

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

NOTICE OF BOARD MEETING

NOTICE IS HEREBY GIVEN by the Board of Directors of the Spokane Transit Authority of Spokane County, Washington, that the Board will hold a meeting at 1:30 p.m. on Thursday, October 16, 2025, in the Spokane Transit Boardroom, 1230 West Boone Avenue, Spokane Washington. A virtual video conference option is available, and the joining information is listed below.

NOTICE IS FURTHER GIVEN that business to be discussed and/or action taken shall be in accordance with the attached agenda, which is also on file at the STA Administrative Offices.

THE MEETING SHALL BE OPEN TO THE PUBLIC.

BY ORDER OF THE STA BOARD OF DIRECTORS.

DATED THIS 16th DAY OF OCTOBER 2025.



Dana Infalt
Clerk of the Authority
Sr. Executive Assistant to the CEO
Manager Board & Executive Support

Optional virtual joining link available on agenda

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

October 16, 2025

AGENDA ITEM 4 : APPROVE BOARD AGENDA

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Pam Haley, STA Board Chair

SUMMARY: At this time, the STA Board will review and approve the meeting agenda with any revisions provided.

RECOMMENDATION TO BOARD: Approve Board agenda.

FINAL REVIEW FOR BOARD BY:

Division Head // Chief Executive Officer // Legal Counsel //

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

BOARD MEETING

Thursday, October 16, 2025
1:30 – 3:00 p.m.

STA Boardroom
1230 West Boone Avenue, Spokane, WA
w/Virtual Public Viewing Option Link on Page 2

AGENDA

1. Call to Order and Roll Call (*Chair Haley*)
2. Pledge of Allegiance
3. Excused Absences
4. Approve Board Agenda (*Chair Haley*)
5. Public Expressions
6. Recognitions and Presentations: *5 minutes*
 - A. 2025 Employee Recognition Awards - 3rd Quarter (*Nancy Williams*)
 - B. 2025 Years of Service Recognition - 3rd Quarter (*Nancy Williams*)
7. Board Action - Consent Agenda: *5 minutes*
 - A. Minutes of July 26, 2025, STA Board Meeting– Corrections/Approval
 - B. Approval of September 2025 Vouchers (*Robert Hamud*)
 - C. Plaza Facilities Engineering Services – Final Acceptance (*Brandon Rapez-Betty*)
 - D. Division Street Bus Rapid Transit Project Office Lease Agreement (*Emily Poole*)
8. Board Operations Committee: *5 minutes*
 - A. Chair Report (*Chair Haley*)
9. Planning & Development Committee: *45 minutes*
 - A. Chair Report (*Tim Hattenburg*)
 - i. Draft 2026 Budget (*Robert Hamud*)
10. Performance Monitoring & External Relations Committee: *10 minutes*
 - A. Chair Report (*Lance Speirs*)
 - i. Systemwide Security Changes & Enhancements (*Nancy Williams*)
11. CEO Report: *15 minutes*
12. Board Information – *no action or discussion*
 - A. Committee Minutes
 - B. September 2025 Sales Tax Revenue (*Robert Hamud*)
 - C. August 2025 Financial Results Summary (*Robert Hamud*)
 - D. August 2025 Operating Indicators (*Brandon Rapez-Betty*)
 - E. Connect Spokane Comprehensive Plan Minor Update Overview (*Karl Otterstrom*)
 - F. Rideshare Survey Results (*Carly Cortright*)
 - G. Opportunity Fare Pilot Implementation Update (*Carly Cortright*)

13. Executive Session: *5 minutes*
RCW 42.30.110(1)(b) To consider the selection of a site or the acquisition of real estate by lease or purchase when public knowledge regarding such consideration would cause a likelihood of increased price
14. New Business
15. Board Member Expressions
16. Adjourn (*Chair Haley*)

Virtual Joining link:	Click here to join meeting	
Password:	Board Members: 2025 	Guests: <i>Guest</i>
Call-in Number:	1-408-418-9388	Event #: 2496 335 3261

Cable 5 Broadcast Dates and Times of October 16, 2025, Board Meeting:

Saturday, October 18, 2025	4:00 p.m.
Monday, October 20, 2025	10:00 a.m.
Tuesday, October 21, 2025	8:00 p.m.

November Committee Meetings, Wednesday:

Planning & Development	November 5, 2025	10:00 a.m.
Performance Monitoring & External Relations	November 5, 2025	10:00 a.m.
Board Operations	November 12, 2025	1:30 p.m.

November Board Meeting:

Thursday, November 16, 2025, 1:30 p.m. STA Boardroom, 1230 West Boone Avenue, Spokane, Washington
(A virtual joining option will be available for all Committee and Board meetings)

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting on STA's website: www.spokanetransit.com. A video of the Board meeting may be viewed on the website the week after the meeting. Discussions concerning matters to be brought to the Board are held in Committee meetings. The public is welcome to attend and participate. Anyone wishing to address the Board of Directors on a specific subject at a Board meeting may do so by submitting written comments to the STA Chair of the Board (1230 West Boone Avenue, Spokane, WA 99201-2686) 24 hours prior to the Board meeting. Mail addressed to the Board of Directors will be distributed by STA at its next meeting. Mail addressed to a named Board Member will be forwarded to the Board Member, unopened. Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964. 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.

5.

PUBLIC EXPRESSIONS

At this time, the STA Board of Directors will give the public the opportunity to express comments or opinions.

Anyone attending the meeting in person wishing to speak should sign in on the sheet provided and indicate the subject of interest. Comments will be limited to three minutes per person and, if requested, answers will be provided by staff at a later date.

Anyone attending virtually and wishing to comment at the meeting should follow the directions below to sign up for Oral Public Expressions or to submit Written Public Expressions to be distributed to the board. Any written public expressions to be distributed must be submitted to the Clerk no later than the day preceding the meeting. If requested, answers will be provided by staff at a later date.

To provide **Oral Public** via telephone or computer, please complete this [form](#) and/or email your intent to provide comment to clerk@spokanetransit.com to be added to the Public Expressions Speakers' list.

To provide **Written Public Expressions** to be distributed to the board, please complete this [form](#) and/or email your comments to clerk@spokanetransit.com.

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

October 16, 2025

AGENDA ITEM 6A : EMPLOYEE RECOGNITION AWARDS – 3rd QUARTER 2025 – RECOGNITION

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Nancy Williams, Chief Human Resources Officer

SUMMARY: Employees are nominated to the Employee Recognition Committee for embodying and displaying STA's core values of teamwork, respect, accountability, neighborliness, service, innovation, and trained. Nominations include a description of why that employee is being proposed for the recognition and whether they display the additional attributes of communication, leadership, safety, effort, problem solving skills, creativity, and helpfulness. Employees are nominated by their peers. A list of award winners is attached.

RECOMMENDATION TO BOARD: Receive report.



2025 EMPLOYEE RECOGNITION WINNERS

July	1st	Michelle Beach	Fixed Route Coach Operator
July	2 nd	Denise Gillit	F&G Print Specialist
July	3 rd	Jeff Hall	Capital Projects Manager
August	1st	Haley Wilson	Procurement Coordinator
August	2 nd	Chad Bradley	Fixed Route Coach Operator
August	3 rd	(Tie) Lisa Boyle & Don Schmauder	Fixed Route Coach Operators
September	1st	Shawn Frazier	Fixed Route Coach Operator
September	2 nd	Virginia Whisman-Samuels	Fixed Route Coach Operator
September	3 rd	Brain Bale	F&G Foreperson

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

October 16, 2025

AGENDA ITEM 6B : YEARS OF SERVICE AWARDS – RECOGNITION

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Nancy Williams, Chief Human Resources Officer

SUMMARY: At the conclusion of each quarter, Spokane Transit acknowledges and recognizes its employees for their successive years of service with the organization and thanks them for their continued association with it. The following individuals have been employed with STA for significant periods of time, and STA commends and recognizes them for their contribution to the success of the agency:

<u>35 Years</u>	<u>20 Years</u>	<u>10 Years</u>
<u>Customer Service Representative</u> Lonnie Olson	<u>Paratransit Supervisor</u> Zachary Grimm	<u>Associate Building Maintenance Specialist</u> Kevin Franklin
<u>30 Years</u>	<u>Fixed Route Coach Operator</u>	<u>Fixed Route Coach Operator</u>
<u>Paratransit Van Operator</u> Lisa McMaster Terry Mourin	Stephen Davis Dan Franks Dina Minchey	Jared Conklin Troy Jacob Jason Jacobson
<u>Paratransit Reservationist</u> Toby Herman	<u>Storeroom Accounting Specialist</u> Mark Costigan	<u>Paratransit Van Operator</u> Sam Harris
<u>25 Years</u>	<u>Journeyman Vehicle Technician</u>	<u>5 Years</u>
<u>Paratransit Van Operator</u> Glenda Tyler-Kappen	Kevin Clark	<u>Fixed Route Coach Operator</u>
	<u>15 Years</u>	Alisa Egbert
	<u>Sr. Executive Assistant & Clerk of the Board</u> Dana Infalt	Neil Hart
		Alexis Labrie
		Daniella Reyes
		Keven Wagner
		Raul Zaragoza
		<u>Custodian</u>
		Fillmore Ollivierre

RECOMMENDATION TO BOARD: Receive report.

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

October 16, 2025

AGENDA ITEM 7A : MINUTES OF THE SEPTEMBER 18, 2025, BOARD MEETING -
CORRECTIONS AND/OR APPROVAL

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Dana Infalt, Sr. Executive Assistant to the CEO & Clerk of the Authority

SUMMARY: The draft minutes of the September 18, 2025, STA Board meeting are attached for information, corrections and/or approval.

RECOMMENDATION TO BOARD: Corrections and/or approval.

FINAL REVIEW FOR BOARD BY:

Division Head // Chief Executive Officer KO Legal Counsel MC

Attachment

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

STA BOARD MEETING

Minutes of September 18, 2025, Meeting
STA Boardroom with Virtual Joining Option

MEMBERS PRESENT

Pam Haley, City of Spokane Valley, *Chair*
Lance Speirs, Small Cities Medical Lake (*Chair pro tem*)
Betsy Wilkerson, City of Spokane
Josh Kerns, Spokane County
Michael Cathcart, City of Spokane
Tim Hattenburg, City of Spokane Valley
Chris Grover, Small Cities Cheney-*ex-officio*
Hank Bynaker, Small Cities Airway Heights-*ex-officio*
Rhonda Bowers, Labor Representative, *Non-Voting*

MEMBERS ABSENT

Al French, Spokane County
Kitty Klitzke, City of Spokane
Zack Zappone, City of Spokane
Dan Dunne, Small Cities Liberty Lake *ex-officio*
Dan Sander, Small Cities Millwood-*ex-officio*

STAFF PRESENT

Karl Otterstrom, Chief Executive Officer
Brandon Rapez-Betty, Chief Operations Officer
Carly Cortright, Chief Communications & Customer Service Officer
Emily Poole, Interim Chief Planning & Development Officer
Kade Peterson, Chief Information Officer
Nancy Williams, Chief Human Resources Officer
Robert Hamud, Chief Financial Officer
Dana Infalt, Clerk of the Authority

PROVIDING LEGAL COUNSEL

Megan Clark, Etter, McMahon, Lamberson,
VanWert and Oreskovich, P.C.

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1. Call to Order and Roll Call – The Chair called the meeting to order at 1:32 pm and the Clerk conducted roll call.
 2. Pledge of Allegiance - Board Members, staff, and guests stood for the Pledge of Allegiance.
 3. Excused Absences - none
 4. Approve Board Agenda
Mr. Hattenburg moved to approve the agenda. Mr. Cathcart seconded, and the motion passed unanimously.
 5. Public Expressions – Erik Lowe offered comments about a Week Without Driving campaign. He distributed a copy of his comments, a sticker and flyer
 6. Recognitions and Presentations
 - A. Ms. Williams provided background on the Washington State Department of Transportation Wall of Fame awards. She recognized the 2023 recipients which included Nathan Mauger, Senior Communications & Marketing Manager; Jessica Kelch, Senior Project Manager; and the Zero Emission Bus Maintenance Team (Tony Jones, Chris Camarata, Michael Ketterer, and Christian Bigger). She read an excerpt from each of their nominations and the board members and staff congratulated the recipients.

7. Board Action - Consent Agenda

Mr. Hattenburg moved to approve Consent Agenda Items 7A -7K as presented. Ms. Klitzke seconded, and the motion passed unanimously.

- A. Minutes of July 26, 2025, STA Board Meeting– Corrections/Approval
- B. Minutes of August 21, 2025, Special STA Board Meeting– Corrections/Approval
- C. Approval of July and August 2025 Vouchers- Approved claims as listed.
- D. Public Works Contracts under \$35,000: Final Acceptance – Approved, by motion, acceptance of the contracts listed as complete and authorized release of retainage security subject to receipt of Department of Labor & Industries approved prevailing wage affidavits.
- E. Plaza 222A Furniture Phase II: Final Acceptance - Approved, by motion, to accept the contract with Business Interiors of Idaho dba Freeform Interiors for the Plaza 222A Furniture Phase II Project as complete and authorized release of retainage security subject to the receipt of such certificates and releases as are required by law.
- F. Route 95 Bus Stop Improvements: Final Acceptance - Approved, by motion, to accept the contract with Cameron-Reilly LLC for the Route 95 Bus Stop Improvements contract as complete and authorized release of retainage security subject to the receipt of such certificates and releases as are required by law.
- G. Sprague Line-Phase 1: Final Acceptance - Approved, by motion, to accept the contract with Cameron-Reilly LLC for the Sprague Line - Phase 1 contract as complete and authorized release of retainage security subject to the receipt of such certificates and releases as are required by law.
- H. 2024 Service Change Bus Stop Improvements Phase 1: Final Acceptance - Approved, by motion, to accept the contract with Cameron Reilly, LLC. for the 2024 Service Change Bus Stop Improvements Phase 1 contract as complete and authorized release of retainage security to the receipt of such certificates and releases as are required by law.
- I. Millwood Transit Improvements Interlocal Agreement - Approved, by motion, the CEO to execute the Master Design and Construction Interlocal Agreement with the City of Millwood, along with Project Order #1, “Millwood Bus Stop Infrastructure.”
- J. Safety Telematics – Award of Contract - Approved, by motion, the award of contract for Safety Telematics Services and authorized the CEO to execute a five-year contract with Samsara, Inc. using Sourcewell contract 102924 for a total estimated cost of \$1.2 million.
- K. Argonne Station Park & Ride: Full Design Endorsement - Endorsed, by motion, the advancement of the Argonne Station Park & Ride project to final design.

8. Board Operations Committee

- A. Chair Report – Chair Haley mentioned items discussed at Board Operations and Mr. Otterstrom offered his recollection, too.

9. Planning & Development Committee (P&D)

- A. Chair Report – Mr. Hattenburg discussed the items covered at P&D Committee that were approved at this Board meeting. Mr. Hattenburg discussed the Connect 2035 Funding Review and reminded Board members of the upcoming Workshop on October 16 prior to the regular STA Board meeting.

10. Performance Monitoring & External Relations Committee

- A. Chair Report – Mr. Speirs reviewed the items approved and forwarded to the Board by the PMER Committee.

11. CEO Report – Mr. Otterstrom provided updates on the following items:

Ridership for Fixed Route decreased 2.7% month over month in August and has increased 2.4% year-to-date. Paratransit ridership realized a 0.8% decrease in August and has seen a 3.7% increase in ridership year-to-date. Rideshare noted an increase in ridership of 8.8% in August and 1.6% year-to-date. Zero Fare Youth ridership increased 9.7% in August and 9.5% year-to-date.

Monthly Fare Revenue by Fare Type showed total fare revenue for August 2025 of \$582,784. (Fixed Route \$507,902, Paratransit \$46,979, and Rideshare \$27,903). August 2025 Fare Revenue compared to 2024 was down 5.9%. Year-to-date comparisons show an 11.5% increase in Fare Revenue. A comparison of budget to actuals showed a decrease of 8.5% in August and an increase of 3.5% year-to-date.

Sales Tax for August 2025 voter-approved sales tax revenue (June 2025 Sales) was \$459,987 above budget (4.4%) and 0.8% year-to-date above budget (\$0.7M).

Financial Results Summaries for Revenues and Expenses were included in the slide presentation and are available in the Board Packet for review.

Mr. Otterstrom noted the Ribbon Cutting ceremony planned for the Double Decker buses at 12:00 pm on Saturday, September 20th at Eagle Station, 850 Elm Street, Cheney.

He also shared information on a Week Without Driving Challenge coming up September 29th through October 5th. Details are available at www.spokanetransit.com/weekwithoutdriving.com

Mr. Otterstrom offered to answer questions. None were forthcoming.

12. Board Information

- A. Committee Minutes
- B. August 2025 Sales Tax Revenue
- C. July 2025 Financial Results Summary
- D. July 2025 Operating Indicators
- E. 2025 Paratransit Survey Results Summary
- F. Division Street Bus Rapid Transit: Design and Public Outreach Update
- G. 2026-2029 Title VI Program Update
- H. Connect 2035 Strategic Plan Funding Review
- I. 2025 Second Quarter Year-to-Date Performance Measures
- J. 2024 State Audit Report
- K. June 2025 Semi-Annual Financial Reports
- L. 2nd Quarter 2025 Service Planning Input Report
- M. September 2025 Service Change
- N. Federal Transit Administration Section 5310: Call for Projects Preliminary Update

13. New Business – There was no new business presented.

14. Board Member Expressions – There were brief Board Member Expressions.

15. Executive Session – Ms. Clark informed that at this time, the Board would adjourn to Executive Session for 25 minutes to discuss the following:

RCW 42.30.110 (1)(i)(iii) Litigation or legal risks of a proposed action or current practice that the agency has identified when public discussion of the litigation or legal risks is likely to result in an adverse legal or financial consequence to the agency;

RCW 42.30.110(1)(b) To consider the selection of a site or the acquisition of real estate by lease or purchase when public knowledge regarding such consideration would cause a likelihood of increased price; and

RCW 42.30.110(1)(a)(ii) To consider, if in compliance with any required data security breach disclosure under RCW 19.255.010 and 42.56.590, and with legal counsel available, information regarding the infrastructure and security of computer and telecommunications networks, security and service recovery plans, security risk assessments and security test results to the extent that they identify specific system vulnerabilities, and other information that if made public may increase the risk to the confidentiality, integrity, or availability of agency security or to information technology infrastructure or assets.

No action is anticipated as a result of the executive session, and the meeting will adjourn as soon as the session concludes.

- The Board adjourned to Executive Session at 2:20 pm
- At 2:45, the Clerk advised the Board requested an additional 5 minutes
- At 2:50, the Clerk advised the Board requested an additional 10 minutes
- At 3:00, the Board returned from Executive Session and the meeting was adjourned

16. Adjourn - With there being no further business to come before the Board, the Chair adjourned the meeting at 3:00 pm.

Respectfully submitted,



Dana Infalt
Clerk of the Authority

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

October 16, 2025

AGENDA ITEM 7B : SEPTEMBER 2025 VOUCHERS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Robert Hamud, Chief Financial Officer
Tammy Johnston, Director of Financial Services

SUMMARY: The following warrants and ACH transfers for the period of September 1 through 30, 2025, have been audited and processed for payment by the Finance Department in accordance with RCW 42.24.080 and are hereby recommended for STA Board approval. Supporting invoices are in the Finance Department for review.

DESCRIPTION	VOUCHER/ACH NUMBERS	AMOUNT
Accounts Payable Vouchers (September)	Nos. 634257 – 634661	\$ 9,161,880.78
Worker’s Comp Vouchers (September)	ACH – 2286	\$ 67,067.49
Payroll 09/05/2025	ACH – 09/05/2025	\$ 2,844,912.81
Payroll 09/19/2025	ACH – 09/19/2025	\$ 2,464,294.60
WA State – DOR (Excise Tax)	ACH – 1767	\$ 8,673.00
SEPTEMBER TOTAL		\$ 14,546,828.68

Certified:



Tammy Johnston
Director of Financial Services

This certifies that the above vouchers have been audited and certified as required by RCW 42.24.080



Robert Hamud
Chief Financial Officer
(Auditing Officer)

RECOMMENDATION TO BOARD: Approve claims as listed above.

FINAL REVIEW FOR BOARD BY:

Division Head RH Chief Executive Officer KO Legal Counsel MC

Spokane Transit Authority
Vouchers - September 2025

<u>Check Date</u>	<u>Check #</u>	<u>Pavee</u>	<u>Reference</u>	<u>Amount</u>
09/04/2025	634257	ASH & ROWAN HARDWARE LLC	2278	13.95
09/04/2025	634258	FRANCIS AVENUE HARDWARE	2279	47.95
09/04/2025	634259	AFSCME	1328	718.86
09/04/2025	634260	AFSCME	1328	110.00
09/04/2025	634261	ALCOBRA METALS INC	2140	1,913.71
09/04/2025	634262	AMAZON CAPITAL SERVICES INC	2098	2,098.91
09/04/2025	634263	STEVEN W NILES JR	2276	73.03
09/04/2025	634264	NORTHWEST INDUSTRIAL SERVICES LLC	1058	141.37
09/04/2025	634265	ANDREA PARRISH	2687	400.00
09/04/2025	634266	AMALG TRANSIT UNION #1015	1055	26,596.65
09/04/2025	634267	AMALG TRANSIT UNION #1598	1056	1,144.71
09/04/2025	634268	NAF FAIRCHILD AFB	1466	26.00
09/04/2025	634269	AVISTA CORPORATION	1081	46.78
09/04/2025	634270	BOSTON CONSULTING INC	2607	672.58
09/04/2025	634271	BUDINGER & ASSOCIATES INC	2149	3,497.76
09/04/2025	634272	CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES	1130	1,620.90
09/04/2025	634273	CANON FINANCIAL SERVICES INC	1154	1,510.42
09/04/2025	634274	CONSOLIDATED ELECTRICAL DISTRIBUTORS	1133	48.00
09/04/2025	634275	CENTER FOR TRANSPORTATION AND THE ENVIRONMENT	2335	4,674.38
09/04/2025	634276	QWEST CORPORATION	1148	163.18
09/04/2025	634277	CHILD SUPPORT ENFORCEMENT AGENCY	1825	392.30
09/04/2025	634278	CITY OF SPOKANE	1601	1,576.03
09/04/2025	634279	COFFMAN ENGINEERS INC	1162	45,692.55
09/04/2025	634280	COLEMAN OIL COMPANY LLC.	2683	174,205.16
09/04/2025	634281	COMPUNET INC	1166	206,336.14
09/04/2025	634282	CONSEAL CONTAINERS LLC	1176	796.14
09/04/2025	634283	WASHINGTON STATE DEPT OF CORRECTIONS	1708	30,641.17
09/04/2025	634284	CROWN CASTLE INTERNATIONAL CORP.	2733	2,277.99
09/04/2025	634285	CYBERNET MANUFACTURING, INC.	2990	16,632.00
09/04/2025	634286	DOW JONES & COMPANY	2698	187.65
09/04/2025	634287	EMPLOYEE ADVISORY COUNCIL	1236	805.50
09/04/2025	634288	EDEN ADVANCED PEST TECHNOLOGIES	2428	190.93
09/04/2025	634289	FASTENAL COMPANY	1249	2,717.37
09/04/2025	634290	FIRST TRANSIT INC	2430	665,638.30
09/04/2025	634291	V02 COLLECTION INC.	2860	180.02
09/04/2025	634292	FREEDOM SALES AND SUPPLIES LLC	3006	942.62
09/04/2025	634293	FEDEX	1808	517.78
09/04/2025	634294	GALLS LLC	1271	3,054.55
09/04/2025	634295	GENSCO INC	2540	1,696.95
09/04/2025	634296	GOODSON MANUFACTURING COMPANY	1284	345.33
09/04/2025	634297	W.W. GRAINGER INC	1285	7,363.42
09/04/2025	634298	SPOKANE AREA CHAMBER OF COMMERCE	1291	2,500.00
09/04/2025	634299	HUMANIX CORP	1329	3,650.50
09/04/2025	634300	IDAHO STATE TAX COMMISSION	2504	7,025.20
09/04/2025	634301	IL DCS AND FAMILY SERVICES	2768	276.53
09/04/2025	634302	G-A-P SUPPLY CORP	1363	48.07
09/04/2025	634303	KAISER FOUNDATION HEALTH PLAN OF WASHINGTON	1296	424,589.57
09/04/2025	634304	KEYSTONE PEER REVIEW ORGANIZATION LLC	2840	1,411.49
09/04/2025	634305	KIRK'S AUTOMOTIVE INC	1007	370.50
09/04/2025	634306	L&E PARK LLC	2391	4,477.70
09/04/2025	634307	LAMAR TEXAS LIMITED PARTNERSHIP	1938	3,450.00
09/04/2025	634308	LIBERTY LAKE SEWER AND WATER DISTRICT	1396	554.08
09/04/2025	634309	LITHOGRAPHIC REPRODUCTIONS INC	1403	2,105.03
09/04/2025	634310	LHB INC	2821	7,621.45
09/04/2025	634311	LOWE'S COMPANIES, INC	2913	219.60
09/04/2025	634312	M & L SUPPLY CO INC	1413	1,153.70
09/04/2025	634313	MARLIN WINDOWS INC	2924	559.69
09/04/2025	634314	MJ TAKISAKI INC	3012	100,739.75
09/04/2025	634315	Q49 SOLUTIONS LLC	2594	25.09
09/04/2025	634316	MOTOROLA SOLUTIONS INC	1448	190.93
09/04/2025	634317	NAPA AUTO PARTS INC	1014	1,162.27
09/04/2025	634318	THE AFTERMARKET PARTS COMPANY LLC	1015	39.39
09/04/2025	634319	NORLIFT INC	1470	830.81
09/04/2025	634320	CSWW INC	1102	452.33
09/04/2025	634321	NORTHWEST BUS SALES INC	2272	922,817.00
09/04/2025	634322	NYS CHILD SUPPORT PROCESSING CENTER	3040	509.36
09/04/2025	634323	OFFICE DEPOT INC	1483	384.72
09/04/2025	634324	ONEBRIDGE FSA	2880	243.00
09/04/2025	634325	PARAMETRIX INC	2062	197,528.38
09/04/2025	634326	JLS INVESTMENTS LLC	3010	120.00
09/04/2025	634327	S T A - WELL	1557	606.50
09/04/2025	634328	SAFETY-KLEEN SYSTEMS INC	1564	2,024.69
09/04/2025	634329	SBA TOWERS II LLC	1569	2,636.43
09/04/2025	634330	JOHN LATTA ASSOCIATES INC	1936	7.26

<u>Check Date</u>	<u>Check #</u>	<u>Pavee</u>	<u>Reference</u>	<u>Amount</u>
09/04/2025	634331	THE SHERWIN-WILLIAMS CO	1580	979.82
09/04/2025	634332	SHERWIN-WILLIAMS	1580	27.61
09/04/2025	634333	SPOKANE COUNTY	1603	304.50
09/04/2025	634334	SPOKANE HOUSE OF HOSE INC	1605	1,034.09
09/04/2025	634335	GREATER SPOKANE VALLEY CHAMBER OF COMMERCE	1613	50.00
09/04/2025	634336	THE SPOKESMAN REVIEW	1616	150.00
09/04/2025	634337	SUMMIT LAW GROUP PLLC	1637	30,371.60
09/04/2025	634338	SUN SUPPLY INC.	2710	802.97
09/04/2025	634339	TERMINAL SUPPLY INC	1648	3,249.23
09/04/2025	634340	THE ENGRAVER INC	1242	43.64
09/04/2025	634341	THERMO KING NORTHWEST	1650	13.45
09/04/2025	634342	ULINE INC	2401	543.49
09/04/2025	634343	US BANK	1678	53,440.54
09/04/2025	634344	USABLE	2988	28,175.59
09/04/2025	634345	CARACAL ENTERPRISES LLC	2419	21.70
09/04/2025	634346	AMERICAN FEDERATION OF STATE COUNTY 2 WA COUNCIL	1705	1,680.47
09/04/2025	634347	STATE OF WASHINGTON	1707	210.56
09/04/2025	634348	STATE OF WASHINGTON DEPARTMENT OF REVENUE	1767	295.13
09/04/2025	634349	WALTER E NELSON CO	1721	1,282.57
09/04/2025	634350	WEST COAST PAPER COMPANY	1737	41.60
09/04/2025	634351	WEX BANK	2642	16,827.36
09/04/2025	634352	WILBUR-ELLIS COMPANY	1747	539.82
09/04/2025	634353	WASHINGTON STATE TRANSIT ASSOC	1715	200.00
09/12/2025	634354	ABB E-Mobility Inc.	2844	2,661.00
09/12/2025	634355	ACCESS INFORMATION HOLDINGS	2340	11,000.00
09/12/2025	634356	CBS REPORTING INC	1035	882.00
09/12/2025	634357	AMAZON CAPITAL SERVICES INC	2098	1,254.49
09/12/2025	634358	NORTHWEST INDUSTRIAL SERVICES LLC	1058	141.37
09/12/2025	634359	THE ARC OF SPOKANE	2361	7,458.35
09/12/2025	634360	ARCHITECTURAL HARDWARE	1989	3,142.08
09/12/2025	634361	CONTINENTAL BATTERY COMPANY	2915	238.32
09/12/2025	634362	BATTERY SYSTEMS INC	1089	1,309.13
09/12/2025	634363	LITHIA MOTORS SUPPORT SERVICES	1024	88.76
09/12/2025	634364	CANON FINANCIAL SERVICES INC	1154	28.91
09/12/2025	634365	CDW-GOVERNMENT	1132	5,031.64
09/12/2025	634366	QWEST CORPORATION	1148	41.41
09/12/2025	634367	COFFMAN ENGINEERS INC	1162	354.24
09/12/2025	634368	COLEMAN OIL COMPANY LLC.	2683	89,670.76
09/12/2025	634369	COMPENSATION CONNECTIONS LLC	2724	480.00
09/12/2025	634370	COMPUNET INC	1166	13,598.36
09/12/2025	634371	CONSOLIDATED SUPPLY CO	2956	137.46
09/12/2025	634372	CONTINENTAL DOOR COMPANY	1986	964.53
09/12/2025	634373	WASHINGTON STATE DEPT OF CORRECTIONS	1708	2,120.90
09/12/2025	634374	CUMMINS INC	1027	9,347.82
09/12/2025	634375	DEBORA L. BROWN MUNGUIA	2960	5,000.00
09/12/2025	634376	DEVRIES BUSINESS RECORDS MANAGEMENT INC	1766	155.50
09/12/2025	634377	DOWNTOWN SPOKANE DEVELOPMENT ASSOCIATION	1217	160.00
09/12/2025	634378	EL JAY OIL CO INC	1003	9,618.83
09/12/2025	634379	FASTENAL COMPANY	1249	2,566.02
09/12/2025	634380	FISERV-FIRST DATA MERCHANT SERVICES CORPORATION	1257	9,856.91
09/12/2025	634381	FRANCOTYP-POSTALIA INC	1878	159.07
09/12/2025	634382	BUSINESS INTERIORS OF IDAHO	2715	961.54
09/12/2025	634383	GORDON TRUCK CENTERS INC	1018	22,310.02
09/12/2025	634384	GALLS LLC	1271	4,059.56
09/12/2025	634385	GENSCO INC	2540	1,680.57
09/12/2025	634386	GILLIG LLC	1279	28,940.27
09/12/2025	634387	GLOBAL EQUIPMENT COMPANY INC	1280	7,178.87
09/12/2025	634388	W.W. GRAINGER INC	1285	255.33
09/12/2025	634389	GRIMCO INC	2696	1,047.35
09/12/2025	634390	H & H BUSINESS SYSTEMS	1298	1,470.53
09/12/2025	634391	HALME BUILDERS INC	2780	0.00
09/12/2025	634392	HP INC	1312	8,234.87
09/12/2025	634393	INIT INNOVATIONS IN TRANSPORTATION INC	2392	462,281.81
09/12/2025	634394	KENWORTH SALES CO INC	1373	4,686.99
09/12/2025	634395	KIRK'S AUTOMOTIVE INC	1007	324.00
09/12/2025	634396	LEVEL 3 FINANCING, INC	3047	38,911.13
09/12/2025	634397	LIBERTY CONCRETE LLC	3034	260,808.85
09/12/2025	634398	LUMINATOR TECHNOLOGY GROUP INC	1009	763.70
09/12/2025	634399	Q49 SOLUTIONS LLC	2594	25.09
09/12/2025	634400	MOHAWK MANUFACTURING & SUPPLY CO	1011	325.31
09/12/2025	634401	MOTOROLA SOLUTIONS INC	1448	692.89
09/12/2025	634402	MUNCIE RECLAMATION AND SUPPLY CO	1013	1,199.74
09/12/2025	634403	NAPA AUTO PARTS INC	1014	4,858.80
09/12/2025	634404	THE AFTERMARKET PARTS COMPANY LLC	1015	448.29
09/12/2025	634405	NEW FLYER OF AMERICA INC	2528	759,266.11
09/12/2025	634406	NORLIFT INC	1470	363.87
09/12/2025	634407	NORTHWEST BUS SALES INC	2272	4,512.27
09/12/2025	634408	OFFICE RELIEF INC	1991	2,425.73

