

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

REVISED AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report (5 minutes)
3. Committee Action (15 minutes)
 - A. Minutes of the January 31, 2024, Committee Meeting -- Corrections/Approval
 - B. Mirabeau Transit Center Improvement Project: Scope of Work Approval (Otterstrom)
 - C. Finalize 2024 Performance Monitoring & External Relations Committee Work Program (Rapez-Betty)
 - D. Appointment of Member to Citizen Advisory Committee (Cortright)
4. Committee Action (5 minutes)
 - A. Board Consent Agenda
 1. Route 11 - Arena/Downtown Shuttle and Shuttle Park Pass Promotional Fare Resolution (Cortright)
 - B. Board Discussion Agenda (none)
5. Reports to Committee (40 minutes)
 - ~~A. 2023 Year-End Performance Measures (Rapez-Betty)~~
 - B. 2023 State Audit Timeline (Liard)
 - C. 2023 Unaudited Year-End Financial Report (Liard)
 - D. 2023 Community Perception Survey Results Summary (Cortright)
 - E. EXPO 50th Anniversary Celebration Update (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

Next Committee Meeting: Wednesday, March 27, 2024, at 1:30 p.m. in person. (April Meeting)

Optional Virtual Link: [JOIN HERE](#)

Password: **Members:** 2024

Guests: 0324

Call-in Number: 1-408-418-9388

Event #: 2498 452 7004

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

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 6, 2024

AGENDA ITEM 3A : MINUTES OF THE JANUARY 31, 2024, PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING – CORRECTIONS OR APPROVAL

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Molly Fricano, Executive Assistant

SUMMARY: Attached are minutes of the March 6, 2024, Performance Monitoring & External Relations Committee meeting for corrections or approval.

RECOMMENDATION TO COMMITTEE: Corrections or approval.

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

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Minutes of the January 31, 2024, Meeting
STA Northside Conference Room
1230 W Boone Avenue, Spokane, WA

In person meeting with optional virtual link

COMMITTEE MEMBERS PRESENT

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

COMMITTEE MEMBERS ABSENT

**Committee Chairman*

STAFF PRESENT

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

PROVIDING LEGAL COUNSEL

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

STAFF MEMBERS ABSENT

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1. **CALL TO ORDER AND ROLL CALL**
Chair Kerns called the meeting to order at 1:30 p.m. and roll call was conducted.
 2. **COMMITTEE CHAIR REPORT**
Chair Kerns had no report at this time.
 3. **COMMITTEE APPROVAL**
 - A. **Minutes of the December 6, 2023, Committee Meeting**
Ms. Wilkerson moved to approve the December 6, 2023, Committee meeting minutes. Mr. Hattenburg seconded, and the motion passed unanimously.
 4. **COMMITTEE ACTION**
 - A. Board Consent Agenda
 1. **2024 Service Revisions: Final Recommendation**
Mr. Otterstrom provided information on a timeline for public outreach and implementation, public outreach activities, specific changes to affected routes, and added Paratransit service areas. There was discussion about two options for the North Bank / Downtown Shuttles which are being evaluated with community stakeholders.

Mr. Hattenburg moved to recommend the Board approve the 2024 Service Revisions Final Recommendation as presented. Ms. Wilkerson seconded, and the motion passed unanimously.

5. REPORTS TO COMMITTEE

A. Draft 2024 Performance Monitoring & External Relations Committee Work Program

Mr. Rapez-Betty presented an overview of the 2024 Performance Monitoring & External Relations (PMER) Committee work program and explained this is the first work program the PMER Committee has created. This work program is made up of annual reports, surveys, procurement timelines, and other items as needed. Items and timelines are subject to change, and new items will be added as they arise. The next step is to finalize and approve in March and share with the Board of Directors as information.

B. Community Access Pass Program Survey Update

Dr. Cortright provided background on the Community Access Pass (CAP) program and presented the 2023 CAP program pass sales and usage. STA will be launching a survey in March to help better understand how participants are using the program. Dr. Cortright shared proposed survey questions. Discussion ensued about other possible questions to add to the survey. Survey results will be shared at a future meeting.

6. CEO REPORT

Ms. Meyer stated the Board established a Legislative Task Force with the following appointees: Mayor Grover, Small Cities, Council Member Dillon, City of Spokane, Commissioner Kerns, Spokane County, and Rhonda Bowers, Labor Representative. There has not been an appointment for the City of Spokane Valley yet. The first meeting will be scheduled soon, with 24-hours' notice, and when all are available.

Ms. Meyer reported she and Mr. Rapez-Betty were recently in Olympia for the Washington State Transit Association (WSTA) Board of Directors quarterly meeting. She explained there were several legislators in attendance who discussed Initiative 2117 which is the Citizen Initiative to repeal the Climate Commitment Act. At this meeting further discussion ensued about possible impacts if the Climate Commitment Act is repealed and funding is lost. The Climate Commitment Act revenue funds \$3.5B in transit projects and services over 15 years in the Move Ahead Washington package. For STA, this will affect funding for Zero-Fare for Youth, special needs transportation, and the Division BRT project.

Ms. Meyer stated the Governor has introduced a requirement about communication and signage of services and projects funded by the Climate Commitment Act to create awareness about how funding is used.

Ms. Meyer provided information on House Bill 2191 and Senate Bill 6185 and explained the purpose is to allow PTBA boards to add two voting members to the Public Transportation Benefit Area (PTBA) Board. One member must be a rider dependent on transit, and the other an advocate for people who are dependent on transit. This topic will be discussed at the first Legislative Task Force meeting.

Ms. Meyer also discussed House Bill 2160, which promotes community and transit-oriented development and the Middle Housing Bill (HB 1110), which makes certain changes to the bill passed last year and how both will impact development close to transit stops.

Ms. Meyer also reported on a Senate Bill relating to pedestrian crossing.

Ms. Meyer further reported as of January 22, 2024, STA now offers 7.5 minute frequency on City Line during peak hours. STA is excited to have enough operators to be able to offer this service. The challenge has been bus bunching due to traffic delays. It's sometimes necessary to take one bus temporarily out of service to get back on schedule.

7. MARCH 6, 2024 – COMMITTEE MEETING DRAFT AGENDA REVIEW

The March 6, 2024, Performance Monitoring & External Relations Committee Meeting draft agenda was reviewed and there were no changes.

8. NEW BUSINESS

9. COMMITTEE MEMBERS' EXPRESSIONS

There was discussion about whether future meetings would be in person or virtual. Committee members are encouraged to attend in person, but there will be a virtual option if necessary.

10. ADJOURN

With no further business to come before the Committee, Chair Kerns adjourned the meeting at 2:42 p.m.

The next committee meeting will be held on Wednesday, March 6, 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

March 6, 2024

AGENDA ITEM 3B : MIRABEAU TRANSIT CENTER IMPROVEMENT PROJECT: SCOPE OF WORK APPROVAL

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Planning & Development Officer
Ryan Brodwater, Capital Projects Manager

SUMMARY: STA is seeking to upgrade the existing Mirabeau Point Park and Ride in fulfillment of the STA Moving Forward Plan. The purpose of this agenda item is to approve the scope of work for the Mirabeau Transit Center Improvement project and authorize the release of the invitation for bids for construction.

BACKGROUND: The existing Mirabeau Point Park and Ride was completed in 2002 and serves as an important passenger and operational facility in the City of Spokane Valley. The existing facility includes three bus bays, an operations support building with two operator restrooms and a small mechanical room, 186 general and six ADA parking stalls, and passenger shelters that have reached their useful life. Existing on-site telecommunications infrastructure does not support security cameras.

The STA Moving Forward plan, adopted in 2014 and amended in 2016 and 2020, envisioned the construction of a “new Mirabeau Transit Center” for expanded vehicle and passenger capacity in support of continued growth in Spokane Valley and as part of a future High Performance Transit (HPT) corridor. In 2021, STA embarked on the development of the I-90/Valley HPT Corridor Development Plan to identify the corridor’s key destinations, alignment, and facilities. This planning effort engaged riders, the public, and stakeholders, including Greater Spokane Valley Chamber of Commerce, Washington State Department of Transportation, City of Spokane Valley, Spokane County, City of Liberty Lake, City of Millwood, and the City of Spokane.

