

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, November 5, 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 (10 minutes)
 - A. Minutes of October 1, 2025, Committee Meeting - Corrections/Approval
 - B. Appointment of Members to Citizen Advisory Committee (Cortright)
4. Committee Action (25 minutes)
 - A. Board Consent Agenda
 1. Legislative & Government Consulting Services - Award of Contract (Otterstrom)
 2. Boone Electrical Systems Upgrade - Award of Contract (Rapez-Betty)
 3. Customer Safety & Security Reporting Solution - Award of Contract (Williams)
 - B. Board Discussion Agenda (none)
5. Reports to Committee (25 minutes)
 - A. Draft 2026 Performance Monitoring & External Relations Committee Work Program (Rapez-Betty)
 - B. FIFA World Cup Grant (Cortright & Poole)
 - C. 2026 Service Revisions: Draft for Public Input (Poole)
 - D. Draft 2026 State Legislative Priorities (Cortright)
6. CEO Report (Otterstrom) (10 minutes)
7. Committee Information (no discussion/staff available for questions)
 - A. September 2025 Operating Indicators (Rapez-Betty)
 - B. September 2025 Financial Results Summary (Hamud)
 - C. October 2025 Sales Tax Revenue (Hamud)
 - D. Third Quarter 2025 Service Planning Input Report (Poole)
8. Review December 3, 2025, Meeting Draft Agenda (5 minutes)
9. New Business (5 minutes)
10. Committee Members' Expressions (5 minutes)
11. Adjourn

Optional Virtual Link: [JOIN HERE](#)

Password: **Members:** 2025 | **Guests:** 1125

Call-in Number: 1-408-418-9388 | Event #: 2492 130 1656

Next Committee Meeting: Wednesday, December 3, 2025, at 1:30 p.m.

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

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

November 5, 2025

AGENDA ITEM 3A : MINUTES OF THE OCTOBER 1, 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 October 1, 2025, Performance Monitoring & External Relations Committee meeting for corrections or approval.

RECOMMENDATION TO COMMITTEE: Corrections or approval.

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Draft Minutes of October 1, 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*
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*)
Karl Otterstrom, Chief Executive Officer

COMMITTEE MEMBERS ABSENT

Josh Kerns, Spokane County

**Committee Chairman*

STAFF PRESENT

Carly Cortright, Chief Communications and Customer Service Officer
Nancy Williams, Chief Human Resources Officer
Robert Hamud, Chief Financial Officer
Molly Fricano, Executive Assistant to the COO

PROVIDING LEGAL COUNSEL

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

STAFF ABSENT

Brandon Rapez-Betty, Chief Operations Officer
Kade Peterson, Chief Information 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 September 3, 2025, Committee Meeting**
Mr. Zappone moved to approve the September 3, 2025, committee meeting minutes. Mr. Speirs seconded, and the motion passed unanimously.
 - B. **High Performance Transit Markers and Light Poles: Scope of Work Approval**
Ms. Poole presented the High Performance Transit (HPT) Markers and Light Poles Award of Contract and explained the current contract for these amenities is set to expire, and a new contract is needed to support ongoing and future transit projects outlined in the Connect 2035 plan. The proposed contract would span five years with options for two one-year extensions. Ms. Poole shared the scope of work and the cost estimate of \$1.4 million was provided, with anticipated quantities subject to change based on project needs.
Mr. Zappone moved to approve, by motion, the general scope of work and authorize staff to advertise the Request for Proposals for High Performance Transit Markers and Light Poles. Mr. Speirs seconded, and the motion passed unanimously.

4. COMMITTEE ACTION (none)
 - A. Board Consent Agenda
 - B. Board Discussion Agenda

5. REPORTS TO COMMITTEE

- A. Systemwide Security Changes & Enhancements

Ms. Williams presented an update on systemwide security improvements focused on creating a safer environment for riders and staff. Key changes include increased security staffing, infrastructure changes, and the launch of a Transit Ambassador program. Early data shows a reduction in serious incidents and operator assaults. The program will continue to expand with ongoing monitoring, evaluation of the program effectiveness, investment in safety technology, and future Safety staffing planned for 2026.

Discussion ensued about continuity of operations, which included planning efforts for system and personnel continuity, including infrastructure redundancy. Passenger operations were also addressed, with an alternative downtown bus boarding area available for use during major events or emergencies that make the plaza inaccessible. Detour plans are in place to support rapid deployment and rerouting if downtown access is disrupted.

- B. 2025 Rideshare Survey Results Summary

Dr. Cortright shared a presentation summarizing the results of the 2025 Rideshare Survey conducted by Spokane Transit in March 2025. The purpose of the survey was to evaluate how well the Rideshare program meets the needs of its users and to identify areas for improvement. The survey included responses from current and former users, as well as Employee Transportation Coordinators. Overall, current users expressed high satisfaction with the program. The findings will help inform future planning and communication efforts related to the Rideshare program and commute trip reduction initiatives.

- C. Opportunity Fare Pilot Implementation Update

Dr. Cortright provided an update on the implementation of a new reduced fare pilot program designed to support low-income riders. The program includes two components: one targeting residents in housing programs and another open to individuals enrolled in public assistance programs. Discussions with state agencies have been productive, though logistical challenges have required adjustments to how eligibility is verified, and cards are issued.

Efforts are underway to streamline the application process, train staff, and ensure clear communication with potential participants. Outreach strategies are being developed in partnership with community organizations to raise awareness of the program.

Financial tracking will focus on fare revenue, labor costs, and other operational impacts, with regular reporting planned.

While alternative verification options were discussed, the immediate priority is launching the program. Emphasis was placed on collecting meaningful metrics to evaluate program impact and the importance of managing the budget effectively.

- D. Citizen Advisory Committee Update

Dr. Cortright introduced Dan Brown, Chair of the Citizen Advisory Committee (CAC), who provided an update on the committee's recent activities. Mr. Brown reported the CAC is a

diverse and well-rounded group, with strong representation across age groups, ethnic backgrounds, and geographic areas. He highlighted the committee's extensive outreach efforts, particularly through Spokane's neighborhood councils, which have helped them to educate the public about STA services and promote the first-time rider pamphlet. The CAC has also worked with the community assembly to ensure that event communications include information about nearby bus stops.

Although the committee typically consists of 15 members, current membership stands at 11. Recruitment efforts resulted in eight applicants, with four selected pending reference checks. The prospective members bring valuable experience in transportation and training across diverse populations. Mr. Brown emphasized the CAC remains active, engaged, and committed to broad community representation.

6. CEO REPORT

Mr. Otterstrom explained that Brandon Rapez-Betty and Kade Peterson were absent due to their participation in the American Bus Benchmarking Group's annual meeting, which STA hosted this year in downtown Spokane. Participating in the event were representatives from twenty-four transit agencies, including several CEOs, executive leaders, planners, and analysts. The group collaborates by sharing Key Performance Indicators (KPIs) and discussing transit-related strategies and challenges. STA received positive feedback from peers regarding its operations. Staff members Ms. Poole and Mr. Hamud were able to participate in portions of the event.

Mr. Otterstrom shared that today was likely the highest ridership day of the year and potentially the highest in the past six or seven years due to favorable conditions such as university sessions being in full swing and mild weather. While weekday ridership remains slightly below pre-pandemic levels, weekend ridership has increased by 40–50%, contributing to strong overall performance. Estimated ridership for October 1, 2025 is expected to exceed 40,000, marking a significant milestone for the system.

7. NOVEMBER 5, 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 3:03p.m.

The next committee meeting will be held on Wednesday, November 5, 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

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

November 5, 2025

AGENDA ITEM: **3B** APPOINTMENT OF MEMBERS TO CITIZEN ADVISORY COMMITTEE

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Carly Cortright, Chief Communications & Customer Service Officer
Dan Brown, Chair Citizen Advisory Committee

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

Per its charter, the CAC shall be composed of no more than 15 members who are appointed by the PMER Committee. Terms are for three (3) years, and members may serve up to two (2) terms. Also per the Charter, if any member cannot complete their term, a new candidate may be selected to serve the remainder of the incomplete term, which shall constitute that member’s first term.

Membership shall reflect the STA service area and strive for regional and diverse representation. Selection of members is through an application process followed by a vote from the PMER Committee to appoint members following the recommendation of the CAC. Currently, the CAC has eleven (11) members. Of the four vacancies, three are for unfilled terms; two of those terms end in December of this year (see CAC Roster below).

