



1230 W. Boone Avenue, Spokane, WA 99201
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PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, April 1, 2026
1:30 p.m. – 3:00 p.m.

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

AGENDA

1. Call to Order and Roll Call (*Chair*)
2. Committee Chair Report
3. Committee Action (*20 minutes*)
 - A. Minutes of February 4, 2026, Committee Meeting - *Corrections/Approval*
 - B. Mobility on Demand Pilot Service Operations: Scope of Work Approval (*Poole*)
4. Committee Action – Recommendation (*none*)
 - A. Board Action - Consent Agenda
 - B. Board Action – Other/Committee Recommendation (*none*)
5. Reports to Committee (*45 minutes*)
 - A. 2026-2027 Workforce Development Plan (*Williams*)
 - B. Safety & Security/STA Security Direct App Update (*Williams*)
 - C. STA Plaza Smoking Section Pilot Closure (*Williams*)
6. CEO Report (Otterstrom) (*10 minutes*)
7. Committee Information (*no discussion/staff available for questions*)
 - A. February 2026 Operating Indicators (*Rapez-Betty*)
 - B. February 2026 Financial Results Summary (*Hamud*)
 - C. March Sale Tax Revenue (*Hamud*)
 - D. May 2026 Service Change (*Poole*)
 - E. 2026 Communications Plan Update (*Cortright*)
 - F. Legislative Update (*Cortright/Poole*)
 - G. 2026 Community Engagement Event Update (*Cortright*)
8. Review May 6, 2026, Meeting Draft Agenda (*5 minutes*)
9. New Business (*5 minutes*)
10. Committee Members’ Expressions (*5 minutes*)
11. Adjourn
12. Next PMER Committee Meeting: Wednesday, May 6, 2026, at 1:30 p.m.

Virtual Link: [April PMER Committee Meeting](#)

Meeting ID: 261 057 756 795 96

Password: yY7rk3Rr |

Call-in Number: 1-509-824-1714

Conference ID: 220 371 401#

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



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Chair Report
Meeting Date: April 1, 2026
Agenda Item: 2

Presented To: Performance Monitoring & External Relations Committee
Referral Committee: n/a
Title: COMMITTEE CHAIR REPORT
Submitted by: Tim Hattenburg, Chair

Purpose: For information.
Recommendation: n/a
**Attachments and/or
Online Links:** n/a

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



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Committee Action
Meeting Date: April 1, 2026
Agenda Item: 3A

Presented To: Performance Monitoring & External Relations Committee

Referral Committee: n/a

Title: MINUTES OF THE MARCH 4, 2026, COMMITTEE MEETING – CORRECTIONS OR APPROVAL

Submitted by: Molly Fricano, Executive Assistant

Purpose: For decision.

Recommendation: Approve committee minutes as presented

Attachments and/or Online Links: March 4, 2026 PMER Meeting Minutes Draft

SUMMARY: Attached are minutes of the March 4, 2026, Performance Monitoring & External Relations Committee meeting for corrections or approval.

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Draft Minutes of March 4, 2026, Meeting
Northside Conference Room
1230 W Boone Avenue, Spokane, WA

In person meeting with optional virtual link

COMMITTEE MEMBERS' PRESENT

Tim Hattenburg, City of Spokane Valley*
Dan Sander, City of Millwood (*Ex-Officio*)
Bill Campbell, City of Airway Heights (*Ex-Officio*)
Josh Kerns, Spokane County
Michael Cathcart, City of Spokane
Zack Zappone, City of Spokane
Karl Otterstrom, Chief Executive Officer

**Committee Chairman*

COMMITTEE MEMBERS' ABSENT

Bill Campbell, City of Airway Heights (*Ex-Officio*)

STAFF PRESENT

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

PROVIDING LEGAL COUNSEL

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

1. CALL TO ORDER AND ROLL CALL

Chair Hattenburg called the meeting to order at 1:30 p.m. and roll call was conducted.

2. COMMITTEE CHAIR REPORT

Chair Hattenburg had no report at this time.

3. COMMITTEE APPROVAL

A. Minutes of February 4, 2026, Committee Meeting

Mr. Cathcart moved to approve the February 4, 2026, committee meeting minutes. Mr. Hattenburg seconded, and the motion passed unanimously.

B. Demand Response Transit Software: Scope of Work Approval

Ms. Poole provided background on the request for Demand Response Transit Software. She noted that STA plans to launch new Mobility on Demand (MOD) pilot programs and enhance Paratransit service, which will require a modern software platform. The goal of the project is to enhance rider experience, improve operational efficiency, and ensure STA has the tools needed for future mobility initiatives.

The total estimated cost of the software is \$2,315,000, which includes components for Paratransit, eligibility, and MOD service. A general timeline for the procurement process was presented, showing the MOD pilots beginning in September 2026.

Mr. Cathcart moved to approve, by motion, the general scope of work and authorized staff to advertise the Request for Proposal for Demand Response Transit Software. Mr. Hattenburg seconded, and the motion passed unanimously.

4. COMMITTEE ACTION

A. Board Consent Agenda

1. Paratransit Operating Strategy

Mr. Rapez-Betty provided an overview of the Paratransit Operating Strategy and explained that STA is considering moving from a hybrid model, using contractors to supplement service, to a fully directly operated service with the goal of improving reliability, customer experience, and long-term financial sustainability. Performance data showed that STA's directly operated service has consistently outperformed contractor-provided service, and long-term projections indicated that bringing all service in-house would yield substantial operating and capital savings over the coming years. A transition approach was discussed, and key metrics were outlined that would be used to monitor success.

Discussion ensued about rising costs, long-term uncertainties, and reviewing more financial comparisons. Staff explained that even at low projected cost increases, STA would still save over \$2 million over four years and outperform contractors. It was noted contractor costs have risen 40%, RFP responses would likely be weak, and transition time is limited. Questions were raised from committee members about labor impacts, bargaining, fixed vs. variable costs, and long-term cost trends. Staff confirmed extensive analysis, union coordination, and contractor discussions.

Mr. Cathcart moved to approve, by motion, to forward the Paratransit Operating Strategy to the Board as Board Discussion without a recommendation. Mr. Zappone seconded, and the motion passed unanimously.

5. REPORTS TO COMMITTEE

A. 2025 Preliminary Year-End Financial Report

Mr. Hamud presented the 2025 Preliminary Year-End Financial Results, highlighting revenues slightly above budget and expenses below budget due to division-wide savings and lower operating costs. He noted that STA's strong cash position continues to support its debt-free approach and ongoing capital projects, and outlined the upcoming audit timeline with the State Auditor's Office, scheduled for April to July 2026.

Staff plans to establish a dedicated capital reserve fund to improve transparency which will make it easier for the board and the public to understand capital expenditures, savings, and their relationship to operating costs.

Mr. Otterstrom noted that this is the first year the cash balance has decreased after many years of growth, due to project implementation and the highest service levels ever. With the Connect 2035 plan, the cash balance is expected to decline over the next five to seven years, and the high 2024 balance is unlikely to return soon.

B. 2025 Year-End Performance Measures

Mr. Rapez-Betty presented a condensed version of the 2025 Year-End Performance Measures and advised the full presentation is available on the STA website. Each Performance Measure relates to a specific Spokane Transit priority. These quantifiable benchmarks demonstrate the agency's commitment to accountability.

C. Legislative Update

Ms. Poole provided a brief legislative update noting the Governor's supplemental transportation budget retains funding for the STA projects which were reviewed with the committee in December 2025. Key bills were discussed, including one that updates the state's Complete Streets policy, which has advanced to the House Rules Committee. The other bill, having to do with driver negligence in crashes involving vulnerable road users, did not pass but will be introduced again in the next session.

6. CEO REPORT

Mr. Otterstrom referred to the final service revisions report included in the committee packet and now available on the STA website. He noted that no immediate changes will be made to the Peaceful Valley area, and that STA will proceed with the Hillyard improvements because Kootenai County is no longer pursuing a partnership, freeing up the necessary service hours.

Before revisiting any changes to Peaceful Valley service, staff will conduct community outreach and review alternative routing options, some of which could affect Browne's Addition. Community members also raised concerns about a staircase planned for approval in 2027 that currently lacks pedestrian lighting. Staff recommend partnering with the City of Spokane to add lighting through the capital budget to improve accessibility. In about 1.5 to 2 years, staff expect to revisit the question of service changes in the Peaceful Valley area.

7. MARCH 4, 2026 – COMMITTEE MEETING DRAFT AGENDA REVIEW

8. NEW BUSINESS

9. COMMITTEE MEMBERS' EXPRESSIONS

Mr. Zappone shared that the North Monroe Road business district asked whether they could help pay for shelter enhancements, including adding artwork to the glass. They also raised concerns about overflowing garbage cans. Larger cans cannot be installed due to standardized equipment and truck sizes, but staff can evaluate adding a second trash can at stops where needed.

Mr. Zappone asked for an update next month on the implementation of telematics and how the rollout is progressing.

10. ADJOURN

With no further business to come before the committee, Chair Hattenburg adjourned the meeting at 3:10pm.

The next committee meeting will be held on Wednesday, April 1, 2026, at 1:30 p.m. in person with a virtual Teams joining option.

