

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, December 3, 2025

1:30 p.m. – 3:00 p.m.

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

AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report (5 minutes)
3. Committee Action (5 minutes)
 - A. Minutes of November 5, 2025, Committee Meeting - *Corrections/Approval*
 - B. Draft 2026 Performance Monitoring & External Relations Committee Work Program - Finalize and Approve (*Rapez-Betty*)
4. Committee Action (15 minutes)
 - A. Board Consent Agenda
 1. 2026 Performance Measures (*Rapez-Betty*)
 2. Farebox Replacement - Award of Contract (*Cortright*)
 - B. Board Discussion Agenda (5 min)
 1. 2026 State Legislative Focus and Priorities Approval (*Cortright*)
5. Reports to Committee (35 minutes)
 - A. Connect 2035 Funding Requirements Public Outreach Plan Update (*Cortright*)
 - B. Review of Shelter Installs (*Poole*)
 - C. STA Plaza Smoking Area Pilot Closure (*Rapez-Betty/Williams*)
 - D. 2025 Third Quarter Year-to-Date Performance Measures (*Rapez-Betty*)
6. CEO Report (Otterstrom) (10 minutes)
7. Committee Information (no discussion/staff available for questions)
 - A. October 2025 Operating Indicators (*Rapez-Betty*)
 - B. October 2025 Financial Results Summary (*Hamud*)
 - C. November 2025 Sales Tax Revenue (*Hamud*)
 - D. 2026 Service Revisions Public Outreach Update (*Poole*)
 - E. January 2026 Service Changes (*Poole*)
8. Review February 4, 2026, Meeting Draft Agenda (5 minutes)
9. New Business (5 minutes)
10. Committee Members' Expressions (5 minutes)
11. Adjourn
12. Next Committee Meeting: Wednesday, February 4, 2026, at 1:30 p.m. (No January 2026 Meeting)

Optional Virtual Link: [JOIN HERE](#)

Password:

Members: 2025

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Guests: 1225

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting at the STA's website: www.spokanetransit.com. Discussions concerning matters to be brought to the Board are held in Committee meetings. The public is welcome to attend and participate. Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act. For more information, see www.spokanetransit.com. Upon request, alternative formats of this information will be produced for people who are disabled. The meeting facility is accessible for people using wheelchairs. For other accommodations, please call (509) 325-6094 (TTY Relay 711) at least forty-eight (48) hours in advance.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 3, 2025

AGENDA ITEM 2 : COMMITTEE CHAIR REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Lance Speirs, Chair, Performance Monitoring & External Relations
Committee

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

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 3, 2025

AGENDA ITEM 3A : MINUTES OF THE NOVEMBER 5, 2025, PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING – CORRECTIONS OR APPROVAL

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Molly Fricano, Executive Assistant

SUMMARY: Attached are minutes of the November 5, 2025, Performance Monitoring & External Relations Committee meeting for corrections or approval.

RECOMMENDATION TO COMMITTEE: Corrections or approval.

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Minutes of November 5, 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*
Dan Sander, City of Millwood (*Ex-Officio*)
Josh Kerns, Spokane County
Michael Cathcart, City of Spokane
Zack Zappone, City of Spokane
Karl Otterstrom, Chief Executive Officer

COMMITTEE MEMBERS ABSENT

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

**Committee Chairman*

STAFF PRESENT

Brandon Rapez-Betty, Chief Operations Officer
Carly Cortright, Chief Communications and Customer
Service Officer
Emily Poole, Interim Chief Planning & Development
Officer
Kade Peterson, Chief Information Officer
Robert Hamud, Chief Financial Officer
Molly Fricano, Executive Assistant to the COO

PROVIDING LEGAL COUNSEL

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

STAFF ABSENT

Nancy Williams, Chief Human Resources Officer

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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 October 1, 2025, Committee Meeting**
Mr. Kerns moved to approve the October 1, 2025, committee meeting minutes. Mr. Zappone seconded, and the motion passed unanimously.
 - B. **Appointment of Members to Citizen Advisory Committee**
Dr. Cortright advised the Citizen Advisory Committee (CAC) is requesting approval of the appointment of four new members: Mr. Pablo Monsivais, Ms. Eileen Schurtz, Mr. Connor Williams, and Ms. Michelle Johnson. Dr. Cortright noted the committee is composed of no more than fifteen members and currently has eleven, leaving four vacancies. She stated that the recommended candidates bring diverse experience and perspectives. Chair Dan Brown was in attendance and expressed strong support for these candidates, noting their qualifications and commitment to public transit. Approval of their appointments would bring the CAC closer to its full membership and strengthen its role as a forum for public input and accountability.

There was discussion about possible new requirements for CAC members when the charter is next updated which could include emphasizing the importance of diversity among participants, particularly regarding geographic location, and commuting patterns. In addition, it was suggested that input be gathered from potential riders, in addition to current riders, specifically those who don't use transit now but might if certain conditions were met.

Mr. Cathcart moved to approve, by motion, the appointment of Pablo Monsivais, Eileen Schurtz, Connor Williams, and Michelle Johnson to the Citizen Advisory Committee for a first term and upon the effective dates presented. Mr. Zappone seconded, and the motion passed unanimously.

4. COMMITTEE ACTION

A. Board Consent Agenda

1. Legislative & Government Consulting Services - Award of Contract

Mr. Otterstrom explained the purpose of contracting Legislative and Government Consulting Services is to ensure STA remains informed about legislative activities and supports effective advocacy. A competitive Request for Proposals (RFP) process was completed, and Jennifer Zeigler Public Affairs Corporation was identified as the top-ranked and cost-effective firm. The proposed agreement is for a three-year contract, with two optional one-year renewals, totaling an estimated \$397,616 over five years.

Discussion ensued about the collaboration between Ms. Zeigler and Ms. Munguia, STA's current lobbyist. Ms. Munguia is partnering with Ms. Zeigler on this contract, therefore, STA will continue to retain her services but to a lesser extent.

Mr. Zappone moved to approve, by motion, the award of contract for Legislative & Government Consulting Services and authorize the CEO to execute a five-year contract with Jennifer Ziegler Public Affairs Corporation for a total estimated cost of \$397,616. Mr. Cathcart seconded, and the motion passed unanimously.

2. Boone Electrical Systems Upgrade - Award of Contract

Mr. Rapez-Betty provided background on the Boone Electrical System Upgrade project which will replace the Main Distribution Panels (MDP) for Boone North and South. He shared an Invitation for Bid was advertised on August 13, 2025, and only one responsive bid was received from Colvico, Inc. The bid evaluation committee confirmed the bid was fair and reasonable. The proposed contract amount is \$2,551,319 with a recommended 20% contingency. Work is expected to begin in December 2025 and will take approximately 12 months to complete. The project aligns with STA's Facilities Master Plan and Zero Emission Transition efforts.

Mr. Zappone moved to approve, by motion, the award of contract for the Boone Electrical Systems Upgrade project to Colvico, Inc. for \$2,551,319 and authorize the CEO to apply contingency funds, as necessary. Mr. Cathcart seconded, and the motion passed unanimously.

3. Customer Safety & Security Reporting Solution - Award of Contract

Ms. Williams provided background on the Customer Safety & Security Reporting Solution. This initiative, which is part of the System-Wide Enhanced Safety and Security Strategy, will allow customers to report safety concerns confidentially and in real time, improving responsiveness and operational efficiency. An Invitation for Bid was advertised on July 10, 2025, and five responses were received. After a committee

evaluation of all responses, ELERTS Corporation was selected as the most qualified and cost-effective vendor. The recommended contract is for five years, from February 2026 through January 2031, at an estimated cost of \$510,678.

Mr. Cathcart moved to approve, by motion, the award of contract for the Customer Safety & Security Reporting Solution and authorize the CEO to execute a five-year contract with ELERTS Corporation for a total estimated cost of \$510,678. Mr. Zappone seconded, and the motion passed unanimously.

B. Board Discussion Agenda (*none*)

5. REPORTS TO COMMITTEE

A. Draft 2026 Performance Monitoring & External Relations Committee Work Program

Mr. Rapez-Betty presented an overview of the Draft 2026 Performance Monitoring & External Relations (PMER) Committee work program. This work program is made up of annual reports, surveys, procurement timelines, and other items as needed. Items and timelines are subject to change, and new items will be added as they arise. The next step is to finalize and approve in December and share with the Board of Directors as information.

Discussion ensued about adding an update on the Opportunity Fare Program and Employee Survey Results.

B. FIFA World Cup Grant

Dr. Cortright outlined key details about the 2026 FIFA World Cup which will take place in June and July 2026 in Seattle and Vancouver, BC. She shared that Spokane has been selected as a potential team Base Camp and confirmed as a Fan Zone location, with Spokane Sports serving as the point of contact for FIFA. Dr. Cortright reported that the Washington State legislature has allocated \$9 million in the transportation budget, noting that \$529,569 is designated for Spokane Transit to improve service and customer experience during the event. The grant proposal deadline is December 1, 2025, and funds must be used between June 1 and July 30, 2026.

There was discussion on the status and future plans for fan zones, and potential promotional fare options and strategic partnerships. Dr. Cortright shared that a line item for promotional passes had been included in the 2026 proposed budget.

C. 2026 Service Revisions: Draft for Public Input

Ms. Poole provided background on the 2026 Service Revisions Draft for Public Input which included an overview of proposed adjustments to routes, minor changes to service hours, and plans for public outreach and feedback.

Concerns were raised about routes with consistently low ridership, and whether policies should allow for changes when routes do not meet performance expectations.

There was a suggestion to put a mechanism in place to review route performance on a route-by-route basis rather than only at an aggregated level. Staff explained that ridership is evaluated annually as part of the fixed-route performance report. While some routes may appear underperforming in certain segments, they often serve key destinations and perform well overall. There was a request to add North Hill neighborhood and Spokane Public Schools for community outreach.

D. Draft 2026 State Legislative Priorities

Dr. Cortright reviewed the draft legislative priorities for 2026 which focused on maintaining state funding for public transit, preserving local authority over transit operations, and supporting safety and security measures for employees and riders. Funding needs for ongoing projects and grants were acknowledged. The next step is to provide Committee input before finalizing priorities in December for PMER and Board approval.

A question was raised about whether there is an opportunity for STA or its lobbyists to encourage continued funding for road maintenance. While STA's primary focus should remain on its own priorities, staff agreed to stay informed about regional transportation issues and support specific requests when appropriate. They also acknowledged that SRTC maintains a comprehensive list of regional priorities, which STA generally supports.

The committee discussed the importance of alignment between transit investments and other regional transportation projects like the North Spokane Corridor (NSC). An example was given that delays in the NSC project will create challenges for the Division Bus Rapid Transit Project. There was further discussion about support for Transit-Oriented Development (TOD) legislation and remaining neutral rather than taking a position on consolidation proposals when it comes to governance structure.

6. CEO REPORT

Mr. Otterstrom turned his CEO report over to Dr. Cortright who gave a live demonstration of the features of the mobile application Transit App, including how to trip plan, track the bus via map, receive real-time updates on bus arrival, and look up schedule information for all the routes in STA's system.

7. DECEMBER 3, 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 3:18 p.m.

The next committee meeting will be held on Wednesday, December 3, 2025, at 1:30 p.m. in person with a virtual WebEx joining option.

Respectfully submitted,

Molly Fricano
Executive Assistant to the Chief Operations Officer

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 3, 2025

AGENDA ITEM 3B: DRAFT 2026 PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE WORK PROGRAM – FINALIZE AND APPROVE

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: As a roadmap for the Performance Monitoring & External Relations Committee members, staff have prepared a work program to outline activities expected to be undertaken in 2025. Staff will review the first draft of the 2026 Work Program for committee discussion.

Items and dates in the work plan are subject to change. New items will be added as needed.

Draft 2025 Performance Monitoring & External Relations (PMER) Committee Work Program

Month	Committee Activities
January 2026	<i>No PMER Meeting in January</i>
February 2026	HPT Markers & Light Poles 2025 Fixed Route Rider Survey Results Legislative Update Connect 2035 Funding Requirements Public Outreach Plan Update
March 2026	2025 Year-End Performance Measures 2025 State Audit Timeline 2025 Unaudited Year-End Financial Report 2026 Service Revision Final Report Review Enterprise Asset Management Solution Opportunity Fare Program Update Connect 2035 Funding Requirements Public Outreach Plan Update
April 2026	2026 Community Perception Survey Results Summary 2025 Annual Fixed Route Performance Report Customer ELERTS Safety and Security Reporting App Update Legislative Update 2025 State of Good Repair Update
May 2026	2025 State of Good Repair Update 2026 Community Perception Survey Results Summary
June 2026	2026 First Quarter Year-to-Date Performance Measures 2025 Fixed Route System Performance Report Opportunity Fare Program Update
July 2026	Public Transportation Agency Safety Plan

Month	Committee Activities
August 2026	<i>No Board/Committee Meetings in August</i>
September 2026	2025 State Audit Report 2026 Second Quarter Year-to-Date Performance Measures Opportunity Fare Program Update
October 2026	2026 Paratransit Survey Results
November 2026	Draft 2027 PMER Committee Work Program Draft 2027 State Legislative Focus and Priorities Employee Engagement Survey Results
December 2026	Draft 2027 PMER Committee Work program - Finalize and Approve Appointment of Members to Citizen Advisory Committee 2027 Performance Measures 2027 State Legislative Focus and Priorities Approval 2026 Third Quarter Year-to-Date Performance Measures Opportunity Fare Program Update

In addition to Committee activities that have already been slotted into specific months of 2026, there are other upcoming planning projects that are expected to come before the Performance Monitoring & External Relations Committee next year. They include actions related to the following projects:

- 2026 Service Change Bus Stop Improvements
- On-Route BEB Charging Infrastructure Route 9
- Argonne Station Park & Ride
- Downtown Charging and Layover Facility
- Boone Northwest Parking Expansion

RECOMMENDATION TO COMMITTEE: Approve, by motion, the 2026 Performance Monitoring & External Relations Committee Work Program.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 3, 2025

AGENDA ITEM 4A1 : 2026 PERFORMANCE MEASURES

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: The attached report presents STA’s 2026 key operational Performance Measures in which staff propose adjustments to certain measures based on year-to-date actuals, multi-year data trends, and new guidance in *Connect Spokane* regarding farebox recovery.

Each performance measure is intended to support the delivery of a specific Spokane Transit organizational priority, as established and reviewed annually by the STA Board of Directors. These quantifiable benchmarks demonstrate the agency’s commitment to accountability and a cost effective and efficient operation.

The details proposed for the 2026 goal adjustments are included in the table below.

Performance Measure	2025 Goal	2026 Goal	Adjusted	Justification
Fixed Route Ridership	10.39	10.49	<1%↑	2026 Budget
Paratransit Ridership	404,960	421,489	4%↑	2026 Budget
Rideshare Ridership	109,000	133,174	33%↑	2026 Budget
FR Passengers per Revenue Hour	19.18	19.35	<1%↑	2026 Budget
Paratransit Passengers per Revenue Hour	2.42	2.41	<1%↓	2026 Budget
Maintenance Days Lost	.05 or less	0.03	40%↓	Trend
Paratransit: Claims	0.08	0.05	37%↓	Trend
Maintenance: Claims	0.10	0.05	50%↓	Trend
Paratransit: Personal Safety & Drivers Driving Safely	4.5	4.7	4%↑	Trend
STA Does a Good Job Listening to the Public	4.5	4	11%↓	Trend
FR Call Center Abandon Rate	4%	2%	50%↓	Trend
Paratransit Abandon Rate	4%	2%	50%↓	Trend
FR Service Level - 60 Seconds	90%	95%	6%↓	Trend
FR Complaint Rate	8	8.5	6%↑	Trend
NEW: Validated Complaint Rate	NA	3	New Metric	Accuracy
Para Complaint Rate	8	5	38%↑	Trend
FR Maintenance Cost per Mile	\$1.81	\$1.92	6%↑	Trend
Paratransit Maintenance Cost per Mile	\$1.26	\$1.39	10%↑	Trend
STA is financially responsible	4.5	4	11%↓	Trend

During the 2024 update to STA’s Comprehensive Plan, *Connect Spokane*, the Board of Directors approved a change in the farebox recovery methodology. For the purposes of setting the standard fare, the percentage of farebox recovery is now calculated by dividing the current standard fare rate

of \$2.00 by the operating cost per passenger. The goal of 20% recovery remains the same.

It is important to note that the goals established for the 2026 Performance Measures are not directly aligned with the metrics defined in the Connect 2035 Strategic Plan. The Connect 2035 metrics are designed to track progress and results on the projects and initiatives identified in the agency's 10-year strategic plan. In contrast, the 2026 Performance Measures evaluate how the agency is performing operationally and organizationally as a whole. While the two sets of metrics inform each other from a strategic planning perspective, they are not intended to serve as one-to-one comparisons.

RECOMMENDATION TO COMMITTEE: Recommend the Board approve, by motion, the 2026 Performance Measures as presented.

