

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

Wednesday, September 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 *(15 minutes)*
  - A. Minutes of July 9, 2025, Committee Meeting - *Corrections/Approval*
  - B. Enterprise Asset Management – Scope of Work Approval *(Rapez-Betty)*
4. Committee Action *(15 minutes)*
  - A. Board Consent Agenda
    1. Millwood Transit Improvements Interlocal Agreement *(Poole)*
    2. Safety Telematics Services – Award of Contract *(Rapez-Betty)*
  - B. Board Discussion Agenda *(none)*
5. Reports to Committee *(30 minutes)*
  - A. 2025 Second Quarter Year-to-Date Performance Measures *(Rapez-Betty)*
  - B. 2025 Paratransit Survey Results Summary *(Cortright)*
  - C. 2024 State Audit Report *(Hamud)*
  - D. Citizen Advisory Committee Update *(Cortright)*
6. CEO Report *(Otterstrom) (10 minutes)*
7. Committee Information (no discussion/staff available for questions)
  - A. July 2025 Operating Indicators *(Rapez-Betty)*
  - B. July 2025 Financial Results Summary *(Hamud)*
  - C. August 2025 Sales Tax Revenue *(Hamud)*
  - D. June 2025 Semiannual Financial Reports *(Hamud)*
  - E. 2nd Quarter 2025 Service Planning Input Report *(Poole)*
  - F. September 2025 Service Change *(Poole)*
8. Review October 1, 2025, Meeting Draft Agenda *(5 minutes)*
9. New Business *(5 minutes)*
10. Committee Members’ Expressions *(5 minutes)*
11. Adjourn

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

Optional Virtual Link:	<a href="#">JOIN HERE</a>	
Password:	<b>Members:</b> 2025	<b>Guests:</b> 0925
Call-in Number:	1-408-418-9388	Event #: 2483 659 2686

*Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting at the STA’s website: [www.spokanetransit.com](http://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](http://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**

September 3, 2025

**AGENDA ITEM 3A :** MINUTES OF THE JULY 9, 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 July 9, 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 July 9, 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**

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

### **GUESTS PRESENT**

Michael Ketterer, Business & Performance Data Analyst  
Jordan Hayes-Horton, Director of Procurement

- 
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 June 4, 2025, Committee Meeting**  
**Mr. Cathcart moved to approve the June 4, 2025, committee meeting minutes. Mr. Kerns seconded, and the motion passed unanimously.**
    - B. **Safety Telematics - Scope of Work Approval**  
Mr. Rapez-Betty introduced Michael Ketterer, Business & Performance Data Analyst, who provided background on the initiative which is in response to a rising trend in accidents and safety-related costs. The program leverages technology to monitor driving behavior. Industry benchmarking and a local case study at Pierce Transit demonstrated measurable success and significant improvements. The estimated cost for the proposed scope of work is \$2.38 million over five years. Potential grant funding may offset part of the cost.  
  
Discussion ensued about the importance of engaging employees positively in the rollout of the program. There was also interest in giving operators access to their own performance data for self-improvement and creating incentives to celebrate safe driving.

**Mr. Cathcart moved to approve, by motion, the general scope of work for the Safety Telematics Program. Mr. Kerns seconded, and the motion passed unanimously.**

C. Farebox Replacement - Scope of Work Approval

Dr. Cortright provided background on the project to replace aging cash fareboxes on fixed-route fleet which are over 20 years old, no longer supported by the manufacturer, and costly to maintain. Staff recommended replacing them with modern validating fareboxes that can authenticate cash and coin, issue 2-hour transfer tickets, and integrate with STA's existing Connect fare system. Riders will continue to use a separate Connect validator for mobile and card payments. The estimated cost for the proposed scope of work is \$2.7 million. The project timeline includes releasing a Request for Proposals (RFP) in August 2025, selecting a vendor by December, and completing installation and testing by mid-2026. Full deployment is targeted for July 2026.

**Mr. Kerns moved to approve, by motion, the general scope of work and authorize staff to release a request for proposals (RFP) for the Farebox Replacement project. Mr. Zappone seconded, and the motion passed unanimously.**

D. Route 7 High Performance Transit - Phase 1: Scope of Work Approval

Mr. Otterstrom presented the scope of work for Phase 1 of the Route 7 High Performance Transit (HPT) project, which will consolidate Routes 60 and 74 into a single corridor from Spokane International Airport to Liberty Lake. The project includes station and stop enhancements, ADA accessibility improvements, and infrastructure upgrades at 12 locations. The estimated Phase 1 cost is \$900,000, with a total project budget of \$6.1 million. Construction is expected to begin in October 2025 and reach substantial completion by April 2026.

**Mr. Cathcart moved to approve, by motion, the general scope of work and authorize staff to release an invitation for bid (IFB) for Route 7 High Performance Transit – Phase 1. Mr. Kerns seconded, and the motion passed unanimously.**

4. COMMITTEE ACTION

A. Board Consent Agenda

1. Disadvantaged Business Enterprise Goal for Federal Fiscal Years 2026, 2027 and 2028 (Resolution)

Ms. Johnstron introduced Jordan Hayes-Horton, Director of Procurement, who provided an overview of the Disadvantaged Business Enterprise (DBA) Program and explained STA is required to set a DBE goal every three years for federally funded projects. The proposed goal for the next cycle is 0.7491%, which equates to approximately \$705,981 in DBE participation. This figure is based on a formula provided by the Federal Transit Administration (FTA) and reflects the nature of upcoming projects and the limited availability of certified DBE firms in the Spokane area.

The presentation also included a comparison of STA's proposed goal with other regional transit agencies, showing that STA's goal is in the mid-range relative to its peers.

**Mr. Kerns moved to recommend the Board of Directors adopt, by resolution, the proposed DBE goal of 0.7491% for Federal Fiscal Years 2026, 2027, & 2028. Mr. Cathcart seconded, and the motion passed unanimously.**

2. Apprenticeship Utilization Program (Resolution)

Ms. Hayes-Horton provided an overview of the proposed Apprenticeship Utilization Program which aims to support workforce development in the construction trades by requiring that a portion of labor on qualifying projects be performed by registered apprentices. STA's proposal includes a 15% apprenticeship utilization target for projects over \$1 million, along with financial incentives for meeting the goal and penalties for falling short.

Discussion ensued about the incentives and penalties. There was interest in receiving broader data on what other agencies are doing for their incentive and penalties program. It was suggested this agenda item be moved to the Board of Directors meeting as a Board Discussion Agenda item to have the opportunity to gather and review examples of similar programs and parameters.

**Mr. Cathcart moved to approve, by resolution, to adopt the proposed Apprenticeship Utilization Program as presented and forward it to the Board of Directors as a Board Discussion Agenda item. Mr. Kern seconded, and the motion passed unanimously.**

3. Procurement Restrictions Update (Resolution)

Jordan Hayes-Horton, Director of Procurement, provided background on the recent procurement changes in federal regulations which reflects the removal of restrictions on geographic preferences in procurement evaluations. She shared that by updating its policy, STA will maintain compliance with federal standards while gaining flexibility to participate in state contracts that support Washington-based small and disadvantaged businesses.

**Mr. Cathcart moved to recommend the Board adopt, by resolution, the proposed update to the Procurement Resolution as presented. Mr. Kerns seconded, and the motion passed unanimously.**

B. Board Discussion Agenda

1. Low-Income Fare Pilot Program

Dr. Cortright presented a proposed Low Income Fare Pilot Program to offer reduced fares which would provide a 50% fare discount. She outlined four alternatives for implementing the pilot, each with different eligibility criteria, verification methods, and administrative costs. Each alternative was evaluated for cost, administrative impact, and expected ridership outcomes.

**First Motion:**

**Mr. Zappone moved to recommend the Board: 1) approve, by motion, the proposed structure of the Low-Income Fare Pilot Program; and 2) adopt, by resolution, an amendment to the fare structure to incorporate the Low-Income Fare as presented, with the addition of applicants being 200% of the federal poverty level and fare structure incorporated into it and allowing multiple ways to demonstrate qualifying as below 200% such as basic food, Medicaid and other. There was no second and the motion failed.**

Discussion ensued regarding managing both internal verification and a partnership with DSHS being too complex for a pilot program, as well as combining Alternatives 1 and 3 being more manageable. Also discussed was the option to expand later based on performance and capacity.

**Second Motion:**

**Mr. Zappone moved to recommend the Board: 1) approve, by motion, the proposed structure of the Low-Income Fare Pilot Program; and 2) adopt, by resolution, an amendment to the fare structure to incorporate the Low-Income Fare; and to combine Alternatives 1, 2 and 3 with flexibility to expand verification options and partnership over time. Mr. Spiers seconded. Mr. Cathcart and Mr. Kerns voted no. The motion tied. This agenda item will proceed on to the Board Operations Committee, for further consideration.**

5. REPORTS TO COMMITTEE

A. 2025 Service Revisions Interim Update

Due to time constraints, there was no discussion, and the cover sheet was referenced for information.

B. Citizen Advisory Committee Update

Dr. Cortright shared a double decker bus tour would be taking place during the Citizen Advisory Committee meeting on Wednesday, July 16, 2025, at 5:15pm and invited the committee members to join. They will go to the West Plains Transit Center, out to Cheney and return to STA. Dr. Cortright will email the information out to all board members.

The remainder of Dr. Cortright's presentation was postponed due to time constraints.

6. CEO REPORT

Due to time constraints, there was no presentation provide by the Interim Co-CEO's.

7. SEPTEMBER 3, 2025 – COMMITTEE MEETING DRAFT AGENDA REVIEW

8. NEW BUSINESS

9. COMMITTEE MEMBERS' EXPRESSIONS

Council Member Cathcart shared that he enjoyed the STA double decker bus commercial and complimented STA's Communications Department for their work on it.

10. ADJOURN

With no further business to come before the Committee, Chair Speirs adjourned the meeting at 4:17p.m.

The next committee meeting will be held on Wednesday, September 3, 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

September 3, 2025

**AGENDA ITEM:** 3B ENTERPRISE ASSET MANAGEMENT – SCOPE OF WORK APPROVAL

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Brandon Rapez-Betty, Chief Operations Officer  
Michael Ketterer, Technical Projects Specialist  
Krissy Ellis, Technology Projects Manager

---

**SUMMARY:** Staff will present the scope of work for the acquisition and implementation of Spokane Transit’s Enterprise Asset Management project. This initiative aims to modernize asset management, streamline maintenance, and enhance operational efficiency to ensure long-term sustainability and exceptional transit service.

**BACKGROUND:** STA has over \$350M in capital assets across our fleets and facilities with an additional \$420M scheduled to be acquired over the next five years. Effective inventory tracking, maintenance workflows, and asset lifecycle management are essential for maintaining a state of good repair and operational efficiency.

Enterprise Asset Management (EAM) software optimizes the management, monitoring, and maintenance of physical assets—like vehicles, buildings, and infrastructure—at the lowest possible cost through core functions such as:

- Asset Registry
- Asset Condition & Assessment
- Work Request Management
- Work Planning & Management
- Warranty Management
- Inventory & Warehouse Management
- Planning & Budgeting
- Reporting & Analytics
- Data Access & Integration

Since the implementation of the Tyler-Munis ERP system, STA has utilized the Tyler asset module for these functions, however, our processes and business requirements are more advanced than what the software can support. Despite education, modifications, process changes, and a third-party consulting engagement, its linear design and inability to associate related assets have proven unsuitable for STA's transit-specific needs.

In 2024, STA reevaluated the need for a robust EAM solution. Recognizing the procurement's complexity, STA engaged HDR, leveraging Keyur Shah—lead on STA's 2021 EAM study and co-author of the FTA's “Asset Management Guide”—to define requirements and develop the RFP.

To date, STA and HDR have assessed business needs, defined over 800 technical requirements, and drafted a scope of work to procure an EAM product that has demonstrated success at other agencies. This scope will include the product with software licensing, on-going software maintenance and hosting services, as well as implementation services that include integration into STA financial, project management, dispatching and other systems for seamless operations. The product and implementation services could be provided by the same vendor or by different parties. Change management and implementation oversight is additionally scoped to be provided by a 3<sup>rd</sup> party to ensure a successful implementation process.

This EAM solution will replace paper-based processes with real-time tools, unlock advanced functionalities like proactive maintenance and data-driven decision-making and forecasting. It will also enhance:

- Customer Experience: Fewer road calls (1,354 in 2024), better-maintained stops and assets.
- Maintenance Efficiency: Streamlined workflows, optimized inventory, and warranty savings.
- Organizational Capacity: Improved training and performance metrics for staff.
- System Integration: Stronger connections across STA's technology ecosystem.

This presentation will outline the scope of work (detailed in the attached general Scope of Work), seeking approval to release an RFP in September 2025 for an estimated \$10M investment over 10 years.

**RECOMMENDATION TO COMMITTEE:** Approve the general scope of work and authorize staff to release a Request for Proposals (RFP) for the Enterprise Asset Management system.

# Enterprise Asset Management (EAM) Project

## Summary Scope of Work

### Overview

This scope outlines the acquisition and implementation of a modern EAM system to replace the Tyler Munis EAM module, enabling proactive asset management for STA's transit operations. The system will support over \$770M in current and planned assets (fleets, facilities, bus stops, and infrastructure) over the next decade, ensuring efficiency, reliability, and compliance with FTA standards.

### Key Objectives

- Modernize asset tracking and maintenance to shift from reactive to proactive approaches.
- Integrate with existing systems (Tyler ERP, GIS, Procore, Trapeze) for seamless data flow.
- Deliver real-time analytics for better decision-making, lifecycle planning, and performance metrics.
- Enhance user adoption through intuitive interfaces, training, and change management.

### Technical Requirements

- **Asset Registry:** Foundational tracking of assets, including multi-level hierarchies, photos, firmware, calibration, and third-party repairs; support onboarding/retirement with templates, unique IDs, and component serialization; track locations, criticality, and hazardous materials.
- **Asset Condition & Assessment:** User-defined condition ratings, templates, and assessments; generate work requests from defects; maintain history, calculate parent/child scores, and export for audits/FTA compliance.
- **Work Request Management:** Centralized reporting of issues/defects with routing, notifications, and prioritization; support mobile entry, duplicates merging, safety-sensitive flags, and audit trails linking to resolutions.
- **Work Planning & Management:** Define preventative maintenance programs with intervals (mileage/time/condition) and hierarchical scheduling; automate triggers, forecasts, and updates; track labor, costs, and variances; integrate with road calls and follow-on work.

- Warranty Management: Automated flags, claims tracking, and reimbursements for assets/parts; maintain history, notifications, and integrations with work orders/inventory.
- Inventory & Warehouse Management: Automation for ordering, tracking (including QR codes, serialization, cores), and safety-sensitive items; support cycle counts, returns, valuations, and integrations (e.g., Fleetwatch for fluids); track "where used" and non-stocked parts.
- Planning & Budgeting: Cost analysis, fleet replacement forecasting, and budget integration; maintain history for failure analysis, performance indicators, and comparisons; project resources and retirements.
- Reporting & Analytics: Pre-defined/ad-hoc reports with portals, dashboards, and exports (e.g., CSV, PDF, XML); support drill-downs, trends, and audits; include NTD-compliant exports and variance reporting.
- Data Access & Integration: Mobile access with offline sync, speech-to-text, and alerts; GIS integration (Esri ArcGIS) for mapping; interfaces with Tyler ERP, Procore, SharePoint, Fleetwatch, Trapeze, ChargePoint, LearnUpon, and others; support single sign-on and imports.

## Implementation Services

Services will ensure a smooth rollout, potentially from the vendor or a third party:

- Planning & Design: Business process assessment, future-state workshops, custom development design, and configuration.
- Execution: Software installation (on-premises or cloud), data migration, integration testing, and custom development.
- Training: Train-the-trainer sessions, end-user oversight, and materials preparation.
- Testing: Internal, site acceptance, and user acceptance testing.
- Deployment & Closure: Go-live support, deployment planning, and project closure.

## Vendor Requirements

Bidders must:

- Have the product in production use for 2+ years at transit agencies of similar size or larger.
- Provide an implementation team with at least two members having 3+ years of transit experience (preferred: functional leads with 10+ years, project managers with 5+ years in EAM).
- Submit implementation history, client versions, and current workload.
- Demonstrate capabilities via a STA-scripted demo.

## Budget & Timeline

- Estimated Investment: \$10M over 10 years, covering software licensing, implementation, ongoing maintenance/hosting, and change management.
- Anticipated Timeline:
  - RFP Release: September 2025
  - Vendor Selection & Contracting: Completed Q1 2026
  - Implementation: Q1 2026 – Q4 2027
  - Full Adoption & Go-Live: Early 2028

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

September 3, 2025

**AGENDA ITEM 4A1 :** MILLWOOD TRANSIT IMPROVEMENTS INTERLOCAL AGREEMENT

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Emily S. Poole, Interim Chief Planning & Development Officer

---

**SUMMARY:** An interlocal agreement with the City of Millwood establishes the framework for collaborative projects that can be executed via specific project orders. Staff are seeking Board authorization for the CEO to execute an interlocal agreement and one initial project order under the agreement.

**BACKGROUND:** On December 4, 2024, the Spokane Transit Authority (STA), Board of Directors provided preliminary concurrence for planned transit improvements to the City of Millwood’s Argonne Road Project. As part of the Board action, an interlocal agreement between STA and the City of Millwood was identified as a requirement. The draft Master Design and Construction Interlocal Agreement between the City of Millwood and STA, when executed, provides the legal framework for the implementation of project orders for collaborative public infrastructure improvements within the City of Millwood. Each project order will define project specific details including scope of work, budget, funding source, schedule, project contacts, and incorporation of the elements included in the master agreement. The execution of future project orders will be subject to the authority levels of STA’s procurement policies as established by the STA Board of Directors and regulated by the Chief Executive Officer. The agreement provides for a cumulative maximum value of \$1 million in project orders between the two jurisdictions.

One initial project order is recommended to be approved concurrently, as further described below.

Project Order # 1 – “Millwood Bus Stop Infrastructure” provides for a reimbursement to the City by STA for the design and construction of the following improvements in conjunction with the city project that is currently under construction:

- Placement of electrical connection and conduit to the location identified as a future southbound bus stop location on North Argonne Road at East Liberty Avenue.
- Construction of a shelter pad and footings and placement of electrical connection conduit to the location identified as a future northbound bus stop location adjacent to the shared use path on North Argonne Road at East Liberty Avenue.

The total compensation for this work is estimated at a not-to-exceed value of \$200,000 and will be funded by CIP #894, “Cooperative Projects”.

**RECOMMENDATION TO COMMITTEE:** 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.”

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

September 3, 2025

**AGENDA ITEM 4A2 :** SAFETY TELEMATICS SERVICES – AWARD OF CONTRACT

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Brandon Rapez-Betty, Chief Operations Officer  
Stephanie Crawford, Director of Safety  
Michael Ketterer, Business & Performance Data Analyst

---

**SUMMARY:** In accordance with Spokane Transit’s procurement policy, staff is seeking Board approval to award a five-year contract for Safety Telematics Services.