In keeping with the STA Moving Forward plan, the corridor development planning effort considered multiple alternatives for the new center, evaluating several options in an area bounded by Pines Road to the west and Sullivan Road to the east. Options on either side of I-90 were considered. After evaluating several factors, including connectivity and cost, the plan recommended making changes and upgrades to the existing Mirabeau Point Park and Ride, to effectively become the Mirabeau Transit Center. This recommendation was included in the I-90/Valley HPT Corridor Development Plan as approved by the STA Board of Directors on October 20, 2022. The plan can be viewed here:

<https://spokanetransit.com/i90>

The Corridor Development Plan recommended improvements for the planned Mirabeau Transit Center to include “additional bus bays for a total of six, commuter parking, improved passenger and operator amenities, and an extension of the sidewalk to the west along Indiana Avenue.” Project design began in

2023 and was performed by KPFF Consulting Engineers and ALSC Architects under contract no. 2019-10325. Design plans are in the process of being finalized in conjunction with agency permitting review.

Key improvements include:

- Expanded operational capacity to accommodate planned system expansion
 - New internal customer platform that increases the operational bay capacity from three to six providing the customer with a clearer understanding of where to access their bus
 - New HPT platform on Indiana Avenue with two bays for planned HPT service
- Expanded customer parking capacity increasing total parking stalls from 186 general and six ADA to 200 general and nine ADA
- Improved ADA site accessibility
- New operations support building with operator breakroom and restrooms, utility room, and facilities and grounds storage room
- New passenger shelter with integrated platform cover and seating
- Infrastructure to support security cameras and real-time monitors
- Additional customer facing information including bay signage and other information that will help facilitate customer transfers

The Board-approved 2024-2029 Capital Improvement Program includes Mirabeau Transit Center Improvements (CIP # 469) with a budget of \$6,360,000 comprised of local and state funds. The current base bid construction estimate is \$3,979,001. This is in addition to project design, construction contingency, sales tax, construction management, and other related project costs. Staff intend to include additional project enhancements, as additive bid options, for consideration in the final contract award, depending on bid results.

Project	Local	State	Total Budget	Encumbrances to Date	Remaining Budget
Mirabeau Transit Center (CIP #469)	\$3,036,264	\$3,323,736	\$6,360,000	\$752,722	\$5,607,278

Project Element	Cost Estimate
Available Funds	\$5,607,278
Base Bid	\$3,979,001
Additive Bid Option (Indiana Ave. Sidewalk)	\$90,962
Additive Bid Option (East Side Parking Lot)	\$261,481
Construction Contract Total Value	\$4,331,444
Contingency (15%)	\$649,717
Remaining Funds for Construction Management and related activities	\$626,117

An Invitation for Bids (IFB) is required for procurement of the general contractor that will execute project construction. Construction contracts that are anticipated to be more than \$1 million require approval by a board committee of the general scope of work prior to procurement. The general scope of work is attached.



Proposed Operations Support Building and Passenger Platform

RECOMMENDATION TO COMMITTEE: Approve the general scope of work and authorize staff to release an invitation for bid (IFB) for the Mirabeau Transit Center Improvement project.

General Scope of Work

Mirabeau Transit Center Improvement Project

BASE BID

- Demolition
 - Existing operations support building
 - Concrete bus lane
 - Western parking lot
 - Portions of Indiana Ave. frontage
- Trench and excavate for site and building utilities
- Construct new operations support building with integrated passenger platform
- Construct concrete bus lane
- Construct HPT transit platform on Indiana Ave.
- Construct western parking lot
- Install site lighting
- Install site landscaping
- Agency permitting and inspection coordination

ADDITIVE BID OPTIONS

- Indiana Ave. sidewalk extension
- Eastern parking lot
 - Grind and overlay
 - Retrofit site lighting

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 6, 2024

AGENDA ITEM 3C : FINALIZE 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 (P&D) Committee 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.

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	Mirabeau Transit Center Improvement Project: Scope of Work Approval Plaza Engineering Service Award of Contract Route 11 - Arena/Downtown Shuttle and Shuttle Park Pass Promotional Fare Resolution Appointment of Member to Citizen Advisory Committee Finalize 2024 Performance Monitoring & External Relations Committee Work Program 2023 State Audit Timeline 2023 Unaudited Year-End Financial Report 2023 Year-End Performance Measures 2023 Community Perception Survey Results Summary EXPO 50th Anniversary Celebration Update
April 2024	2024 Equal Employment Opportunity Plan Security Services – Award of Contract Sprague Line - Phase 2: Scope of Work Approval Plaza Engineering Service Award of Contract May 2024 Service Change Clean Fuel Standard Program Update Community Access Pass Program Survey Results 2023 Fixed Route Rider Survey Results

Month	Committee Activities
May 2024	Security Services Award of Contract First Quarter Year-to-Date Performance Measures 2023 Paratransit Survey Results Community Access Pass Program Survey Results
June 2024	2024 Equal Employment Opportunity Plan Public Transportation Agency Safety Plan (PTASP) 2023 Fixed-Route System Performance Review
July 2024	No items currently
August 2024	<i>No Board/Committee Meetings in August</i>
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

March 6, 2024

AGENDA ITEM: 3D APPOINTMENT OF MEMBER TO CITIZEN ADVISORY COMMITTEE

REFERRAL COMMITTEE: Citizen Advisory Committee

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 CAC became a subcommittee to Performance Monitoring & 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 and diverse representation. Selection of members is through an application process followed by a vote from the PMER Committee to appoint members following the recommendation of the CAC. Currently, the CAC has twelve (12) members.

The CAC Chair, Dan Brown, and Carly Cortright interviewed a CAC applicant that would add additional representation to the CAC. Though our annual recruitment process is in September per the CAC Charter, there was a desire by the CAC for a youth representative. Perry Crandall applied after our annual recruitment process and is a sophomore at Ferris High School. Mr. Crandall is an active STA fixed-route rider and is passionate about public transportation. He brings a unique perspective not currently on the CAC. The CAC recommended PMER approve the appointment of Mr. Crandall at their February 7, 2024, meeting. Staff recommends that the PMER Committee appoint Mr. Crandall to his first three-year term, beginning April 1, 2024.

RECOMMENDATION TO COMMITTEE: Approve, by motion, the appointment of Perry Crandall to the Citizen Advisory Committee, for a first term of three years, commencing April 1, 2024.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 6, 2024

AGENDA ITEM: 4A1 ROUTE 11 - ARENA/DOWNTOWN SHUTTLE AND SHUTTLE PARK PASS
PROMOTIONAL FARE RESOLUTION

REFERRAL COMMITTEE: n/a

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

SUMMARY: As part of the Board approved 2024 Service Revisions, the Route 11 – Arena/Downtown Shuttle has had the hours extended to accommodate night/weekend service between downtown and the Spokane Public Facilities District. These facilities include the Spokane Arena, ONE Stadium, and The Podium on the north bank of the Spokane River. These extended hours will go into effect on Friday, May 3, to coincide with the City of Spokane’s 50th anniversary of Expo ’74, which is a two-month celebration of the historic World’s Fair. The Arena/Downtown Shuttle’s extended hours and days of service to include weekends were intended to accommodate visitors to Riverfront Park and the North Bank from Downtown and vice versa.

As part of the 50th anniversary of Expo ’74 celebration, Spokane Transit is proposing a promotional fare of \$0.50 on Route 11 - Arena/Downtown Shuttle from May 3 through July 7. This fare would only apply to Route 11 and no further discounts would apply; youth 18 and under would continue to ride for free. It should be noted that because this promotional fare is less than six months in duration, the Federal Transit Administration does not require a fare equity analysis under Title VI.