SPOKANE TRANSIT AUTHORITY

Annotated copy to show comparison to 2024 & 2025

SUBJECT: PROPOSED 2026 PERFORMANCE MEASURES

MISSION

- We provide safe, inclusive, convenient, and efficient public transportation services to the Spokane area communities.
- We are leaders in transportation and a valued partner in the community's social fabric, economic infrastructure, and quality of life.

OUR VISION

- Connecting everyone to opportunity.

PRIORITIES AND OBJECTIVES

1. Safety

Emphasize safety of our customers and employees in all aspects of our operations

2. Earn and Retain the Community's Trust

Engender trust and accountability and satisfy and exceed the expectations of citizens, customers, and employees; increase ridership; operate an efficient, cost-effective operation; maintain tight control of operational, administrative, and capital expenditures of public resources; provide service that is responsive and tailored to the area's needs.

3. Provide Excellent Customer Service

Provide consistently high-quality service to customers at every interaction with Spokane Transit; be rated by customers, the community, and employees as providing excellent customer service as measured annually in surveys.

4. Enable Organizational Success

Have a well-trained and highly productive workforce; promote healthy dialogue on important issues; reduce employee injuries.

5. Exemplify Financial Stewardship

Operate an efficient, cost-effective operation; maintain tight control of operational, administrative, and capital expenditures of public resources; establish reasonable, user-based revenue targets; plan for future operational and capital needs.

PERFORMANCE MEASURES

1. **ENSURE SAFETY**

Emphasize safety of our customers and employees in all aspects of our operations.

Performance Measures

• **Accident Rate**

Fixed Route

Measurement – (1 measure) Preventable accidents

2024 Goal: 0.08 (or less) per 10,000 miles

2025 Goal: 0.11 (or less) per 10,000 miles

Measured - Quarterly

2024 Actual: 0.17

2025 Actual (Q3 YTD): 0.15

2026 Proposed goal: 0.11 (or less) per 10,000 miles (No change)

Paratransit

Measurement – (1 measure) Preventable accidents

2024 Goal: 0.10 (or less) per 10,000 miles

2025 Goal: 0.10 (or less) per 10,000 miles

Measured - Quarterly

2024 Actual: 0.1

2025 Actual (Q3 YTD): 0.21

2026 Proposed goal: 0.10 (or less) per 10,000 miles (No change)

Injury Rate (Employee Days Lost)

Fixed Route

Measurement – Workers Comp Lost Days

2024 Goal: 0.02 (or less) per 1,000 employee hours

2025 Goal: 0.02 (or less) per 1,000 employee hours

2024 Actual: 0.05

2025 Actual (Q3 YTD): 0.03

2026 Proposed goal: 0.02 (or less) per 1,000 employee hours (No change)

Paratransit

Measurement – Workers Comp Lost Days

2024 Goal: 0.04 (or less) per 1,000 employee hours

2025 Goal: 0.04 (or less) per 1,000 employee hours

Measured – Quarterly

2024 Actual: 0.05

2025 Actual (Q3 YTD): 0.04

2026 Proposed goal: 0.04 (or less) per 10,000 employee hours (No change)

Maintenance

Measurement – Workers Comp Lost Days

2024 Goal: 0.05 (or less) per 1,000 employee hours

2025 Goal: 0.05 (or less) per 1,000 employee hours

Measured - Quarterly

2024 Actual: 0.01

2025 Actual (Q3 YTD): 0.02

2026 Proposed goal: 0.03 (40% reduction)

- **Injury Rate (Employee Claims)**

- Fixed Route

- Measurement – Claims per 1,000 hours

- 2024 Goal: 0.05 claims (or less) per 1,000 hours

- 2025 Goal: 0.05 claims (or less) per 1,000 hours

- Measured – Quarterly

- 2024 Actual: 0.08

- 2025 Actual (Q3 YTD): 0.07

- 2026 Proposed goal: 0.05 claims (or less) per 1,000 hours (No change)

- Paratransit

- Measurement – Claims per 1,000 hours

- 2024 Goal: 0.08 (or less) claims per 1,000 hours

- 2025 Goal: 0.08 (or less) claims per 1,000 hours

- Measured - Quarterly

- 2024 Actual: 0.09

- 2025 Actual (Q3 YTD): 0.01

- 2026 Proposed goal: 0.05 (or less) claims per 1,000 hours (37.5% reduction)

- Maintenance

- Measurement – Claims per 1,000 hours

- 2024 Goal: 0.10 (or less) claims per 1,000 hours

- 2025 Goal: 0.10 (or less) claims per 1,000 hours

- Measured - Quarterly

- 2024 Actual: 0.06

- 2025 Actual (Q3 YTD): 0.06

- 2026 Proposed goal: 0.05 (or less) claims per 1,000 hours (50% reduction)

2. EARN AND RETAIN THE COMMUNITY'S TRUST

Engender trust and accountability and satisfy and exceed the expectations of citizens, customers, and employees; increase ridership; provide service that is responsive and tailored to the area's needs.

Performance Measures

- **Ridership**

- Fixed Route

- Measurement – Number of unlinked trips

- 2024 Projected Ridership: 10.16 million trips

- 2025 Goal: 10.39 million trips; 2.2% increase

- Measured – Monthly

- 2024 Actual: 10.17 million trips

- 2025 Actual (Q3 YTD): 7.8 million trips

- 2026 Proposed goal: 10.49 million trips (<1% increase)

- Paratransit (Excluding SUV)

- Measurement – Number of unlinked trips

- 2024 Projected Ridership: 390,017 trips

- 2025 Goal: 404,960 trips; 3.8% increase

- Measured – Monthly

- 2024 Actual: 390,356

- 2025 Actual (Q3 YTD): 301,463

- 2026 Proposed goal: 421,489 trips (4% increase)

Rideshare

Measurement – Number of unlinked trips

2024 Projected Ridership: 104,000 trips

2025 Goal: 109,000 trips; 4.7% increase

Measured – Monthly

2024 Actual: 103,270

2025 Actual (Q3 YTD): 79,795

2026 Proposed goal: 133,174 trips (22% increase)

- **Service Effectiveness**

Fixed Route

Measurement – Passengers per revenue hour

2024 Goal: 17.5 or above system wide average

2025 Goal: 19.18 or above system wide average

Measured – Quarterly

2024 Actual: 19.4

2025 Actual (Q3 YTD): 19.3

2026 Proposed goal: 19.35 or above system wide average (<1% increase)

Paratransit

Measurement – Passengers per revenue hour

2024 Goal: 2.7 or above system wide average

2025 Goal: 2.42 or above system wide average

Measured – Quarterly

2024 Actual: 2.42

2025 Actual (Q3 YTD): 2.26

2026 Proposed goal: 2.41 or above system wide average (<1% decrease)

- **Customer Security**

Fixed Route

Measurement – Response to two questions on Annual Ridership Survey: Customer assessment of personal safety & drivers' driving safe

2024 Goal: 4.5 (or above) average

2025 Goal: 4.5 (or above) average

Measured – Annually

2024 Actual: 4.3

2025 Actual (Q3 YTD): Not Completed

2026 Proposed goal: 4.5 (or above) average (No change)

Paratransit

Measurement – Response to two questions on Annual Paratransit Survey: Customer assessment of personal safety & drivers driving safe

2024 Goal: 4.5 (or above) average

2025 Goal: 4.5 (or above) average

Measured – Annually

2024 Actual: 4.7

2025 Actual (Q3 YTD): 4.9

2026 Proposed goal: 4.7 (or above) (4% increase)

- **Public Outreach**

- Agency Wide

- Measurement – Response to question on annual Community Perception Survey: STA does a good job listening to the public.

- 2024 Goal: 4.5 (or above) on a scale of 1 to 5

- 2025 Goal: 4.5 (or above) on a scale of 1 to 5

- Measured – Annually

- 2024 Actual: No Survey

- 2025 Actual: 3.3

- 2026 Proposed goal: 4.0 (or above) (11% decrease)

PROVIDE EXCELLENT CUSTOMER SERVICE

Provide consistently high-quality service to customers at every interaction with Spokane Transit; be rated by customers, the community, and employees as providing excellent customer service as measured annually in surveys.

Performance Measures

- **On Time Performance**

- Fixed Route

- Measurement – 0 to 5 minutes from scheduled time point

- 2024 Goal: 93% on time

- 2025 Goal: 93% on time

- Measured – Monthly

- 2024 Actual: 92%

- 2025 Actual (Q3 YTD): 93%

- 2026 Proposed goal: 93% (No change)

- Paratransit

- Measurement – 0 to 30 minutes from scheduled pick-up time

- 2024 Goal: 93% on time

- 2025 Goal: 93% on time

- Measured – Monthly

- 2024 Actual: 94%

- 2025 Actual (Q3 YTD): 95%

- 2026 Proposed goal: 93% (No change)

- **Call Center**

- Fixed Route Customer Service Abandon Rate

- Measurement – Percent of calls abandoned in comparison to the total call volume

- 2024 Goal: 4% or below

- 2025 Goal: 4% or below

- Measured – Monthly

- 2024 Actual: 1%

- 2025 Actual (Q3 YTD): 1%

- 2026 Proposed goal: 2% or below (50% decrease)

2026 Performance Measures

Paratransit Reservationists Abandon Rate

Measurement – Percent of calls abandoned in comparison to the total call volume

2024 Goal: 4% or below

2025 Goal: 4% or below

Measured – Monthly

2024 Actual: 2%

2025 Actual (Q3 YTD): 1%

2026 Proposed goal: 2% or below (50% decrease)

Fixed Route (Customer Service) Service Level

Measurement – The percent of time calls are answered within the goal period

2024 Goal: 90%/60 seconds

2025 Goal: 90%/60 seconds

Measured – Monthly

2024 Actual: 96%

2025 Actual (Q3 YTD): 98%

2026 Proposed goal: 95%/60 seconds

Paratransit Reservationists Service Level

Measurement – The percent of time calls are answered within the goal period

2024 Goal: 90%/60 seconds

2025 Goal: 90%/60 seconds

Measured – Monthly

2024 Actual: 76%

2025 Actual (Q3 YTD): 88%

2026 Proposed goal: 90%/60 seconds (6% increase)

- **Complaint Rate**

Fixed Route

Measurement – Number of complaints received

2024 Goal: 8 complaints (or less) per 100,000 boardings

2025 Goal: 8 complaints (or less) per 100,000 boardings

Measured – Monthly

2024 Actual: 8.7

2025 Actual (Q3 YTD): 9.9

2026 Proposed goal: 8.5 complaints (or less) per 100,000 boardings (6% increase)

Fixed Route (Validated)

Measurement – Number of validated complaints received

2024 Goal: No goal

2025 Goal: No goal

Measured – Monthly

2024 Actual: 3.6

2025 Actual (Q3 YTD): 2.4

2026 Proposed goal: 3 validated complaints (or less) per 100,000 boardings (New metric)

Paratransit

Measurement – Number of complaints received

2024 Goal: 8 complaints (or less) per 10,000 boardings

2025 Goal: 8 complaints (or less) per 10,000 boardings

Measured – Monthly

2024 Actual: 4.8

2025 Actual (Q3 YTD): 3

2026 Proposed goal: 5 complaints (or less) per 10,000 boardings (38% decrease)

- **Maintenance Reliability**

- Fixed Route

- Measurement – Number of Road Calls

- 2024 Goal: Less than 1 per 7,500 miles

- 2025 Goal: Less than 1 per 6,000 miles

- Measured – Monthly

- 2024 Actual: 5,941

- 2025 Actual (Q3 YTD): 6,421

- 2026 Proposed goal: Less than 1 per 6,000 miles (No change)

- Paratransit

- Measurement – Number of Road Calls

- 2024 Goal: Less than 1 per 75,000 miles

- 2025 Goal: Less than 1 per 75,000 miles

- Measured – Monthly

- 2024 Actual: 78,211

- 2025 Actual (Q3 YTD): 176,949

- 2026 Proposed goal: Less than 1 per 75,000 miles (No change)

4. **ENABLE ORGANIZATIONAL SUCCESS**

**Have a well-trained and highly productive workforce; promote healthy dialogue on important issues.
Have an active and engaged Board of Directors.**

Performance Measures

- **Training Rate (Employee)**

- Fixed Route

- Measurement – Complete Advanced Operator Training

- 2024 Goal: 8 hours per Operator annually

- 2025 Goal: 8 hours per Operator annually

- Measured – Quarterly

- 2024 Actual: 1 hour

- 2025 Actual (Q3 YTD): 5.9

- 2026 Proposed goal: 8 hours per Operator annually (No change)

- Paratransit

- Measurement – Complete Advanced Operator Training

- 2024 Goal: 8 hours per Operator annually

- 2025 Goal: 8 hours per Operator annually

- Measured – Quarterly

- 2024 Actual: 7.6

- 2025 Actual (Q3 YTD): 0 to date (Advanced Training starting in Q4)

- 2026 Proposed goal: 8 hours per Operator annually (No change)

- Maintenance

- Measurement – 4 major component training events + variety of general professional classes

- 2024 Goal: Invest average of 25 hours per maintenance employee per year

- 2025 Goal: Invest average of 25 hours per maintenance employee per year

- Measured – Annually

- 2024 Actual: 37.4

- 2025 Actual (Q3 YTD): 24.5

- 2026 Proposed goal: 25 hours per maintenance employee (No change)

Managers/Supervisors/Administrative

Measurement – Scheduled Professional Development Class

2024 Goal: 100% of employees receive either on-site or off-site training event per year

2025 Goal: 100% of employees receive either on-site or off-site training event per year

Measured – Annually

2024 Actual: 100%

2025 Actual (Q3 YTD): 100%

2026 Proposed goal: 100% of employees receive either on-site or off-site training event per year (No change)

- **Annual Employee Feedback**

Fixed Route

Measurement – Supervisor conducts formal ride check/ride along

2024 Goal: 100% of operators receive a successful evaluation on a ride check/ride along annually

2025 Goal: 100% of operators receive a successful evaluation on a ride check/ride along annually

Measured – Annually

2024 Actual: 100%

2025 Actual (Q3 YTD): 100%

2026 Proposed goal: 100% of operators receive a successful evaluation on a ride check/ride along annually (No change)

Paratransit

Measurement – Supervisor conducts formal ride check/ride along

2024 Goal: 100% of operators receive a successful evaluation on a ride check/ride along annually

2025 Goal: 100% of operators receive a successful evaluation on a ride check/ride along annually

Measured – Annually

2024 Actual: 88%

2025 Actual (Q3 YTD): 75%

2026 Proposed goal: 100% of operators receive a successful evaluation on a ride check/ride along annually (No change)

- **Governance**

Board Development

Measurement – Attendance at a transit-related conference/training event

2024 Goal: Two Board members attend annually

2025 Goal: Five Board members attend annually

Measured – Annually

2024 Actual: Complete (two attendees)

2025 Actual (Q3 YTD): Complete (five attendees)

2026 Proposed goal: Five Board members attend annually (No change)

5. **EXEMPLIFY FINANCIAL STEWARDSHIP**

Operate an efficient, cost-effective operation; maintain tight control of operational, administrative, and capital expenditures of public resources; establish reasonable, user-based revenue targets; plan for future operational and capital needs.