This initiative supports STA’s broader goal of building a safety-first culture by reducing preventable accidents, recognizing and rewarding safe driving behavior, increasing awareness of risky habits, and protecting operations in the event of false claims or disputes. The scope of work for this Safety Telematics Program was approved by PMER on July 9, 2025.

Sourcewell has a master contract (102924) available for fleet management telematics products and services which staff intend to utilize via STA’s Intergovernmental Cooperative Purchasing Agreement with Sourcewell. Utilizing the Sourcewell contract satisfies all of STA’s procurement requirements.

Samsara, Inc. is an authorized provider for these services, their current partnership with STA providing safety telematics services for Rideshare has met the agency’s needs. Staff recommend executing a five-year agreement, commencing October 1, 2025, and expiring September 30, 2030.

STA has negotiated reduced pricing to match the current Rideshare contract (PO 20232569) that was executed in November 2023. Samsara, Inc. has agreed to align software license terms and consolidate invoicing so that STA’s full fleet will have aligned coverage over the next five years.

The total estimated cost of the contract over the five-year period is \$1.2 million. Licensing expenses—including hardware and implementation services—will be funded through the operating budget over the five years. Equipment installation, though included under the same contract, will be performed by a third-party installer. This installation cost, estimated at \$42,305, will be charged to the operating budget.

**RECOMMENDATION TO THE COMMITTEE:** 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.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

September 3, 2025

**AGENDA ITEM 5A :** 2025 SECOND 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 Second Quarter Year-to-Date 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 0.16 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 second quarter, year-to-date ridership was up 4.0% compared to our ridership in 2024. Fixed Route provided 5,289,822 rides in 2025 vs. 5,087,270 in 2024. The ridership goal for Fixed Route in 2025 is 10.39 million trips; 2.2% higher than 2024.
- Paratransit 2025 second quarter, year-to-date ridership was up 4.7% compared to our ridership in 2024. Paratransit provided 203,335 rides in 2025 vs. 194,269 in 2024. The ridership goal for Paratransit in 2025 is 404,960 trips; 3.8% higher than 2024.
- Rideshare 2025 first quarter year-to-date ridership was down 0.1% compared to our ridership in 2024. Rideshare provided 52,256 rides in 2025 vs. 52,286 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 19.72. The goal was to transport 19.18 or more passengers per revenue hour.
- Paratransit PPRH was 2.49. 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 92.9%, 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 94.3%, above STA's goal of 93%.

#### **Operator Ride Checks**

- There were 204 ride checks completed for Fixed Route, on track to achieve the annual goal of 330.
- There were 45 ride checks completed for Paratransit, on track to achieve the annual goal of 63.

#### **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 \$9.51. This was 67.1% of the urban systems' average.
- Paratransit cost per passenger was \$58.06. This was 87.3% of the urban systems' average.

##### **Cost Recovery from User Fees (Farebox Recovery)**

- Fixed Route farebox recovery was 25.3%, above the goal of 20% as calculated using the new farebox recovery methodology set forth for establishing the standard fare.
- Paratransit farebox recovery was 4.1%, 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**

September 3, 2025

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

**REFERRAL COMMITTEE:** n/a

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

---

**SUMMARY:** In February 2025, ETC Institute initiated a customer satisfaction survey for Paratransit customers. Using a list of Paratransit customers provided by STA, ETC Institute randomly selected customers to mail the survey with a goal of completing a sample of 400. Respondents were provided a postage-paid envelope to return the survey, or there was a link to an online option also provided. There were 445 responses to the survey returned.

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**

September 3, 2025

**AGENDA ITEM 5C :** 2024 STATE AUDIT REPORT

**REFERRAL COMMITTEE:** n/a

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

---

**SUMMARY:** On July 23, 2025, the Washington State Auditor’s Office held an Audit Exit Conference with STA staff regarding the 2024 Audit results.

Weston Fink, Assistant Audit Manager, will brief the Committee on the 2024 Audit results.

**RECOMMENDATION TO COMMITTEE:** Receive Report.



# Office of the Washington State Auditor

---

## Pat McCarthy

### **Exit Conference: Spokane Transit Authority**

The Office of the Washington State Auditor’s vision is increased trust in government. Our mission is to provide citizens with independent and transparent examinations of how state and local governments use public funds, and develop strategies that make government more efficient and effective.

The purpose of this meeting is to share the results of your audit and our draft reporting. We value and appreciate your participation.

#### **Audit Reports**

We will publish the following reports:

- Accountability audit for January 1, 2024, through December 31, 2024 – see report.
- Financial statement and federal grant compliance audits for January 1, 2024, through December 31, 2024 – see report.

#### **Audit Highlights**

- We appreciate the efforts of Tammy Johnston, Interim Chief Financial Officer / Director of Financial Services who provided documents and answered inquiries throughout the audit to ensure an effective and efficient audit process.
- The Authority continues to have appropriate processes in place to ensure its financial data is fairly presented in all significant respects.

#### **Financial Statement Audit Communication**

We would like to bring the following to your attention:

- We didn’t identify any material misstatements during the audit.
- There were no uncorrected misstatements in the audited financial statements.
- The audit addressed the following risks, which required special consideration:
  - Due to the possibility that management may be able to circumvent certain controls, standards require the auditor to assess the risk of management override.
  - Implementation of Government Accounting Standards Board (GASB) Statement No. 101: Compensated Absences – Due to the inherent risk of implementing a new accounting standard, the auditor is required to assess the impact and evaluate if the standard was properly implemented and disclosed.

## AUDIT RESULTS

### Results in brief

This report describes the overall results and conclusions for the areas we examined. In those selected areas, Authority operations complied, in all material respects, with applicable state laws, regulations, and its own policies, and provided adequate controls over the safeguarding of public resources.

In keeping with general auditing practices, we do not examine every transaction, activity, policy, internal control, or area. As a result, no information is provided on the areas that were not examined.

### About the audit

This report contains the results of our independent accountability audit of the Spokane Transit Authority from January 1, 2024 through December 31, 2024.

Management is responsible for ensuring compliance and adequate safeguarding of public resources from fraud, loss or abuse. This includes the design, implementation and maintenance of internal controls relevant to these objectives.

This audit was conducted under the authority of RCW 43.09.260, which requires the Office of the Washington State Auditor to examine the financial affairs of all local governments. Our audit involved obtaining evidence about the Authority's use of public resources, compliance with state laws and regulations and its own policies and procedures, and internal controls over such matters. The procedures performed were based on our assessment of risks in the areas we examined.

Based on our risk assessment for the year ended December 31, 2024, the areas examined were those representing the highest risk of fraud, loss, abuse, or noncompliance. We examined the following areas during this audit period:

- Payroll – gross wages
- Accounts payable – credit cards
- Financial condition – reviewing for indications of financial distress
- Open public meetings – compliance with minutes, meetings and executive session requirements

# SCHEDULE OF FINDINGS AND QUESTIONED COSTS

## Spokane Transit Authority January 1, 2024 through December 31, 2024

### SECTION I – SUMMARY OF AUDITOR’S RESULTS

The results of our audit of the Spokane Transit Authority are summarized below in accordance with Title 2 *U.S. Code of Federal Regulations (CFR) Part 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* (Uniform Guidance).

#### Financial Statements

We issued an unmodified opinion on the fair presentation of the basic financial statements in accordance with accounting principles generally accepted in the United States of America (GAAP).

Internal Control over Financial Reporting:

- *Significant Deficiencies:* We reported no deficiencies in the design or operation of internal control over financial reporting that we consider to be significant deficiencies.
- *Material Weaknesses:* We identified no deficiencies that we consider to be material weaknesses.

We noted no instances of noncompliance that were material to the financial statements of the Authority.

#### Federal Awards

Internal Control over Major Programs:

- *Significant Deficiencies:* We reported no deficiencies in the design or operation of internal control over major federal programs that we consider to be significant deficiencies.
- *Material Weaknesses:* We identified no deficiencies that we consider to be material weaknesses.

We issued an unmodified opinion on the Authority’s compliance with requirements applicable to each of its major federal programs.

We reported no findings that are required to be disclosed in accordance with 2 CFR 200.516(a).

## **Identification of Major Federal Programs**

The following programs were selected as major programs in our audit of compliance in accordance with the Uniform Guidance.

<u>ALN</u>	<u>Program or Cluster Title</u>
20.500	Federal Transit Cluster - Federal Transit Capital Investment Grants
20.507	Federal Transit Cluster - Federal Transit Formula Grants
20.526	Federal Transit Cluster - Buses and Bus Facilities Formula, Competitive, and Low or No Emissions Programs

The dollar threshold used to distinguish between Type A and Type B programs, as prescribed by the Uniform Guidance, was \$750,000.

The Authority qualified as a low-risk auditee under the Uniform Guidance.

## **SECTION II – FINANCIAL STATEMENT FINDINGS**

None reported.

## **SECTION III – FEDERAL AWARD FINDINGS AND QUESTIONED COSTS**

None reported.

## INDEPENDENT AUDITOR'S REPORT

Report on Internal Control over Financial Reporting and on Compliance and Other Matters Based on an Audit of Financial Statements Performed in Accordance with *Government Auditing Standards*

### **Spokane Transit Authority January 1, 2023 through December 31, 2024**

Board of Directors  
Spokane Transit Authority  
Spokane, Washington

We have audited, in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States, the financial statements of the Spokane Transit Authority, as of and for the years ended December 31, 2024 and 2023, and the related notes to the financial statements, which collectively comprise the Authority's basic financial statements, and have issued our report thereon dated July 23, 2025.

### **REPORT ON INTERNAL CONTROL OVER FINANCIAL REPORTING**

In planning and performing our audits of the financial statements, we considered the Authority's internal control over financial reporting (internal control) as a basis for designing audit procedures that are appropriate in the circumstances for the purpose of expressing our opinions on the financial statements, but not for the purpose of expressing an opinion on the effectiveness of the Authority's internal control. Accordingly, we do not express an opinion on the effectiveness of the Authority's internal control.

A *deficiency in internal control* exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, misstatements on a timely basis. A *material weakness* is a deficiency, or a combination of deficiencies, in internal control such that there is a reasonable possibility that a material misstatement of the Authority's financial statements will not be prevented, or detected and corrected on a timely basis. A *significant deficiency* is a deficiency, or a combination of deficiencies, in internal control that is less severe than a material weakness, yet important enough to merit attention by those charged with governance.

Our consideration of internal control was for the limited purpose described above and was not designed to identify all deficiencies in internal control that might be material weaknesses or significant deficiencies and therefore, material weaknesses or significant deficiencies may exist that were not identified.

Given these limitations, during our audit we did not identify any deficiencies in internal control that we consider to be material weaknesses.

## **REPORT ON COMPLIANCE AND OTHER MATTERS**

As part of obtaining reasonable assurance about whether the Authority's financial statements are free from material misstatement, we performed tests of its compliance with certain provisions of laws, regulations, contracts and grant agreements, noncompliance with which could have a direct and material effect on the financial statements. However, providing an opinion on compliance with those provisions was not an objective of our audit, and accordingly, we do not express such an opinion.

The results of our tests disclosed no instances of noncompliance or other matters that are required to be reported under *Government Auditing Standards*.

## **PURPOSE OF THIS REPORT**

The purpose of this report is solely to describe the scope of our testing of internal control and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the Authority's internal control or on compliance. This report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the Authority's internal control and compliance. Accordingly, this communication is not suitable for any other purpose. However, this report is a matter of public record and its distribution is not limited. It also serves to disseminate information to the public as a reporting tool to help citizens assess government operations.



Pat McCarthy, State Auditor

Olympia, WA

July 23, 2025

# INDEPENDENT AUDITOR'S REPORT

## Report on Compliance for Each Major Federal Program and Report on Internal Control over Compliance in Accordance with the Uniform Guidance

### Spokane Transit Authority January 1, 2024 through December 31, 2024

Board of Directors  
Spokane Transit Authority  
Spokane, Washington

## REPORT ON COMPLIANCE FOR EACH MAJOR FEDERAL PROGRAM

### Opinion on Each Major Federal Program

We have audited the compliance of the Spokane Transit Authority, with the types of compliance requirements identified as subject to audit in the U.S. *Office of Management and Budget (OMB) Compliance Supplement* that could have a direct and material effect on each of the Authority's major federal programs for the year ended December 31, 2024. The Authority's major federal programs are identified in the auditor's results section of the accompanying Schedule of Findings and Questioned Costs.

In our opinion, the Authority complied, in all material respects, with the types of compliance requirements referred to above that could have a direct and material effect on each of its major federal programs for the year ended December 31, 2024.

### Basis for Opinion on Each Major Federal Program

We conducted our audit of compliance in accordance with auditing standards generally accepted in the United States of America (GAAS); the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States; and the audit requirements of Title 2 U.S. *Code of Federal Regulations* Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance)* are further described in the Auditor's Responsibilities for the Audit of Compliance section of our report.

We are required to be independent of the Authority and to meet our other ethical responsibilities, in accordance with the relevant ethical requirements relating to our audit. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion on compliance for each major federal program. Our audit does not provide a legal determination on the Authority's compliance with the compliance requirements referred to above.

## **Responsibilities of Management for Compliance**

Management is responsible for compliance with the requirements referred to above and for the design, implementation, and maintenance of effective internal control over compliance with the requirements of laws, statutes, regulations, rules and provisions of contracts or grant agreements applicable to the Authority's federal programs.

## **Auditor's Responsibilities for the Audit of Compliance**

Our objectives are to obtain reasonable assurance about whether material noncompliance with the compliance requirements referred to above occurred, whether due to fraud or error, and express an opinion on the Authority's compliance based on our audit. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with GAAS, *Government Auditing Standards* and the Uniform Guidance will always detect a material noncompliance when it exists. The risk of not detecting a material noncompliance resulting from fraud is higher than for that resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Noncompliance with the compliance requirements referred to above is considered material, if there is a substantial likelihood that, individually or in the aggregate, it would influence the judgement made by a reasonable user of the report on compliance about the Authority's compliance with the requirements of each major federal program as a whole.

Performing an audit in accordance with GAAS, *Government Auditing Standards* and the Uniform Guidance includes the following responsibilities:

- Exercise professional judgment and maintain professional skepticism throughout the audit;
- Identify and assess the risks of material noncompliance, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the Authority's compliance with the compliance requirements referred to above and performing such other procedures as we considered necessary in the circumstances;
- Obtain an understanding of the Authority's internal control over compliance relevant to the audit in order to design audit procedures that are appropriate in the circumstances and to test and report on internal control over compliance in accordance with the Uniform Guidance, but not for the purpose of expressing an opinion on the effectiveness of the Authority's internal control over compliance. Accordingly, no such opinion is expressed; and
- We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and any significant deficiencies and material weaknesses in internal control over compliance that we identified during the audit.

## REPORT ON INTERNAL CONTROL OVER COMPLIANCE

A *deficiency in internal control over compliance* exists when the design or operation of a control over compliance does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, noncompliance with a type of compliance requirement of a federal program on a timely basis. A *material weakness in internal control over compliance* is a deficiency, or combination of deficiencies, in internal control over compliance, such that there is a reasonable possibility that material noncompliance with a type of compliance requirement of a federal program will not be prevented, or detected and corrected, on a timely basis. A *significant deficiency in internal control over compliance* is a deficiency, or a combination of deficiencies, in internal control over compliance with a type of compliance requirement of a federal program that is less severe than a material weakness in internal control over compliance, yet important enough to merit attention by those charged with governance.

Our audit was not designed for the purpose of expressing an opinion on the effectiveness of internal control over compliance. Accordingly, no such opinion is expressed. Our consideration of internal control over compliance was for the limited purpose described in the Auditor's Responsibilities for the Audit of Compliance section above and was not designed to identify all deficiencies in internal control over compliance that might be material weaknesses or significant deficiencies in internal control over compliance and therefore, material weaknesses or significant deficiencies may exist that were not identified.

Given these limitations, during our audit we did not identify any deficiencies in internal control over compliance that we consider to be material weaknesses, as defined above.

### Purpose of this Report

The purpose of this report on internal control over compliance is solely to describe the scope of our testing of internal control over compliance and the results of that testing based on the requirements of the Uniform Guidance. Accordingly, this report is not suitable for any other purpose. However, this report is a matter of public record and its distribution is not limited. It also serves to disseminate information to the public as a reporting tool to help citizens assess government operations.



Pat McCarthy, State Auditor

Olympia, WA

July 23, 2025

# INDEPENDENT AUDITOR'S REPORT

## Report on the Audit of the Financial Statements

### Spokane Transit Authority January 1, 2023 through December 31, 2024

Board of Directors  
Spokane Transit Authority  
Spokane, Washington

## REPORT ON THE AUDIT OF THE FINANCIAL STATEMENTS

### Opinions

We have audited the accompanying financial statements of the Spokane Transit Authority, as of and for the years ended December 31, 2024 and 2023, and the related notes to the financial statements, which collectively comprise the Authority's basic financial statements as listed in the financial section of our report.

In our opinion, the accompanying financial statements referred to above present fairly, in all material respects, the financial position of the Spokane Transit Authority, as of December 31, 2024 and 2023, and the changes in financial position and cash flows thereof for the years then ended in accordance with accounting principles generally accepted in the United States of America.

### Basis for Opinions

We conducted our audit in accordance with auditing standards generally accepted in the United States of America (GAAS) and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are required to be independent of the Authority and to meet our other ethical responsibilities, in accordance with the relevant ethical requirements relating to our audit. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinions.

### Matters of Emphasis

As discussed in Note 14 to the financial statements, in 2024, the Authority adopted new accounting guidance, Governmental Accounting Standards Board *Statement No. 101, Compensated Absences*. Our opinion is not modified with respect to this matter.

## **Responsibilities of Management for the Financial Statements**

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America, and for the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is required to evaluate whether there are conditions or events, considered in the aggregate, that raise substantial doubt about the Authority's ability to continue as a going concern for twelve months beyond the financial statement date, including any currently known information that may raise substantial doubt shortly thereafter.

## **Auditor's Responsibilities for the Audit of the Financial Statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinions. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with GAAS and *Government Auditing Standards* will always detect a material misstatement when it exists. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Misstatements are considered material if there is a substantial likelihood that, individually or in the aggregate, they would influence the judgment made by a reasonable user based on the financial statements.

Performing an audit in accordance with GAAS and *Government Auditing Standards* includes the following responsibilities:

- Exercise professional judgment and maintain professional skepticism throughout the audit;
- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the amounts and disclosures in the financial statements;
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Authority's internal control. Accordingly, no such opinion is expressed;
- Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the financial statements;

- Conclude whether, in our judgment, there are conditions or events, considered in the aggregate, that raise substantial doubt about the Authority’s ability to continue as a going concern for a reasonable period of time; and
- Communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit, significant audit findings, and certain internal control-related matters that we identified during the audit.

### **Required Supplementary Information**

Accounting principles generally accepted in the United States of America require that the management’s discussion and analysis and required supplementary information listed in the financial section of our report be presented to supplement the basic financial statements. Such information is the responsibility of management and, although not a part of the basic financial statements, is required by the Governmental Accounting Standards Board who considers it to be an essential part of financial reporting for placing the basic financial statements in an appropriate operational, economic or historical context. We have applied certain limited procedures to the required supplementary information in accordance with auditing standards generally accepted in the United States of America, which consisted of inquiries of management about the methods of preparing the information and comparing the information for consistency with management’s responses to our inquiries, the basic financial statements, and other knowledge we obtained during our audit of the basic financial statements. We do not express an opinion or provide any assurance on the information because the limited procedures do not provide us with sufficient evidence to express an opinion or provide any assurance.