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09/12/2025	634409	OREILLY AUTO ENTERPRISES LLC	3011	86.61
09/12/2025	634410	Rhonda Flock	900	25.00
09/12/2025	634411	PHOENIX MOTOR INC	2885	336.65
09/12/2025	634412	ROMAINE ELECTRIC CORPORATION	1548	1,011.39
09/12/2025	634413	SECURITAS TECHNOLOGY CORP	2967	347.43
09/12/2025	634414	SENSKE LAWN & TREE CARE INC	2194	250.70
09/12/2025	634415	VANESSA BOGENSBERGER	1582	5,039.74
09/12/2025	634416	SIX ROBBLEES INC	1017	983.56
09/12/2025	634417	SPOKANE NEIGHBORHOOD ACTION PARTNERS	2571	4,822.32
09/12/2025	634418	SOUTHSIDE SENIOR ACTIVITY CENTER	3049	6,320.19
09/12/2025	634419	SPOKANE PUBLIC FACILITIES DISTRICT	1941	1,120.00
09/12/2025	634420	SPOKANE HOUSE OF HOSE INC	1605	34.06
09/12/2025	634421	SPORTWORKS GLOBAL LLC	1617	3,545.20
09/12/2025	634422	STONEWAY ELECTRIC SUPPLY CO	1633	259.36
09/12/2025	634423	SUMMIT REHABILITATION ASSOCIATES PLLC	1638	791.25
09/12/2025	634424	SUN SUPPLY INC.	2710	2,322.38
09/12/2025	634425	THERMO KING NORTHWEST	1650	1,104.83
09/12/2025	634426	TWILIO INC	2994	1,109.11
09/12/2025	634427	USABLE	2988	28,501.80
09/12/2025	634428	VERITECH INC	2049	764.00
09/12/2025	634429	VERIZON WIRELESS LLC	1686	13,367.94
09/12/2025	634430	WALTER E NELSON CO	1721	4,712.67
09/12/2025	634431	WESCO GROUP LLC	2368	5,520.68
09/12/2025	634432	WILLIAM MILES WELCH JR	3029	18,087.38
09/12/2025	634433	VERIZON	2142	7,245.58
09/12/2025	634434	ZAYO GROUP LLC	2321	40,999.91
09/12/2025	634435	ZIPLINE COMMUNICATIONS INC	2492	8,217.00
09/19/2025	634436	INLAND WELDING SUPPLY INC	1032	877.54
09/19/2025	634437	FRANCIS AVENUE HARDWARE	2279	61.21
09/19/2025	634438	COEUR D'ALENE TRACTOR CO INC	1038	26.55
09/19/2025	634439	AFSCME	1328	718.86
09/19/2025	634440	AFSCME	1328	110.00
09/19/2025	634441	ALCOBRA METALS INC	2140	867.51
09/19/2025	634442	AMAZON CAPITAL SERVICES INC	2098	4,195.56
09/19/2025	634443	STEVEN W NILES JR	2276	740.74
09/19/2025	634444	AMPD ENTERTAINMENT LLC	2463	4,076.13
09/19/2025	634445	ANDREW LILJENBERG	2977	100.00
09/19/2025	634446	NORTHWEST CENTER SERVICES	2271	61,000.96
09/19/2025	634447	AMALG TRANSIT UNION #1015	1055	26,987.36
09/19/2025	634448	AMALG TRANSIT UNION #1598	1056	1,144.71
09/19/2025	634449	AMALGAMATED TRANSIT UNION	1057	196.61
09/19/2025	634450	AVISTA CORPORATION	1081	83,362.35
09/19/2025	634451	BATTERY SYSTEMS INC	1089	484.12
09/19/2025	634452	BDI	1022	652.18
09/19/2025	634453	BUDINGER & ASSOCIATES INC	2149	955.50
09/19/2025	634454	BULLDOG ROOTER INC	1126	1,297.64
09/19/2025	634455	CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES	1130	1,620.90
09/19/2025	634456	CALVARY SPOKANE	1136	863.25
09/19/2025	634457	LITHIA MOTORS SUPPORT SERVICES	1024	266.28
09/19/2025	634458	CANON FINANCIAL SERVICES INC	1154	197.74
09/19/2025	634459	CONSOLIDATED ELECTRICAL DISTRIBUTORS	1133	305.10
09/19/2025	634460	CHILD SUPPORT ENFORCEMENT AGENCY	1825	392.30
09/19/2025	634461	CITY GLASS SPOKANE INC	2599	76.37
09/19/2025	634462	CITY OF CHENEY - UTILITY	1158	953.94
09/19/2025	634463	CITY OF SPOKANE	1601	13,608.23
09/19/2025	634464	CLEAN CONCEPTS GROUP INC	1471	988.94
09/19/2025	634465	CLEAN HARBOR ENVIRONMENTAL SERVICES INC.	2741	107.05
09/19/2025	634466	COLEMAN OIL COMPANY LLC.	2683	2,675.09
09/19/2025	634467	COMMERCIAL TIRE INC	2451	707.82
09/19/2025	634468	COMMERCIAL TIRE INC	2451	2,004.20
09/19/2025	634469	CONSOLIDATED IRRIGATION	1177	243.53
09/19/2025	634470	CONSOLIDATED SUPPLY CO	2956	54.11
09/19/2025	634471	CONTINENTAL DOOR COMPANY	1986	685.00
09/19/2025	634472	CRAVENS INC	2705	162.00
09/19/2025	634473	CORPORATE TRANSLATION SERVICES INC	2158	14.44
09/19/2025	634474	CUMMINS INC	1027	20,724.30
09/19/2025	634475	DVP HISTORIC HOLDINGS LLC	2964	19,332.08
09/19/2025	634476	DOW JONES & COMPANY	2698	198.56
09/19/2025	634477	EMPLOYEE ADVISORY COUNCIL	1236	820.50
09/19/2025	634478	EARTHWORKS RECYCLING INC.	2816	257.50
09/19/2025	634479	EDGE CONSTRUCTION SUPPLY INC	1224	214.46
09/19/2025	634480	EL JAY OIL CO INC	1003	3,122.99
09/19/2025	634481	ETTER MCMAHON LAMBERSON VAN WERT & ORESKOVICH P.C.	2737	13,468.00
09/19/2025	634482	FASTENAL COMPANY	1249	1,295.73
09/19/2025	634483	FEDEX FREIGHT	2346	1,123.95
09/19/2025	634484	FERGUSON ENTERPRISES INC	1252	543.67
09/19/2025	634485	FIRST DIGITAL TELECOM	2730	1,309.47
09/19/2025	634486	BUSINESS INTERIORS OF IDAHO	2715	652.12

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09/19/2025	634487	FEDEX	1808	441.11
09/19/2025	634488	GORDON TRUCK CENTERS INC	1018	10.78
09/19/2025	634489	GALLS LLC	1271	5,420.86
09/19/2025	634490	GENSCO INC	2540	1,364.39
09/19/2025	634491	GILLIG LLC	1279	29,505.77
09/19/2025	634492	W.W. GRAINGER INC	1285	3,189.03
09/19/2025	634493	GTS INTERIOR SUPPLY	1994	328.09
09/19/2025	634494	H & H BUSINESS SYSTEMS	1298	617.97
09/19/2025	634495	HORIZON DISTRIBUTORS INC	1321	436.14
09/19/2025	634496	IL DCS AND FAMILY SERVICES	2768	276.53
09/19/2025	634497	INLAND FIRST AID AND SAFETY	2895	1,753.25
09/19/2025	634498	G-A-P SUPPLY CORP	1363	842.74
09/19/2025	634499	KERSHAW'S INC	1374	109.94
09/19/2025	634500	KIRK'S AUTOMOTIVE INC	1007	413.00
09/19/2025	634501	LAIRD PLASTICS	1383	651.94
09/19/2025	634502	LAIRD PLASTICS	1383	60.01
09/19/2025	634503	LEVEL ACCESS INC	3037	8,820.00
09/19/2025	634504	LOWE'S COMPANIES, INC	2913	259.44
09/19/2025	634505	M & L SUPPLY CO INC	1413	199.74
09/19/2025	634506	MAINTENANCE SOLUTIONS	1418	1,613.59
09/19/2025	634507	MCGUIRE BEARING COMPANY	1010	1,196.13
09/19/2025	634508	Q49 SOLUTIONS LLC	2594	25.09
09/19/2025	634509	MODERN ELECTRIC WATER CO INC	1439	82.55
09/19/2025	634510	MOHAWK MANUFACTURING & SUPPLY CO	1011	3,179.79
09/19/2025	634511	MOTION AUTO SUPPLY INC	1012	64.17
09/19/2025	634512	MOTOROLA SOLUTIONS INC	1448	41,836.36
09/19/2025	634513	MOUSER ELECTRONICS INC	1449	75.10
09/19/2025	634514	BLACK REALTY MANAGEMENT INC	1658	850.00
09/19/2025	634515	NAPA AUTO PARTS INC	1014	13,790.51
09/19/2025	634516	LEGEND INVESTMENTS INC	1454	840.71
09/19/2025	634517	NATIONAL COLOR GRAPHICS INC	1455	2,831.15
09/19/2025	634518	THE AFTERMARKET PARTS COMPANY LLC	1015	51,957.60
09/19/2025	634519	NEW PIG CORPORATION	1462	1,787.11
09/19/2025	634520	NORLIFT INC	1470	89,783.85
09/19/2025	634521	CSWW INC	1102	517.35
09/19/2025	634522	NYS CHILD SUPPORT PROCESSING CENTER	3040	509.36
09/19/2025	634523	OFFICE DEPOT INC	1483	116.05
09/19/2025	634524	OREILLY AUTO ENTERPRISES LLC	3011	315.10
09/19/2025	634525	ESTATE OF MARTHA A. STANGLE	901	87.00
09/19/2025	634526	PARR LUMBER	2299	269.38
09/19/2025	634527	PHOENIX MOTOR INC	2885	252.69
09/19/2025	634528	PURE FILTRATION PRODUCTS INC	1531	635.40
09/19/2025	634529	S T A - WELL	1557	620.50
09/19/2025	634530	SENSKE LAWN & TREE CARE INC	2194	108.01
09/19/2025	634531	THE SHERWIN-WILLIAMS CO	1580	1,261.25
09/19/2025	634532	SHERWIN-WILLIAMS	1580	15.00
09/19/2025	634533	SITEONE LANDSCAPE SUPPLY LLC	2557	25.71
09/19/2025	634534	SIX ROBBLEES INC	1017	738.50
09/19/2025	634535	TRUCKPRO HOLDING CORPORATION	1585	3,462.45
09/19/2025	634536	SPOKANE COUNTY SOLID WASTE	1603	303.44
09/19/2025	634537	SPOKANE HARDWARE SUPPLY	1604	220.96
09/19/2025	634538	SPOKANE HOUSE OF HOSE INC	1605	1,501.80
09/19/2025	634539	SPOKANE VALLEY POWER TOOL	1615	65.97
09/19/2025	634540	SPORTWORKS GLOBAL LLC	1617	136.70
09/19/2025	634541	STONEWAY ELECTRIC SUPPLY CO	1633	123.81
09/19/2025	634542	STONEWAY ELECTRIC SUPPLY CO	1633	440.40
09/19/2025	634543	SUMMIT REHABILITATION ASSOCIATES PLLC	1638	1,093.75
09/19/2025	634544	SUN SUPPLY INC.	2710	1,480.90
09/19/2025	634545	TEAM TORQUE INC	1644	255.00
09/19/2025	634546	TERMINAL SUPPLY INC	1648	130.52
09/19/2025	634547	THE ENGRAVER INC	1242	50.73
09/19/2025	634548	THERMO KING NORTHWEST	1650	5,844.50
09/19/2025	634549	BOBCAT OF SPOKANE	1650	199.95
09/19/2025	634550	TRAPEZE SOFTWARE GROUP	1669	8,216.33
09/19/2025	634551	ULINE INC	2401	273.99
09/19/2025	634552	UNIFIRST CORPORATION	2868	10,905.35
09/19/2025	634553	URM STORES INC	1677	379.91
09/19/2025	634554	VOITH US INC	2460	4,800.60
09/19/2025	634555	AMERICAN FEDERATION OF STATE COUNTY 2 WA COUNCIL	1705	1,687.86
09/19/2025	634556	STATE OF WASHINGTON DEPARTMENT OF REVENUE	1767	287.85
09/19/2025	634557	WALTER E NELSON CO	1721	2,222.62
09/19/2025	634558	WASTE MANAGEMENT RECYCLE AMERICA	1702	240.34
09/19/2025	634559	WENDLE MOTORS INCORPORATED	1021	597.07
09/19/2025	634560	WESCO GROUP LLC	2368	773.17
09/19/2025	634561	WHITWORTH WATER DISTRICT	1746	370.10
09/19/2025	634562	THE W.W. WILLIAMS COMPANY	2870	566.63
09/19/2025	634563	WASHINGTON STATE TRANSIT ASSOC	1715	1,095.00
09/26/2025	634564	ACCESS INFORMATION HOLDINGS	2340	847.72

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09/26/2025	634565	CONTINENTAL AMERICAN INSURANCE COMPANY	2682	3,351.32
09/26/2025	634566	UNIVERSAL PROTECTION SERVICE LP	2338	109,490.14
09/26/2025	634567	AMAZON CAPITAL SERVICES INC	2098	3,603.48
09/26/2025	634568	THE ARC OF SPOKANE	2361	7,065.23
09/26/2025	634569	CLARY LONGVIEW LLC	2611	61,652.00
09/26/2025	634570	BUDINGER & ASSOCIATES INC	2149	12,190.90
09/26/2025	634571	CAMERON-REILLY LLC	1137	50,915.44
09/26/2025	634572	CANON FINANCIAL SERVICES INC	1154	2,495.03
09/26/2025	634573	CDW-GOVERNMENT	1132	1,625.59
09/26/2025	634574	QWEST CORPORATION	1148	251.34
09/26/2025	634575	CITY OF SPOKANE VALLEY FINANCE DEPARTMENT	1614	1,712.70
09/26/2025	634576	COFFMAN ENGINEERS INC	1162	58,073.38
09/26/2025	634577	COLEMAN OIL COMPANY LLC.	2683	271,593.67
09/26/2025	634578	COMPLETE OFFICE LLC	2202	2,050.64
09/26/2025	634579	COMPUNET INC	1166	24,127.44
09/26/2025	634580	CONTRACT LAND STAFF LLC	3004	4,217.50
09/26/2025	634581	COSTAR REALTY INFORMATION INC.	2851	514.26
09/26/2025	634582	CUMMINS INC	1027	3,877.20
09/26/2025	634583	DAY WIRELESS SYSTEMS	1202	818.25
09/26/2025	634584	DELTA DENTAL OF WASHINGTON	1726	72,037.00
09/26/2025	634585	FASTENAL COMPANY	1249	942.83
09/26/2025	634586	FISERV-FIRST DATA MERCHANT SERVICES CORPORATION	1257	10,537.46
09/26/2025	634587	FIRST TRANSIT INC	2430	657,262.09
09/26/2025	634588	FRANCOTYP-POSTALIA INC	1878	170.20
09/26/2025	634589	FEDEX	1808	441.77
09/26/2025	634590	GORDON TRUCK CENTERS INC	1018	22,038.54
09/26/2025	634591	GALLS LLC	1271	2,317.45
09/26/2025	634592	GENFARE LLC	1268	676.85
09/26/2025	634593	GILLIG LLC	1279	10,064.65
09/26/2025	634594	W.W. GRAINGER INC	1285	630.19
09/26/2025	634595	H & H BUSINESS SYSTEMS	1298	932.60
09/26/2025	634596	HAGERTY CONSULTING INC	2957	25,811.24
09/26/2025	634597	HALME CONSTRUCTION INC	2090	715,900.00
09/26/2025	634598	HUMANIX CORP	1329	770.07
09/26/2025	634599	ARCADIS A CALIFORNIA PARTNERSHIP	1336	22,125.21
09/26/2025	634600	ARCADIS A CALIFORNIA PARTNERSHIP	1336	9,787.79
09/26/2025	634601	INIT INNOVATIONS IN TRANSPORTATION INC	2392	49,864.00
09/26/2025	634602	KAISER FOUNDATION HEALTH PLAN OF WASHINGTON	1296	96,356.81
09/26/2025	634603	KAISER FOUNDATION HEALTH PLAN OF WASHINGTON	1296	438,080.24
09/26/2025	634604	KAISER FOUNDATION HEALTH PLAN OF WA OPTIONS INC	1295	52,548.12
09/26/2025	634605	KAISER FOUNDATION HEALTH PLAN OF WA OPTIONS INC	1295	9,407.10
09/26/2025	634606	KEYSTONE PEER REVIEW ORGANIZATION LLC	2840	1,445.87
09/26/2025	634607	KHQ - SPOKANE	2575	4,240.00
09/26/2025	634608	KIRK'S AUTOMOTIVE INC	1007	783.22
09/26/2025	634609	KPFF INC	2510	53,559.05
09/26/2025	634610	KREM	2559	430.00
09/26/2025	634611	KSKN TELEVISION INC	2577	480.00
09/26/2025	634612	LANDAU ASSOCIATES INC	3000	5,323.75
09/26/2025	634613	LITHOGRAPHIC REPRODUCTIONS INC	1403	1,796.84
09/26/2025	634614	LOOMIS ARMORED US LLC	1408	5,465.90
09/26/2025	634615	MCGUIRE BEARING COMPANY	1010	472.56
09/26/2025	634616	NEALTON INC	2896	348.13
09/26/2025	634617	MOHAWK MANUFACTURING & SUPPLY CO	1011	167.29
09/26/2025	634618	MOTION AUTO SUPPLY INC	1012	131.65
09/26/2025	634619	MOUSER ELECTRONICS INC	1449	69.17
09/26/2025	634620	MUNCIE RECLAMATION AND SUPPLY CO	1013	2,593.20
09/26/2025	634621	BLACK REALTY MANAGEMENT INC	1658	47,491.80
09/26/2025	634622	NANONATION INC	2554	67,335.84
09/26/2025	634623	NAPA AUTO PARTS INC	1014	3,529.54
09/26/2025	634624	LEGEND INVESTMENTS INC	1454	7,286.87
09/26/2025	634625	NATIONAL COLOR GRAPHICS INC	1455	957.48
09/26/2025	634626	NATIONWIDE	2592	1,983.48
09/26/2025	634627	THE AFTERMARKET PARTS COMPANY LLC	1015	8,113.12
09/26/2025	634628	CSWW INC	1102	125.34
09/26/2025	634629	TAMMY LYNNE GLIDEWELL	1282	528.00
09/26/2025	634630	OFFICE DEPOT INC	1483	72.86
09/26/2025	634631	OREILLY AUTO ENTERPRISES LLC	3011	555.19
09/26/2025	634632	JEREMIAH WICKEN	901	40.00
09/26/2025	634633	NICHOLAS BISHOP	901	100.00
09/26/2025	634634	PENSER NORTH AMERICA, INC	1502	6,437.50
09/26/2025	634635	PHOENIX MOTOR INC	2885	344.74
09/26/2025	634636	PREMERA BLUE CROSS	1521	430,214.50
09/26/2025	634637	KXLY-FM	2318	4,015.00
09/26/2025	634638	REBECCA VAN KEULEN	2735	19,285.96
09/26/2025	634639	REHN & ASSOCIATES	2395	204.00
09/26/2025	634640	ROMAINE ELECTRIC CORPORATION	1548	1,711.56
09/26/2025	634641	SHUTTERSTOCK, INC	3048	5,453.91
09/26/2025	634642	SIX ROBBLEES INC	1017	431.39

<u>Check Date</u>	<u>Check #</u>	<u>Pavee</u>	<u>Reference</u>	<u>Amount</u>
09/26/2025	634643	SPECIAL MOBILITY SERVICES	2122	11,347.21
09/26/2025	634644	WICK ENTERPRIZES LLC	2008	1,468.00
09/26/2025	634645	DGT ENTERPRISES LLC	2670	21,618.80
09/26/2025	634646	THE SPOKESMAN REVIEW	1616	2,825.91
09/26/2025	634647	SPORTWORKS GLOBAL LLC	1617	777.39
09/26/2025	634648	SUMMIT LAW GROUP PLLC	1637	7,555.00
09/26/2025	634649	SUN SUPPLY INC.	2710	2,805.41
09/26/2025	634650	TITAN TRUCK EQUIPMENT INC	1655	339.75
09/26/2025	634651	TRAPEZE SOFTWARE GROUP	1669	10,947.14
09/26/2025	634652	UNITED PARCEL SERVICE INC	1683	122.50
09/26/2025	634653	URM STORES INC	1677	486.52
09/26/2025	634654	JEFFREY OIEN	2155	2,116.54
09/26/2025	634655	APRIL WALLACE	3046	230.40
09/26/2025	634656	WALTER E NELSON CO	1721	3,129.41
09/26/2025	634657	WASHINGTON STATE DEPARTMENT OF TRANSPORTATION	1709	807.80
09/26/2025	634658	WENDLE MOTORS INCORPORATED	1021	78.68
09/26/2025	634659	WESTERN STATES EQUIPMENT	1740	542.98
09/26/2025	634660	THE W.W. WILLIAMS COMPANY	2870	250.28
09/26/2025	634661	VERIZON	2142	6,318.43
TOTAL SEPTEMBER ACCOUNTS PAYABLE			1003	9,161,880.78
9/1/2025-9/30/2025	ACH	WORKER'S COMPENSATION	2286	67,067.49
TOTAL SEPTEMBER WORKER'S COMPENSATION DISBURSEMENTS				67,067.49
09/05/2025	731323-731344	PAYROLL AND TAXES PR 18, 2025	VARIES	2,844,912.81
09/19/2025	731345-731358	PAYROLL AND TAXES PR 19, 2025	VARIES	2,464,294.60
TOTAL SEPTEMBER PAYROLL AND TAXES				5,309,207.41
09/22/2025	ACH	WA STATE - DOR (EXCISE TAX)	1767	8,673.00
TOTAL SEPTEMBER EXCISE AND LEASEHOLD TAX DISBURSEMENT				8,673.00
TOTAL SEPTEMBER DISBURSEMENTS FROM TO1 ACCOUNTS				14,546,828.68
TOTAL SEPTEMBER DISBURSEMENTS FROM TO5 TRAVEL ADVANCE ACCOUNT				0.00
TOTAL SEPTEMBER DISBURSEMENTS TO1 & TO5 ACCOUNTS				14,546,828.68

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

October 16, 2025

AGENDA ITEM 7C: PLAZA FACILITIES ENGINEERING SERVICES: FINAL ACCEPTANCE

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer
Jenni Knoll, Plaza Operations Manager

SUMMARY: All Public Works contracts require Board of Directors acceptance for completion.

Public Works Contract for:	Plaza Facilities Engineering Services
Purchase Order Number:	2023-10801
Contractor:	Black Realty Management, Inc
Project Start:	August 1, 2024
Substantial Completion:	July 31, 2025
Final Completion:	September 15, 2025
Scope of Work:	Provide building engineering services necessary to maintain the good working order of the Plaza.

Contract Authority, Including Contingency	\$953,418.74
Awarded Contract	\$953,418.74
Additive Change Orders (Applied Contingency)	\$0.00
Deductive Amount	(\$0.00)
Total Final Contract Value	\$953,418.74
Unspent	\$0

RECOMMENDATION TO BOARD: Approve, by motion, to accept the contract with Black Realty Management, Inc for Plaza Facilities Engineering Services as complete and authorize release of retainage security subject to the receipt of such certificates and releases as are required by law.

FINAL REVIEW FOR BOARD BY:

Division Head BRB Chief Executive Officer KO Legal Counsel MC

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

October 16, 2025

AGENDA ITEM 7D : DIVISION STREET BUS RAPID TRANSIT – PROJECT OFFICE LEASE AGREEMENT

REFERRAL COMMITTEE: Board Operations (*Haley*)

SUBMITTED BY: Emily Poole, Interim Chief Planning & Development Officer
Brian Jennings, Director of Community Development
Don Skillingstad, Senior Project Manager

SUMMARY: STA is seeking to negotiate and execute a lease of office space for the Division BRT project office beginning in January 2026, for a term of five (5) years.

BACKGROUND: An essential element of any significant project is dedicated office space. In anticipation of the launch of City Line construction in 2020, STA's construction management consultant acquired a lease for office space in the Schade Tower in the University District. The office housed STA project staff, consulting construction management, as well as shared spaces with construction contractors. The lease was embedded within the scope and costs of the City Line project.

In late 2022, STA executed Lease Agreement 2022-10766 with Black Proinvest Schade Towers, LLC (Black Proinvest), for the same 5,303 SF of office space located at Schade Tower. The initial term of the lease was twelve (12) months beginning January 1, 2023, and ending December 31, 2023. The office space continued to serve City Line construction, but the new lease enabled STA to maintain the space for other needs, especially with space constraints at STA's main campus.

On October 9, 2023, STA and Black Proinvest executed the First Amendment where STA exercised the first of three (3) one-year term renewal options extending the lease through December 31, 2024. On August 20, 2024, STA exercised the Second Amendment for a one-year term renewal expiring on December 31, 2025. The monthly rent during this last renewal term was \$7,222.93 or \$86,400 annually.

During this current lease term, staff identified that the need for over 5,000 square feet of office space has diminished. With a smaller footprint for the Division BRT project desired, staff have started reviewing suitable properties in close proximity to the Division BRT corridor. STA will be seeking an initial term of 5 years, with options for three, one-year extensions, and a monthly lease cost not to exceed \$6,800. The project office would initially accommodate STA's project management team. The additional capacity would be primarily reserved for the general contractor's team when the demand for the space arrives.

RECOMMENDATION TO COMMITTEE: Recommend the Board of Directors authorize the CEO negotiate and execute a lease agreement for the Division Street BRT Project Office for a five-year term, plus three, one-year options, with an initial rate not to exceed \$6800 per month.

COMMITTEE ACTION: Approved as presented and forwarded to the Board Consent agenda.

RECOMMENDATION TO BOARD: Authorize the CEO negotiate and execute a lease agreement for the Division Street BRT Project Office for a five-year term, plus three, one-year options, with an initial rate not to exceed \$6800 per month.

FINAL REVIEW FOR BOARD BY:

Division Head EP Chief Executive Officer KO Legal Counsel MC

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

October 16, 2025

AGENDA ITEM 8A : BOARD OPERATIONS COMMITTEE CHAIR REPORT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Pam Haley, Committee & Board Chair

SUMMARY: A verbal report will be given at the Board meeting.

RECOMMENDATION TO BOARD: Receive report.

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

October 16, 2025

AGENDA ITEM 8Ai : DRAFT 2026 BUDGET

REFERRAL COMMITTEE: Board Operations (*Haley*)

SUBMITTED BY: Karl Otterstrom, Chief Executive Officer
Robert Hamud, Chief Financial Officer

SUMMARY: In accordance with STA Board Resolution 681-11, the Planning & Development Committee is accountable for designing and coordinating the Board’s participation in Spokane Transit’s strategic and operational planning. This includes an annual action plan that is operationalized by the annual operating and capital budgets.