Performance Measures

- **Cost Efficiency**

- Fixed Route

- Measurement – Cost per Revenue Hour

- 2024 Goal: below 95% of average cost of urban systems in Washington State

- 2025 Goal: below 95% of average cost of urban systems in Washington State

- Measured – Quarterly

- 2024 Actual: 81%

- 2025 Actual (Q3 YTD): 90%

- 2026 Proposed goal: 95% of average cost of urban systems in Washington State (No change)

- Paratransit

- Measurement – Cost per Revenue Hour

- 2024 Goal: below 95% of average cost of urban systems in Washington State

- 2025 Goal: below 95% of average cost of urban systems in Washington State

- Measured – Quarterly

- 2024 Actual: 90%

- 2025 Actual (Q3 YTD): 95% (94.5%)

- 2026 Proposed goal: 95% of average cost of urban systems in Washington State (No change)

- **Cost Effectiveness**

- Fixed Route

- Measurement – Cost per Passenger

- 2024 Goal: below 95% of average cost of urban systems in Washington State

- 2025 Goal: below 95% of average cost of urban systems in Washington State

- Measured – Quarterly

- 2024 Actual: 66%

- 2025 Actual (Q3 YTD): 72%

- 2026 Proposed goal: below 95% of average cost of urban systems in Washington State (No change)

- Paratransit

- Measurement – Cost per Passenger

- 2024 Goal: below 95% of average cost of urban systems in Washington State

- 2025 Goal: below 95% of average cost of urban systems in Washington State

- Measured – Quarterly

- 2024 Actual: 83%

- 2025 Actual (Q3 YTD): 85%

- 2026 Proposed goal: below 95% of average cost of urban systems in Washington State (No change)

- **Cost Recovery from User Fees**

- Fixed Route

- Measurement – Farebox Return

- 2024 Goal: at least 20%

- 2025 Goal: at least 20%

- Measured – Quarterly

- 2024 Actual: 8% (26% as valued by Comprehensive Plan Definition)

- 2025 Actual (Q3 YTD): 8% (23% as valued by Comprehensive Plan Definition)

- 2026 Proposed goal: at least 20% (No change)

2026 Performance Measures

Paratransit

Measurement – Farebox Return

2024 Goal: at least 5%

2025 Goal: at least 5%

Measured – Quarterly

2024 Actual: 3% (4% as valued by Comprehensive Plan Definition)

2025 Actual (Q3 YTD): 3% (4% as valued by Comprehensive Plan Definition)

2026 Proposed goal: at least 5% (No change)

Rideshare

Measurement – Fare revenue compared to Operational and Administrative expenses (not including Special Use Rideshare)

2024 Goal: 85%

2025 Goal: 50%

Measured – Quarterly

2024 Actual: 40%

2025 Actual (Q3 YTD): 36%

2026 Proposed goal: 50% (No change)

- **Maintenance Cost**

Fixed Route

Measurement – Cost per total mile by fleet

2024 Goal: \$1.67 per mile

2025 Goal: \$1.81 per mile

Measured - Quarterly

2024 Actual: \$1.79 per mile

2025 Actual (Q3 YTD): \$1.93 per mile

2026 Proposed goal: \$1.92 per mile (6% increase)

Paratransit/Rideshare

Measurement – Cost per total mile

2024 Goal: \$1.26 per mile

2025 Goal: \$1.26 per mile

Measured – Quarterly

2024 Actual: \$1.24 per mile

2025 Actual (Q3 YTD): \$1.43 per mile

2026 Proposed goal: \$1.39 per mile (10% increase)

- **Financial Capacity**

Financial Management

Measurement – Adherence to approved Operating Budget

2025 Goal: Operate at or below budgeted expenditures

Measured – Monthly

2026 Goal: Operate at or below budgeted expenditures

Service Level Stability

Measurement – Number of years current service level can be sustained

2025 Goal: 6 years

Measured – Annually

2026 Goal: 6 years

2026 Performance Measures

Ability to Sustain Essential Capital Investments

Measurement – Fully funded Capital Improvement Plan

2025 Goal: 6 years

Measured – Annually

2026 Goal: 6 years

Public Perception

Measurement – Answer to question on Annual Community Perception Survey: STA is financially responsible

2024 Goal: 4.5 (or above) on a scale of 1 to 5

2025 Goal: 4.5 (or above) on a scale of 1 to 5

Measured – Quarterly

2024 Actual: No Survey

2025 Actual: 3.1

2026 Proposed goal: 4.0 (or above) on a scale of 1 to 5 (11% decrease)

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 3, 2025

AGENDA ITEM 4A2 : FAREBOX REPLACEMENT – AWARD OF CONTRACT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Carly Cortright, Chief Communications & Customer Service Officer
Jordan Hayes-Horton, Director of Procurement

SUMMARY: In accordance with Spokane Transit’s procurement policy, staff is seeking Board approval to award a five-year contract for Farebox Replacement to LECIP INC.

BACKGROUND:

At the July PMER meeting, the Committee approved the scope of work to seek vendors to replace the cash fareboxes in the fixed route fleet which have reached the end of their useful life.

On September 22, 2025, Request for Proposals (RFP) 2025-11105 for Farebox Replacement was advertised on the STA website as well as the WEBS, OMWBE, and APEX websites. Proposals were due October 29, 2025. Two (2) responsive proposals were received from responsible contractors; BEA Transit Technologies and LECIP INC.

The evaluation committee met on November 6, 2025, and was comprised of voting members from multiple divisions within STA. The proposals were evaluated on the following criteria: 1) Technical Approach and Compliance; 2) Qualifications and Experience; 3) Project Organization and Management Plan; 4) Training Documentation and Support; and 5) Proposed Cost.

Final evaluation scores were as follows:

Proposer	Evaluation Score (Max 100)
BEA Transit Technologies	66.27
LECIP INC.	87.07

The evaluation committee determined LECIP INC. received the highest evaluation score and is a qualified firm offering the best value for Farebox Replacement.

The estimated cost of the hardware, installation, acceptance testing and training is \$2,933,244.80 and will be allocated to CIP 1070 which has a budget of \$3,300,000. Ongoing software and warranty costs are estimated at \$759,278.07 over the five-year term and will be allocated to the software licensing and farebox maintenance operating budgets.

RECOMMENDATION TO THE COMMITTEE: Recommend the Board approve, by motion, the award of contract for Farebox Replacement and authorize the CEO to execute a five-year contract with LECIP INC. for a total estimated cost of \$3,692,502.87.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS MEETING

December 3, 2025

AGENDA ITEM: **4B1** 2026 STATE LEGISLATIVE PRIORITIES
REFERRAL COMMITTEE: n/a
SUBMITTED BY: Carly Cortright, Chief Communications & Customer Service Officer

SUMMARY: Each year the Board of Directors adopts Legislative Priorities to assist with the communication of Spokane Transit interests and priorities to the Legislature. During the session, staff will watch for and analyze legislation that presents opportunities and challenges to Spokane Transit. A draft of these focus and priorities were presented at the November Performance Monitoring & External Relations Committee meeting, and the input received from committee members was incorporated as redlined below.

Spokane Transit Authority (STA) Focus and Priorities for the 2026 Washington State Legislative Session

General Focus

Monitor and provide information to the Washington State Legislature on proposed legislation that may impact STA or jurisdictions in the Spokane region.

Specific Priorities

- **Preserve public transit investments**
Maintain current state funding for public transit **and associated projects**; continue grant funding, including Transit Support and Special Needs grants in Move Ahead Washington legislation
- **Maintain local authority for public transportation**
Maintain decision making on effective and efficient delivery of transit services at the PTBA level; **including governance structure and transit operations**
- **Safety and Security for Transit Employees and Customers**
Support policies that strengthen and advance transit employees' and customers' safety and security that are consistent with STA policy and strategy
- **Transit-Oriented Development**
Support land use policy and investment in high-performance transit corridors that incentivizes and concentrates employment and household growth appropriate to market factors in Spokane County

Funding Priorities for 2025-2027 biennium

Category	Project/Grant	2025-2027 Enacted Appropriations	Requested Re- appropriations (2023-2025 Carryover)	Current Biennium Total
Existing Project	<i>Division Street BRT/Move Ahead Washington</i>	\$16,626,000	\$434,913	\$17,060,913
Existing Project	I-90/Valley High Performance Transit (HPT) Corridor Infrastructure: Mirabeau and Appleway Stations / Regional Mobility Grant Program	\$3,667,000	\$612,348	\$4,279,348
Existing Project	I-90/Valley High Performance Transit (HPT) Corridor Infrastructure: Argonne Station Park and Ride/Regional Mobility Program	\$9,832,000	\$84,372	\$9,916,372
Existing Project	Sprague Line High Performance Transit (HPT)/Regional Mobility Grant	\$751,000	\$480,171	\$1,231,171
Existing Project	On-Route Battery Electric Bus (BEB) Charging Infrastructure/Green Transportation Grant	\$3,208,000		\$3,208,000
Existing Project	Electric Operations Support Vehicles/Green Transportation Grant	\$210,000		\$210,000
Recurring	Special Needs (Paratransit) Formula Grant	\$8,043,612		\$8,043,612
Recurring	Transit Support Grant (Formula)	\$16,240,722		\$16,240,722
Existing Project	Vanpool Replacement Vehicles		\$301,534	\$301,534
Existing Project	Vanpool Replacement Vehicles (already encumbered)	\$137,500		\$137,500
New	World Cup (Formula)	\$529,569		\$529,569
	Total	\$59,245,403	\$1,913,338	\$61,158,741

RECOMMENDATION TO COMMITTEE: Review and recommend the Board approve, by motion, the 2026 Legislative Focus and Priorities as presented.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 3, 2025

AGENDA ITEM: 5A: CONNECT 2035 FUNDING REQUIREMENTS PUBLIC OUTREACH PLAN UPDATE

REFERRAL COMMITTEE: n/a

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

SUMMARY: In follow-up to the Board workshop held on October 16, 2025, staff presented the framework for an outreach plan that will guide STA's efforts to communicate and receive input on *Connect 2035* funding requirements to the Board Operations Committee on November 12, 2025. As outreach begins, regular updates will be provided to the Performance Monitoring & External Relations Committee.

BACKGROUND: After a multi-year planning and public outreach effort, the STA Board of Directors adopted the *Connect 2035* strategic plan in December 2024 by way of Board Resolution No. 831-24. The plan establishes STA's strategic goals and lays out initiatives to implement over a ten-year period that achieve those goals. The sequencing of initiatives was formally approved by the Board in April 2025 and is outlined in the appendix to the plan. The full plan can be found here: <https://staconnect2035.com/>. Completion of the plan is reliant on renewal of a 0.2% sales tax authorized by voters in 2016, which will sunset at the end of 2028 unless reauthorized prior to September 2028.

In preparation for a future ballot measure to renew the 0.2% sales tax, Spokane Transit staff will conduct outreach with the following key objectives:

- Review the delivery outcomes of the *STA Moving Forward* plan delivered in connection with the 2016 ballot proposition.
- Review the initiatives that are incorporated within *Connect 2035* and receive impact on plan priorities.
- Inform the public on the sales tax reauthorization requirement and review the implications associated with the timing of the successful ballot measure.

STA intends to reach a variety of audiences using multiple outreach tactics with the goal of increasing awareness and community dialog concerning the future of public transportation. Outreach efforts are expected to run from early December 2025 to late February 2026. An update on outreach efforts planned in December, including the involvement of the Citizen Advisory Committee, will be provided at the meeting.

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 3, 2025

AGENDA ITEM 5B : REVIEW OF SHELTER INSTALLS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Emily S. Poole, Interim Chief Planning & Development Officer
Dan Wells, Director of Capital Development

SUMMARY: Report on 32 locations planned for shelter installation in 2025.

BACKGROUND: In March 2025, staff shared a summary of 32 planned new shelter installations with the STA Board to highlight STA's efforts at installing shelters throughout the Public Transportation Benefit Area (PTBA). Four additional shelter locations have been added to the original installation list based on the importance of the locations. The 36 locations are funded from a variety of CIP projects:

- Route Segments (CIP # 898)
- 2025 Shelters & Lighting Program (CIP # 899)
- West Broadway Bus Stop Improvements (CIP # 952)
- Route 7 HPT Liberty Lake/Airport (CIP # 1020)
- Monroe/Regal Phase III (CIP # 479)
- Route 9 HPT Sprague (CIP # 540)
- Eagle Station Bay 1 (CIP # 965)
- Whitworth University Comfort Station (CIP # 903)

All proposed new shelter locations have been surveyed and are in various stages of the design and implementation process.

STATUS: To date, nine (9) shelters have been installed with an estimated installation of an additional five (5) shelters to be completed by the end of the year. Nineteen (19) planned 2025 shelter installations will continue to move forward with construction and installation in 2026. Throughout the survey and assessment process, these projects are determined to be completed after 2025 based on the need for property acquisition, temporary construction easements and/or site license agreements and, the need for appropriate weather conditions for construction. Property owners at three (3) locations which require the acquisition of private property to complete construction are currently unwilling to negotiate a sales agreement with STA.

The following is the status of each shelter on the list of 32 shelter installations planned for 2025:

Stop ID	Location	Direction	Routes	Status	CIP#
2980	Sprague @ Thierman	WB	9	<i>Installed</i>	901
2985	Sprague @ Carnahan	WB	9	<i>Installed</i>	901
2865	Sprague @ Havana	EB	9	<i>Installed</i>	901
2862	Sprague @ Freya	EB	9	<i>Installed</i>	901
4594	Elm St. @ C St.	EB	67 / 68	<i>Installed</i>	965
4009	Indiana @ Pines	WB	7 / 771	<i>Installed</i>	1020
3700	Garland @ Cook	WB	31 / 36	<i>Installed</i>	899
4740	Mirabeau Transit Center Bay 2	WB	7 / 771	<i>Installed</i>	1020
3278	Ivanhoe @ Whitworth Dr.	SB	28	<i>Installed</i>	903
2383	Washington @ 6th	NB	4	2025 Install	479
4119	57th @ Hailee	WB	4	2025 Install	479
3257	5th @ Thor	WB	94	2025 Install	899
2567	Hayford @ 9th Av	SB	61 / 65	2025 Install	899
2153	Sunset @ Cannon	WB	7 / 61	2025 Install	1020
4712	12 th @ Hayford	EB	61	2026 Install	899
2400	Regal @ 37th	SB	4	2026 Install	479
2342	29th @ Grand	EB	4	2026 Install	479
3306	Monroe @ Summit Pkwy	NB	4 / 21 / 22 / 23	2026 Install	479
1217	Maple @ Maxwell	NB	23 / 22	2026 Install	898
1267	Ash @ Montgomery	SB	23 / 22	2026 Install	898
1272	Ash @ Maxwell	SB	23 / 22	2026 Install	898

Stop ID	Location	Direction	Routes	Status	CIP#
1397	Ash @ Grace	SB	23 / 223	2026 Install	898
1399	Ash @ Northwest Blvd	SB	23	2026 Install	898
1366	Indian Trail @ Barnes	SB	23 / 223	2026 Install	899
1381	Francis @ Alberta	EB	23 / 35 / 223	2026 Install	899
1653	Nevada @ Empire	SB	28	2026 Install	899
1664	Hamilton @ Mission	SB	28	2026 Install	899
2911	Sullivan @ Broadway	NB	97	2026 Install	899
3601	Nevada @ Magnesium	SB	38 / 31	2026 Install	899
3620	Nevada @ Lyons	SB	28	2026 Install	899
4634	Hamilton @ Mission	NB	28	2026 Install	899
1184	Pettet @ Augusta	NB	21 / 36	2026 Install	952
New	A St @ Mallon	SB	21	2026 Install	952
New	Boone @ Ash	EB	23 / 22	Unwilling Property Owner	898
2993	Sprague @ Freya	WB	9	Unwilling Property Owner	901
6308	Sprague @ Sherman	WB	9	Unwilling Property Owner	901

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 3, 2025

AGENDA ITEM 5C : STA PLAZA SMOKING AREA PILOT CLOSURE

REFERRAL COMMITTEE: n/a

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

SUMMARY:

STA is implementing a 90-day pilot closure of the STA Plaza smoking section beginning early January 2026, to evaluate its operational, safety, and community impacts. This initiative, sponsored by Nancy Williams and led by Director of Security Kelly L. Williams, aims to improve accessibility for Paratransit riders, enhance public health and safety, and reduce crime and maintenance burdens associated with the current smoking area. Working in coordination with DSP, SPD, Operations, and Communications, STA will execute a structured outreach plan, enforce the closure, and conduct comprehensive data collection and analysis throughout the pilot. Findings will be compiled into a final report to guide STA leadership in determining whether the smoking area should be permanently closed, modified, or reinstated.

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 3, 2025

AGENDA ITEM 5D : 2025 THIRD QUARTER YEAR-TO-DATE PERFORMANCE MEASURES

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: The complete report has been posted to the STA website: [2025 Q3 Performance Measures](#)

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

Ensure Safety

Preventable Accident Rate

- Fixed Route's rate of preventable accidents was 0.15 per 10,000 miles, missing the targeted goal of no greater than 0.11.
- Paratransit's rate of preventable accidents was 0.21 per 10,000 miles, missing the targeted goal of no greater than 0.10.

Earn and Retain the Community's Trust

Ridership

- Fixed Route 2025 third quarter, year-to-date ridership was up 2.7% compared to our ridership in 2024. Fixed Route provided 8,763,313 rides in 2025 vs. 8,530,946 in 2024. The ridership goal for Fixed Route in 2025 is 10.39 million trips; 2.2% higher than 2024.
- Paratransit 2025 third quarter, year-to-date ridership was up 5.2% compared to our ridership in 2024. Paratransit provided 301,463 rides in 2025 vs. 289,872 in 2024. The ridership goal for Paratransit in 2025 is 404,960 trips; 3.8% higher than 2024.
- Rideshare 2025 third quarter year-to-date ridership was up 3.6% compared to our ridership in 2024. Rideshare provided 79,795 rides in 2025 vs. 77,050 in 2024. The ridership goal for Rideshare in 2025 is 109,000; 4.7% higher than 2024.

Passengers per Revenue Hour (PPRH)

- Fixed Route PPRH was 19.30. The goal was to transport 19.18 or more passengers per revenue hour.
- Paratransit PPRH was 2.26. The goal was to transport 2.4 or more passengers per revenue hour.

Provide Excellent Customer Service

On-Time Performance: Fixed Route

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

- Fixed Route on-time performance was 91.8%, below STA's goal of 93%.

On-Time Performance: Paratransit

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

- Paratransit on-time performance was 94.9%, above STA's goal of 93%.

Operator Ride Checks

- There were 295 ride checks completed for Fixed Route, on track to achieve the annual goal of 330.
- There were 63 ride checks completed for Paratransit, the annual goal of 63 has been met.

Exemplify Financial Stewardship**Cost per Passenger**

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

- Fixed Route cost per passenger was \$10.21. This was 71.8% of the urban systems' average.
- Paratransit cost per passenger was \$59.69. This was 85.2% of the urban systems' average.