Additionally, Spokane Transit proposes a discount on Shuttle Park pass purchases for the months of May and June, 2024. Individuals currently can purchase a Shuttle Park pass for \$40 a month and park at the Spokane Arena. Included in their Shuttle Park pass purchase is the fare for routes 11, 26, 27, and 28 (which all connect near the Spokane Arena). Spokane Transit has a revenue sharing agreement with Spokane Public Facilities District (\$14 monthly) and Downtown Spokane Partnership (\$2 monthly) for Shuttle Park, which would be unchanged during this promotion, but would discount the remaining cost (\$24) of the pass 75% to be in line with the promotional fare for Route 11. Shuttle Park passes for May and June would therefore be \$22.00 each month, with \$14 still going to Spokane Public Facilities District and \$2 to Downtown Spokane Partnership, and \$6.00 to Spokane Transit as the promotional fare.

The goal of the promotional fare is to acknowledge the momentous occasion of the 50th anniversary of Expo ’74 and to encourage more people to consider transit. As the International Exposition on the Environment, Expo ’74 was the first environmentally themed World’s Fair and its legacy still lives on in Spokane Transit’s livery, with white, blue, and green coaches reflecting the same colors of the Expo ’74 logo. Fifty years later we have the same commitment to sustainability and environmental stewardship, and with this promotional fare, STA encourages others to join in that commitment.

RECOMMENDATION TO COMMITTEE: Review and recommend the Board approve, by Resolution, promotional fares for Route 11 and the Shuttle Park pass, to be implemented for a limited period as set forth therein.

A RESOLUTION FOR THE PURPOSE OF ESTABLISHING A PROMOTIONAL FARE FOR THE ROUTE 11 – ARENA/DOWNTOWN SHUTTLE CONCURRENT WITH THE CITY OF SPOKANE’S 50TH ANNIVERSARY OF EXPO ’74 CELEBRATION

SPOKANE TRANSIT AUTHORITY
Spokane County, Washington

BE IT RESOLVED BY THE SPOKANE TRANSIT AUTHORITY as follows:

WHEREAS, the Spokane Transit Authority (STA) is a municipal corporation operating and existing under and pursuant to the Constitution and the laws of the state of Washington, pursuant to RCW Title 36, Chapter 57A, Public Transportation Benefit Area; and

WHEREAS, the STA Board of Directors is the legislative body of the Spokane County Public Transportation Benefit Area; and

WHEREAS, pursuant to RCW 36.57A.090(3), the STA Board of Directors shall have the power to fix rates, tolls, fares, and charges for the use of public transit services and facilities; and

WHEREAS, STA extended the hours of service on nights and weekends for Route 11 – Arena/Downtown Shuttle to meet stakeholder demand for improved connectivity between downtown Spokane and the North Bank and various public facilities; and

WHEREAS, the Shuttle Park Pass program is a key long-term partnership between STA, Spokane Public Facilities District, and Downtown Spokane Partnership to improve the mobility of employees to and from downtown workplaces in the City of Spokane; and

WHEREAS, the City of Spokane is celebrating the 50th anniversary of the 1974 World’s Fair Exposition between May 4, 2024 and July 4, 2024 to be held in Riverfront Park, adjacent to Route 11, and during this time, STA desires to increase transit connectivity and accessibility to help stimulate economic and pedestrian activity; and

WHEREAS, the STA Board of Directors finds it proper and a legitimate public interest to adopt certain promotional fares, as resolved below, during the 1974 World’s Fair Exposition between May 3, 2024 and July 7, 2024.

NOW, THEREFORE BE IT RESOLVED by the STA Board of Directors as follows:

Section 1: The STA Board of Directors adopts a \$0.50 fare on Route 11, effective May 3, 2024, through July 7, 2024, with the following conditions:

- a) No transfers will be available on Route 11;
- b) All fare purchases will contribute to fare capping on Connect cards or open payments through debit/credit card or Apple/Google Pay;
- c) No further discounts will be applied for Honored Rider, Stars and Stripes, or Student Connect card holders;
- d) Youth 18 and under will continue to ride for free; and
- e) Shuttle Park pass holders will continue to ride for free.

Section 2: The STA Board of Directors adopts a \$6.00 charge for Spokane Transit’s portion of Shuttle Park pass, leaving the \$16 revenue sharing portion for Spokane Public Facilities District and Downtown Spokane Partnership intact, for a total charge of \$22.00 for a Shuttle Park pass during the months of May and June 2024.

Section 3: The STA Board of Directors hereby authorizes the Chief Executive Officer to implement the provisions of this resolution and to take such measures as necessary and proper to enhance public awareness of these promotional fares on Route 11 and Shuttle Park Pass.

Adopted by STA at a regular meeting thereof held on the 21st day of March 2024.

ATTEST:

SPOKANE TRANSIT AUTHORITY:

Dana Infalt
Clerk of the Authority

Al French
Board Chair

Approved as to form:

Megan Clark
Legal Counsel

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 6, 2024

AGENDA ITEM 5B : 2023 STATE AUDIT TIMELINE

REFERRAL COMMITTEE: n/a

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

SUMMARY: The Washington State Auditor will begin the National Transit Database (NTD) and Financial Audit in March. Following is the draft audit schedule with dates to be confirmed by the State Auditor's Office (SAO).

Week of March 25 SAO Entrance Conference
Week of May 27 Exit conference with STA Administration
September 4 Exit conference with Performance Monitoring & External Relations
Committee

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 6, 2024

AGENDA ITEM 5C : 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 will be provided at the meeting.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 6, 2024

AGENDA ITEM: 5D 2023 COMMUNITY PERCEPTION SURVEY RESULTS SUMMARY

REFERRAL COMMITTEE: n/a

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

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

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

RECOMMENDATION TO COMMITTEE: Receive Report

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 6, 2024

AGENDA ITEM: 5E EXPO '74 50TH 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 4th with an opening ceremony at the Pavilion in Riverfront Park and conclude July 4th 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 50th 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 3rd in conjunction with Bloomsday weekend and the opening celebration for the 50th anniversary and will be available to purchase (and receive automatic \$5 credit) through the closing ceremony on July 4th. 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 50th 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, or the Arena/Downtown Shuttle 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 3rd to support the Expo '74 50th Anniversary celebration and facilitate transportation to events in Riverfront Park. Spokane Transit is also proposing a promotional fare for this route in support of the celebration.

RECOMMENDATION TO COMMITTEE: Receive Report.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 6, 2024

AGENDA ITEM 6: CEO REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: E. Susan Meyer, Chief Executive Officer

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

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 6, 2024

AGENDA ITEM 7A: JANUARY 2024 OPERATING INDICATORS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: There was one more weekday in January 2024 compared to January 2023.

FIXED ROUTE

Total Fixed Route monthly ridership increased 17.4% (774,173 vs. 659,664) in January 2024 compared to January 2023.

Average weekday ridership increased 9.8% (30,901 vs. 28,142) in January 2024 compared to January 2023.

Zero-Fare Youth (formerly Youth) increased 22.3% (150,555 vs. 123,123) in January 2024 compared to January 2023.

Reduced Fare / Paratransit Ridership increased 4.1% (90,364 vs. 86,826) in January 2024 compared to January 2023.

CCS Pass Ridership increased 27.4% (30,963 vs. 24,297) in January 2024 compared to January 2023.

Eagle Pass Ridership decreased -5.6% (32,492 vs. 34,428) in January 2024 compared to January 2023.

56.5% of all passengers used Connect Passes last month.

PARATRANSIT

Total Paratransit ridership increased 5.4% (30,587 vs. 29,017) January 2024 compared to January 2023.

Detailed breakdown:

- Directly operated service increased 12.8% (16,921 vs 14,999) January 2024 compared to January 2023.
- Contracted service decreased 2.5% (13,666 vs 14,018) January 2024 compared to January 2023.
- Special Use Van ridership decreased 24.9% (955 vs 1,271) January 2024 compared to January 2023.