Due to the cancellation of the October 1 Planning & Development Committee meeting due to lack of quorum, staff presented the draft 2026 Budget at the Board Operations Committee meeting October 8 which included a review of the draft 2026 action plan. After Committee input and review, the Budget was forwarded to the Board for draft review on October 16, 2025. Presentation materials for the meeting will be posted on the STA website, no later than close of business October 15, 2025, at this link:

<https://www.spokanetransit.com/financial-information/>

After Board review, there will be a subsequent review with the Planning & Development Committee on November 5, 2025, and a public hearing with the Board November 20, 2025. The 2026 Budget is scheduled to be adopted in December 2025.

RECOMMENDATION TO BOARD: Receive report.

FINAL REVIEW FOR BOARD BY:

Division Head RH Chief Executive Officer KO Legal Counsel MC

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

October 16, 2025

AGENDA ITEM 9A : PLANNING & DEVELOPMENT COMMITTEE CHAIR REPORT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Tim Hattenburg, Committee Chair

SUMMARY: A verbal report will be given at the Board meeting.

RECOMMENDATION TO BOARD: Receive report.

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

October 16, 2025

AGENDA ITEM 10A: PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE
CHAIR REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Lance Speirs, Committee Chair

SUMMARY: A verbal report will be given at the Board meeting.

RECOMMENDATION TO BOARD: Receive report.

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

October 16, 2025

AGENDA ITEM 10Ai: SYSTEMWIDE SECURITY CHANGES & ENHANCEMENTS

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

SUBMITTED BY: Nancy Williams, Chief Human Resources Officer

SUMMARY: At this time, staff will provide a report on enhancements and changes to transit security measures. Discussion will include strengthening safety and security presence across the system, the introduction of the new Transit Ambassador program, and improvements to reporting and incident response.

RECOMMENDATION TO BOARD: Receive report.

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

October 16, 2025

AGENDA ITEM 12 : CEO REPORT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Chief Executive Officer

SUMMARY: At this time, the CEO will provide the Board with a report on items of interest.

RECOMMENDATION TO BOARD: Receive report.

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

October 16, 2025

AGENDA ITEM 12A:

COMMITTEE MINUTES – INFORMATION

- Board Operations Committee
- Performance Monitoring & External Relations Committee

REFERRAL COMMITTEE:

N/A

SUBMITTED BY:

Dana Infalt, Sr. Executive Assistant to CEO & Clerk of the Authority

SUMMARY: The September 10, 2025, Board Operations Committee meeting minutes were approved at the October 8, 2025, meeting and are attached.

The September 3, 2025 Performance Monitoring & External Relations Committee minutes were approved October 1, 2025, and are attached.

The Planning & Development Committee meeting scheduled for October 1, 2025, was canceled due to lack of quorum and the September minutes will be approved at the November Planning & Development meeting and included in the November Board packet.

RECOMMENDATION TO BOARD: For information.

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

BOARD OPERATIONS COMMITTEE MEETING

Approved Minutes of the September 10, 2025, Meeting

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

MEMBERS PRESENT

Pam Haley, City of Spokane Valley, *Chair*
Lance Speirs, Small Cities Representative
(Medical Lake), *Chair Pro Tempore*
Kitty Klitzke, City of Spokane
Al French, Spokane County
Tim Hattenburg, City of Spokane Valley
Non-Voting
Karl Otterstrom, STA CEO, *Ex Officio*

STAFF PRESENT

Carly Cortright, Chief Communications &
Customer Service Officer
Emily Poole, Interim Chief Planning &
Development Officer
Kade Peterson, Chief Information Officer
Nancy Williams, Chief Human Resources Officer
Tammy Johnston, Interim Chief Financial Officer
Dana Infalt, Clerk of the Authority
Amie Blain, Executive Assistant to the Chief Financial
Officer and Chief Information Officer

MEMBERS ABSENT

Brandon Rapez-Betty, Chief Operations Officer
Robert Hamud, Chief Financial Officer

STAFF ABSENT

None

PROVIDING LEGAL COUNSEL

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

1. **CALL TO ORDER AND ROLL CALL**

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

2. **APPROVE COMMITTEE AGENDA**

Mr. Speirs moved to approve the agenda as presented. Mr. French seconded, and the motion passed unanimously.

3. **CHAIR'S COMMENTS**

None

4. COMMITTEE ACTION

A. July 16, 2025, Committee Meeting Minutes

Mr. Speirs moved to approve the July 16, 2025, Committee meeting minutes as submitted. Mr. French seconded, and the motion passed unanimously.

5. BOARD OPERATIONS COMMITTEE WORK PROGRAM

Mr. Otterstrom presented a discussion on the Committee's Work Program. The Committee reviewed its functional areas and proposed organizing the Work Program around three topical areas: Board Governance, CEO Performance, and Board Leadership. Members discussed the importance of Board member development, mentorship, and orientation for new members. There was general agreement on the proposed structure and emphasis on policy Board responsibilities.

The Committee discussed governance-related matters, focusing on the timing and process for reviewing foundational documents. It was noted that the Bylaws had not been amended in several years, prompting a suggestion to establish a regular review cycle. Aligning this cycle with other scheduled Board evaluations was proposed as a way to streamline governance efforts.

There was also discussion about potential changes enabled by recent legislation, which could allow for the addition of non-elected voting members to the Board. This would require updates to existing governance documents and was identified as a possible topic for future planning.

Participants expressed a range of views on the idea. Some raised concerns about maintaining accountability and public trust, particularly in relation to future public initiatives. Others felt that broader representation could be positively received by the community and might even enhance support for organizational goals. There was general agreement on the value of gathering more information to better understand public sentiment before moving forward.

6. LEADERSHIP ENGAGEMENT UPDATE

Mr. Otterstrom provided an update on leadership engagement efforts, including enhanced Board support, improved administrative clarity, and refreshed and expanded key performance indicators. To support these initiatives, Mr. Otterstrom suggested he plans to continue weekly emails to Board members, CEO Reports at Committee and Board meetings, presentations and visits to city councils and County Board of Commissioners, and one-on-one lunches with Board members. He also discussed internal engagement with employees, union representatives, and community stakeholders. The Committee expressed support and appreciation for these efforts.

7. COMMITTEE CHAIR REPORTS

A. Tim Hattenburg, Chair, Planning & Development (P&D)

Mr. Hattenburg shared the items presented at the Planning & Development Committee meeting on September 3, 2025, highlighting the Argonne Station Park and Ride project, Division Street BRT design, and Title VI program updates.

B. Lance Speirs, Chair, Performance Monitoring & External Relations

Mr. Speirs shared the items presented at the Performance Monitoring & External Relations meeting on September 3, 2025, noting progress on mobile transit improvements, safety telematics, and capital asset management software.

8. BOARD OF DIRECTORS DRAFT AGENDA SEPTEMBER 18, 2025

Mr. Speirs moved to approve the Board of Directors agenda as amended. Chair Haley seconded, and the motion passed unanimously.

9. BOARD OPERATIONS COMMITTEE DRAFT AGENDA OCTOBER 8, 2025

Ms. Infalt noted the Board Operations Committee Work Program will be added to this agenda for October.

10. CEO REPORT

Mr. Otterstrom presented the CEO report, noting that sales tax revenue was 0.8% above budget YTD at \$0.7M, 5.5% above the August 2024 actuals at \$0.6M, and 1.9% above 2024 actuals at \$1.4M.

11. NEW BUSINESS

None

12. EXECUTIVE SESSION

Ms. Clark advised the purpose of the Executive Session was in accordance with RCW 42.30.110(1)(b); *“considering the selection of a site or the acquisition of real estate by lease or purchase when public knowledge regarding such consideration would cause a likelihood of increased price.”*

The Committee entered Executive Session at 2:20 p.m., with a 15-minute projected timeframe. At 2:35 p.m., the Executive Session ended, and the meeting was called back into open session.

13. ADJOURN

With no further business to come before the Committee, Chair Haley adjourned the meeting at 2:35 p.m.

Respectfully submitted,

Amie Blain

Amie Blain
Executive Assistant to the Chief Financial Officer and Chief Information Officer

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Minutes of September 3, 2025, Meeting
Northside Conference Room
1230 W Boone Avenue, Spokane, WA

In person meeting with optional virtual link

COMMITTEE MEMBERS' PRESENT

Lance Speirs, City of Medical Lake*
Josh Kerns, Spokane County
Zack Zappone, City of Spokane
Michael Cathcart, City of Spokane
Hank Bynaker, City of Airway Heights (*Ex-Officio*)
Dan Sander, City of Millwood (*Ex-Officio*)
Brandon Rapez-Betty, Interim Co-CEO
Karl Otterstrom, Interim Co-CEO

**Committee Chairman*

STAFF PRESENT

Nancy Williams, Chief Human Resources Officer
Carly Cortright, Chief Communications and Customer Service Officer
Kade Peterson, Chief Information Officer
Tammy Johnston, Interim Chief Financial Officer
Molly Fricano, Executive Assistant to the COO

PROVIDING LEGAL COUNSEL

Patrick Keefe, Etter, McMahon, Lamberson, Van Wert & Oreskovich, P.C.

GUESTS PRESENT

-
1. **CALL TO ORDER AND ROLL CALL**
Chair Speirs called the meeting to order at 1:30 p.m. and roll call was conducted.
 2. **COMMITTEE CHAIR REPORT**
Chair Speirs had no report at this time.
 3. **COMMITTEE APPROVAL**
 - A. **Minutes of July 9, 2025, Committee Meeting**
Mr. Cathcart moved to approve the July 9, 2025, committee meeting minutes. Mr. Speirs seconded, and the motion passed unanimously.
 - B. **Enterprise Asset Management – Scope of Work Approval**
Mr. Rapez-Betty provided background on the proposed Enterprise Asset Management (EAM) system, explaining that the goal is to enhance how the agency tracks and maintains its vehicles, facilities, and other assets. Key benefits include enabling better decision-making, reducing costs, and improving service reliability using real-time data and automated tools.

He noted that the current systems are outdated, leading to delays and inefficiencies. A new system would address these issues and improve customer experience by minimizing service disruptions. The proposed investment is approximately \$10 million over 10 years, with savings anticipated to begin in the third year. The timeline includes selecting a vendor in early 2026 and launching the system in 2028.

Discussion followed regarding operational decisions not being subject to union approval, although collaboration with employees remains a priority. Financial considerations related to long-term technology investment were also addressed.

Mr. Cathcart moved to approve, by motion, the general scope of work and authorize staff to release a Request for Proposals (RFP) for the Enterprise Asset Management system. Mr. Zappone seconded, and the motion passed unanimously.

4. COMMITTEE ACTION

A. Board Consent Agenda

1. Millwood Transit Improvements Interlocal Agreement

Ms. Poole provided background on the proposed Master Design and Construction Interlocal Agreement between STA and the City of Millwood. The agreement supports the Argonne Congestion Relief Project, which includes pedestrian and traffic signal improvements. Project Order #1, titled "Argonne Bus Stop Improvements," outlines infrastructure upgrades for future northbound and southbound stops, with a total compensation not to exceed \$200,000.

Mr. Zappone moved to recommend the Review and recommend the Board approve, by motion, the CEO to execute the Master Design and Construction Interlocal Agreement with the City of Millwood, along with Project Order #1, "Millwood Bus Stop Infrastructure." Mr. Cathcart seconded, and the motion passed unanimously.

2. Safety Telematics Services – Award of Contract

Mr. Rapez-Betty presented the proposed Safety Telematics Services Award of Contract and outlined the scope of work provided by Samsara, Inc. under a Sourcewell cooperative contract. He noted a significant increase in STA's preventable accident rate since 2019. In response, a strategic initiative involving telematics technology was proposed to monitor driving behavior and support targeted coaching. This approach aligns with STA's strategic goals and leverages existing procurement contracts. The total estimated cost is \$1.2 million over five years, funded through the operating budget.

Mr. Cathcart moved to Recommend the Board approve, by motion, the award of contract for Safety Telematics Services and authorize the CEO to execute a five-year contract with Samsara, Inc. using Sourcewell contract 102924 for a total estimated cost of \$1.2 million. Mr. Zappone seconded, and the motion passed unanimously.

B. Board Discussion Agenda (*none*)

5. REPORTS TO COMMITTEE

A. 2025 Second Quarter Year-to-Date Performance Measures

Mr. Rapez-Betty presented the 2025 Second Quarter Year-to-Date Performance Measures Summary and advised the full presentation 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.

B. 2025 Paratransit Survey Results Summary

Dr. Cortright provided background on the 2025 Paratransit Survey, conducted in January and February by ETC Institute. The purpose of the survey was to identify the transportation habits and opinions of Paratransit riders. Surveys were randomly mailed to Paratransit customers,

with a virtual option also available. The goal was to receive 400 responses, which was exceeded by a total of 445 completed surveys.

Dr. Cortright presented the survey results, which showed consistently high satisfaction among riders. Respondents reported high satisfaction with the service provided, customer service, booking accuracy, and ease of scheduling. Riders also gave high marks for safety, driver courtesy, and overall experience, with results largely consistent with prior years.

C. 2024 State Audit Report

Mr. Hamud introduced Weston Fink, Audit Supervisor, to present the 2024 State Audit Report. Mr. Fink explained on July 23, 2025, the Washington State Auditor's Office held an Audit Exit Conference with STA staff regarding the 2024 Audit results and reported STA received a clean audit. He presented the 2024 Audit results to the committee and shared that the State Auditor's Office determined STA's financial statements were fairly presented as of December 31, 2024.

D. Citizen Advisory Committee Update

Dr. Cortright shared the Citizen Advisory Committee (CAC) has recently received several STA staff reports during their meetings. In July, CAC members toured the West Plains Transit Center and Cheney aboard a double-decker bus, showing strong interest in the Division Street BRT and pedestrian safety. Chair Pro Tem Lance Speirs and Councilmember Dan Sander joined the tour. There was also significant interest in the May Service Change. Dr. Cortright informed the committee that there are several vacancies on the CAC and they will be holding interviews. Discussion ensued about the process of holding interviews and the decision process.

6. CEO REPORT

Mr. Otterstrom reported on the upcoming ribbon-cutting event for the new double-decker buses at Eagle Station in Cheney, scheduled for Saturday, September 20. The event will include remarks, refreshments, and a fleet showcase. The buses will begin service that afternoon to support EWU Football's first home game. Mr. Otterstrom encouraged all committee members and their families to attend.

7. OCTOBER 1, 2025 – COMMITTEE MEETING DRAFT AGENDA REVIEW

8. NEW BUSINESS

9. COMMITTEE MEMBERS' EXPRESSIONS

10. ADJOURN

With no further business to come before the Committee, Chair Speirs adjourned the meeting at 3:11p.m.

The next committee meeting will be held on Wednesday, October 1, 2025, 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

BOARD MEETING OF

October 16, 2025

AGENDA ITEM 12B : SEPTEMBER 2025 SALES TAX REVENUE

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

SUBMITTED BY: Robert Hamud, Chief Financial Officer
Tammy Johnston, Director of Financial Services

SUMMARY: Attached is the September 2025 voter-approved sales tax revenue information. September sales tax revenue, which represents sales for July 2025, was:

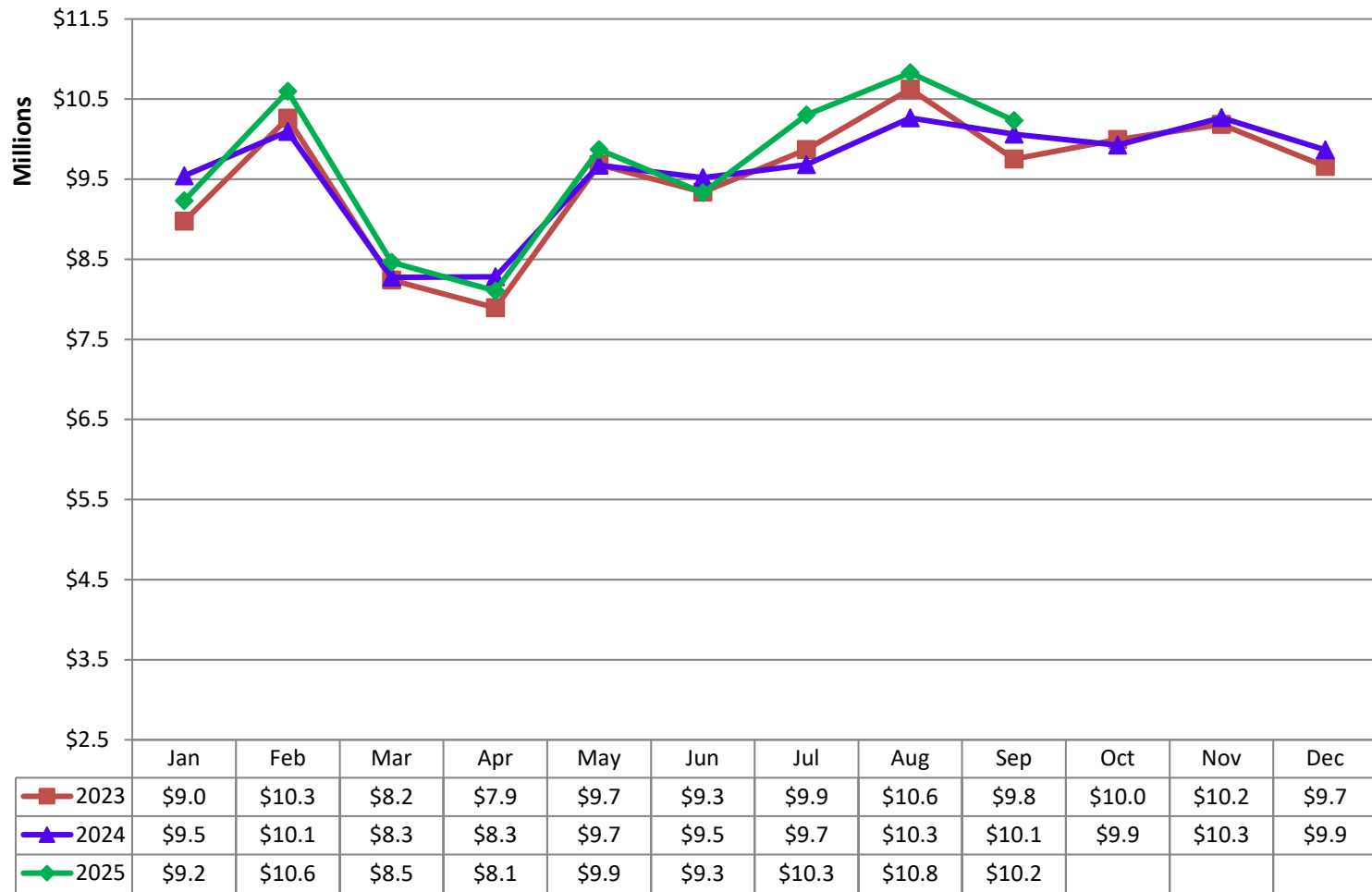
- 0.7% above 2025 budget
- 0.8% above YTD 2025 budget
- 1.7% above 2024 actual
- 1.8% above YTD 2024 actual

Total taxable sales for July were up 2.2% from July 2024. 2025 YTD sales are up 2.0% compared with July 2024 YTD. Retail, Construction and Accommodation and Food Services continue to be the top 3 rankings:

- Retail Trade increased by 3.6% or \$20.4M in July 2025 vs July 2024 and is up by 3.0% or \$112.5M July 2025 YTD vs 2024 YTD
 - Other Misc. Retailers increased 8.4% or \$52.0M July 2025 YTD over 2024 YTD
 - Automobile Dealers increased 4.9% or \$32.1M July 2025 YTD over 2024 YTD
 - Automotive Parts, Accessories, and Tire Retailers increased 16.6% or \$24.1M July 2025 YTD over 2024 YTD
 - Electronics and Appliance Retailers increased 7.7% or \$17.2M July 2025 YTD over 2024 YTD
 - Other Motor Vehicle Dealers increased 9.3% or \$10.2M July 2025 YTD over 2024 YTD
 - Grocery and Convenience Retailers increased 3.1% or \$7.0M July 2025 YTD over 2024 YTD
 - Clothing and Clothing Accessories Retailers increased 2.8% or \$4.1M July 2025 YTD over 2024 YTD
 - Book Retailers and News Dealers increased 6.7% or \$1.4M July 2025 YTD over 2024 YTD
 - Shoe Retailers decreased 10.1% or (\$-1.7M) July 2025 YTD over 2024 YTD
 - Warehouse Clubs, Supercenters, and Other General Merchandise Retailers decreased 0.7% or (\$-3.7M) July 2025 YTD over 2024 YTD
 - Department Stores Retailers decreased 12.4% or (\$-3.9M) July 2025 YTD over 2024 YTD
 - Furniture and Home Furnishings Retailers decreased 4.8% or (\$-4.7M) July 2025 YTD over 2024 YTD
 - Health and Personal Care Retailers decreased 7.0% or (\$-10.3M) July 2025 YTD over 2024 YTD

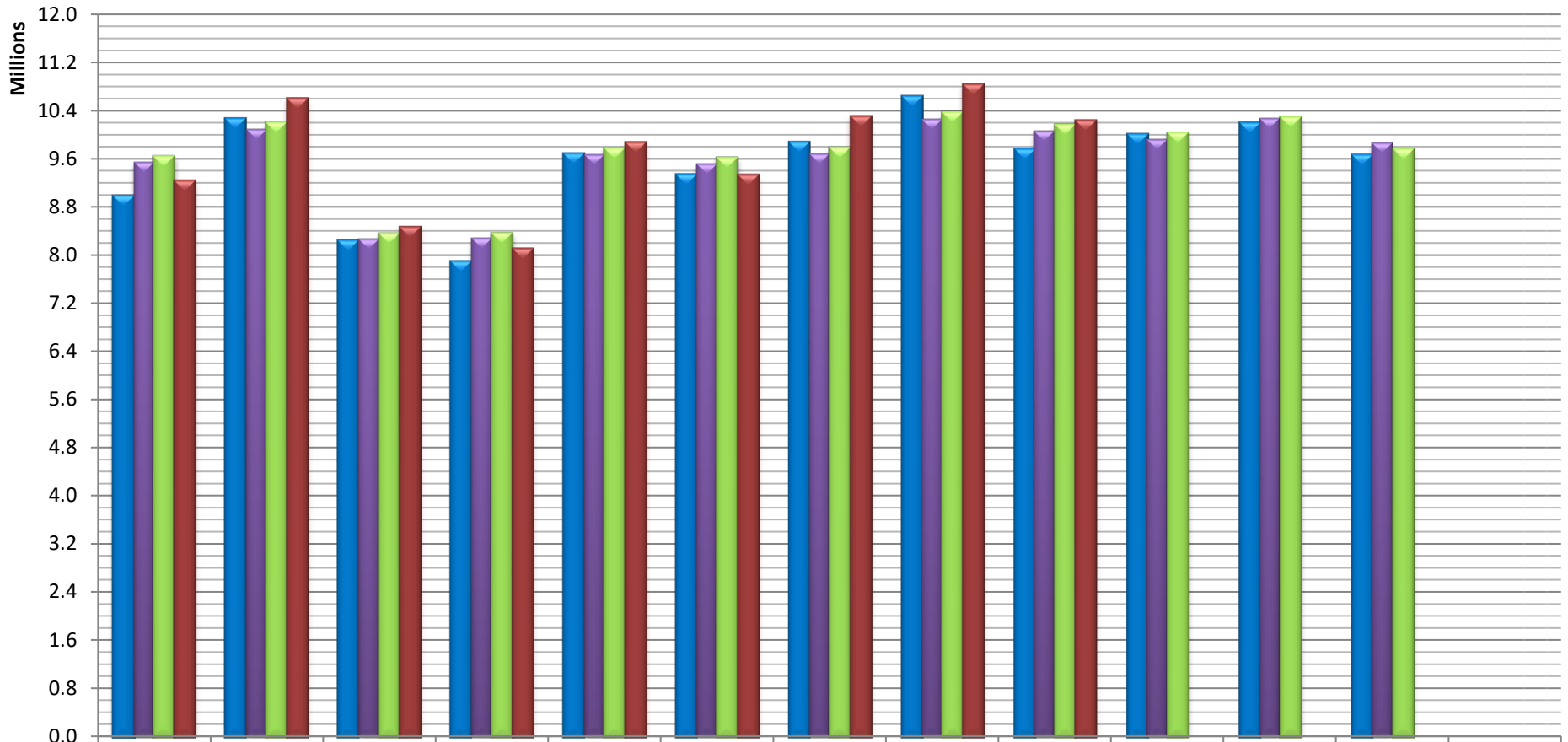
- Building Material and Supplies Dealers decreased 3.2% or (\$-11.8M) July 2025 YTD over 2024 YTD
- Construction decreased by 9.6% or \$-19.3M in July 2025 vs July 2024 and is down by 2.2% or \$-26.2M July 2025 YTD vs 2024 YTD
- Accommodation and Food Services increased by 3.8% or \$4.8M in July 2025 vs July 2024 and is up by 2.0% or \$17.3M July 2025 YTD vs 2024 YTD

Sales Tax Revenue History-September 2025⁽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.

2023 - 2025 SALES TAX RECEIPTS ⁽¹⁾



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2023 Actual	8,976,504	10,261,069	8,241,832	7,893,772	9,682,305	9,336,760	9,869,962	10,624,848	9,752,433	9,996,776	10,185,375	9,659,670	114,481,306
2024 Actual	9,541,665	10,094,347	8,274,027	8,280,274	9,674,060	9,518,036	9,681,216	10,265,657	10,060,167	9,926,563	10,268,086	9,865,311	115,449,409
2025 Budget	9,637,082	10,195,290	8,356,767	8,363,077	9,770,801	9,613,216	9,778,028	10,368,314	10,160,769	10,025,829	10,287,229	9,756,266	116,312,668
2025 Actual	9,232,330	10,597,034	8,464,344	8,105,275	9,870,270	9,328,991	10,301,219	10,828,301	10,232,387	-	-	-	86,960,151
\$ Mo. Var.	(309,335)	502,687	190,317	(174,999)	196,210	(189,045)	620,003	562,644	172,220	-	-	-	
% Mo. Var.	-3.2%	5.0%	2.3%	-2.1%	2.0%	-2.0%	6.4%	5.5%	1.7%	0.0%	0.0%	0.0%	
\$ YTD Var.	(309,335)	193,352	383,669	208,670	404,880	215,835	835,838	1,398,482	1,570,702	-	-	-	
% YTD Var.	-3.2%	1.0%	1.4%	0.6%	0.9%	0.4%	1.3%	1.9%	1.8%	0.0%	0.0%	0.0%	
% YTD Bud. Var.	-4.2%	0.0%	0.4%	-0.4%	-0.1%	-0.6%	0.3%	0.8%	0.8%	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

BOARD MEETING OF

October 16, 2025

AGENDA ITEM 12C : AUGUST 2025 FINANCIAL RESULTS SUMMARY

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

SUBMITTED BY: Robert Hamud, Chief Financial Officer
Tammy Johnston, Director of Financial Services

SUMMARY: Attached are the August 2025 financial results. The charts are being shown with a comparison to the YTD budgetary and prior year actual values.

Revenue

Overall, August year-to-date revenue is 5.2% (\$5.4M) higher than budget impacted by the following:

- Fares & Other Transit Revenue is 3.5% higher than budget
- Sales Tax Revenue is 0.8% higher than the budget
- Federal & State Grant Revenue is 26.9% higher than budget
- Miscellaneous Revenue is 6.9% higher than budget

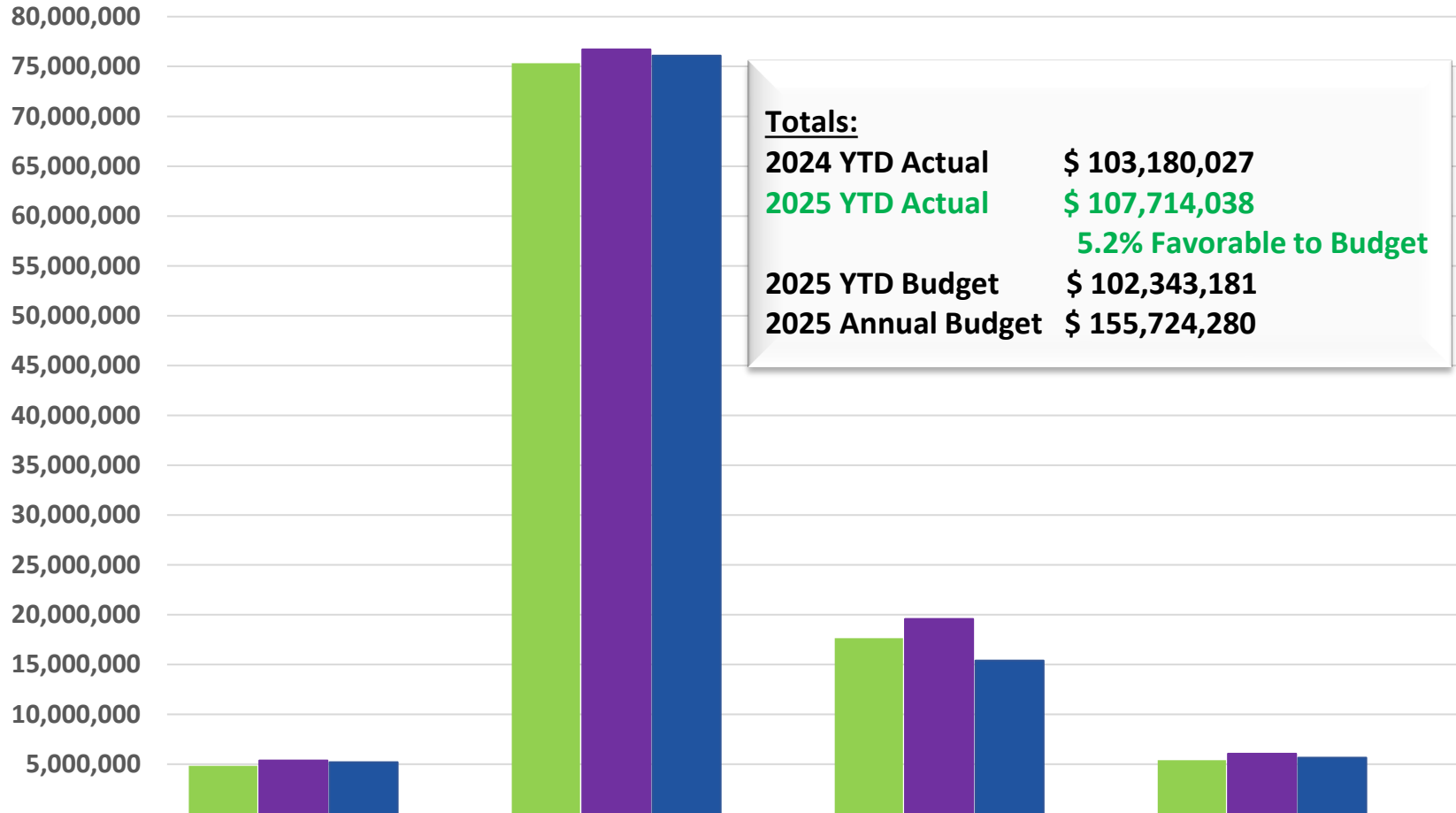
Operating Expenses

Overall, August year-to-date operating expenses are 3.8% (\$3.5M) lower than budget influenced by the timing of payments as follows:

- Fixed Route is 1.6% lower than budget
- Paratransit is 7.3% lower than budget
- Rideshare is 5.8% lower than budget
- Plaza is 10.4% lower than budget
- Administration is 8.6% lower than budget

RECOMMENDATION TO BOARD: Information only.