Cost Recovery from User Fees (Farebox Recovery)

- Fixed Route farebox recovery was 23.4%, above the goal of 20% as calculated using the new farebox recovery methodology set forth for establishing the standard fare.
- Paratransit farebox recovery was 4.0%, below the goal of 5%, as calculated using the new farebox recovery methodology set forth for establishing the standard fare.

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 3, 2025

AGENDA ITEM 6: CEO REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Executive Officer

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

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 3, 2025

AGENDA ITEM 7A: OCTOBER 2025 OPERATING INDICATORS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: There was the same number of weekdays in October 2025 compared to October 2024 (21 vs. 22). On-time performance for Fixed Route was 90.4% and Paratransit 95.4%.

FIXED ROUTE

Ridership	October 2025	October 2024	Month/Month % Change	Year/Year % Change
Total Monthly Ridership	1,007,193	985,079	2.2%	2.7%
Average Daily Ridership	38,083	37,063	2.8%	3.4%
Adult Ridership	367,450	405,660	-9.4%	0.2%
CCS Pass Ridership	40,171	47,213	-14.9%	10.1%
Eagle Pass Ridership	30,263	40,844	-25.9%	-15.4%
Youth Ridership	241,333	214,795	12.4%	10.3%
% of Ridership by Youth	24.0%	21.8%	2.2%	1.4%
Reduced Fare / Paratransit Ridership	122,913	113,254	8.5%	10.4%

PARATRANSIT

Ridership	October 2025	October 2024	Month/Month % Change	Year/Year % Change
Combined	36,402	36,963	-1.54%	3.26%
Directly Operated	21,116	19,374	8.25%	5.77%
Purchased Transportation	15,286	17,589	-15.07%	.28%
SUV	1,485	1,528	-2.81%	1.11%

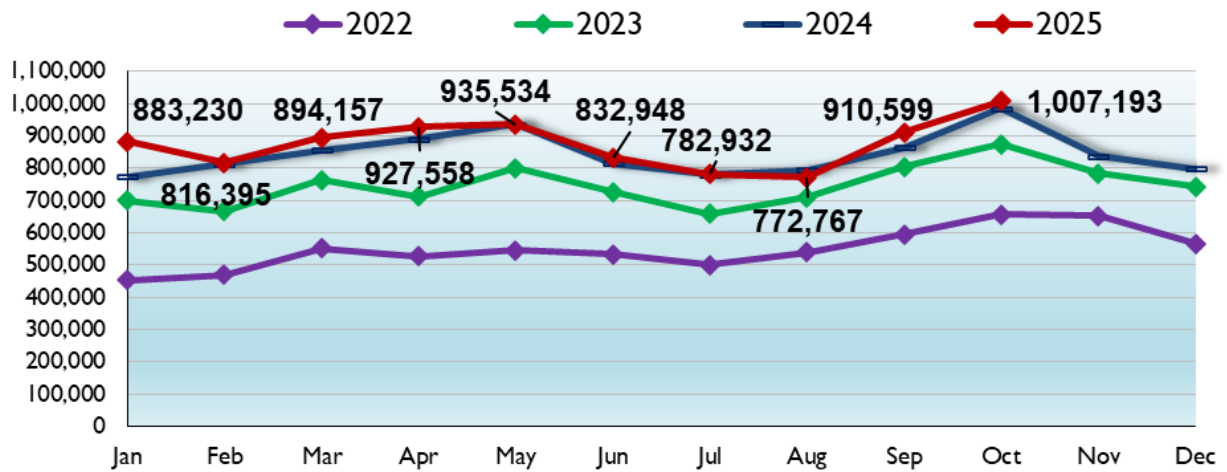
RIDESHARE

Ridership	October 2025	October 2024	Month to Month %Change	Year to Year %Change
Monthly Customer Trips	9,077	9,669		-6.1%
Year to Date Customer Trips	88,872	86,719		2.5%
Monthly Active Groups	89	87	1.1%	2.3%
Unique Riders	399	423	0.2%	-5.7%
Riders per Vehicle	4.48	4.86	-1.4%	-7.8%

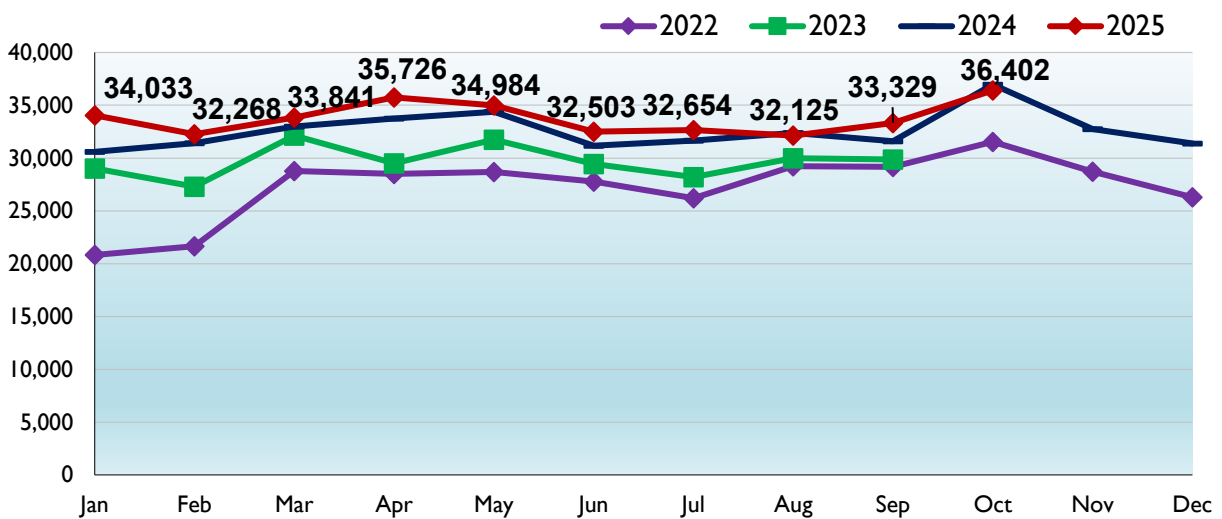
Group Formations and Folds
Two groups formed, one going to Spokane Transit and a new group to Fairchild AFB. One group going to the VA Hospital closed.

RECOMMENDATION TO COMMITTEE: Information only.

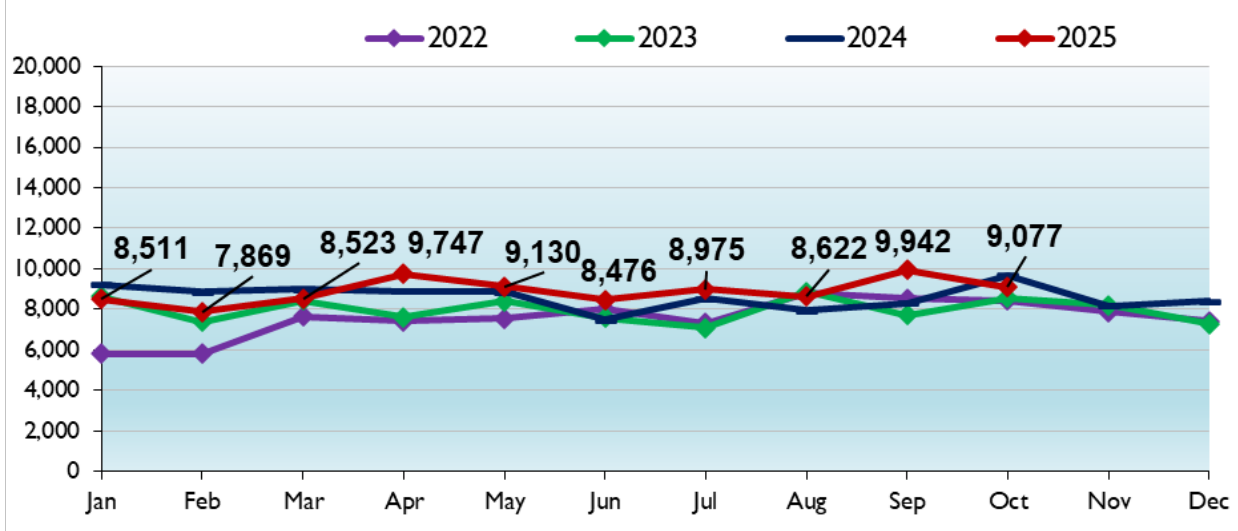
FIXED ROUTE RIDERSHIP



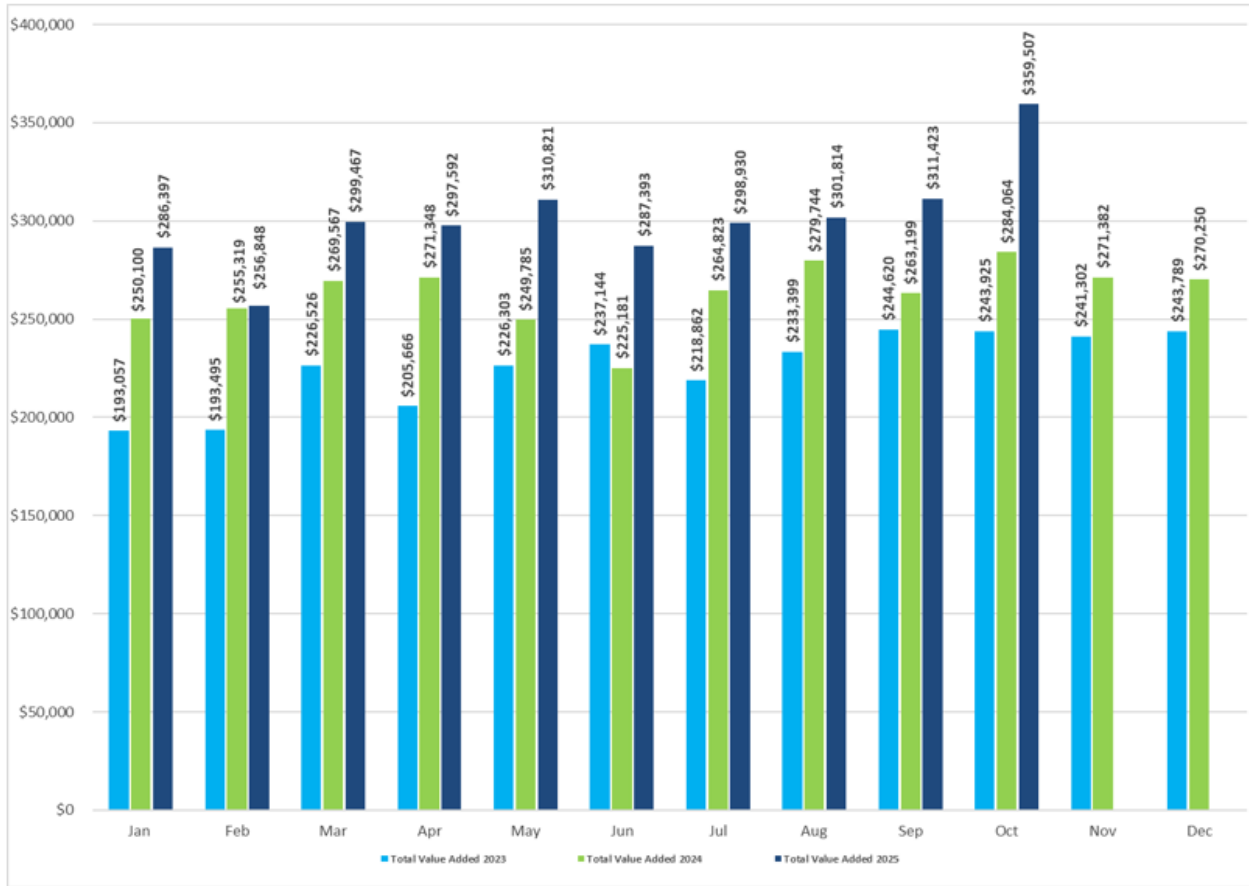
PARATRANSIT RIDERSHIP



RIDESHARE RIDERSHIP

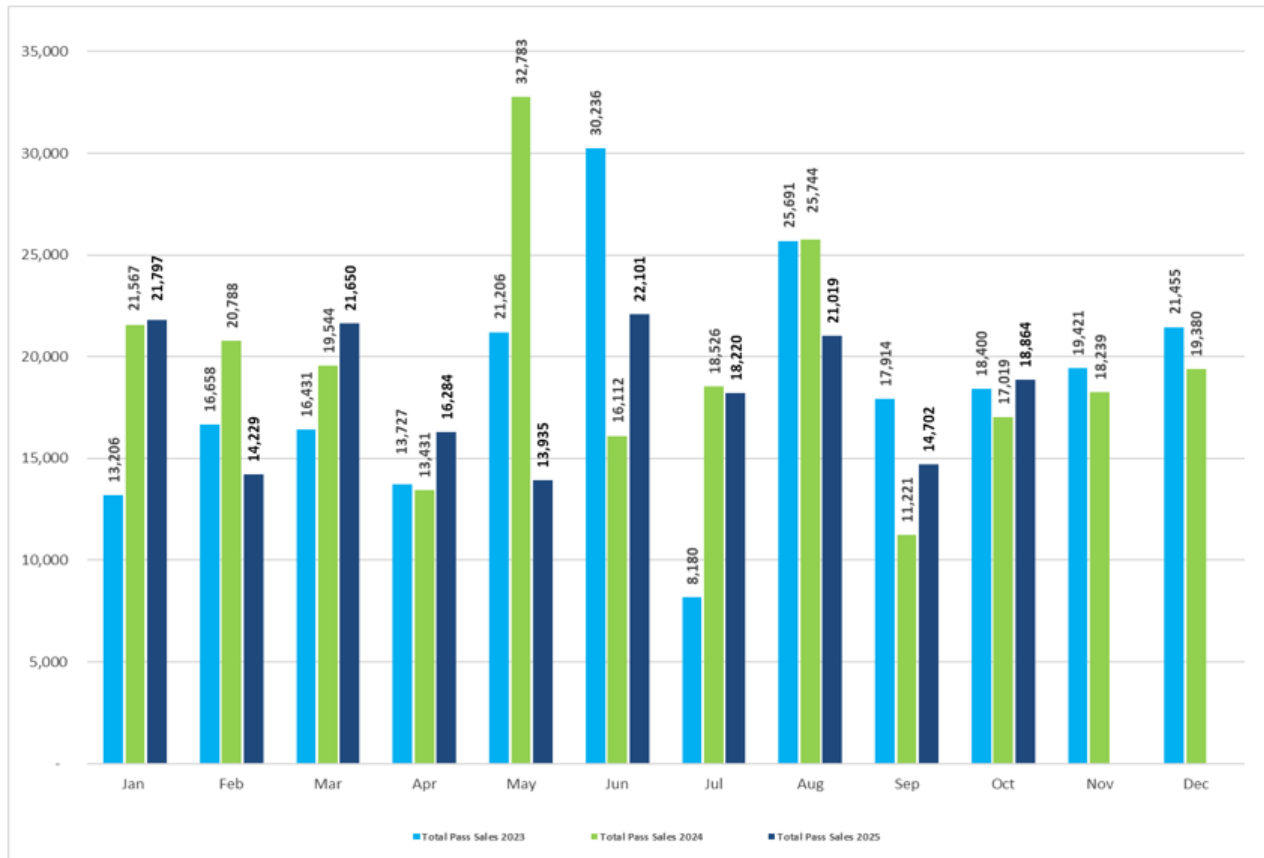


MONTHLY VALUE ADDED TO CONNECT CARDS



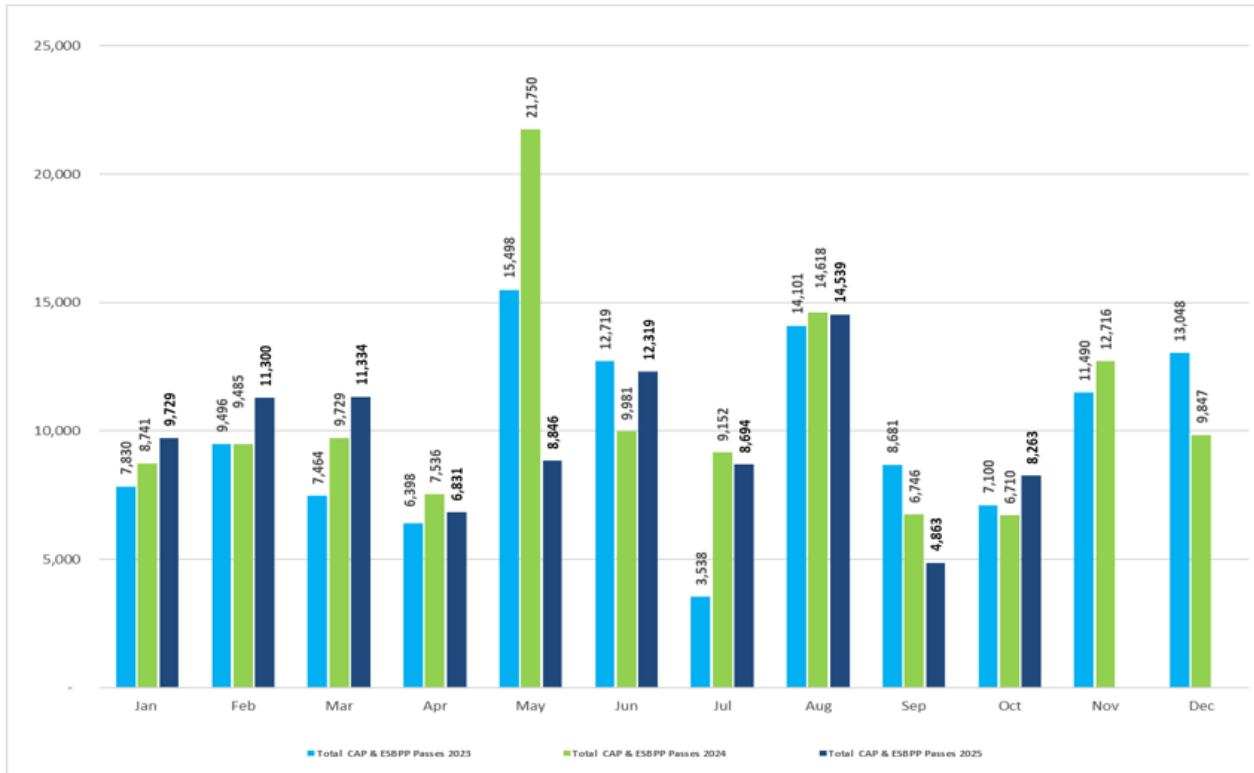
	2023 YTD	2024 YTD	2025 YTD	YTD % Change
Autoload	\$ 117,250	\$ 148,265	\$ 165,884	11.9%
Call Center	\$ 54,950	\$ 76,078	\$ 65,229	-14.3%
Customer Service Terminal	\$ 632,782	\$ 628,942	\$ 612,161	-2.7%
Customer Website	\$ 229,656	\$ 207,590	\$ 227,801	9.7%
Mobile Ticketing	\$ 1,001,910	\$ 1,115,534	\$ 1,169,238	4.8%
Institutional Website	\$ 139,317	\$ 208,531	\$ 348,481	67.1%
Open Payments	\$ 19,442	\$ 189,292	\$ 381,980	101.8%
Retail	\$ 27,689	\$ 38,897	\$ 39,418	1.3%
Total	\$ 2,222,996	\$ 2,613,129	\$ 3,010,192	15.2%