CAC Roster

Members	Term Ends	First Term Ended
Unfilled	12/2025	
Unfilled	12/2025	
Caleb McDougall	03/2026	03/2023
Dan Brown	12/2026	12/2023
Chris Fortensky	12/2026	12/2023
Linda Carroll	12/2026	12/2023
Andrew Tse	02/2027	

Members	Term Ends	First Term Ended
Rhonda Young	02/2027	
Kinzie Michael	03/2027	3/2024
Unfilled	03/2027	
Julie Corpuz	05/2027	
Jackson Deese	05/2027	
John Lemus	11/2027	
Tyler Salyer	11/2027	

The CAC Chair Dan Brown, CAC members Linda Carroll and Kinzie Michael, along with STA staff member Carly Cortright, interviewed six CAC applicants that would add additional representation to the CAC. Following those interviews, the CAC recommended PMER approve the appointment of Pablo Monsivais,

Eileen Schurtz, Connor Williams, and Michelle Johnson at the October 8, 2025, meeting. It was their recommendation that Pablo Monsivais be appointed to the one truly vacant position with an effective date of December 1, 2025 and Michelle Johnson be appointed to the unfilled position whose first term expires in March 2027, also with an effective date of December 1, 2025. They recommended Eileen Schurtz and Connor Williams be appointed with an effective date of January 1, 2026 as those two unfilled positions will be truly vacant by that point in time. This is summarized in Table 1.

Table 1

Members	Term Starts	First Term Ends
Pablo Monsivais	12/2025	11/2028
Connor Williams	12/2025	3/2027
Eileen Schurtz	1/2026	12/2028
Connor Williams	1/2026	12/2028

Pablo Monsivais works for Washington State University and regularly uses STA to commute to work from the South Hill when he's not bicycling. He previously served on the City of Spokane's Bicycle Advisory Board and through his job works with the Zone Project in NE Spokane. Michelle Johnson lives in Cheney and works for Tessera as a Community Employment Services Manager helping youth and adults with developmental disabilities find employment. She also has a son who uses paratransit services. Eileen Schurtz works for Spokane County and is a volunteer with Spokane ReImagined. They commute to work from South Hill by both bike and bus. Connor Williams trains youth to ride the bus for Independence Travel Training. He lives downtown and rides the bus daily.

RECOMMENDATION TO COMMITTEE: 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.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

November 5, 2025

AGENDA ITEM 4A1 : LEGISLATIVE & GOVERNMENT CONSULTING SERVICES – AWARD OF CONTRACT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Executive Officer
Jordan Hayes-Horton, Director of Procurement

SUMMARY: In accordance with Spokane Transit’s procurement policy, staff are seeking Board approval to award a five-year contract for Legislative & Government Consulting Services.

On September 11, 2025, a Request for Proposals (RFP) 2025-11107 for Legislative & Government Consulting Services was advertised on the STA and APEX websites. Proposals were due September 30, 2025. Two (2) responsive proposals were received from responsible contractors: Jennifer Ziegler Public Affairs Corporation and Strategies 360, Incorporated.

The evaluation committee met on October 16, 2025, and was comprised of staff who are involved in legislative affairs and contract administration, as well as a representative from the Washington State Transit Association.

The proposals were evaluated based on the following criteria: 1) Qualifications; 2) Relative Performance & Experience; 3) Knowledge of Legislative Procedures & Relevant Legislation; 4) Organizational Capacity; and 5) Proposed Cost.

Final evaluation scores were as follows:

Proposer	Evaluation Score (Max 100)
Jennifer Ziegler Public Affairs	91.02
Strategies 360, Incorporated	69.74

The evaluation committee determined that Jennifer Ziegler Public Affairs Corporation received the highest evaluation score and is a qualified and cost-effective firm to provide Legislative & Government Consulting Services.

The total estimated cost of the contract over the five-year term is \$397,616. Expenses will be allocated to Consulting Fees in the general administration operating budget.

RECOMMENDATION TO THE COMMITTEE: Recommend the Board approve, by motion, the award of contract for Legislative & Government Consulting Services and authorize CEO to execute a five-year contract with Jennifer Ziegler Public Affairs Corporation for a total estimated cost of \$397,616.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

November 5, 2025

AGENDA ITEM 4A2 : BOONE ELECTRICAL SYSTEMS UPGRADE – AWARD OF CONTRACT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer
Jordan Hayes-Horton, Director of Procurement

SUMMARY: In accordance with Spokane Transit’s procurement policy, staff is seeking Board approval to award a contract for the Boone Electrical Systems Upgrade project.

On June 4, 2025, the Performance Monitoring & External Relations Committee approved the general scope of work for the Boone Electrical Systems Upgrade project and authorized staff to release an Invitation for Bids (IFB). This project will remove, replace, and upgrade major electrical equipment and systems that have reached the end of their useful life at both the North Boone and South Boone facilities.

On August 13, 2025, IFB 2025-11059 Boone Electrical Systems Upgrade was advertised in the Spokesman Review and on STA’s website. A pre-bid site visit was held on August 20, 2025, with two (2) follow-up site visits with prospective bidders. Two (2) addenda were issued, and bids were due on September 23, 2025. STA received one (1) qualifying bid as summarized below.

Bidder	Total Bid Amount
Colvico, Inc.	\$2,551,319.00
<i>Engineer’s Estimate</i>	<i>\$4,851,193.50</i>

The project scope and solicitation process were reviewed and determined not to be unduly restrictive. A cost analysis of Colvico, Inc.’s bid was performed, and it was determined to be fair and reasonable. As such, staff recommend an award of contract to Colvico, Inc. for the total bid amount of \$2,551,319. Staff recommend retention of a construction contingency equal to twenty percent (20%) of the construction contract given the relative level of risk associated with the approved scope of work.

This is a locally funded project with an approved budget of \$5,000,000.

RECOMMENDATION TO THE COMMITTEE: Recommend the Board 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.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

November 5, 2025

AGENDA ITEM 4A3 : CUSTOMER SAFETY & SECURITY REPORTING SOLUTION – AWARD OF CONTRACT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Nancy Williams, Chief Human Resources 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 a Customer Safety & Security Reporting Solution.

On July 10, 2025, Request for Proposals (RFP) 2025-11087 for a Customer Safety & Security Reporting Solution was advertised on the STA website and APEX website. A pre-proposal meeting was held on July 17, 2025, and proposals were due August 7, 2025. Five (5) responsive proposals were received from responsible contractors: Alpha Encoded, LLC, Cloud SynApps, Inc., ELERTS Corporation, StackNexus, Inc., and Tectonic, LLC.

The evaluation committee met on September 11, 2025, and was comprised of voting members Bryon Adams, Delana Combs, Carly Cortright, Kolton Missamore, Kade Peterson, Dainon Setzer, Michelle Trotchie, Haley Wilson, and non-voting member Tammy Santana. The proposals were evaluated based on the following criteria: 1) Alignment with Scope of Work Requirements; 2) Integration Capabilities; 3) Previous Performance Based Upon References; 4) System Interface Ease of Use; and 5) Proposed Cost.

Final evaluation scores were as follows:

Proposer	Evaluation Score (Max 4)
Alpha Encoded, LLC	2.19
Cloud SynApps, Inc.	2.13
ELERTS Corporation	3.94
StackNexus, Inc.	2.28
Tectonic, LLC	2.27

The evaluation committee determined ELERTS Corporation received the highest evaluation score and is a qualified and cost-effective company to provide a Customer Safety & Security Reporting Solution.

The total estimated cost of the contract over the five-year term is \$510,678. Expenses will be allocated to the software licensing operating budget and were anticipated in preparing the 2026 budget.

RECOMMENDATION TO THE COMMITTEE: Recommend the Board 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.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

November 5, 2025

AGENDA ITEM 5A : DRAFT 2026 PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE WORK PROGRAM

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	2025 Fixed Route Rider Survey Results HPT Markers & Light Poles Award of Contract
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 Award of Contract
April 2026	2026 Community Perception Survey Results Summary 2025 State of Good Repair Update 2025 Annual Fixed Route Performance Report
May 2026	No items at this time
June 2026	2026 First Quarter Year-to-Date Performance Measures 2025 Fixed Route System Performance Report
July 2026	Citizen Advisory Committee Update Public Transportation Agency Safety Plan
August 2026	<i>No Board/Committee Meetings in August</i>
September 2026	2025 State Audit Report 2026 Second Quarter Year-to-Date Performance Measures
October 2026	2026 Paratransit Survey Results

Month	Committee Activities
November 2026	Draft 2026 PMER Committee Work Program
December 2026	Draft 2026 PMER Committee Work program - Finalize and Approve Appointment of Members to Citizen Advisory Committee 2027 Performance Measures Draft 2027 State Legislative Focus and Priorities 2026 Third Quarter Year-to-Date Performance Measures

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: Receive Report.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS MEETING

November 5, 2025

AGENDA ITEM 5B : FIFA WORLD CUP GRANT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Carly Cortright, Chief Communications & Customer Services Officer
Emily S. Poole, Interim Chief Planning & Development Officer

SUMMARY: Spokane is anticipated to be selected as team Base Camp (practice location) for the FIFA World Cup from late May through June of 2026 and has been selected as a Fan Zone location for Seattle games through the group stage (games start June 15 and end July 6). To meet the demand for ridership to the Fan Zone and festivities, Spokane Transit will increase service on select routes and enhance the customer experience with wayfinding and marketing.