Respectfully submitted,

Molly Fricano
Executive Assistant to the Chief Operations Officer



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Committee Action
Meeting Date: April 1, 2026
Agenda Item: 3B

Presented To: Performance Monitoring & External Relations Committee
Referral Committee: n/a
Title: MOBILITY ON DEMAND PILOT SERVICE OPERATIONS: SCOPE OF WORK APPROVAL
Submitted by: Emily S. Poole, Chief Planning & Development Officer
 Dylan Jouliot, Associate Transit Planner

Purpose: For decision.
Recommendation: Approve, by motion, the general scope of work and authorize staff to advertise the Request for Proposals for Mobility on Demand Pilot Service Operations
Attachments and/or Online Links: Mobility on Demand Pilot Service Operations General Scope of Work

SUMMARY: Staff are seeking to advance the phased launch of the Mobility on Demand (MOD) pilot program identified in *Connect 2035*, STA’s ten-year strategic plan. Committee approval of the general scope of work for Mobility on Demand Pilot Service Operations is needed prior to issuance of a Request for Proposals (RFP).

BACKGROUND: Staff have developed initial boundaries and service areas for the five geographic zones which have been identified for the MOD pilot service. The identified locations include Latah Valley, North Spokane Valley, Liberty Lake, West Plains, and Northeast Spokane. The pilot zones will be implemented in a phased approach and active for a period of three years each. An additional MOD pilot with emphasis on elderly and disabled riders will also be implemented for a period of three years across the active geographic zones. Operational contract services for MOD will be required to integrate with the MOD program software provider at the time of contract award as described in the Scope of Work Approval for MOD Program Software.

The estimated *total* cost range is between \$3,222,000 - \$4,160,000 based on the recommended service span and days for six pilots which operate for a period of three years each. The approved 2026 STA budget includes \$1,000,000 for the MOD pilot initiative. The anticipated procurement schedule is below:

Date	Action
April 3, 2026	Advertise RFP
June 18, 2026	Board Award of Contract Authorization
June 30, 2026	Contract Award
July-September 2026	Software/Operations Onboarding
September 2026	MOD Pilots Begin

SPOKANE TRANSIT AUTHORITY

Staff Report: Agenda Item **3B**

Presented to: Performance Monitoring & External Relations Committee

SUBJECT: Mobility on Demand Pilot Service Operations: Scope of Work Approval

MOD Project Overview

Spokane Transit Authority (STA) will be requesting proposals from qualified service providers to operate and iterate five Mobility on Demand (MOD) service zones in the Spokane Public Transportation Benefit Area (PTBA).

STA’s primary goal is to introduce MOD service to expand transit coverage for STA customers and better connect workers to jobs. Input from the six MOD pilots will help STA to understand how MOD services should be included in its overall long-range service plans. To assist in this decision-making STA must continue to understand how and if MOD improves mobility for communities, provides enhanced customer experience, and meets operational and economic requirements.

In September 2026, STA proposes to launch its first two MOD pilot zones: Latah Valley and North Spokane Valley. The remaining pilots in Liberty Lake, West Plains, Northeast Spokane, and MOD service for elderly and disabled riders will follow based on the Board approved schedule with the intention of flexibility to make adjustments based on community demand, public and vendor feedback, and data collected from subsequent pilot execution.

STA staff have been working with the *Connect 2035* consultants to identify starting parameters for operations for each MOD zone to be included in the RFP and then adjusted based on discussions with the successful vendor as noted above.

Staff will provide a more in-depth review of each proposed zone and additional parameters for consideration at the Committee meeting.

MOD Zone	Zone Size (sq miles)	Estimated Vehicles	Recommended Span of Time	Recommended Service Days	Estimated Pilot Cost (Range)
Latah Valley	4.5	1	6 am – 7 pm	Weekdays	\$490,000 - \$690,000
North Spokane Valley	6.7	1	6 am – 6 pm	Weekday & Weekends	\$660,000 – \$920,000
Liberty Lake	3.9	1	5 am – 5 pm	Weekdays	\$455,000 – \$640,000
West Plains	7.5	1	5 am – 9 am 4 pm – 8 pm	Weekdays	\$300,000 - \$425,000
NE Spokane	5	1	7 am – 6 pm	Weekdays	\$417,000 – \$585,000
Elderly & Disabled Riders	All Above	2	All Above	All Above	\$900,000
				Total	\$3,222,000 - \$4,160,000

General Scope of Work

STA is seeking to purchase mobility on demand transit services through a qualified vendor that will provide

Service Concept

- Curbside pick-up in the zone with connection to designated fixed route hubs and/or bus stops within the zone or designated to the zone; curb to fixed route service
- Curb to curb service within the zone.
- Pick up from fixed route hubs or bus stops within the zone to a curbside drop-off within the zone.
- If the destination requested is within another MOD zone, utilization of MOD service the finish the trip from fixed route service in the destination MOD zone will be utilized.
- Youth riders under the age of 14 years old will be accompanied by an adult.

Operational Requirements

- Operate the five preliminary zones and specialized pilot designation provided by STA subject to geographic and temporal adjustments
- Three year base with three, one-year extension options
- Provide trained drivers/supervisors
- Provided STA MOD branded vehicles: Wheelchair Accessible Vehicles (WAV) provided by STA
- Pool rides of 1 to 5 passengers
- Incorporate the selected software and software vendor seamlessly into the MOD operations
- Execute and refine the service design for STA approval,
- Work with STA and be responsive to lessons learned to adjust aspects of MOD as quickly as possible
- In collaboration with STA, develop business and customer metrics for program evaluation
- Provide all data to STA in a timely manner for program evaluation and reporting out to STA Board members and community members
- Launch two pilot services, Latah Valley and North Spokane Valley, in September 2026



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Report to Committee
Meeting Date: April 1, 2026
Agenda Item: 5A

Presented To: Performance Monitoring & External Relations Committee
Referral Committee: n/a
Title: 2026-2027 WORKFORCE DEVELOPMENT PLAN
Submitted by: Nancy Williams, Chief Human Resources Officer

Purpose: Receive report.
Recommendation: n/a
Attachments and/or Online Links: n/a

SUMMARY:

Staff will provide an overview of the 2026-2027 workforce development plan priorities. These efforts are in support of Connect 2035 goal three: Strengthen Our Organizational Capacity.

Work items scheduled for the 2026-2027 timeframe include:

- Accelerate: learning management system
- Coach Operator Recruitment and Retention Task Force
- Pathfinders: coach operator mentorship program
- CliftonStrengths: continued integration and engagement
- Developing “core curriculum” for new employees



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Report to Committee

Meeting Date: April 1, 2026

Agenda Item: **5B**

Presented To: Performance Monitoring & External Relations Committee
Referral Committee: n/a
Title: SAFETY AND SECURITY/STA SECURITY DIRECT APP UPDATE
Submitted by: Nancy Williams, Chief Human Resources Officer

Purpose: Receive report.
Recommendation: n/a
**Attachments and/or
Online Links:** n/a

SUMMARY: Staff will provide an update on Spokane Transit Authority's ongoing safety and security initiatives, including current efforts to support a safe environment for employees, riders, and facilities. The update will also include an overview of the new STA Security Direct App, which will offer an additional tool for reporting concerns and enhancing real-time communication related to safety and security across the system.



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Report to Committee
Meeting Date: April 1, 2026
Agenda Item: 5C

Presented To: Performance Monitoring & External Relations Committee
Referral Committee: n/a
Title: STA PLAZA SMOKING SECTION PILOT CLOSURE
Submitted by: Nancy Williams, Chief Human Resources Officer

Purpose: Receive report.
Recommendation: n/a
Attachments and/or Online Links: n/a

SUMMARY:

The STA Plaza smoking section was closed on January 4, 2026, for a 90-day pilot period. During the pilot, STA has coordinated with the Downtown Spokane Partnership (DSP) and the Spokane Police Department (SPD) to monitor safety conditions, rider behavior, and potential displacement impacts. Based on the key findings from the pilot, staff provided a formal recommendation to the CEO to permanently close the STA Plaza smoking section and move forward with repurposing the space to support STA operations, most notably improved ADA access for Paratransit customers.

Key Findings

- Serious security incidents at the Plaza declined significantly compared to prior years.
- Smoking closure compliance increased quickly following a short adjustment period, requiring minimal ongoing enforcement.
- Reports of problematic behavior in surrounding areas were limited and infrequent and were addressed collaboratively by STA, the DSP, and SPD.
- Overall feedback from riders, neighbors, and the general public was positive.

Overall Operational Impact

From an operational standpoint, the pilot closure resulted in a noticeable improvement to the overall function and manageability of the STA Plaza. The removal of the designated smoking area eliminated a persistent congregation point that historically required frequent staff intervention and contributed to congestion. As a result, the Plaza environment became cleaner and more orderly, and Security personnel were able to shift time away from routine smoking-related enforcement toward proactive patrols and broader safety coverage throughout the Plaza and the PTBA.

Next Steps

If approved by CEO, staff will transition from the pilot closure to permanently repurposing of the space, including evaluation of enhanced curb access for Paratransit and other operational needs. Coordination with Downtown Spokane Partnership and the Spokane Police Department will continue.



