

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, October 1, 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 (15 minutes)
 - A. Minutes of September 3, 2025, Committee Meeting - *Corrections/Approval*
 - B. High Performance Transit Markers and Light Poles: Scope of Work Approval (Poole)
4. Committee Action (none)
 - A. Board Consent Agenda
 - B. Board Discussion Agenda
5. Reports to Committee (45 minutes)
 - A. Systemwide Security Changes & Enhancements (Williams)
 - B. 2025 Rideshare Survey Results Summary (Cortright)
 - C. Opportunity Fare Pilot Implementation Update (Cortright)
 - D. Citizen Advisory Committee Update (Cortright)
6. CEO Report (Otterstrom) (10 minutes)
7. Committee Information (no discussion/staff available for questions)
 - A. August 2025 Operating Indicators (Rapez-Betty)
 - B. August 2025 Financial Results Summary (Hamud)
 - C. September 2025 Sales Tax Revenue (Hamud)
8. Review November 5, 2025, Meeting Draft Agenda (5 minutes)
9. New Business (5 minutes)
10. Committee Members' Expressions (5 minutes)
11. Adjourn

Next Committee Meeting: Wednesday, November 5, 2025, at 1:30 p.m.

Optional Virtual Link: [JOIN MEETING HERE](#)

Password:

Members: 2025

Guests: 1025

Call-in Number:

1-408-418-9388

Event #: 2485 497 8231

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

October 1, 2025

AGENDA ITEM 3A : MINUTES OF THE SEPTEMBER 3, 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 September 3, 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 September 3, 2025, Meeting
Northside Conference Room
1230 W Boone Avenue, Spokane, WA

In person meeting with optional virtual link

COMMITTEE MEMBERS' PRESENT

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

**Committee Chairman*

STAFF PRESENT

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

PROVIDING LEGAL COUNSEL

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

GUESTS PRESENT

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

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

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

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

4. COMMITTEE ACTION

A. Board Consent Agenda

1. Millwood Transit Improvements Interlocal Agreement

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

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

2. Safety Telematics Services – Award of Contract

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

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

B. Board Discussion Agenda (*none*)

5. REPORTS TO COMMITTEE

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

Mr. Rapez-Betty presented the 2025 Second Quarter Year-to-Date Performance Measures Summary and advised the full presentation is included in the committee packet. Each Performance Measure relates to a specific Spokane Transit priority. These quantifiable benchmarks demonstrate the agency's commitment to accountability.

B. 2025 Paratransit Survey Results Summary

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

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

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

C. 2024 State Audit Report

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

D. Citizen Advisory Committee Update

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

6. CEO REPORT

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

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

8. NEW BUSINESS

9. COMMITTEE MEMBERS' EXPRESSIONS

10. ADJOURN

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

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

Respectfully submitted,

Molly Fricano

Molly Fricano

Executive Assistant to the Chief Operations Officer

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

October 1, 2025

AGENDA ITEM 3B : HIGH PERFORMANCE TRANSIT MARKERS AND LIGHT POLES: SCOPE OF WORK APPROVAL

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Emily S. Poole, Interim Chief Planning & Development Officer
Nick Hanson, Capital Project Manager

SUMMARY: STA’s current contract for High Performance Transit (HPT) amenities will expire on November 2, 2025. It is necessary to procure a new contract for the fabrication and delivery of HPT Markers and Light Poles to support current and future capital projects.

As required by STA’s procurement policy for contracts expected to exceed an aggregate amount of \$1 million, staff are seeking approval of the attached general scope of work and authorization to advertise a Request for Proposals (RFP) for a minimum five (5) year goods and services contract.

BACKGROUND: A major focus of STA’s 10-year strategic plan, *STA Moving Forward*, was the implementation of High Performance Transit corridors. A key element of these HPT investments is the enhanced customer amenities provided at select stops and locations along these corridors. The purpose of the amenities is to elevate STA’s brand and customer recognition of the service, signal the permanence of the service, and elevate the overall customer experience.

As part of this initial investment, STA worked with regional partners and consultants to develop design concepts for these amenities and ultimately procured a supplier that performed final design, fabrication, and delivery. This contract is set to expire on November 2, 2025, and a new contract is necessary to continue to support investments identified in STA’s new strategic plan, *Connect 2035*.

The estimated cost, based on the anticipated orders tabulated below, is \$1.4 million.

Order	Project(s)	CIP(s)	Markers	Light Poles
1	Mockup	TBD	1	1
2	Route 7 Valley/Airport Argonne Station	1020 955	4	7
3	Route 3 Wellesley HPT Route 7 Valley/Airport Route 9 Sprague	1069 1020 901	15	20
4	Route 21 Broadway	954	5	4
TBD	Bus Stop Improvements	TBD	5	10
TBD	Community Hubs	TBD	5	10
Total			33	55

Staff anticipate bringing this to the Board in January 2026 for authorization of contract award and executing the contract in early February.

RECOMMENDATION TO COMMITTEE: 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.

HIGH PERFORMANCE TRANSIT MARKERS AND LIGHT POLES

GENERAL SCOPE OF WORK

Spokane Transit is seeking proposals from qualified metal and steel fabricators for High Performance Transit Markers and Light Poles. The work will include fabrication and delivery of approximately thirty-four (34) markers and fifty-six (56) light poles, though the contract will allow these quantities to be exceeded and accommodate any future orders that new projects require during the contract duration.

The term of this contract will begin at five (5) years with two optional extensions of one (1) year each.

STA will provide production drawings from the previous supply contract to be used for fabrication; no design services are intended to be necessary.

The scope of work will generally consist of:

- Fabrication of a mock-up (prototype) of each item to verify the quality and adherence to the design and installation requirements
- Procurement of materials in compliance with FTA Buy America and Build America Buy America requirements
- Development and implementation of a quality control and quality assurance program
- Fabrication of amenities
- Packaging and delivery
- Installation support, as needed
- Provision of spare parts, as needed
- Provision of required warranties

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

October 1, 2025

AGENDA ITEM 5A : SYSTEMWIDE SECURITY CHANGES & ENHANCEMENTS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Nancy Williams, Chief Human Resources Officer

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

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

October 1, 2025

AGENDA ITEM: **5B** 2025 RIDESHARE SURVEY RESULTS SUMMARY

REFERRAL COMMITTEE: n/a

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

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

A summary of the results will be presented at the meeting.