BACKGROUND: The 2025-2027 Washington State transportation budget included \$9 million "for grants to transit agencies for enhanced service between June 1, 2026, and July 30, 2026" with the intent to support transit agencies during FIFA World Cup practices, scrimmages, and games that will be held in Washington State. For Spokane Transit in particular, \$529,569 is available in funding to enhance services for the 2026 World Cup. The funds must be used June 1-July 30, 2026. Eligible expenses include service and customer experiences enhancements. To receive these funds, an expenditure proposal is due to WSDOT by December 1, 2025.

A summary of planned expenditures will be presented at the committee meeting.

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

November 5, 2025

AGENDA ITEM <u>5C</u> :	2026 SERVICE REVISIONS: DRAFT FOR PUBLIC INPUT
REFERRAL COMMITTEE:	n/a
SUBMITTED BY:	Emily S. Poole, Interim Chief Planning & Development Officer Chad Johnson, Acting Service Development Manager

SUMMARY: In advance of planned public outreach, staff will present the draft *2026 Service Revisions Draft Report for Public Input* which identifies proposed changes to the fixed route network aimed at implementing planned improvements and are a response to customer and employee input. Staff will also outline the anticipated schedule for finalizing the service revisions.

BACKGROUND: Spokane Transit continues to invest in the more and better bus service as part of implementation of its Board-adopted plans, including the *STA Moving Forward* plan, *Connect 2035* network optimization initiative, and as articulated in the *2026-2031 Transit Development Plan (TDP)*, adopted by the STA Board of Directors on July 24, 2025. The proposed 2026 revisions to STA's Fixed Route network would provide 547,768 annualized revenue hours of service, a 1.38% increase compared to existing conditions. This increase in service includes hours that are proposed for the North Idaho Pilot. The draft report for that service will be available separately from this report when conditions for publication are appropriate.

The scale and scope of the programmed service changes meet the definition of "Category I – Minor" according to STA's Communications and Input Policy 1.1 found in *Connect Spokane*, STA's comprehensive plan for public transportation. This policy requires "Category I – Minor" changes to undergo documented customer input and culminates in a staff report submission to the Board prior to changes going into effect.

This draft report presents new service and service adjustments planned for May and September 2026. These include revisions identified in the 2026-2028 Service Improvement Program (SIP), as well as potential adjustments identified through ongoing public input and service evaluation. Highlights of the *2026 Service Revisions Draft Report for Public Input* include the following:

- Adjust Route 20 SFCC onto Riverside Avenue from Peaceful Valley and modify frequency
- Introduce service to east Hillyard via an extension of Route 36 North Central
- Adjust Route 23 Maple/Ash to serve North Belt Street increasing access to Shadle Center and direct service from Shadle Center to downtown
- Minor realignment of Route 12 Southside Medical Shuttle near Lewis and Clark High School
- Other minor route and schedule adjustments as needed

The 2026 Service Revisions Report will be available online beginning November 5, 2025, at the following link:

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

Staff will engage the community and STA customers to gather input on the draft 2026 Service Revisions, including through presentations, notices at relevant bus stops, social media, and an online survey. Review and engagement activities for the 2026 Service Revisions are outlined below.

Service Revisions Activity	Estimated Date
Publish and review with PMER Committee the <i>2026 Service Revisions: Draft Report for Public Input</i>	November 5, 2025
Public input on Service Revisions Report	November 13 – December 15, 2025
Service Revisions outreach update	December 3, 2025
Report to Committee on Final 2026 Service Revisions	March 2026

RECOMMENDATION TO COMMITTEE: Receive Report.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS

November 5, 2025

AGENDA ITEM: 5D DRAFT 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 list of priorities will be presented at the meeting for feedback prior to finalization at the December meeting.

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY

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November 5, 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

November 5, 2025

AGENDA ITEM 7A: SEPTEMBER 2025 OPERATING INDICATORS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Interim Co-Chief Executive Officer /Chief
Operations Officer

SUMMARY: There was one more number of weekdays in September 2025 compared to September 2024 (22 vs 21). On-time performance for Fixed Route was 88.8% and Paratransit 92.9%.

FIXED ROUTE

Ridership	September 2025	September 2024	Month/Month % Change	Year/Year % Change
Total Monthly Ridership	910,599	864,031	5.4%	3.1%
Average Daily Ridership	36,100	35,069	2.9%	7.0%
Adult Ridership	321,248	336,743	-4.6%	1.5%
CCS Pass Ridership	25,462	26,808	-5.0%	14.7%
Eagle Pass Ridership	2,659	12,830	-79.3%	-13.2%
Youth Ridership	215,297	190,953	12.7%	10.0%
% of Ridership by Youth	23.6%	22.1%	1.5%	1.3%
Reduced Fare / Paratransit Ridership	115,048	107,786	6.7%	10.6%

PARATRANSIT

Ridership	September 2025	September 2024	Month/Month % Change	Year/Year % Change
Combined	33,329	31,591	5.50%	4.00%
Directly Operated	18,646	15,496	20.33%	5.76%
Purchased Transportation	14,683	16,095	-8.77%	2.01%
SUV	1,410	1,669	-15.52%	1.64%

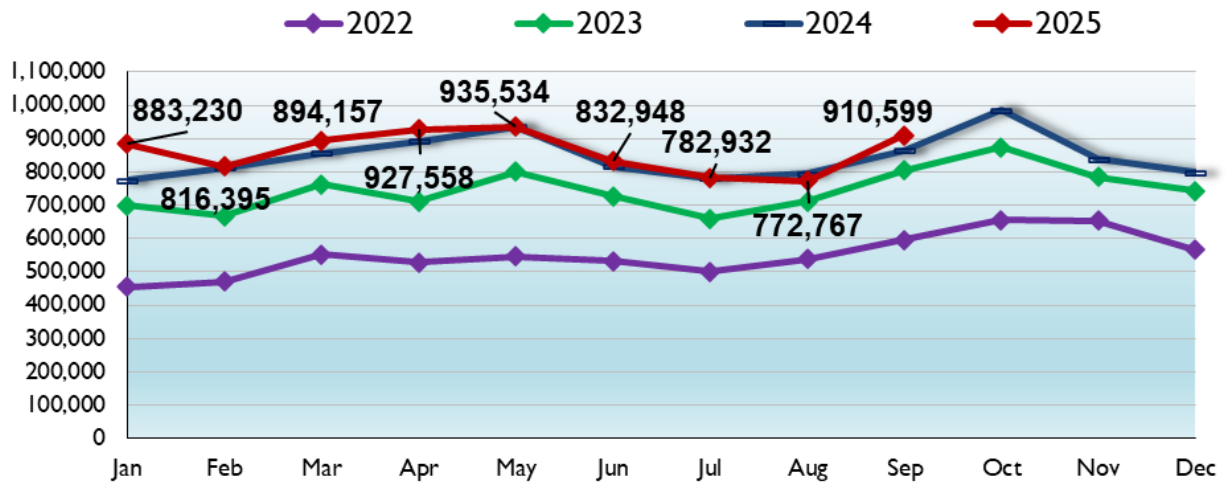
RIDESHARE

Ridership	September 2025	September 2024	Month to Month %Change	Year to Year %Change
Monthly Customer Trips	9,942	8,313	19.6%	
Year to Date Customer Trips	79,795	77,050		3.6%
Monthly Active Groups	88	85	3.5%	
Unique Riders	400	415	-3.6%	-0.5%
Riders per Vehicle	4.55	4.88	-6.9%	-1.6%