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CEO Report
Meeting Date: April 1, 2026
Agenda Item: 6

Presented To: Performance Monitoring & External Relations Committee
Referral Committee: n/a
Title: CEO REPORT
Submitted by: Karl Otterstrom, Chief Executive Officer

Purpose: For information.
Recommendation: n/a
**Attachments and/or
Online Links:** n/a

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



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Committee Information
Meeting Date: April 1, 2026
Agenda Item: 7A

Presented To: Performance Monitoring & External Relations Committee
Referral Committee: n/a
Title: FEBRUARY 2026 OPERATING INDICATORS
Submitted by: Brandon Rapez-Betty, Chief Operations Officer

Purpose: For information.
Recommendation: n/a
Attachments and/or Online Links: n/a

SUMMARY:

The attached Staff Report includes the summary of Operational Indicators for the month of February in 2026.

SPOKANE TRANSIT AUTHORITY

Staff Report: Agenda Item **7A**

Presented to: Performance Monitoring & External Relations Committee

SUBJECT: February 2026 Operating Indicators

There was the same number of weekdays in February 2026 compared to February 2025 (20 vs 20). On-time performance for Fixed Route was 92.5% and Paratransit 93.2%.

FIXED ROUTE

Ridership	February 2026	February 2025	Month/Month % Change	Year/Year % Change
Total Monthly Ridership	839,006	816,395	2.8%	0.5%
Average Daily Ridership	35,414	34,624	2.3%	1.5%
Adult Ridership	308,042	340,423	-9.5%	-11.1%
CCS Pass Ridership	31,852	38,270	-16.8%	-16.1%
Eagle Pass Ridership	24,534	29,790	-17.6%	-16.9%
Youth Ridership	188,253	162,443	15.9%	13.7%
% of Ridership by Youth	22.4%	19.9%	2.5%	2.6%
Reduced Fare / Paratransit Ridership	95,063	89,916	5.7%	1.8%

PARATRANSIT

Ridership	February 2026	February 2025	Month/Month % Change	Year/Year % Change
Combined	32,151	32,268	-0.4%	-0.1%
Directly Operated	17,758	18,734	-5.2%	-1.6%
Purchased Transportation	14,393	13,534	6.3%	1.8%
Special Use Van	1,101	1,077	2.2%	-1.5%

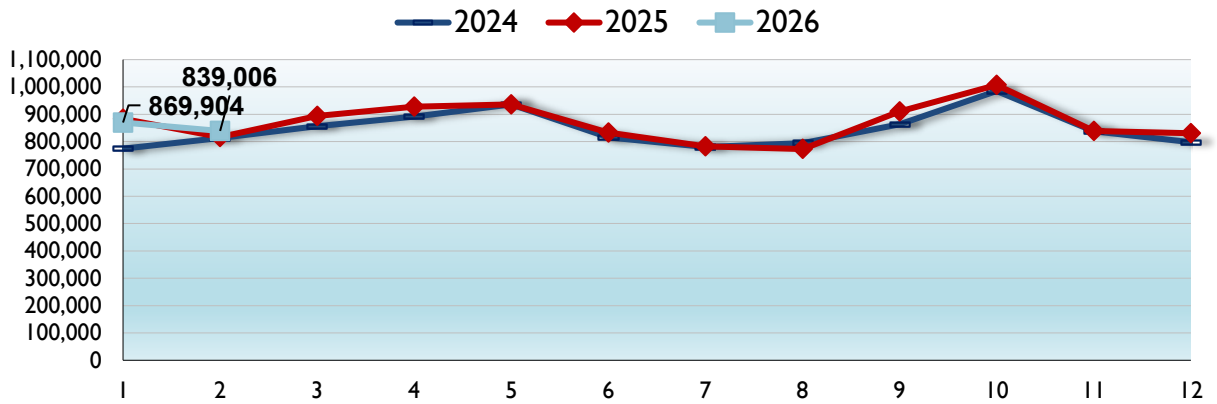
RIDESHARE

Ridership	February 2026	February 2025	Month to Month %Change	Year to Year %Change
Monthly Customer Trips	8,428	7,869	7.1%	
Year to Date Customer Trips	17,594	16,380		7.4%
Monthly Active Groups	91	83	9.6%	
Unique Riders	423	398	6.3%	-0.1%
Riders per Vehicle	4.65	4.80	-3.1%	-2.0%

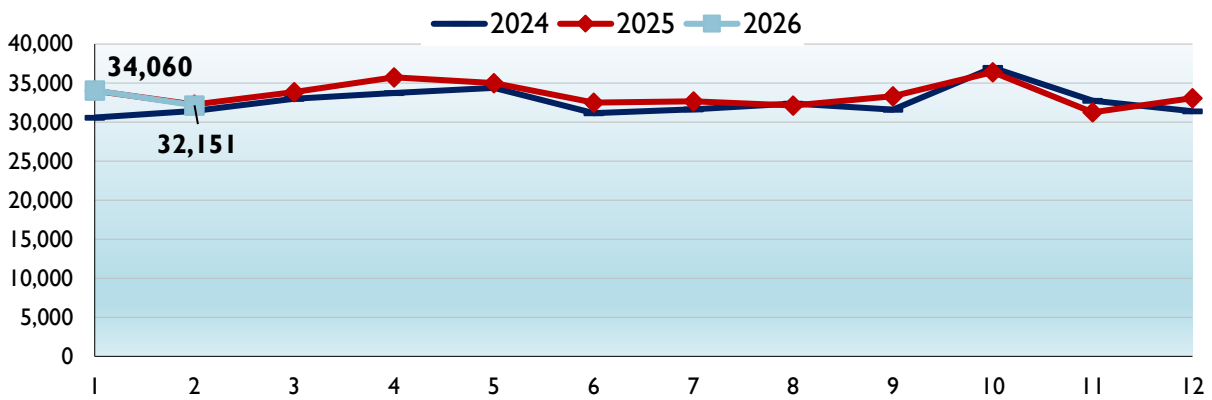
Group Formations and Folds
One Group added: Post Falls to the Spokane County Courthouse