MONTHLY PASSES SOLD ON THE CONNECT SYSTEM



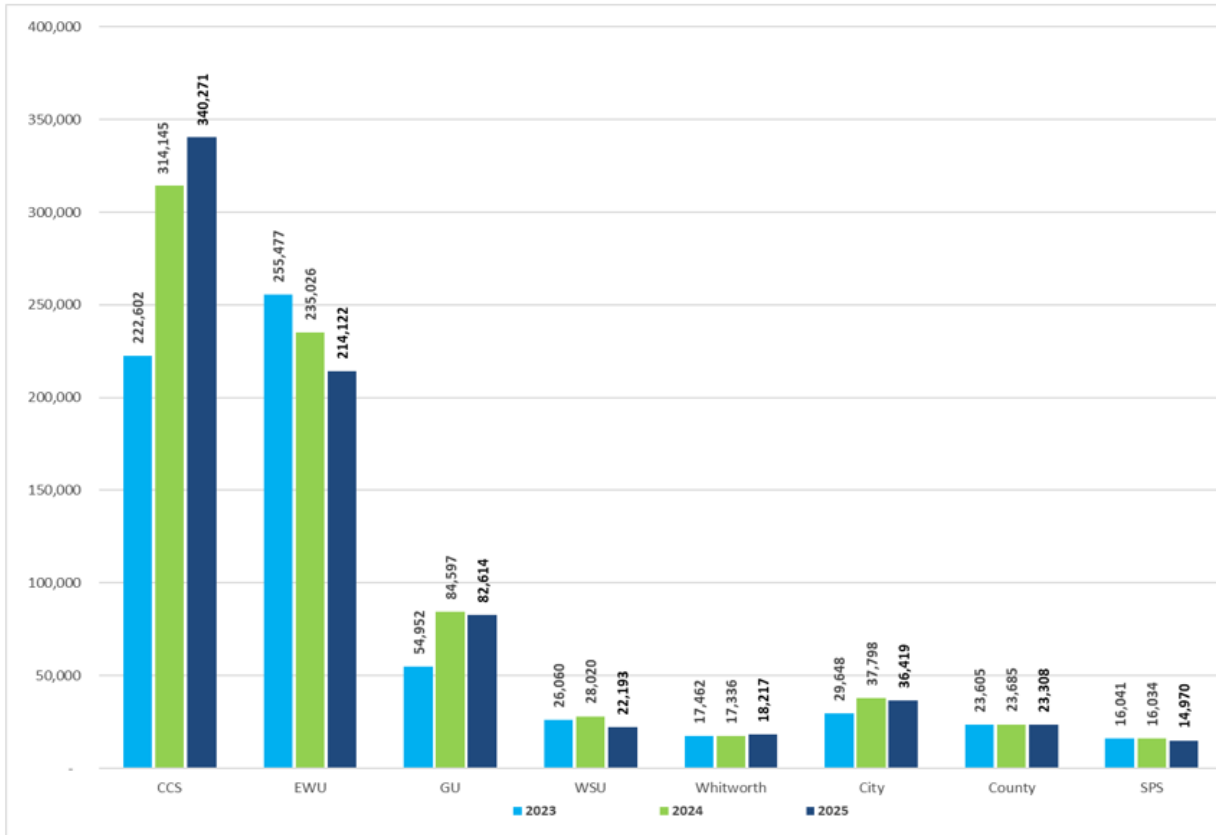
	2023 YTD	2024 YTD	2025 YTD	YTD % Change
1-Ride	73,728	65,701	60,504	-7.9%
7-Day	2,838	3,564	4,119	15.6%
Day Pass	92,615	114,116	105,212	-7.8%
Stars & Stripes/ Honored Rider	564	498	389	-21.9%
Paratransit Monthly	319	391	307	-21.5%
Shuttle Park	1,767	1,139	767	-32.7%
31-Day Rolling	9,818	11,326	11,503	1.6%
Total	181,649	196,735	182,801	-7.1%

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



	2023 YTD	2024 YTD	2025 YTD	YTD % Change
1-Ride CAP	38,935	32,813	31,420	-4.2%
Day Pass CAP	49,492	67,154	60,988	-9.2%
Employer Sponsored Bus Pass	4,398	4,481	4,310	-3.8%
Total	92,825	104,448	96,718	-7.4%

YTD UTAP RIDES



	2023 YTD	2024 YTD	2025 YTD	YTD % Change
CCS	222,602	314,145	340,271	8.3%
EWU	255,477	235,026	214,122	-8.9%
GU	54,952	84,597	82,614	-2.3%
WSU	26,060	28,020	22,193	-20.8%
Whitworth	17,462	17,336	18,217	5.1%
City	29,648	37,798	36,419	-3.6%
County	23,605	23,685	23,308	-1.6%
Spokane Public Schools	16,041	16,034	14,970	-6.6%
Total	645,847	756,641	752,114	-0.6%

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 3, 2025

AGENDA ITEM 7B : OCTOBER 2025 FINANCIAL RESULTS SUMMARY

REFERRAL COMMITTEE: n/a

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

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

Revenue

Overall, October year-to-date revenue is 3.9% (\$5.0M) higher than budget impacted by the following:

- Fares & Other Transit Revenue is 5.9% higher than budget
- Sales Tax Revenue is 0.9% higher than the budget
- Federal & State Grant Revenue is 16.5% higher than budget
- Miscellaneous Revenue is 7.9% higher than budget

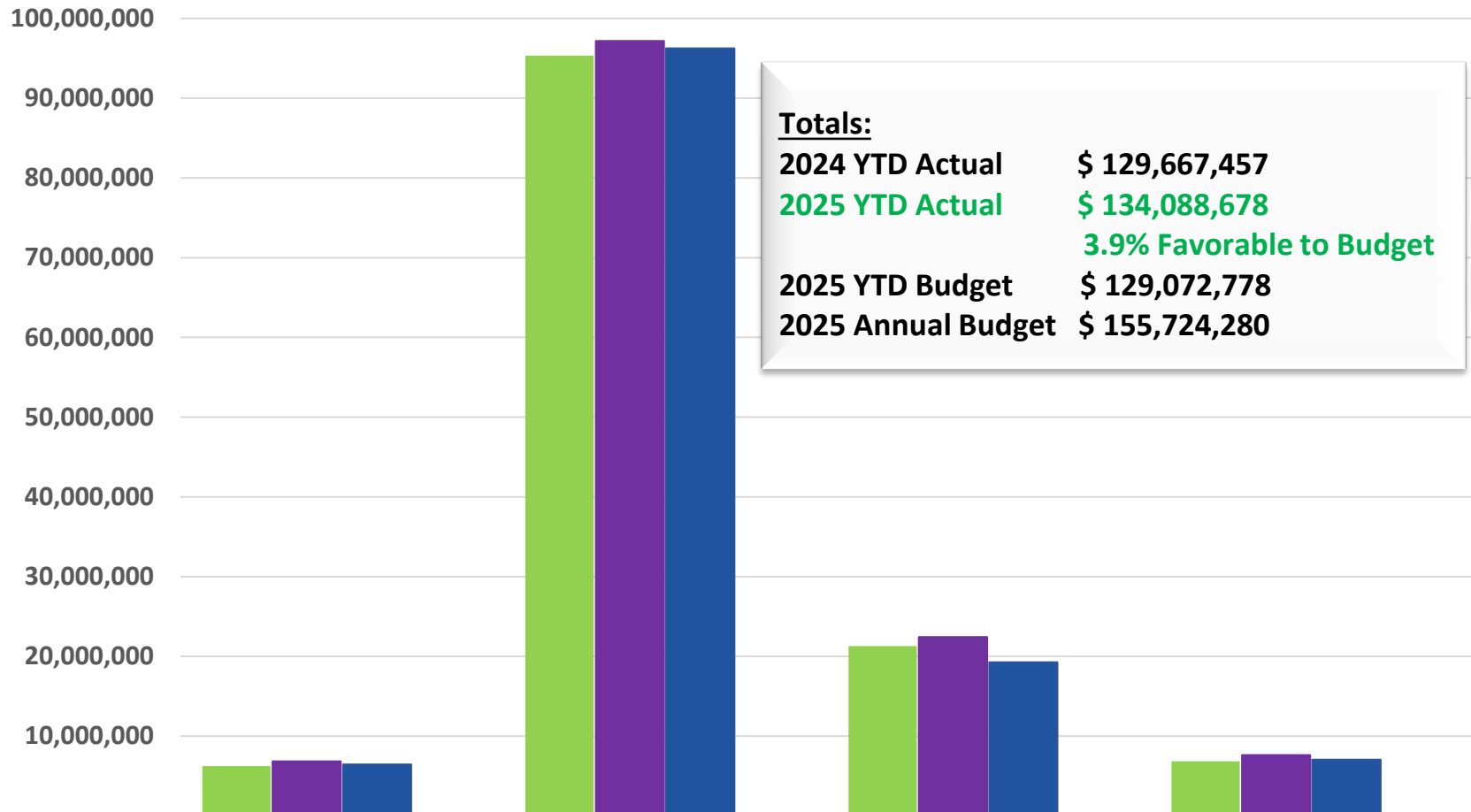
Operating Expenses

Overall, October year-to-date operating expenses are 3.6% (\$4.1M) lower than budget influenced by the timing of payments as follows:

- Fixed Route is 1.2% lower than budget
- Paratransit is 7.2% lower than budget
- Rideshare is 5.2% lower than budget
- Plaza is 16.8% lower than budget
- Administration is 7.9% lower than budget

RECOMMENDATION TO COMMITTEE: Information only.

Spokane Transit Revenues ⁽¹⁾ - October YTD 2025



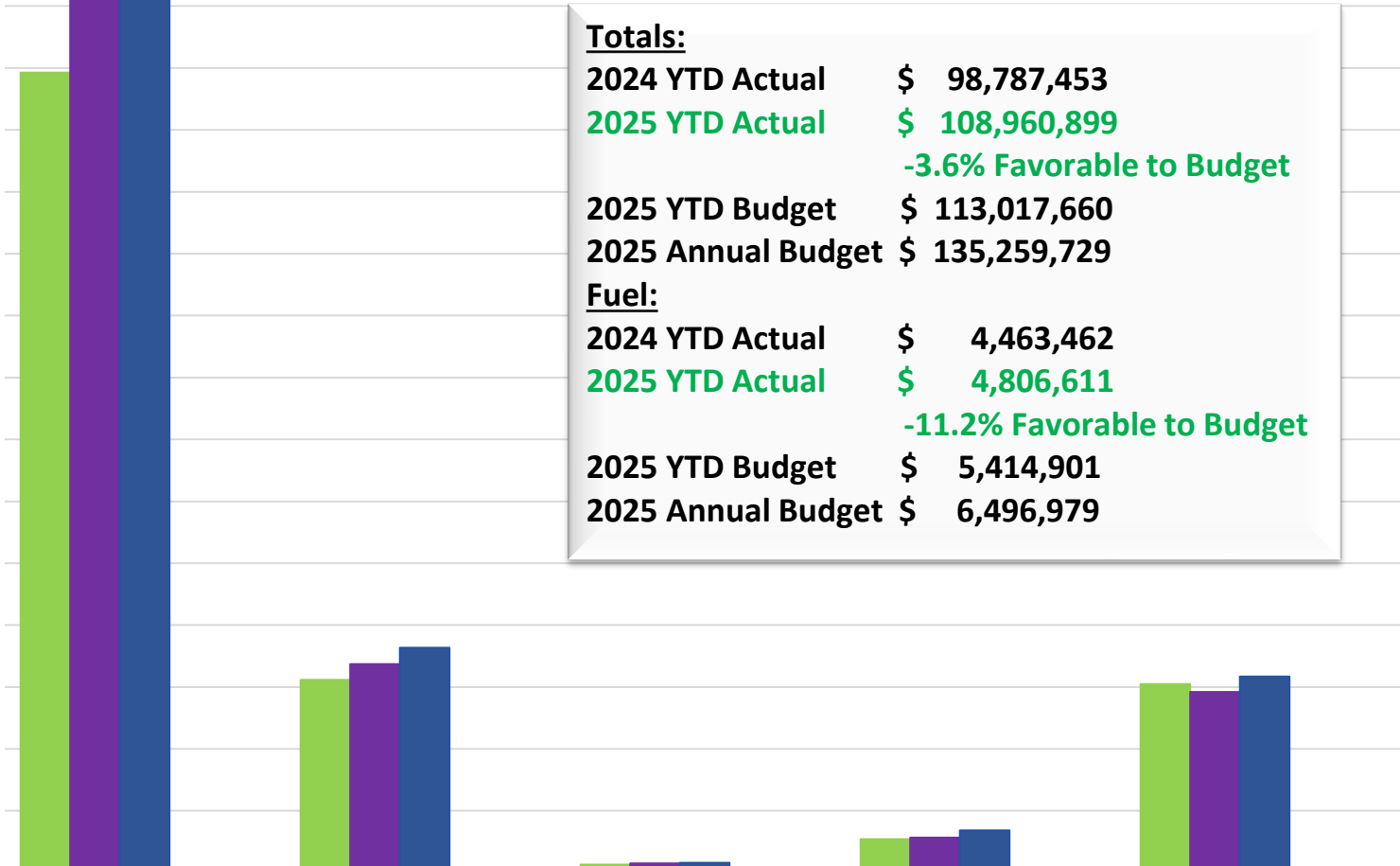
Totals:
2024 YTD Actual \$ 129,667,457
2025 YTD Actual \$ 134,088,678
3.9% Favorable to Budget
2025 YTD Budget \$ 129,072,778
2025 Annual Budget \$ 155,724,280

	Fares & Other Transit Revenue	Sales Tax	Federal & State Grants (2)	Miscellaneous
■ 2024 YTD Actual	6,231,145	95,316,011	21,275,128	6,845,173
■ 2025 YTD Actual	6,846,425	97,168,481	22,442,041	7,631,731
■ 2025 YTD Budget	6,467,309	96,269,173	19,261,293	7,075,003
2025 YTD Budget Variance	5.9%	0.9%	16.5%	7.9%
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 October state capital grant reimbursements total \$6,244,750 and federal capital grant reimbursements total \$4,012,312.