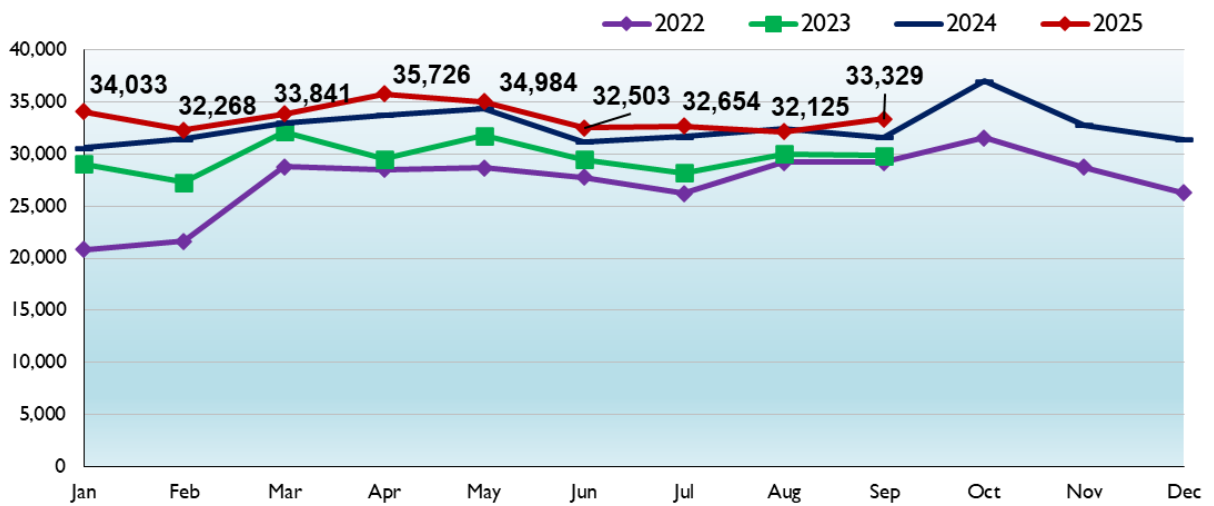
Group Formations and Folds
One Group formed going to Traveler's Insurance in Spokane Valley

RECOMMENDATION TO COMMITTEE: Information only.