Key Takeaways

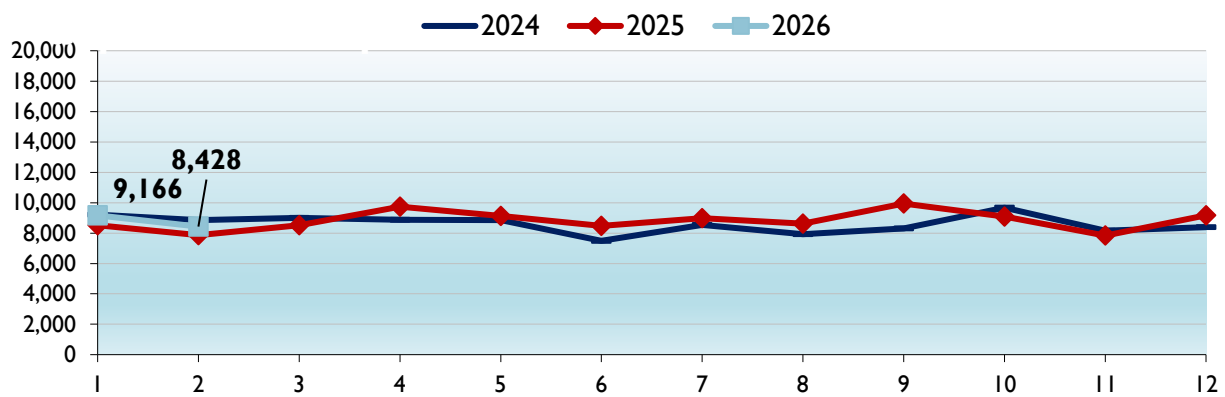
FIXED ROUTE RIDERSHIP



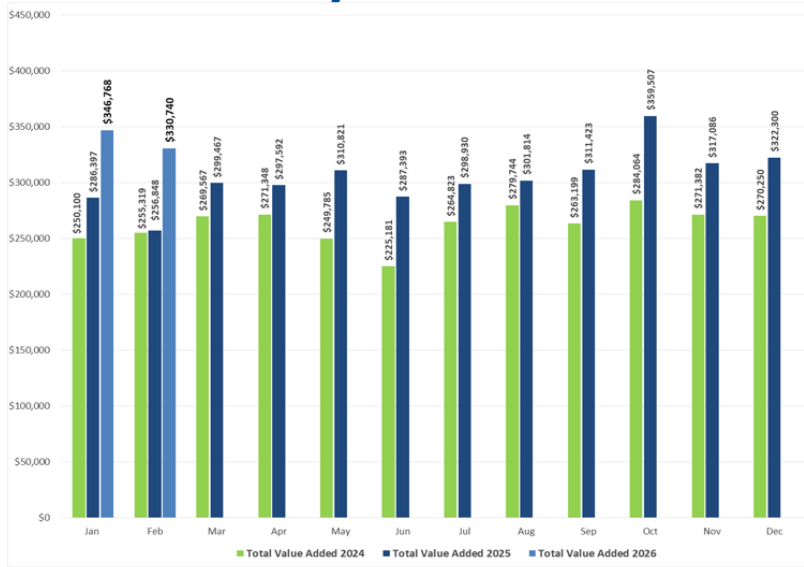
PARATRANSIT RIDERSHIP



RIDESHARE RIDERSHIP

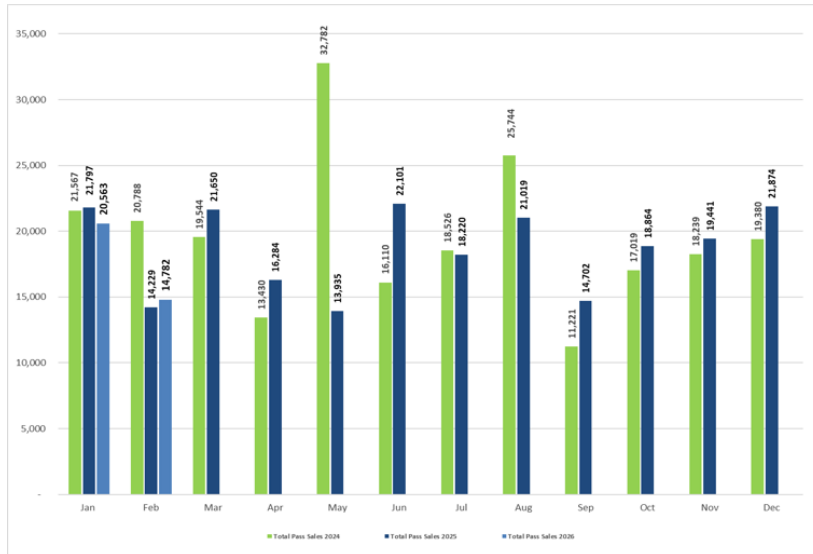


MONTHLY VALUE ADDED TO CONNECT CARDS



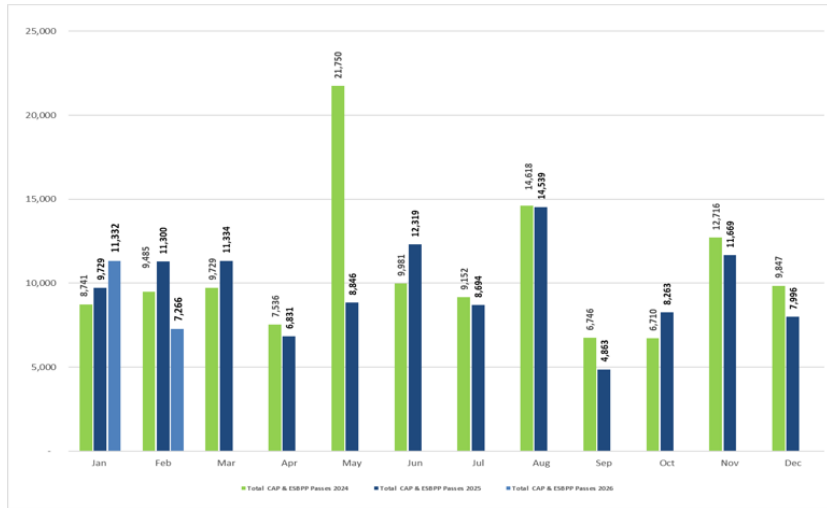
	2024 YTD	2025 YTD	2026 YTD	YTD % Change
Autoload	\$ 27,661	\$ 33,047	\$ 29,430	-10.9%
Call Center	\$ 14,558	\$ 15,862	\$ 16,719	5.4%
Customer Service Terminal	\$ 121,248	\$ 119,014	\$ 108,361	-9.0%
Customer Website	\$ 43,515	\$ 41,528	\$ 40,859	-1.6%
Mobile Ticketing	\$ 223,525	\$ 224,671	\$ 225,884	0.5%
Institutional Website	\$ 41,328	\$ 39,686	\$ 153,718	287.3%
Open Payments	\$ 26,696	\$ 62,212	\$ 93,508	50.3%
Retail	\$ 6,888	\$ 7,226	\$ 9,029	25.0%
Total	\$ 505,419	\$ 543,246	\$ 677,508	24.7%

MONTHLY PASSES SOLD ON THE CONNECT SYSTEM



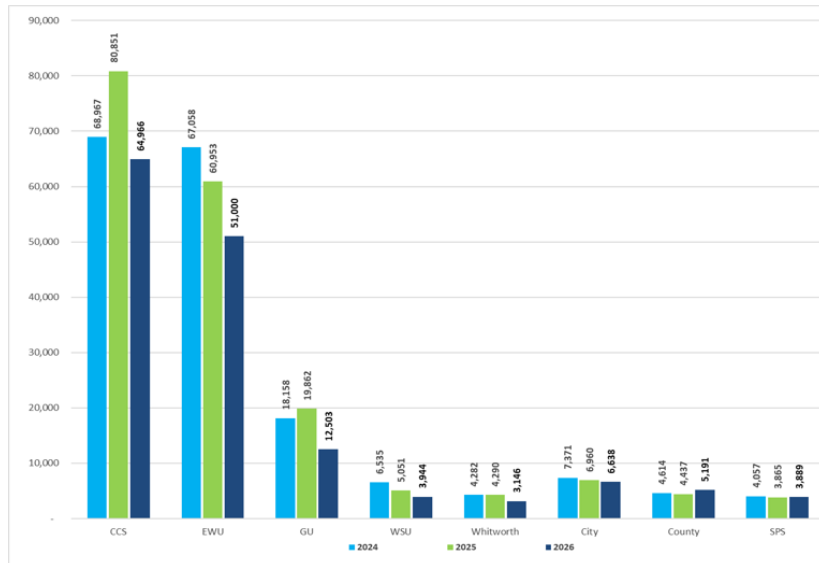
	2024 YTD	2025 YTD	2026 YTD	YTD % Change
1-Ride	15,439	13,833	12,595	-8.9%
7-Day	528	648	761	17.4%
Day Pass	23,705	18,860	19,599	3.9%
Stars & Stripes/ Honored Rider	99	107	63	-41.1%
Opportunity Monthly			2	100.0%
Paratransit Monthly	78	86	63	-26.7%
Shuttle Park	271	144	133	-7.6%
31-Day Rolling	2,235	2,348	2,129	-9.3%
Total	42,355	36,026	35,345	-1.9%

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



	2024 YTD	2025 YTD	2026 YTD	YTD % Change
1-Ride CAP	5,729	8,438	8,758	3.8%
Day Pass CAP	11,615	11,690	9,022	-22.8%
Employer Sponsored Bus Pass	882	901	818	-9.2%
Total	18,226	21,029	18,598	-11.6%

FEBRUARY YTD UTAP RIDES



	2024 YTD	2025 YTD	2026 YTD	YTD % Change
CCS	68,967	80,851	64,966	-19.6%
EWU	67,058	60,953	51,000	-16.3%
GU	18,158	19,862	12,503	-37.1%
WSU	6,535	5,051	3,944	-21.9%
Whitworth	4,282	4,290	3,146	-26.7%
City	7,371	6,960	6,638	-4.6%
County	4,614	4,437	5,191	17.0%
Spokane Public Schools	4,057	3,865	3,889	0.6%
Total	181,042	186,269	151,277	-18.8%



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Committee Information
Meeting Date: April 1, 2026
Agenda Item: 7B

Presented To: Performance Monitoring & External Relations Committee
Referral Committee: n/a
Title: FEBRUARY 2026 FINANCIAL RESULTS SUMMARY
Submitted by: Robert Hamud, Chief Financial Officer

Purpose: For information.
Recommendation: n/a
Attachments and/or Online Links: FEBRUARY 2026 REVENUE & EXPENSE CHART

SUMMARY: Attached are the February 2026 financial results. The charts are being shown with a comparison to the YTD budgetary and prior year actual values.

Revenue

Overall, February year-to-date revenue is 5.3% (\$1.5M) higher than budget impacted by the following:

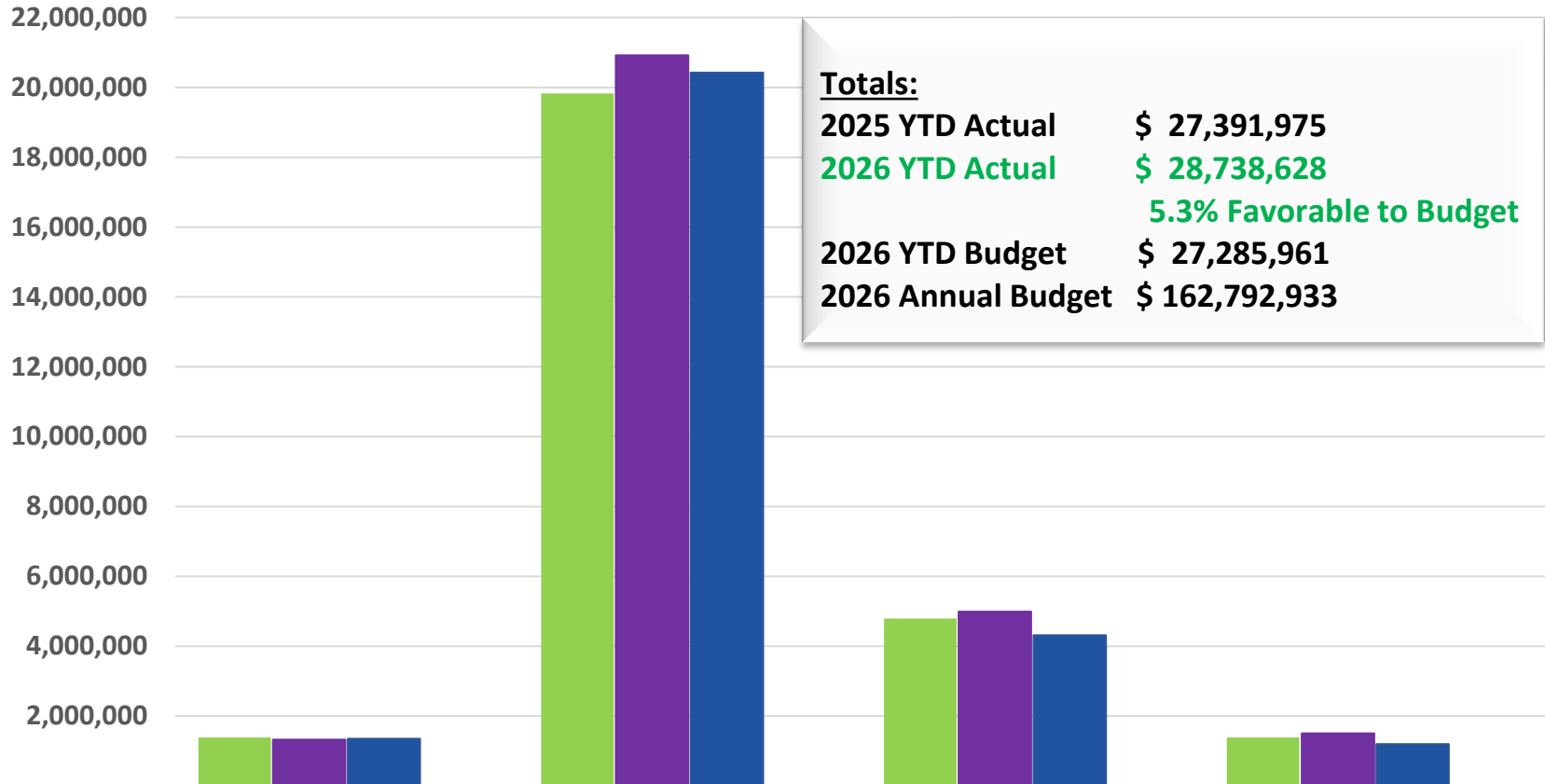
- Fares & Other Transit Revenue is 1.6% lower than budget
- Sales Tax Revenue is 2.4% higher than budget
- Federal & State Grant Revenue is 15.7% higher than budget
- Miscellaneous Revenue is 25.2% higher than budget

Operating Expenses

Overall, February year-to-date operating expenses are 8.3% (\$1.9M) lower than budget influenced by the timing of payments as follows:

- Fixed Route is 5.4% lower than budget
- Paratransit is 11.4% lower than budget
- Rideshare is 18.5% lower than budget
- Plaza is 37.9% lower than budget
- Administration is 10.3% lower than budget

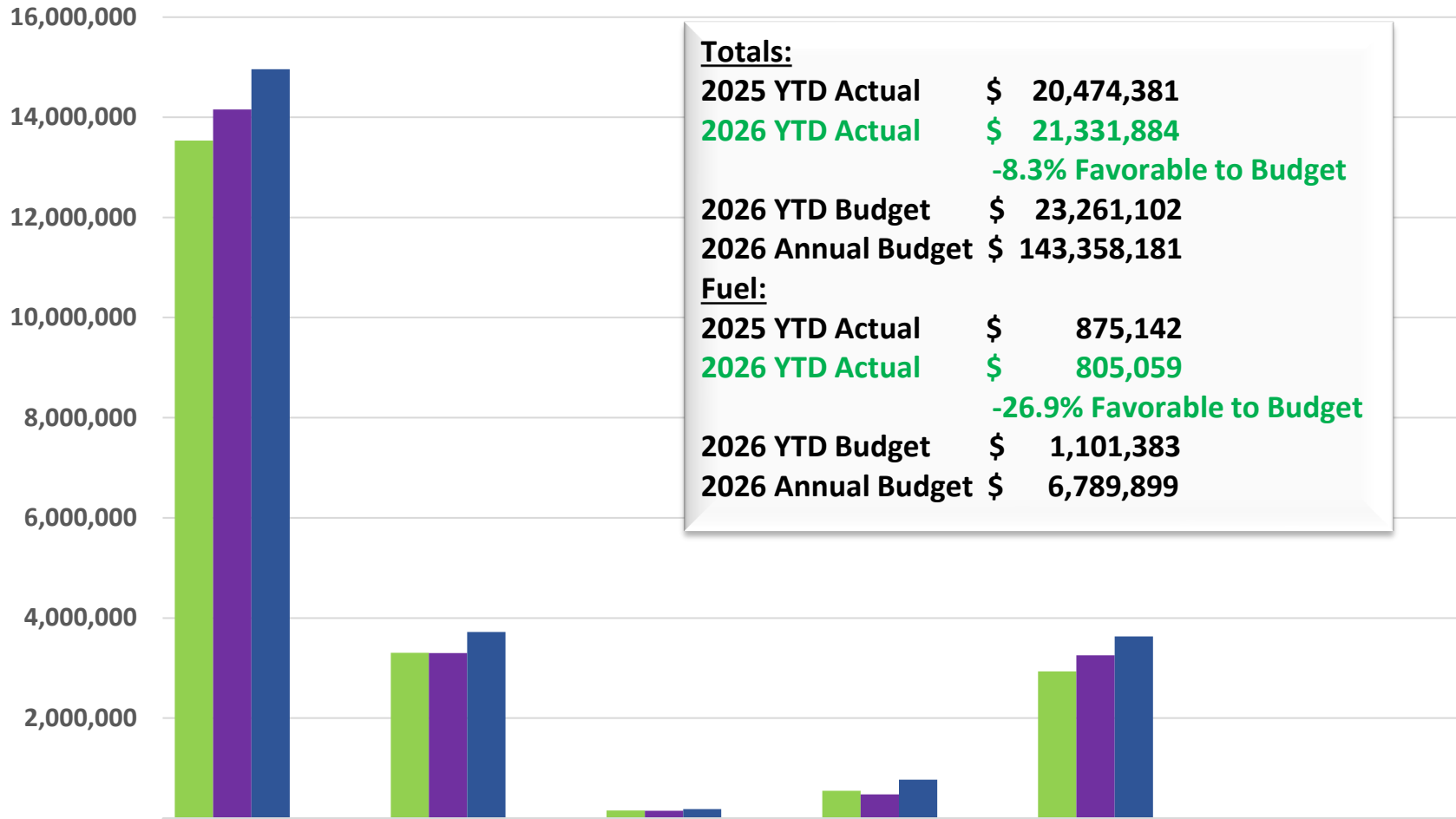
Spokane Transit Revenues ⁽¹⁾ - February YTD 2026



	Fares & Other Transit Revenue	Sales Tax	Federal & State Grants (2)	Miscellaneous
2025 YTD Actual	1,382,027	19,829,364	4,794,605	1,385,979
2026 YTD Actual	1,327,391	20,921,314	4,986,953	1,502,970
2026 YTD Budget	1,349,495	20,424,245	4,311,970	1,200,251
2026 YTD Budget Variance	-1.6%	2.4%	15.7%	25.2%
2026 Annual Budget	8,096,969	121,622,638	25,871,822	7,201,504

(1) Above amounts exclude grants used for capital projects. Year-to-date February state capital grant reimbursements total \$0 and federal capital grant reimbursements total \$0.

Spokane Transit Operating Expenses⁽¹⁾ - February YTD 2026



Totals:

2025 YTD Actual \$ 20,474,381

2026 YTD Actual \$ 21,331,884

-8.3% Favorable to Budget

2026 YTD Budget \$ 23,261,102

2026 Annual Budget \$ 143,358,181

Fuel:

2025 YTD Actual \$ 875,142

2026 YTD Actual \$ 805,059

-26.9% Favorable to Budget

2026 YTD Budget \$ 1,101,383

2026 Annual Budget \$ 6,789,899

	Fixed Route	Paratransit	Rideshare	Plaza	Administration	Mobility on Demand
■ 2025 YTD Actual	13,534,181	3,306,647	151,909	546,520	2,935,124	-
■ 2026 YTD Actual	14,156,584	3,297,088	146,404	476,316	3,255,492	-
■ 2026 YTD Budget	14,961,464	3,722,131	179,578	767,338	3,630,591	-
■ 2026 YTD Budget Variance	-5.4%	-11.4%	-18.5%	-37.9%	-10.3%	-
2026 Annual Budget	93,206,005	22,735,842	974,531	3,994,005	21,292,850	954,948

(1) Operating expenses exclude capital expenditures of \$0 and Cooperative/TOD projects of \$0 for year-to-date February 2026.



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Committee Information
Meeting Date: April 1, 2026
Agenda Item: 7C

Presented To: Performance Monitoring & External Relations Committee
Referral Committee: n/a
Title: MARCH 2026 SALES TAX REVENUE
Submitted by: Robert Hamud, Chief Financial Officer

Purpose: For information.
Recommendation: n/a
Attachments and/or Online Links: MARCH 2026 SALES TAX REVENUE

SUMMARY: Attached is the March 2026 voter-approved sales tax revenue information.

