



1230 W. Boone Avenue, Spokane, WA 99201
(509) 328-RIDE | www.spokanetransit.com

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, July 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 (*5 minutes*)
 - A. Minutes of June 3, 2026, Committee Meeting - *Corrections/Approval*
 - B. Citizen Advisory Committee Member Appointment (*Cortright*)
4. Committee Action – Recommendation (*40 minutes*)
 - A. Board Action - Consent Agenda
 1. Community Van Pilot Program Adoption (Resolution) (*Rapez-Betty*)
 2. Battery Electric Bus On-Route Charging: Award of Contract (*Poole*)
 3. STA Moving Forward Conclusion (Resolution) (*Poole*)
 4. Minor Fare Table Update (Resolution) (*Poole*)
 - B. Board Action – Other/Committee Recommendation (*none*)
5. Reports to Committee (*none*)
6. CEO Report (Otterstrom) (*10 minutes*)
7. Committee Information (*no discussion/staff available for questions*)
 - A. May 2026 Operating Indicators (*Rapez-Betty*)
 - B. May 2026 Financial Results Summary (*Hamud*)
 - C. June 2026 Sales Tax Revenue (*Hamud*)
8. Review September 2, 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, September 2, 2026, at 1:30 p.m. **(No August Meeting)**

Virtual Link: [STA July PMER Committee Meeting Link](#)

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: July 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: July 1, 2026

Agenda Item: **3A**

Presented To: Performance Monitoring & External Relations Committee
Referral Committee: n/a
Title: MINUTES OF THE JUNE 3, 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: June 3, 2026, PMER Meeting Minutes Draft

SUMMARY: Attached are minutes of the June 3, 2026, Performance Monitoring & External Relations Committee meeting for corrections or approval.

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Draft Minutes of June 3, 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*
Bill Campbell, City of Airway Heights (*Ex-Officio*)
Dan Sander, City of Millwood (*Ex-Officio*)
Josh Kerns, Spokane County
Michael Cathcart, City of Spokane
Zack Zappone, City of Spokane
Karl Otterstrom, Chief Executive Officer

**Committee Chairman*

COMMITTEE MEMBERS' ABSENT

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

Steve Lamberson, Etter, McMahon, Lamberson, Van Wert & Oreskovich, P.C.

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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 May 6, 2026, Committee Meeting**
Mr. Zappone moved to approve the May 6, 2026, committee meeting minutes. Mr. Cathcart seconded, and the motion passed unanimously.
 4. **COMMITTEE ACTION** (none)
 - A. Board Consent Agenda
 5. **REPORTS TO COMMITTEE**
 - A. **2026 First Quarter Year-to-Date Performance Measures**
Mr. Rapez-Betty presented the 2026 First Quarter Year-to-Date Performance Measures Summary, noting that the full presentation is available on the STA website. Each performance measure aligns with a specific Spokane Transit priority, and these quantifiable benchmarks demonstrate the agency's commitment to accountability.

He highlighted significant improvements in both Fixed Route and Paratransit preventable accident rates, with the Fixed Route rate being the lowest in five years. These improvements may be attributed, in part, to telematics monitoring. Mr. Rapez-Betty also noted that STA is now fully staffed with Fixed Route drivers, resulting in more than 99% of scheduled service being consistently delivered.

Discussion followed regarding the increase in youth ridership alongside a decline in adult ridership, despite overall growth in fixed-route usage. This trend reflects a shift in rider demographics rather than a decrease in total ridership. It was noted that declining enrollment at Eastern Washington University and local community colleges is likely a major contributing factor.

Council Member Zappone suggested providing graduating students with a Connect Card for a subsidized period. This approach could help transition youth riders into long-term adult riders and support ridership continuity.

B. Opportunity Fare Program Update

Dr. Cortright provided a six-month update on the Opportunity Fare pilot. Open enrollment is performing well, with more than 300 participants, while the housing-based approach has experienced limited uptake despite ongoing outreach efforts. The program is having a positive impact on ridership, but financial impacts remain minimal and within the program cap. Discussion focused on perceived enrollment barriers and limited data on incomplete applications. The committee emphasized the need to strengthen community partnerships and establish clear success metrics.