Spokane Transit Operating Expenses⁽¹⁾ - October YTD 2025

75,000,000
70,000,000
65,000,000
60,000,000
55,000,000
50,000,000
45,000,000
40,000,000
35,000,000
30,000,000
25,000,000
20,000,000
15,000,000
10,000,000
5,000,000



Totals:	
2024 YTD Actual	\$ 98,787,453
2025 YTD Actual	\$ 108,960,899
	-3.6% Favorable to Budget
2025 YTD Budget	\$ 113,017,660
2025 Annual Budget	\$ 135,259,729
Fuel:	
2024 YTD Actual	\$ 4,463,462
2025 YTD Actual	\$ 4,806,611
	-11.2% Favorable to Budget
2025 YTD Budget	\$ 5,414,901
2025 Annual Budget	\$ 6,496,979

	Fixed Route	Paratransit	Rideshare	Plaza	Administration
2024 YTD Actual	64,630,759	15,572,566	647,587	2,708,307	15,228,234
2025 YTD Actual	73,906,856	16,853,316	764,106	2,841,474	14,595,147
2025 YTD Budget	74,793,535	18,164,888	805,679	3,413,672	15,839,886
2025 YTD Budget Variance	-1.2%	-7.2%	-5.2%	-16.8%	-7.9%
2025 Total Budget	89,779,111	21,875,233	955,926	4,103,871	18,545,588

(1) Operating expenses exclude capital expenditures of \$45,093,050 and Street/Road cooperative projects of \$0 for year-to-date October 2025.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 3, 2025

AGENDA ITEM 7C : NOVEMBER 2025 SALES TAX REVENUE

REFERRAL COMMITTEE: n/a

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

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

- 0.4% above 2025 budget
- 0.9% above YTD 2025 budget
- 0.6% above 2024 actual
- 1.8% above YTD 2024 actual

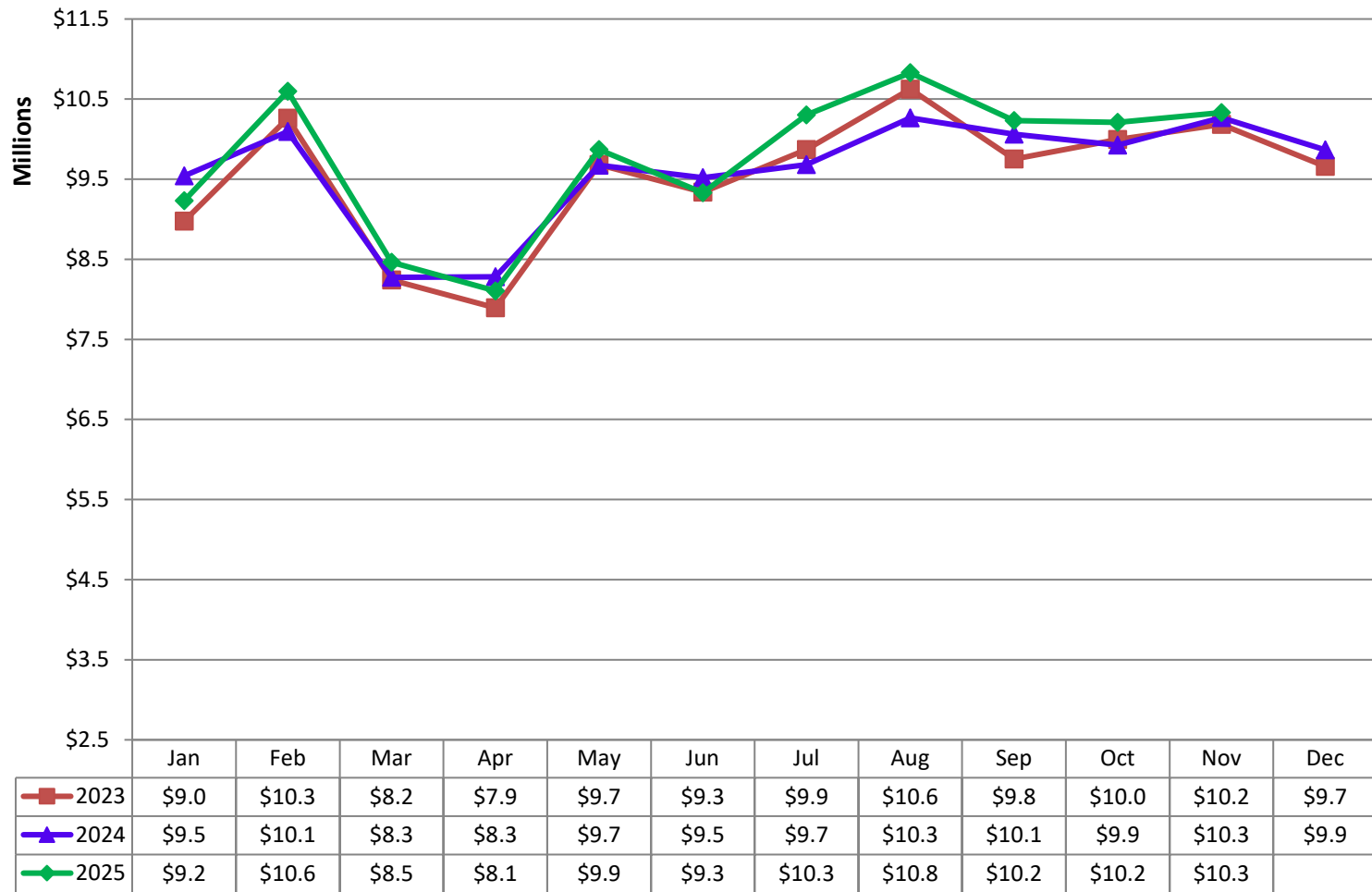
Total taxable sales for September were up 0.7% from September 2024. 2025 YTD sales are up 1.7% compared with September 2024 YTD. Retail, Construction and Accommodation and Food Services continue to be the top 3 rankings:

- Retail Trade increased by 0.8% or \$4.7M in September 2025 vs September 2024 and is up by 3.0% or \$147.6M September 2025 YTD vs 2024 YTD. Retail categories with the largest variances are as follows:
 - Other Misc. Retailers increased 8.7% or \$70.3M September 2025 YTD over 2024 YTD
 - Automobile Dealers increased 5.2% or \$44.5M September 2025 YTD over 2024 YTD
 - Automotive Parts, Accessories, and Tire Retailers increased 14.2% or \$27.4M September 2025 YTD over 2024 YTD
 - Electronics and Appliance Retailers increased 5.8% or \$16.7M September 2025 YTD over 2024 YTD
 - Other Motor Vehicle Dealers increased 6.1% or \$8.6M September 2025 YTD over 2024 YTD
 - Grocery and Convenience Retailers increased 2.6% or \$7.6M September 2025 YTD over 2024 YTD
 - Clothing and Clothing Accessories Retailers increased 2.9% or \$5.7M September 2025 YTD over 2024 YTD
 - Used Merchandise Retailers increased 8.6% or \$2.4M September 2025 YTD over 2024 YTD
 - Shoe Retailers decreased 9.6% or \$-2.3M September 2025 YTD over 2024 YTD
 - Warehouse Clubs, Supercenters, and Other General Merchandise Retailers decreased 0.4% or \$-2.8M September 2025 YTD over 2024 YTD
 - Furniture and Home Furnishings Retailers decreased 2.2% or \$-2.9M September 2025 YTD over 2024 YTD

- Department Stores Retailers decreased 11.8% or \$-5.1M September 2025 YTD over 2024 YTD
- Health and Personal Care Retailers decreased 6.3% or \$-11.9M September 2025 YTD over 2024 YTD
- Building Material and Supplies Dealers decreased 3.3% or \$-16.0M September 2025 YTD over 2024 YTD
- Construction decreased by 10.8% or \$-24.8M in September 2025 vs September 2024 and is down by 4.3% or \$-70.5M September 2025 YTD vs 2024 YTD
- Accommodation and Food Services increased by 3.4% or \$4.3M in September 2025 vs September 2024 and is up by 1.6% or \$17.1M September 2025 YTD vs 2024 YTD

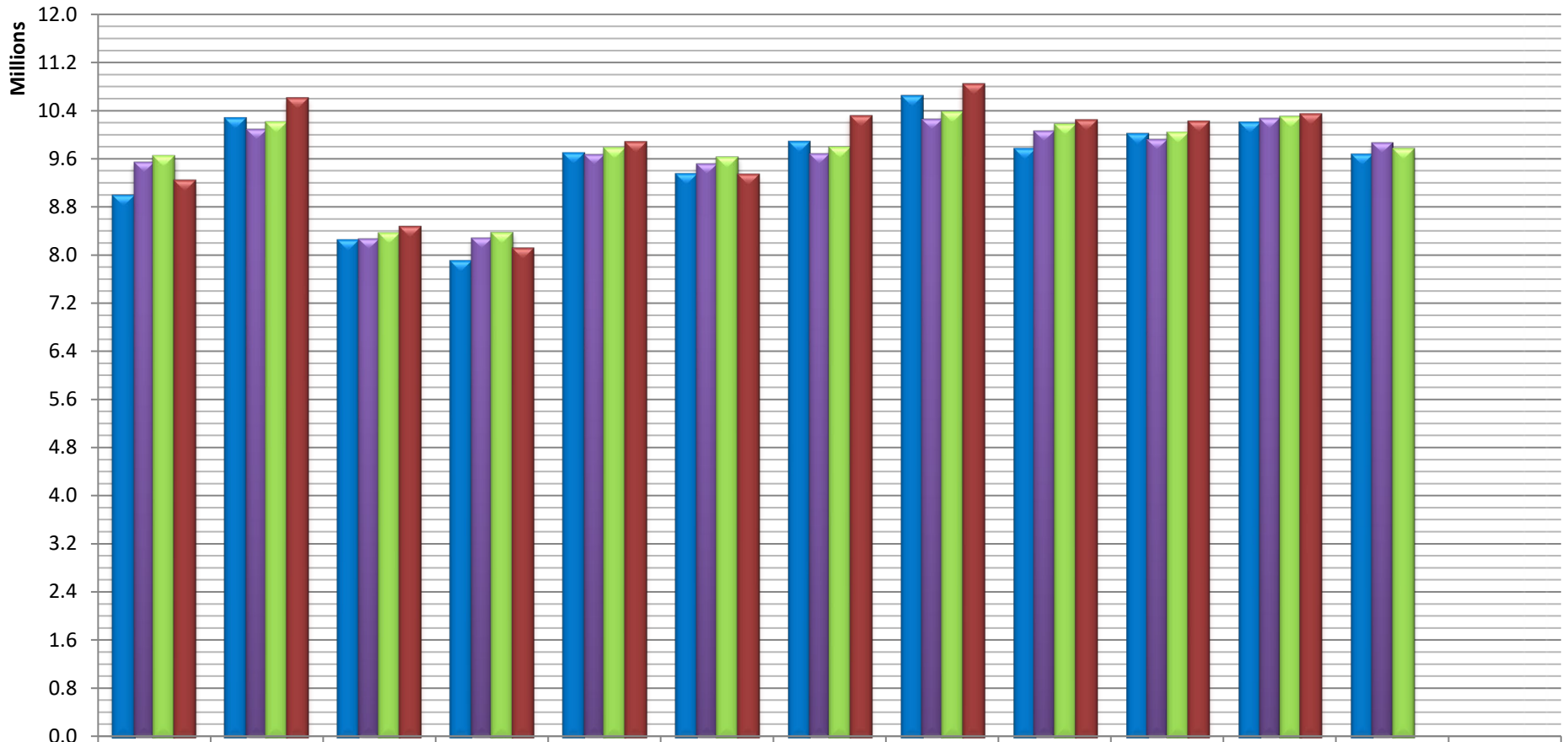
RECOMMENDATION TO COMMITTEE: Information only.

Sales Tax Revenue History-November 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	10,208,330	10,329,837	-	107,498,318
\$ Mo. Var.	(309,335)	502,687	190,317	(174,999)	196,210	(189,045)	620,003	562,644	172,220	281,767	61,751	-	
% Mo. Var.	-3.2%	5.0%	2.3%	-2.1%	2.0%	-2.0%	6.4%	5.5%	1.7%	2.8%	0.6%	0.0%	
\$ YTD Var.	(309,335)	193,352	383,669	208,670	404,880	215,835	835,838	1,398,482	1,570,702	1,852,469	1,914,220	-	
% YTD Var.	-3.2%	1.0%	1.4%	0.6%	0.9%	0.4%	1.3%	1.9%	1.8%	1.9%	1.8%	0.0%	
% YTD Bud. Var.	-4.2%	0.0%	0.4%	-0.4%	-0.1%	-0.6%	0.3%	0.8%	0.8%	0.9%	0.9%	0.0%	

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

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 3, 2025

AGENDA ITEM 7D: 2026 SERVICE REVISIONS PUBLIC OUTREACH UPDATE

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Emily S Poole, Interim Chief Planning & Development Officer
Chad Johnson, Acting Service Development Manager

SUMMARY: Staff presented the draft 2026 Service Revisions Report on November 5, 2025, which identifies a variety of proposed changes to the fixed route network aimed at implementing planned improvements and response to customer and employee input. The 2026 Service Revisions Report is available online at the following link:

<https://www.spokanetransit.com/projects/2026-service-revisions/>

UPDATE: Staff are currently conducting public outreach on the proposed revisions. This includes an online survey found at the link above which is available between November 13, 2025, and December 15, 2025. As of November 24, 2025, 297 respondents have taken the public survey.

Staff have met with the following jurisdictions, stakeholders, and community organizations as part of the outreach efforts:

- City of Spokane Transportation Commission
- Peaceful Valley Neighborhood Council
- Hillyard/Bemiss Neighborhood Council
- Shiloh Hills Neighborhood Council
- Audubon/Downriver Neighborhood Council
- Mead School District
- Spokane Pedestrian Transportation and Traffic (PeTT) Committee

Staff are continuing to meet with Neighborhood Councils and other stakeholders as part of the agency's outreach efforts, including but not limited to:

- Spokane Public Schools
- North Hills Neighborhood Council
- Lighthouse for the Blind
- Spokane County

Following the completion of STA's outreach efforts and analysis, further information will be presented to the Committee in February 2026 with the final report being presented in March 2026.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 3, 2025

AGENDA ITEM 7E : JANUARY 2026 SERVICE CHANGES

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Emily S. Poole, Interim Chief Planning & Development Officer
Chad Johnson, Interim Service Development Manager

SUMMARY: The January 2026 Service Change, in effect beginning Sunday, January 18, 2026, is comprised of several minor schedule adjustments. Outlined below, these changes are made primarily in response to customer or operator input, and to improve scheduling efficiency.

The overall revenue service hours impact to the STA fixed route system is a decrease of approximately 228 revenue service hours (annualized) for the January markup period, compared to schedules currently in place. This decrease brings the STA fixed route network overall revenue service hours to approximately 540,000 (annualized).

The following table outlines the planned adjustments to regular service as part of the January 2026 Service Change, as well as associated routes and the rationale for each change. New schedules will be available in print and online at www.spokanetransit.com in the weeks leading to the change.

January 2026 Schedule Changes

Route	Planned Adjustment	Details/Rationale
4 Monroe/Regal	Add one 2:35 pm southbound bus from Stevens Street and Fourth Avenue on SPS school days	An extra bus is needed for Route 4 Monroe/Regal southbound to help with overloaded buses
6 Cheney	Two-minute earlier adjustment of one weekday morning eastbound to 5:08 am and one westbound trip to 5:55 am	Allows better early morning connections to Route 63 Geiger/Airport at West Plains Transit Center
7 Valley/Airport	Adjust one eastbound morning trip on weekdays to depart at 6:37 am	Change due to interlined weekday Route 63 Geiger/Airport adjustment
12 Southside Medical Shuttle	Delete 2:27 pm and 2:57 pm outbound trips and 2:40 pm and 3:11 pm inbound trips	Resources for these trips moved to Route 4 Monroe/Regal to help with afternoon loads at Lewis and Clark High School

Route	Planned Adjustment	Details/Rationale
21 West Broadway	Inbound trips between 2:17 pm and 5:02 pm weekdays adjusted to allow two additional minutes to travel to downtown	This adjustment is to better schedule arrivals at the Plaza to help alleviate afternoon bus congestion at Plaza Bay 6
25 Division	Begin the first two weekday morning inbound trips at Hastings Park and Ride instead of at Division Street and Price Road.	Addresses customer feedback to be able to travel from Hastings Park and Ride to the Spokane Valley by 6:00 am
27 Crestline	Earlier departures of up to five minutes for select morning and afternoon inbound trips	Adjustments were made to improve on-time arrival of Route 27 at the Plaza and address Bay congestion; adjustments also improve on-time departures from the Plaza for interlined Route 61 Highway 2/Fairchild trips.
63 Geiger/Airport	Adjustment to one weekday morning trip to allow a connection from 6:05 am Route 6 Cheney outbound weekday from the Plaza	This adjustment provides better early morning connections at West Plains Transit Center
722 Liberty Lake Express	Two outbound trips in the 5:00 pm hour adjusted to depart four minutes later at stops in Liberty Lake	Adjustments accommodate customers who walk from nearby employment sites at 5:00 pm to the stop at Appleway Avenue and Molter Road to travel downtown
724 Liberty Lake Tech Express	Last two evening inbound trips scheduled departure times shifted four minutes later	Adjustments to these trips are required based on the changes in the departure times to the interline partner Route 722 Liberty Lake Express

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 3, 2025

AGENDA ITEM 8 : FEBRUARY 4, 2026, DRAFT COMMITTEE MEETING AGENDA REVIEW

REFERRAL COMMITTEE: n/a

SUBMITTED BY: STA Staff

SUMMARY: At this time, members of the Performance Monitoring & External Relations Committee will have an opportunity to review and discuss the items to be included on the February 4, 2026, draft agenda.