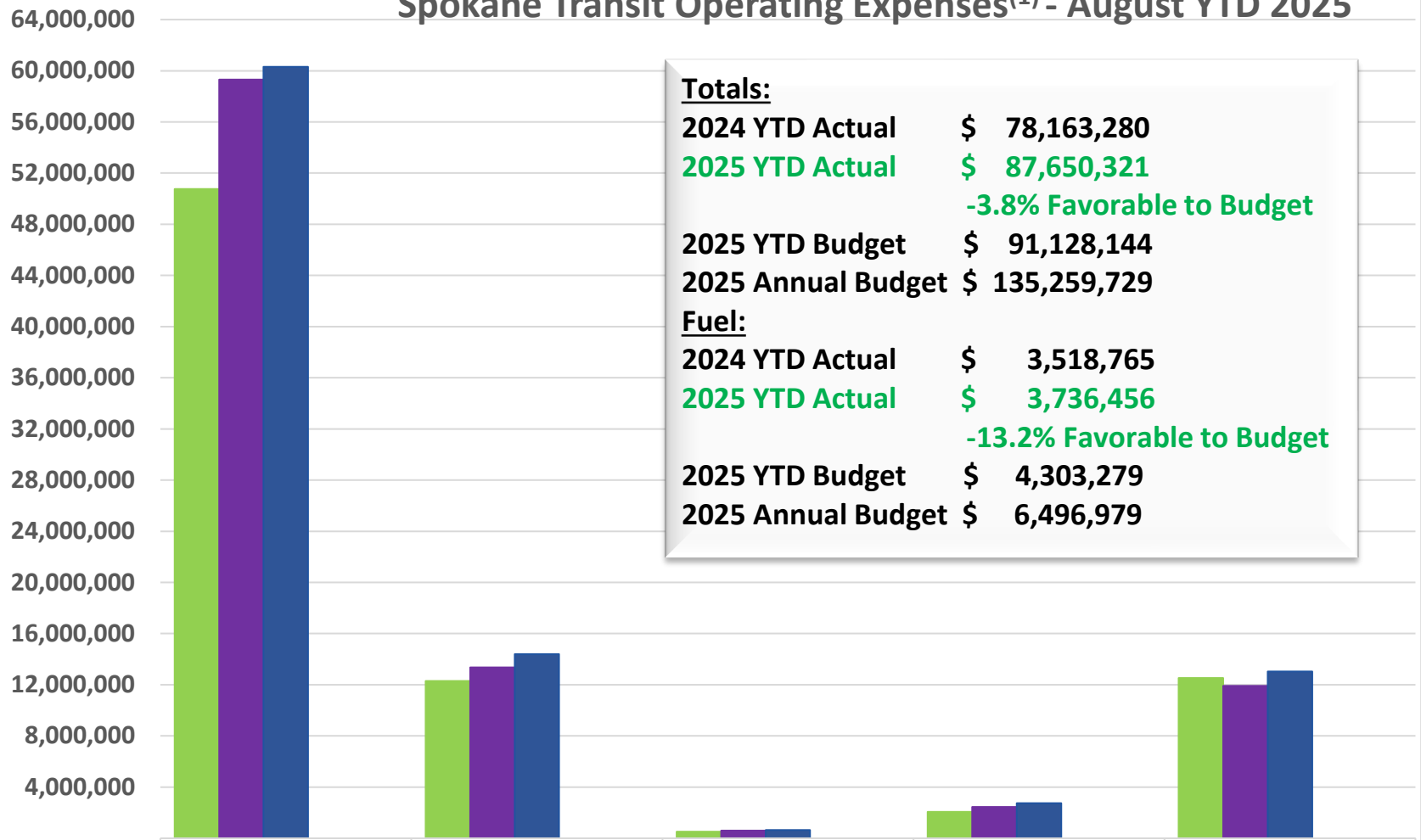
Spokane Transit Revenues ⁽¹⁾ - August YTD 2025



	Fares & Other Transit Revenue	Sales Tax	Federal & State Grants (2)	Miscellaneous
■ 2024 YTD Actual	4,823,321	75,329,281	17,638,842	5,388,583
■ 2025 YTD Actual	5,374,272	76,727,764	19,558,742	6,053,260
■ 2025 YTD Budget	5,191,568	76,082,575	15,409,035	5,660,003
2025 YTD Budget Variance	3.5%	0.8%	26.9%	6.9%
2025 Budget	7,808,056	116,312,668	23,113,552	8,490,004

(1) Above amounts exclude grants used for capital projects. Year-to-date August state capital grant reimbursements total \$5,864,155 and federal capital grant reimbursements total \$3,836,623.

Spokane Transit Operating Expenses⁽¹⁾ - August YTD 2025



	Fixed Route	Paratransit	Rideshare	Plaza	Administration
2024 YTD Actual	50,760,871	12,297,865	510,390	2,058,315	12,535,839
2025 YTD Actual	59,317,667	13,352,160	607,288	2,453,376	11,919,830
2025 YTD Budget	60,308,818	14,402,752	644,652	2,737,499	13,034,423
2025 YTD Budget Variance	-1.6%	-7.3%	-5.8%	-10.4%	-8.6%
2025 Total Budget	89,779,111	21,875,233	955,926	4,103,871	18,545,588

(1) Operating expenses exclude capital expenditures of \$39,820,923 and Street/Road cooperative projects of \$0 for year-to-date August 2025.

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

October 16, 2025

AGENDA ITEM 12D : AUGUST 2025 OPERATING INDICATORS

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

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: There was one less number of weekdays in August 2025 compared to August 2024 (21 vs. 22). On-time performance for Fixed Route was 89.7% and Paratransit 95.3%.

FIXED ROUTE

Ridership	August 2025	August 2024	Month/Month % Change	Year/Year % Change
Total Monthly Ridership	772,767	794,192	-2.7%	2.4%
Average Daily Ridership	29,236	29,541	-1.0%	3.4%
Adult Ridership	298,720	309,887	-3.6%	2.3%
CCS Pass Ridership	17,009	18,797	-9.5%	17.0%
Eagle Pass Ridership	3,665	4,778	-23.3%	-8.5%
Youth Ridership	131,569	119,980	9.7%	9.5%
% of Ridership by Youth	17.0%	15.1%	1.9%	1.3%
Reduced Fare / Paratransit Ridership	117,154	106,739	9.8%	11.1%

PARATRANSIT

Ridership	August 2025	August 2024	Month/Month % Change	Year/Year % Change
Combined	32,125	32,371	-0.8%	3.67%
Directly Operated	16,687	16,480	1.2%	3.96%
Purchased Transportation	15,438	15,891	-2.9%	3.34%
SUV	1,344	1,669	-19.5%	6.95%

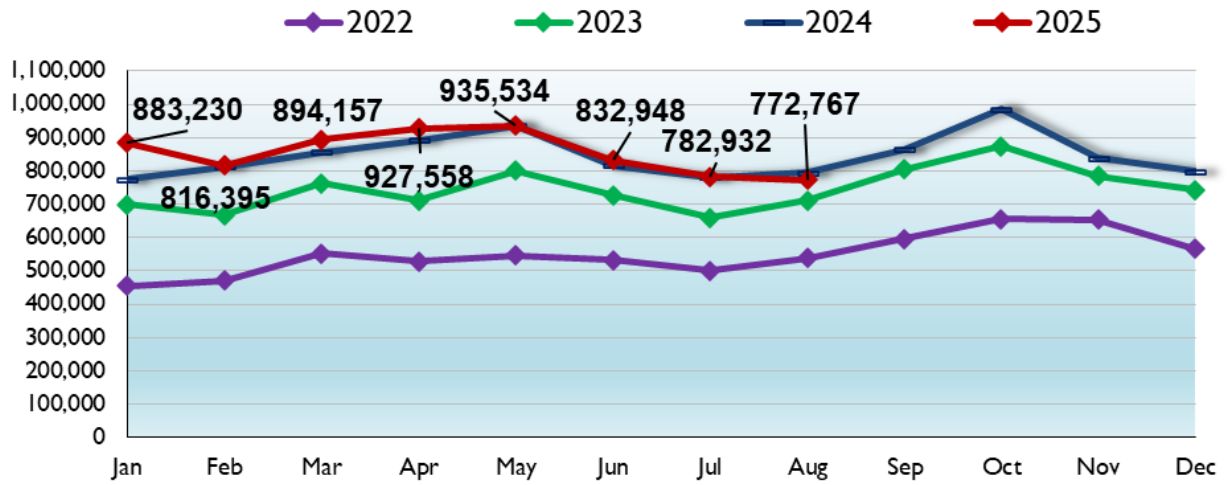
RIDESHARE

Ridership	August 2025	August 2024	Month to Month %Change	Year to Year %Change
Monthly Customer Trips	8,622	7,922	1.6%	
Year to Date Customer Trips	69,853	68,737		8.8%
Monthly Active Groups	87	82	6.1%	0.0%
Unique Riders	402	393	2.3%	-0.5%
Riders per Vehicle	4.62	4.79	-3.6%	-0.5%

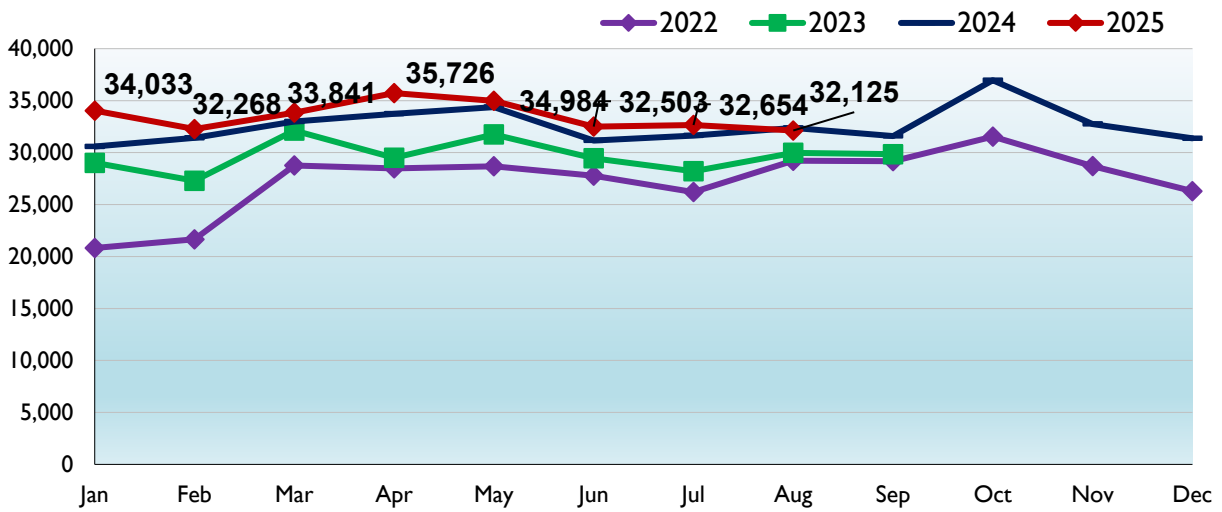
Group Formations and Folds
None

RECOMMENDATION TO BOARD: Information only.

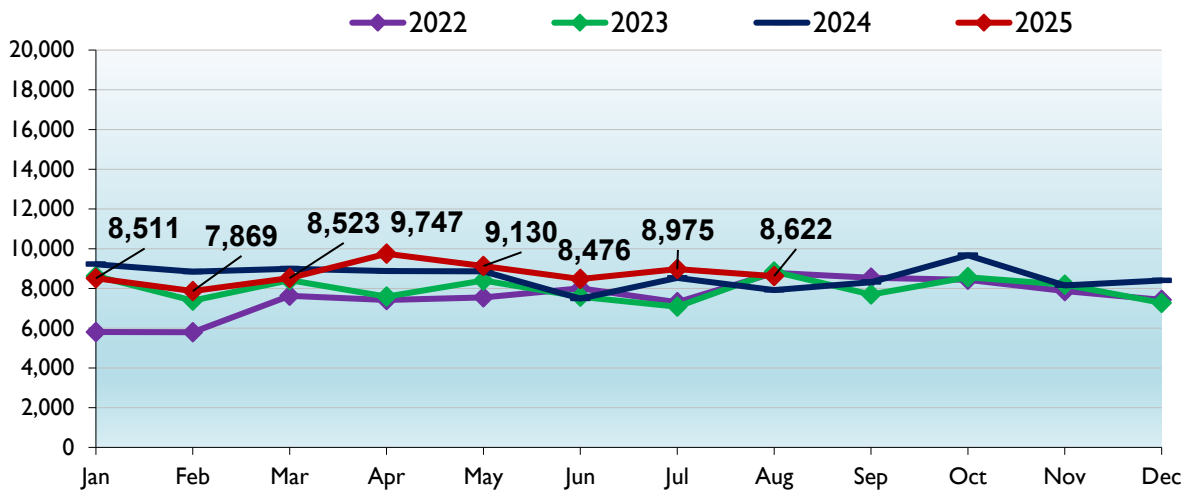
FIXED ROUTE RIDERSHIP



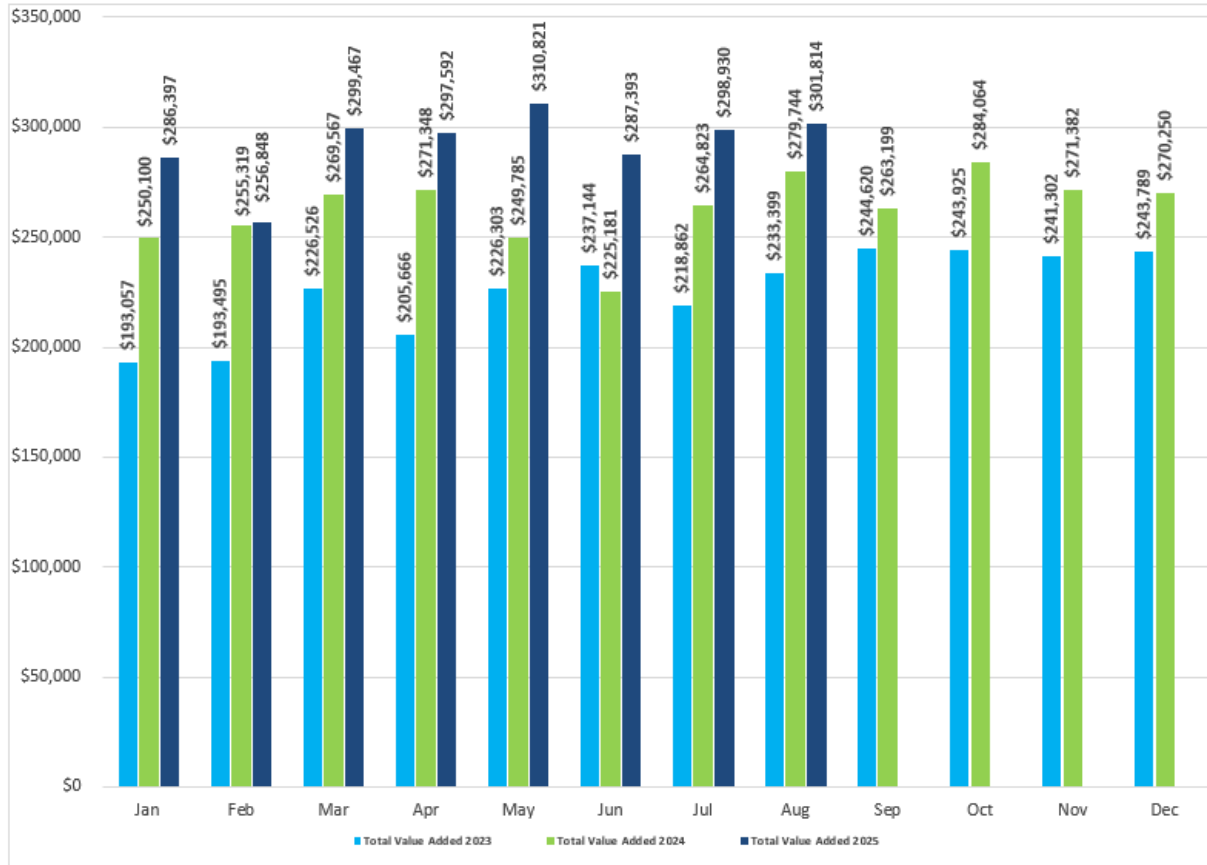
PARATRANSIT RIDERSHIP



RIDESHARE RIDERSHIP

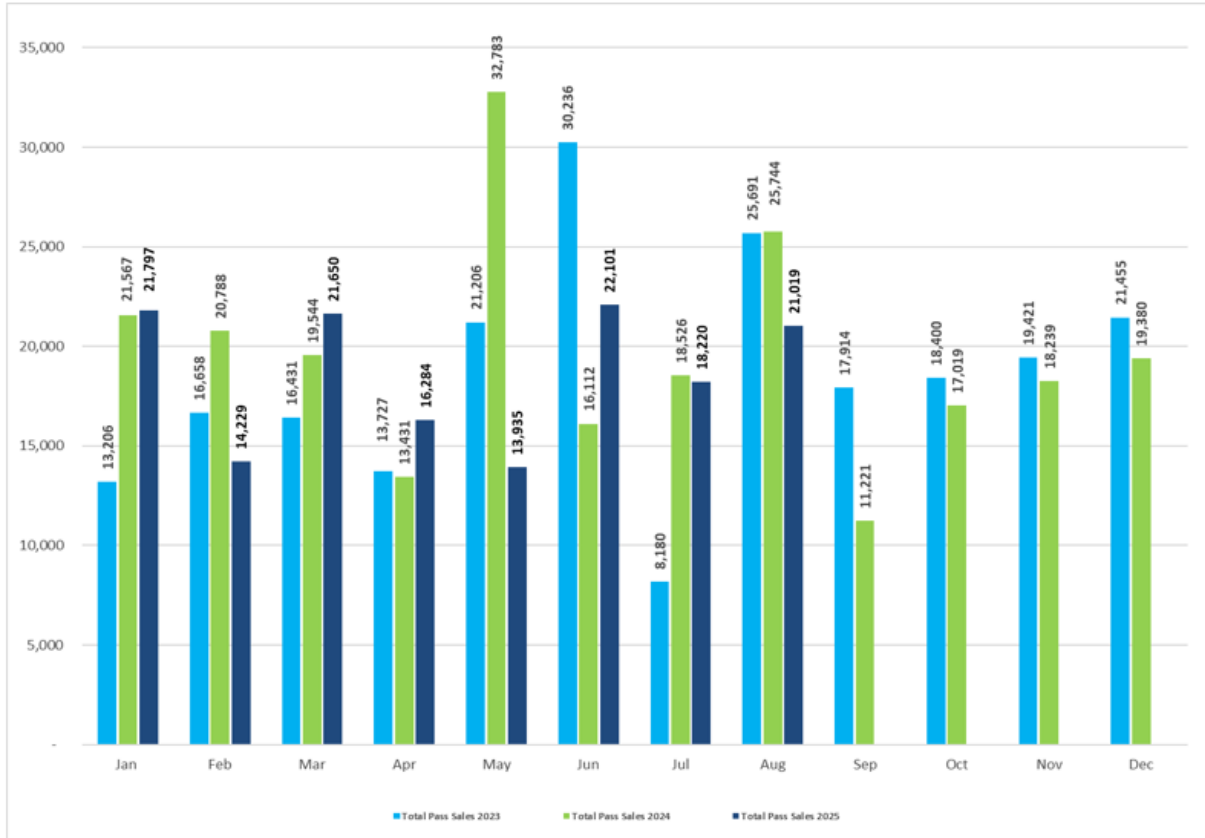


MONTHLY VALUE ADDED TO CONNECT CARDS



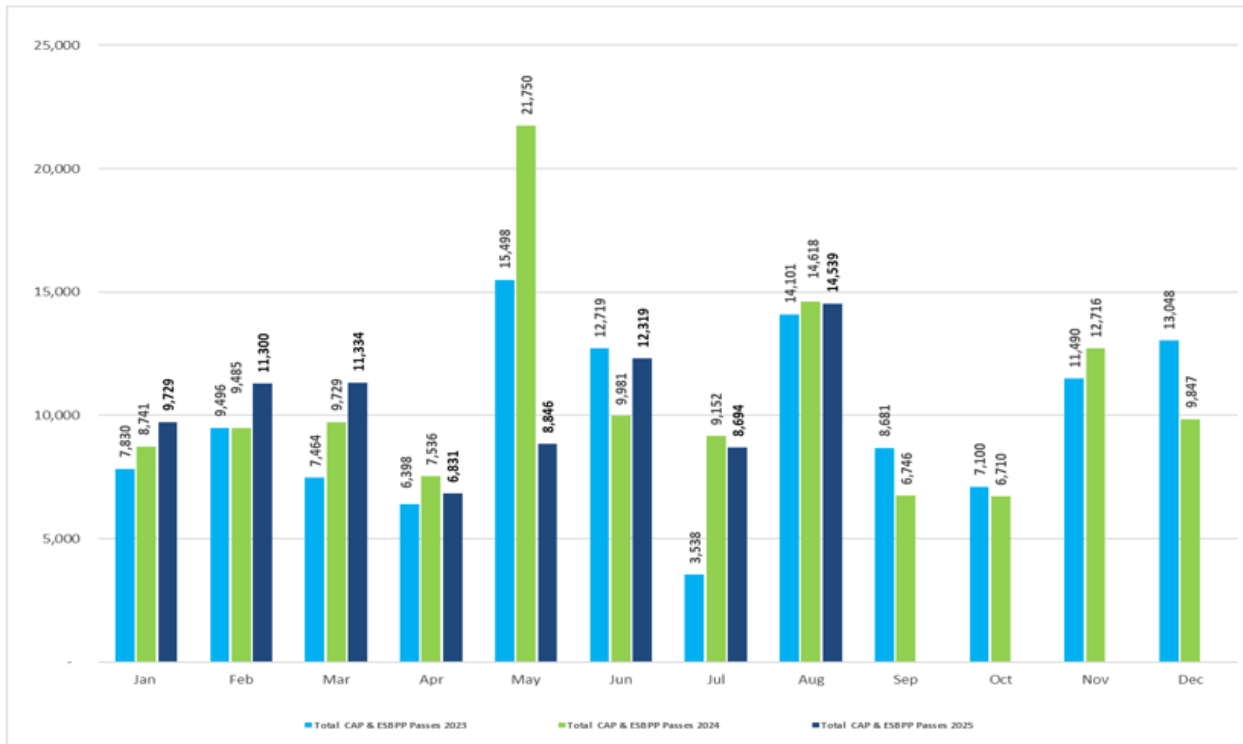
	2023 YTD	2024 YTD	2025 YTD	YTD % Change
Autoload	\$ 90,529	\$ 116,139	\$ 133,936	15.3%
Call Center	\$ 40,748	\$ 59,767	\$ 58,452	-2.2%
Customer Service Terminal	\$ 504,350	\$ 505,661	\$ 487,937	-3.5%
Customer Website	\$ 183,477	\$ 167,725	\$ 174,521	4.1%
Mobile Ticketing	\$ 783,228	\$ 884,963	\$ 933,232	5.5%
Institutional Website	\$ 103,911	\$ 163,957	\$ 226,610	38.2%
Open Payments	\$ 5,810	\$ 135,650	\$ 294,058	116.8%
Retail	\$ 22,398	\$ 32,005	\$ 30,517	-4.6%
Total	\$ 1,734,451	\$ 2,065,866	\$ 2,339,263	13.2%

MONTHLY PASSES SOLD ON THE CONNECT SYSTEM



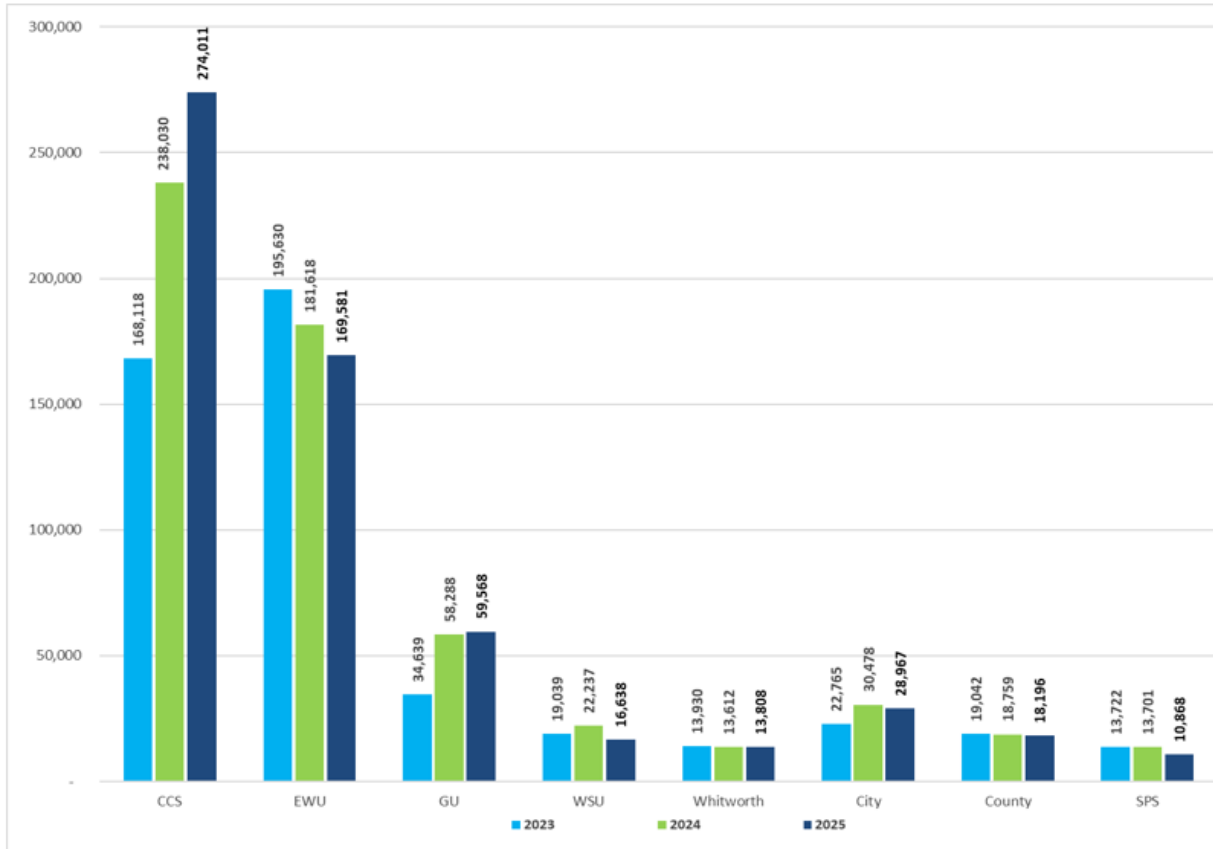
	2023 YTD	2024 YTD	2025 YTD	YTD % Change
1-Ride	60,569	58,370	51,284	-12.1%
7-Day	2,441	3,007	3,564	18.5%
Day Pass	72,724	96,600	83,887	-13.2%
Stars & Stripes/ Honored Rider	454	389	320	-17.7%
Paratransit Monthly	264	305	252	-17.4%
Shuttle Park	1,450	941	622	-33.9%
31-Day Rolling	7,433	8,883	9,306	4.8%
Total	145,335	168,495	149,235	-11.4%

COMMUNITY ACCESS AND EMPLOYER SPONSORED PASS SALES (Included in Total Passes Sold)



	2023 YTD	2024 YTD	2025 YTD	YTD % Change
1-Ride CAP	32,645	30,547	28,075	-8.1%
Day Pass CAP	40,994	56,958	52,099	-8.5%
Employer Sponsored Bus Pass	3,405	3,487	3,418	-2.0%
Total	77,044	90,992	83,592	-8.1%

August YTD UTAP RIDES



	2023 YTD	2024 YTD	2025 YTD	YTD % Change
CCS	168,118	238,030	274,011	15.1%
EWU	195,630	181,618	169,581	-6.6%
GU	34,639	58,288	59,568	2.2%
WSU	19,039	22,237	16,638	-25.2%
Whitworth	13,930	13,612	13,808	1.4%
City	22,765	30,478	28,967	-5.0%
County	19,042	18,759	18,196	-3.0%
Spokane Public Schools	13,722	13,701	10,868	-20.7%
Total	486,885	576,723	591,637	2.6%

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

October 16, 2025

AGENDA ITEM 12E : CONNECT SPOKANE COMPREHENSIVE PLAN: MINOR UPDATE OVERVIEW

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Emily S. Poole, Interim Chief Planning & Development Officer
Brian Jennings, Director of Community Development

SUMMARY: Provided below is a proposed scope and timeline for minor updates to *Connect Spokane*, STA's comprehensive plan for public transportation. The purpose of the minor updates are to improve overall consistency and clarity of policies and policy-related text in the plan.