### **Supplementary Information**

Our audits were conducted for the purpose of forming opinions on the financial statements that collectively comprise the Authority’s basic financial statements. The accompanying Schedule of Expenditures of Federal Awards is presented for purposes of additional analysis as required by Title 2 *U.S. Code of Federal Regulations* (CFR) Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* (Uniform Guidance). This supplementary information is not a required part of the basic financial statements. Such information is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the basic financial statements. The information has been subjected to the auditing procedures applied in the audit of the basic financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the basic financial statements or to the basic financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the information is fairly stated, in all material respects, in relation to the basic financial statements as a whole.

## **OTHER REPORTING REQUIRED BY GOVERNMENT AUDITING STANDARDS**

In accordance with *Government Auditing Standards*, we have also issued our report dated July 23, 2025 on our consideration of the Authority's internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts and grant agreements and other matters. The purpose of that report is to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the Authority's internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the Authority's internal control over financial reporting and compliance.

A handwritten signature in black ink that reads "Pat McCarthy". The signature is written in a cursive style with a large, stylized initial "P".

Pat McCarthy, State Auditor

Olympia, WA

July 23, 2025



July 23, 2025

Office of the Washington State Auditor  
3200 Capitol Blvd  
P.O. Box 40031  
Olympia, WA 98504-0031

To the Office of the Washington State Auditor:

We are providing this letter in connection with your audit of Spokane Transit Authority for the period from January 1, 2024, through December 31, 2024, and for the comparative information for the period ended December 31, 2023. Representations are in relation to matters existing during or subsequent to the audit period up to the date of this letter.

Certain representations in this letter are described as being limited to matters that are significant or material. Information is considered significant or material if it is probable that it would change or influence the judgment of a reasonable person.

We confirm, to the best of our knowledge and belief, having made appropriate inquiries to be able to provide our representations, the following representations made to you during your audit. If we subsequently discover information that would change our representations related to this period, we will notify you in a timely manner.

**General Representations:**

1. We have provided you with unrestricted access to people you wished to speak with and made available all requested and relevant information of which we are aware, including:
  - a. Financial records and related data.
  - b. Minutes of the meetings of the governing body or summaries of actions of recent meetings for which minutes have not yet been prepared.
  - c. Other internal or external audits, examinations, investigations or studies that might concern the objectives of the audit and the corrective action taken to address significant findings and recommendations.
  - d. Communications from regulatory agencies, government representatives or others concerning possible noncompliance, deficiencies in internal control or other matters that might concern the objectives of the audit.
  - e. Related party relationships and transactions.
  - f. Results of our internal assessment of business risks and risks related to financial reporting, compliance and fraud.

2. We acknowledge our responsibility for compliance with requirements related to confidentiality of certain information, and have notified you whenever records or data containing information subject to any confidentiality requirements were made available.
3. We acknowledge our responsibility for compliance with applicable laws, regulations, contracts and grant agreements.
4. We have identified and disclosed all laws, regulations, contracts and grant agreements that could have a direct and material effect on the determination of financial statement amounts, including legal and contractual provisions for reporting specific activities in separate funds.
5. We have complied with all material aspects of laws, regulations, contracts and grant agreements.
6. We acknowledge our responsibility for establishing and maintaining effective internal controls over compliance with applicable laws and regulations and safeguarding of public resources, including controls to prevent and detect fraud.
7. We have established adequate procedures and controls to provide reasonable assurance of safeguarding public resources and compliance with applicable laws and regulations.
8. We have no knowledge of any loss of public funds or assets or other illegal activity, or any allegations of fraud or suspected fraud involving management or employees.
9. In accordance with RCW 43.09.200, all transactions have been properly recorded in the financial records.

**Additional representations related to the financial statements:**

10. We acknowledge our responsibility for fair presentation of financial statements and believe financial statements are fairly presented in conformity with generally accepted accounting principles in the United States of America.
11. We acknowledge our responsibility for establishing and maintaining effective internal control over financial reporting.
12. The financial statements include financial information of the primary government and all component units, fiduciary and other activity required by generally accepted accounting principles to be included in the financial reporting entity.
13. The financial statements properly classify all funds and activities.
14. All funds that meet the quantitative criteria in GASB requirements or are otherwise particularly important to financial statement users, are presented as major funds.

15. Capital assets, including infrastructure and intangible assets, are properly capitalized, reported and depreciated as applicable.
16. We have no plans or intentions that may materially affect the reported value or classification of assets, liabilities or net position.
17. Revenues are appropriately classified by fund and account.
18. Expenses have been appropriately classified by fund and account, and allocations have been made on a reasonable basis.
19. Net position components (net investment in capital assets, restricted and unrestricted) are properly classified and, as applicable, approved.
20. The methods, data and significant assumptions we used in making accounting estimates and related disclosures are appropriate and free from intentional bias.
21. The following have been properly classified, reported and disclosed in the financial statements, as applicable:
  - a. Interfund, internal, and intra-entity activity and balances.
  - b. Related-party transactions, including sales, purchases, loans, transfers, leasing arrangements, and guarantees, and amounts receivable from or payable to related parties.
  - c. Joint ventures and other related organizations.
  - d. Guarantees under which the government is contingently liable.
  - e. All events occurring subsequent to the fiscal year end through the date of this letter that would require adjustment to, or disclosure in, the financial statements.
  - f. Effects of all known actual or possible litigation, claims, assessments, violations of laws, regulations, contracts or grant agreements, and other loss contingencies.
22. We have accurately disclosed to you all known actual or possible pending or threatened litigation, claims or assessments whose effects should be considered when preparing the financial statements. We have also accurately disclosed to you the nature and extent of our consultation with outside attorneys concerning litigation, claims and assessments.
23. We acknowledge our responsibility for reporting supplementary information (the Schedule of Expenditures of Federal Awards) in accordance with applicable requirements and believe supplementary information is fairly presented, in both form and content in accordance with those requirements.
24. We have disclosed to you all significant changes to the methods of measurement and presentation of supplementary information, reasons for any changes and all significant assumptions or interpretations underlying the measurement or presentation.

25. We acknowledge our responsibility for the supplementary information required by generally accepted accounting principles in the United States (RSI) and believe RSI is measured and presented within prescribed guidelines.
26. We have disclosed to you all significant changes in the methods of measurement and presentation of RSI, reasons for any changes and all significant assumptions or interpretations underlying the measurement or presentation of the RSI.
27. We believe there are no uncorrected misstatements that would be material individually and in the aggregate to each applicable opinion unit.
28. We acknowledge our responsibility not to publish any document containing the audit report with any change in the financial statements, supplementary and other information referenced in the auditor's report. We will contact the auditor if we have any needs for publishing the audit report with different content included.


**Additional representations related to expenditures under federal grant programs:**


29. We acknowledge our responsibility for complying, and have complied, with the requirements of 2 CFR § 200 *Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards*.
30. With regards to your audit of federal grant programs, we have made available all relevant and requested information of which we are aware, including:
  - a. All federal awards and related grant agreements (including amendments, if any), contracts with pass-through entities, service organizations and contractors, and correspondence.
  - b. All communications from federal awarding agencies, contractors, service organizations or pass-through entities concerning possible noncompliance.
  - c. All information regarding corrective actions taken and management decisions or follow-up work performed by federal or pass-through agencies on any findings reported in the past.
  - d. All documentation related to the compliance requirements, including information related to federal program financial reports and claims for advances and reimbursements.
  - e. Interpretations or other support for any situations where compliance with requirements might be questionable or unclear.
31. We have identified and complied with all direct and material compliance requirements of federal awards.

32. Management is responsible for establishing effective internal control and has maintained sufficient control over federal programs to provide reasonable assurance that awards are managed in compliance with laws, regulations, contracts or grant agreements that could have a material effect on each of our federal awards.
33. Federal program financial reports and claims for advances and reimbursements are supported by the accounting records from which the basic financial statements have been prepared, and are prepared on a basis consistent with the Schedule of Expenditures of Federal Awards.
34. Copies of federal program reports provided to you are true copies of the reports submitted, or electronically transmitted, to federal agencies or pass-through agencies, as applicable.
35. We are responsible for, and will accurately prepare, the auditee section of the Data Collection Form as required by the Uniform Guidance.

**Additional representations related to federal grants passed through to subrecipients:**

36. We have advised our subrecipients of requirements imposed on them by Federal laws, regulations, contracts or grant agreements as well as any supplemental requirements we impose as a condition of receiving Federal awards.
37. We have monitored the activities of our subrecipients as necessary to ensure that Federal awards are used for authorized purposes in compliance with laws, regulations, contracts or grant agreements.

  
Brandon Raper Betty  
Interim Co-CEO & Chief Operations Officer  
Spokane Transit Authority

  
Tammy Johnston  
Interim Chief Financial Officer & Director of Financial Services  
Spokane Transit Authority

  
Karl Otterstrom  
Interim Co-CEO & Chief of Planning and Development  
Spokane Transit Authority

## **Finalizing Your Audit**

### **Report Publication**

Audit reports are published on our website and distributed via email in a .pdf file. We also offer a subscription service that notifies you by email when audit reports are released or posted to our website. You can sign up for this convenient service at [Sign Up for News & Alerts | Office of the Washington State Auditor](#).

### **Management Representation Letter**

We have included a copy of representations requested of management.

### **Audit Cost**

At the entrance conference, we estimated the cost of the audit to be \$46,000, plus travel costs, and actual audit costs will approximate that amount.

### **Your Next Scheduled Audit**

Your next audit is scheduled to be conducted in 2026 and will cover the following general areas:

- Accountability for public resources
- Financial statement
- Federal programs
- National Transit Database (NTD) Agreed Upon Procedures

The estimated cost for the next audits based on current rates is approximately \$18,500 for the NTD Agreed Upon Procedures engagement, as well as \$46,000 for the financial statement, federal grant compliance, and accountability audits, plus travel expenses if any. This preliminary estimate is provided as a budgeting tool and is not a guarantee of final cost.

## **Working Together to Improve Government**

### **Audit Survey**

When your report is released, you will receive an audit survey from us. We value your opinions on our audit services and hope you provide feedback.

### **Local Government Support Team**

This team provides support services to local governments through technical assistance, comparative statistics, training, and tools to help prevent and detect a loss of public funds. Our website and client portal offers many resources, including a client Help Desk that answers auditing and accounting questions. Additionally, this team assists with the online filing of your financial statements.

### **The Center for Government Innovation**

The Center for Government Innovation at the Office of the Washington State Auditor offers services specifically to help you help the residents you serve at no additional cost to your government. What does this mean? We provide expert advice in areas like Lean process improvement, peer-to-peer networking, and culture-building to help local governments find ways to be more efficient, effective and transparent. The Center can help you by providing assistance in financial management, cybersecurity and more. Check out our best practices and other resources that help local governments act on accounting standard changes, comply with regulations, and respond

to recommendations in your audit. The Center understands that time is your most precious commodity as a public servant, and we are here to help you do more with the limited hours you have. If you are interested in learning how we can help you maximize your effect in government, call us at (564) 999-0818 or email us at [Center@sao.wa.gov](mailto:Center@sao.wa.gov).

### **Questions?**

Please contact us with any questions about information in this document or related audit reports.

**Tina Watkins, CPA, Director of Local Audit, (360) 260-6411, [Tina.Watkins@sao.wa.gov](mailto:Tina.Watkins@sao.wa.gov)**

**Ann Strand, CFE, Assistant Director of Local Audit, (509) 454-7849, [Ann.Strand@sao.wa.gov](mailto:Ann.Strand@sao.wa.gov)**

**Brad White, CPA, Program/Audit Manager, (509) 919-0240, [Bradley.D.White@sao.wa.gov](mailto:Bradley.D.White@sao.wa.gov)**

**Weston Fink, CPA, Assistant Audit Manager, (509) 919-2439, [Weston.Fink@sao.wa.gov](mailto:Weston.Fink@sao.wa.gov)**

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

September 3, 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.

**RECOMMENDATION TO COMMITTEE:** Receive report.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

September 3, 2025

**AGENDA ITEM 7A :** JULY 2025 OPERATING INDICATORS

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Brandon Rapez-Betty, Chief Operations Officer

**SUMMARY:** There was the same number of weekdays in July 2025 compared to July 2024 (22 vs. 22). On-time performance for Fixed Route was 91.0% and Paratransit 95.7%.

**FIXED ROUTE**

Ridership	July 2025	July 2024	Month/Month % Change	Year/Year % Change
Total Monthly Ridership	782,932	780,753	0.3%	3.1%
Average Daily Ridership	29,272	29,218	0.2%	4.0%
Adult Ridership	311,260	320,619	-2.9%	2.7%
CCS Pass Ridership	21,637	19,421	11.4%	19.4%
Eagle Pass Ridership	4,373	4,970	-12.0%	-8.1%
Youth Ridership	132,403	122,545	8.0%	9.4%
% of Ridership by Youth	16.9%	15.7%	1.2%	1.2%
Reduced Fare / Paratransit Ridership	117,427	111,089	5.7%	10.7%

**PARATRANSIT**

Ridership	July 2025	July 2024	Month/Month % Change	Year/Year % Change
Combined	32,654	31,641	3.1%	4.28%
Directly Operated	16,895	17,056	-.95%	4.32%
Purchased Transportation	15,759	14,585	7.45%	4.23%
SUV	1,344	1,409	-4.6%	12.6%

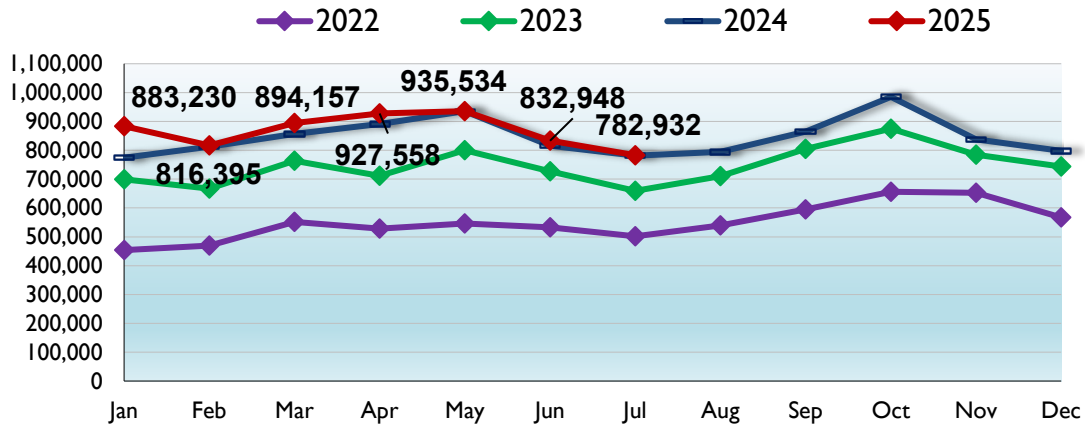
**RIDESHARE**

Ridership	July 2025	July 2024	Month to Month %Change	Year to Year %Change
Monthly Customer Trips	8,975	8,529	5.2%	
Year to Date Customer Trips	61,231	60,815		0.7%
Monthly Active Groups	87	83	0.0%	4.8%
Unique Riders	404	398	0.5%	1.5%
Riders per Vehicle	4.64	4.80	0.5%	-3.2%