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

October 1, 2025

AGENDA ITEM: 5C: OPPORTUNITY FARE PILOT IMPLEMENTATION UPDATE

REFERRAL COMMITTEE: n/a

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

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

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

An update will be provided in the meeting regarding the status of the implementation.

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

October 1, 2025

AGENDA ITEM: **5D:** CITIZEN ADVISORY COMMITTEE UPDATE

REFERRAL COMMITTEE: n/a

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

SUMMARY: Per their Charter, the Citizen Advisory Committee (CAC) is advisory to the Performance Monitoring & External Relations (PMER) Committee and will “represent the interests of the community and assist staff and STA in furthering STA’s stated mission, vision, and goals, in accordance with the regular input received from the public and stakeholders.”

To keep PMER informed of the activities of the CAC, an update will be provided during the meeting from CAC Chair Dan Brown.

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

October 1, 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

October 1, 2025

AGENDA ITEM 7A : AUGUST 2025 OPERATING INDICATORS

REFERRAL COMMITTEE: n/a

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

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

FIXED ROUTE

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

PARATRANSIT

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

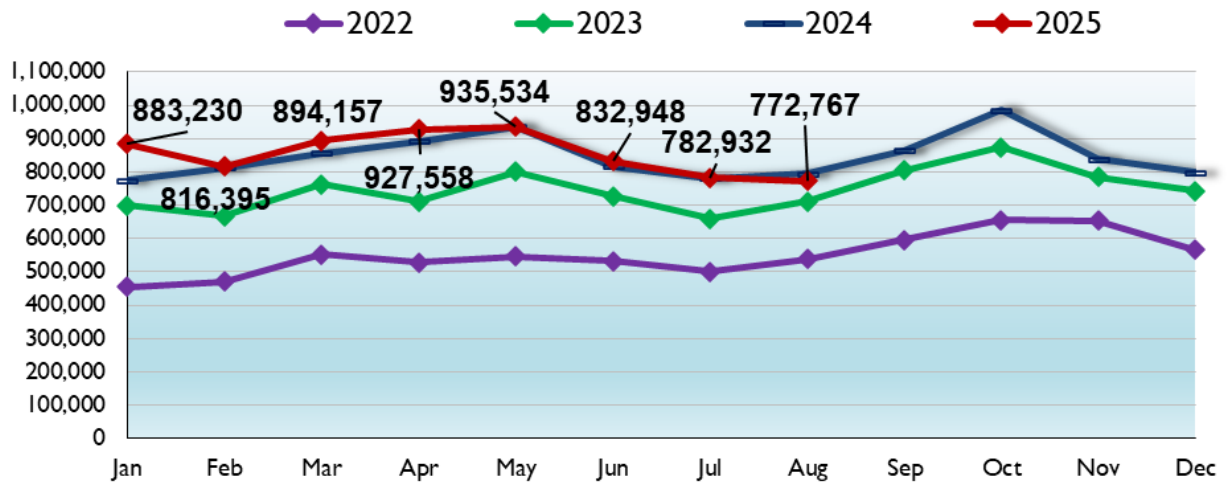
RIDESHARE

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

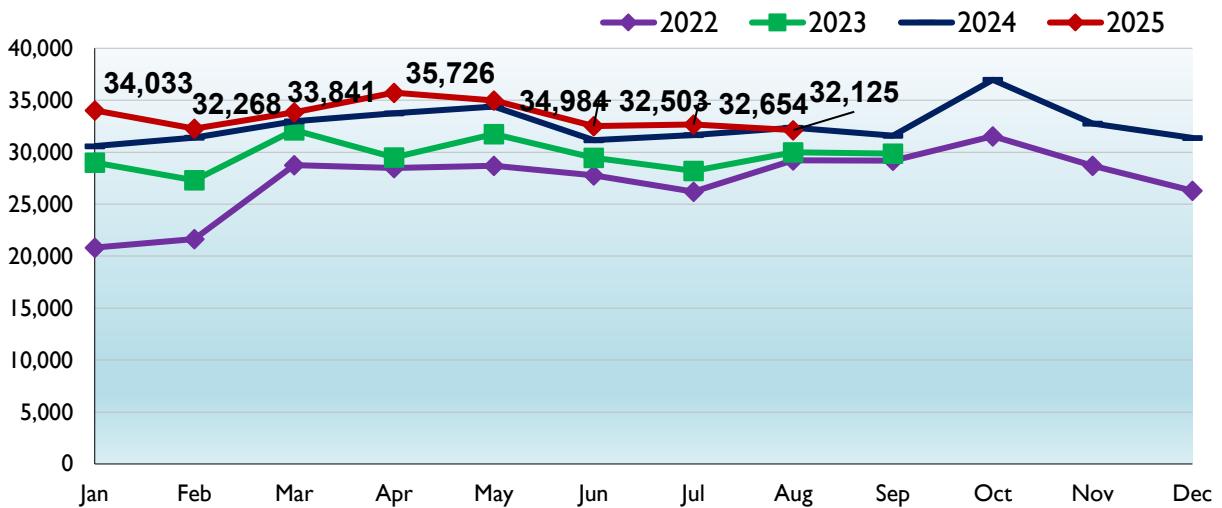
Group Formations and Folds
None

RECOMMENDATION TO COMMITTEE: Information only.