RIDESHARE

Total Rideshare ridership increased 6.9% (9,219 vs 8,625) January 2024 compared to January 2023.

Rideshare vans in service increased 12.3% (82 vs. 73) in January 2024 compared to January 2023.

CUSTOMER SERVICE/SALES

Total Value Added to Connect Cards:

Value Added increased 29.5% (\$250,100 vs. \$193,057) in January 2024 compared to January 2023.

- Autoload increased 60.2% (\$13,603 vs. \$8,493) in January 2024 compared to January 2023
- Call Centers increased 93.4% (\$7,638 vs. \$3,949) in January 2024 compared to January 2023
- Customer Service Terminal increased 0.4% (\$60,471 vs. \$60,239) in January 2024 compared to January 2023
- Customer Website decreased 6.4% (\$22,223 vs. \$23,741) in January 2024 compared to January 2023
- Mobile Ticketing increased 27.8% (\$111,298 vs. \$87,077) in January 2024 compared to January 2023
- Institutional Website increased 130.9% (\$19,089 vs. \$8,266) in January 2024 compared to January 2023
- Open Payments increased 100% (\$12,348 vs. \$0) in January 2024 (Open payments started in July 2023)
- Retail Network increased 165.5% (\$3,430 vs. \$1,292) in January 2024 compared to January 2023

Total Pass Sales:

Total Pass Sales increased 63.3% (21,567 vs. 13,206) in January 2024 compared to January 2023

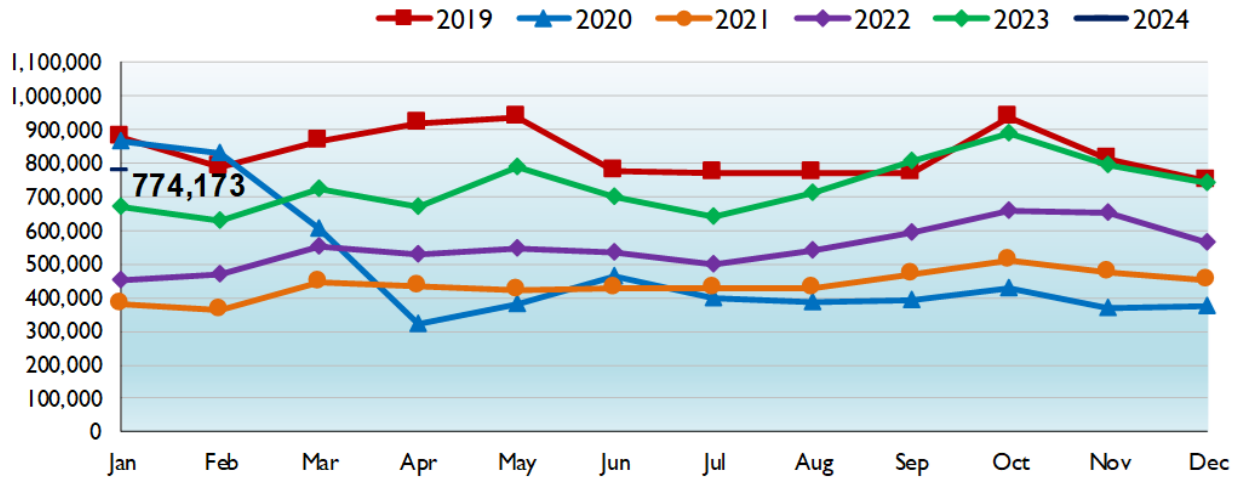
- 1-Ride Pass increased 107.3% (9,695 vs. 4,677) in January 2024 compared to January 2023
- 7-Day Rolling Pass increased 38.4% (292 vs. 211) in January 2024 compared to January 2023
- Day Pass increased 38.1% (10,158 vs. 7,353) in January 2024 compared to January 2023
- Honored Rider 31-Day Rolling Pass increased 15.6% (52 vs. 45) in January 2024 compared to January 2023
- Paratransit Monthly Pass increased 18.2% (39 vs. 33) in January 2024 compared to January 2023
- Shuttle Park Pass decreased 30.6% (136 vs. 196) in January 2024 compared to January 2023
- Standard 31-Day Rolling Pass increased 72.9% (1,195 vs. 691) in January 2024 compared to January 2023

Specialty Pass Programs:

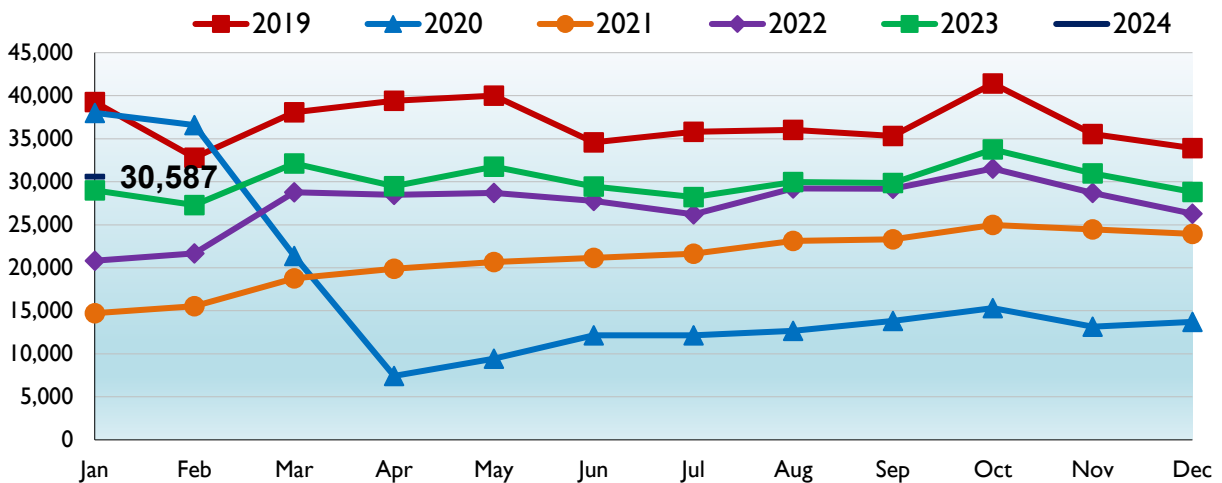
Monthly Data	YTD Data
Shuttle Park monthly sales Decreased 30.6% (136 vs. 196 in 2023)	YTD sales Decreased 30.6% (136 vs. 196 in 2023)
ESBP monthly sales Increased 44.7% (460 vs. 318 in 2023)	YTD sales Increased 44.7% (460 vs. 318 in 2023)
UTAP monthly rides Increased 13.2% (87,077 vs. 76,938 in 2023)	YTD rides Increased 13.2% (87,077 vs. 76,938 in 2023)
Community Access Program Increased 10.2% (8,281 vs 7,512 in 2023)	YTD CAP Sales Increased 10.2% (8,281 vs 7,512 in 2023)

RECOMMENDATION TO COMMITTEE: Information only.