BACKGROUND: *Connect Spokane* is STA's Comprehensive Plan that sets forth a vision and policy framework for the next 30 years to guide decisions made by the Board of Directors, staff and partnering agencies. While a major update to the plan was completed in October 2024, there are some minor amendments to the plan that will support the agency's mission in the advancement of the next major update in 2027. *Connect Spokane* Monitoring and Improvement Policy 4.2 - Comprehensive Plan Amendments states, "Minor amendments to the Comprehensive Plan may take place at any time so long as the change does not significantly change the scope or direction of the plan." The proposed updates meet this policy requirement.

The proposed updates will address the following:

- **Conformity** - There exists language in the current plan that no longer conforms with long-established agency actions.
- **HPT Maps and Tables** - The High Performance Transit (HPT) network is the backbone of STA's Fixed Route System. It is therefore essential that all public-facing material relating to this network is the most current and complete.
- **Fixed-Route Performance Standards** - Standards imply accountability, comparison, and remediation in the event of non-compliance. Standards should be straight-forward and derived from a rational, transparent basis. The standards have not been updated since the adoption of *Connect Spokane* in 2010.
- **Policy Clarification** - Since the adoption of the last major update in October 2024, the agency has identified or will soon undertake new initiatives that, while supported by the Board and are consistent with the direction of the agency and *Connect Spokane*, are not directly addressed in *Connect Spokane*. This task seeks to bring policies into alignment with the initiatives already supported by the Board and the comprehensive plan.

The proposed timeline is as follows:

Date	Body	Action
October 2025	P&D Committee	Introduce general scope
November 2025	P&D Committee	Draft redlines of changes
November 2025 – January 2026	General Public	Outreach and Community Engagement
February 2026	P&D Committee	Final draft
February 2026	Board of Directors	Public Hearing
March 2026	P&D Committee	Recommendation to Board
March 2026	Board of Directors	Action

RECOMMENDATION TO BOARD: Information only.

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

October 16, 2025

AGENDA ITEM 12F : 2025 RIDESHARE SURVEY RESULTS SUMMARY

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

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

SUMMARY: In the spring of 2025, ETC Institute initiated a market survey for three different groups to gather feedback on Spokane Transit's Rideshare program. Current users, former users, and Employee Transportation Coordinators (ETCs) were all sent digital links via email or text to an online survey to solicit feedback on both their satisfaction and awareness (in the case of ETCs) of the program.

A summary of the results was presented at the Performance Monitoring & External Relations Committee meeting on October 1, 2025.

RECOMMENDATION TO BOARD: Information only.



2025

Spokane Transit Authority

Rideshare
Findings Report





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Executive Summary

2025 Spokane Transit Authority Rideshare Survey *Executive Summary*

Overview

In the Spring of 2025, Spokane Transit Authority (STA), which operates public transportation services in the cities of Spokane, Spokane Valley, Cheney, Liberty Lake, Airway Heights, Medical Lake, Millwood, and unincorporated parts of Spokane County, conducted a Rideshare Survey to analyze if commute alternatives offered meet the needs of users and to improve the overall experience of Rideshare services. Feedback was received from existing users, former users, and employee transportation coordinators of local businesses. This resulted in forty-five surveys from existing Rideshare users, thirteen surveys from former Rideshare users and sixty-four surveys from Employee Transportation Coordinators.

Methodology

Spokane Transit Authority sent out texts and emails to former users, active users, and Commute Trip Reduction Employee Transportation Coordinators (ETCs) from local businesses. The messages contained links to the survey instruments (*found in Section 4*) for participants to complete.

The following pages of the report contain a summary of the major findings from the survey; the full Rideshare Survey Report includes the following:

- Charts and graphs depicting the results of the surveys (Section 2)
- Tabular data of survey results (Section 3)
- A copy of each survey instrument (Section 4)

Note: Results found in the Executive Summary exclude non-responses.

Existing User Overview

Satisfaction & Recommendation

- 96% of existing users are *extremely satisfied* with the service. The remaining 4% are *somewhat satisfied*.
- When asked, “How likely would you be to recommend STA Rideshare to a friend, colleague, or family member,” 96% of users answered 9 or 10 (*on a 1-10 scale*). No respondents answered a number lower than 7, resulting in an outstanding Net Promoter Score of 96.

Employer Subsidy

- 83% receive employer fare subsidies; of that group, 81% have their fares fully covered.
- 71% said subsidies were *Extremely Important* to usage of Rideshare.

Service Quality Ratings (Ratings of *Strongly Agree or Agree*)

- Reasonable travel time: 100%
- Courteous drivers: 100%
- Overall condition of vehicles: 98%
- Safe operation: 98%
- On-time arrivals: 96%
- Clean vehicles: 95%
- Price of fare: 95%

Electric Vehicle Preferences & Ownership

- 78% of users rated Electric Vehicle availability as *extremely important or somewhat important*.
- 98% of users *do not* own an electric vehicle.

Information Sources

- Most users typically receive their information about Rideshare from; the STA website (45%), their ETC (26%), and the Rideshare Office (19%).

Former User Overview

Despite extensive outreach and effort, only 13 surveys were returned. This falls below the desired sample size and, therefore, the results should be interpreted with caution and not considered representative of the broader population.

Past Satisfaction

- 85% of former users were *extremely satisfied* or *somewhat satisfied* with the service.
- When asked, “How likely would you be to recommend STA Rideshare to a friend, colleague, or family member,” 77% of former users answered with a 10 (*on a 1-10 scale*). This resulted in a Net Promoter Score of 62.

Reasons for Discontinuing Use

- Unavailability of drivers (31%)
- Relocation (23%) or inconvenience (15%)
- Other reasons: retirement, remote work, unresolved issues

Fare Impact

- 67% of former users previously received fare subsidies.
- 100% of respondents support new fare models (reduced/capped).
- 80% say flat fare *does not* influence reuse.

Potential to Return

- 73% are open to returning with service changes.
- 100% of those who responded would consider using it again.

Employee Transportation Coordinators Overview

Awareness and Benefits

- 61% of ETC respondents are familiar with STA Rideshare.
- 84% offer transit benefits to employees. Of those who do, 88% extend the benefits to include Rideshare.

Program Effectiveness

- 55% say benefits work *well* or *very well*.
- 18% say benefits work *poorly*.

Workplace Conditions

- Respondents were asked if their workplace experiences the following conditions on a regular or somewhat regular basis:
 - Flexible scheduling: 63%
 - On-call/variable shifts: 59%
 - Frequent overtime: 51%
 - Use of personal vehicles for work: 46%
 - Parking limitations: 41%

Electric Vehicle Charging & Incentives

- 59% of workplaces have electric vehicle charging stations.

Interest in Rideshare Expansion

- 73% are open to Rideshare benefits if employee demand exists.

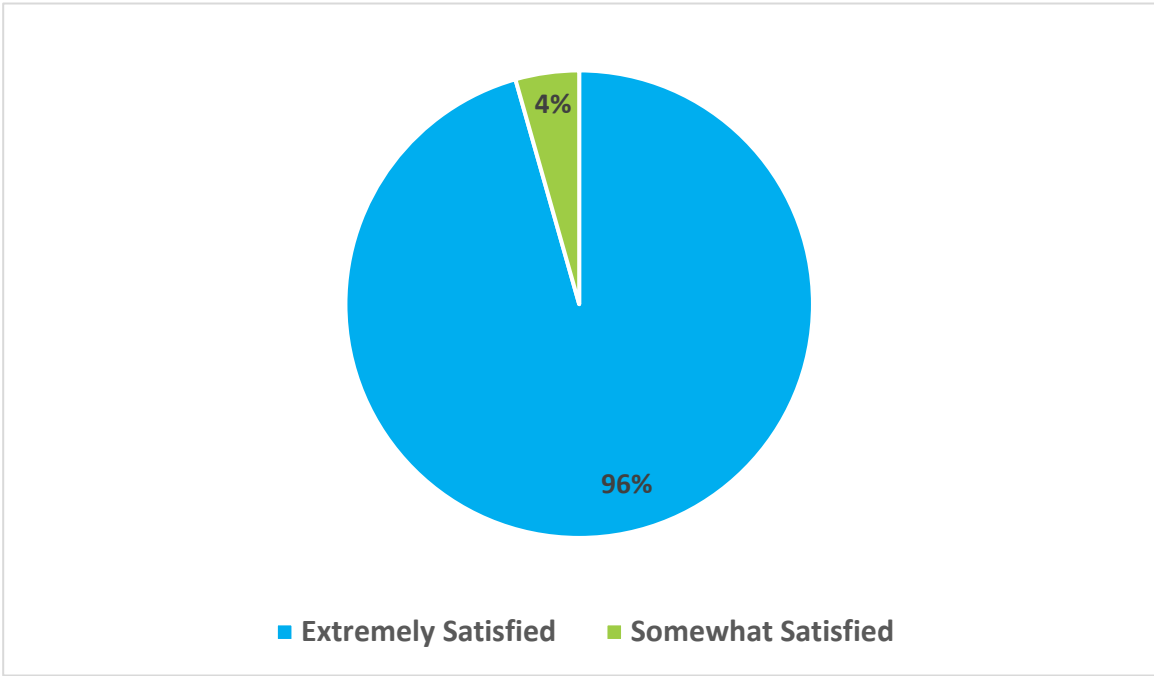
2 Charts & Graphs



EXISTING USERS OF RIDESHARE

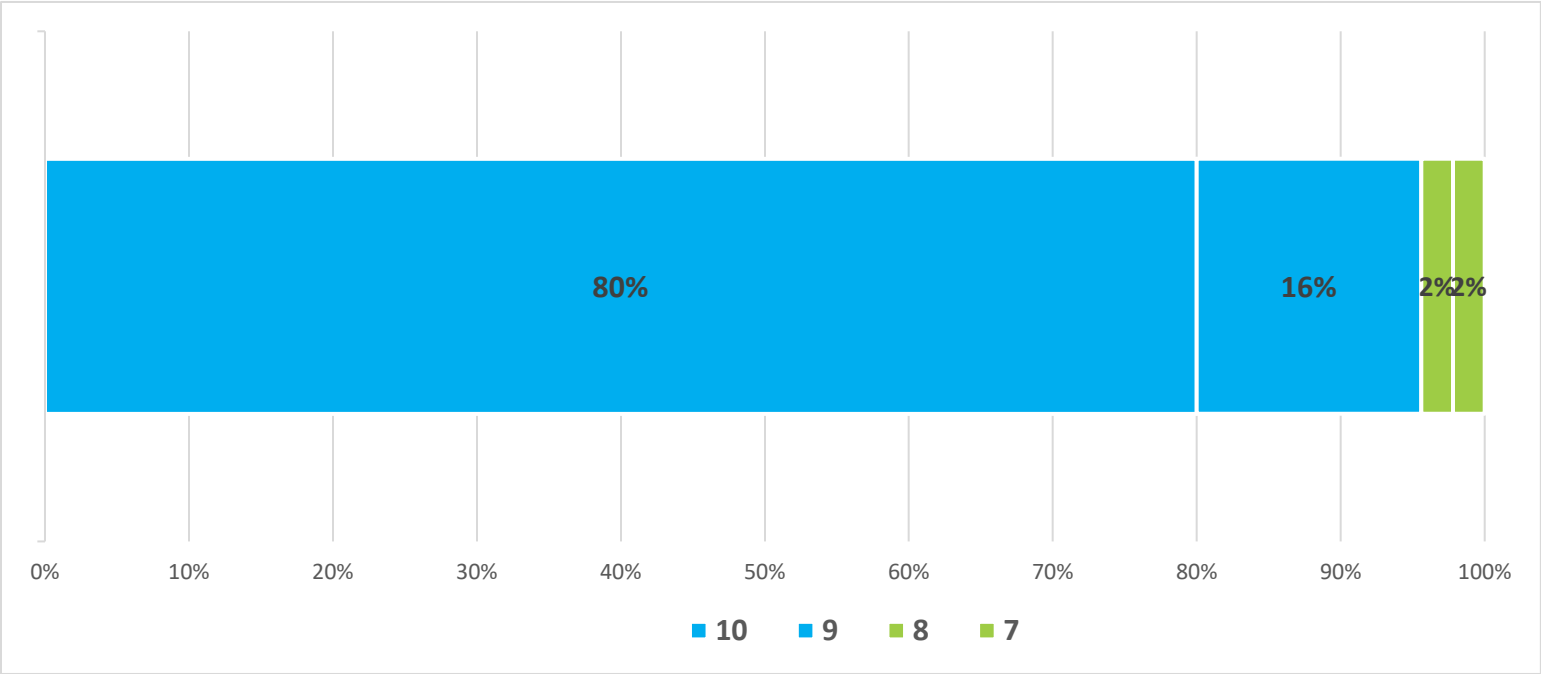
Q1. How satisfied have you been with the Spokane Transit Rideshare Service?

	Count	Percent
Extremely Satisfied	43	95.6%
Somewhat Satisfied	2	4.4%
Total	45	100.0%



Q3. How likely would you be to recommend STA Rideshare Service to a friend, colleague, or family member?

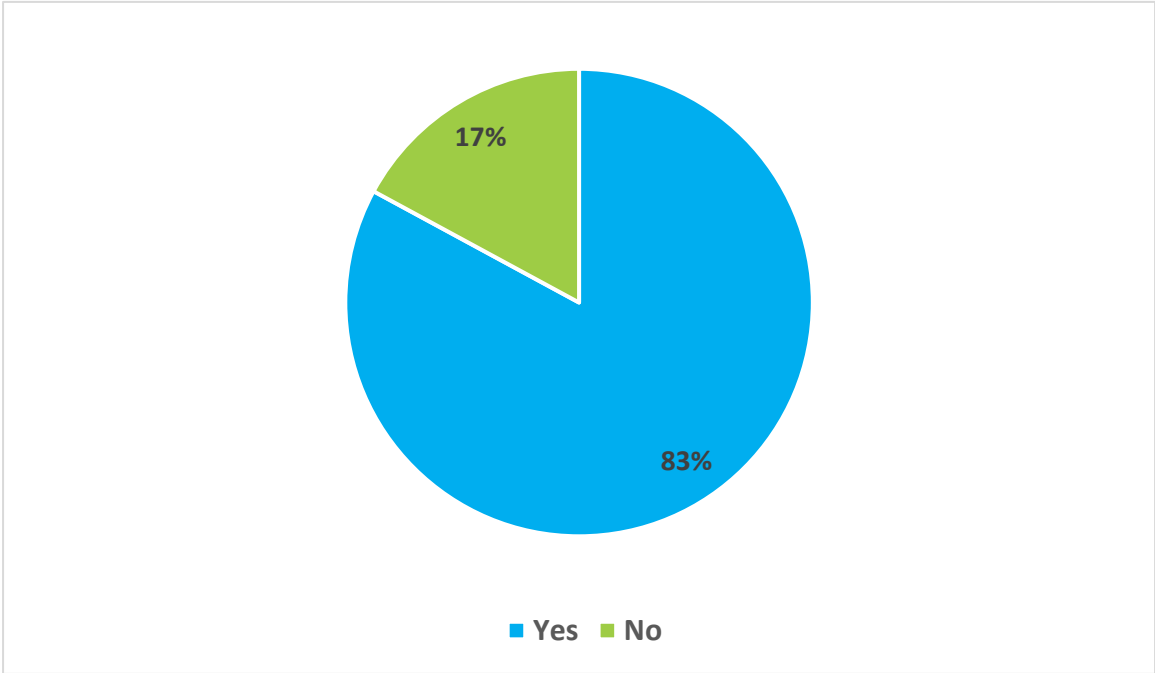
by percentage of respondents (excluding "Not Provided")



Q4. Has your Rideshare ride ever been subsidized by an employer?

by percentage of respondents (excluding "not provided")

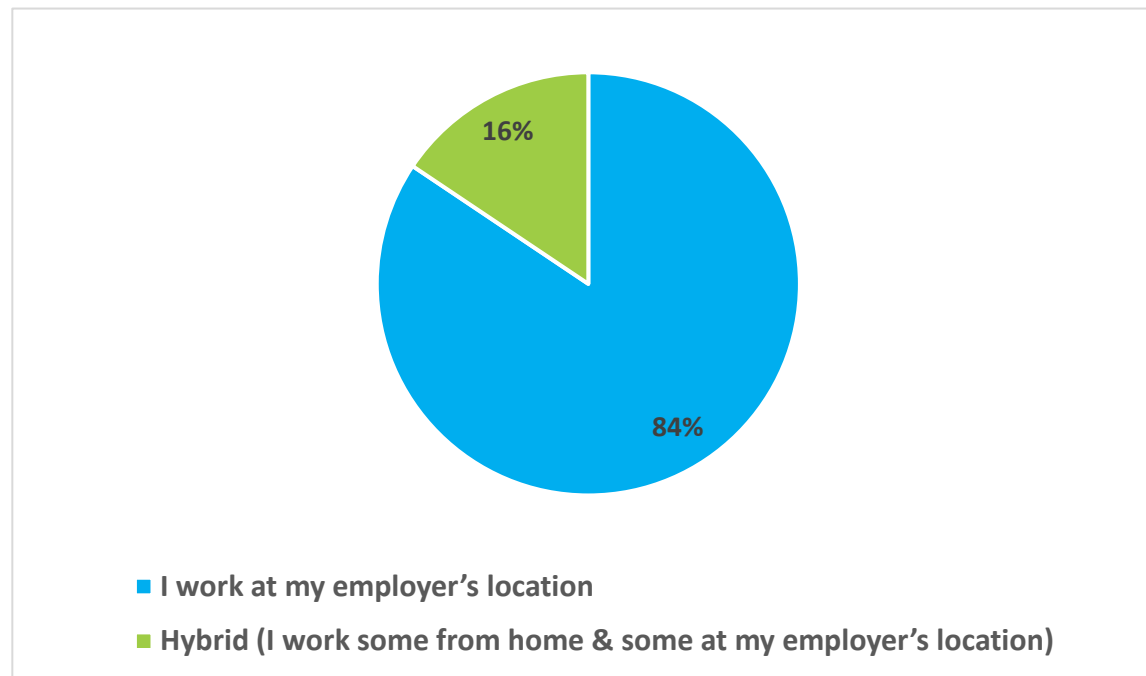
	Count	Percent
Yes	34	82.9%
No	7	17.1%
Total	41	100.0%



Q5. What best describes your current employment?

by percentage of respondents (excluding “not provided”)

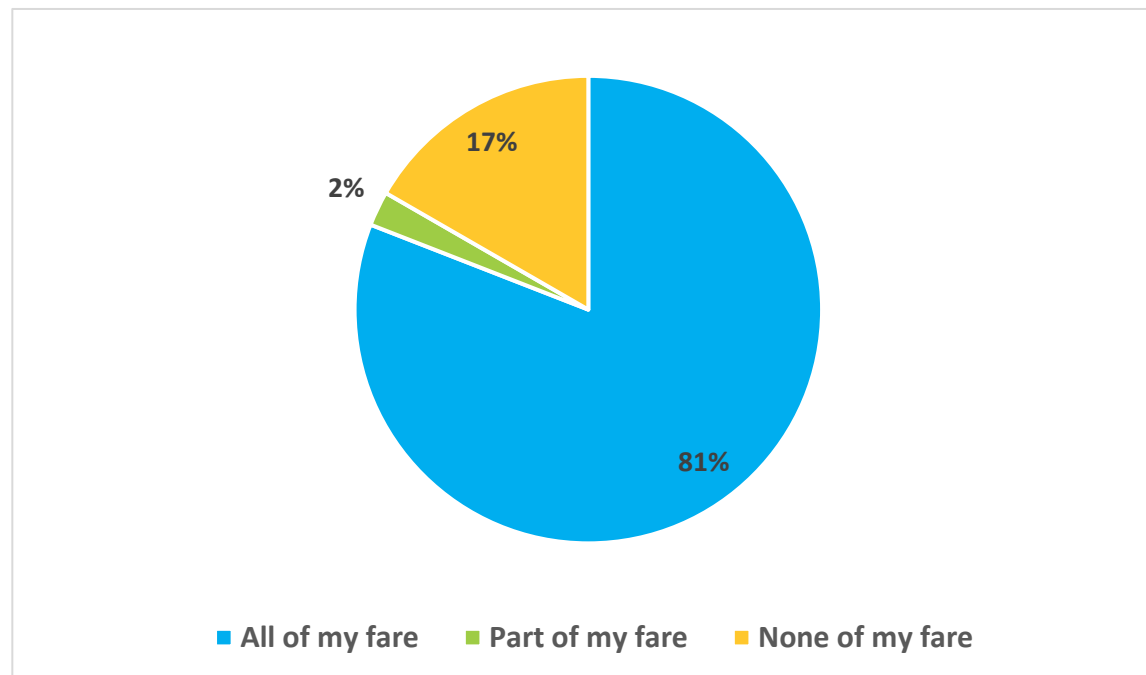
	Count	Percent
I work at my employer’s location	38	84.4%
Hybrid (I work some from home & some at my employer’s location)	7	15.6%
Total	45	100.0%



Q6. Does your employer currently subsidize any of your Rideshare fare?

by percentage of respondents (excluding “not provided”)

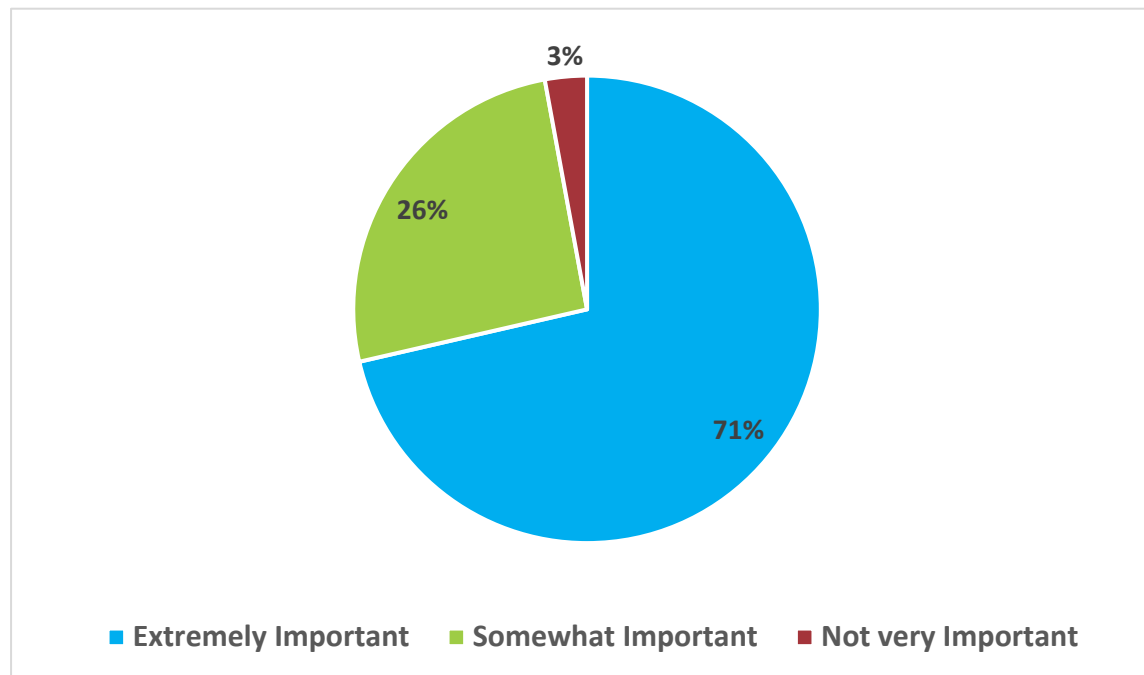
	Count	Percent
All of my fare	34	81.0%
Part of my fare	1	2.4%
None of my fare	7	16.7%
Total	42	100.0%



Q6a. How important is this in your decision to use Rideshare?

by percentage of respondents that indicated their employer subsidizes any of their Rideshare

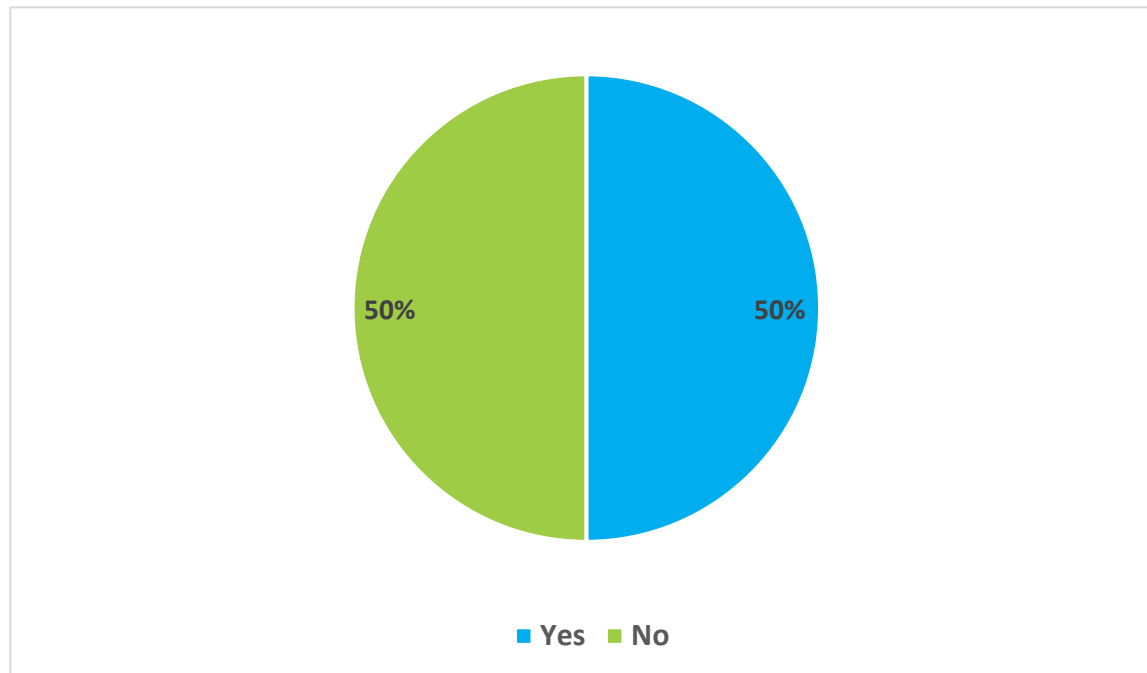
	Count	Percent
Extremely Important	25	71.4%
Somewhat Important	9	25.7%
Not very Important	1	2.9%
Total	35	100.0%



Q6b. Should STA consider implementing additional fare options such as a reduced fare option, a "pay for what you use" option, or other fare-capping structure?

by percentage of respondents (excluding "not provided")

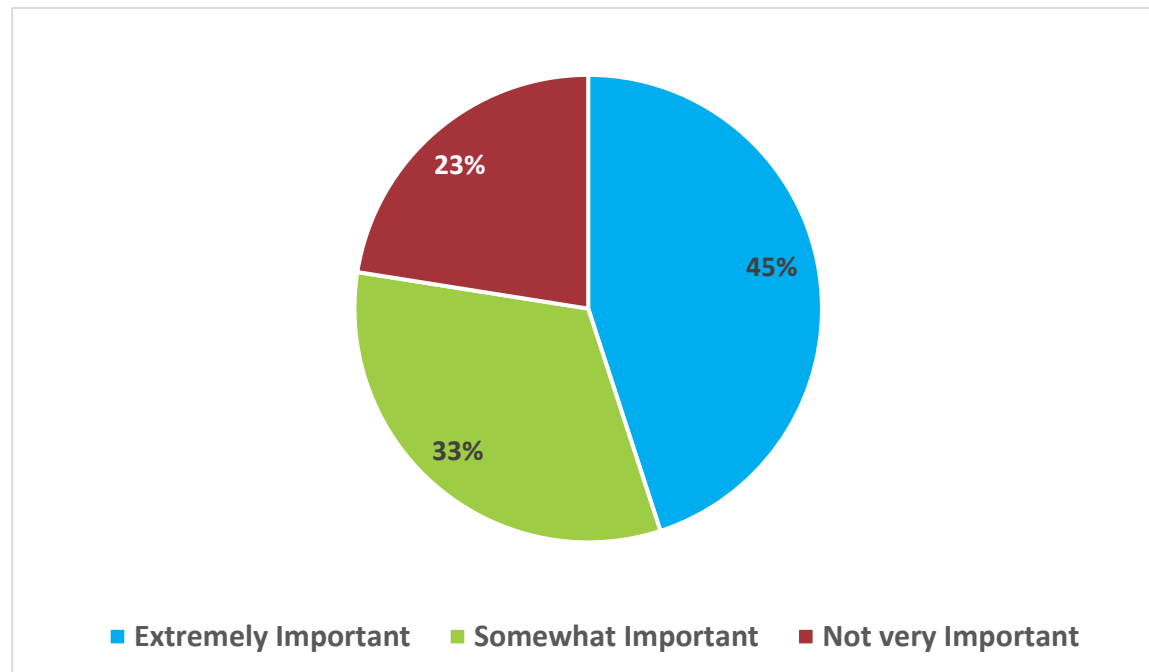
	Count	Percent
Yes	2	50.0%
No	2	50.0%
Total	4	100.0%



Q7. How important is the availability of an electric vehicle to use as a Rideshare vehicle?

by percentage of respondents (excluding "not provided")

	Count	Percent
Extremely important	18	45.0%
Somewhat important	13	32.5%
Not very important	9	22.5%
Total	40	100.0%



Q8. Do you own an electric vehicle?

