i>Customer was unable to be contacted via email. Request logged for future consideration.</i></p>
<p>One request for a stop to be added at W. Sunset Boulevard and S. F Street along Routes 60 and 61.</p> <p><i>Customer was informed of the challenges of this site. Bus stop at this location has been explored previously but deemed infeasible at the time due to slopes, limited sidewalks, etc.</i></p>
<p>One request for any future bus stops at the Veterans Affairs (VA) Hospital be in front of the main building (east entrance).</p> <p><i>Customer was notified that pending VA Hospital construction will permanently remove the bus stop from the front of the facility, with a possible location on Independence Dr near the northeast corner of the hospital. Staff have endeavored to proactively approach the Veterans Administration about the impacts to stop relocation and this is the most preferred option for transit operations given the range of possibilities the VA Hospital has shared.</i></p>
<p>One request for an additional stop on Route 61 near Salish Apartments between Northern Quest Casino and Airway Heights Corrections Center.</p> <p><i>Customer request is being reviewed for further consideration.</i></p>
<p>One request for an additional stop on Route 144 near High Drive and S. Grand Boulevard.</p> <p><i>Customer was assured that the request would be reviewed for further consideration.</i></p>
<p>Two requests for additional stops on Route 95 Mid-Valley, including on N. Flora Road and N. Barker Road near E. Euclid Avenue.</p> <p><i>Customers were assured that additional stops on this corridor are being planned for upcoming implementation.</i></p>

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

January 31, 2024

AGENDA ITEM 8 : MARCH 6, 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 March 6, 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, March 6, 2024

1:30 p.m. – 3:00 p.m.

**STA Northside Conference Room
1230 W Boone Avenue, Spokane, WA**

In person meeting with optional virtual link below

Virtual Link:	INSERT LINK		
Password:	Members: 2024		Guests: 0324
Call-in Number:	1-408-418-9388		Event #: XXX

DRAFT AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report (5 minutes)
3. Committee Action (5 minutes)
 - A. Minutes of the January 31, 2024, Committee Meeting -- *Corrections/Approval*
 - B. Finalize 2024 Performance Monitoring & External Relations Committee Work Program (*Rapez-Betty*)
4. Committee Action (10 minutes)
 - A. Board Consent Agenda
 1. Plaza Facility Engineering Services: Award of Contract (*Rapez-Betty*)
 - B. Board Discussion Agenda (*none*)
5. Reports to Committee (40 minutes)
 - A. 2023 Year-End Performance Measure Results (*Rapez-Betty*)
 - B. 2023 State Audit Timeline (*Liard*)
 - C. 2023 Unaudited Year-End Financial Report (*Liard*)
 - D. Community Perception Survey Results Summary (*Cortright*)
6. CEO Report (*E. Susan Meyer*) (15 minutes)
7. Committee Information (no discussion/staff available for questions)
 - A. January 2024 Operating Indicators (*Rapez-Betty*)
 - B. February 2024 Sales Tax Revenue (*Liard*)
 - C. January 2024 Financial Results Summary (*Liard*)
8. Review March 27, 2024, Meeting Agenda (April Meeting) (5 minutes)
9. New Business (5 minutes)
10. Committee Members' Expressions (5 minutes)
11. Adjourn
12. Next Committee Meeting: Wednesday, March 27, 2024, (April Meeting) at 1:30 p.m.

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

January 31, 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

January 31, 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.