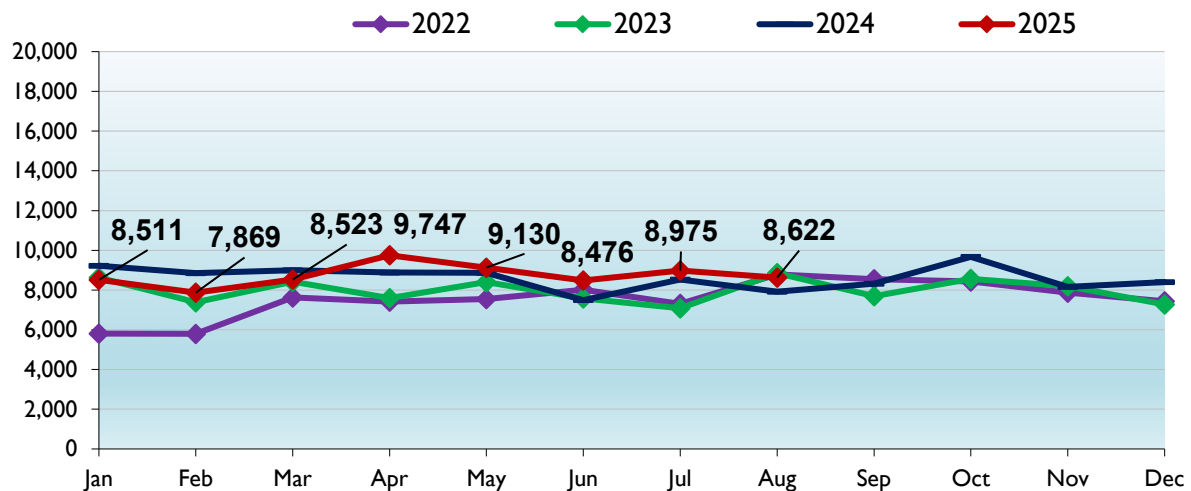
FIXED ROUTE RIDERSHIP



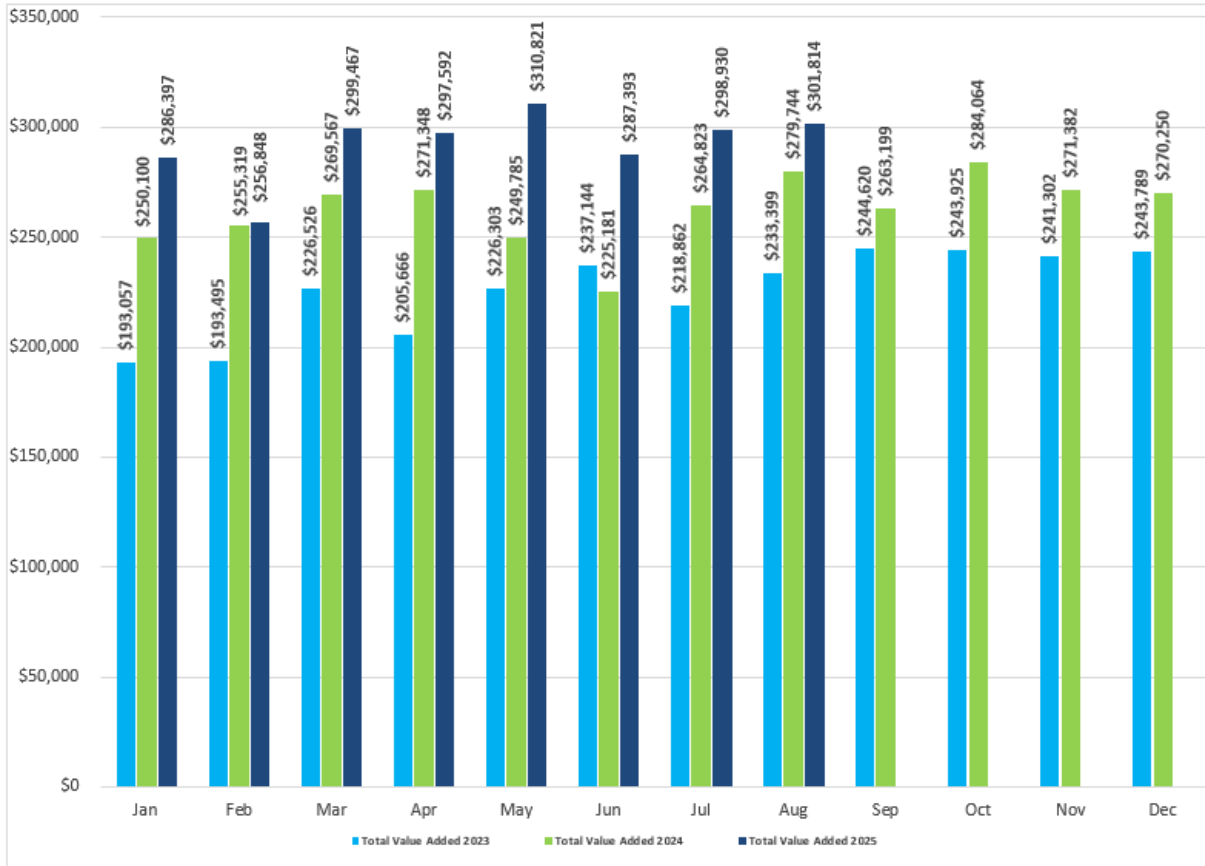
PARATRANSIT RIDERSHIP



RIDESHARE RIDERSHIP

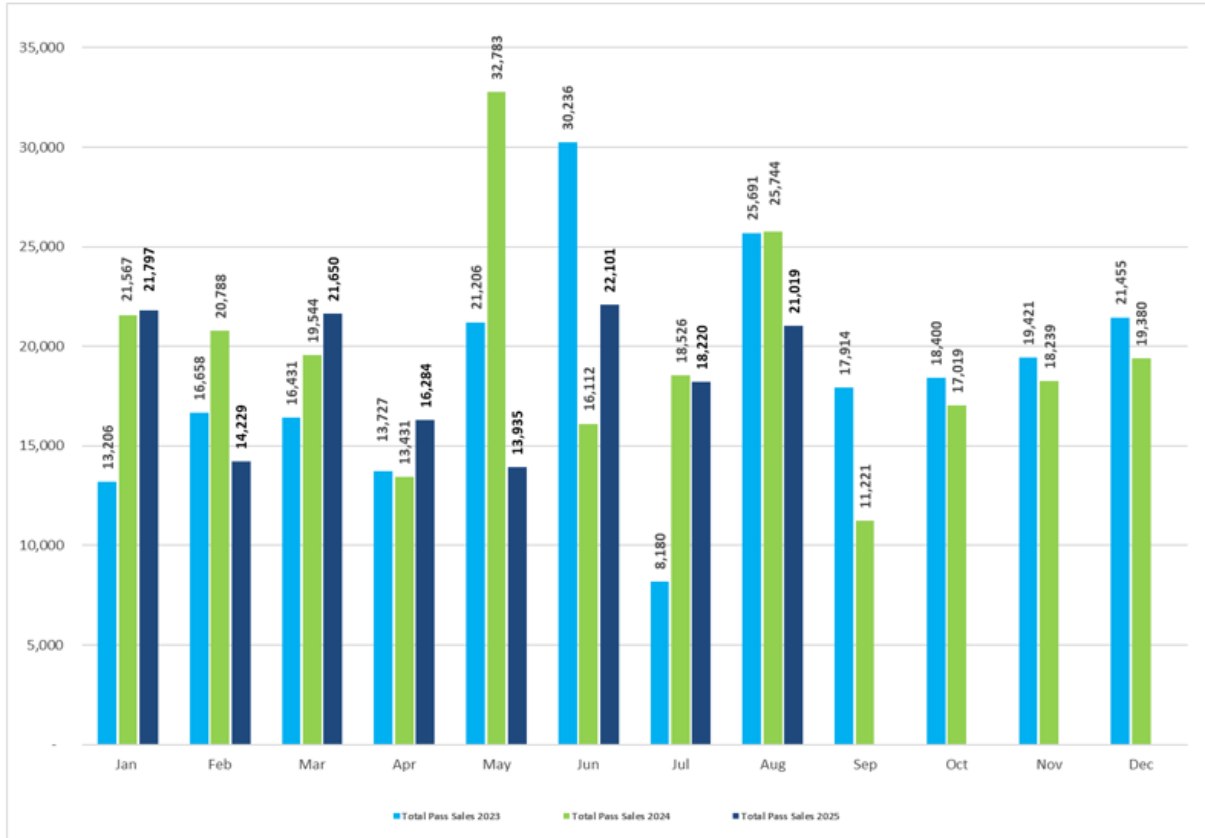


MONTHLY VALUE ADDED TO CONNECT CARDS



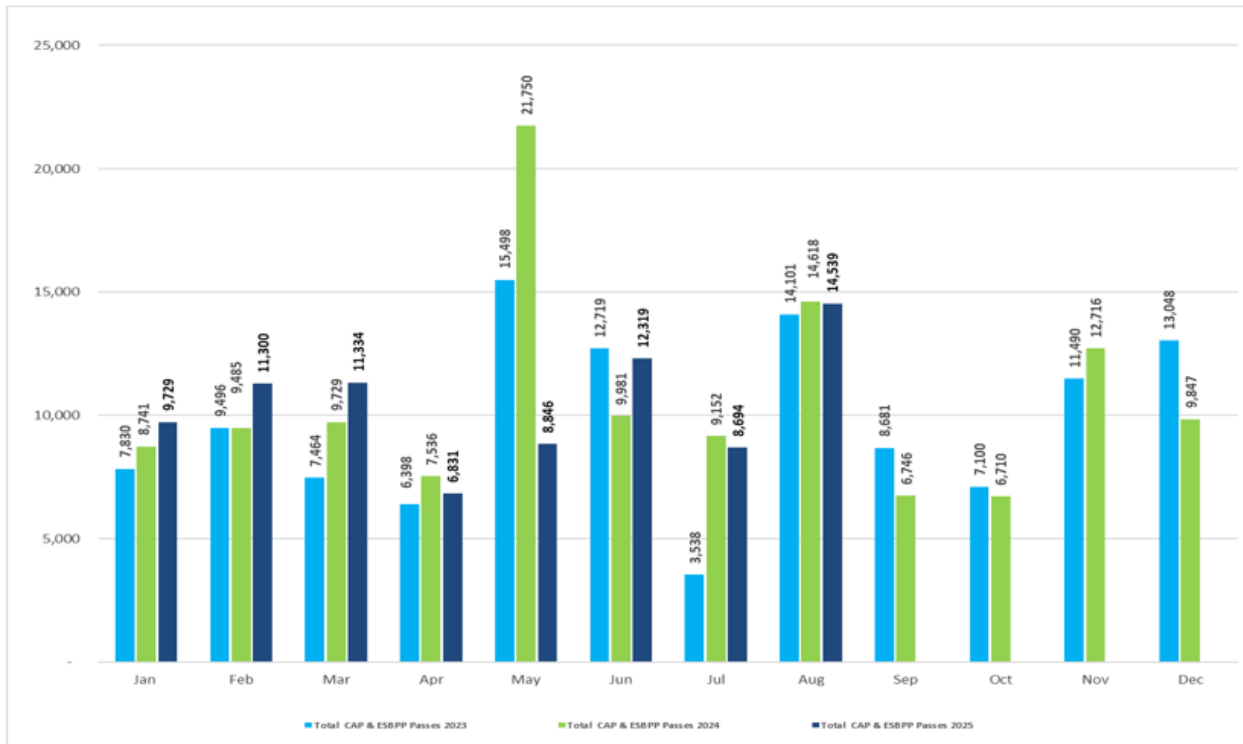
	2023 YTD	2024 YTD	2025 YTD	YTD % Change
Autoload	\$ 90,529	\$ 116,139	\$ 133,936	15.3%
Call Center	\$ 40,748	\$ 59,767	\$ 58,452	-2.2%
Customer Service Terminal	\$ 504,350	\$ 505,661	\$ 487,937	-3.5%
Customer Website	\$ 183,477	\$ 167,725	\$ 174,521	4.1%
Mobile Ticketing	\$ 783,228	\$ 884,963	\$ 933,232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