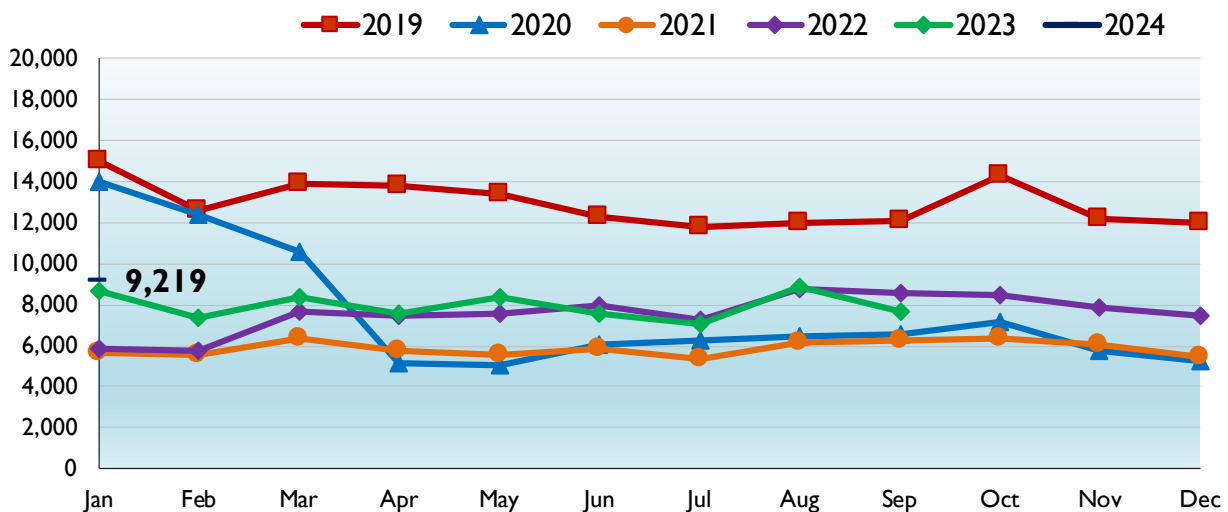
FIXED ROUTE RIDERSHIP



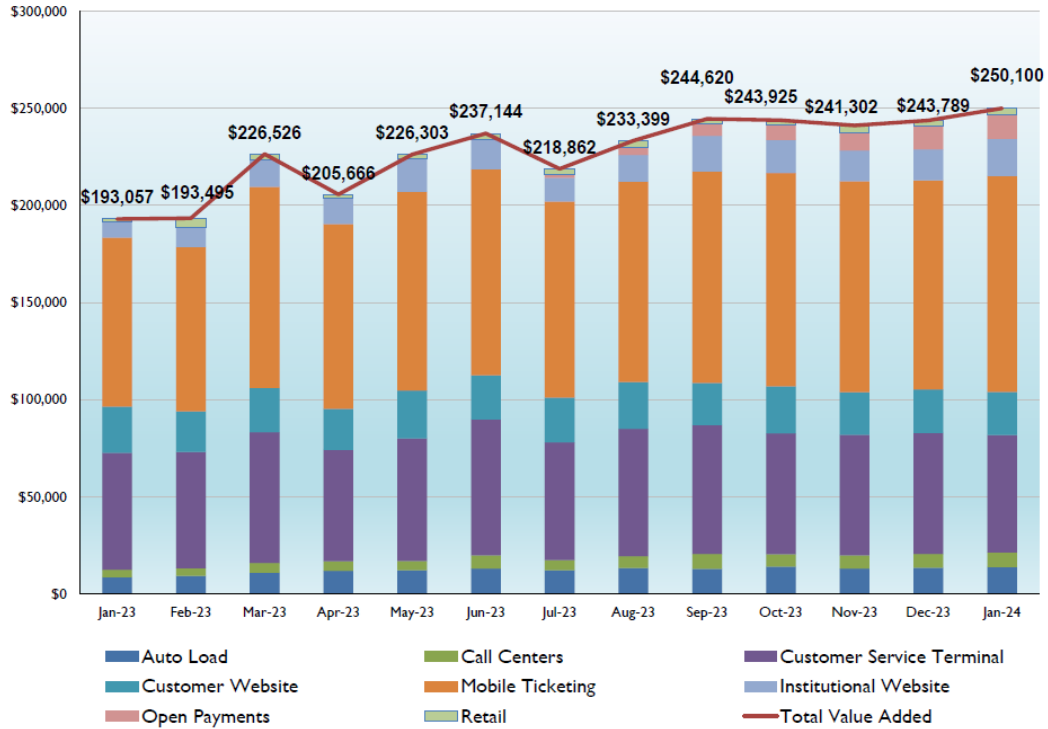
PARATRANSIT RIDERSHIP



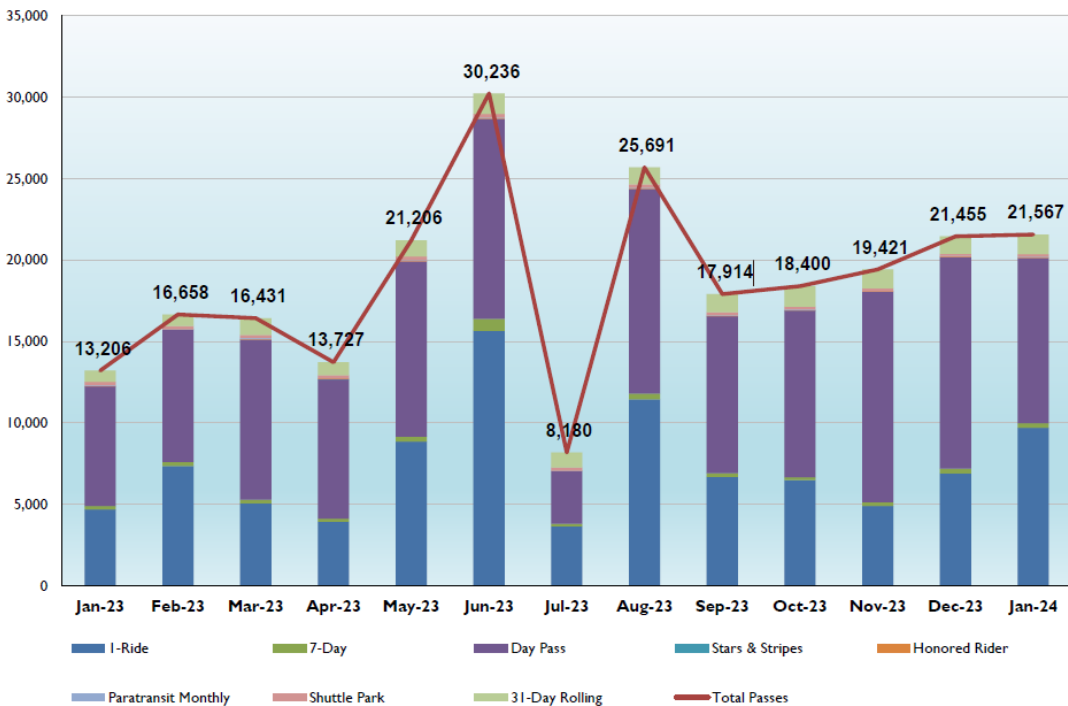
RIDESHARE RIDERSHIP



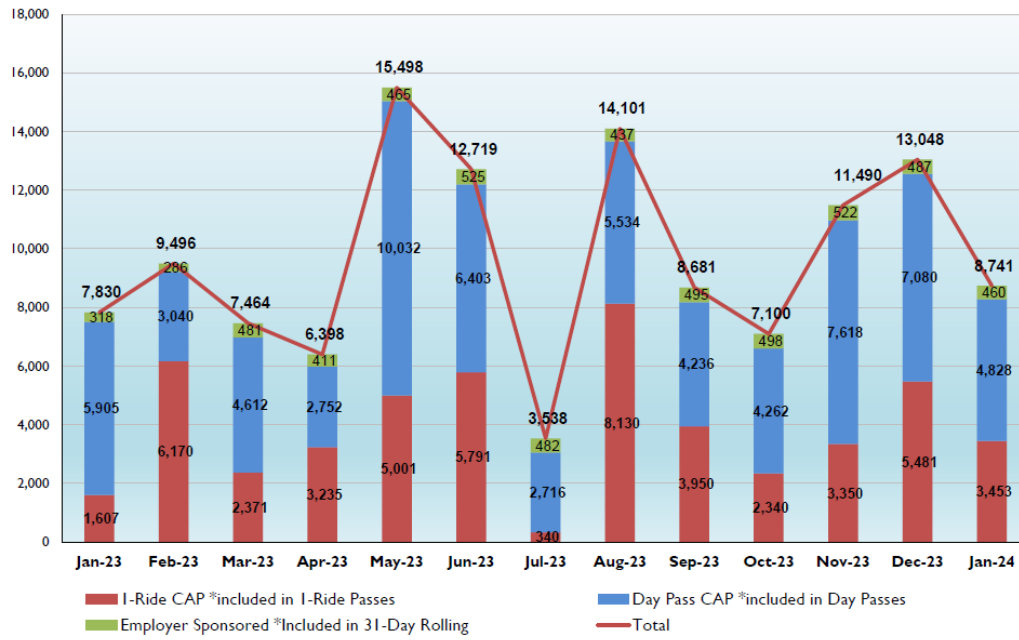
TOTAL VALUE ADDED TO CONNECT CARDS



TOTAL PASS SALES



TOTAL DISCOUNT PASSES



SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 6, 2024

AGENDA ITEM 7B : FEBRUARY 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 February 2024 voter-approved sales tax revenue information. February sales tax revenue, which represents sales for December 2023, was:

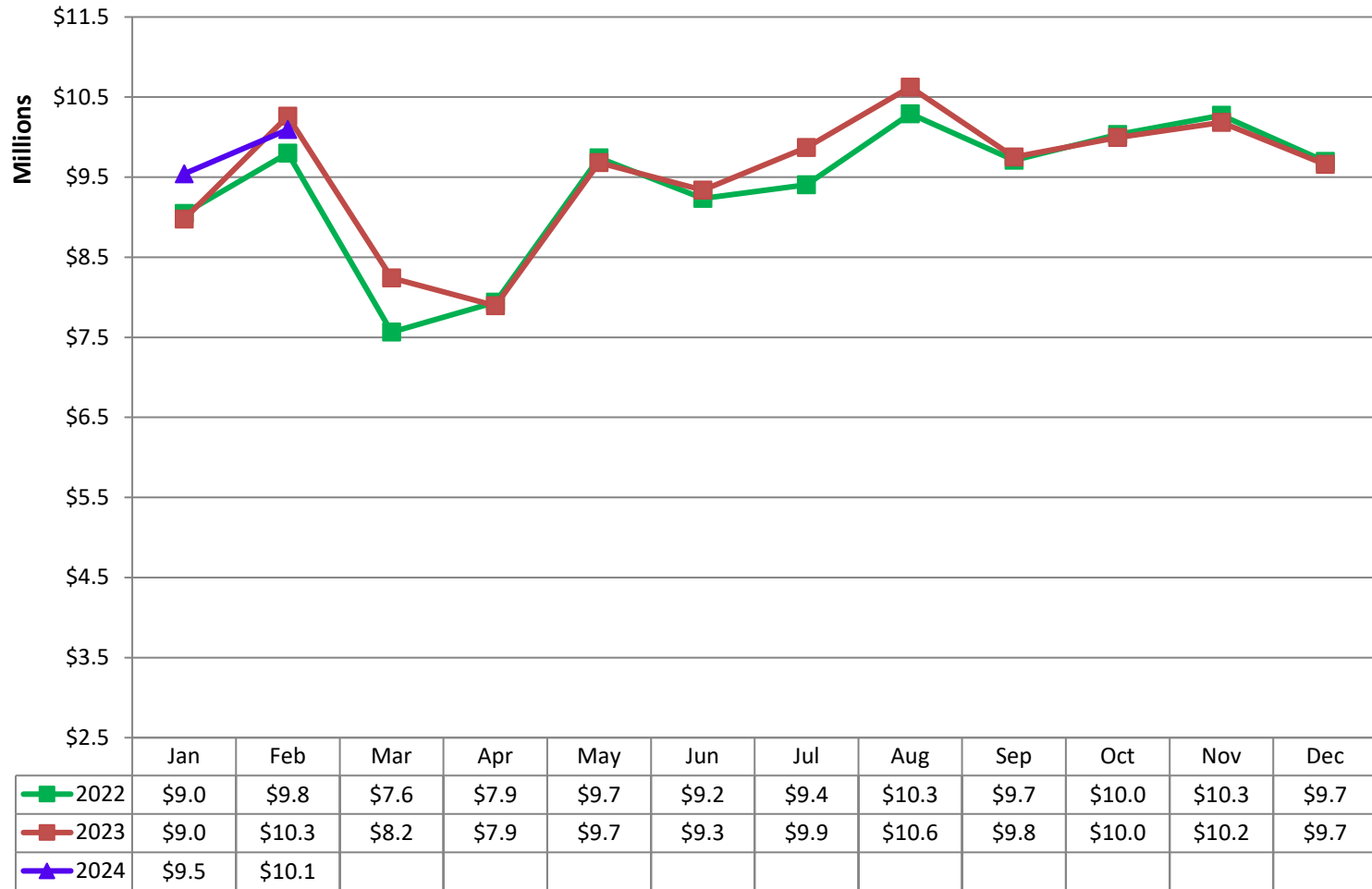
- 1.6% below 2024 budget
- 2.1% above YTD 2024 budget
- 1.6% below 2023 actual
- 2.1% above YTD 2023 actual

Total taxable sales for December were down 1.3% from December 2022. 2023 YTD sales are *up* 1.6% from December 2022 YTD. Retail, Construction and Accommodation and Food Services continue to be the top 3 rankings YTD:

- Retail Trade *decreased* by 2.8% (\$18.0M) in December 2023 vs December 2022 and is *down* by 1.1% (\$-73.4M) December 2023 YTD vs 2022 YTD
 - Other Miscellaneous Retailers *increased* 9.8% or \$96.4M December 2023 YTD over December 2022 YTD
 - Grocery and Convenience Retailers *increased* 5.5% or \$19.1M December 2023 YTD over December 2022 YTD
 - Clothing and Clothing Accessories Retailers *decreased* 3.5% or (\$-10.0M) December 2023 YTD over December 2022 YTD
 - Electronics and Appliance Retailers *decreased* 6.5% or (\$-27.6M) December 2023 YTD over December 2022 YTD
 - Building Material and Supplies Dealers *decreased* 4.2% or (\$-29.4M) December 2023 YTD over December 2022 YTD
 - Automobile Dealers *decreased* 2.6% or (\$-31.8M) December 2023 YTD over December 2022 YTD
 - Other Motor Vehicle Dealers *decreased* 14.7% or (\$-33.7M) December 2023 YTD over December 2022 YTD
 - Furniture and Home Furnishings Retailers *decreased* 25.4% or (\$-63.5M) December 2023 YTD over December 2022 YTD
- Construction *decreased* by 4.3% (\$-7.3M) in December 2023 vs December 2022 and is *up* by 1.3% (\$28.2M) December 2023 YTD vs 2022 YTD
- Accommodation and Food Services *increased* by 3.3% (\$3.7M) in December 2023 vs December 2022 and is *up* by 3.4% (\$47.4M) December 2023 YTD vs 2022 YTD