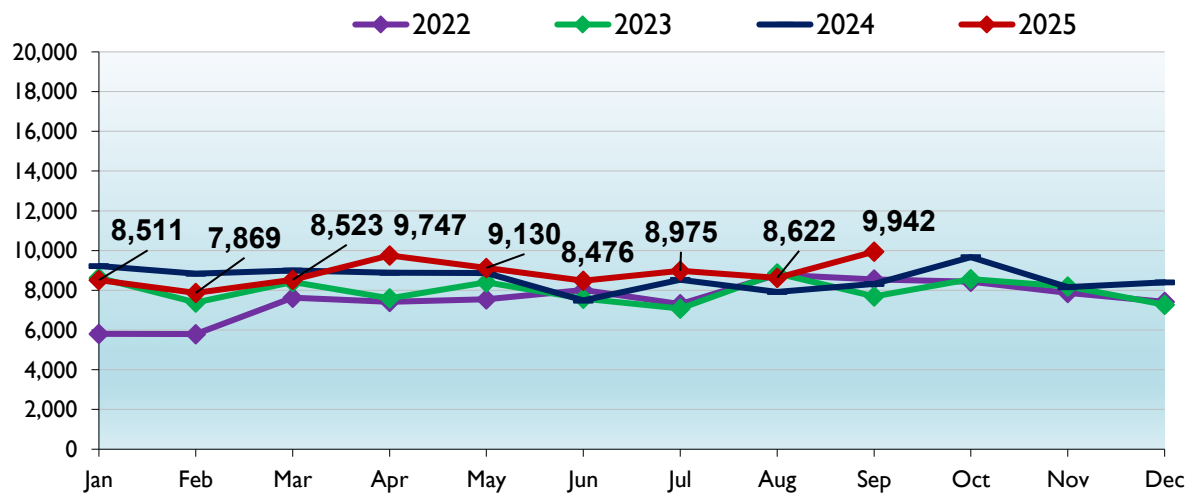
FIXED ROUTE RIDERSHIP



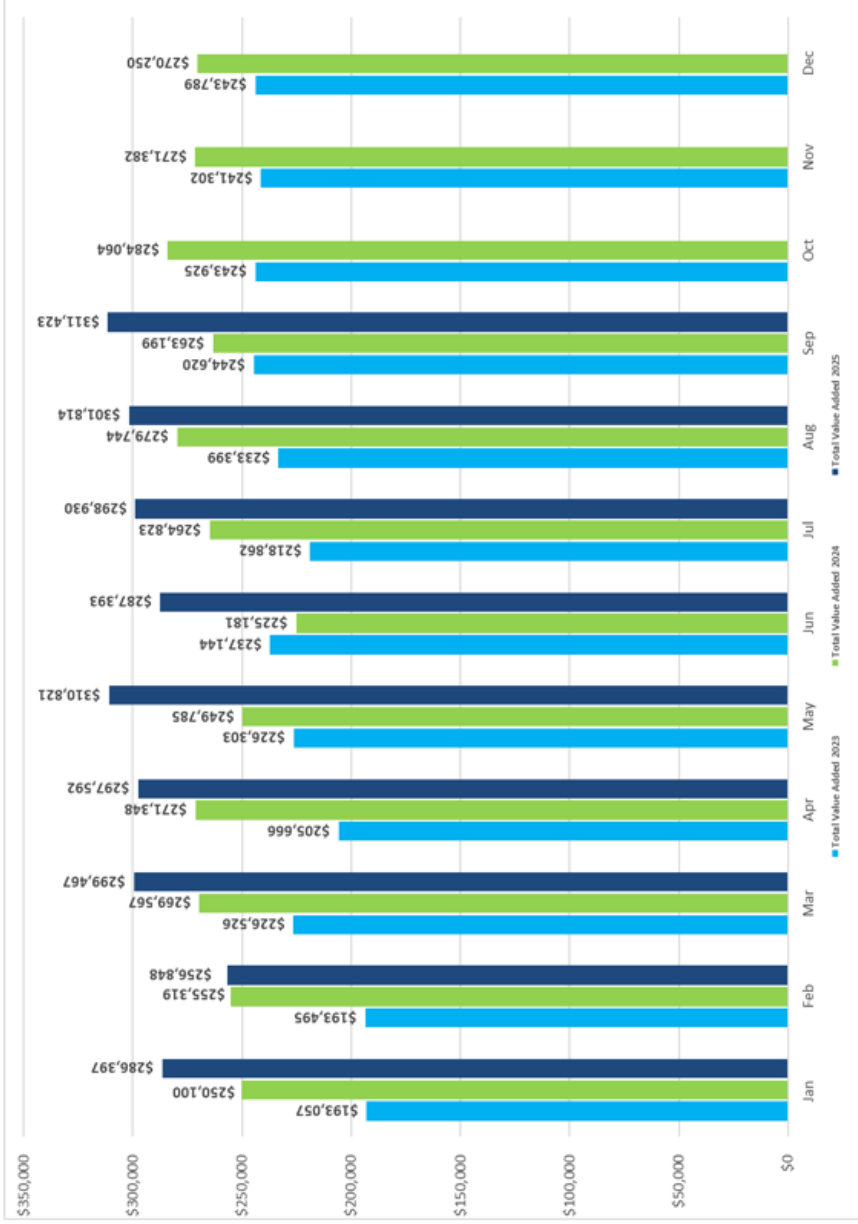
PARATRANSIT RIDERSHIP



RIDESHARE RIDERSHIP

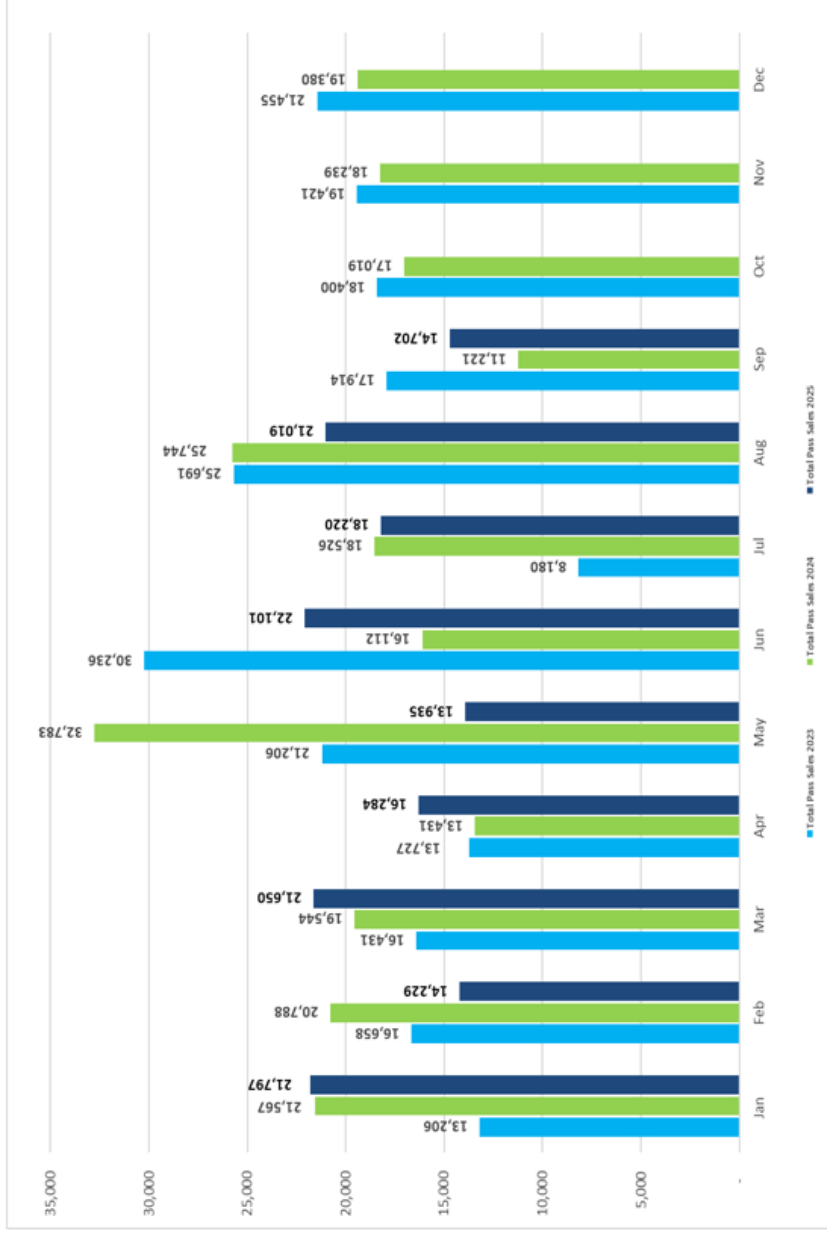


MONTHLY VALUE ADDED TO CONNECT CARDS



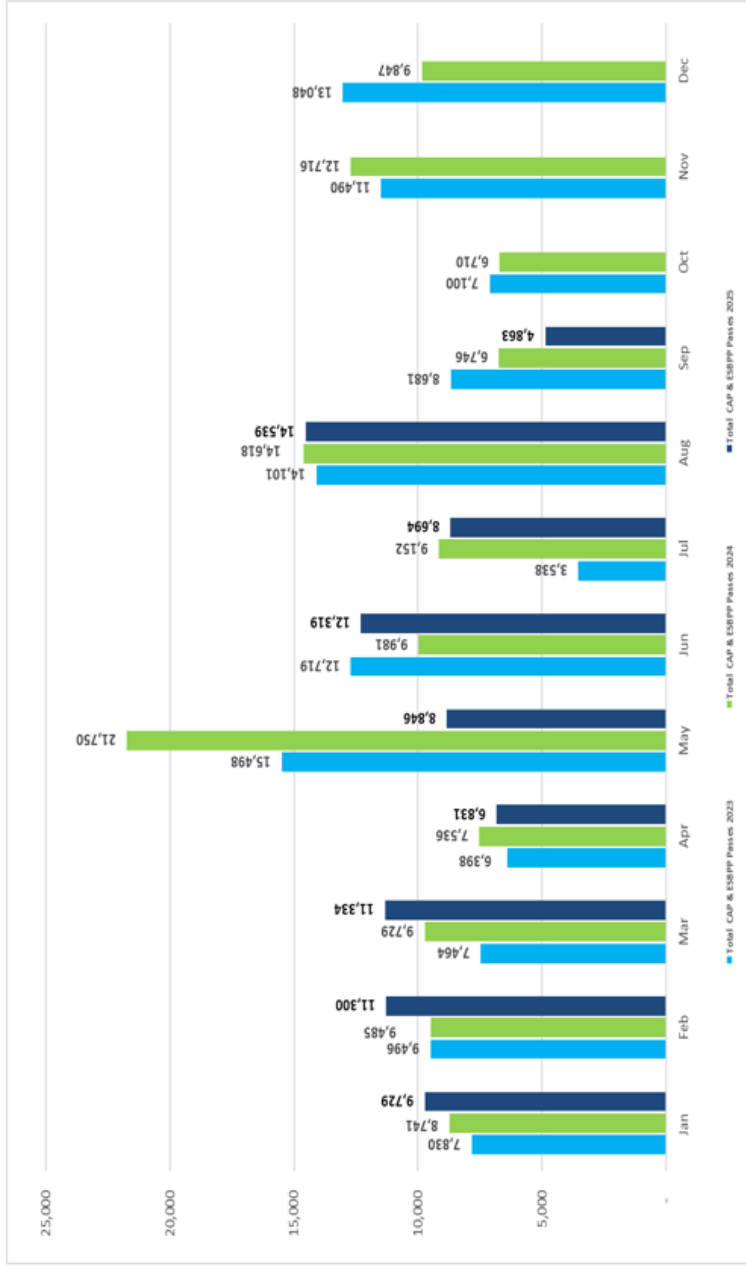
	2023 YTD	2024 YTD	2025 YTD	YTD % Change
Autoload	\$ 103,315	\$ 132,320	\$ 149,638	13.1%
Call Center	\$ 48,501	\$ 68,144	\$ 61,885	-9.2%
Customer Service Terminal	\$ 570,632	\$ 564,095	\$ 546,503	-3.1%
Customer Website	\$ 205,318	\$ 187,758	\$ 200,822	7.0%
Mobile Ticketing	\$ 892,091	\$ 996,817	\$ 1,048,170	5.2%
Institutional Website	\$ 122,308	\$ 184,185	\$ 272,871	48.2%
Open Payments	\$ 11,754	\$ 160,532	\$ 336,248	109.5%
Retail	\$ 25,152	\$ 35,215	\$ 34,549	-1.9%
Total	\$ 1,979,071	\$ 2,329,065	\$ 2,650,686	13.8%

MONTHLY PASSES SOLD ON THE CONNECT SYSTEM



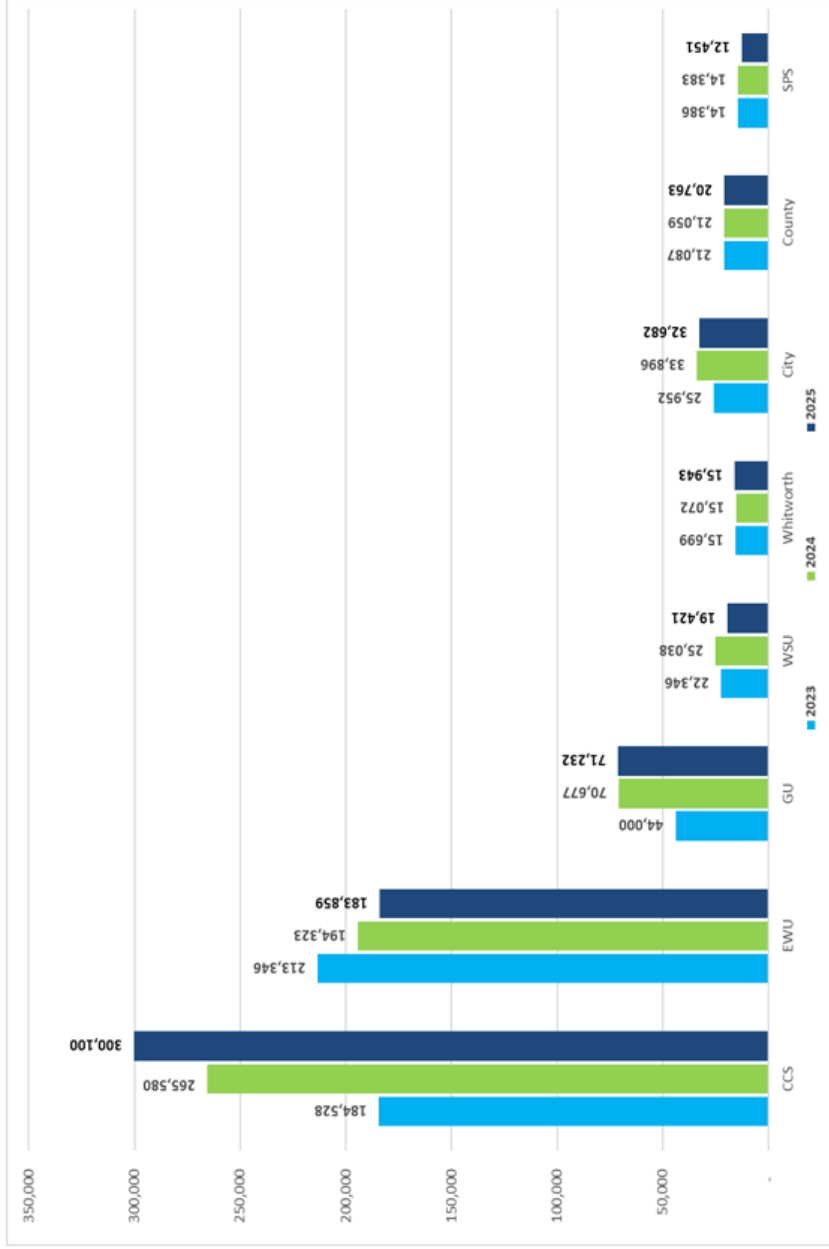
	2023 YTD	2024 YTD	2025 YTD	YTD % Change
1-Ride	67,247	61,101	55,239	-9.6%
7-Day	2,660	3,275	3,821	16.7%
Day Pass	82,382	103,481	93,236	-9.9%
Stars & Stripes/ Honored Rider	508	445	350	-21.3%
Paratransit Monthly	286	347	273	-21.3%
Shuttle Park	1,610	1,047	697	-33.4%
31-Day Rolling	8,556	10,020	10,321	3.0%
Total	163,249	179,716	163,937	-8.8%