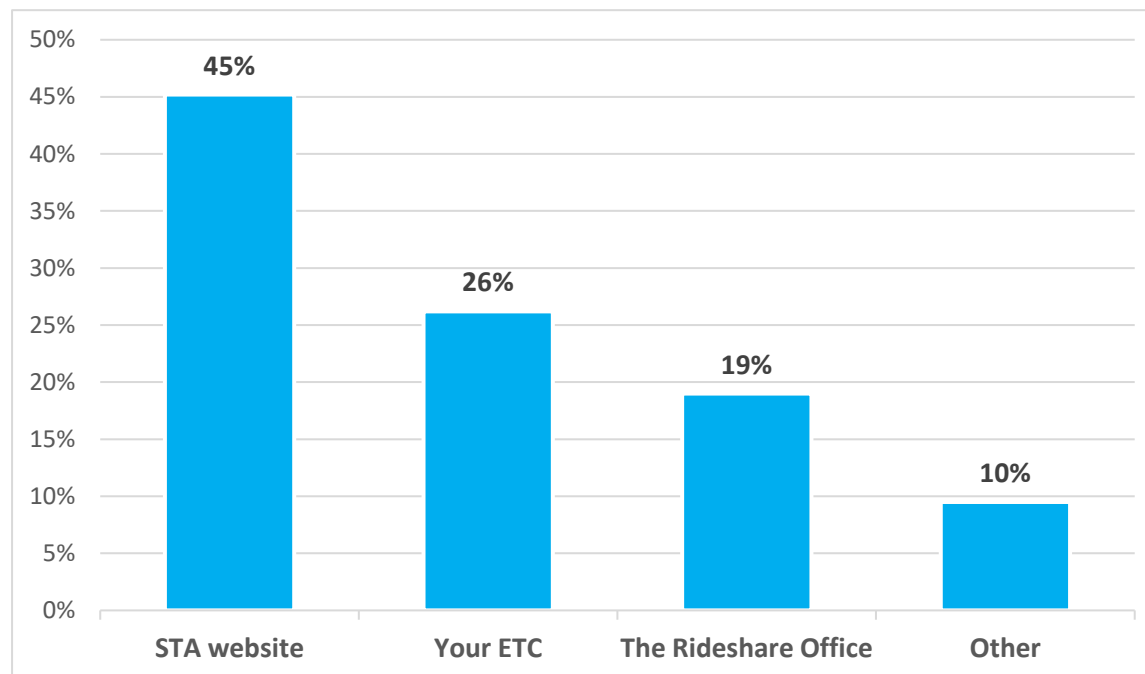
	Count	Percent
Yes	1	2.2%
No	44	97.8%
Total	45	100.0%



Q9. Where do you typically go for information about Rideshare?

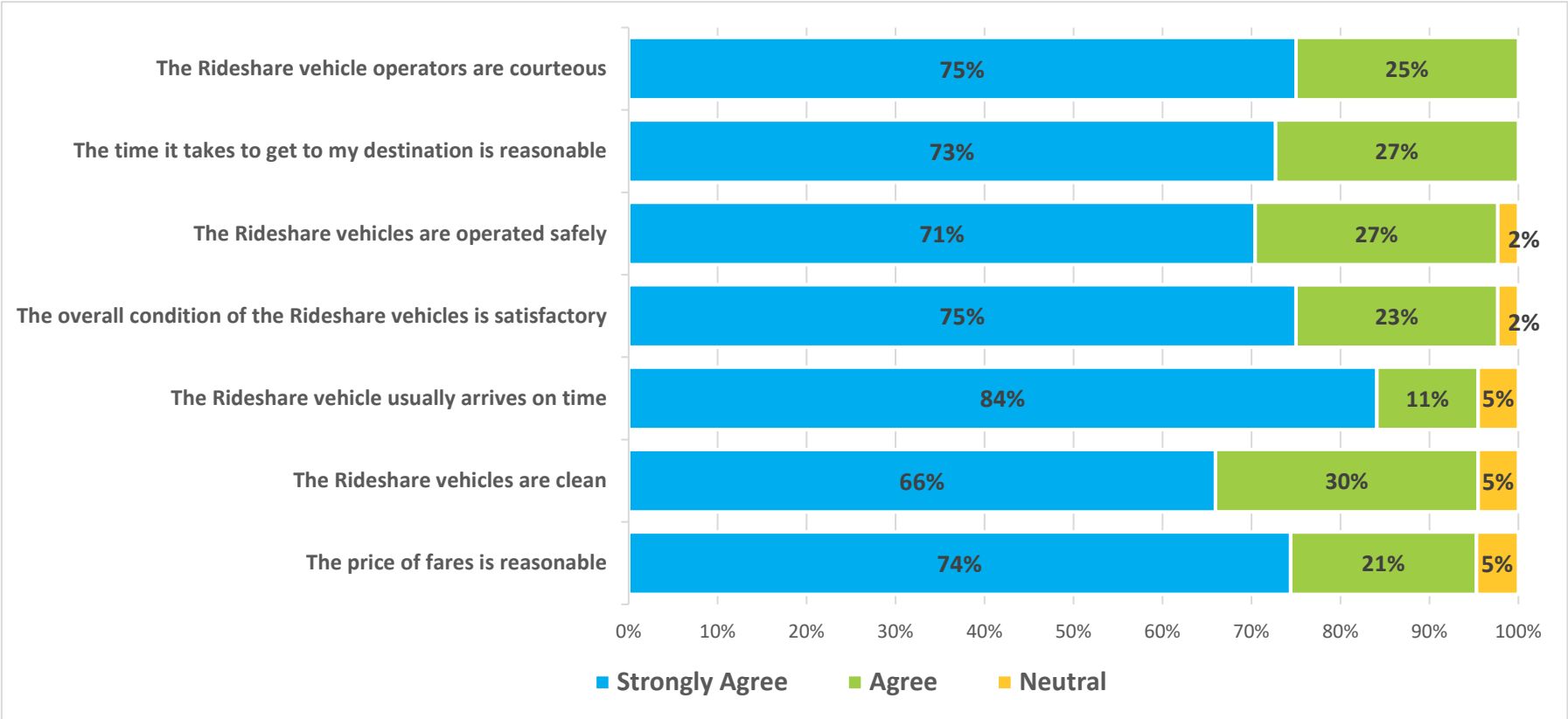
by percentage of respondents (excluding "not provided")

	Count	Percent
STA website	19	45.2%
Your ETC	11	26.2%
The Rideshare Office	8	19.0%
Other	4	9.5%
Total	42	100.0%



Q10. Please rate your agreement with the following statements:

by percentage of respondents (excluding "not provided")

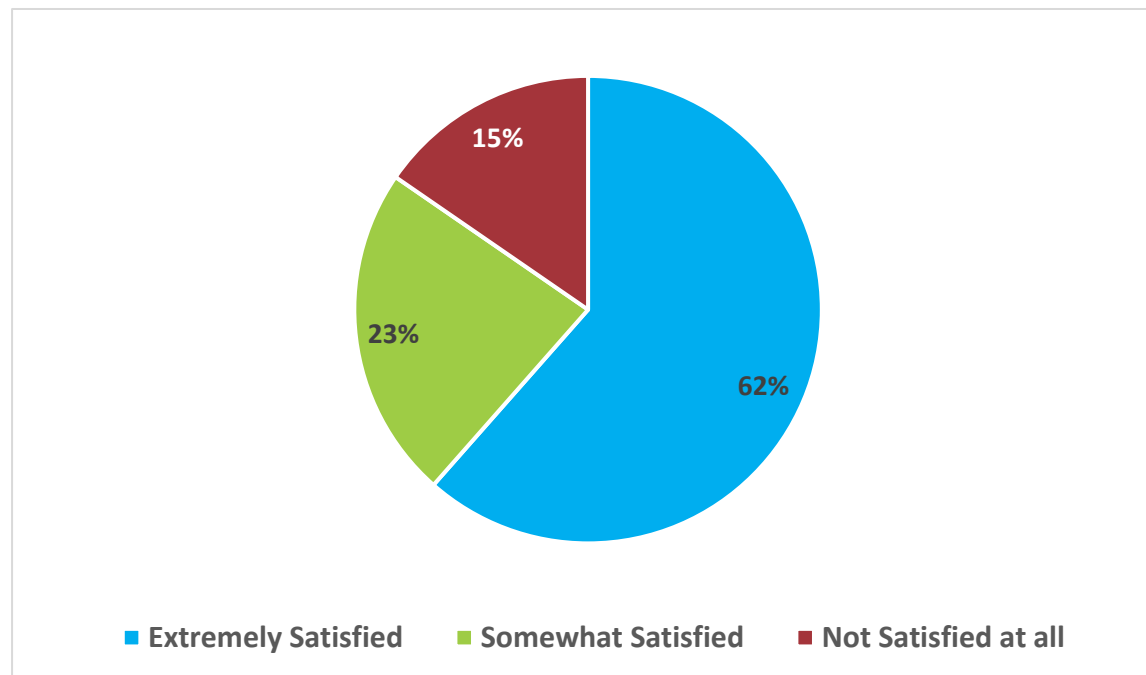




FORMER USERS OF
RIDESHARE

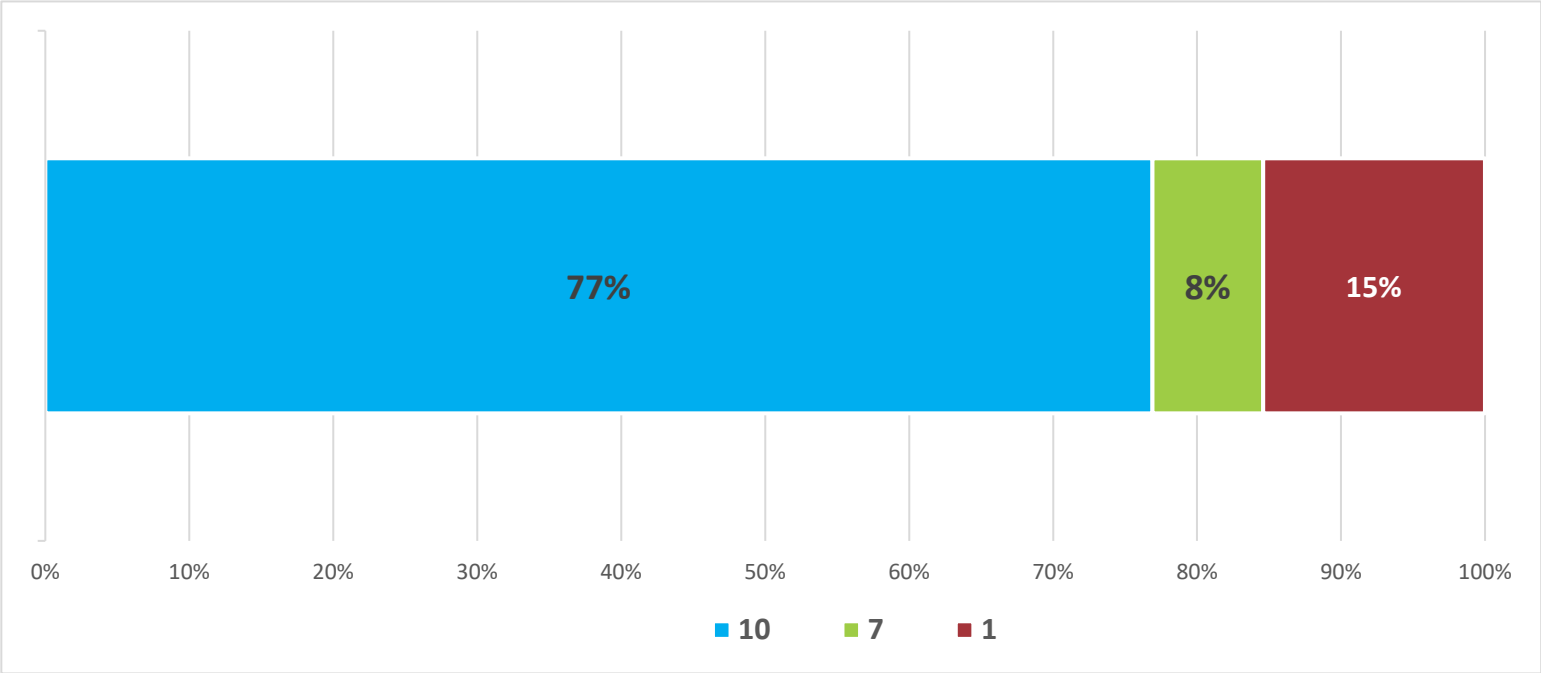
Q1. Thinking back, how satisfied were you with the Spokane Transit Rideshare Service?

	Count	Percent
Extremely Satisfied	8	61.5%
Somewhat Satisfied	3	23.1%
Not Satisfied at all	2	15.4%
Total	13	100.0%



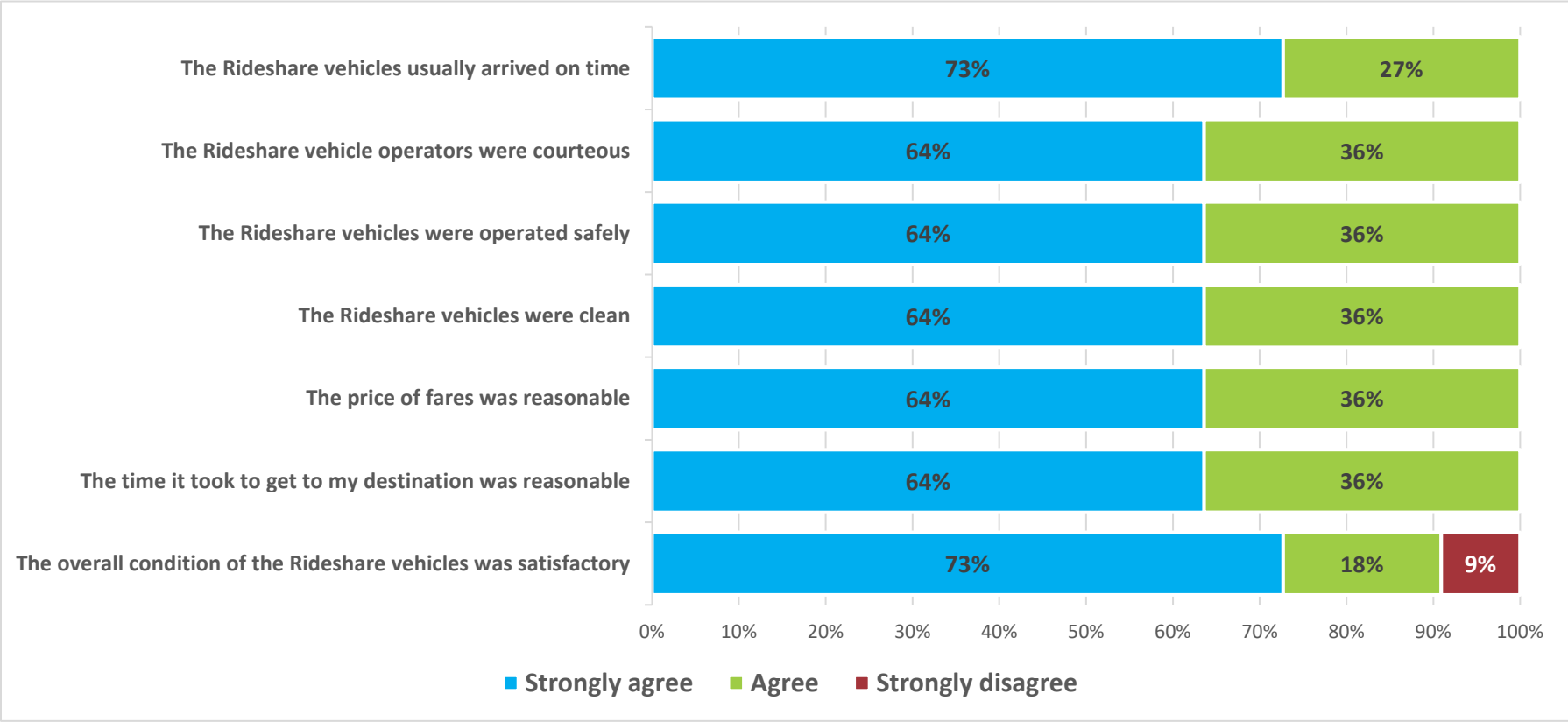
3. How likely would you be to recommend STA Rideshare Service to a friend, colleague, or family member?

by percentage of respondents (excluding "not provided")



Q4. Thinking back on your Rideshare experience, please rate your agreement with the following statements

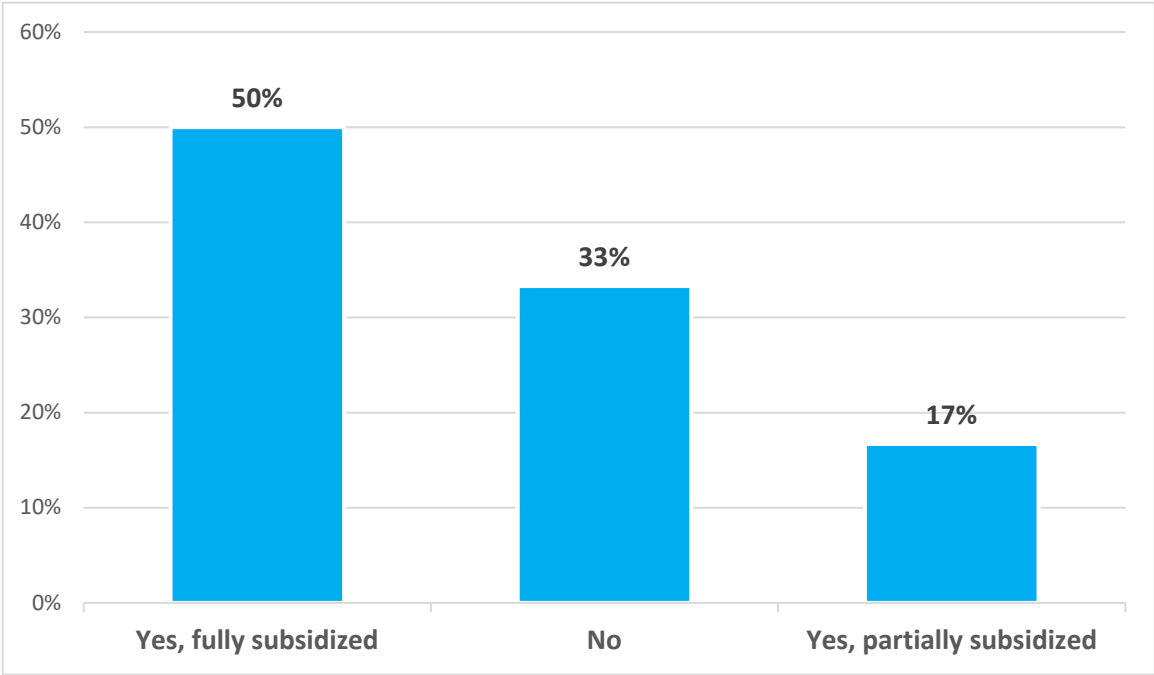
by percentage of respondents (excluding "not provided")



Q5. Was your Rideshare usage subsidized by an employer?

by percentage of respondents (excluding "not provided")

	Count	Percent
Yes, fully subsidized	6	50.0%
Yes, partially subsidized	2	16.7%
No	4	33.3%
Total	12	100.0%



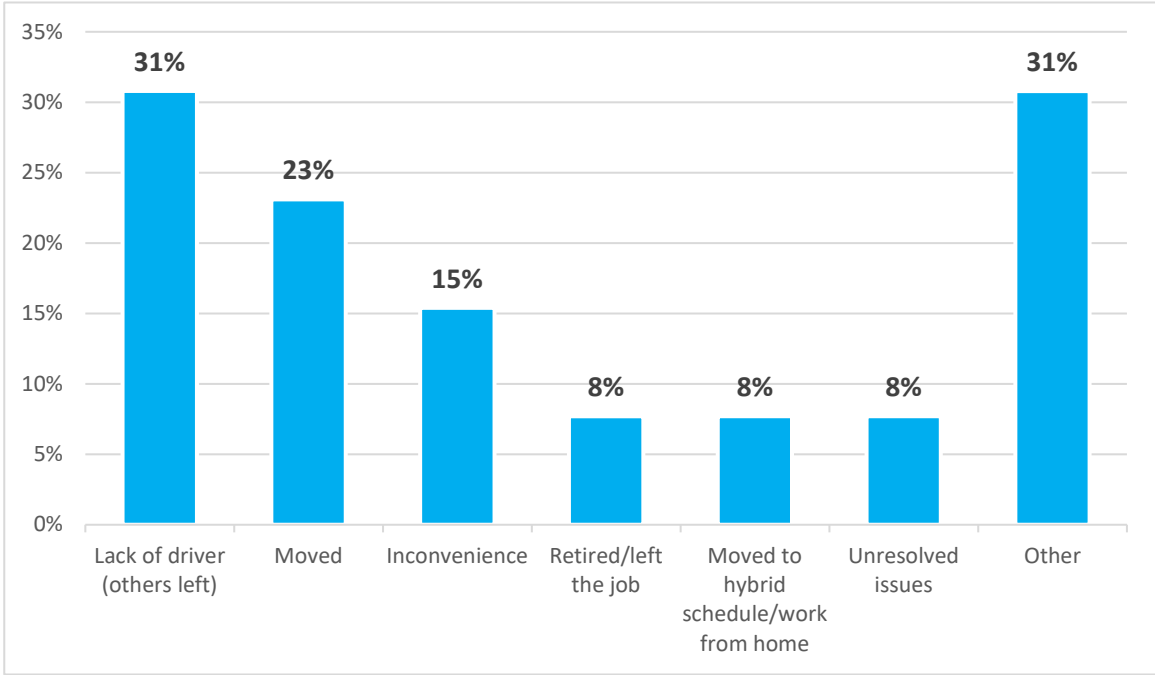
Q5a. Was price a large factor in your decision to discontinue using Rideshare?

	Count	Percent
No	6	100.0%
Total	6	100.0%



Q6. Why did you stop using Rideshare?

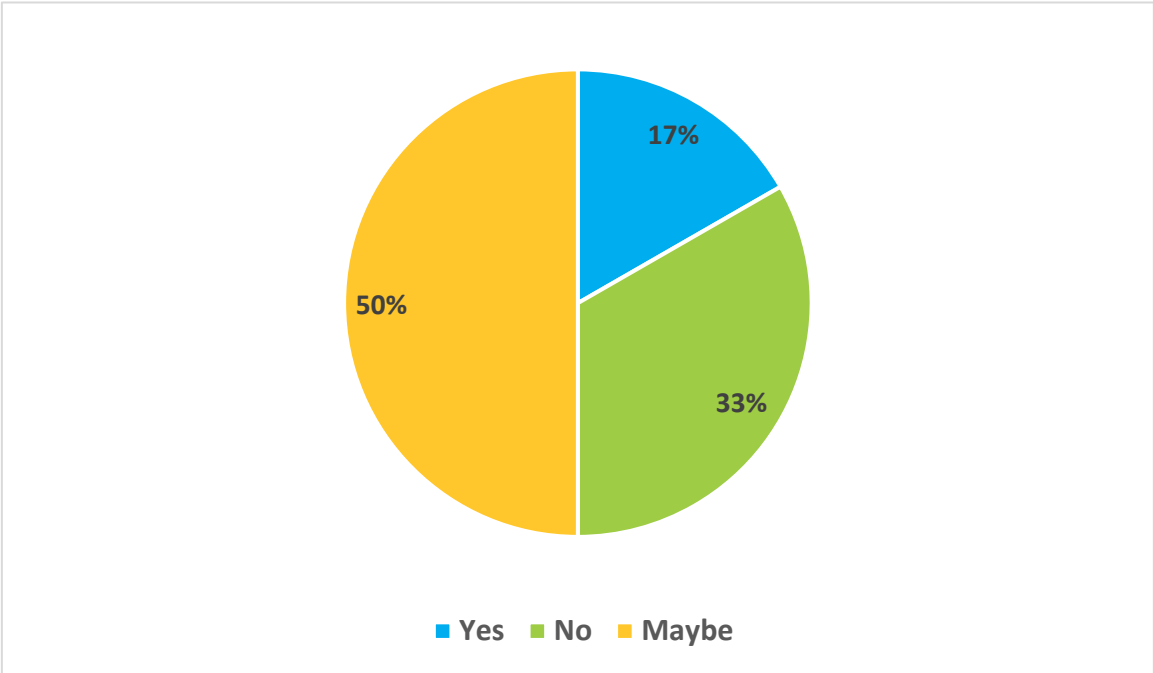
	Count	Percent
Lack of driver (others left)	4	30.8%
Moved	3	23.1%
Inconvenience	2	15.4%
Retired/left the job	1	7.7%
Moved to hybrid schedule/work from home	1	7.7%
Unresolved issues	1	7.7%
Other	5	38.5%
Total	17	100.0%



Q7. Should the implementation of an all-electric Rideshare fleet be a priority for Spokane Transit?

by percentage of respondents (excluding "not provided")

	Count	Percent
Maybe	6	50.0%
No	4	33.3%
Yes	2	16.7%
Total	12	100.0%



Q8. Do you own an electric vehicle?

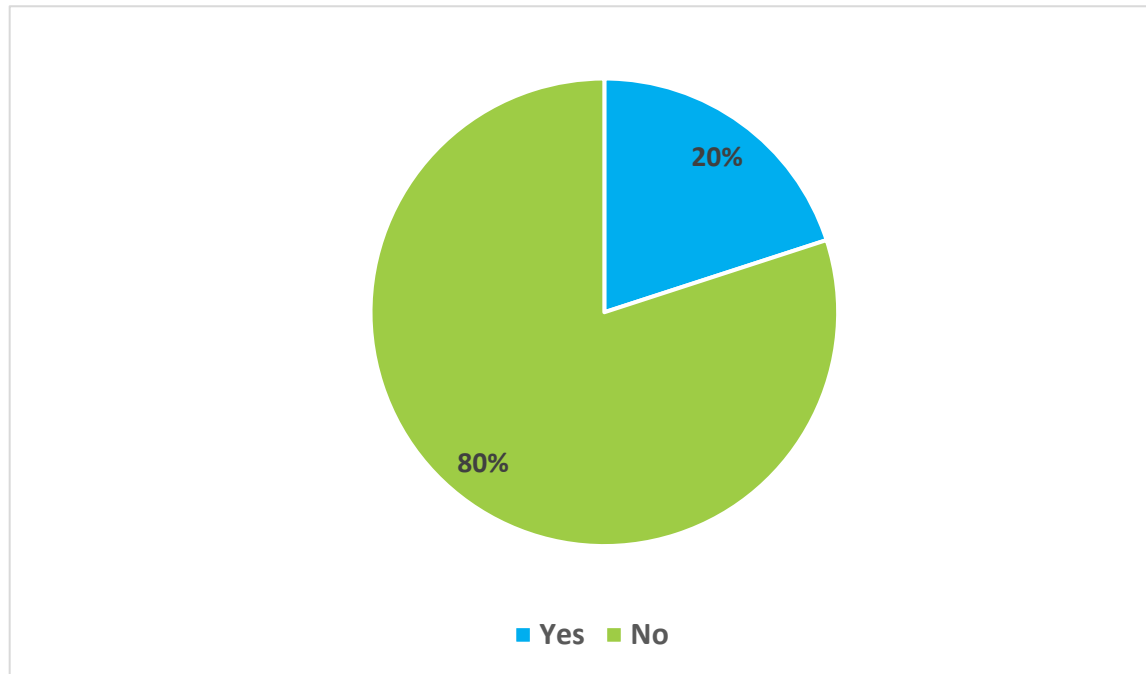
	Count	Percent
No	6	100.0%
Total	6	100.0%



Q9. STA began utilizing a simplified flat fare for the Rideshare Service. Does this impact your consideration to use Rideshare again?

by percentage of respondents (excluding “not provided”)

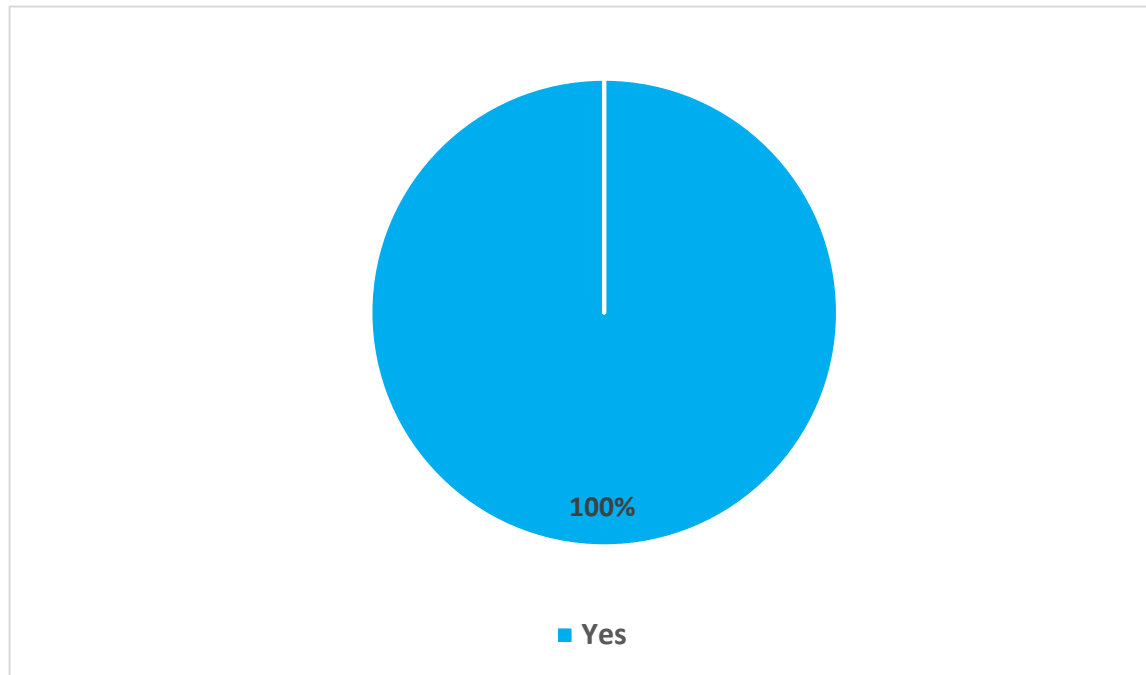
	Count	Percent
No	8	80.0%
Yes	2	20.0%
Total	10	100.0%



Q10. Should STA consider implementing additional fare options such as a reduced fare option, a "pay for what you use" option, or other fare-capping structure?