MONTHLY PASSES SOLD ON THE CONNECT SYSTEM



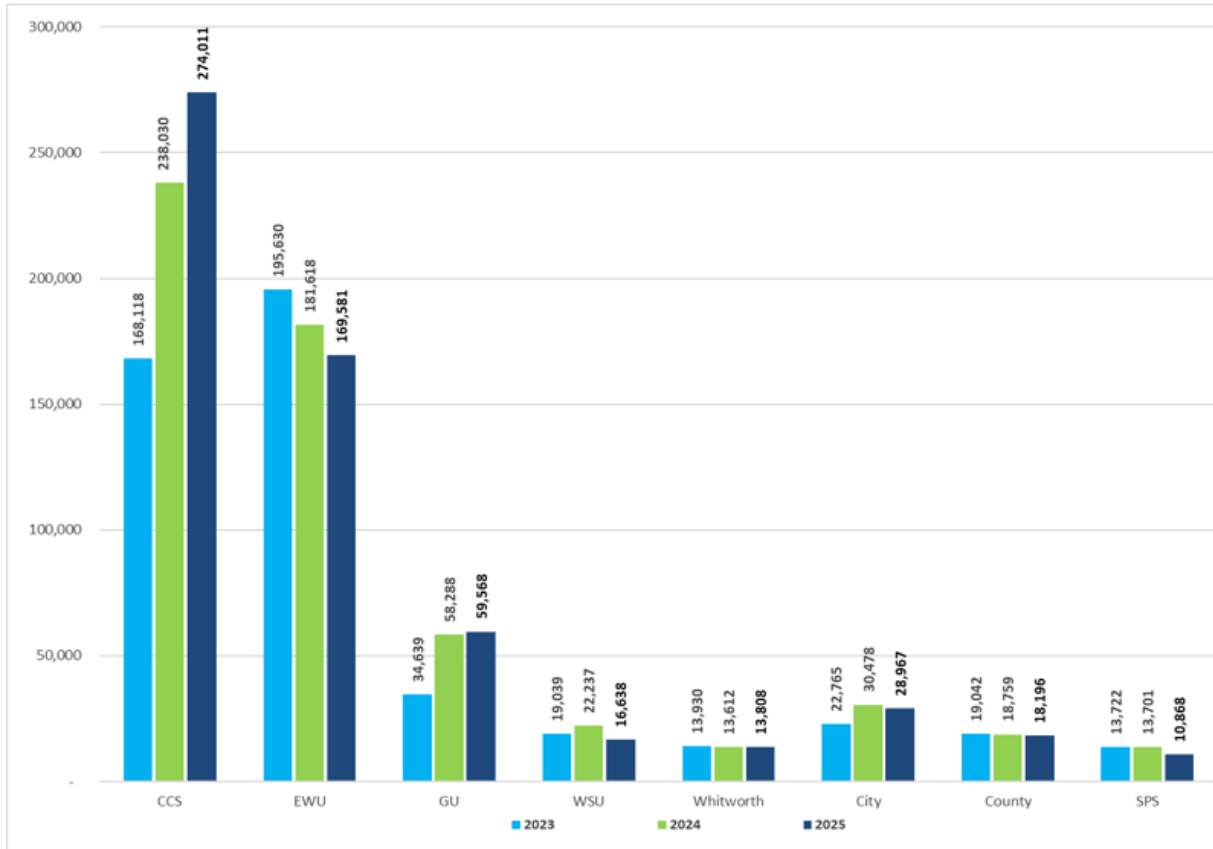
	2023 YTD	2024 YTD	2025 YTD	YTD % Change
1-Ride	60,569	58,370	51,284	-12.1%
7-Day	2,441	3,007	3,564	18.5%
Day Pass	72,724	96,600	83,887	-13.2%
Stars & Stripes/ Honored Rider	454	389	320	-17.7%
Paratransit Monthly	264	305	252	-17.4%
Shuttle Park	1,450	941	622	-33.9%
31-Day Rolling	7,433	8,883	9,306	4.8%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