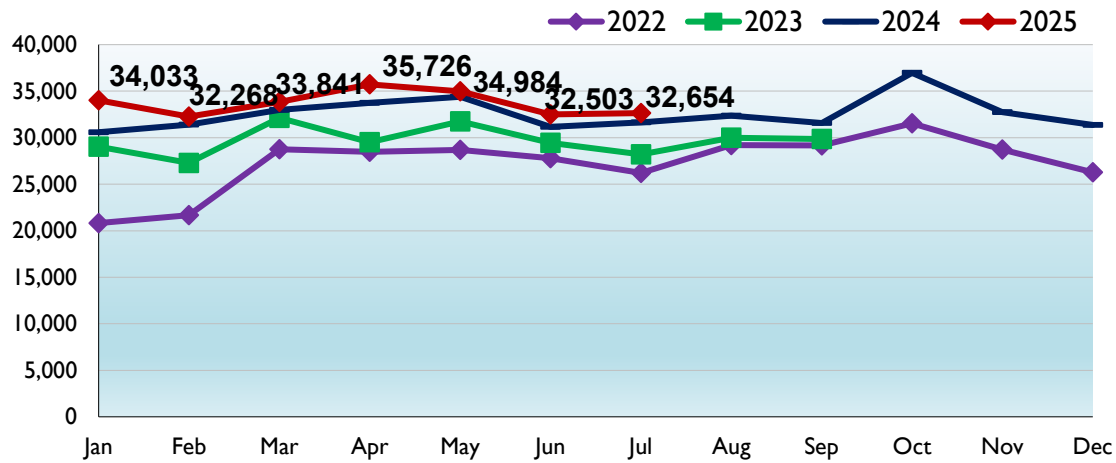
Group Formations and Folds
None

**RECOMMENDATION TO COMMITTEE:** Information only.

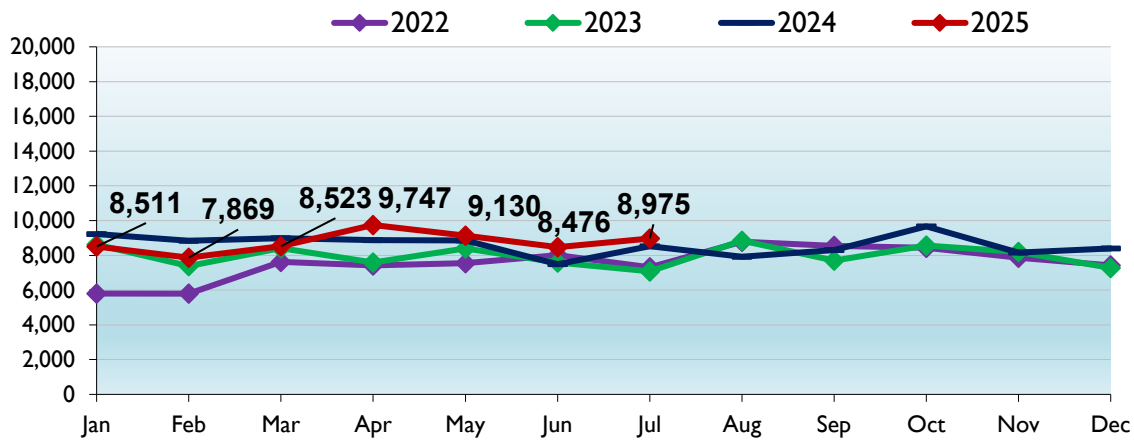
### FIXED ROUTE RIDERSHIP



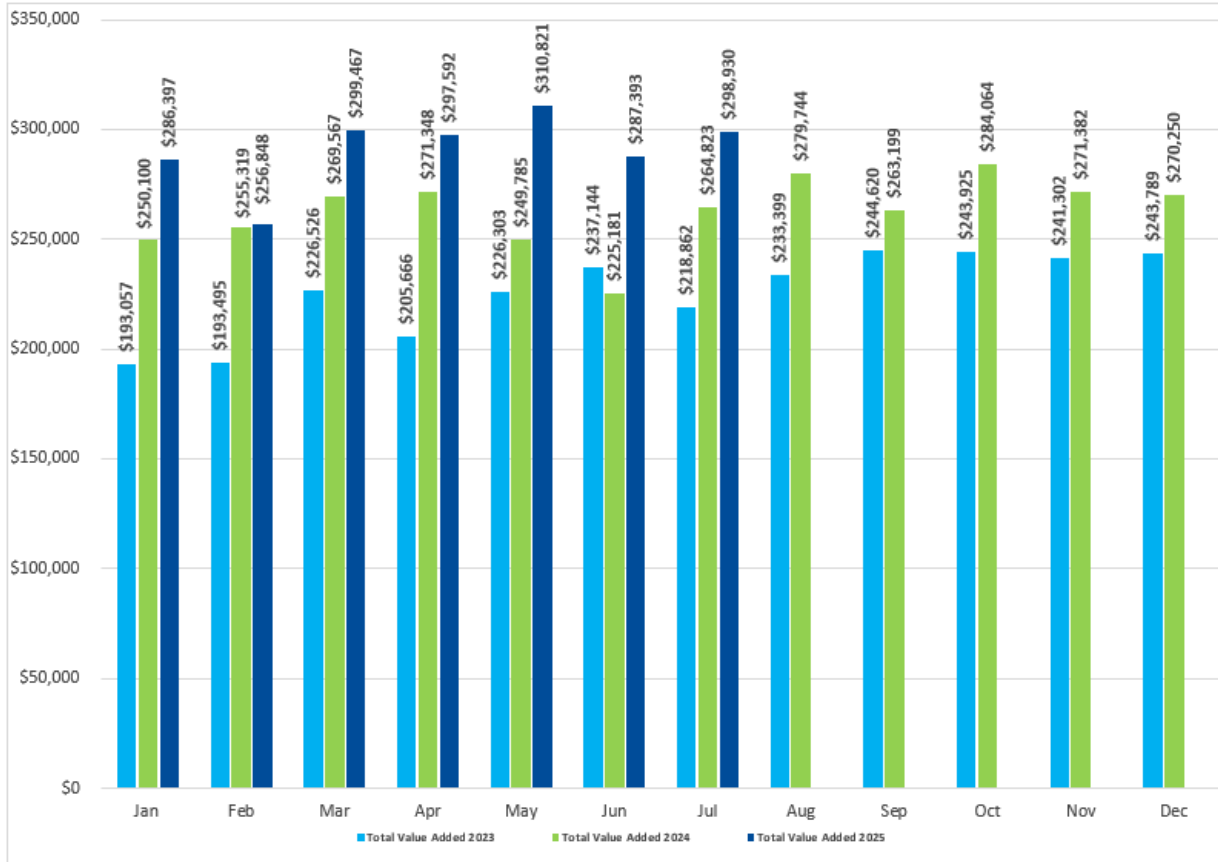
### PARATRANSIT RIDERSHIP



### RIDESHARE RIDERSHIP

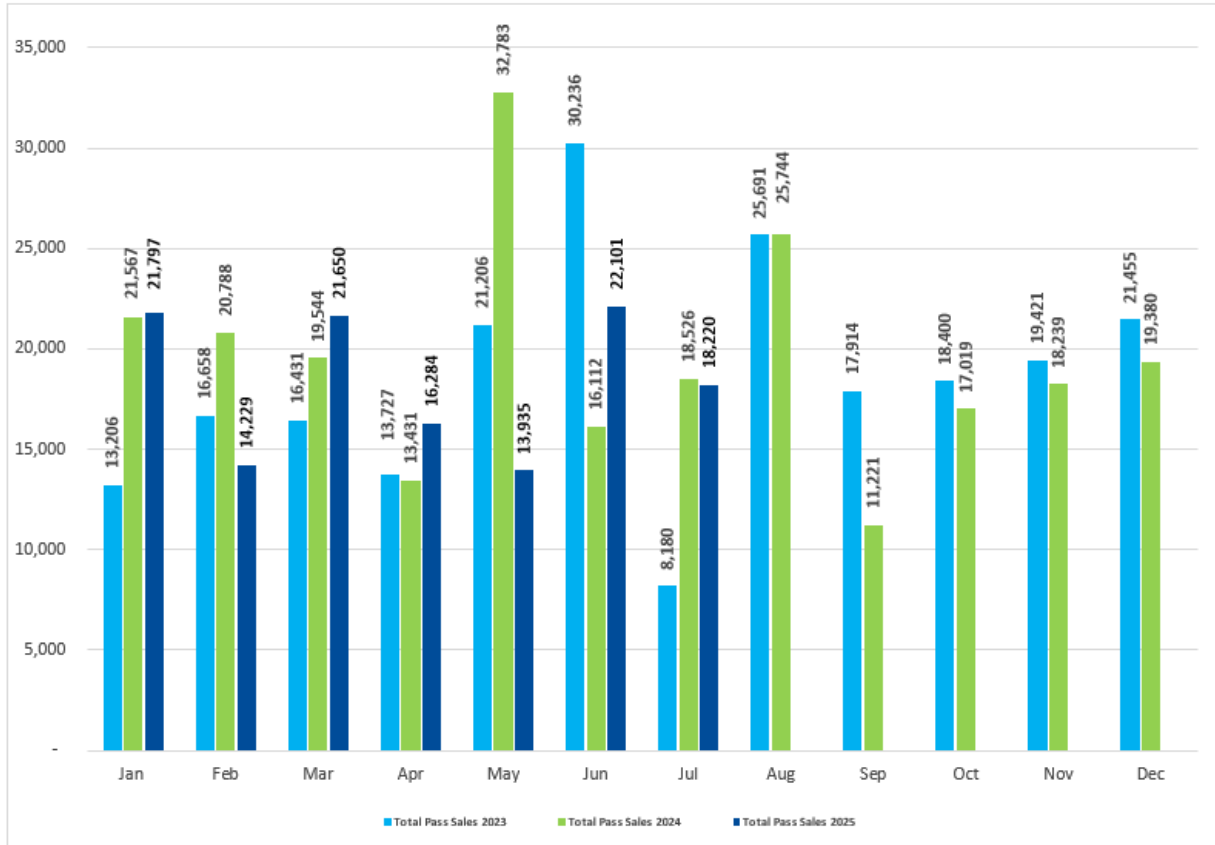


## MONTHLY VALUE ADDED TO CONNECT CARDS



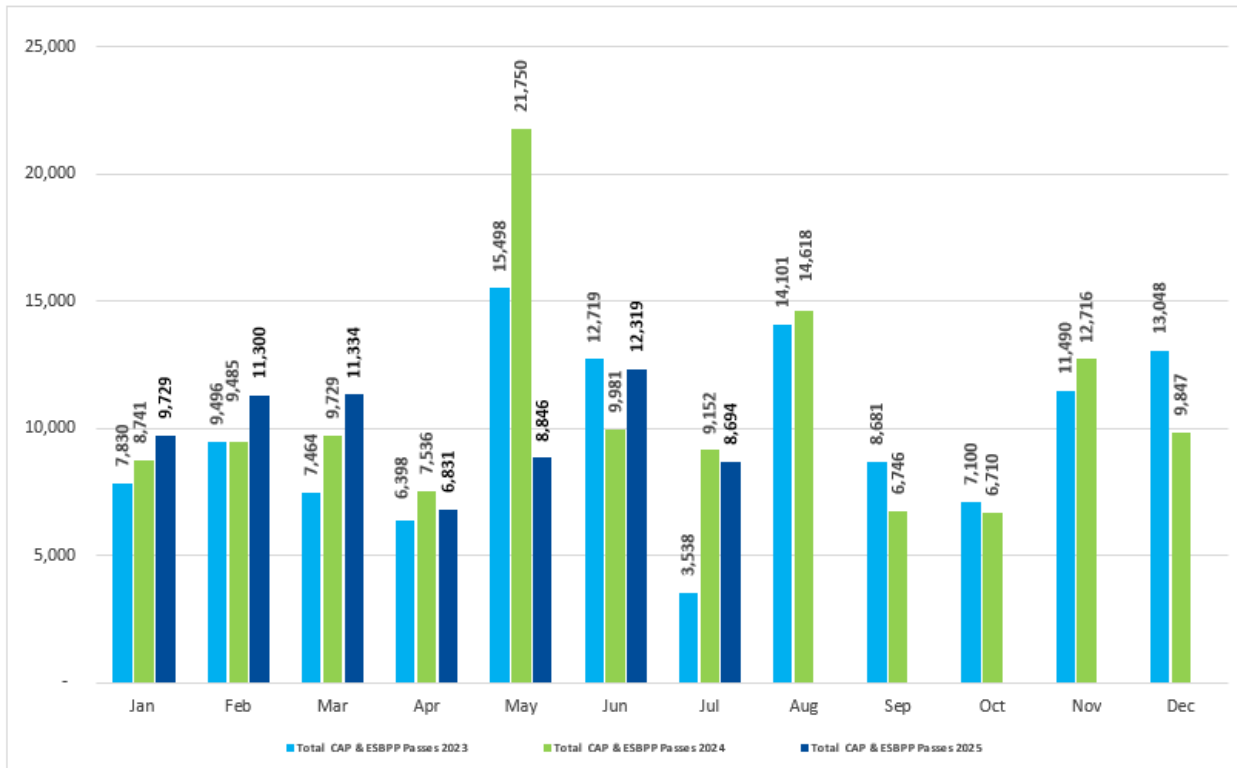
	2023 YTD	2024 YTD	2025 YTD	YTD % Change
<b>Autoload</b>	\$ 77,280	\$ 99,405	\$ 117,507	18.2%
<b>Call Center</b>	\$ 34,720	\$ 50,075	\$ 55,100	10.0%
<b>Customer Service Terminal</b>	\$ 438,709	\$ 437,806	\$ 426,809	-2.5%
<b>Customer Website</b>	\$ 159,316	\$ 147,714	\$ 148,574	0.6%
<b>Mobile Ticketing</b>	\$ 680,056	\$ 768,118	\$ 814,264	6.0%
<b>Institutional Website</b>	\$ 90,008	\$ 143,024	\$ 197,685	38.2%
<b>Open Payments</b>	\$ 1,804	\$ 112,450	\$ 251,166	123.4%
<b>Retail</b>	\$ 19,160	\$ 27,532	\$ 26,343	-4.3%
<b>Total</b>	<b>\$ 1,501,053</b>	<b>\$ 1,786,122</b>	<b>\$ 2,037,449</b>	<b>14.1%</b>

## MONTHLY PASSES SOLD ON THE CONNECT SYSTEM



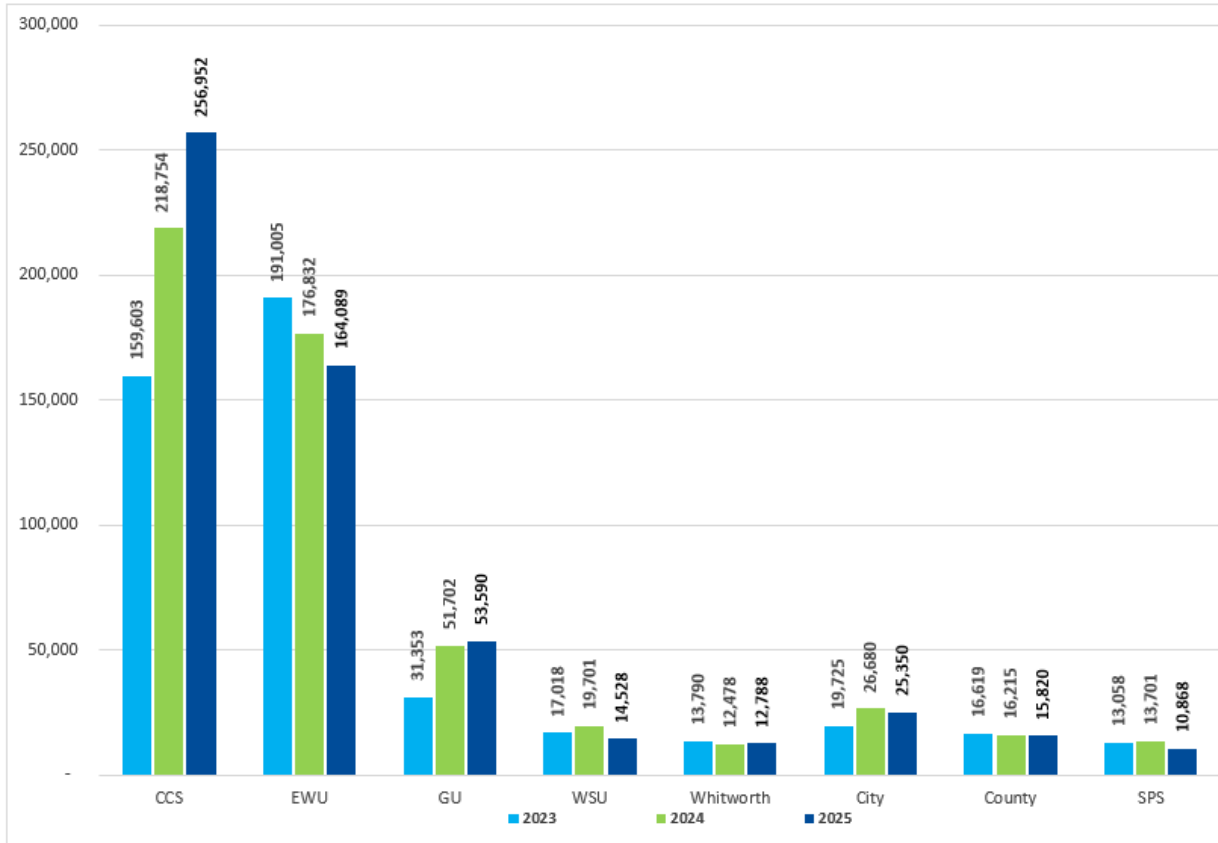
	2023 YTD	2024 YTD	2025 YTD	YTD % Change
1-Ride	49,126	49,335	44,641	-9.5%
7-Day	2,074	2,740	2,961	8.1%
Day Pass	60,168	81,470	71,312	-12.5%
Stars & Stripes/ Honored Rider	375	335	296	-11.6%
Paratransit Monthly	226	269	228	-15.2%
Shuttle Park	1,281	839	546	-34.9%
31-Day Rolling	6,394	7,763	8,232	6.0%
<b>Total</b>	<b>119,644</b>	<b>142,751</b>	<b>128,216</b>	<b>-10.2%</b>

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



	2023 YTD	2024 YTD	2025 YTD	YTD % Change
1-Ride CAP	24,515	24,602	25,091	2.0%
Day Pass CAP	35,460	48,743	40,909	-16.1%
Employer Sponsored Bus Pass	2,968	3,029	3,053	0.8%
<b>Total</b>	<b>62,943</b>	<b>76,374</b>	<b>69,053</b>	<b>-9.6%</b>

## JULY YTD UTAP RIDES



	2023 YTD	2024 YTD	2025 YTD	YTD % Change
CCS	159,603	218,754	256,952	17.5%
EWU	191,005	176,832	164,089	-7.2%
GU	31,353	51,702	53,590	3.7%
WSU	17,018	19,701	14,528	-26.3%
Whitworth	13,790	12,478	12,788	2.5%
City	19,725	26,680	25,350	-5.0%
County	16,619	16,215	15,820	-2.4%
Spokane Public Schools	13,058	13,701	10,868	-20.7%
<b>Total</b>	<b>462,171</b>	<b>536,063</b>	<b>553,985</b>	<b>3.3%</b>

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

September 3, 2025

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

Revenue

Overall, July year-to-date revenue is 5.0% (\$4.4M) higher than budget impacted by the following:

- Fares & Other Transit Revenue is 5.2% higher than budget
- Sales Tax Revenue is 0.3% higher than the budget
- Federal & State Grant Revenue is 27.2% higher than budget
- Miscellaneous Revenue is 6.4% higher than budget

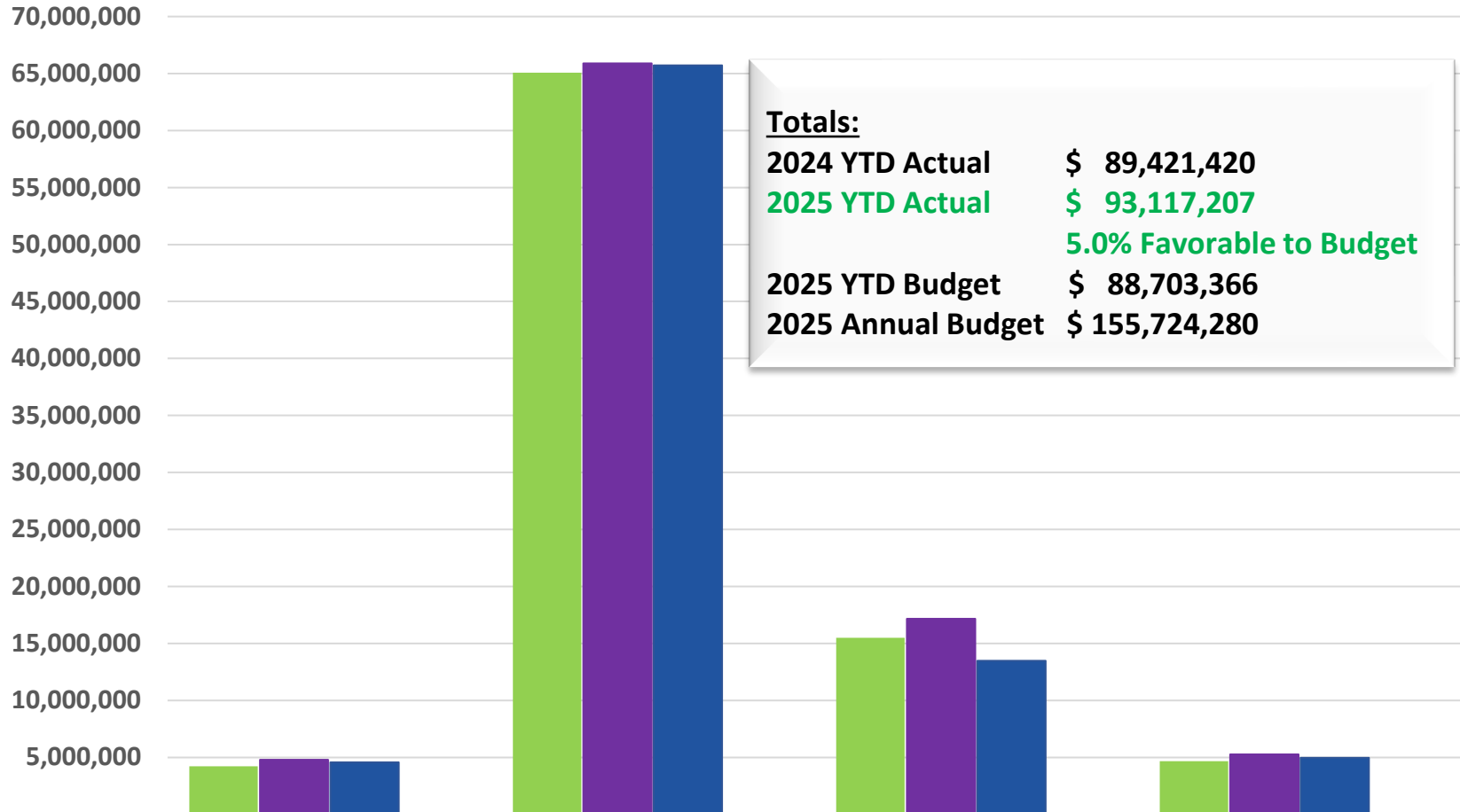
Operating Expenses

Overall, July year-to-date operating expenses are 4.1% (\$3.3M) lower than budget influenced by the timing of payments as follows:

- Fixed Route is 0.9% lower than budget
- Paratransit is 8.0% lower than budget
- Rideshare is 6.0% lower than budget
- Plaza is 10.1% lower than budget
- Administration is 13.0% lower than budget

**RECOMMENDATION TO COMMITTEE:** Information only.

## Spokane Transit Revenues <sup>(1)</sup> - July YTD 2025

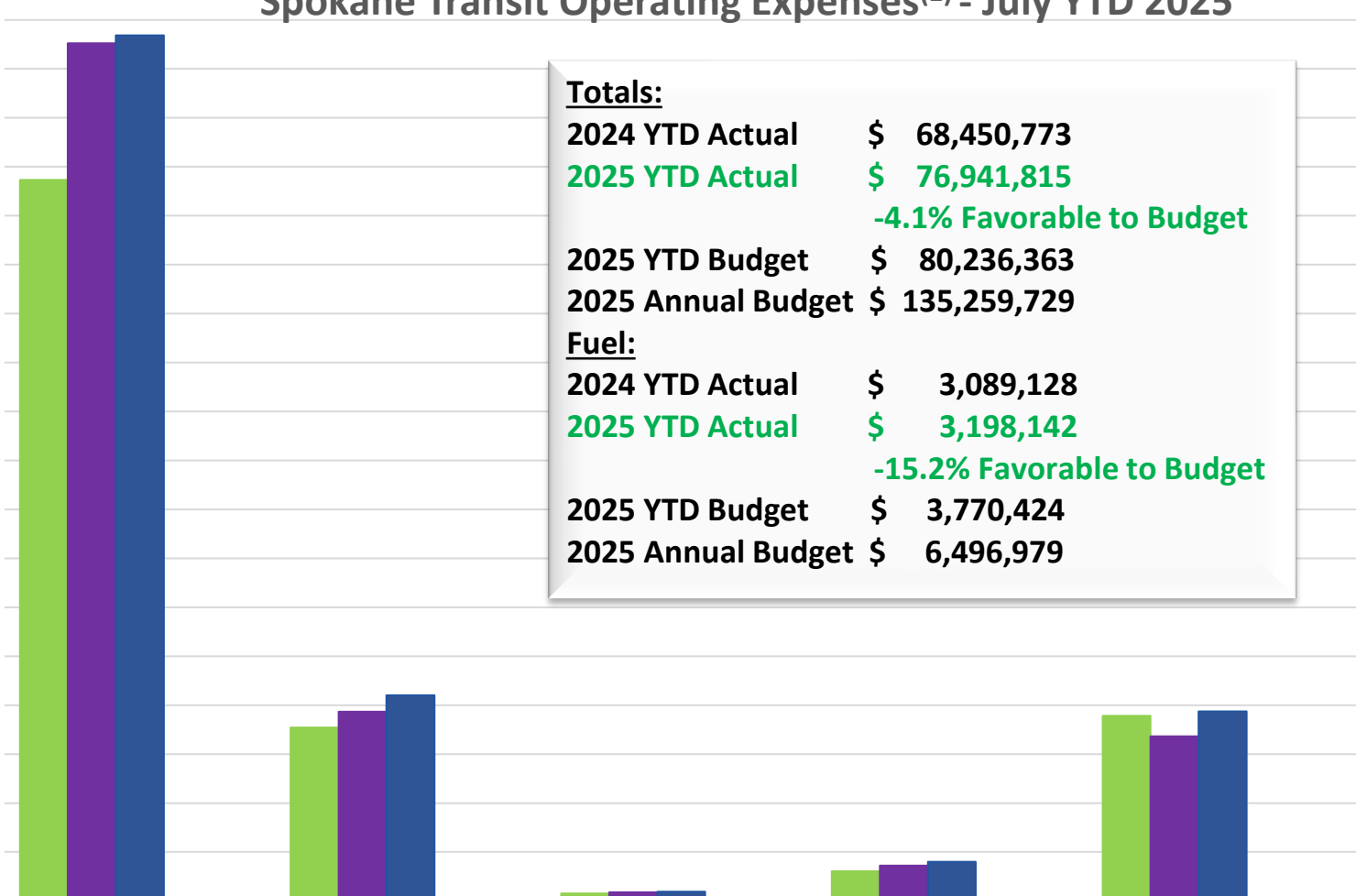


	Fares & Other Transit Revenue	Sales Tax	Federal & State Grants (2)	Miscellaneous
■ 2024 YTD Actual	4,210,101	65,063,624	15,489,780	4,657,915
■ 2025 YTD Actual	4,791,488	65,899,463	17,155,384	5,270,872
■ 2025 YTD Budget	4,553,698	65,714,261	13,482,905	4,952,502
2025 YTD Budget Variance	5.2%	0.3%	27.2%	6.4%
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 July state capital grant reimbursements total \$5,077,397 and federal capital grant reimbursements total \$3,669,399.

## Spokane Transit Operating Expenses<sup>(1)</sup> - July YTD 2025

54,000,000  
51,000,000  
48,000,000  
45,000,000  
42,000,000  
39,000,000  
36,000,000  
33,000,000  
30,000,000  
27,000,000  
24,000,000  
21,000,000  
18,000,000  
15,000,000  
12,000,000  
9,000,000  
6,000,000  
3,000,000



**Totals:**

2024 YTD Actual      \$ 68,450,773

2025 YTD Actual      \$ 76,941,815

-4.1% Favorable to Budget

2025 YTD Budget      \$ 80,236,363

2025 Annual Budget \$ 135,259,729

**Fuel:**

2024 YTD Actual      \$ 3,089,128

2025 YTD Actual      \$ 3,198,142

-15.2% Favorable to Budget

2025 YTD Budget      \$ 3,770,424

2025 Annual Budget \$ 6,496,979

	Fixed Route	Paratransit	Rideshare	Plaza	Administration
2024 YTD Actual	44,203,317	10,631,305	448,032	1,828,031	11,340,088
2025 YTD Actual	52,563,658	11,595,293	529,493	2,155,616	10,097,755
2025 YTD Budget	53,064,207	12,602,188	563,580	2,397,434	11,608,954
2025 YTD Budget Variance	-0.9%	-8.0%	-6.0%	-10.1%	-13.0%
2025 Total Budget	89,779,111	21,875,233	955,926	4,103,871	18,545,588

(1) Operating expenses exclude capital expenditures of \$34,394,811 and Street/Road cooperative projects of \$0 for year-to-date July 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

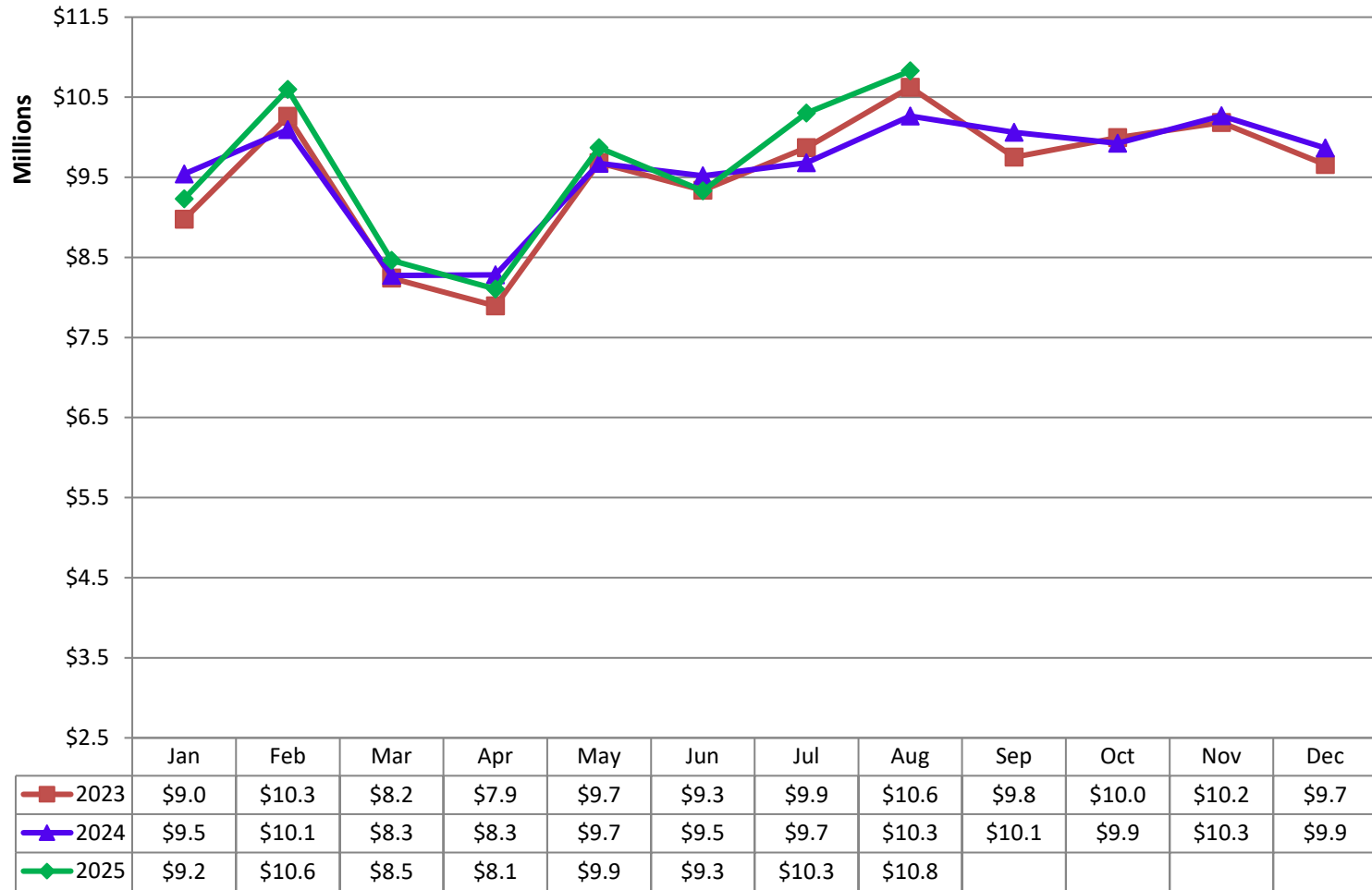
Total taxable sales for June were *up* 5.2% from June 2024. 2025 YTD sales are *up* 2.0% compared with June 2024 YTD. Retail, Construction and Accommodation and Food Services continue to be the top 3 rankings:

- 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

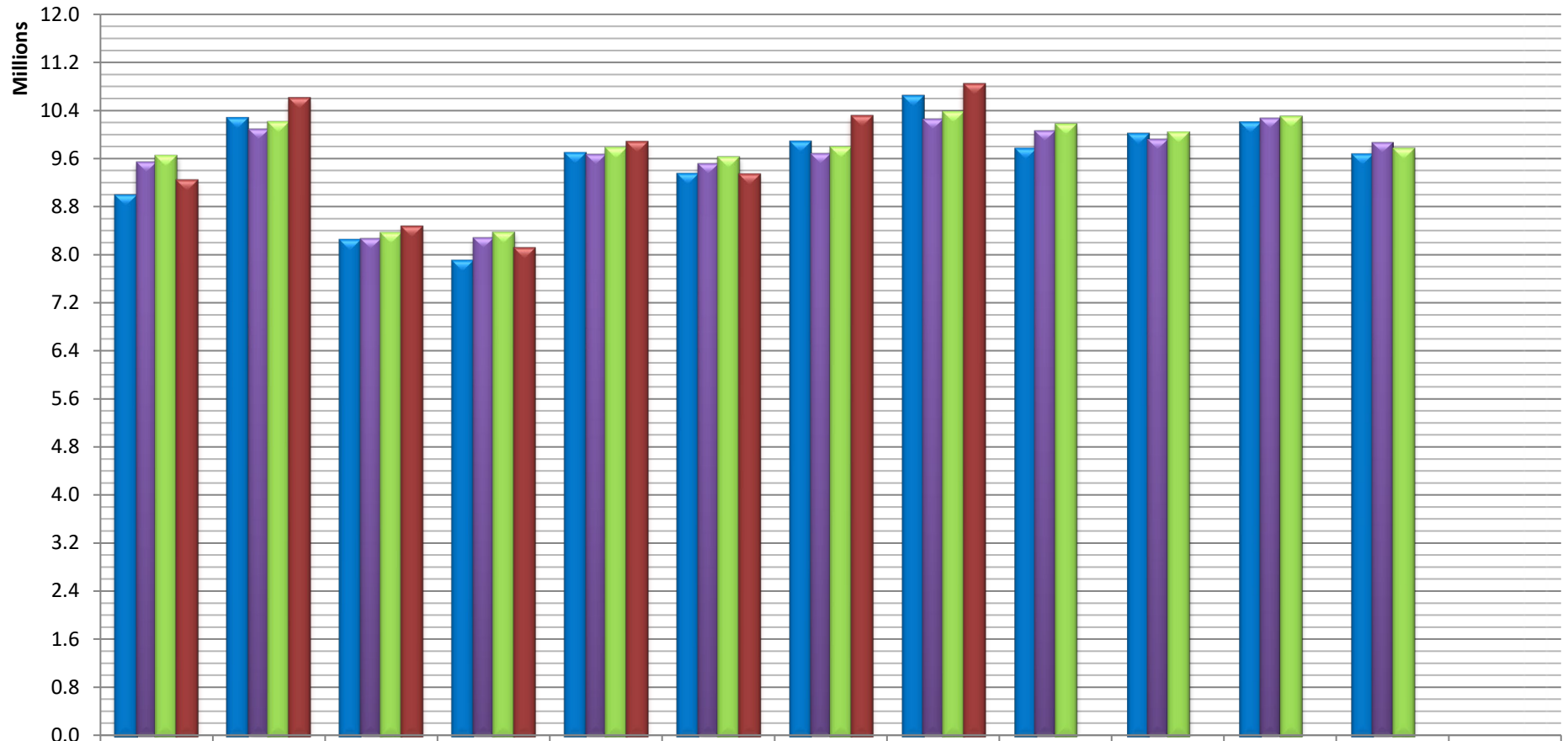
**RECOMMENDATION TO COMMITTEE:** Information only.

## Sales Tax Revenue History-August 2025<sup>(1)</sup>



(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 <sup>(1)</sup>



	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%	

<sup>(1)</sup> 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**

September 3, 2025

**AGENDA ITEM 7D :** JUNE 2025 SEMIANNUAL FINANCIAL REPORTS

**REFERRAL COMMITTEE:** n/a

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

---

**SUMMARY:** Attached are the June 2025 semiannual financial reports.

- Capital Budget
  - 27.9% of the Capital budget has been spent.
  - Due to timing of projects, higher level of expenditures are traditionally made in the latter half of the year.
  - 2025 forecasted capital spend to budget is expected to amount to 80.6% or \$54.5M.
- Federal Grants
  - Federal capital grants cover multiple years and plans are in place for the expenditure of these grants.
- Cash Balance
  - The cash balance of \$254.7M includes the fleet replacement fund of \$28.4M.

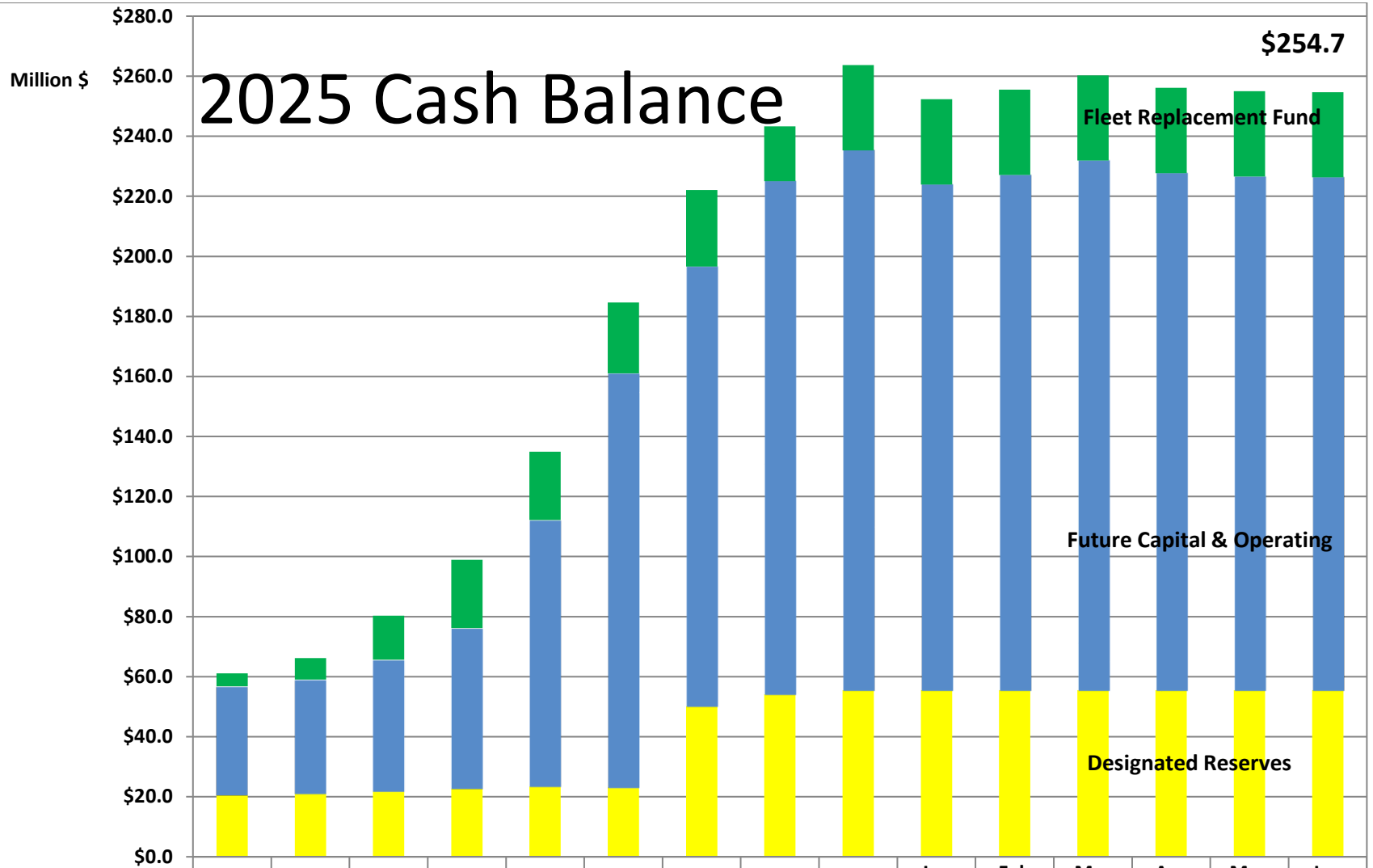
**RECOMMENDATION TO COMMITTEE:** Information only.