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



	2023 YTD	2024 YTD	2025 YTD	YTD % Change
1-Ride CAP	36,595	31,778	29,785	-6.3%
Day Pass CAP	45,230	62,039	54,813	-11.6%
Employer Sponsored Bus Pass	3,900	3,921	3,857	-1.6%
Total	85,725	97,738	88,455	-9.5%

September YTD UTAP RIDES



	2023 YTD	2024 YTD	2025 YTD	YTD % Change
CCS	184,528	265,580	300,100	13.0%
EWU	213,346	194,323	183,859	-5.4%
GU	44,000	70,677	71,232	0.8%
WSU	22,346	25,038	19,421	-22.4%
Whitworth	15,699	15,072	15,943	5.8%
City	25,952	33,896	32,682	-3.6%
County	21,087	21,059	20,763	-1.4%
Spokane Public Schools	14,386	14,383	12,451	-13.4%
Total	541,344	640,028	656,451	2.6%

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

November 5, 2025

AGENDA ITEM 7B : SEPTEMBER 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 September 2025 financial results. The charts are being shown with a comparison to the YTD budgetary and prior year actual values.

Revenue

Overall, September year-to-date revenue is 4.8% (\$5.5M) higher than budget impacted by the following:

- Fares & Other Transit Revenue is 4.4% higher than budget
- Sales Tax Revenue is 0.8% higher than the budget
- Federal & State Grant Revenue is 23.6% higher than budget
- Miscellaneous Revenue is 6.9% higher than budget

Operating Expenses

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

- Fixed Route is 1.9% lower than budget
- Paratransit is 7.0% lower than budget
- Rideshare is 5.0% lower than budget
- Plaza is 15.6% lower than budget
- Administration is 8.3% lower than budget

RECOMMENDATION TO COMMITTEE: Information only.

Spokane Transit Revenues ⁽¹⁾ - September YTD 2025



(1) Above amounts exclude grants used for capital projects. Year-to-date September state capital grant reimbursements total \$6,170,593 and federal capital grant reimbursements total \$3,841,987.

Spokane Transit Operating Expenses⁽¹⁾ - September YTD 2025



(1) Operating expenses exclude capital expenditures of \$42,280,266 and Street/Road cooperative projects of \$0 for year-to-date Sept 2025.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

November 5, 2025

AGENDA ITEM 7C : OCTOBER 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 October 2025 voter-approved sales tax revenue information. October sales tax revenue, which represents sales for August 2025, was:

- 1.8% above 2025 budget
- 0.9% above YTD 2025 budget
- 2.8% above 2024 actual
- 1.9% above YTD 2024 actual

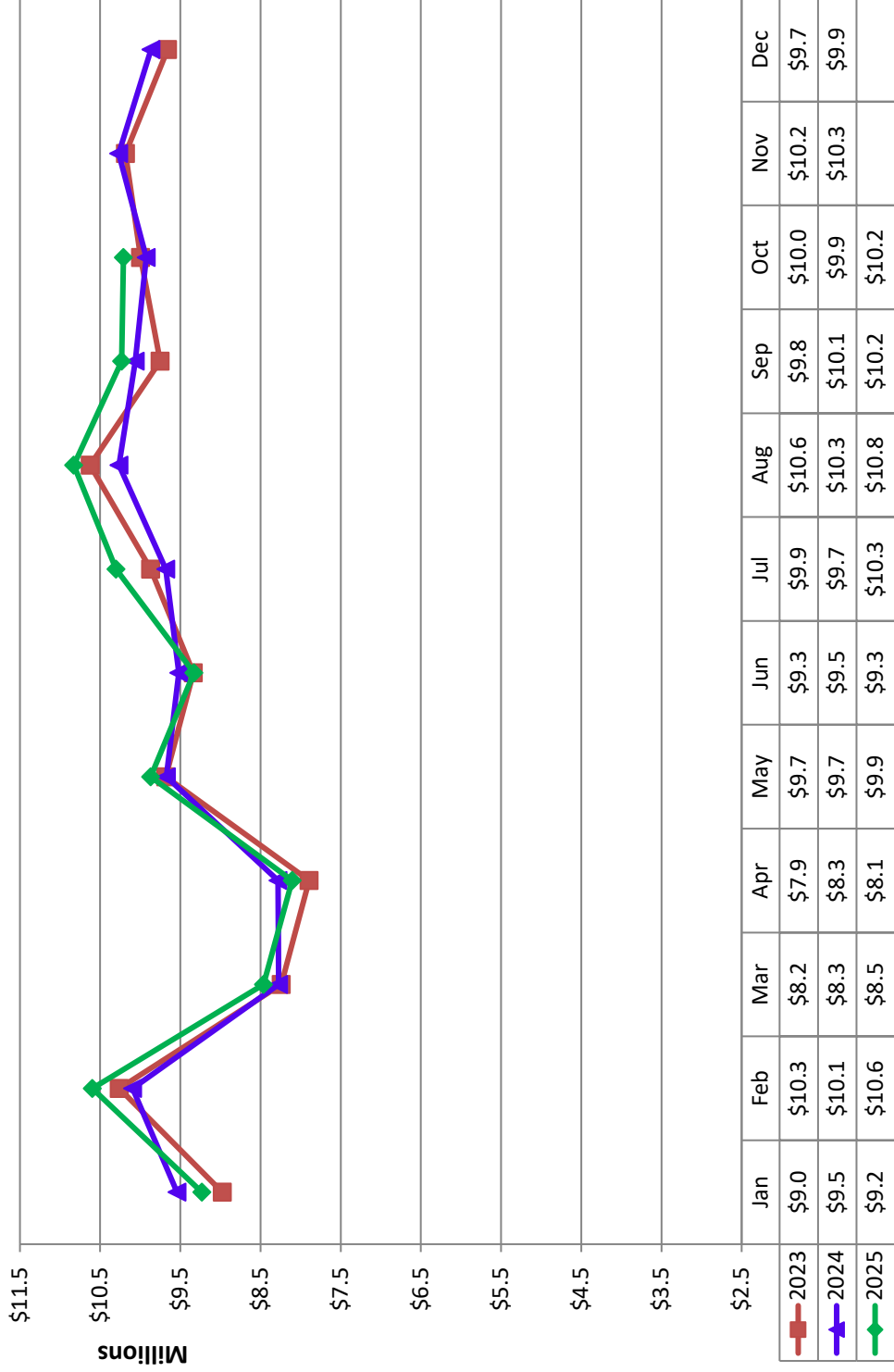
Total taxable sales for August were up 0.4% from August 2024. 2025 YTD sales are up 1.8% compared with August 2024 YTD. Retail, Construction and Accommodation and Food Services continue to be the top 3 rankings:

- Retail Trade increased by 5.4% or \$30.5M in August 2025 vs August 2024 and is up by 3.3% or \$143.0M August 2025 YTD vs 2024 YTD. Retail categories with the largest variances are as follows:
 - Other Misc. Retailers increased 8.6% or \$61.4M August 2025 YTD over 2024 YTD
 - Automobile Dealers increased 5.8% or \$44.5M August 2025 YTD over 2024 YTD
 - Automotive Parts, Accessories, and Tire Retailers increased 15.4% or \$26.0M August 2025 YTD over 2024 YTD
 - Electronics and Appliance Retailers increased 9.1% or \$23.3M August 2025 YTD over 2024 YTD
 - Other Motor Vehicle Dealers increased 7.1% or \$9.1M August 2025 YTD over 2024 YTD
 - Grocery and Convenience Retailers increased 2.7% or \$7.0M August 2025 YTD over 2024 YTD
 - Clothing and Clothing Accessories Retailers increased 2.8% or \$4.8M August 2025 YTD over 2024 YTD
 - Gasoline Stations increased 1.3% or \$1.6M August 2025 YTD over 2024 YTD
 - Shoe Retailers decreased 9.0% or (\$-1.9M) August 2025 YTD over 2024 YTD
 - Furniture and Home Furnishings Retailers decreased 2.0% or (\$-2.2M) August 2025 YTD over 2024 YTD
 - Warehouse Clubs, Supercenters, and Other General Merchandise Retailers decreased 0.6% or (\$-3.4M) August 2025 YTD over 2024 YTD
 - Department Stores Retailers decreased 12.2% or (\$-4.6M) August 2025 YTD over 2024 YTD

- Health and Personal Care Retailers decreased 6.8% or (\$-11.4M) August 2025 YTD over 2024 YTD
- Building Material and Supplies Dealers decreased 3.2% or (\$-13.5M) August 2025 YTD over 2024 YTD
- Construction decreased by 9.9% or \$-19.4M in August 2025 vs August 2024 and is down by 3.2% or \$-45.6M August 2025 YTD vs 2024 YTD
- Accommodation and Food Services decreased by 3.4% or \$-4.5M in August 2025 vs August 2024 and is up by 1.3% or \$12.8M August 2025 YTD vs 2024 YTD

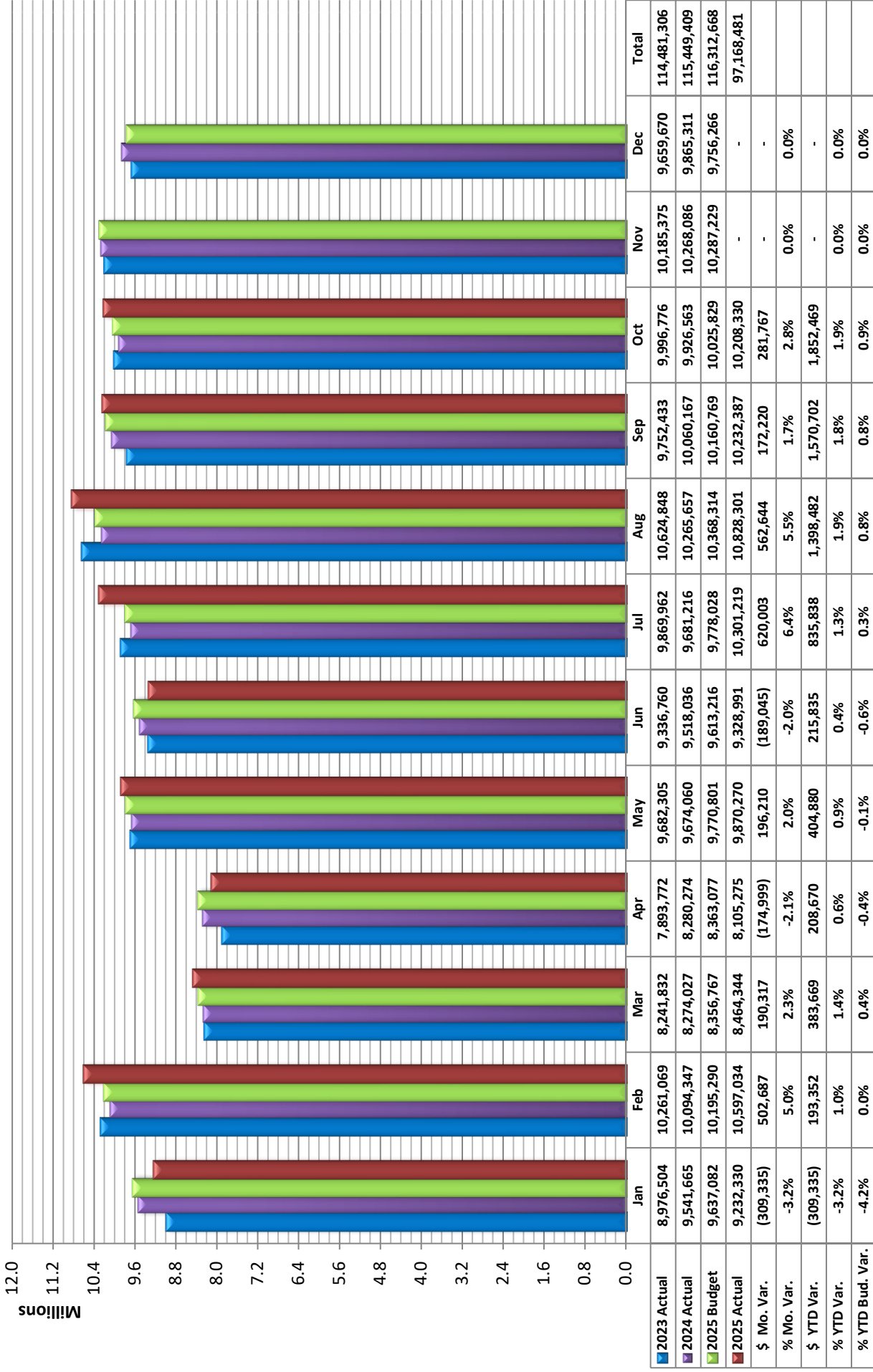
RECOMMENDATION TO COMMITTEE: Information only.

Sales Tax Revenue History-October 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)



(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 MEETING

November 5, 2025

AGENDA ITEM 7D : THIRD QUARTER 2025 SERVICE PLANNING INPUT REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Emily S. Poole, Interim Chief Planning & Development Officer
Drew Redman, Associate Transit Planner

SUMMARY: A total of 52 comments and feedback related to fixed route service and stops were received by the Planning & Development Department during the third quarter of 2025. Of the comments received, 16 were requests for new service, 10 were related to existing service, and 26 were related to bus stops. The comments are summarized below.

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

The purpose of this summary is to inform the Performance Monitoring & External Relations Committee of the feedback received by the Planning & Development Department in the third quarter of 2025. It should be noted that this feedback summary applies only to department-related activities which include, but are not limited to, existing and potential bus service and/or feedback related to specific bus stops.

ADDITIONAL SERVICE REQUESTS

One request for service after midnight from Browne’s Addition to the Valley Transit Center.

Staff informed the customer that their feedback would be considered in future planning efforts and provided rideshare resources.

One request for service from Hastings Park and Ride to Spokane Valley by 6:00 a.m.

Staff provided rideshare resources and informed the customer that their feedback would be considered for future planning efforts. In 2026 schedules have been adjusted to start the first inbound Route 25 Division at Hastings Park and Ride.

ADDITIONAL SERVICE REQUESTS

One request for service to Dave & Buster's in Spokane Valley.

Staff informed the customer that their feedback would be considered in future planning efforts and provided paratransit resources.

Two requests for service to Eagle Ridge in Latah Valley.

Staff informed the customer of the transportation network and topographic challenges limiting fixed-route options in the area and provided rideshare and paratransit resources. Staff also referenced the future mobility-on-demand pilot program in Latah Valley and informed the customer that their feedback would be considered in future planning efforts.

One request for service to Snowden Elementary School in West Plains.

Staff informed the customer that their feedback has been studied for potential inclusion in future planning efforts.

Two requests for service closer to Canterbury Court Apartments.

Staff informed the customer that their feedback would be considered in future planning efforts.

One request for paratransit service just beyond the current Paratransit Service Area boundary near East Hastings Road and North Perry Street.

Staff informed the customer that an extension of the paratransit boundary is planned with the implementation of Division Street BRT, and their feedback would be included in a quarterly report submitted to the STA Board.

One request for additional service to coincide with shifts at the Amazon GEG5 facility near Hayford Road and Geiger Boulevard.

Staff informed the customer of weekday service options and weekend rideshare options.

One request for service to Northeast Hillyard.

Staff informed the customer of planned service expansion to the area in 2026 and provided rideshare resources for immediate needs.

One request for additional service for English Language School students at Country Homes Christian Church.

No contact information was provided for staff follow-up. Staff will consider the feedback in future planning efforts.

One request for service reinstated at Betz Road and Mitchell (sic).

Staff could not identify the requested location and attempted to contact the customer for additional information with no response.