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



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

August YTD UTAP RIDES



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

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

October 1, 2025

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

Revenue

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

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

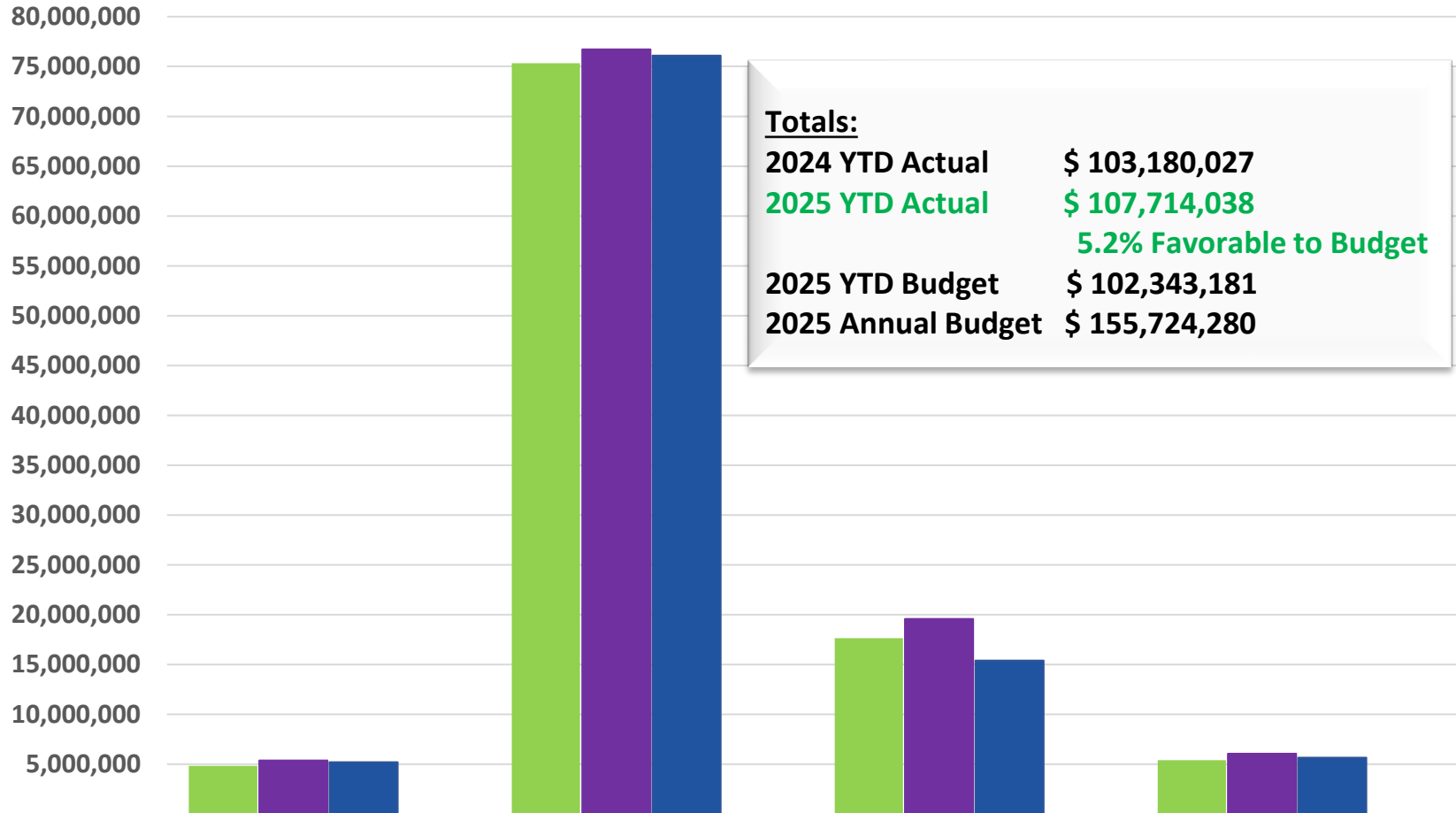
Operating Expenses

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

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

RECOMMENDATION TO COMMITTEE: Information only.

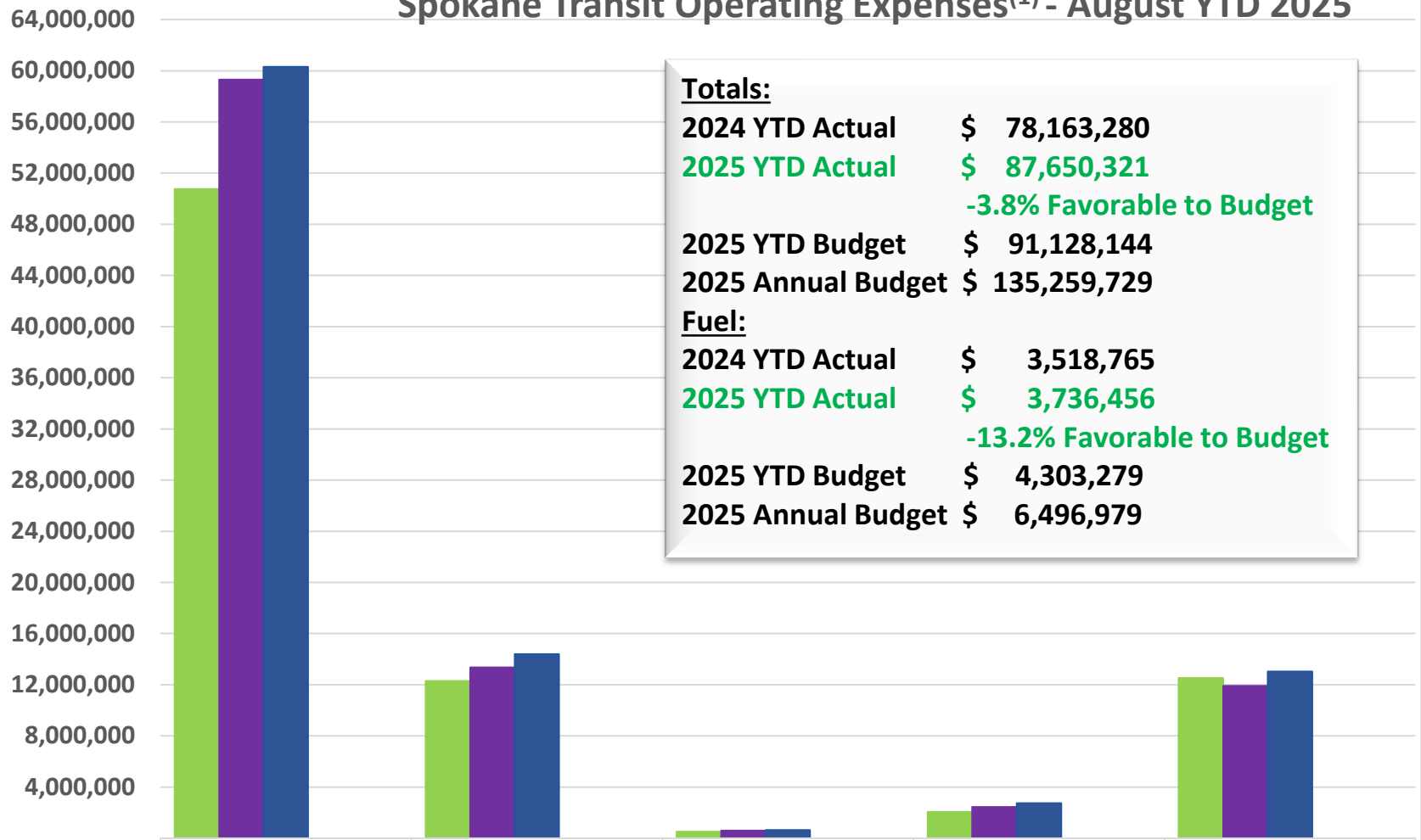
Spokane Transit Revenues ⁽¹⁾ - August YTD 2025



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

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

Spokane Transit Operating Expenses⁽¹⁾ - August YTD 2025



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

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

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

September 3, 2025

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

- 4.4% above 2025 budget
- 0.8% above YTD 2025 budget
- 5.5% above 2024 actual
- 1.9% above YTD 2024 actual