**SPOKANE TRANSIT  
CAPITAL BUDGET STATUS  
Through June 30, 2025**

<b>Capital Projects</b>	<b>Quantity</b>	<b>State Funding</b>	<b>Federal Funding</b>	<b>Local Funding</b>	<b>2025 Budget Total</b>	<b>Expensed to Date</b>	<b>Remaining Balance</b>
<b>Revenue Vehicles</b>							
Fixed Route Coaches- (Expansion)	7	\$2,162,273	\$1,639,693	\$1,392,946	\$5,194,912	\$4,253,945	\$940,967
Fixed Route Coaches- (Replacement)	17			15,959,938	15,959,938	9,371,197	6,588,741
Paratransit Vans (Replacement)	6			965,139	965,139	-	965,139
Rideshare Vans (Replacement)	11			605,000	605,000	-	605,000
<b>Total Revenue Vehicles</b>	<b>41</b>	<b>\$2,162,273</b>	<b>\$1,639,693</b>	<b>\$18,923,023</b>	<b>\$22,724,989</b>	<b>\$13,625,142</b>	<b>\$9,099,847</b>
<b>Non-Revenue Vehicles</b>							
Security Vehicles	2			\$80,000	\$80,000	\$0	\$80,000
Fixed Route Service Vehicles	2			90,000	90,000	-	90,000
<b>Total Non-Revenue Vehicles</b>	<b>4</b>	<b>\$0</b>	<b>\$0</b>	<b>\$170,000</b>	<b>\$170,000</b>	<b>\$0</b>	<b>\$170,000</b>
<b>Facilities - Maintenance and Administration</b>							
Boone - Facility Master Plan Program				\$600,000	\$600,000	\$122,780	\$477,220
Boone - Preservation and Improvements				4,194,895	4,194,895	81,744	4,113,151
Fleck Center - Preservation and Improvements		\$49,495		585,802	635,297	43,609	591,688
Miscellaneous Equipment and Fixtures				510,526	510,526	236,042	274,484
<b>Total Facilities - Maintenance and Administration</b>		<b>\$49,495</b>	<b>\$0</b>	<b>\$5,891,223</b>	<b>\$5,940,718</b>	<b>\$484,176</b>	<b>\$5,456,542</b>
<b>Facilities - Passenger and Operational</b>							
Park and Ride Upgrades				\$1,136,218	\$1,136,218	\$1,285	\$1,134,933
Plaza Preservation and Improvements				2,025,098	2,025,098	(45,779)	2,070,877
Route and Stop Facility Improvements				5,450,851	5,450,851	202,807	5,248,044
Transit Center Upgrades				1,230,000	1,230,000	35,797	1,194,203
Near Term Investments				1,973,566	1,973,566	120,594	1,852,972
<b>Total Facilities - Passenger and Operational</b>		<b>\$0</b>	<b>\$0</b>	<b>\$11,815,733</b>	<b>\$11,815,733</b>	<b>\$314,705</b>	<b>\$11,501,028</b>
<b>Technology Projects</b>							
Business Systems Replacement				\$1,240,000	\$1,240,000	\$60,142	\$1,179,858
Capital Program Management Software				306,000	306,000	260,543	45,457
Communications Technology Upgrades				80,000	80,000	828	79,172
Computer Equipment Preservation and Updates				225,148	225,148	-	225,148
Fare Collection and Sales Technology				50,000	50,000	-	50,000
IS Infrastructure and End User Equipment				1,796,300	1,796,300	494,707	1,301,593
Operating and Customer Service Software				734,808	734,808	76,706	658,102
Security and Access Technology				676,500	676,500	(6,640)	683,140
Smart Bus Implementation				2,500,000	2,500,000	-	2,500,000
<b>Total Technology Projects</b>		<b>-</b>	<b>\$0</b>	<b>\$7,608,756</b>	<b>\$7,608,756</b>	<b>\$886,287</b>	<b>\$6,722,469</b>
<b>High Performance Transit</b>							
Central City Line			\$289,500	\$210,500	\$500,000	(\$756,592)	\$1,256,592
Cheney Line				300,000	300,000	13,937	286,063
I-90/Valley Line		\$3,413,380	265,122	4,460,043	8,138,545	2,334,897	5,803,648
Monroe-Regal Line				1,040,373	1,040,373	35,275	1,005,098
Sprague Line		1,290,407		1,695,406	2,985,813	272,914	2,712,899
West Broadway Line				560,000	560,000	23,134	536,866
<b>Total High Performance Transit</b>	<b>-</b>	<b>\$4,703,787</b>	<b>\$554,622</b>	<b>\$8,266,322</b>	<b>\$13,524,731</b>	<b>\$1,923,565</b>	<b>\$11,601,166</b>
<b>Connect 2035</b>							
Division Street BRT		\$5,544,000			\$5,544,000	\$1,501,825	\$4,042,175
Wellesley Line		180,000		\$45,000	225,000	512	224,488
<b>Connect 2035</b>	<b>-</b>	<b>\$5,724,000</b>	<b>\$0</b>	<b>\$45,000</b>	<b>\$5,769,000</b>	<b>\$1,502,337</b>	<b>\$4,266,663</b>
<b>GRAND TOTAL</b>	<b>45</b>	<b>\$12,639,555</b>	<b>\$2,194,315</b>	<b>\$52,720,057</b>	<b>\$67,553,927</b>	<b>\$18,736,211</b>	<b>\$48,817,716</b>
<b>RECONCILING ITEMS (ITEMS BUDGETED AND ANTICIPATED TO HAVE BEEN PAID IN 2024 BUT PAYMENTS DELAYED TO 2025):</b>							
<b>Subtotal RECONCILING ITEMS</b>		<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$89,638</b>	<b>(\$89,638)</b>
<b>GRAND TOTAL</b>		<b>\$12,639,555</b>	<b>\$2,194,315</b>	<b>\$52,720,057</b>	<b>\$67,553,927</b>	<b>\$18,825,849</b>	<b>\$48,728,078</b>

**SPOKANE TRANSIT  
STATUS OF FEDERAL CAPITAL GRANTS  
JUNE 2025**

<u>GRANTS</u>	<u>LATEST APPROVED BUDGET</u>	<u>CUMULATIVE AMOUNT EXPENDED</u>	<u>UNEXPENDED BALANCE</u>	<u>UNEXPENDED LOCAL BALANCE</u>	<u>UNEXPENDED FEDERAL BALANCE</u>
WA-2020-009 CENTRAL CITY LINE BRT	\$84,886,657	\$67,131,144	\$17,755,513	\$16,474,707	\$1,280,806
WA-2021-014 METROPOLITAN PLANNING - FIVE MILE HUB STUDY	231,214	19,355	211,859	28,601	183,258
WA-2021-027 EXPANSION DOUBLE DECKER DIESEL BUS (Qty 7)	8,240,000	8,240,000	0	0	0
WA-2022-011 REPLACEMENT 40' BEB BUS (Qty 10)	11,815,000	11,725,939	89,061	40,968	48,093
WA-2022-021 EMERGENCY RELIEF OPERATING ASSISTANCE (ARPA)	71,214	71,214	0	0	0
WA-2023-044 MOBILITY MANAGEMENT AND OPERATING ASSISTANCE PROJECTS	419,427	303,500	115,927	0	115,927
WA-2024-034 DIVISION STREET BRT TOD CORRIDOR PLAN	506,250	0	506,250	101,250	405,000
WA-2024-035 ADA VEHICLES, MOBILITY MGMT AND OPERATING ASSISTANCE PROJECTS	884,107	425,057	459,050	109,616	349,433
WA-2025-037 ADA VEHICLE, MOBILITY MGMT AND OPERATING ASSISTANCE PROJECTS	967,407	322,901	644,506	235,763	408,743
<b>FEDERAL GRANTS TOTAL</b>	<b>\$108,021,276</b>	<b>\$88,239,110</b>	<b>\$19,782,166</b>	<b>\$16,990,906</b>	<b>\$2,791,261</b>



	2016	2017	2018	2019	2020	2021	2022	2023	2024	Jan 2025	Feb 2025	Mar 2025	Apr 2025	May 2025	Jun 2025
■ Fleet Replacement Fund	\$4.3	\$7.2	\$14.6	\$22.7	\$22.7	\$23.6	\$25.5	\$18.3	\$28.4	\$28.4	\$28.4	\$28.4	\$28.4	\$28.4	\$28.4
■ Future Capital & Operating	\$36.2	\$37.8	\$43.9	\$53.5	\$88.8	\$137.9	\$146.4	\$170.9	\$179.8	\$168.4	\$171.6	\$176.4	\$172.2	\$171.1	\$170.8
■ Designated Reserves	\$20.6	\$21.2	\$21.8	\$22.7	\$23.4	\$23.1	\$50.2	\$54.1	\$55.5	\$55.5	\$55.5	\$55.5	\$55.5	\$55.5	\$55.5

Growth in Cash Balance during 2020-2023 from growth in sales tax as well as one-time federal relief funding received during 2020-2023.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

September 3, 2025

**AGENDA ITEM 7E :** 2ND QUARTER 2025 SERVICE PLANNING INPUT REPORT

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Emily S. Poole, Interim Chief Planning & Development Officer  
Samantha Guzman, Associate Transit Planner

**SUMMARY:** A total of 42 comments and feedback related to fixed Route service and stops were received by the Planning & Development Department during the second quarter of 2025. Of the comments received, 9 were requests for new service, 11 were related to existing service, and 21 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 second 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 on North 5 Mile Road from Five Mile Park and Ride.  
*Staff informed the customer that their feedback would be considered in future planning efforts.*

One request for service further south than South University Road and East 32nd Avenue.  
*Staff requested additional information about destinations in that area and shared that their feedback would be considered in future planning efforts. No additional information was received.*

One request for service to the Airway Heights Recreation Center on West Deno Road.  
*Staff informed the customer their request would be considered as a possible destination for on-demand service as part of Connect 2035 pilot initiatives.*

**ADDITIONAL SERVICE REQUESTS**

One request for service near Ben Burr Park.

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

One request for service to the North YMCA Facility.

*Staff informed the customer that service to the North YMCA was being considered for future implementation and information for Rideshare services was provided.*

One request for service to Mount Spokane.

*Staff notified the customer that Mount Spokane is outside of the Public Transportation Benefit Area (PTBA).*

One request for Route 6 Cheney from Four Lakes to West Plains Transit Center to travel on West Melville Road, Southwest Terrace Drive and West January Drive.

*Staff informed the customer that the suggested routing would add approximately 3,500 hours revenue hours beyond the planned improvements STA has at this time.*

One request for service in Eagle Ridge and Qualchan Hills.

*Staff informed customer that fixed route services are not feasible at this time, however a Mobility on Demand pilot service is planned for the Latah Valley area in 2027.*

One request for information about the future location of Argonne Station.

*Staff informed the citizen that Argonne Station will be located between North Argonne Road and North Mullan Road just south of I-90.*

**EXISTING SERVICE COMMENTS**

One comment regarding a transfer from Route 63 Geiger/Airport to Route 6 Cheney at the West Plains Transit Center.

*Staff informed the customer of the transfer opportunities available.*

One comment regarding a missed transfer from Route 31 Minnehaha/Lidgerwood to Route 33 Wellesley at Spokane Community College Transit Center.

*Staff requested additional information about the time of day and destination. Staff also provided details about transfer opportunities at the stops at East Garland Avenue and North Regal Street and East Wellesley Avenue and North Addison Street. No additional information was received.*

One request for a stop near the Amazon GEG5 facility with specific scheduling to accommodate shift times. Request also included the addition of two earlier weekend trips on Route 633 Geiger Shuttle.

*Staff informed the customer that Route 65 Hayford currently services the GEG5 facility and is being considered for 30-minute service in September 2025. Staff explained the requested schedule times would be considered, however, expanding service hours may not be feasible.*

**EXISTING SERVICE COMMENTS**

One comment requesting clarification about why the Saturday schedule for Route 61 Highway 2/Fairchild is different than the weekday schedule.

*Staff clarified that current ridership levels do not allow for expanded service hours on the weekends and that their comments would be considered in future planning efforts.*

One request for a larger bus on Route 96 Pines/Sullivan due to crowding.

*Staff studied route loads and did not find overcrowding on Route 96. Staff requested clarification about the time and date for further investigation. No additional information was received.*

One comment expressing concern about the realignment of Route 11 Downtown/North Bank Shuttle.

*Staff informed the customer that the new alignment was intended to increase ridership by providing additional access to North Bank businesses and transfers to other routes.*

One comment requesting weekend schedules to match weekday schedules.

*Staff informed the customer that current resources do not allow for expanded service on the weekend at this time and that their comments would be considered in future planning efforts.*

One request for earlier service at the Hastings Park and Ride.

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

Two requests for service connecting Browne's Addition to the Valley Transit Center after midnight.

*Staff informed the customer that current funding does not allow for expanded service unless frequency is reduced, impacting a majority of customers. Information for Rideshare services was provided to the customer.*

One request to remove the Plaza layover between Route 60 Airport and Route 74 Mirabeau/Liberty Lake.

*Staff informed the customer that Route 60 Airport and Route 74 Mirabeau/Liberty Lake would be combined into new Route 7 in September 2025 and the delay would be removed at that time.*

**BUS STOP COMMENTS**

One request for information about concrete pads on East Upriver Drive and North Ella Road with no bus service.

*Staff informed the citizen that the concrete pads were constructed in 2023 as part of a planned Route 38 that would have traveled on East Upriver Drive to North Argonne Road and that Route 38 was later shifted to a future date.*

Two citizens expressed concern for the bus stop placement on Barker Road and Hall Street.

*Staff informed the citizens of bus stop placement considerations and requested additional information if concerns persist. No additional information was received.*

<b>BUS STOP COMMENTS</b>
<p>One citizen reported trash and vandalization near the bus stop on North Cochran Street and West Dalton Ave.</p> <p><i>This stop has an average of 13 weekday boardings. Staff requested the installation of a trash receptacle at the bus stop and referred the citizen to Crime Check to report property vandalization.</i></p>
<p>One report of vandalization near the westbound bus stop on East Wellesley Avenue and North Perry Street. Citizen requested to relocate stop.</p> <p><i>Staff requested additional information about the vandalism, and informed the citizen that relocation would be considered as part of the improvements when Route 33 Wellesley is converted into a High-Performance Transit Route 3. No additional information was received.</i></p>
<p>One request to relocate a temporary stop on South Lawson Street and West Pacific Ave.</p> <p><i>Staff relocated the temporary stop.</i></p>
<p>One comment regarding the visibility of the stop placement on North Pines Road and East Main Avenue.</p> <p><i>Staff informed the customer about stop placement guidelines.</i></p>
<p>One comment requesting a shelter at the northbound bus stop on Flint Road and West Granite Avenue.</p> <p><i>Staff informed the customer that shelter placement requires 25 or more average weekday boardings and the stop is not yet eligible for a shelter. This stop has an average of 0 weekday boardings.</i></p>
<p>One request for a trash can at the eastbound bus stop on East Mansfield Avenue and North Perrine Road.</p> <p><i>Staff informed the citizen that the stop had an average of 8 weekday boardings, which is below the typical threshold of 10 average weekday boardings to merit the installation and service of a trash can. The citizen was informed that photo verification of consistent littering could be submitted to support trash can installation. Verification was not submitted.</i></p>
<p>One request for a trash can at the bus stop on North Maple Street and West Maxwell Avenue.</p> <p><i>Staff informed the citizen that the stop was planned for improvements in the fall. Improvements would include a shelter, bench, lighting, and a trash receptacle.</i></p>
<p>One request for a trash can and shelter at the southbound bus stop on North Nevada Street and East Cozza Drive.</p> <p><i>Staff installed a trash receptable and informed the citizen that the stop currently experiences an average of 29 daily boardings and is planned to receive a shelter in the coming years.</i></p>
<p>One report of a bus stop trash can blocking the sidewalk on West Wellesley Avenue and North Warren Street.</p> <p><i>Staff rotated the trash receptacle to allow proper sidewalk clearance.</i></p>

**BUS STOP COMMENTS**

One report of insufficient shelter from the elements at West Plains Transit Center Bay 4 and requested a shield be added to block the wind.

*Staff informed customer that a modification of that type would not allow sufficient ADA access to the existing shelter and suggested waiting in the larger Bay 2 shelter if needed.*

One comment regarding placement of the bus stop on West Wellesley Avenue and North G Street.

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

One comment requesting efforts to reduce bird strikes on shelters at Spokane Falls Community College.

*Staff informed the citizen that monitoring for bird strikes would continue.*

One request for contact information regarding the upcoming Spokane County project impacting the bus stops on North Wall Street and West Graves Road.

*Staff provided contact and supplied standard bus stop design plans.*

One request for updated shelters on Highway 2 at South Lawson Street and South Hayford Road.

*Staff informed the customer that both shelters are slated to be removed in conjunction with service changes in September, with the shelter at South Hayford Road being relocated to West 12th Avenue behind Walmart.*

One request for a shelter at the eastbound stop on West Sunset Boulevard and South Rustle Street.

*Shelter was temporarily removed due to misuse; additional monitoring is required.*

One request for an additional stop on North Country Vista Boulevard near East Blue Ridge Avenue.

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

One request for additional stop on Route 124 North Express on North Monroe Street and West Boone Avenue for access to the Arena.

*Staff informed the customer about stop placement guidelines for express routes and provided alternate travel options for their trip.*

One request for a stop pair on East Upriver Drive and North Rebecca Street.

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

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

September 3, 2025

**AGENDA ITEM 7F :** SEPTEMBER 2025 SERVICE CHANGE

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Emily S. Poole, Interim Chief Planning & Development Officer

---

**SUMMARY:** The September 2025 Service Change marks the final installment of the service investments promised in STA Moving Forward with the exception of pilot service to Kootenai County. In effect beginning Sunday, September 21, 2025, the service change is comprised of the modifications to the fixed route network described in the table below. These adjustments include the introduction of a new regional High Performance Transit Route from Spokane Valley to Spokane International Airport, implementation of the double decker buses, and other route and frequency adjustments as outlined.

As a result of these improvements to the STA fixed route network, overall revenue service hours are estimated at approximately 540,277 (annualized), an increase of 3,574 revenue service hours (annualized) above schedules currently in place.

New schedules will be available in print and online at [www.spokanetransit.com](http://www.spokanetransit.com) in the weeks leading up to the change.