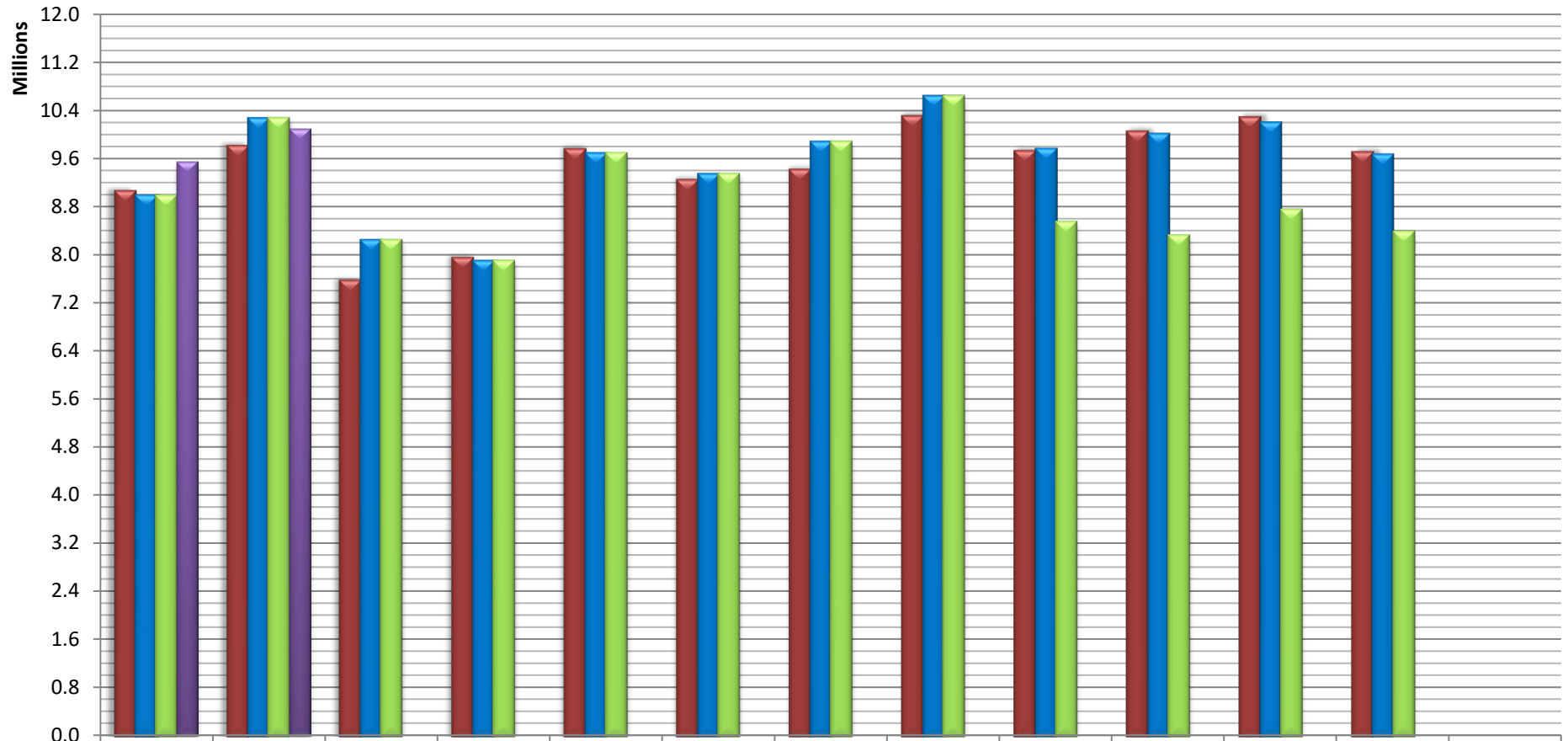
RECOMMENDATION TO COMMITTEE: Information only.

Sales Tax Revenue History-February 2024⁽¹⁾



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

2022 - 2024 SALES TAX RECEIPTS ⁽¹⁾



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2022 Actual	9,047,047	9,799,005	7,564,336	7,938,326	9,741,227	9,233,669	9,403,475	10,291,837	9,711,411	10,033,352	10,273,246	9,695,636	112,732,567
2023 Actual	8,976,504	10,261,069	8,241,832	7,893,772	9,682,305	9,336,760	9,869,962	10,624,847	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	10,094,347	-	-	-	-	-	-	-	-	-	-	19,636,012
\$ Mo. Var.	565,161	(166,722)	-	-	-	-	-	-	-	-	-	-	
% Mo. Var.	6.3%	-1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
\$ YTD Var.	565,161	398,439	-	-	-	-	-	-	-	-	-	-	
% YTD Var.	6.3%	2.1%	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%	2.1%	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

March 6, 2024

AGENDA ITEM 7C : JANUARY 2024 FINANCIAL RESULTS SUMMARY

REFERRAL COMMITTEE: n/a

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

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

Revenue

Overall, January year-to-date revenue is 9.1% (\$1.1M) higher than budget impacted by the following:

- Fares & Other Transit Revenue is 3.9% higher than budget
- Sales Tax Revenue is 6.3% higher than budget
- Federal & State Grant Revenue is 20.9% higher than budget
- Miscellaneous Revenue is 26.6% higher than budget

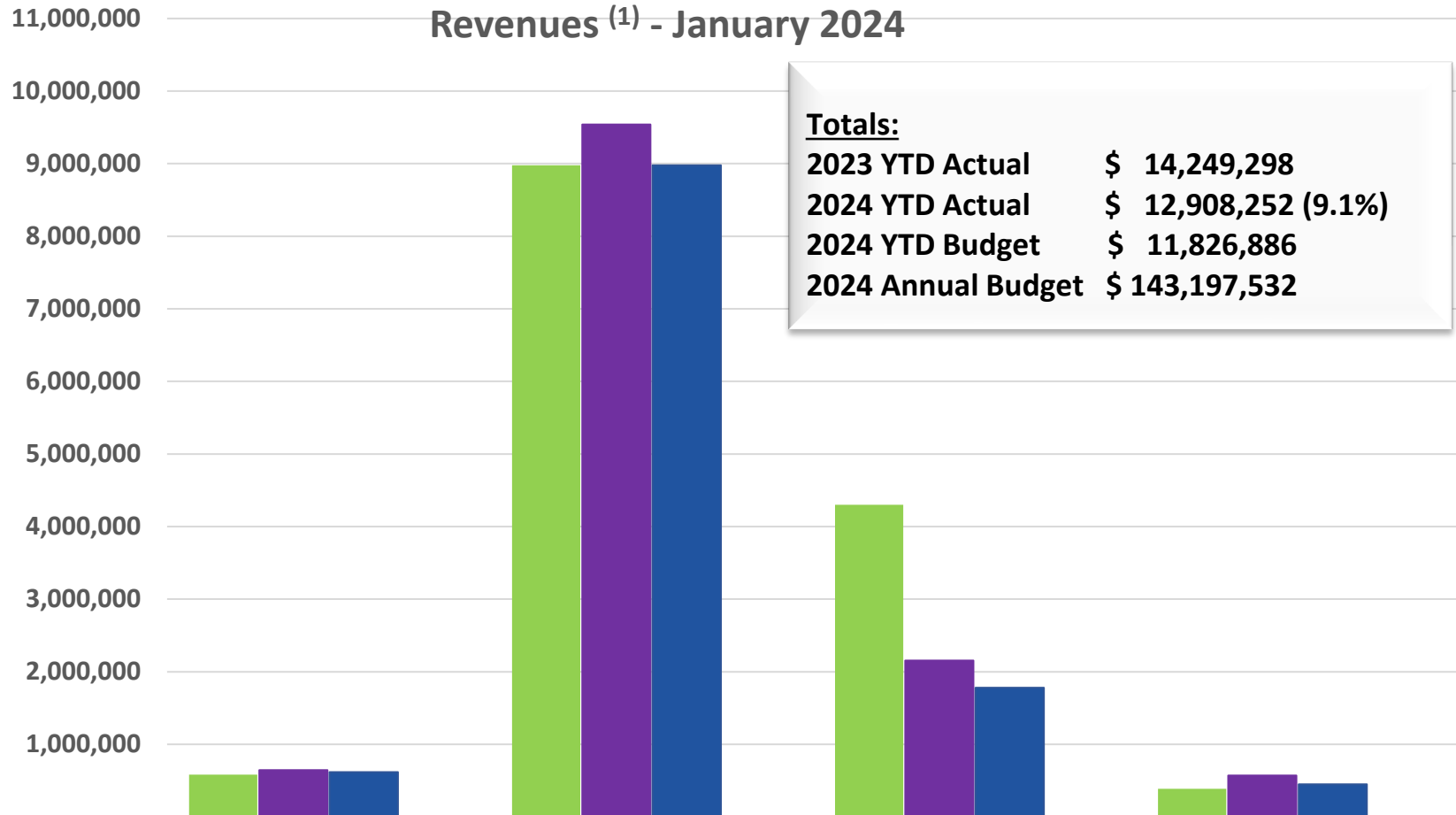
Operating Expenses

Overall, January year-to-date operating expenses are 9.7% (\$1.0M) lower than budget influenced by the timing of payments as follows:

- Fixed Route is 4.7% lower than budget
- Paratransit is 8.3% lower than budget
- Rideshare is 40.6% lower than budget
- Plaza is 23.0% lower than budget
- Administration is 27.0% lower than budget

RECOMMENDATION TO COMMITTEE: Information only.