March sales tax revenue, which represents sales for January 2026, was:

- 0.9% below 2026 budget
- 1.4% above YTD 2026 budget
- 2.1% above 2025 actual
- 4.5% above YTD 2025 actual

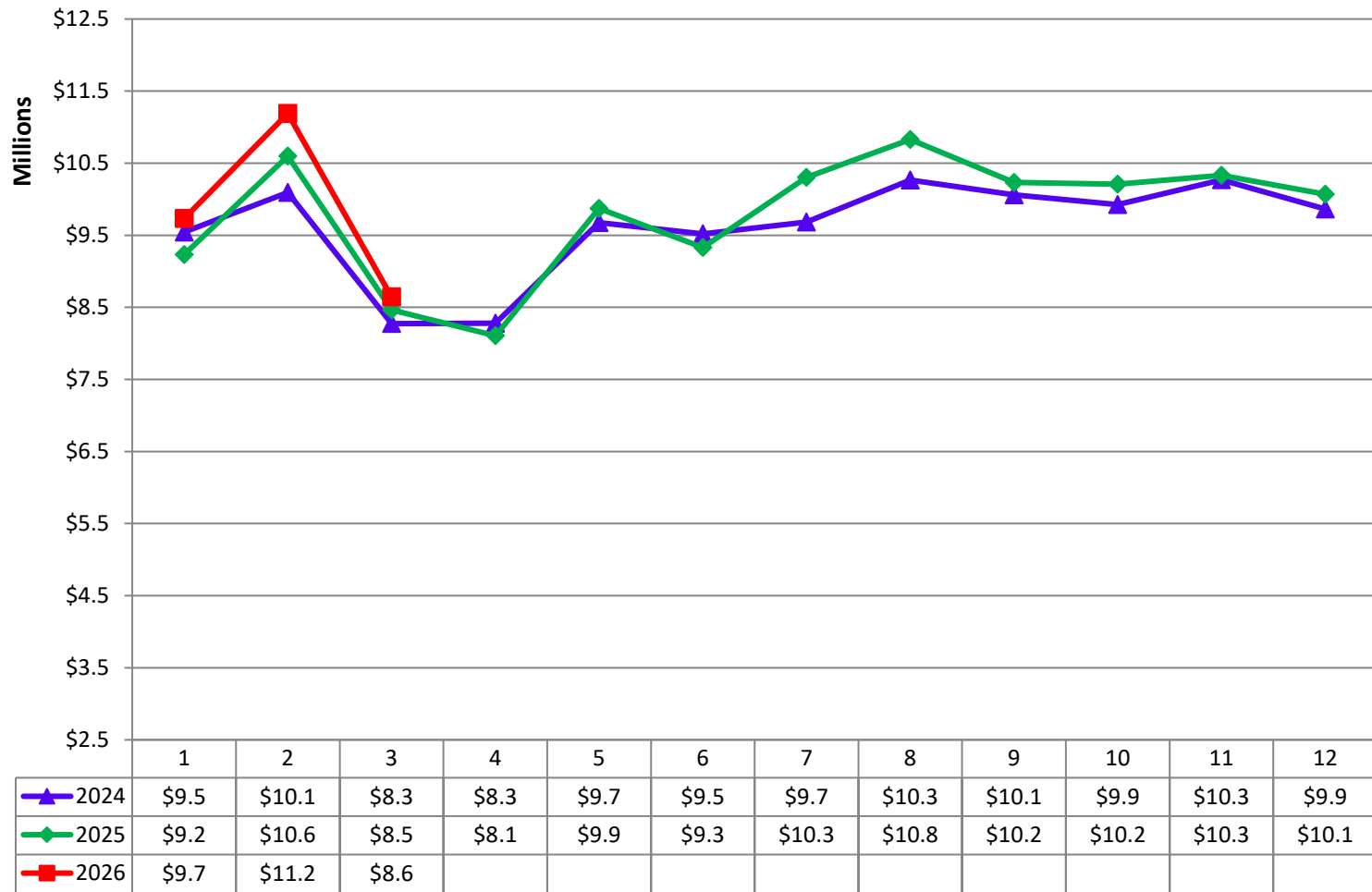
Total taxable sales for January were up 2.1% from January 2025. 2026 YTD sales are up 2.1% compared with January 2025 YTD.

Retail, Construction and Accommodation and Food Services continue to be the top 3 rankings:

- Retail Trade increased by 3.2% or \$15.1M in January 2026 vs January 2025. Retail categories with the largest variances are as follows:
 - Automobile Dealers increased 16.4% or \$12.4M January 2026 YTD over 2025 YTD
 - Other Misc. Retailers increased 2.9% or \$2.7M January 2026 YTD over 2025 YTD
 - Automotive Parts, Accessories, and Tire Retailers increased 11.5% or \$2.3M January 2026 YTD over 2025 YTD
 - Electronics and Appliance Retailers increased 5.8% or \$1.9M January 2026 YTD over 2025 YTD
 - Furniture and Home Furnishings Retailers increased 13.6% or \$1.7M January 2026 YTD over 2025 YTD
 - Used Merchandise Retailers increased 55.9% or \$1.5M January 2026 YTD over 2025 YTD
 - Warehouse Clubs, Supercenters and Other General Merchandise Retailers increased 2.0% or \$1.3M January 2026 YTD over 2025 YTD

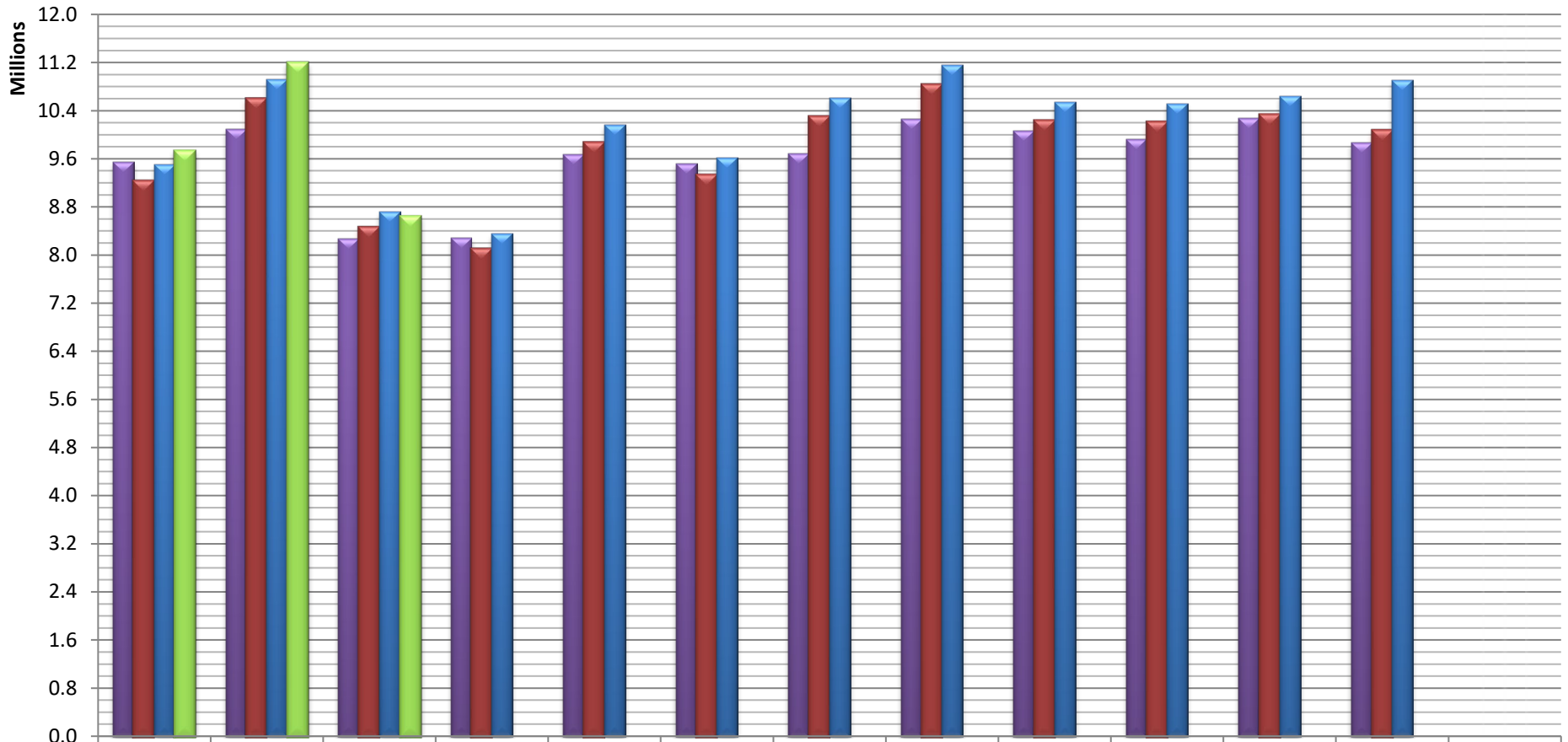
- Jewelry, Luggage, and Leather Goods Retailers increased 41.4% or \$1.2M January 2026 YTD over 2025 YTD
- Grocery and Convenience Retailers decreased 3.4% or (\$-1.1M) January 2026 YTD over 2025 YTD
- Health and Personal Care Retailers decreased 9.4% or (\$-1.8M) January 2026 YTD over 2025 YTD
- Building Material and Supplies Dealers decreased 21.8% or (\$-8.7M) January 2026 YTD over 2025 YTD
- Construction decreased by 14.3% or (\$-21.8M) in January 2026 vs January 2025
- Accommodation and Food Services increased by 4.6% or \$4.6M in January 2026 vs January 2025