C. 2026 Community Perception Survey Results Summary

Dr. Cortright presented results from the 2026 Community Perception Survey conducted by ETC Institute in March and April of 2026, highlighting public awareness and views of STA services. The survey coincided with media coverage of the double-decker investigation, which may have influenced responses. The target sample size was 400 respondents, and a total of 460 surveys were completed.

There was an overall shift in how respondents rated the Spokane region's transportation system overall, with more positive evaluations and fewer respondents describing the system as fair compared to prior years.

It was also reported that just over half of respondents rated Spokane Transit as doing a good or excellent job providing service, reflecting a slight decline from the previous year but remaining within the margin of error, though negative ratings increased, likely tied to the double-decker incident.

There was a decrease from 2025 in perceived value across several key measures, including services for individuals with special mobility needs, overall value to the region, and support for low-income individuals requiring transportation. However, these measures still rated high and were consistent with years prior to 2025.

Concern was raised that, in the context of a ballot measure, many respondents indicated they did not know whether funds are being used appropriately, with many answering “don’t know,” highlighting the need for clearer transparency and communication to build public trust.

Overall, results reflect continued community support for transit, with opportunities to enhance communication, visibility, and public understanding. Even though results dipped slightly from 2025 to 2026, ratings remain higher than in 2023 and exceed the national average. A new rider survey in five months will help assess the impact of the Double Decker investigation.

Council Member Cathcart asked if ETC is able to provide customized benchmarking comparing transit systems with guaranteed funding to those without, and how their outcomes differ. Dr. Cortright stated she would ask.

6. CEO REPORT

Mr. Otterstrom reported on the following topics:

- The 2026 Community Perception Survey is available online at the Spokane Transit website. Last year was the first time the survey was made available on the STA website, making it more accessible for anyone reviewing meeting materials.
- The STA Bus Roadeo took place the previous weekend, which was a successful event with strong participation. Photos and highlights will be shared at the next board meeting.
- SkyFest will be taking place on June 6-7 at Fairchild Airforce Base. STA will be providing express shuttle service from downtown to Fairchild Air Force Base. Shuttles will run approximately every half hour, with the schedule available on the STA website.
- There is a financial transparency memo that has been distributed to board members and will be posted on the Financial Information page on the STA website. The memo explains STA’s overall financial picture, including why the agency maintains reserves, how those reserves are used, and how debt factors into long-term planning.

7. JULY 1, 2026 – COMMITTEE MEETING DRAFT AGENDA REVIEW

Council Member Zappone requested two future agenda items for discussion before year-end: bus wraps, including policy considerations and community partnerships, and special events/strategic partnerships.

The committee discussed potential advertising and sponsorship opportunities on bus wraps for revenue generation. Mr. Otterstrom noted that peer transit agencies are generally reducing advertising revenue expectations, as returns are typically modest outside major markets. Regarding special event fares, Mr. Otterstrom confirmed they were previously reviewed annually but are now governed by a standard Special Event Fare Policy adopted by the Board. He suggested reviewing the 2027 events schedule to identify opportunities for community support. Discussion also included an update on the potential partnership with the Spokane Public Facilities District (SPFD). STA is prepared to partner, but progress is on hold due to SPFD’s ongoing procurement process. Mr. Otterstrom added that STA is also pursuing a partnership with the Spokane Chiefs.

8. NEW BUSINESS

9. COMMITTEE MEMBERS' EXPRESSIONS

10. ADJOURN

With no further business to come before the committee, Chair Hattenburg adjourned the meeting at 2:49pm.