RECOMMENDATION TO COMMITTEE: For discussion.

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, February 4, 2026

1:30 p.m. – 3:00 p.m.

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

AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report *(5 minutes)*
3. Committee Action *(5 minutes)*
 - A. Minutes of December 3, 2025, Committee Meeting - *Corrections/Approval*
4. Committee Action *(10 minutes)*
 - A. Board Consent Agenda
 1. HPT Markers & Light Poles Approval *(Poole)*
 - B. Board Discussion Agenda *(none)*
5. Reports to Committee *(40 minutes)*
 - A. Legislative Update *(Cortright)*
 - B. 2025 Fixed Route Rider Survey Results *(Cortright)*
 - C. Connect 2035 Funding Requirements Public Outreach Plan Update
 - D. Citizen Advisory Committee Update *(Cortright)*
6. CEO Report (Otterstrom) *(10 minutes)*
7. Committee Information (no discussion/staff available for questions)
 - A. December 2025 Operating Indicators *(Rapez-Betty)*
 - B. January 2025 Sales Tax Revenue *(Hamud)*
8. Review March 4, 2026, Meeting Draft Agenda *(5 minutes)*
9. New Business *(5 minutes)*
10. Committee Members' Expressions *(5 minutes)*
11. Adjourn

Next Committee Meeting: Wednesday, March 4, 2026, at 1:30 p.m. (No January 2026 Meeting)

Optional Virtual Link:	Join Here		
Password:	Members: 2026		Guests: 0226
Call-in Number:	1-408-418-9388		Event #: XXXX XXX XXXX

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting at the STA's website: www.spokanetransit.com. Discussions concerning matters to be brought to the Board are held in Committee meetings. The public is welcome to attend and participate. Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act. For more information, see www.spokanetransit.com. Upon request, alternative formats of this information will be produced for people who are disabled. The meeting facility is accessible for people using wheelchairs. For other accommodations, please call (509) 325-6094 (TTY Relay 711) at least forty-eight (48) hours in advance.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 3, 2025

AGENDA ITEM 9: NEW BUSINESS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: n/a

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

RECOMMENDATION TO COMMITTEE: For discussion.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 3, 2025


AGENDA ITEM 10 : COMMITTEE MEMBERS' EXPRESSIONS

REFERRAL COMMITTEE: n/a


SUBMITTED BY: n/a

SUMMARY: At this time, members of the Performance Monitoring & External Relations Committee will have an opportunity to express comments or opinions.

RECOMMENDATION TO COMMITTEE: For discussion.



2025 Third Quarter Year-to-Date Performance Measures



How a great city moves.™

1

Priorities and Objectives

1. Ensure Safety
2. Earn and Retain the Community's Trust
3. Provide Excellent Customer Service
4. Enable Organizational Success
5. Exemplify Financial Stewardship



2025 Third Quarter Year-to-Date Performance Measures

12/3/2025 2

2

Ensure Safety

Performance Measures:

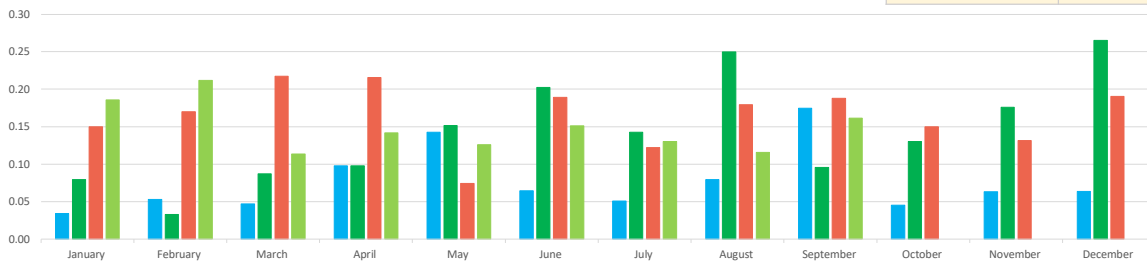
- Preventable Accident Rate
- Injury Rate
 - Workers Comp Time Loss
 - Claims per 1,000 Hours

3

Preventable Accidents: Fixed Route

Fixed Route Preventable Accidents per 10,000 Miles

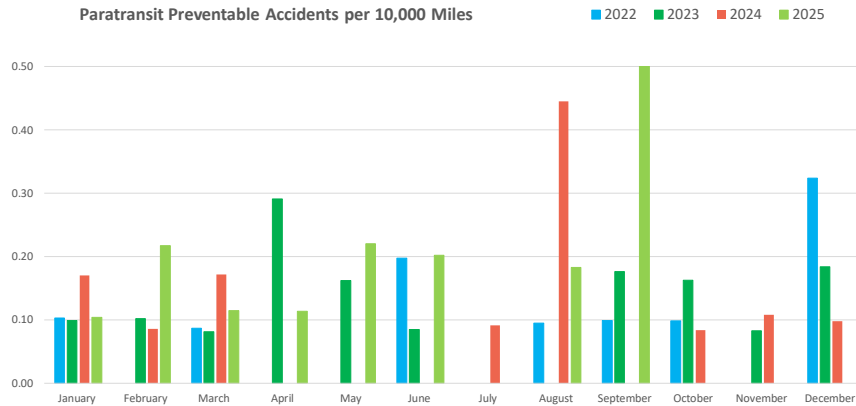
■ 2022 ■ 2023 ■ 2024 ■ 2025



	2022	2023	2024	2025
January	5	10	11	13
February	2	11	16	14
March	6	14	9	8
April	6	14	9	10
May	10	5	10	9
June	13	12	8	10
July	9	8	5	9
August	17	12	13	8
September	6	12	9	11
October	9	11	7	
November	12	9	9	
December	17	13	14	
Total Prev. Accidents	112	131	120	92
YTD Preventables per 10,000 miles	0.16	0.19	0.17	0.15
GOAL	≤ 0.11 per 10,000 miles			

4

Preventable Accidents: Paratransit



	2022	2023	2024	2025
January	1	1	2	1
February	0	1	1	2
March	1	1	2	1
April	0	3	0	1
May	0	2	0	2
June	2	1	0	2
July	0	0	1	0
August	1	0	5	2
September	1	2	0	8
October	1	2	1	
November	0	1	1	
December	3	2	1	
Total Prev. Accidents	10	16	14	19
YTD Preventables per 10,000 miles	0.08	0.12	0.10	0.21
GOAL	≤ 0.10 per 10,000 miles			

5

Workers' Compensation - Time Loss

Lost Time Days per 1,000 Hours

	2022	2023	2024	2025 YTD	Goal
Fixed Route	0.02	0.04	0.05	0.03	≤ 0.02
Paratransit	0.02	0.05	0.05	0.04	≤ 0.04
Maintenance	0.04	0.01	0.01	0.02	≤ 0.05

6

Workers' Compensation – Claims

Claims per 1,000 Hours

	2022	2023	2024	2025 YTD	Goal
Fixed Route	0.09	0.07	0.08	0.07	≤ 0.05
Paratransit	0.07	0.09	0.09	0.01	≤ 0.08
Maintenance	0.08	0.09	0.06	0.06	≤ 0.10

7

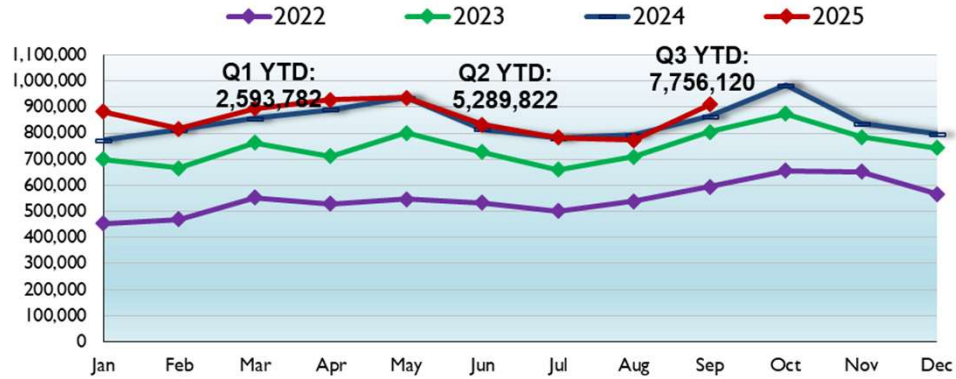
Earn & Retain the Community's Trust

4 Performance Measures:

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

8

Ridership – Fixed Route

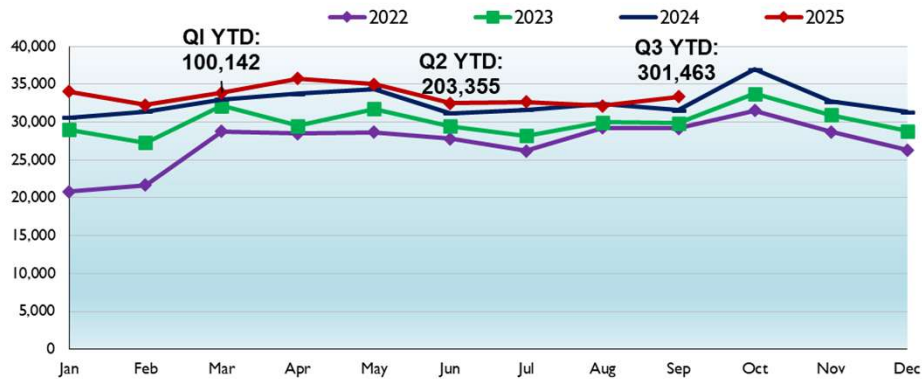


2022 = 6,595,672
 2023 = 8,947,157
 2024 = 10,147,079
 2025 = 7,756,120 (YTD)

2025 Q3 YTD: 7,756,120 | 2024 Q3 YTD: 7,526,246
3.1% Increase over Q3 2024 YTD

9

Ridership – Paratransit

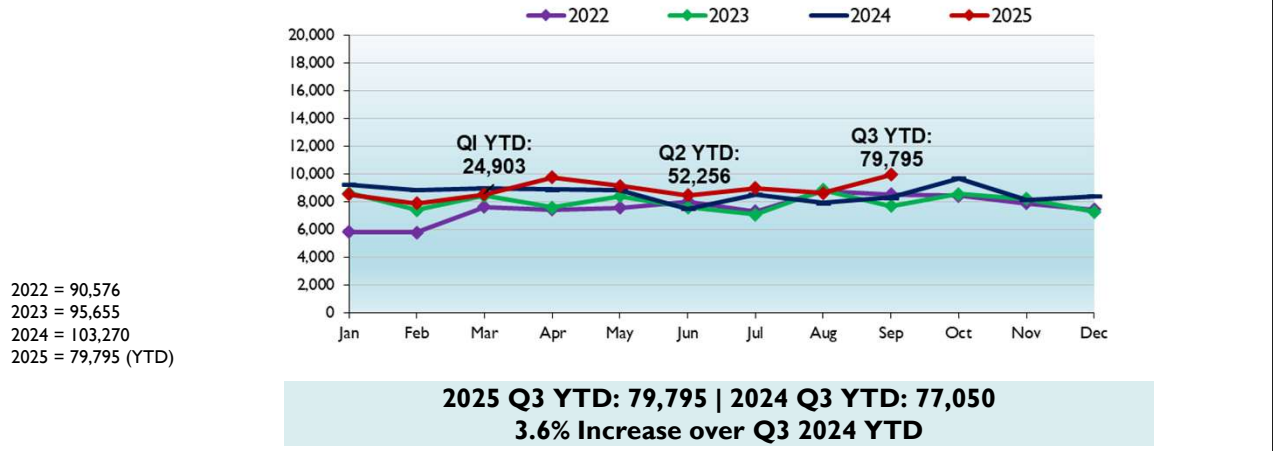


2022 = 327,316
 2023 = 360,535
 2024 = 378,437
 2025 = 301,463 (YTD)

2025 Q3 YTD: 301,463 | 2024 Q3 YTD: 289,872
4.0% Increase over Q3 2024 YTD

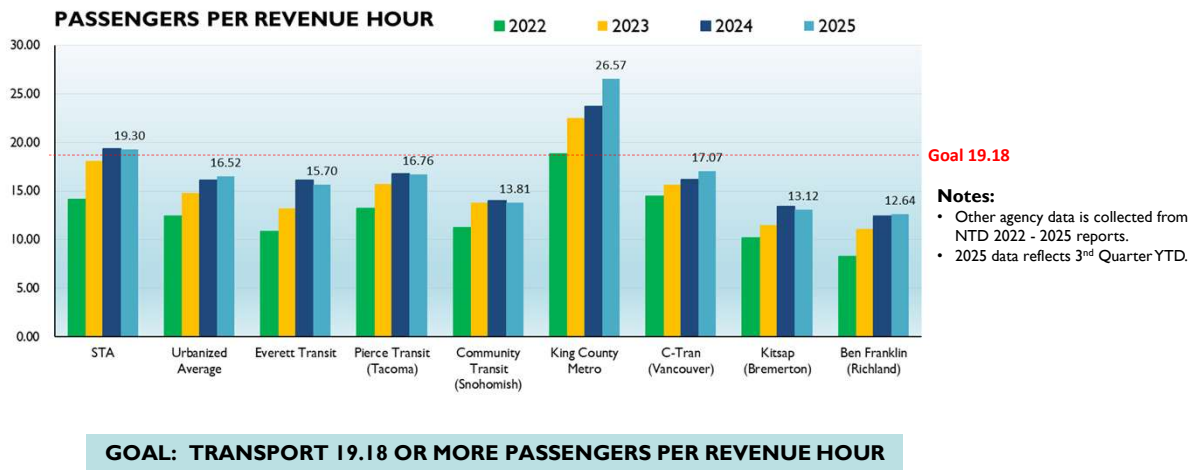
10

Ridership – Rideshare



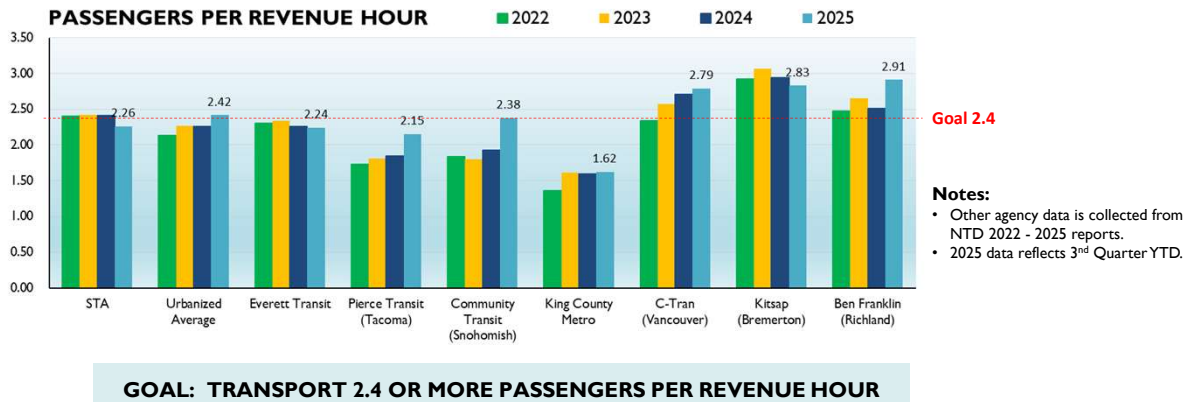
11

Service Effectiveness – Fixed Route



12

Service Effectiveness – Demand Response (Paratransit)



13

Ridership Survey – Customer Security

Fixed Route	2022	2023	2024	2025	GOAL
Personal Safety on Bus	4.1	4.0	4.3	Survey Completed in Fall	Score 4.5 on a scale of 1-5
Driver Driving Safely	4.4	4.3	4.2	Survey Completed in Fall	Score 4.5 on a scale of 1-5

Paratransit	2022	2023	2024	2025	GOAL
Personal Safety on Van	No Survey	No Survey	4.7	4.9	Score 4.5 on a scale of 1-5
Driver Driving Safely	No Survey	No Survey	4.7	4.8	Score 4.5 on a scale of 1-5

14

Community Perception Survey

Question	2022	2023	2024	2025	Goal
STA does a good job of listening to the public.	No Survey	3.2	No Survey	3.3	Score 4.5 on a scale of 1-5