Sales Tax Revenue History-March 2026⁽¹⁾



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

2024 - 2026 SALES TAX RECEIPTS ⁽¹⁾



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
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 Actual	9,232,330	10,597,034	8,464,344	8,105,275	9,870,270	9,328,991	10,301,219	10,828,301	10,232,387	10,208,330	10,329,837	10,070,143	117,568,461
2026 Budget	9,509,300	10,914,945	8,718,274	8,348,433	10,166,378	9,608,861	10,613,190	11,153,150	10,539,359	10,514,580	10,639,732	10,896,436	121,622,638
2026 Actual	9,731,538	11,189,775	8,643,680	-	-	-	-	-	-	-	-	-	-
\$ Mo. Var.	499,208	592,741	179,336	-	-	-	-	-	-	-	-	-	-
% Mo. Var.	5.4%	5.6%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
\$ YTD Var.	499,208	1,091,949	1,271,285	-	-	-	-	-	-	-	-	-	-
% YTD Var.	5.4%	5.5%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
% YTD Bud. Var.	2.3%	2.4%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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



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Committee Information
Meeting Date: April 1, 2026
Agenda Item: 7D

Presented To: Performance Monitoring & External Relations Committee
Referral Committee: n/a
Title: MAY 2026 SERVICE CHANGE
Submitted by: Emily S. Poole, Chief Planning & Development Officer
 Chad Johnson, Interim Service Development Manager

Purpose: For information.
Recommendation: n/a
Attachments and/or Online Links: May 2026 Schedule Change Summary Table

SUMMARY: The May 2026 Service Change, in effect beginning Sunday, May 17, 2026, contains a minor route change for Route 12 Southside Medical Shuttle to travel bi-directionally on 6th Avenue and Wall Street, and other minor schedule adjustments as outlined in the attached schedule change summary. Additionally, between June 1, 2026, and July 25, 2026, supplementary service will be provided on the routes below to provide support during the World Cup 2026 activities in the area:

- Route 1 City Line will offer 10-minute service on Saturdays in lieu of 15-minute service
- Routes 7 Valley/Airport and 63 Geiger/Airport will continue 30-minute service into the weeknights and on Saturdays and Sundays

The overall revenue service hours impact to the STA fixed route system is negligible for the May 2026 service change compared to schedules currently in place. The STA fixed route network overall revenue service hours are estimated to remain at approximately 540,000 (annualized). In June and July while providing extended service, STA will provide an estimated 1,496 hours of extended service.

The new schedules will be available in print and online at www.spokanetransit.com in the weeks leading up to the change.

SPOKANE TRANSIT AUTHORITY

Staff Report: Agenda Item 7D

Presented to: Performance Monitoring & External Relations Committee

SUBJECT: May 2026 Schedule Change Summary Table

The following table outlines the planned adjustments to regular service as part of the May 2026 Service Change, as well as associated routes and the rationale for each change.

May 2026 Schedule Changes

Route	Planned Adjustment	Details/Rationale
1 City Line	June 1 – July 25: Saturday frequency increased to every 10-minutes from every 15-minutes between approximately 6:30 am and 10:30 pm	STA received state funding through a grant to allow extra service during the 2026 World Cup
7 Airport/Valley	June 1 – July 25: Frequency increased to every 30-minutes from hourly weeknights after 6:30 pm and all day Saturday and Sunday	STA received state funding through a grant to allow extra service during the 2026 World Cup. Added service on Route 7 Airport/Valley provides better connections to the Spokane International Airport
12 Southside Medical Shuttle	Route pattern change to operate on Wall Street in lieu of Howard Street inbound	Pattern adjustments increase route efficiency and safety during school-day traffic and student congestion.
31 Minnehaha/Lidgerwood	The first three weekday morning southbound trips adjusted to depart two minutes earlier. Afternoon and evening peak schedule adjustments include two to four more minutes of running time on certain trips	Adjustments were made to improve on time performance during peak trip times on weekday mornings and afternoons.
62 Medical Lake	Three minutes added to the first morning inbound trip, departing Campbell and Prentis at 5:26 am.	This will allow the trip to better connect with Route 65 Airway Heights departing the West Plains Transit Center at 5:42 am

Route	Planned Adjustment	Details/Rationale
63 Geiger/Airport	June 1 – July 25: Frequency increased to every 30-minutes from hourly weeknights after 6:30 pm and all day Saturday and Sunday	STA received state funding through a grant to allow extra service during the 2026 World Cup. Added service on Route 63 Geiger/Airport provides better connections to the Spokane International Airport from West Plains communities and provides a needed terminus for operator recovery due to the interline with Route 7 Airport/Valley
93 Molter Loop	Trip times shifted 16 minutes later for weekday trips between 7:00 am and 1:00 pm. Three-minute schedule adjustments were made to trips between 4:00 pm and 5:15 pm. The 5:39 pm trip was shifted 11 minutes to 5:50 pm	The trip adjustments allow better connections from Route 7 Airport/Valley at Liberty Lake Park and Ride
96 Pines/Sullivan	The 12:04 pm, 12:34 pm and 2:11 pm weekday inbound trips to the VTC adjusted to depart the end of line three minutes earlier	Schedule adjustments were made to improve on time performance for several midday trips.
144 South Express	Six inbound trips weekday mornings depart two to four minutes earlier; two afternoon trips inbound at 3:08 pm and 3:38 pm depart two minutes earlier; outbound trips between 3:12 pm and 5:35 pm have two more minutes of run time	Schedule adjustments were made to improve on-time performance for trips during morning and afternoon peak due to traffic and school loads.
190 Valley Express	Outbound trips from downtown Spokane between 11:40 am and 2:40 pm depart three minutes later	Adjustments provide better connections at the Plaza to Route 6 Cheney for riders returning to Spokane Valley midday from EWU.



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Committee Information
Meeting Date: April 1, 2026
Agenda Item: 7E

Presented To: Performance Monitoring & External Relations Committee
Referral Committee: n/a
Title: 2026 COMMUNICATIONS PLAN UPDATE
Submitted by: Carly Cortright, Chief Communications & Customer Service Officer

Purpose: For information.
Recommendation: n/a
Attachments and/or Online Links: 2026 Communications Plan Staff Report

SUMMARY: This overview of the 2026 Communications Plan outlines the agency’s marketing and communication activities for the year. The plan integrates print media, social media, television, radio, and digital communications to support rider education, major service initiatives, community partnerships, and organizational priorities. Key campaigns include Youth Ride Free, Connect 2035 funding requirements public education, the Transit Development Plan, the Bloomsday 50th Anniversary, World Cup-related activities, service changes, rider satisfaction surveys, the Mobility On Demand pilot launch, and promotion of outreach at major regional events.

SPOKANE TRANSIT AUTHORITY

Staff Report: Agenda Item 7E
Presented to: Performance Monitoring & External Relations Committee
SUBJECT: 2026 Communications Plan Update

Campaigns

Targeted communications and outreach campaigns to support major service initiatives, community partnerships, rider programs, and organizational priorities. These efforts are designed to increase awareness, drive participation, and ensure clear, timely communication with riders and stakeholders.

Campaigns include Youth Ride Free, World Cup Fan Zone promotion, Connect 2035 funding requirements public education, Division Street Bus Rapid Transit, Reduced Fare options (including Opportunity fare), Bloomsday 50th Anniversary, STA's 2027-2032 Transit Development Plan, Fixed Route and Paratransit Rider Satisfaction Surveys, Mobility On Demand pilot launch, 2026 Service Changes and Service Revisions, and local events such as Hoopfest, Spokane Interstate Fair, Valleyfest, etc. Other campaigns may emerge throughout the year and will be incorporated.

Print Media

Quarterly print advertising placements will support agency campaigns and rider education efforts. Ads will run in the *West Plains Stream*, *Fig Tree*, *Spokane Valley Current*, *Cheney Free Press*, *La Prensa*, *The Inlander*, *Slavic Spokane*, and other publications to ensure broad geographic and multilingual community reach.

Social Media

Continue an integrated social media strategy that combines organic content, paid advertising, and boosted posts. Content will support major campaigns, regional events, community outreach, rider engagement initiatives, and seasonal or holiday messaging.

Television, Radio, and Digital

Television, radio, and digital content will be developed and deployed as needed to support priority initiatives and the needs of the agency during each quarter. These are tailored to specific campaigns, but for 2026 primarily have been identified as Connect 2035 funding requirements public education and World Cup Fan Zone promotion.



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Committee Information
Meeting Date: April 1, 2026
Agenda Item: 7F

Presented To: Performance Monitoring & External Relations Committee
Referral Committee: n/a
Title: LEGISLATIVE UPDATE
Submitted by: Emily S. Poole, Chief Planning & Development Officer
Carly Cortwright, Chief Communications & Customer Service Officer

Purpose: For information.
Recommendation: n/a
Attachments and/or Online Links: Legislation Summary Table

SUMMARY: The Washington State Legislature convened on January 12, 2026, and adjourned (*Sine Die*) on March 12, 2026. Following the session staff will provide updates on legislative activities that are relevant to public transportation and Spokane Transit’s initiatives and projects.

SPOKANE TRANSIT AUTHORITY

Staff Report: Agenda Item 7F
Presented to: Performance Monitoring & External Relations Committee
SUBJECT: Legislation Summary Table

During the supplemental legislative session, the following deadlines occurred:

- Policy cutoff deadline complete on February 4
- Fiscal committee deadline complete on February 9
- Chamber of origin deadline complete on February 17
- Opposite chamber policy committee complete on February 27
- Fiscal committee cutoff - opposite house complete on March 2
- Opposite House cutoff complete March 6
- *Sine Die* – March 12

The legislative bills identified below are summarized with potential impacts to STA interests based on the current drafts.