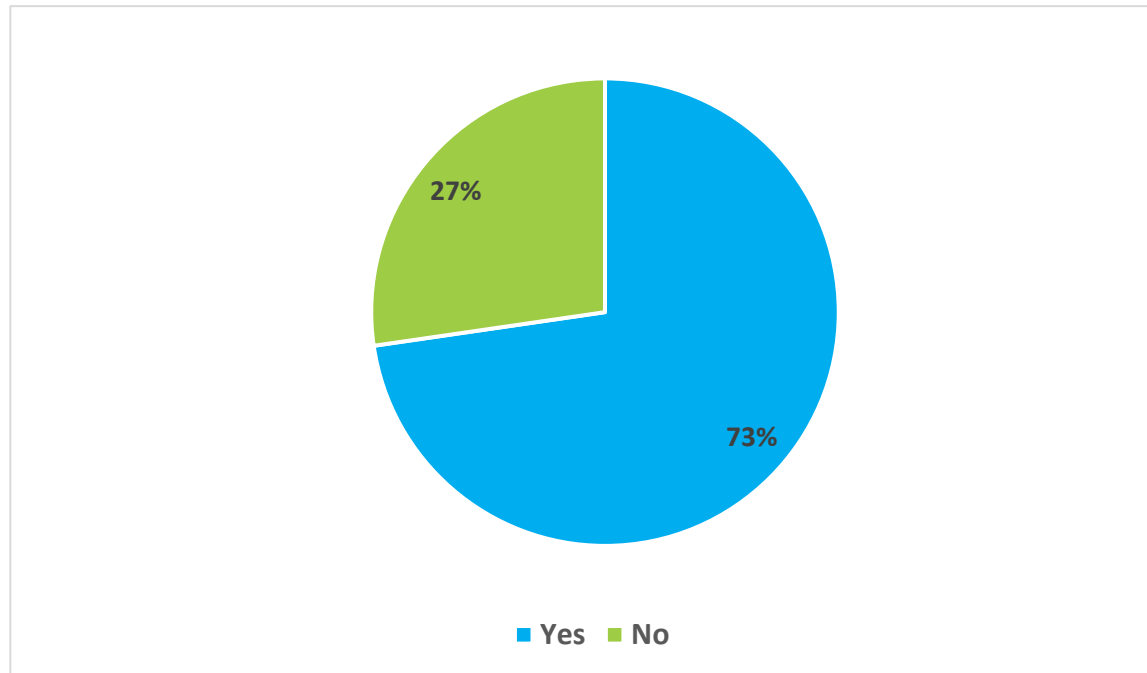
by percentage of respondents (excluding "not provided")

	Count	Percent
Yes	11	100.0%
Total	11	100.0%



Q11. Could a change of any kind to the Rideshare program motivate you to seriously consider using Rideshare again?

	Count	Percent
Yes	8	72.7%
No	3	27.3%
Total	11	100.0%



Q13. Would you ever consider using STA Rideshare again?

by percentage of respondents (excluding "not provided")

	Count	Percent
Yes	3	100.0%
Total	3	100.0%

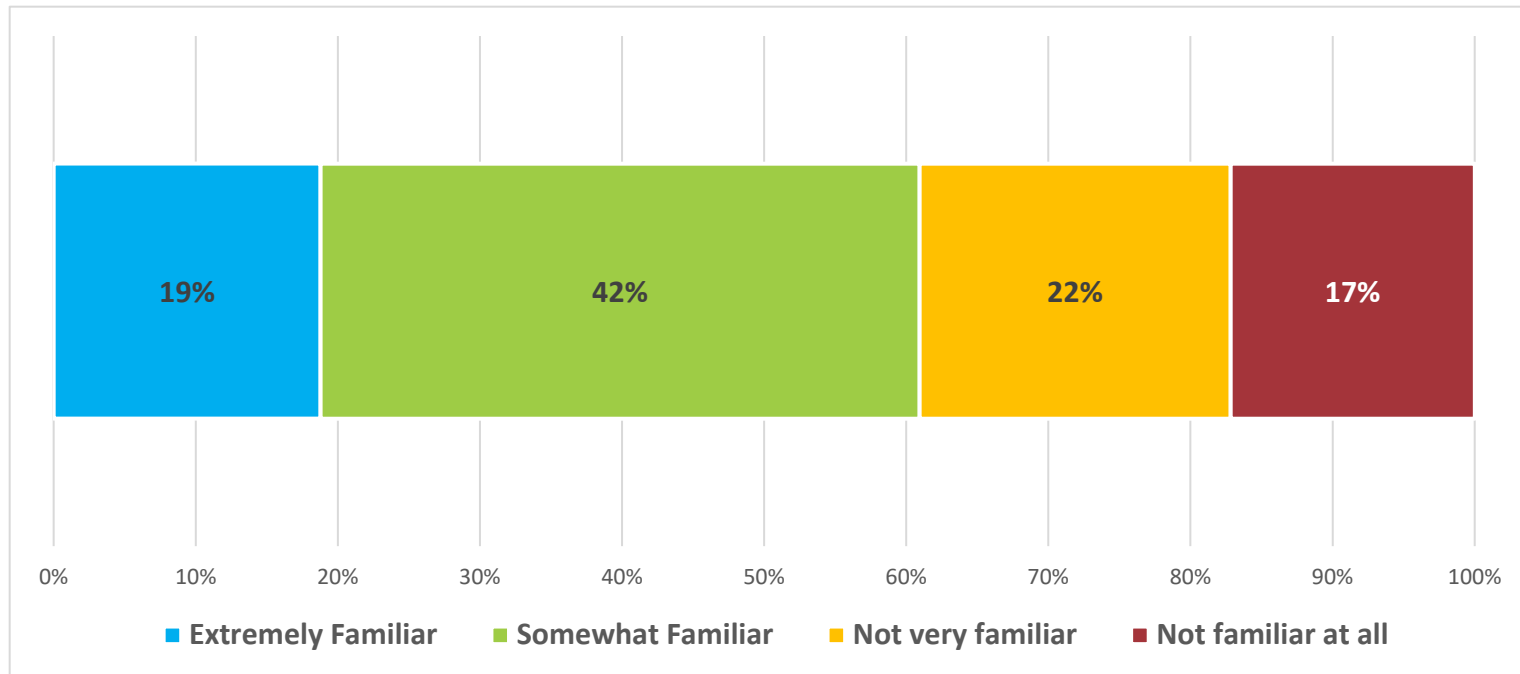




EMPLOYEE TRANSPORTATION COORDINATORS

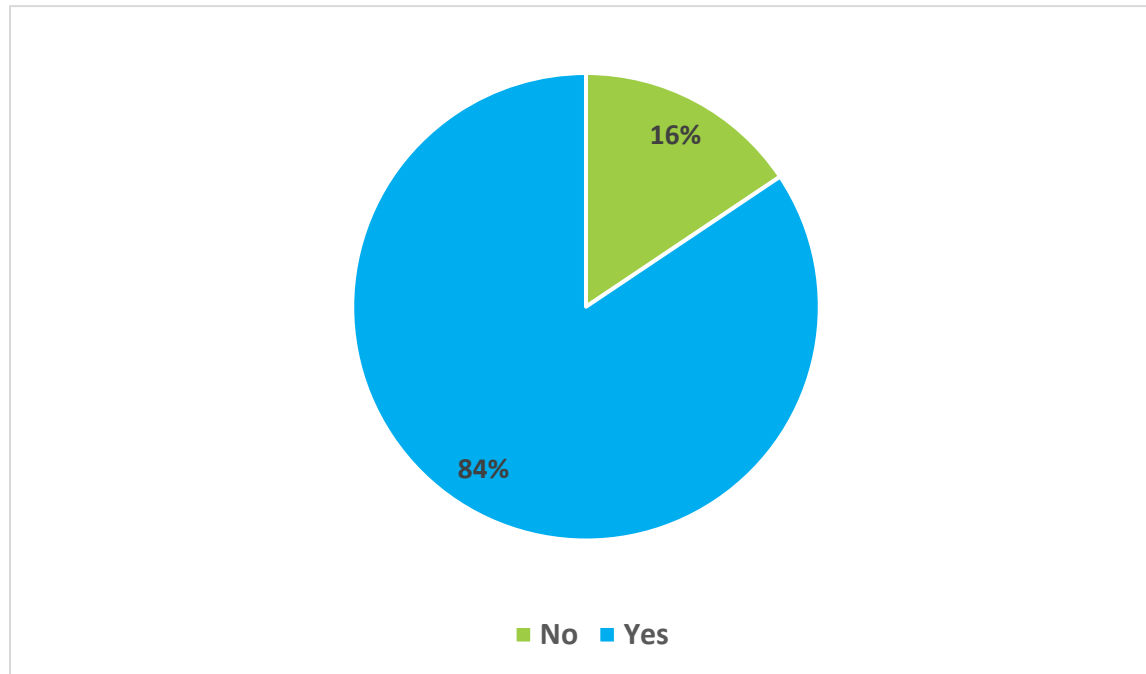
Q1. How familiar would you say that you are with Spokane Transit's Rideshare program?

	Count	Percent
Extremely familiar	12	18.8%
Somewhat familiar	27	42.2%
Not very familiar	14	21.9%
Not familiar at all	11	17.2%
Total	64	100.0%



Q2. Does your company currently provide a benefit for transit for your employees?

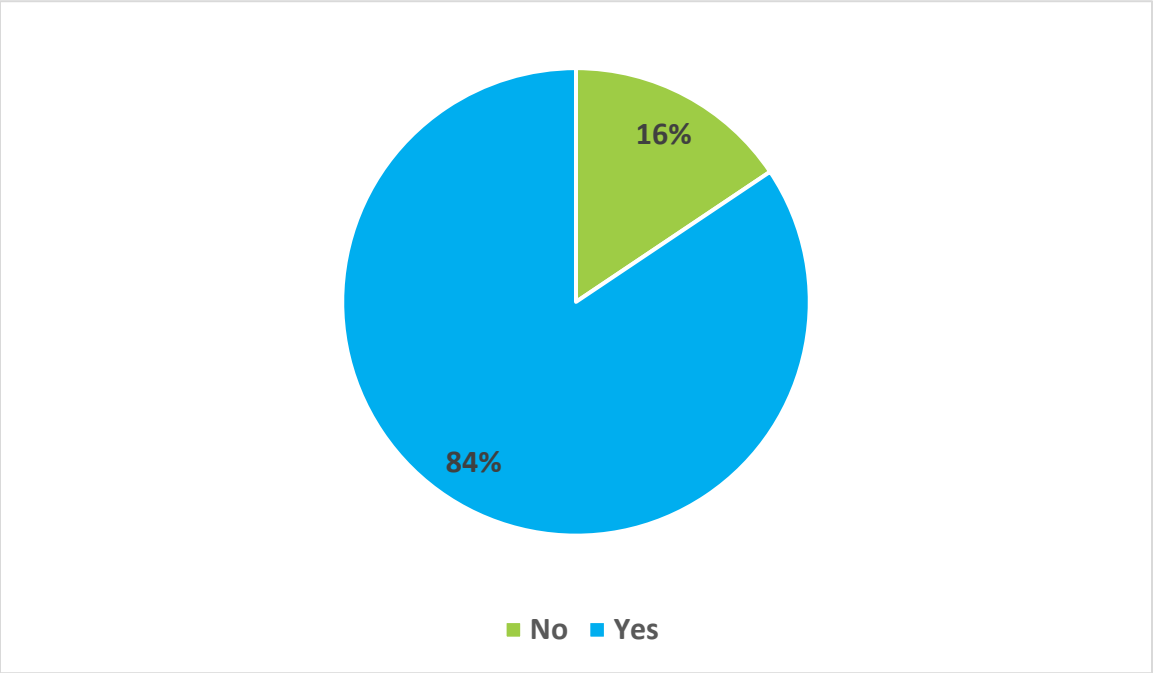
	Count	Percent
Yes	54	84.4%
No	10	15.6%
Total	64	100.0%



Q2a. Does this benefit extend to Rideshare?

by percentage of respondents whose companies provide transit benefits to its employees (excluding "not provided")

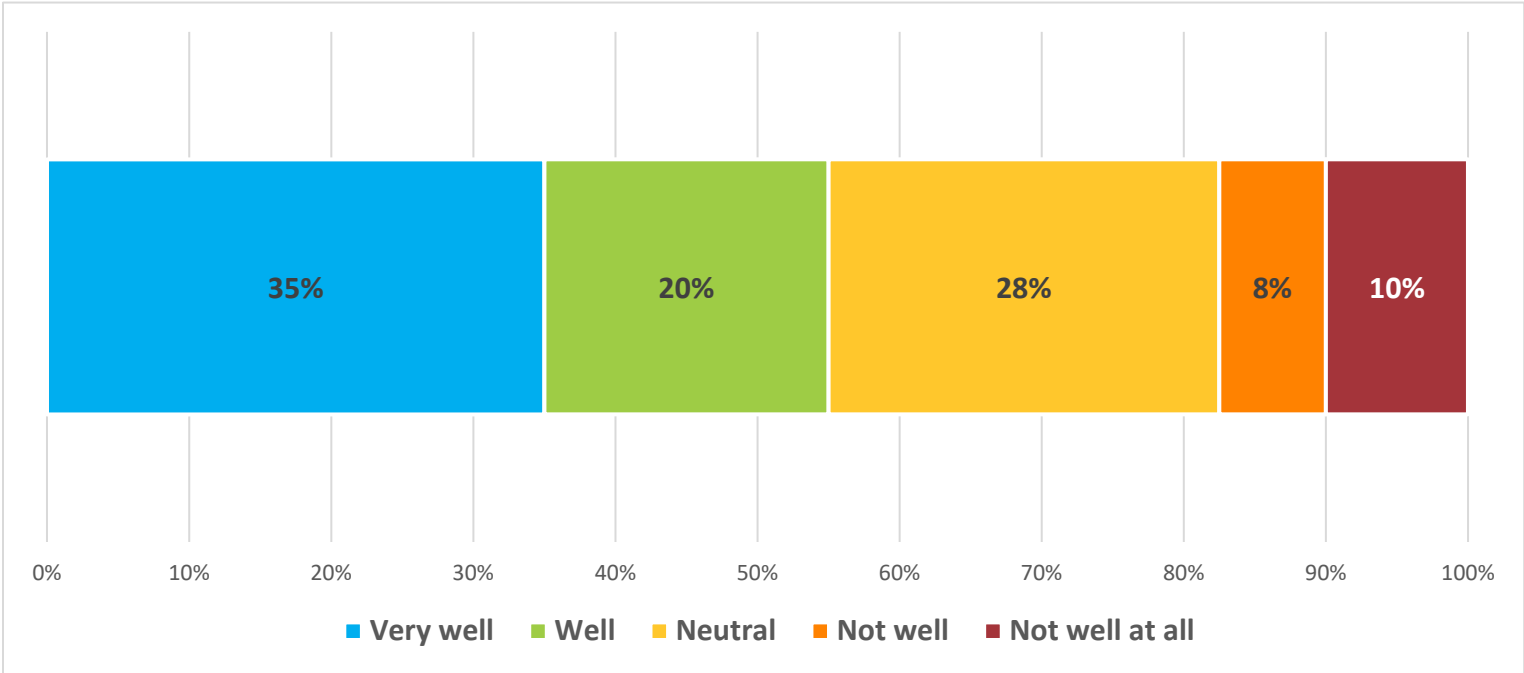
	Count	Percent
Yes	54	84.4%
No	10	15.6%
Total	64	100.0%



Q2b. How well is that working for you?

by percentage of respondents whose companies provide Rideshare benefits (excluding “not provided”)

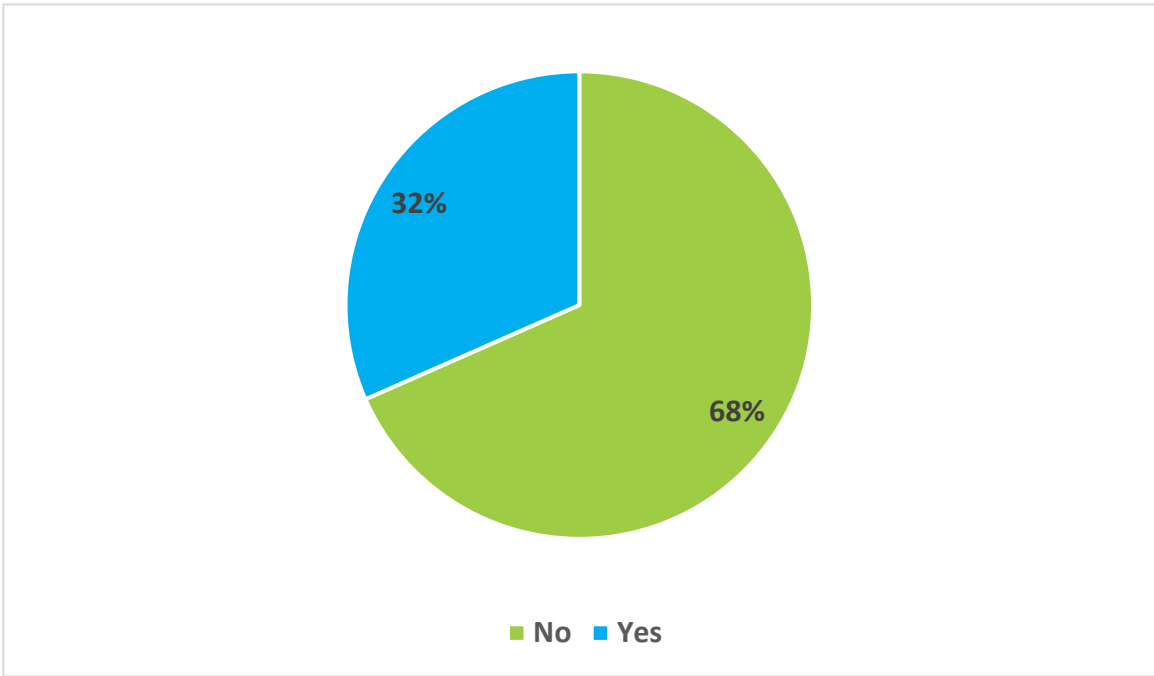
	Count	Percent
Very well	14	35.0%
Well	8	20.0%
Neutral	11	27.5%
Not well	3	7.5%
Not well at all	4	10.0%
Total	40	100.0%



Q2d. Can our Rideshare team contact you regarding your experience?

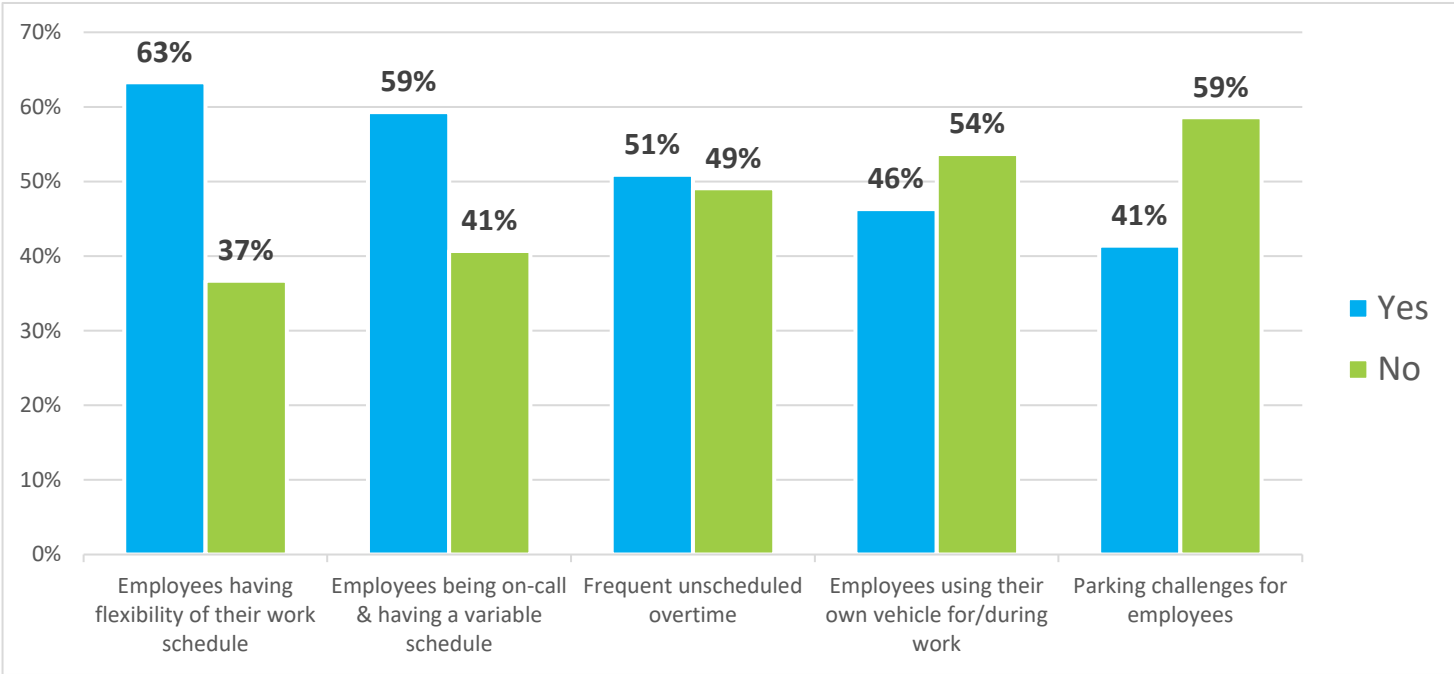
by percentage of respondents (excluding "not provided")

	Count	Percent
Yes	12	31.6%
No	26	68.4%
Total	38	100.0%



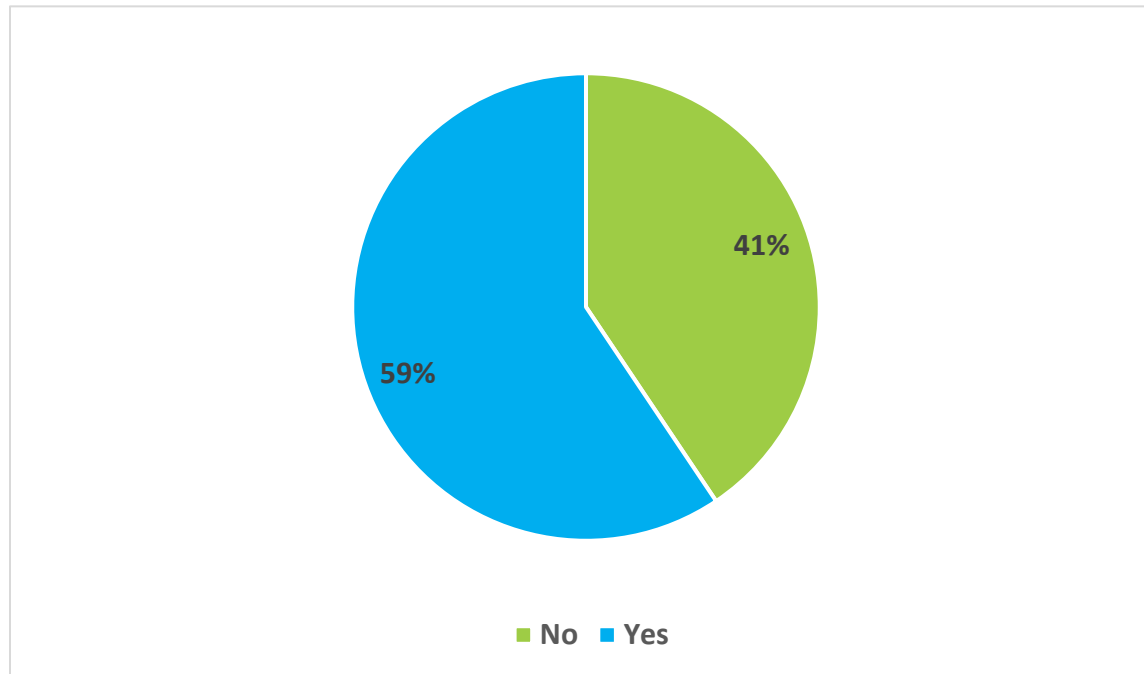
Q3. Would you say that on a regular or somewhat regular basis your company experiences any of the following:

by percentage of respondents (excluding "not provided")



Q4. Does your company's work location have electric vehicle charging stations?

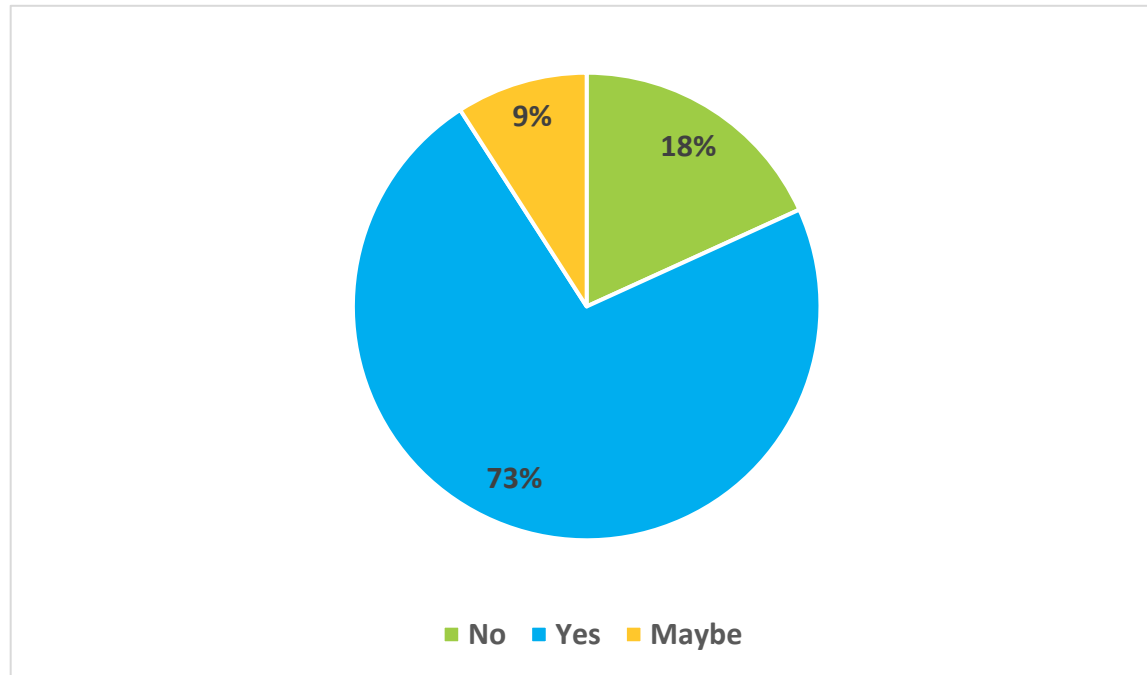
	Count	Percent
Yes	38	59.4%
No	26	40.6%
Total	64	100.0%



Q5. Do you think your company might be receptive or open to creating a transportation benefit for employees to use Rideshare if there was enough interest from employees?

by percentage of respondents (excluding “not provided”)

	Count	Percent
Yes	8	72.7%
No	2	18.2%
Maybe	1	9.1%
Total	11	100.0%



4

Tabular Data

Existing Users

Q1. How satisfied have you been with the Spokane Transit Rideshare Service?

Q1. How satisfied have you been with Spokane Transit Rideshare Service	Number	Percent
Satisfied	2	4.4 %
Extremely Satisfied	43	95.6 %
Total	45	100.0 %

Q3. How likely would you be to recommend STA Rideshare Service to a friend, colleague, or family member?

(N=45)

	Very likely	9	8	7
Q3. How likely would you be to recommend STA Rideshare Service to a friend, colleague, or family member	80.0%	15.6%	2.2%	2.2%

WITHOUT NOT PROVIDED

Q4. Has your Rideshare ride ever been subsidized by an employer?

Q4. Has your Rideshare ride ever been subsidized by an employer	Number	Percent
Yes	34	75.6 %
No	7	15.6 %
Not provided	4	8.9 %
Total	45	100.0 %

Q4. Has your Rideshare ride ever been subsidized by an employer? (without "not provided")

Q4. Has your Rideshare ride ever been subsidized by an employer	Number	Percent
Yes	34	82.9 %
No	7	17.1 %
Total	41	100.0 %

Q5. What best describes your current employment?

Q5. What best describes your current employment	Number	Percent
I work at my employer's location	38	84.4 %
Hybrid (I work some from home & some at my employer's location)	7	15.6 %
Total	45	100.0 %

Q6. Does your employer currently subsidize any of your Rideshare fare?

Q6. Does your employer currently subsidize any of your Rideshare fare	Number	Percent
All of my fare	34	75.6 %
Part of my fare	1	2.2 %
None of my fare	7	15.6 %
Not provided	3	6.7 %
Total	45	100.0 %

WITHOUT NOT PROVIDED

Q6. Does your employer currently subsidize any of your Rideshare fare? (without "not provided")

Q6. Does your employer currently subsidize any of your Rideshare fare	Number	Percent
All of my fare	34	81.0 %
Part of my fare	1	2.4 %
None of my fare	7	16.7 %
Total	42	100.0 %

Q6a. How important is this in your decision to use Rideshare?

Q6a. How important is this in your decision to use Rideshare	Number	Percent
Not very important	1	2.9 %
Somewhat Important	9	25.7 %
Extremely Important	25	71.4 %
Total	35	100.0 %

Q6b. Should STA consider implementing additional fare options such as a reduced fare option, a "pay for what you use" option, or other fare-capping structure?

Q6b. Should STA consider implementing additional fare options	Number	Percent
Yes	2	28.6 %
No	2	28.6 %
Not provided	3	42.9 %
Total	7	100.0 %

WITHOUT NOT PROVIDED

Q6b. Should STA consider implementing additional fare options such as a reduced fare option, a "pay for what you use" option, or other fare-capping structure? (without "not provided")

Q6b. Should STA consider implementing additional fare options	Number	Percent
Yes	2	50.0 %
No	2	50.0 %
Total	4	100.0 %

Q7. How important is the availability of an electric vehicle to use as a Rideshare vehicle?

Q7. How important is the availability of an electric vehicle to use as a Rideshare vehicle	Number	Percent
Extremely important	18	40.0 %
Somewhat important	13	28.9 %
Not very important	9	20.0 %
Not provided	5	11.1 %
Total	45	100.0 %

WITHOUT NOT PROVIDED

Q7. How important is the availability of an electric vehicle to use as a Rideshare vehicle? (without "not provided")

Q7. How important is the availability of an electric vehicle to use as a Rideshare vehicle	Number	Percent
Extremely important	18	45.0 %
Somewhat important	13	32.5 %
Not very important	9	22.5 %
Total	40	100.0 %

Q8. Do you own an electric vehicle?