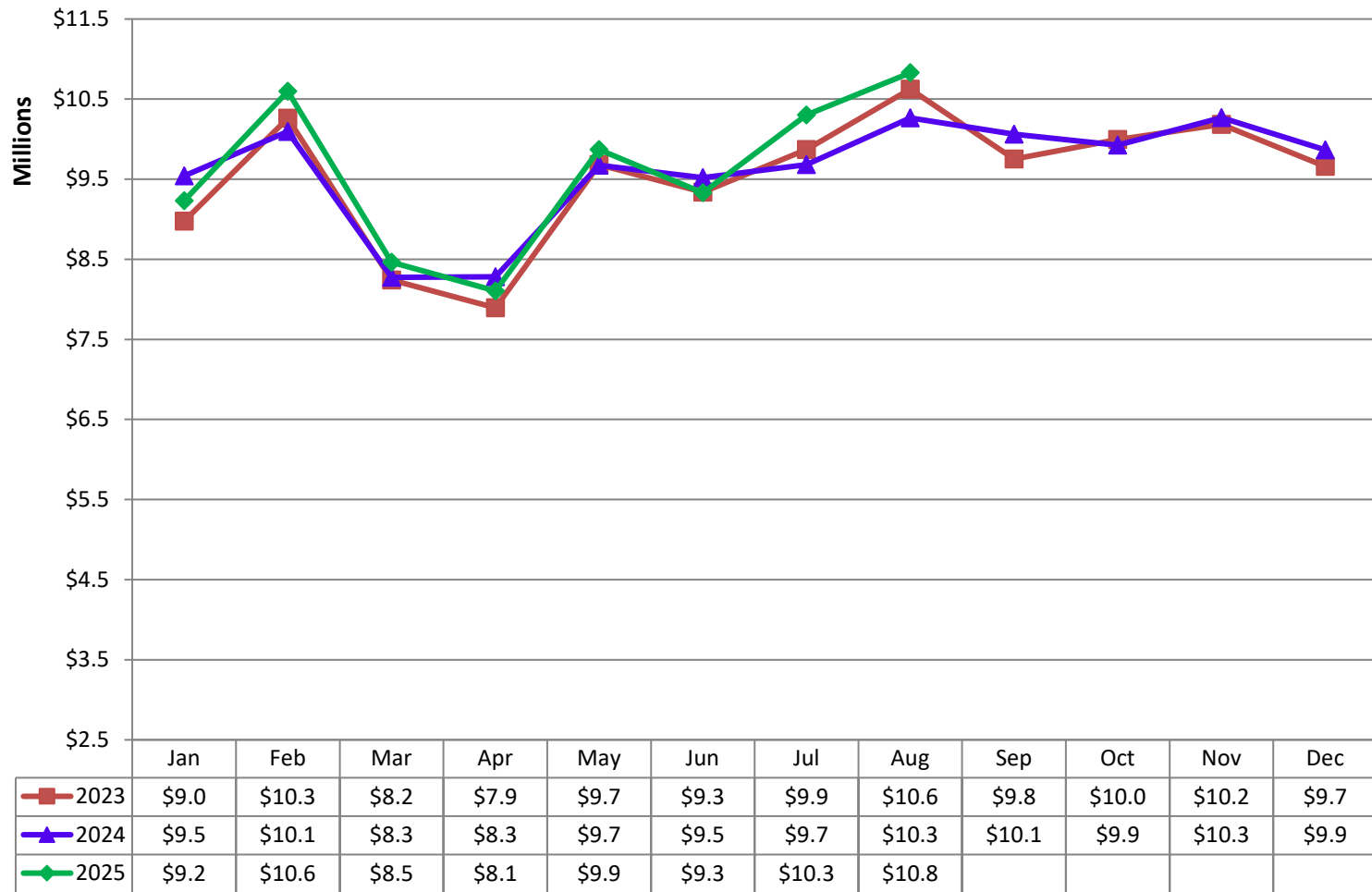
Total taxable sales for June were *up* 5.2% from June 2024. 2025 YTD sales are *up* 2.0% compared with June 2024 YTD. Retail, Construction and Accommodation and Food Services continue to be the top 3 rankings:

- Retail Trade *increased* by 6.7% or \$38.0M in June 2025 vs June 2024 and is *up* by 2.9% or \$92.1M June 2025 YTD vs 2024 YTD
 - Other Miscellaneous Retailers *increased* 7.8% or \$41.5M June 2025 YTD over June 2024 YTD
 - Automobile Dealers *increased* 5.3% or \$29.6M June 2025 YTD over June 2024 YTD
 - Automotive Parts, Accessories, and Tire Retailers *increased* 14.7% or \$18.5M June 2025 YTD over June 2024 YTD
 - Electronics and Appliance Retailers *increased* 7.7% or \$14.6M June 2025 YTD over June 2024 YTD
 - Grocery and Convenience Retailers *increased* 5.1% or \$9.5M June 2025 YTD over June 2024 YTD
 - Other Motor Vehicle Dealers *increased* 5.6% or \$5.3M June 2025 YTD over June 2024 YTD
 - Clothing and Clothing Accessories Retailers *increased* 2.2% or \$2.7M June 2025 YTD over June 2024 YTD
 - Book Retailers and News Dealers *increased* 9.2% or \$1.6M June 2025 YTD over June 2024 YTD
 - Shoe Retailers *decreased* 11.0% or \$-1.6M June 2025 YTD over June 2024 YTD
 - Warehouse Clubs, Supercenters, and Other General Merchandise Retailers *decreased* 0.6% or \$-2.5M June 2025 YTD over June 2024 YTD
 - Department Stores Retailers *decreased* 12.2% or \$-3.3M June 2025 YTD over June 2024 YTD

- Furniture and Home Furnishings Retailers *decreased* 4.5% or \$-3.7M June 2025 YTD over June 2024 YTD
- Building Material and Supplies Dealers *decreased* 2.7% or \$-8.4M June 2025 YTD over June 2024 YTD
- Health and Personal Care Retailers *decreased* 8.7% or \$-11.1M June 2025 YTD over June 2024 YTD
- Construction *increased* by 4.0% or \$8.1M in June 2025 vs June 2024 and is *down* by 0.7% or \$-6.9M June 2025 YTD vs 2024 YTD
- Accommodation and Food Services *increased* by 3.1% or \$4.1M in June 2025 vs June 2024 and is *up* by 1.7% or \$12.5M June 2025 YTD vs 2024 YTD