Bill	Summary/STA Impact Analysis	Status
ESB 5581 Active Transportation Infrastructure	<ul style="list-style-type: none">• Allows WSDOT to invest in bike/ped facilities parallel to state highways in support of Complete Streets requirements.• Addresses WSDOT planning and consultation requirements for complete streets implementation.• Language adjustments from WSTA will increase WSDOT coordination requirements with transit agencies for planning and consultation when implementing complete streets including STA’s Division BRT project.• New language ensures transit is considered along with motorists, bicycles and pedestrians.	Placed on second reading with the House Rules Committee March 4 Did not meet the opposite House cutoff deadline Dead bill

Bill	Summary/STA Impact Analysis	Status
<p><u>ESHB 2095</u> Public way vulnerable users</p>	<ul style="list-style-type: none"> Assumes negligence by an operator of a vehicle for injury or death of a “vulnerable user” caused by the vehicle in areas of the right of way designated for bike/pedestrian use. Engrossed substitution language adds conditions to the vulnerable user circumstances in the ROW such as intoxication, failure to follow stop signs, etc. This presumption of negligence could unintentionally expose operators to liability and blame before all facts are known about complex traffic situations. Assuming negligence before the investigation is completed may also pre-emptively prohibit open reporting and collaborative safety reviews which are used to improve training and roadway design. Exposing operators to formalized negligence before an investigation of a serious incident can affect morale, recruitment, and retention of transit operators. 	<p>Dead Bill</p>
<p><u>HB 2727</u> Free transit/CTC students</p>	<ul style="list-style-type: none"> Replaces HB 2550 (SB 6252) Creates a Dept. of Transportation Grant program to fund Public Transit Agencies for pilot programs with community and technical colleges. Did not meet house of origin deadline 	<p>Dead Bill</p>
<p><u>SSB 6253</u> PTBA governing bodies</p>	<ul style="list-style-type: none"> Substitute bill, language makes the non-voting labor member of PTBAs a fully participating member of all authority meetings including discussion and debate participation in all Board action items. Did not meet house of origin deadline 	<p>Dead Bill</p>
<p><u>HB 2058</u> Third party audits of private entities</p>	<ul style="list-style-type: none"> Requires a third-party audit for subrecipients of public funds, impacting 5310 grant subrecipients 5310 grant recipients may see an increased administrative burden to secure and pay for third party audits annually. Did not meet committee deadline 	<p>Dead Bill</p>

Funding Priorities for 2025-2027 biennium

Category	Project/Grant	Governor's Proposed Supplemental Budget (Including Enacted Funds)	Legislature's Enacted Supplemental Budget
Existing Project	<i>Division Street BRT/Move Ahead Washington</i>	\$17,060,913	\$17,049,000*
Existing Project	I-90/Valley High Performance Transit (HPT) Corridor Infrastructure: Mirabeau / Regional Mobility Grant Program	\$4,279,348	\$4,279,000
Existing Project	I-90/Valley High Performance Transit (HPT) Corridor Infrastructure: Argonne Station Park and Ride/Regional Mobility Program	\$9,916,372	\$10,400,000
Existing Project	Sprague Line High Performance Transit (HPT)/Regional Mobility Grant	\$1,231,171	\$1,231,000
Existing Project	On-Route Battery Electric Bus (BEB) Charging Infrastructure/Green Transportation Grant	\$3,208,000	\$3,208,000
Existing Project	Electric Operations Support Vehicles/Green Transportation Grant	\$210,000	\$210,000
Recurring	Special Needs (Paratransit) Formula Grant	\$8,043,612	No Change
Recurring	Transit Support Grant (Formula)	\$16,240,722	No Change
Existing Project	Vanpool Replacement Vehicles	\$301,534	\$302,000
Existing Project	Vanpool Replacement Vehicles (already encumbered)	\$137,500	\$138,000
New	World Cup (Formula)	\$529,569	No Change
	Total	\$61,158,741	\$61,629,937

*For Division Street Bus Rapid Transit (BRT), the full project award is accounted for across the biennia. The total WSDOT award of \$50,000,000 is maintained.

As a note, due to the State of Washington publishing budget documents in thousands, a few of the projects have rounding differences as compared to this table.



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Committee Information
Meeting Date: April 1, 2026
Agenda Item: 7G

Presented To: Performance Monitoring & External Relations Committee
Referral Committee: n/a
Title: 2026 COMMUNITY ENGAGEMENT EVENT UPDATE
Submitted by: Carly Cortright, Chief Communications & Customer Service Officer

Purpose: For information.
Recommendation: n/a
Attachments and/or Online Links: 2026 Community Events Outreach Calendar

SUMMARY: The Business Development department has multiple outreach activities planned for 2026, focusing on rider education and community engagement regarding STA programs and programs. Besides presence at major community events (see attached calendar), the outreach team has been focused on collaboration with Spokane Housing Authority to increase enrollment in the Opportunity reduced fare (low-income) pilot. Additionally, targeted outreach has begun with other community-based organizations (CBOs) to promote Opportunity fare, including: Spokane County Library District, West Central Community Center, Northeast Community Center, MLK Jr. Community Center, Spokane Public Schools, and Cheney School District. Staff are actively working on connecting with Spokane Public Libraries, and West Valley and Central Valley School Districts as well.

Beginning in April, monthly pop-ups or workshops will be scheduled at libraries in Spokane County and at the West Central Community Center. Initial topic will be on Opportunity fare, but following months will be topical (how to ride basics, World Cup Fan Zone access, trip planning and Transit App, etc.). The goal is to provide targeted and promoted topics that appeal to people while meeting them where they are at.

Additional outreach activities scheduled in quarter include: Spokane Bike Swap, Mica Peak Wellness Day, EWU Earth Day Event, Earth Day Block Party (West Central Abbey), Bloomsday Trade Show, ANHPI Heritage Festival, SPS 5th Grade Career Exploration Fair (Spokane County Fairgrounds), Active Living Expo, West Central Neighbor Day, Bus Bike Bonanza (North Bank Shuttle Lot), and Summer Parkways.



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Committee Information
Meeting Date: April 1, 2026
Agenda Item: 8

Presented To: Performance Monitoring & External Relations Committee
Referral Committee: n/a
Title: PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MAY 6, 2026, DRAFT AGENDA REVIEW
Submitted by: STA Staff

Purpose: For information.
Recommendation: n/a
Attachments and/or Online Links: May 2026 Performance Monitoring & External Relations Committee Draft Agenda

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 May 6, 2026, draft agenda.



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PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, May 6, 2026

1:30 p.m. – 3:00 p.m.

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

AGENDA

1. Call to Order and Roll Call (*Chair*)
2. Committee Chair Report
3. Committee Action (*10 minutes*)
 - A. Minutes of April 1, 2026, Committee Meeting - *Corrections/Approval*
 - B. Battery Electric Bus Charging Infrastructure Route 9: Scope of Work Approval (*Poole*)
4. Committee Action – Recommendation (*25 minutes*)
 - A. Board Action - Consent Agenda
 1. Community Van Program Guidelines (*Rapez-Betty*)
 2. Public Transportation Agency Safety Plan (PTASP) (*Williams*)
 3. Battery Electric Bus Charging Infrastructure Route 9: Equipment Purchase (*Poole*)
 - B. Board Action – Other/Committee Recommendation (*none*)
5. Reports to Committee (*30 minutes*)
 - A. FIFA Plans (*Cortright/Rapez-Betty*)
 - B. 2025 Fixed Route System Performance Report (*Poole*)
 - C. Citizen Advisory Committee Update (*Cortright*)
6. CEO Report (Otterstrom) (*10 minutes*)
7. Committee Information (*no discussion/staff available for questions*)
 - A. March 2026 Operating Indicators (*Rapez-Betty*)
 - B. March 2026 Financial Results Summary (*Hamud*)
 - C. April Sale Tax Revenue (*Hamud*)
 - D. 1st Quarter 2026 Service Planning Input Report (*Poole*)
8. Review June 3, 2026, Meeting Draft Agenda (*5 minutes*)
9. New Business (*5 minutes*)
10. Committee Members' Expressions (*5 minutes*)
11. Adjourn
12. Next PMER Committee Meeting: Wednesday, June 3, 2026, at 1:30 p.m.

Virtual Link: [INSERT LINK HERE](#)

Meeting ID: 261 057 756 795 96

Password: yY7rk3Rr |

Call-in Number: 1-509-824-1714

Conference ID: 220 371 401#

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



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New Business
Meeting Date: April 1, 2026
Agenda Item: 9

Presented To: Performance Monitoring & External Relations Committee
Referral Committee: n/a
Title: NEW BUSINESS
Submitted by: n/a

Purpose: For information.
Recommendation: n/a
**Attachments and/or
Online Links:** n/a

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



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Committee Member Expressions

Meeting Date: April 1, 2026

Agenda Item: **10**

Presented To: Performance Monitoring & External Relations Committee
Referral Committee: n/a
Title: COMMITTEE MEMBER EXPRESSIONS
Submitted by: n/a

Purpose: For information.
Recommendation: n/a
**Attachments and/or
Online Links:** n/a

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