**September 2025 Service Changes**

<b>Route</b>	<b>Planned Adjustment</b>	<b>Rationale</b>
<b>4 Monroe/Regal</b>	Addition of one AM trip and reduction of one partial PM trip	AM trip is part of an increase of early morning trips on select HPT routes to offer connections at the Plaza to routes departing at 5:20am
<b>6 Cheney</b>	Removal of Salnave loop routing, serve new WPTC Bays, addition of one AM trip on Saturday, and implement double decker buses	Route adjustment is due to increased capacity from double decker buses and working with Route 66 to provide a more consistent schedule between Spokane and Cheney

Route	Planned Adjustment	Rationale
<b>7 Valley/Airport</b>	New route	Implementation of new regional HPT route as approved in the I-90/Valley Corridor Development Plan (CDP) and supplemental report
<b>9 Sprague</b>	Addition of one AM weekday trip and minor schedule adjustments	AM trip is part of an increase of early morning trips on HPT routes to offer connections at the Plaza to routes departing at 5:20am and time adjustments for on time performance at the VTC
<b>11 North Bank/Downtown Shutte</b>	Removal of one trip at 11:50pm on weekdays and Saturdays	Trip removed due to consistently low ridership
<b>14 Napa/Adams</b>	Route adjustment to Monroe Street via 13th Avenue and Cedar Street via 11th Avenue	Increase service to sheltered stop at 14 <sup>th</sup> Avenue and Lincoln Street, a shared stop with Route 43; adjust routing in response to permanent closure of Cedar Street slip lane
<b>22 NW Blvd</b>	Weekday trip arriving at 5:30pm is planned to continue as Route 144 instead of Route 45	Interline adjustment will reduce bus bay congestion with timed offset efficiency in Plaza Bay 4 between routes 45, 94, and 144
<b>23 Maple/Ash</b>	Interline adjustment for select trips on nights and weekends	Adjustments are necessary based on increased frequency for Route 45
<b>25 Division</b>	Interline adjustment for three weekday AM trips	Trips will no longer interline with Route 6 due to double decker bus implementation as routing does not allow for height clearance of new buses
<b>27 Crestline</b>	Interline adjustments to weekday trips	Scheduling efficiency
<b>31 Minnehaha/Lidgerwood</b>	Schedule adjustments and consolidation of two late night trips on weeknights and Saturday nights to one trip	Adjustments are necessary to accommodate schedule changes for Route 32. Consolidated trips are for simplification.
<b>32 Trent/Montgomery</b>	Schedule adjustments	Adjustments provide better connections with Route 7 at MTC

<b>Route</b>	<b>Planned Adjustment</b>	<b>Rationale</b>
<b>45 Perry District</b>	Frequency increase to 30-minute service on weeknights and Saturdays	Frequency increased is the delivered promise in STA Moving Forward as amended in June 2024
<b>60 Airport</b>	Route discontinued	Superseded by new regional HPT Route 7
<b>61 Highway 2/Fairchild</b>	Route adjustment to Deer Heights Road. Addition of one weekday AM and PM inbound trip and timepoint adjustments	Route adjustment creates closer access to the MultiCare Clinic in Airway Heights. Additional trips are targeted to improve access to employment opportunities
<b>62 Medical Lake</b>	Route adjustment to one inbound and one outbound pattern; new bay assignment at WPTC	Route adjustment simplifies pattern and schedule for riders
<b>Route 63 Geiger/Airport</b>	Schedule adjustments and new bay assignment at WPTC	Schedule adjustments are necessary based on interline with new HPT Route 7.
<b>65 Hayford</b>	Route adjustment to 10th Avenue, 6 <sup>th</sup> Avenue, and Craig Road. Frequency increase to 30-minute service on weekdays	Route adjustment included in 2021 Near-Term Investments. Frequency increase delivers phase II of STA Moving Forward project in Airway Heights
<b>66 EWU</b>	Implement double decker buses and new bay assignments at WPTC	Increase capacity on the route and work in concert with Route 6.
<b>67 Swoop Loop</b>	Route discontinued	Consistently low ridership
<b>68 Cheney Loop</b>	Schedule adjustment	Improve schedule and routing consistency.
<b>74 Mirabeau/Liberty Lake</b>	Route discontinued	Superseded by new regional HPT Route
<b>Route 93 Molter Loop</b>	New Route	Local route in Liberty Lake to maintain access to employment sites
<b>94 East Central/Millwood</b>	Schedule adjustment on Sundays to depart at :35 versus :40 and one weekday trip adjusted to 5:57pm from 5:50pm	These schedule adjustments will reduce bus bay congestion with timed offset efficiency in Plaza Bay 4 between routes 45, 94, and 144

<b>Route</b>	<b>Planned Adjustment</b>	<b>Rationale</b>
<b>95 Mid-Valley</b>	Schedule adjustments	Schedule adjustments to accommodate interline Route 97 schedule changes and Amazon facility shift ending at 6:00 pm
<b>96 Pines/Sullivan</b>	Route adjustment for the end of line to Trent Avenue and Evergreen Road	Comfort station amenities no longer available at Progress Road and Trent Avenue
<b>97 South Valley</b>	Schedule adjustments	Adjustments provide better connections with Route 7 at MTC and Routes 190 and 173 at VTC
<b>98 Greenacres/Liberty Lake</b>	Schedule adjustments and new bay assignment at Liberty Lake Park and Ride	Schedule adjustments to accommodate interline Routes 9 and 93 schedule changes
<b>124 North Express</b>	Interline adjustment to one weekday AM trip	One weekday trip at 7:20am will interline with Route 724 versus Route 661 which will have reduced service
<b>144 South Express</b>	Schedule adjustment for one weekday trip to depart at 5:30pm	This schedule adjustment will reduce bus bay congestion with timed offset efficiency in Plaza Bay 4 between routes 45, 94, and 144
<b>172 Liberty Lake Express</b>	Route discontinued	Superseded by new Route 722
<b>173 VTC Express</b>	Schedule adjustments	Schedule adjustments provide better connections with Routes 95 and 97 at VTC
<b>190 Valley Express</b>	Schedule adjustments	Schedule adjustments provide better connections with Route 97 at VTC
<b>247 Lincoln Park/Ferris</b>	Schedule adjustments	Schedule adjustments to accommodate interline Route 45 schedule changes
<b>633 Geiger Shuttle</b>	Bay assignment change at WPTC	Route will be assigned to depart from Bay 2 at improved WPTC
<b>661 EWU Express</b>	Reduce service to two trips at 7:18am and 8:18am from Jefferson Park and Ride	Implementation of double decker buses increases capacity on Routes 6 and 66 reducing the need for additional Route 661 trips

<b>Route</b>	<b>Planned Adjustment</b>	<b>Rationale</b>
<b>662 EWU/North Express</b>	Additional stop at Ash Street and Wellesley Avenue	Creates a connection with Route 33 and offers riders in the Shadle area access to Route 662.
<b>664 EWU/South Express</b>	Route adjustment to bypass Jefferson Park and Ride and travel on Simpson Parkway and Mike McKeenan Way in Cheney; additional stop in service at 12th Avenue at Cedar Street	Route will assume service of some stops previously served by discontinued Route 67. Increased passenger capacity of Routes 6 and 66 eliminate need for additional routes serving Jefferson Park and Ride
<b>722 Liberty Lake Express</b>	New route	Express service from Liberty Lake to the North Bank in Spokane.
<b>724 Liberty Lake Tech Express</b>	Route adjustment no longer serves Liberty Lake Park and Ride, extending service on Appleway Avenue and Country Vista Road	Route adjustment to complement the interline with new Route 722 and network adjustments in Liberty Lake
<b>771 Mirabeau Express</b>	Schedule adjustments	Adjustments provide better offset timing with Route 7 at MTC

**RECOMMENDATION TO COMMITTEE:** Information only.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

September 3, 2025

**AGENDA ITEM 8 :** OCTOBER 1, 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 October 1, 2025, draft agenda.

**RECOMMENDATION TO COMMITTEE:** For discussion.

**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*

**DRAFT AGENDA**

1. Call to Order and Roll Call
2. Committee Chair Report *(5 minutes)*
3. Committee Action *(5 minutes)*
  - A. Minutes of September 3, 2025, Committee Meeting - *Corrections/Approval*
4. Committee Action *(none)*
  - A. Board Consent Agenda
  - B. Board Discussion Agenda
5. Reports to Committee *(50 minutes)*
  - A. Security Update *(Williams)*
  - B. Rideshare Survey Results *(Cortright)*
  - C. Opportunity Fare Pilot Implementation Update *(Cortright)*
  - D. Citizen Advisory Committee Update *(Cortright)*
6. CEO Report (Otterstrom) *(15 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 October 1, 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 Here		
Password:	<b>Members:</b> 2025		<b>Guests:</b> 1025
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](http://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](http://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**

September 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**

September 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 Second 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 Second Quarter Year-to-Date Performance Measures

9/3/2024 2

2

# Ensure Safety

## Performance Measures:

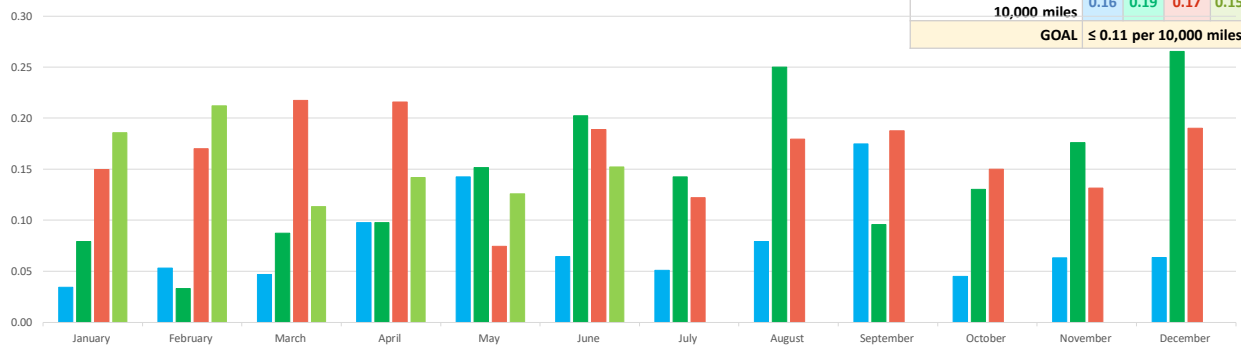
- Preventable Accident Rate
- Injury Rate
  - Workers Comp Time Loss
  - Claims per 1,000 Hours

3

# Preventable Accidents: Fixed Route

	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	
August	17	12	13	
September	6	12	9	
October	9	11	7	
November	12	9	9	
December	17	13	14	
<b>Total Prev. Accidents</b>	<b>112</b>	<b>131</b>	<b>120</b>	<b>64</b>
<b>YTD Preventables per 10,000 miles</b>	<b>0.16</b>	<b>0.19</b>	<b>0.17</b>	<b>0.15</b>
<b>GOAL</b>	<b>≤ 0.11 per 10,000 miles</b>			

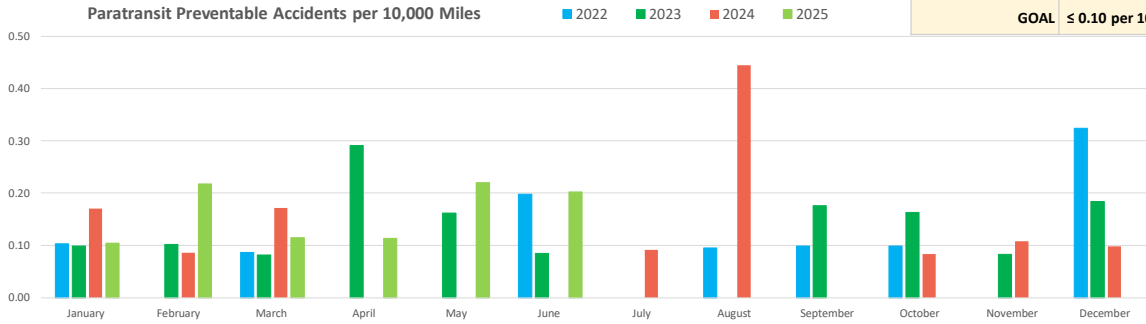
Fixed Route Preventable Accidents per 10,000 Miles



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	
August	1	0	5	
September	1	2	0	
October	1	2	1	
November	0	1	1	
December	3	2	1	
<b>Total Prev. Accidents</b>	<b>10</b>	<b>16</b>	<b>14</b>	<b>9</b>
<b>YTD Preventables per 10,000 miles</b>	<b>0.08</b>	<b>0.12</b>	<b>0.10</b>	<b>0.16</b>
<b>GOAL</b>	<b>≤ 0.10 per 10,000 miles</b>			



5

# Workers' Compensation - Time Loss

## Lost Time Days per 1,000 Hours

	2022	2023	2024	2025 YTD	Goal
<b>Fixed Route</b>	0.02	0.04	0.05	0.03	≤ 0.02
<b>Paratransit</b>	0.02	0.05	0.05	0.06	≤ 0.04
<b>Maintenance</b>	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
<b>Fixed Route</b>	0.09	0.07	0.08	0.06	≤ 0.05
<b>Paratransit</b>	0.07	0.09	0.09	0.01	≤ 0.08
<b>Maintenance</b>	0.08	0.09	0.06	0.06	≤ 0.10

7

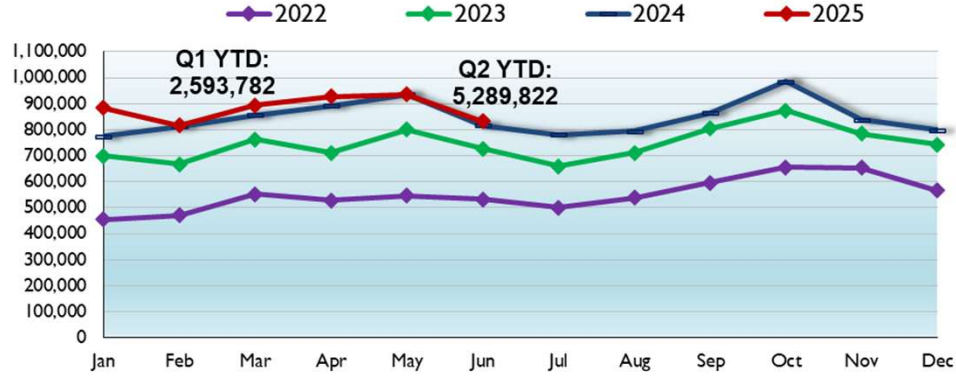
# Earn & Retain the Community's Trust

## 4 Performance Measures:

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

8

## Ridership – Fixed Route

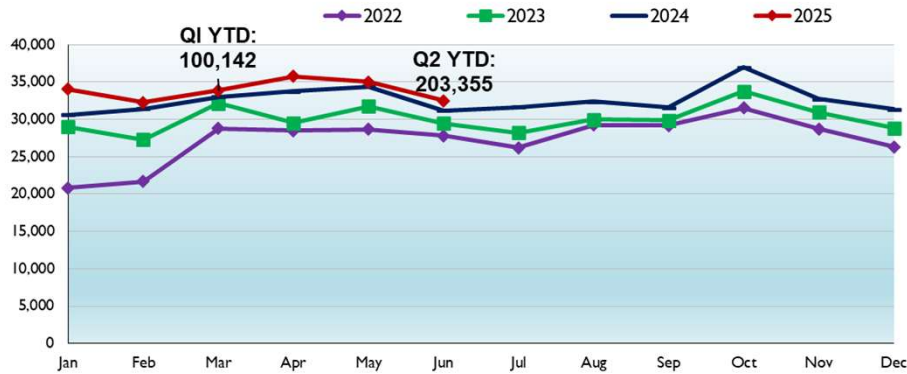


2022 = 6,595,672  
2023 = 8,947,157  
2024 = 10,147,079  
2025 = 5,289,822 (YTD)

**2025 Q2 YTD: 5,289,822 | 2024 Q2 YTD: 5,087,270**  
**4.0% Increase over Q2 2024 YTD**

9

## Ridership – Paratransit

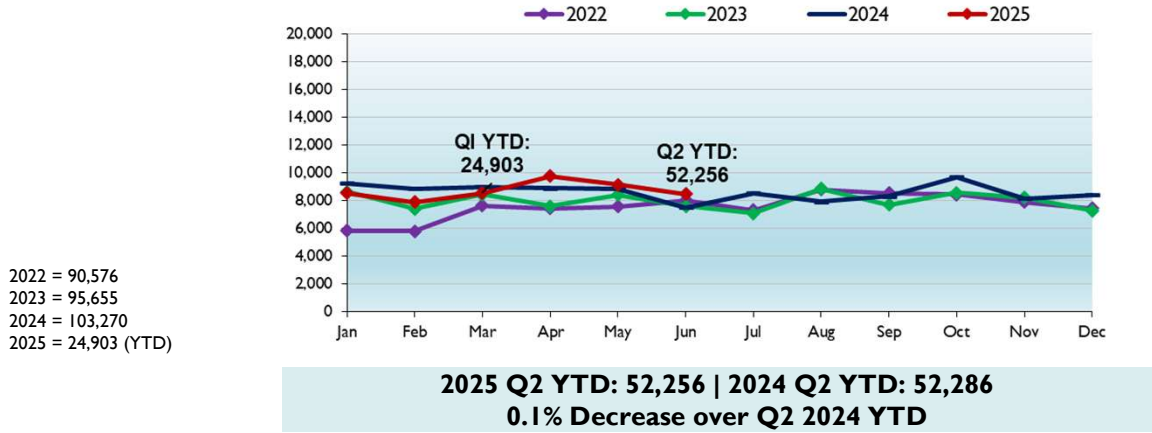


2022 = 327,316  
2023 = 360,535  
2024 = 378,437  
2025 = 203,355 (YTD)