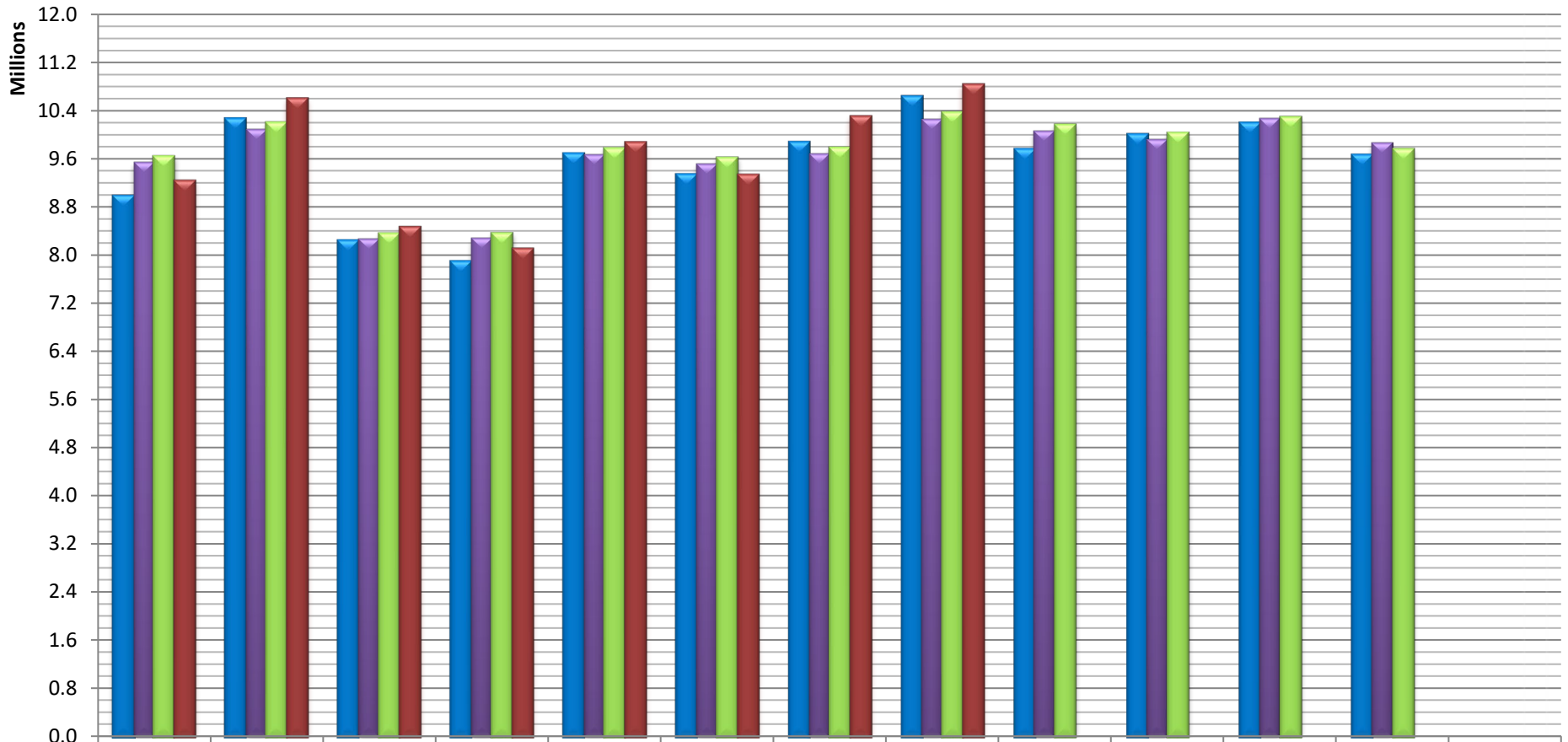
RECOMMENDATION TO COMMITTEE: Information only.

Sales Tax Revenue History-August 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	-	-	-	-	76,727,764
\$ Mo. Var.	(309,335)	502,687	190,317	(174,999)	196,210	(189,045)	620,003	562,644	-	-	-	-	
% Mo. Var.	-3.2%	5.0%	2.3%	-2.1%	2.0%	-2.0%	6.4%	5.5%	0.0%	0.0%	0.0%	0.0%	
\$ YTD Var.	(309,335)	193,352	383,669	208,670	404,880	215,835	835,838	1,398,482	-	-	-	-	
% YTD Var.	-3.2%	1.0%	1.4%	0.6%	0.9%	0.4%	1.3%	1.9%	0.0%	0.0%	0.0%	0.0%	
% YTD Bud. Var.	-4.2%	0.0%	0.4%	-0.4%	-0.1%	-0.6%	0.3%	0.8%	0.7%	0.7%	0.6%	0.6%	

⁽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

October 1, 2025

AGENDA ITEM 8 : NOVEMBER 5, 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 November 5, 2025, draft agenda.

RECOMMENDATION TO COMMITTEE: For discussion.

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 (5 minutes)
 - A. Minutes of October 1, 2025, Committee Meeting - Corrections/Approval
 - B. Appointment of Members to Citizen Advisory Committee (Cortright)
4. Committee Action (15 minutes)
 - A. Board Consent Agenda
 1. Legislative & Government Consulting Services - Award of Contract (Otterstrom)
 2. Electrical Systems Upgrade: Award of Contract (Rapez-Betty)
 3. Customer Safety & Security Reporting Solution - Award of Contract (Cortright)
 - B. Board Discussion Agenda (none)
5. Reports to Committee (40 minutes)
 - A. Draft 2026 PMER Committee work program (Rapez-Betty)
 - B. FIFA World Cup Grant (Cortright & Poole)
 - C. 2026 Service Revisions: Preliminary Proposal (Cortright)
 - D. Citizen Advisory Committee Update (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. 2026 Service Revisions: Preliminary Proposal Outreach Update (Poole)
 - E. 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

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

Optional Virtual Link:	Join Here		
Password:	Members: 2025		Guests: 1125
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

October 1, 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

October 1, 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.