ADDITIONAL SERVICE REQUESTS

One request for service to Otis Orchards.

Staff informed the customer that Otis Orchards was outside the PTBA and provided information regarding the closest fixed-route options and rideshare resources.

One request for service north of Fairwood Park & Ride.

Staff informed the customer of planned service from Hastings Park & Ride and Division BRT.

One request for service on South Pines Road.

Staff informed the customer that their feedback would be considered in future planning efforts.

EXISTING SERVICE COMMENTS

One comment regarding better connections when making transfers.

Staff informed the customer that their feedback would be considered in future planning efforts.

One comment regarding overcrowding on Route 45 Perry District.

Staff studied maximum loads for Route 45 and could not confirm overcrowding. Staff attempted to contact the customer for additional information with no response.

One comment regarding service boundaries and “pick-up” locations.

Staff provided PTBA boundaries and route, schedule, and bus stop information.

One comment complimenting public input being incorporated into service changes, low-income fares, and the transit ambassador program.

Staff thanked the customer for their feedback.

One comment expressing concern over the discontinuation of Route 67 Swoop Loop.

Staff explained how ridership patterns influence the decision to modify service and informed the customer that their feedback would be considered in future planning efforts.

One comment regarding overcrowding on Route 61 Highway 2/Fairchild.

Staff explained that weight restrictions on the Sunset Boulevard Bridge limit the size of buses used on the route and informed the customer that added frequency on Route 65 Airway Heights may resolve some of the crowding.

One comment regarding the last inbound Route 6 Cheney being late resulting in a missed transfer at the Plaza.

Staff informed the customer that the transfer would be evaluated for improvement and provided rideshare resources.

EXISTING SERVICE COMMENTS

One comment expressing concern over the discontinuation of Route 172 Liberty Lake Express.
The customer was satisfied when informed of alternate options using Route 722 Liberty Lake Express and Route 7 Valley/Airport.

One comment regarding Route 7 Valley/Airport arrival times being insufficient for 7:00 a.m. shifts at Spokane International Airport.
Staff informed the customer that their feedback would be considered in future planning efforts. January 2026 schedules are being adjusted to accommodate this request.

One comment expressing concern over the Saturday connection between Route 97 South Valley and Route 93 Molter Loop.
Staff offered the customer trip planning assistance and provided alternate options using Route 7 Valley/Airport.

BUS STOP COMMENTS

One citizen reported trash and vandalism near the bus stop on North Cochran Street and West Dalton Avenue, requesting relocation of the bus stop.
A waste receptacle was installed in July 2025 after a previous report of littering. Staff provided Crime Check resources, informed the citizen that STA security had been notified and that their feedback would be considered in the corridor development plan for Route 33 Wellesley.

One citizen requested to relocate the “No Parking” sign at the bus stop on West Maxwell Avenue and North Ash Street.
Staff informed the citizen of a City of Spokane construction project at the location and provided project details.

One customer requested a shelter at each bus stop.
Staff informed the customer of criteria for shelter placements including locations with 25 or more average weekday boardings, transfer locations, and locations where a high proportion of passengers have limited mobility.

One citizen reported litter and trespassing adjacent to the bus stop on West Boone Avenue and North Maple Street.
Staff informed the citizen that security was notified and the stop is in the process of being relocated.

BUS STOP COMMENTS

One citizen reported litter adjacent to the bus stops on Wellesley Avenue and North Milton Street and requested a trash can.

These bus stops have an average of 3 and 5 weekday boardings. Staff informed the citizen that these stops are below the typical threshold of 10 average weekdays boardings warranting a trash can. Staff requested additional photo documentation for trash can placement.

One customer requested schedules posted at temporary bus bays at the West Plains Transit Center during construction.

Staff informed the customer that printed schedules are available on buses and provided digital resources.

One customer requested tree trimming obscuring the bus stop at South Lincoln Street and West 17th Avenue.

Staff informed the customer that the overgrown trees were reported to City of Spokane code enforcement.

One request for bus stops adjacent to the Spokane Regional Health District Opioid Treatment Program.

Staff informed the customer of HPT stop spacing guidelines of ¼ to ½ mile and noted existing stops within ¼ mile on Route 4 Monroe-Regal.

One request for an additional stop on Route 33 Wellesley at Wellesley Avenue and North Maple Street.

Staff informed the customer of existing stops within ¼ mile and that feedback would be considered in future planning improvements for Route 33 Wellesley.

One request to replace temporary driveway ramps at the Sprague Avenue and South Jefferson Street layover.

Staff informed the customer that the driveway ramps were temporary, and improvements to the approach and exit driveways were expected to be completed by the end of September.

One request for a trash can to be installed at the bus stop on East 37th Avenue and South Perry Street.

This stop has an average of 4 weekday boardings. Staff informed the citizen that boardings at the stop were below the typical threshold of 10 boardings warranting a trash can, but one could be installed with photo documentation verifying the problem. The citizen provided verification, and a trash can was installed.

BUS STOP COMMENTS

Five requests for the bus stops to not be consolidated on East Indiana Avenue at River View Center and 16114 East Indiana.

Staff informed customers that the stops were targeted for consolidation due to the transformation of Route 74 Mirabeau/Liberty Lake to HPT Route 7 Valley/Airport. This stop pair lacked a crosswalk or wheelchair-accessible landing and had relatively low ridership of 6 average weekday boardings. Further information was provided about investments for ADA pads at a nearby crosswalk and HPT stop spacing guidelines of ¼ to ½ mile.

One customer expressed concern regarding discontinuing service on Route 6 Cheney at South Presley Drive and Salnave Road.

Staff informed the customer of alternate options using Route 68 Cheney Loop and transfer locations to Route 6 Cheney.

One customer requested additional bus stops on Route 36 North Central at North Pettet Drive and North TJ Meenach Drive.

No contact was provided for follow-up. Staff are planning stops at the requested location in 2026.

One customer requested information regarding stop consolidation at 13518 East Indiana Avenue.

Staff informed the customer that the stop was targeted for consolidation due to relatively low ridership, 0 average weekday boardings, lack of a crosswalk or wheelchair-accessible landing, and stop spacing guidelines of ¼ to ½ mile.

One request to relocate the bus stop on North Ash Street and West Glass Avenue due to trespassing.

Staff referred safety concerns to the Security Department and referred the citizen to Crime Check. Staff are in the design and engineering phase to relocate the stop with ADA improvements with construction anticipated by Spring 2026.

One request for benches at all bus stops, shade at Mirabeau Transit Center, and front door service to the Spokane Valley mall.

Staff informed the customer of existing benches at shelter locations, and existing third-party bench options. Staff also highlighted shade options at Mirabeau Transit Center and limitations and impacts of routing through the mall parking lot.

One customer requested a stop on Route 96 Pines/Sullivan at Harvest Foods.

Staff informed the customer of limited investment for new stops due to anticipated routing changes along North Pines Road in 2028.

BUS STOP COMMENTS

One customer requested relocation of the bus stop at West Northwest Boulevard and North Milton Street.

Staff are planning to relocate the stop in 2026.

One request for a shelter and bench at the bus stop on South Prentis Street and East Campbell Street.

Staff informed the citizen that the new stop location would be evaluated for shelter improvement after one year of ridership data.

One request to partner with The Lands Council to plant trees at bus stops.

Staff requested to meet for more information. No response to date.

One customer requested a shelter and light at an unknown location.

Staff requested additional information. No response to date.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

November 5, 2025

AGENDA ITEM 8 : DECEMBER 3, 2025, 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 December 3, 2025, draft agenda.

RECOMMENDATION TO COMMITTEE: For discussion.

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 (10 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)
 - C. Downtown Charging Layover - Scope of Work (Poole)
4. Committee Action (30 minutes)
 - A. Board Consent Agenda
 1. 2026 Performance Measures (Rapez-Betty)
 - B. Board Discussion Agenda (10 min)
 1. Draft 2026 State Legislative Focus and Priorities (Cortright)
5. Reports to Committee (30 minutes)
 - A. 2025 Third Quarter Year-to-Date Performance Measures (Rapez-Betty)
 - B. 2026 Service Revisions Public Outreach Update (Poole)
 - C. Citizen Advisory Committee Update (Cortright)
6. 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: Preliminary Proposal Outreach Update (Poole)
 - E. January 2026 Service Changes (Poole)
7. Review February 4, 2026, Meeting Draft Agenda (5 minutes)
8. New Business (5 minutes)
9. Committee Members' Expressions (5 minutes)
10. Adjourn

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

Optional Virtual Link: Join Here

Password: **Members:** 2025

Guests: 1225

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

November 5, 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

November 5, 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.