**2025 Q2 YTD: 203,335 | 2024 Q2 YTD: 194,269**  
**4.7% Increase over Q2 2024 YTD**

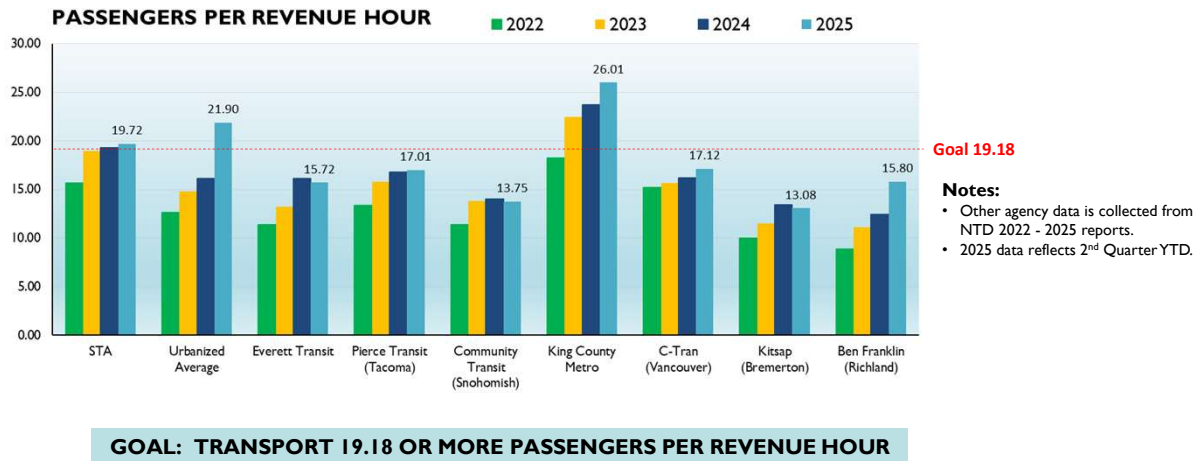
10

# Ridership – Rideshare



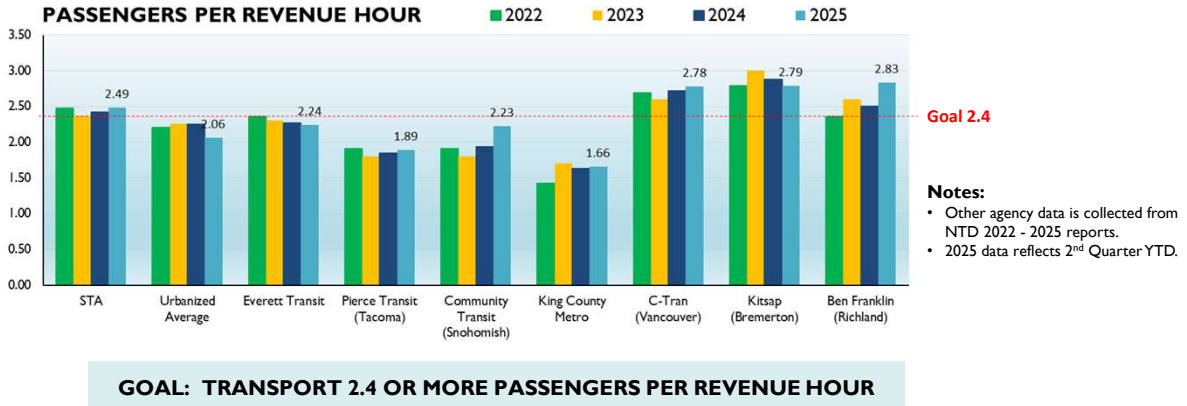
11

# 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

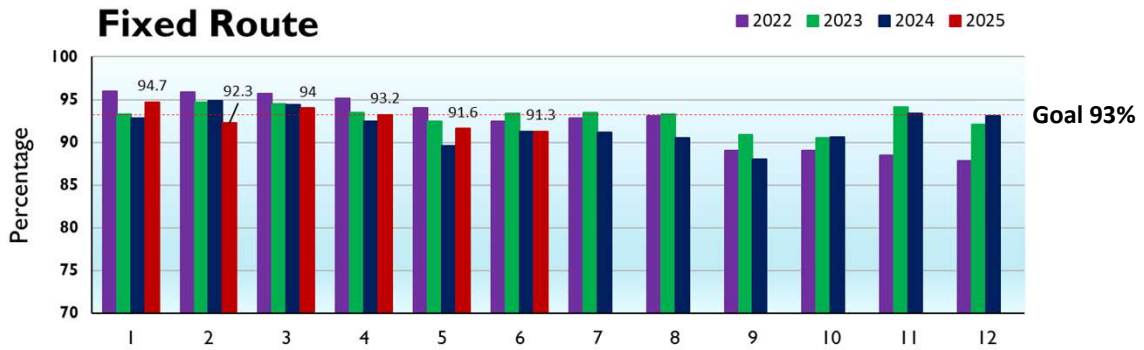
### 4 Performance Measures:

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

16

# On-Time Performance

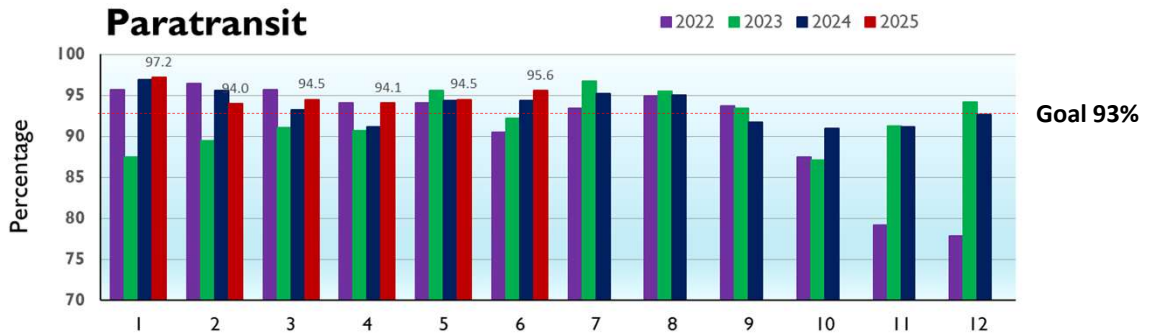
YTD Average 92.9%



17

# On-Time Performance

YTD Average 94.3%

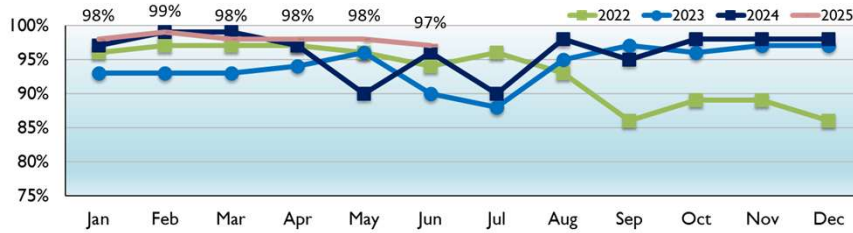


18

# Customer Service: 509-328-RIDE Call Center Performance

Total YTD	Goal
98%	90%

**Service Level:**  
% of Calls Answered within 60 seconds

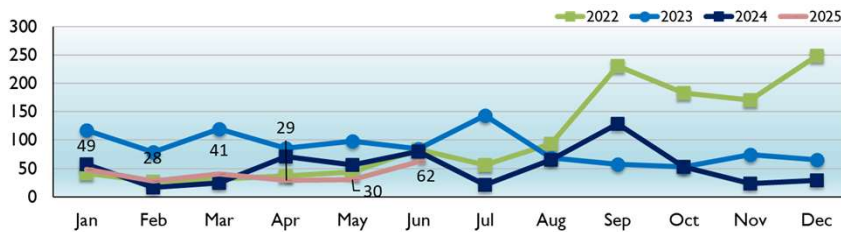


19

# Customer Service: 509-328-RIDE Call Center Performance

Total YTD Calls Presented	Total YTD Abandoned Calls	Goal	YTD Abandon Rate
32,172	239	4%	1%

**Abandoned Calls**

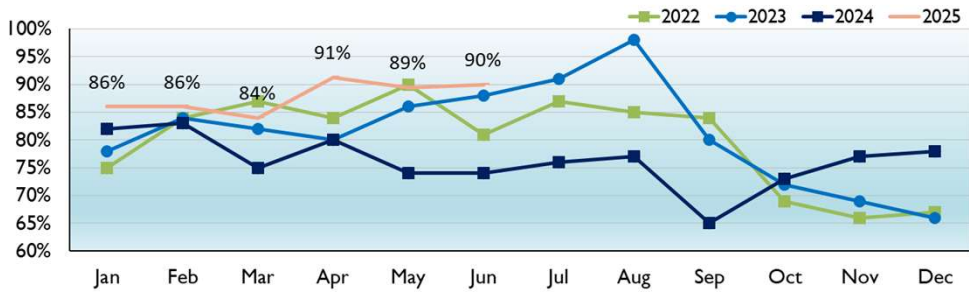


20

# Paratransit Reservations: 509-328-1552 Call Center Performance

Total YTD Calls	Total YTD Calls Answered in 60 Seconds	Goal	YTD %
139,528	120,212	90%	88%

**Service Level:**  
% of Calls Answered within 60 seconds

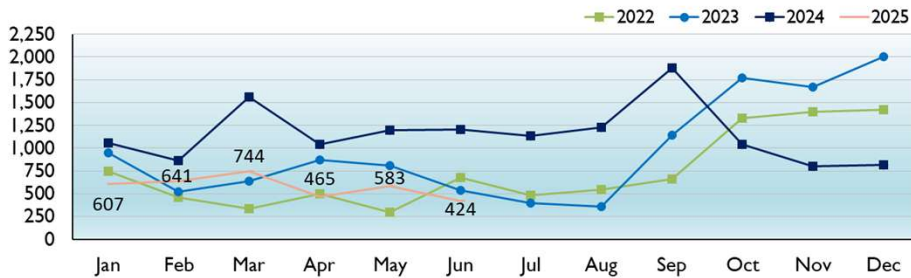


21

# Paratransit Reservations: 509-328-1552 Call Center Performance

Total YTD Calls	Total YTD Abandoned Calls	Goal	YTD Abandon Rate
139,528	3,943	4%	0.6%

**Abandoned Calls**



22

## Customer Complaints

	2022	2023	2024	2025	Goal
<b>Fixed Route</b>	9.9	9.9	8.7	8.6	≤ 8.0 (per 100K passengers)
<b>Paratransit</b>	6.0	4.4	4.8	3.5	≤ 8.0 (per 10K passengers)

23

## Maintenance Reliability

Average Miles Between Road Calls

	2022	2023	2024	2025 YTD	GOAL
<b>Fixed Route</b>	6,216	6,515	5,941	6,371	> 6,000 miles
<b>Paratransit</b>	75,275	83,024	78,211	91,977	> 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
<b>Fixed Route</b>	No Advanced Training	9 hours per employee	1 hour per employee	2.8 hours per employee	8 hours Advanced Training per Operator annually
<b>Paratransit</b>	No Advanced Training	No Advanced Training	7.6 hour per employee	No Advanced Training	8 hours Advanced Training per Operator annually

\*Update on Double Decker Training: We had 101 operators trained on Double Deckers (29.5%) and 25 of 28 Supervisors (89.3%).

26

## Training: Maintenance

2022	2023	2024	2025 YTD	Goal
Completed	Completed	37.4 hours per employee	14.9 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
<b>Fixed Route</b>	29 out of 270 Completed	241 out of 324 Completed	342 out of 342 Completed	204 out of 330 Completed	100% of operators checked annually
<b>Paratransit</b>	48 out of 48 Completed	65 out of 65 Completed	63 out of 63 Completed	45 out of 63 Completed	100% of operators checked annually

## 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	

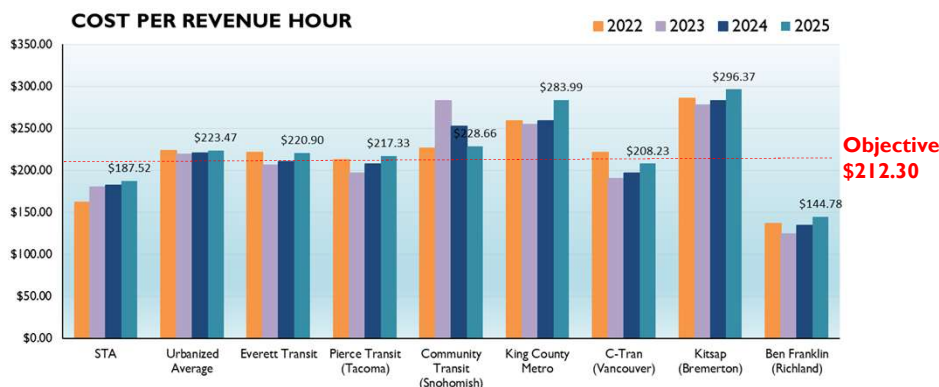
## Exemplify Financial Stewardship

### 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:**

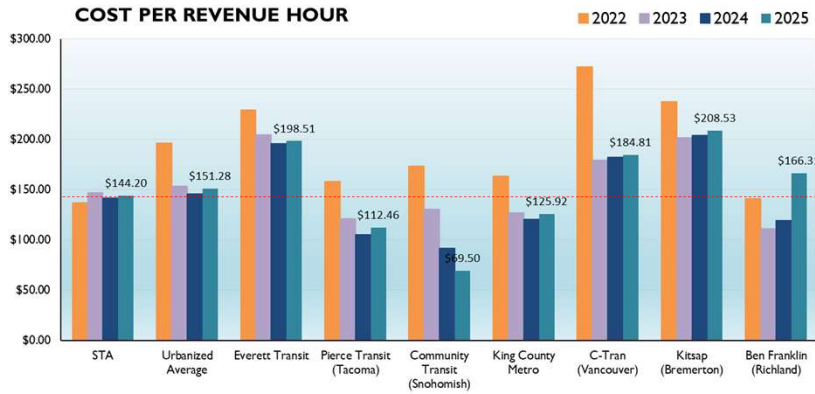
- Operational Costs for 2024 & 2025 are not available for other agencies through NTD. Assumptions were made for cost only, based on STA cost increase.
- Other agency's ridership data is collected from NTD 2022 - 2025 reports.
- 2025 data reflects 2<sup>nd</sup> Quarter YTD.

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

**2025 Status: 84.5% (STA - \$187.52 / Urban Average - \$223.47)**

32

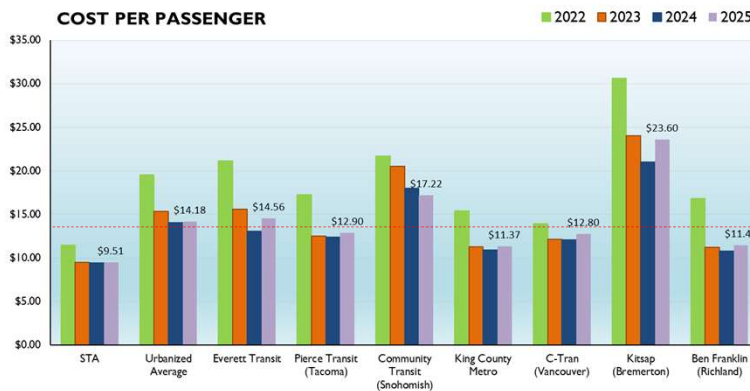
# Cost Efficiency – Demand Response (Paratransit)



- Notes:**
- Operational Costs for 2024 & 2025 are not available for other agencies through NTD. Assumptions were made for cost only, based on STA cost increase.
  - Other agency's ridership data is collected from NTD 2022 - 2025 reports.
  - 2025 data reflects 2<sup>nd</sup> Quarter YTD.

**OBJECTIVE: CONSTRAIN OPERATING COST PER REVENUE HOUR OF SERVICE TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS**  
**2025 Status: 95.3% (STA - \$144.20 / Urban Average - \$151.28)**

# Cost Effectiveness – Fixed Route



- Notes:**
- Operational Costs for 2024 & 2025 are not available for other agencies through NTD. Assumptions were made for cost only, based on STA cost increase.
  - Other agency's ridership data is collected from NTD 2022 - 2025 reports.
  - 2025 data reflects 2<sup>nd</sup> Quarter YTD.

**OBJECTIVE: CONSTRAIN OPERATING COST PER PASSENGER TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS**  
**2025 Status: 67.1% (STA - \$9.51 / Urban Average - \$14.18)**

# Cost Effectiveness-Demand Response (Paratransit)



**Notes:**

- Operational Costs for 2024 & 2025 are not available for other agencies through NTD. Assumptions were made for cost only, based on STA cost increase.
- Other agency's ridership data is collected from NTD 2022 - 2025 reports.
- 2025 data reflects 1<sup>st</sup> Quarter YTD.

**Objective \$63.22**

**OBJECTIVE: CONSTRAIN OPERATING COST PER PASSENGER TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS**  
**2025 Status: 87.3% (STA - \$58.06 / Urban Average - \$66.54)**

35

# Farebox Recovery (Old Methodology)

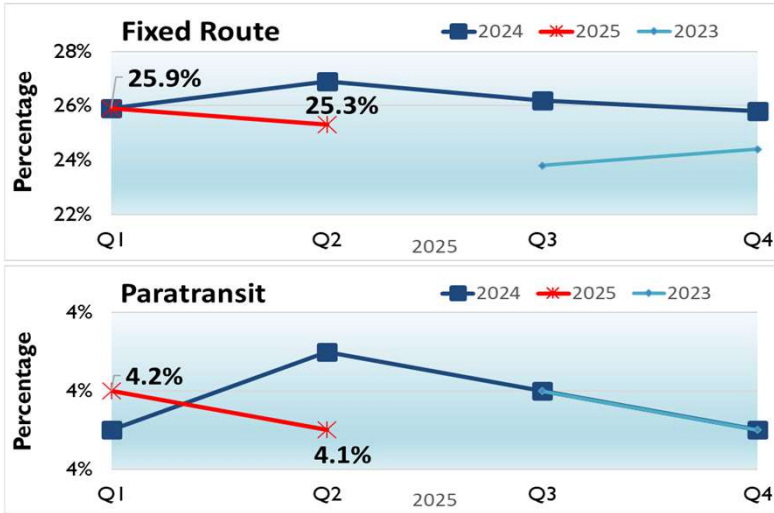


Goal	20%
Actual	25.3%

Goal	5%
Actual	4.1%

36

## Farebox Recovery (New Methodology)



Goal	20%
Actual	25.3%

Goal	5%
Actual	4.1%

37

## Cost Efficiency – Rideshare

	2022	2023	2024	2025 YTD
<b>Operating/Admin Cost per Mile</b>	\$0.69	\$0.73	\$0.69	\$0.78
<b>Revenue per Mile</b>	\$0.27	\$0.28	\$0.27	\$0.28
<b>Cost Recovery</b>	<b>39.8%</b>	<b>38.4%</b>	<b>39.9%</b>	<b>36.0%</b>

**GOAL: RECOVER 50% OF OPERATING/ADMINISTRATIVE COSTS**

38

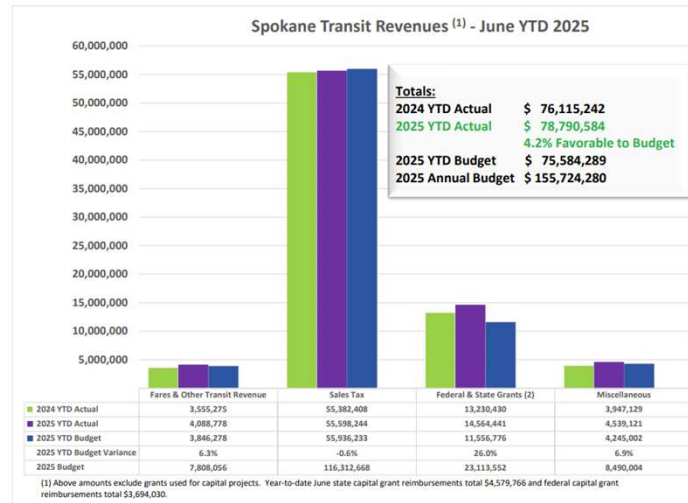
# Cost Efficiency – Maintenance

## Cost per Total Mile

	2022	2023	2024	2025 YTD	GOAL
<b>Fixed Route</b>	<b>\$1.10</b>	<b>\$1.61</b>	<b>\$1.79</b>	<b>\$1.97</b>	<b>&lt;\$1.81</b>
<b>Paratransit</b>	<b>\$1.17</b>	<b>\$1.26</b>	<b>\$1.24</b>	<b>\$1.47</b>	<b>&lt;\$1.26</b>

39

# 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.*

42