Q8. Do you own an electric vehicle	Number	Percent
Yes	1	2.2 %
No	44	97.8 %
Total	45	100.0 %

Q8a. Do you have a place to charge an electric vehicle at your residence?

Q8a. Do you have a place to charge an electric vehicle at your residence	Number	Percent
Yes	1	100.0 %
Total	1	100.0 %

Q8b. Do you have adequate access to electric vehicle charging stations at your worksite?

Q8b. Do you have adequate access to electric vehicle charging stations at your worksite	Number	Percent
No	1	100.0 %
Total	1	100.0 %

Q9. Where do you typically go for information about Rideshare?

Q9. Where do you typically go for information about Rideshare	Number	Percent
Your ETC	11	24.4 %
The Rideshare Office	8	17.8 %
STA website	19	42.2 %
Other	4	8.9 %
Not provided	3	6.7 %
Total	45	100.0 %

WITHOUT NOT PROVIDED

Q9. Where do you typically go for information about Rideshare? (without "not provided")

Q9. Where do you typically go for information about Rideshare	Number	Percent
Your ETC	11	26.2 %
The Rideshare Office	8	19.0 %
STA website	19	45.2 %
Other	4	9.5 %
Total	42	100.0 %

Q9-4. Other:

Q9-4. Other	Number	Percent
If I had a question, I would go directly to Rideshare Manager	1	25.0 %
Person at my work in charge of the program	1	25.0 %
Coworker shared how ride share works	1	25.0 %
My rideshare companions	1	25.0 %
Total	4	100.0 %

Q10. Please rate your agreement with the following statements:

(N=45)

	Strongly agree	Agree	Neutral	Not provided
Q10-1. The Rideshare vehicle usually arrives on time	82.2%	11.1%	4.4%	2.2%
Q10-2. The time it takes to get to my destination is reasonable	71.1%	26.7%	0.0%	2.2%
Q10-3. The price of fares is reasonable	71.1%	20.0%	4.4%	4.4%
Q10-4. The Rideshare vehicles are clean	64.4%	28.9%	4.4%	2.2%
Q10-5. The Rideshare vehicles are operated safely	68.9%	26.7%	2.2%	2.2%
Q10-6. The Rideshare vehicle operators are courteous	73.3%	24.4%	0.0%	2.2%
Q10-7. The overall condition of the Rideshare vehicles is satisfactory	73.3%	22.2%	2.2%	2.2%

WITHOUT NOT PROVIDED**Q10. Please rate your agreement with the following statements: (without "not provided")**

(N=45)

	Strongly agree	Agree	Neutral
Q10-1. The Rideshare vehicle usually arrives on time	84.1%	11.4%	4.5%
Q10-2. The time it takes to get to my destination is reasonable	72.7%	27.3%	0.0%
Q10-3. The price of fares is reasonable	74.4%	20.9%	4.7%
Q10-4. The Rideshare vehicles are clean	65.9%	29.5%	4.5%
Q10-5. The Rideshare vehicles are operated safely	70.5%	27.3%	2.3%
Q10-6. The Rideshare vehicle operators are courteous	75.0%	25.0%	0.0%
Q10-7. The overall condition of the Rideshare vehicles is satisfactory	75.0%	22.7%	2.3%

Former Users

Q1. Thinking back, how satisfied were you with the Spokane Transit Rideshare Service?

Q1. How satisfied were you with Spokane Transit Rideshare Service	Number	Percent
Extremely satisfied	8	61.5 %
Somewhat satisfied	3	23.1 %
Not satisfied at all	2	15.4 %
Total	13	100.0 %

Q3. How likely would you be to recommend STA Rideshare Service to a friend, colleague, or family member?

(N=13)

	Very likely	7	Not at all likely
Q3. How likely would you be to recommend STA Rideshare Service to a friend, colleague, or family member	76.9%	7.7%	15.4%

Q4. Thinking back on your Rideshare experience, please rate your agreement with the following statements.

(N=13)

	Strongly agree	Agree	Strongly disagree	Not provided
Q4-1. The Rideshare vehicles usually arrived on time	61.5%	23.1%	0.0%	15.4%
Q4-2. The time it took to get to my destination was reasonable	53.8%	30.8%	0.0%	15.4%
Q4-3. The price of fares was reasonable	53.8%	30.8%	0.0%	15.4%
Q4-4. The Rideshare vehicles were clean	53.8%	30.8%	0.0%	15.4%
Q4-5. The Rideshare vehicles were operated safely	53.8%	30.8%	0.0%	15.4%
Q4-6. The Rideshare vehicle operators were courteous	53.8%	30.8%	0.0%	15.4%
Q4-7. The overall condition of the Rideshare vehicles was satisfactory	61.5%	15.4%	7.7%	15.4%

WITHOUT NOT PROVIDED

Q4. Thinking back on your Rideshare experience, please rate your agreement with the following statements. (without "not provided")

(N=13)

	Strongly agree	Agree	Strongly disagree
Q4-1. The Rideshare vehicles usually arrived on time	72.7%	27.3%	0.0%
Q4-2. The time it took to get to my destination was reasonable	63.6%	36.4%	0.0%
Q4-3. The price of fares was reasonable	63.6%	36.4%	0.0%
Q4-4. The Rideshare vehicles were clean	63.6%	36.4%	0.0%
Q4-5. The Rideshare vehicles were operated safely	63.6%	36.4%	0.0%
Q4-6. The Rideshare vehicle operators were courteous	63.6%	36.4%	0.0%
Q4-7. The overall condition of the Rideshare vehicles was satisfactory	72.7%	18.2%	9.1%

Q5. Was your Rideshare usage subsidized by an employer?

Q5. Was your Rideshare usage subsidized by an employer	Number	Percent
Yes, fully subsidized	6	46.2 %
Yes, partially subsidized	2	15.4 %
No	4	30.8 %
Not provided	1	7.7 %
Total	13	100.0 %

WITHOUT NOT PROVIDED

Q5. Was your Rideshare usage subsidized by an employer? (without "not provided")

Q5. Was your Rideshare usage subsidized by an employer	Number	Percent
Yes, fully subsidized	6	50.0 %
Yes, partially subsidized	2	16.7 %
No	4	33.3 %
Total	12	100.0 %

Q5a. Was price a large factor in your decision to discontinue using Rideshare?

Q5a. Was price a large factor in your decision to discontinue using Rideshare	Number	Percent
No	6	100.0 %
Total	6	100.0 %

Q6. Why did you stop using Rideshare?

Q6. Why did you stop using Rideshare	Number	Percent
Retired/left the job	1	7.7 %
Moved	3	23.1 %
Moved to hybrid schedule/work from home	1	7.7 %
Lack of driver (others left)	4	30.8 %
Inconvenience	2	15.4 %
Unresolved issues	1	7.7 %
Other	5	38.5 %
Total	17	

Q7. Should the implementation of an all-electric Rideshare fleet be a priority for Spokane Transit?

Q7. Should the implementation of an all-electric Rideshare fleet be a priority for Spokane Transit	Number	Percent
Yes	2	15.4 %
Maybe	6	46.2 %
No	4	30.8 %
Not provided	1	7.7 %
Total	13	100.0 %

WITHOUT NOT PROVIDED

Q7. Should the implementation of an all-electric Rideshare fleet be a priority for Spokane Transit? (without "not provided")

Q7. Should the implementation of an all-electric Rideshare fleet be a priority for Spokane Transit	Number	Percent
Yes	2	16.7 %
Maybe	6	50.0 %
No	4	33.3 %
Total	12	100.0 %

Q8. Do you own an electric vehicle?

Q8. Do you own an electric vehicle	Number	Percent
No	13	100.0 %
Total	13	100.0 %

Q9. STA began utilizing a simplified flat fare for the Rideshare Service. Does this impact your consideration to use Rideshare again?

Q9. Does a simplified flat fare impact your consideration to use Rideshare again	Number	Percent
Yes	2	15.4 %
No	8	61.5 %
Not provided	3	23.1 %
Total	13	100.0 %

WITHOUT NOT PROVIDED

Q9. STA began utilizing a simplified flat fare for the Rideshare Service. Does this impact your consideration to use Rideshare again? (without "not provided")

Q9. Does a simplified flat fare impact your consideration to use Rideshare again	Number	Percent
Yes	2	20.0 %
No	8	80.0 %
Total	10	100.0 %

Q10. Should STA consider implementing additional fare options such as a reduced fare option, a "pay for what you use" option, or other fare-capping structure?

Q10. Should STA consider implementing additional fare options	Number	Percent
Yes	11	84.6 %
Not provided	2	15.4 %
Total	13	100.0 %

WITHOUT NOT PROVIDED

Q10. Should STA consider implementing additional fare options such as a reduced fare option, a "pay for what you use" option, or other fare-capping structure? (without "not provided")

Q10. Should STA consider implementing additional fare options	Number	Percent
Yes	11	100.0 %
Total	11	100.0 %

Q11. Could a change of any kind to the Rideshare program motivate you to seriously consider using Rideshare again?

Q11. Could a change of any kind to Rideshare program motivate you to seriously consider using Rideshare again	Number	Percent
Yes	8	61.5 %
No	3	23.1 %
Not provided	2	15.4 %
Total	13	100.0 %

WITHOUT NOT PROVIDED

Q11. Could a change of any kind to the Rideshare program motivate you to seriously consider using Rideshare again? (without "not provided")

Q11. Could a change of any kind to Rideshare program motivate you to seriously consider using Rideshare again	Number	Percent
Yes	8	72.7 %
No	3	27.3 %
Total	11	100.0 %

Q13. Would you ever consider using STA Rideshare again?

Q13. Would you ever consider using STA Rideshare again	Number	Percent
Yes	3	23.1 %
Not provided	10	76.9 %
Total	13	100.0 %

WITHOUT NOT PROVIDED

Q13. Would you ever consider using STA Rideshare again? (without "not provided")

Q13. Would you ever consider using STA Rideshare again	Number	Percent
Yes	3	100.0 %
Total	3	100.0 %

Employee Transportation Coordinators (ETCs)

Q1. How familiar would you say that you are with Spokane Transit's Rideshare program?

Q1. How familiar are you with Spokane Transit's Rideshare program	Number	Percent
Extremely familiar	12	18.8 %
Somewhat familiar	27	42.2 %
Not very familiar	14	21.9 %
Not familiar at all	11	17.2 %
Total	64	100.0 %

Q2. Does your company currently provide a benefit for transit for your employees?

Q2. Does your company currently provide a benefit for transit for your employees	Number	Percent
Yes	54	84.4 %
No	10	15.6 %
Total	64	100.0 %

Q2a. Does this benefit extend to Rideshare?

Q2a. Does this benefit extend to Rideshare	Number	Percent
Yes	42	77.8 %
No	6	11.1 %
Not provided	6	11.1 %
Total	54	100.0 %

WITHOUT NOT PROVIDED

Q2a. Does this benefit extend to Rideshare? (without "not provided")

Q2a. Does this benefit extend to Rideshare	Number	Percent
Yes	42	87.5 %
No	6	12.5 %
Total	48	100.0 %

Q2b. How well is that working for you?

Q2b. How well is that working for you	Number	Percent
Very well	14	33.3 %
Well	8	19.0 %
Neutral	11	26.2 %
Not well	3	7.1 %
Not well at all	4	9.5 %
Not provided	2	4.8 %
Total	42	100.0 %

WITHOUT NOT PROVIDED

Q2b. How well is that working for you? (without "not provided")

Q2b. How well is that working for you	Number	Percent
Very well	14	35.0 %
Well	8	20.0 %
Neutral	11	27.5 %
Not well	3	7.5 %
Not well at all	4	10.0 %
Total	40	100.0 %

Q2d. Can our Rideshare team contact you regarding your experience?

Q2d. Can our Rideshare team contact you regarding your experience	Number	Percent
Yes	12	28.6 %
No	26	61.9 %
Not provided	4	9.5 %
Total	42	100.0 %

WITHOUT NOT PROVIDED

Q2d. Can our Rideshare team contact you regarding your experience? (without "not provided")

Q2d. Can our Rideshare team contact you regarding your experience	Number	Percent
Yes	12	31.6 %
No	26	68.4 %
Total	38	100.0 %

Q3. Would you say that on a regular or somewhat regular basis your company experiences any of the following:

(N=64)

	Yes	No	Not provided
Q3-1. Parking challenges for employees	37.5%	53.1%	9.4%
Q3-2. Employees having flexibility of their work schedule	59.4%	34.4%	6.3%
Q3-3. Employees being on-call & having a variable schedule	50.0%	34.4%	15.6%
Q3-4. Frequent unscheduled overtime	43.8%	42.2%	14.1%
Q3-5. Employees using their own vehicle for/ during work	39.1%	45.3%	15.6%

WITHOUT NOT PROVIDED

Q3. Would you say that on a regular or somewhat regular basis your company experiences any of the following: (without "not provided")

(N=64)

	Yes	No
Q3-1. Parking challenges for employees	41.4%	58.6%
Q3-2. Employees having flexibility of their work schedule	63.3%	36.7%
Q3-3. Employees being on-call & having a variable schedule	59.3%	40.7%
Q3-4. Frequent unscheduled overtime	50.9%	49.1%
Q3-5. Employees using their own vehicle for/ during work	46.3%	53.7%

Q4. Does your company's work location have electric vehicle charging stations?

Q4. Does your company's work location have electric vehicle charging stations	Number	Percent
Yes	38	59.4 %
No	26	40.6 %
Total	64	100.0 %

Q5. Do you think your company might be receptive or open to creating a transportation benefit for employees to use Rideshare if there was enough interest from employees?

Q5. Do you think your company might be receptive or open to creating a transportation benefit for employees to use Rideshare	Number	Percent
Yes	8	50.0 %
No	2	12.5 %
Maybe	1	6.3 %
Not provided	5	31.3 %
Total	16	100.0 %

WITHOUT NOT PROVIDED

Q5. Do you think your company might be receptive or open to creating a transportation benefit for employees to use Rideshare if there was enough interest from employees? (without "not provided")

Q5. Do you think your company might be receptive or open to creating a transportation benefit for employees to use Rideshare	Number	Percent
Yes	8	72.7 %
No	2	18.2 %
Maybe	1	9.1 %
Total	11	100.0 %

5 Survey Instrument

STA RIDESHARE SURVEY

1. How satisfied have you been with the Spokane Transit Rideshare Service?

____(4) Extremely Satisfied ____ (3) Somewhat Satisfied ____ (2) Not Very Satisfied
 ____ (1) Not Satisfied At All

2. What do you like most about the STA Rideshare Service?

3. How likely would you be to recommend STA Rideshare Service to a friend, colleague, or family member? *(With 10 being “Very Likely” and 0 being “Not at All Likely.”)*

Very Likely										Not at All Likely	
10	9	8	7	6	5	4	3	2	1	0	

4. Has your Rideshare ride ever been subsidized by an employer? ____ (1) Yes ____ (2) No

5. What best describes your current employment?

____ (1) I work at my employer’s location ____ (2) Hybrid (I work some from home and some at my employer’s location) ____ (3) I don’t use Rideshare for my employment *(Skip to Q7.)*

6. Does your employer currently subsidize any of your Rideshare fare?

____ (1) All of my fare *(Answer Q6a.)* ____ (2) Part of my fare *(Answer Q6a.)*
 ____ (3) None of my fare *(Answer Q6b.)*

6a. How important is this in your decision to use Rideshare?

____ (4) Extremely important ____ (3) Somewhat important ____ (2) Not very important
 ____ (1) Not important at all

6b. Should STA consider implementing additional fare options such as a reduced fare option, a “pay for what you use” option, or other fare-capping structure?

____ (1) Yes ____ (2) No

7. How important is the availability of an electric vehicle to use as a Rideshare vehicle?

____ (4) Extremely important ____ (3) Somewhat important ____ (2) Not very important
 ____ (1) Not important at all

8. Do you own an electric vehicle? ____ (1) Yes ____ (2) No *(Skip to Q9.)*

8a. Do you have a place to charge an electric vehicle at your residence?

____(1) Yes ____ (2) No

8b. Do you have adequate access to electric vehicle charging stations at your worksite?

____(1) Yes ____ (2) No ____ (3) N/A (Not currently employed or only work from home)

9. Where do you typically go for information about Rideshare?

____(1) Your ETC ____ (2) The Rideshare Office ____ (3) STA website

____ (4) Other (*Please specify.*): _____

10. Please rate your agreement with the following statements.		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1.	The Rideshare vehicle usually arrives on time.	5	4	3	2	1
2.	The time it takes to get to my destination is reasonable.	5	4	3	2	1
3.	The price of fares is reasonable.	5	4	3	2	1
4.	The Rideshare vehicles are clean.	5	4	3	2	1
5.	The Rideshare vehicles are operated safely.	5	4	3	2	1
6.	The Rideshare vehicle operators are courteous.	5	4	3	2	1
7.	The overall condition of the Rideshare vehicles is satisfactory.	5	4	3	2	1

11. What ideas do you have that might help incentivize your colleagues to participate in Rideshare? _____

STA RIDESHARE FORMER USER SURVEY

1. Thinking back, how satisfied were you with the Spokane Transit Rideshare Service?

____(4) Extremely satisfied ____ (3) Somewhat satisfied ____ (2) Not very satisfied
 ____ (1) Not satisfied at all

2. What did you like most about the Rideshare Service?

3. How likely would you be to recommend STA Rideshare Service to a friend, colleague, or family member? (With 10 being “Very Likely” and 0 being “Not at All Likely.”)

Very Likely										Not at All Likely	
10	9	8	7	6	5	4	3	2	1	0	

4. Thinking back on your Rideshare experience, please rate your agreement with the following statements.		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1.	The Rideshare vehicles usually arrived on time.	5	4	3	2	1
2.	The time it took to get to my destination was reasonable.	5	4	3	2	1
3.	The price of fares was reasonable.	5	4	3	2	1
4.	The Rideshare vehicles were clean.	5	4	3	2	1
5.	The Rideshare vehicles were operated safely.	5	4	3	2	1
6.	The Rideshare vehicle operators were courteous.	5	4	3	2	1
7.	The overall condition of the Rideshare vehicles was satisfactory.	5	4	3	2	1

5. Was your Rideshare usage subsidized by an employer?

____ (1) Yes, fully subsidized (Skip to Q6.) ____ (2) Yes, partially subsidized ____ (3) No

5a. Was price a large factor in your decision to discontinue using Rideshare?

____ (1) Yes ____ (2) No

6. Why did you stop using Rideshare? [Select all that apply.]

____ (1) Retired/left the Job ____ (2) Moved
 ____ (3) Moved to hybrid schedule/work from home
 ____ (4) Lack of driver (others left) ____ (5) Price ____ (6) Inconvenience
 ____ (7) Unresolved Issues ____ (8) Other: _____

*Survey ends if options 1,2, or 3 are selected

7. Should the implementation of an all-electric Rideshare fleet be a priority for Spokane Transit?

____(1) Yes ____ (2) Maybe ____ (3) No

8. Do you own an electric vehicle? ____ (1) Yes ____ (2) No (*Skip to Q9.*)

8a. Do you have a place to charge an electric vehicle at your residence?

____ (1) Yes ____ (2) No

8b. Do you have adequate access to electric vehicle charging stations at your worksite?

____ (1) Yes ____ (2) No ____ (3) N/A (Not currently employed or only work from home)

9. STA began utilizing a simplified flat fare for the Rideshare Service. Does this impact your consideration to use Rideshare again?

____ (1) Yes ____ (2) No

10. Should STA consider implementing additional fare options such as a reduced fare option, a “pay for what you use” option, or other fare-capping structure?

____ (1) Yes ____ (2) No

11. Could a change of any kind to the Rideshare program motivate you to seriously consider using Rideshare again?

____ (1) Yes (*Answer Q12 only.*) ____ (2) No (*Answer Q13 only.*)

12. What changes would motivate you to consider using Rideshare again?

13. Would you ever consider using STA Rideshare again?

____ (1) Yes ____ (2) No

STA RIDESHARE EMPLOYEE TRANSPORTATION COORDINATOR SURVEY

1. How familiar would you say that you are with Spokane Transit's Rideshare program?

___(4) Extremely familiar ___(3) Somewhat familiar ___(2) Not very familiar
 ___(1) Not familiar at all

2. Does your company currently provide a benefit for transit for your employees?

___(1) Yes (Answer Q2a.) ___(2) No (Skip to Q3.)

2a. Does this benefit extend to Rideshare?

___(1) Yes (Answer Q2b.) ___(2) No (Answer Q2c.)



2b. How well is that working for you?

___(5) Very well ___(4) Well
 ___(3) Neutral ___(2) Not well
 ___(1) Not well at all



2c. Why not? (Skip to Q3.)

2d. Can our Rideshare team contact you regarding your experience? ___(1) Yes ___(2) No

3. Would you say that on a regular or somewhat regular basis your company experiences any of the following:		
	Yes	No
1. Parking challenges for employees	1	2
2. Employees having flexibility of their work schedule	1	2
3. Employees being on-call and having a variable schedule	1	2
4. Frequent unscheduled overtime	1	2
5. Employees using their own vehicle for/during work	1	2

4. Does your company's work location have electric vehicle charging stations?

___(1) Yes ___(2) No

**Only ask if the answer to Q2 OR Q2a is NO*

5. Do you think your company might be receptive or open to creating a transportation benefit for employees to use Rideshare if there was enough interest from employees?

___(1) Yes ___(2) No
 ___(3) Maybe (Please elaborate.): _____

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

October 16, 2025

AGENDA ITEM: **12G**: OPPORTUNITY FARE PILOT IMPLEMENTATION UPDATE

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

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

SUMMARY: At the July 24, 2025, Board meeting, the STA Board approved a two-year pilot not to exceed \$1.14 million to implement an eligibility based low-income fare. This fare, branded as “Opportunity,” joins STA’s other 50% reduced fare options “Honored Rider” and “Stars & Stripes.”

The Board approved a two-pronged approach in this pilot: a closed option with eligibility based on AMI and enrollment in housing through Spokane Housing Authority and an open enrollment based on 200% of federal poverty level as verified through enrollment in DSHS’s Basic Foods program. The goal is to implement at least the first phase of this pilot program in fall of 2025.

An update was provided at the Performance Monitoring & External Relations Committee’s October 1, 2025, meeting regarding the status of the implementation.

RECOMMENDATION TO BOARD: Information only.

Opportunity Fare Pilot Implementation Update

Purpose:

Information only. Presented at 10/1/2025 PMER Committee Meeting

Opportunity Fare Pilot Implementation Update

- Board Approved the Pilot on July 24, 2025, under following conditions
 - Pilot would be in effect for 2 years after implementation or until a fiduciary cap of \$1.14M is reached
- The resolution passed outlined the new low-income fare, branded as “Opportunity” would have two parts
 - A closed, Housing Based Pilot based on 50% AMI
 - An Open Enrollment based on 200% FPL and enrolled in Basic Foods program through DSHS
 - Intent was to have DSHS distribute Connect cards at enrollment



Opportunity Fare Pilot Implementation Update

• Closed Housing Option

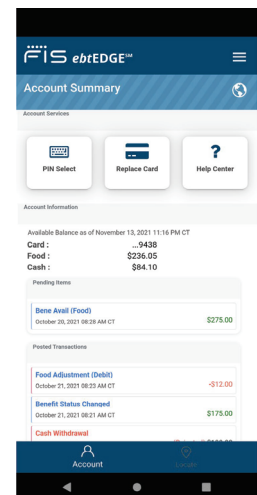
- Conversations are progressing with Spokane Housing Authority
- Another meeting is scheduled for tomorrow 10/2
- Next step is a survey of residents and voucher holders
 - Do they currently have a Connect card and if so, is it reduced fare?
 - Will assist in issuing cards
- On track to launch by end of year

• Open Enrollment – DSHS

- Initial conversations very positive
 - Possibility of STA having access to their databases so we could verify
 - This ended up not being possible
- Continued to examine feasibility of DSHS distributing cards
 - Majority of applicants enroll via phone, so wouldn't be able to physically hand them a card
 - Staffing concerns
- STA will have to verify and issue

Opportunity Fare Pilot Implementation Update

- DSHS assures us Basic Food enrollees know to keep their enrollment letter handy
 - There is also a mobile application that could be used to verify enrollment
- We are working to change our reduced fare application to include the types of verification accepted
- DSHS has also offered to partner to send text messages to let people know the program is open as well as host STA for outreach



Opportunity Fare Pilot Implementation Update

- Main challenges to overcome at this point for launch
 - Capturing photo of SHA residents (to avoid fraudulent use)
 - Simplifying online application process for open enrollment enrollees
 - Training STA staff on what verification materials to accept
- Other work to date includes
 - Development of educational materials (next slide)
 - Examination of cash fare practices for reduced fare
 - Preparing of performance measures for tracking and reporting

Opportunity Fare Pilot Implementation Update

- Draft Educational Materials

More access, better value
The Connect fare system brings all new options and money-saving features for STA riders:

- ✓ Contactless payment tools
- ✓ Online fare management
- ✓ New mobile app
- ✓ New and expanded reduced and zero-fare options
- ✓ Fare capping

Fare Capping
With Opportunity Fare, paying with a Connect card gets you:

- \$1 for two hours of bus rides.
- Spend \$2 and get unlimited rides for the rest of the day.
- Unlimited rides for a calendar month after you've spent \$30.
- Load value as you need!

Learn more online
Learn more about Connect, watch videos, and read FAQ's online at spokane transit.com/connect.

Spokane Transit
More Resources
Learn more about Opportunity fare at spokane transit.com/opportunity
View other Reduced and Zero Fares at spokane transit.com/reducedfare
Track your routes with real-time information on STA's website: spokane transit.com/routes
Need further help? Contact STA at spokane transit.com/help

Customer Service
STA Plaza
701 West Riverside Avenue
Spokane, WA 99201
Front Counter
Mon - Fri: 7 am to 6 pm
Sat: 12 pm - 5 pm
Sun & holidays: Closed
Call Center
(509) 328-RIDE / 328-7433
Mon - Sat, 7 am to 7 pm
Sun & holidays: 8 am to 6 pm
spokane transit.com

Reduced Fare
Two Year Pilot Program
OPPORTUNITY FARE

Opportunity Fare Pilot
As part of STA's vision of Connecting Everyone to Opportunity, the Opportunity Fare is a Reduced Fare pilot program for riders experiencing low incomes. The pilot will end two years from its launch.

Eligibility
Eligibility details go here. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Ut porttitor quam feugiat orci.

How To Apply
Application details go here. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Ut porttitor quam feugiat orci.

Opportunity fare expires **one year** after approval and **must be renewed for continued use.**

Register your new Connect card online at spokane transit.com/connect

- Add value and check your balance
- Enable autoloan so you're always ready to ride
- View ride history
- Remotely lock your card if lost or stolen

Tap your CARD to pay
When you board the bus, place either side of your Connect card flat against the logo below the screen on the card reader.

- 1
- 2

Scan your PHONE to pay
Press 3x in the STA Connect App to get your payment QR code. Then place your phone several inches below the reader to scan the code.

- 1
- 2

When your card has been validated and fare collected, you'll hear a beep and see a green check mark.

Pay With Cash
How will this process work?
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Ut porttitor quam feugiat orci.

Reload Your Card
Connect cards can be reloaded at participating retail locations in the Connect network, or at STA Plaza. For a full list of locations, visit spokane transit.com/retail.

No Stacking Fares
Only one Reduced Fare category applies at a time even if the rider qualifies for more categories. Reduced fare discounts cannot be stacked or combined.

Get the STA Connect App!
Manage your Connect account and lock your card if it becomes lost, stolen, or damaged!

Available on the App Store and Google Play.

Opportunity Fare Pilot Implementation Update – Financial Tracking

- One of the other tasks was to determine how to track and report progress to the \$1.14 million cap approved for the pilot:
 - Fare revenue is primary, tracked by rides used with an Opportunity Fare Connect card
 - Any compensation provided to a third-party partner
 - At the moment, none is anticipated with SHA or DSHS
 - Any additional labor associated with processing applications
 - We anticipate being able to process with existing labor resources in Customer Service, but should demand be higher than expected, overtime or any temporary help **would** be tracked
- Excluded: Outreach or Marketing Materials
 - STA regularly produces these materials and these would be considered regular

Opportunity Fare Pilot Implementation Update – Financial Tracking

- STA Customers
 - Track total rides using Opportunity card
 - Track Opportunity vs. Connect Card farecapping limits for riders
- STA Employees
 - Track excess employee hours associated with Opportunity card labor

Data would be reported Quarterly

Opportunity Fare Pilot Implementation Update – Performance Measures

- Enrollment
- Ridership
- Program Costs
- Rider Travel Behavior & Wellbeing

Opportunity Fare Pilot Implementation Update – Performance Measures

- **Enrollment**
 - Total program enrollment
 - % eligible residents
 - Number of people who engaged with application process
 - % of people who did not enroll after engaging
 - % enrolled Opportunity who were not existing riders
- **Ridership**
 - Total number of rides taken with Opportunity card
 - Total number of rides taken with regular Connect card (if available)
 - Number of people enrolled who use Opportunity card (uptake rate)
 - Change in STA ridership

Opportunity Fare Pilot Implementation Update – Performance Measures

- **Program Costs**
 - Farebox revenue loss
 - Administrative costs
- **Rider Travel Behavior & Wellbeing (survey)**
 - Change in ridership among participants
 - Change in types of trips
 - Change in access associated with paying transit fare
 - Change in stress associated with paying transit fare

Opportunity Fare Pilot Implementation Update

- Continue working with SHA and DSHS
- Need to start working with other CBOs for outreach opportunities to inform clientele of new reduced fare option
- Update reduced fare application website to ensure riders apply for best option for them
- On track to launch before end of year

Questions?

13.

EXECUTIVE SESSION

At this time, the STA Board of Directors will adjourn to an executive session for the purpose of (RCW42.30.110(b)):

- *To consider the selection of a site or the acquisition of real estate by lease or purchase when public knowledge regarding such consideration would cause a likelihood of increased price.*

The STA Board of Directors will reconvene in open session approximately 5 minutes after adjourning to Executive Session. If it becomes necessary to extend the executive session, a member of the staff will return to announce the time at which the STA Board will reconvene.

If any action is to be taken as a result of discussions in the executive session, that action will occur at the open public session.

Estimated time – 5 minutes

A separate Zoom link will be provided for Board members attending virtually.