15

Provide Excellent Customer Service

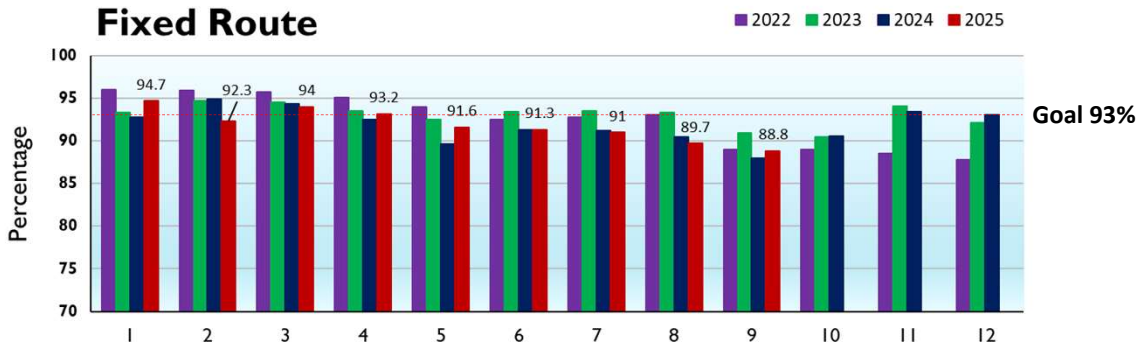
4 Performance Measures:

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

16

On-Time Performance

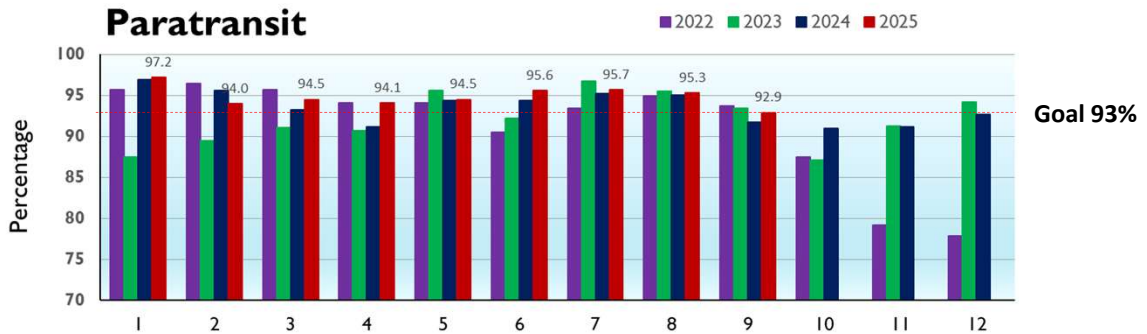
YTD Average 91.8%



17

On-Time Performance

YTD Average 94.9%

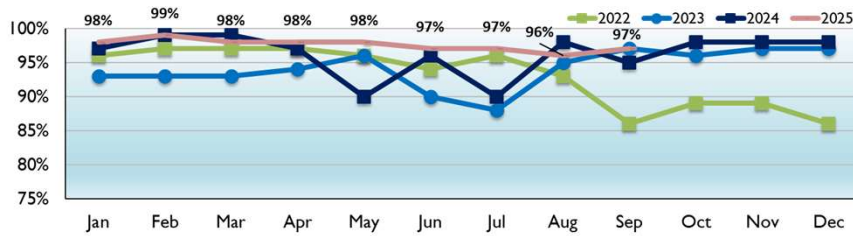


18

Customer Service: 509-328-RIDE Call Center Performance

Total YTD	Goal
98%	90%

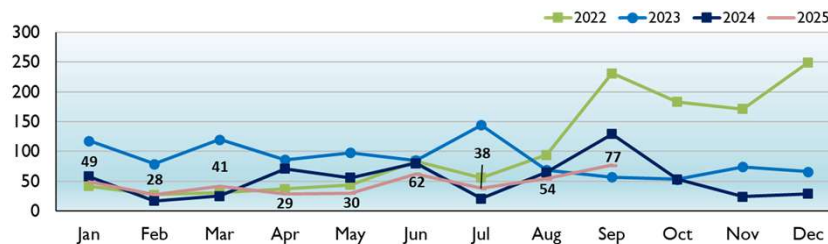
Service Level:
% of Calls Answered within 60 seconds



Customer Service: 509-328-RIDE Call Center Performance

Total YTD Calls Presented	Total YTD Abandoned Calls	Goal	YTD Abandon Rate
48,650	408	4%	1%

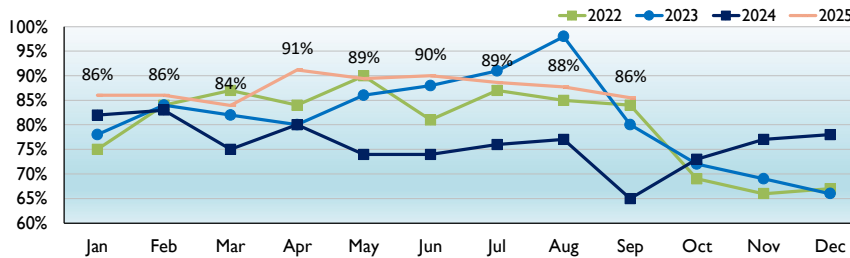
Abandoned Calls



Paratransit Reservations: 509-328-1552 Call Center Performance

Total YTD Calls	Total YTD Calls Answered in 60 Seconds	Goal	YTD %
178,189	152,884	90%	88%

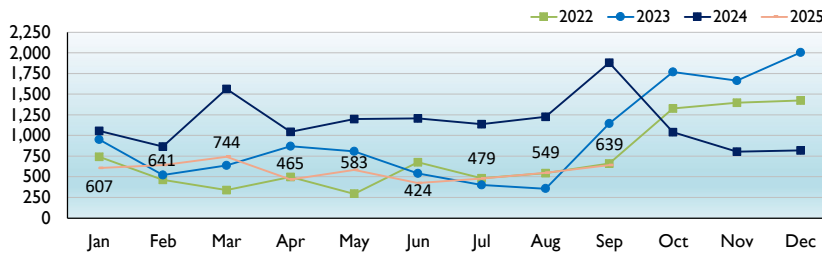
Service Level:
% of Calls Answered within 60 seconds



Paratransit Reservations: 509-328-1552 Call Center Performance

Total YTD Calls	Total YTD Abandoned Calls	Goal	YTD Abandon Rate
178,189	3,984	4%	0.6%

Abandoned Calls



Customer Complaints

	2022	2023	2024	2025	Goal
Fixed Route	9.9	9.9	8.7	9.9	≤ 8.0 (per 100K passengers)
Paratransit	6.0	4.4	4.8	3.0	≤ 8.0 (per 10K passengers)

23

Maintenance Reliability

Average Miles Between Road Calls

	2022	2023	2024	2025 YTD	GOAL
Fixed Route	6,216	6,515	5,941	6,421	> 6,000 miles
Paratransit	75,275	83,024	78,211	176,949	> 75,000 miles

24

Enable Organizational Success

3 Performance Measures:

- Training
- Supervisor Ride Checks
- Governance

25

Training: Fixed Route & Paratransit

	2022	2023	2024	2025 YTD	Goal
Fixed Route	No Advanced Training	9 hours per employee	1 hour per employee	5.9 hours per employee	8 hours Advanced Training per Operator annually
Paratransit	No Advanced Training	No Advanced Training	7.6 hour per employee	No Advanced Training	8 hours Advanced Training per Operator annually

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Training: Maintenance

2022	2023	2024	2025 YTD	Goal
Completed	Completed	37.4 hours per employee	24.5 hours per employee	25 hours per employee per year

27

Training: Managers and Administrative Staff

2025 YTD	Goal
100%	100%

28

Supervisor Ride Checks

	2022	2023	2024	2025 YTD	Goal
Fixed Route	29 out of 270 Completed	241 out of 324 Completed	342 out of 342 Completed	295 out of 334 Completed	100% of operators checked annually
Paratransit	48 out of 48 Completed	65 out of 65 Completed	63 out of 63 Completed	48 out of 64 Completed	100% of operators checked annually

29

Governance

Board Development

Attendance at a transit-related conference/exhibition event

Event	Location	Board Attendees
APTA Legislative Conference May 17-21, 2025	Washington, DC	Council Member Lance Speirs Commissioner Al French Council Member Zack Zappone
APTA Transit Board Members Seminar July 19-22, 2025	Kansas City, MO	Council Member Lance Speirs Commissioner Al French Council President Betsy Wilkerson Council Member Kitty Klitzke
APTA Transform Conference September 13-17, 2025	Boston, MA	Council Member Lance Speirs Council Member Kitty Klitzke Deputy Mayor Tim Hattenburg Council Member Dan Sander

30

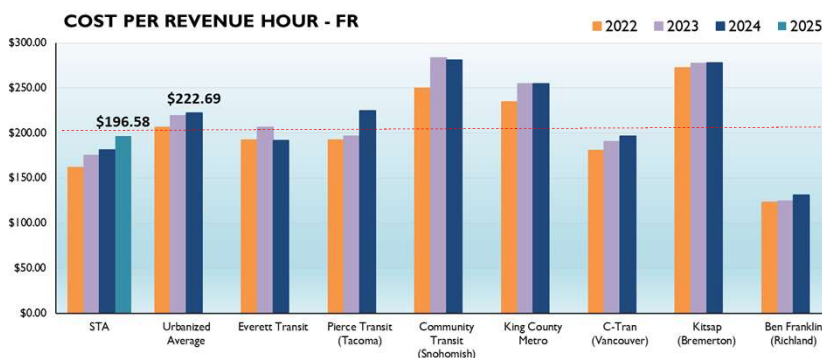
Exemplify Financial Stewardship

5 Performance Measures:

- Cost Efficiency
- Cost Effectiveness
- Cost Recovery from User Fees
- Maintenance Cost
- Financial Capacity
 - Financial Management
 - Service Level Stability
 - Ability to Sustain Essential Capital Investments
 - Public Perception

31

Cost Efficiency – Fixed Route



Notes:

- Other agency data is collected from NTD 2022 - 2024 reports.
- 2025 data reflects 3rd Quarter YTD.

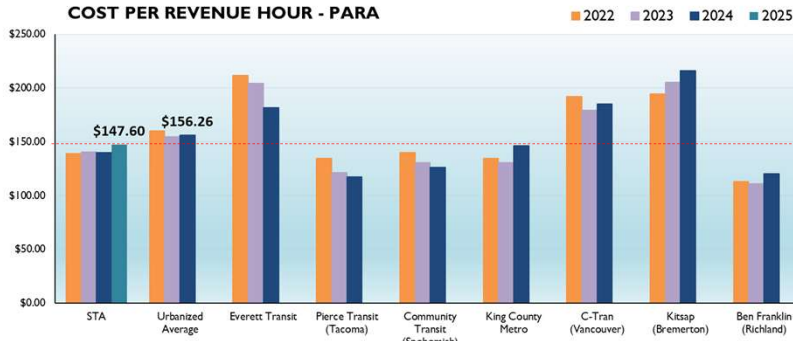
Objective \$211.56

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

2025 Status: 88.3% (STA 2025 YTD - \$196.58 / Urban Average 2024 - \$222.69)

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Cost Efficiency – Demand Response (Paratransit)



Notes:

- Other agency data is collected from NTD 2022 - 2024 reports.
- 2025 data reflects 3rd Quarter YTD.

Objective: \$148.45

OBJECTIVE: CONSTRAIN OPERATING COST PER REVENUE HOUR OF SERVICE TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS
2025 Status: 94.5% (STA 2025 YTD - \$147.60 / Urban Average 2024 - \$156.26)

Cost Effectiveness – Fixed Route



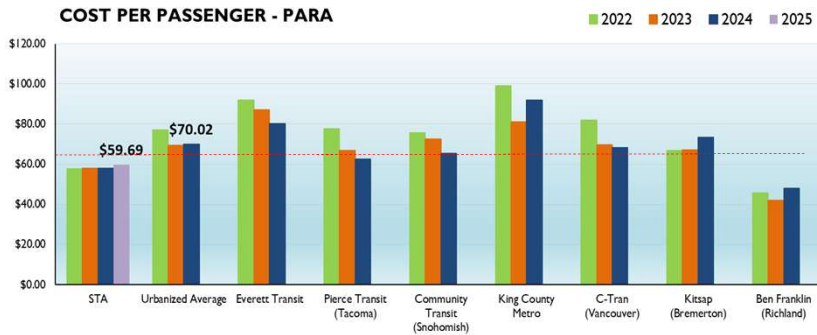
Notes:

- Other agency data is collected from NTD 2022 - 2024 reports.
- 2025 data reflects 3rd Quarter YTD.

Objective: \$13.49

OBJECTIVE: CONSTRAIN OPERATING COST PER PASSENGER TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS
2025 Status: 71.8% (STA 2025 YTD - \$10.20 / Urban Average 2024 - \$14.20)

Cost Effectiveness-Demand Response (Paratransit)



Notes:

- Other agency data is collected from NTD 2022 - 2024 reports.
- 2025 data reflects 3rd Quarter YTD.

Objective \$66.52

OBJECTIVE: CONSTRAIN OPERATING COST PER PASSENGER TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS
2025 Status: 85.2% (STA 2025 YTD - \$59.69 / Urban Average 2024 - \$70.02)

35

Farebox Recovery (Old Methodology)

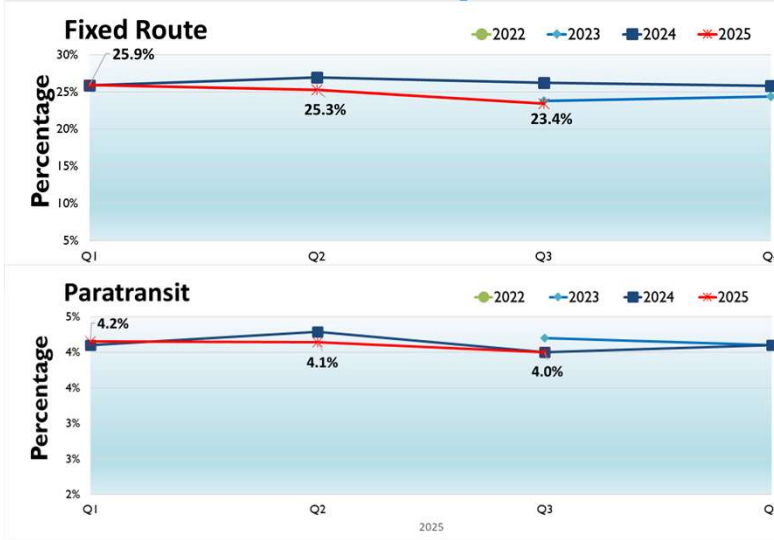


Goal	20%
Actual	7.8%

Goal	5%
Actual	2.8%

36

Farebox Recovery (Comprehensive Plan Definition)



Goal	20%
Actual	23.4%

Goal	5%
Actual	4.0%

37

Cost Efficiency – Rideshare

	2022	2023	2024	2025 YTD
Operating/Admin Cost per Mile	\$0.69	\$0.73	\$0.69	\$0.74
Revenue per Mile	\$0.27	\$0.28	\$0.27	\$0.27
Cost Recovery	39.8%	38.4%	39.9%	35.7%

GOAL: RECOVER 50% OF OPERATING/ADMINISTRATIVE COSTS

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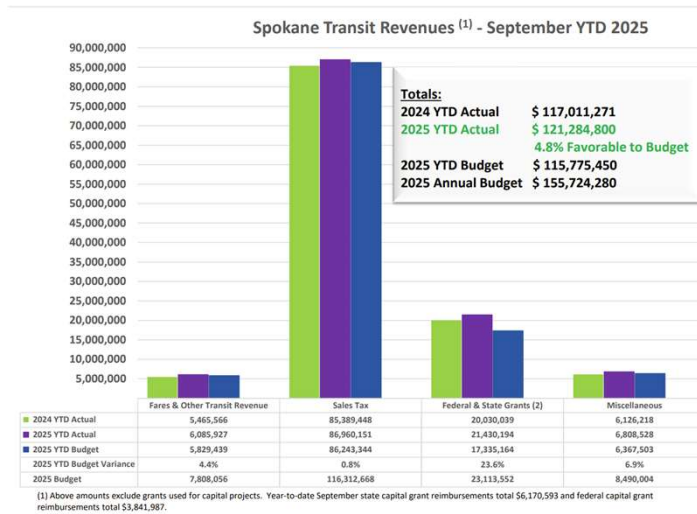
Cost Efficiency – Maintenance

Cost per Total Mile

	2022	2023	2024	2025 YTD	GOAL
Fixed Route	\$1.10	\$1.61	\$1.79	\$1.93	<\$1.81
Paratransit	\$1.17	\$1.26	\$1.24	\$1.43	<\$1.26

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Financial Management



40

Service Level Stability & Ability to Sustain Essential Capital Investments

	Current Projection	Goal
# of Years Current Service Level Can Be Sustained	6 Years	6 Years
Fully Funded Capital Improvement Plan	6 Years	6 Years

41

Community Perceptions Survey

Question	2022	2023	2024	2025	Goal
STA is Financially Responsible	No Survey	3.1 <i>*Change in question phrasing.</i>	No Survey	3.1	Score 4.5 on a scale of 1-5

**2019-2021 Question: STA is financially responsible.*

**2023 Question: STA manages financial resources well.*

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