Spokane Transit Revenues ⁽¹⁾ - January 2024

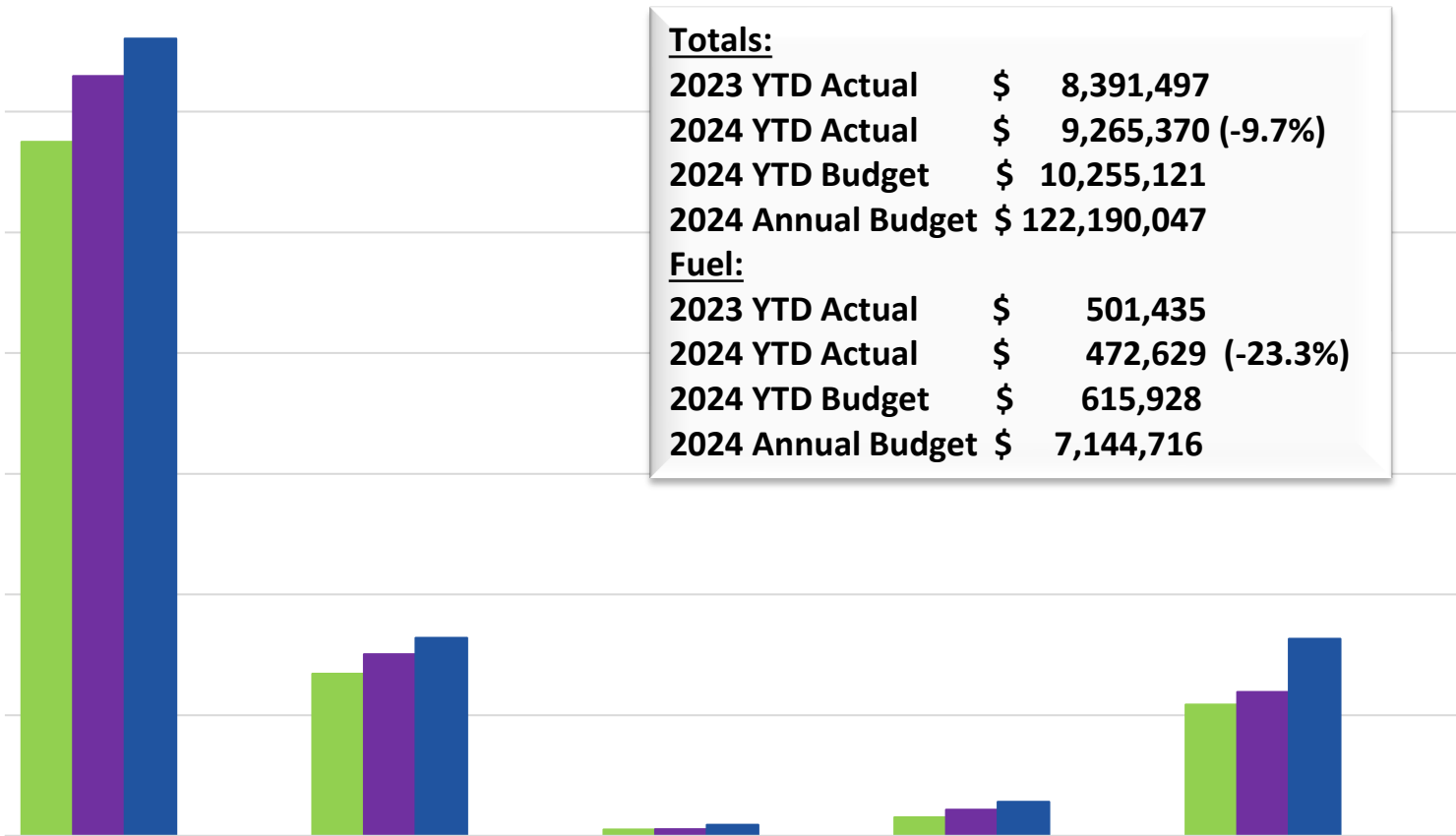


	Fares & Other Transit Revenue	Sales Tax	Federal & State Grants (2)	Miscellaneous
■ 2023 YTD Actual	583,628	8,976,504	4,302,061	387,105
■ 2024 YTD Actual	643,237	9,541,665	2,153,597	569,753
■ 2024 YTD Budget	618,799	8,976,504	1,781,671	449,912
2024 YTD Budget Variance	3.9%	6.3%	20.9%	26.6%
2024 Budget	7,548,864	108,869,671	21,380,052	5,398,945

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

Spokane Transit Operating Expenses⁽¹⁾ - January 2024

8,000,000
7,000,000
6,000,000
5,000,000
4,000,000
3,000,000
2,000,000
1,000,000



Totals:	
2023 YTD Actual	\$ 8,391,497
2024 YTD Actual	\$ 9,265,370 (-9.7%)
2024 YTD Budget	\$ 10,255,121
2024 Annual Budget	\$ 122,190,047
Fuel:	
2023 YTD Actual	\$ 501,435
2024 YTD Actual	\$ 472,629 (-23.3%)
2024 YTD Budget	\$ 615,928
2024 Annual Budget	\$ 7,144,716

	Fixed Route	Paratransit	Rideshare	Plaza	Administration
2023 YTD Actual	5,750,217	1,343,350	54,135	154,607	1,089,188
2024 YTD Actual	6,295,192	1,505,391	55,045	217,888	1,191,854
2024 YTD Budget	6,606,478	1,640,905	92,604	282,925	1,632,209
2024 YTD Budget Variance	-4.7%	-8.3%	-40.6%	-23.0%	-27.0%
2024 Total Budget	78,970,783	20,026,632	908,949	3,525,016	18,758,667

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

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 6, 2024

AGENDA ITEM 8 : MARCH 27, 2024, (APRIL MEETING) 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 27, 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 27, 2024 (April Meeting)

1:30 p.m. – 3:00 p.m.

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

DRAFT AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report (5 minutes)
3. Committee Action (5 minutes)
 - A. Minutes of the March 6, 2024, Committee Meeting -- *Corrections/Approval*
4. Committee Action (15 minutes)
 - A. Board Consent Agenda
 1. Security Services – Award of Contract (*Williams*)
 2. Sprague Line - Phase 2: Scope of Work Approval (*Otterstrom*)
 3. Plaza Facility Engineering Services: Award of Contract (*Rapez-Betty*)
 - B. Board Discussion Agenda (*none*)
5. Reports to Committee (40 minutes)
 - A. May 2024 Service Change (*Otterstrom*)
 - B. Clean Fuel Standard Program Update (*Rapez-Betty*)
 - C. 2023 Fixed Route Rider Survey Results (*Cortright*)
6. CEO Report (*E. Susan Meyer*) (15 minutes)
7. Committee Information (no discussion/staff available for questions)
 - A. February 2024 Operating Indicators (*Rapez-Betty*)
 - B. February 2024 Financial Results Summary (*Liard*)
 - C. March 2024 Sales Tax Revenue (*Liard*)
8. Review May 1, 2024, Meeting Agenda (5 minutes)
9. New Business (5 minutes)
10. Committee Members' Expressions (5 minutes)
11. Adjourn

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

Optional Virtual Link:	Join here	
Password:	Members: 2024	Guests: 0324
Call-in Number:	1-408-418-9388	Event #: XXXX XXX XXXX

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

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 6, 2024

AGENDA ITEM 9: NEW BUSINESS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: n/a

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

RECOMMENDATION TO COMMITTEE: For Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

March 6, 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.