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

Respectfully submitted,

Molly Fricano

Molly Fricano

Executive Assistant to the Chief Operations Officer



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Committee Action

Meeting Date: July 1, 2026

Agenda Item: **3B**

Presented To: Performance Monitoring & External Relations Committee
Referral Committee: n/a
Title: CITIZEN ADVISORY COMMITTEE MEMBER APPOINTMENT
Submitted by: Carly Cortright, Chief Communications & Customer Service Officer
Dan Brown, Chair Citizen Advisory Committee

Purpose: For decision.
Recommendation: Approve, by motion, the appointment of Ben Parrish to the CAC effective immediately for a first term to end October 2027.
Attachments and/or Online Links: CITIZEN ADVISORY COMMITTEE MEMBER APPOINTMENT STAFF REPORT

SUMMARY: The Citizen Advisory Committee (CAC) is actively recruiting people to fill vacant and pending vacant positions. In the meantime, at their June 10, 2026, meeting, the CAC members recommended the appointment of Mr. Ben Parrish to fulfill a vacant term expiring October 2027. This appointment would bring active CAC membership to 13.

Please see attached report for more information.

SPOKANE TRANSIT AUTHORITY

Staff Report: Agenda Item **3B**

Presented to: Performance Monitoring & External Relations Committee

SUBJECT: CITIZEN ADVISORY COMMITTEE MEMBER APPOINTMENT STAFF REPORT

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

Per its charter, the CAC shall be composed of no more than 15 members who are appointed by the PMER Committee. Terms are for three (3) years, and Members may serve up to two (2) terms. If any member cannot complete their term, a new candidate may be selected to serve the remainder of the incomplete term, which shall constitute that member's first term. Membership shall reflect the STA service area and strive for regional representation and diversity of opinion. Appointment of members is through an application process through the CAC followed by a vote of the PMER Committee.

Currently, the CAC has twelve members (12) members. There are three (3) vacancies; two (2) of these are unfilled terms and per the CAC charter, appointees are to serve the remainder of that term.

On September 26, 2025, the CAC Chair, Dan Brown, and CAC members Linda Carroll, Kinzie Michael, and John Lemus along with STA staff representative Carly Cortright interviewed Ben Parrish. Ben is an EWU Planning student and commutes to Cheney from Spokane Valley. At their June 10, 2026, meeting, the CAC members recommended the appointment of Mr. Parrish to fulfill the term expiring October 2027.

CAC Roster

Members	Term Ends	First Term Ended
Dan Brown	12/2026	12/2023
Chris Fortensky	12/2026	12/2023
Linda Carroll	12/2026	12/2023
Andrew Tse	02/2027	
Rhonda Young	02/2027	
Kinzie Michael	03/2027	3/2024
Michelle Johnson	03/2027	

Members	Term Ends	First Term Ended
Unfilled	05/2027	
Jackson Deese	05/2027	
Unfilled	10/2027	
Tyler Salyer	11/2027	
Pablo Monsivais	11/2028	
Connor Williams	12/2028	
Eileen Shurtz	12/2028	



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Committee Recommendation-Board Consent

Meeting Date: July 1, 2026

Agenda Item: 4A1

Presented To: Performance Monitoring & External Relations Committee
Referral Committee: n/a
Title: COMMUNITY VAN PILOT PROGRAM ADOPTION (RESOLUTION)
Submitted by: Brandon Rapez-Betty, Chief Operations Officer
Greg Garrett, Rideshare Program Manager

Purpose: For decision.
Recommendation: Approve the resolution to adopt and implement the Community Van Pilot Program and authorize STA staff to administer, evaluate, and refine the program.
Attachments and/or Online Links: 2026 Draft Community Van Pilot Program Manual
Community Van Pilot Program Resolution

SUMMARY:

The Spokane Transit Authority (STA) Board is asked to adopt the Community Van Pilot Program, a partnership-based service designed to address transportation gaps for community members whose needs are not met by Fixed Route or Rideshare services.

Under this pilot, STA will provide passenger vans operated by trained staff or volunteers from approved nonprofit and community-based organizations. The program is intended to improve access to critical services for vulnerable populations, including individuals with disabilities, low-income residents, and others facing mobility barriers.

The pilot complements existing transit services by focusing on trips with limited fixed-route viability while maintaining strict standards for driver training, insurance, safety, and program compliance. Participating organizations must meet eligibility requirements and enter into formal agreements under the Washington State Transit Insurance Pool's Limited Mode Service Provider framework.

The Limited Mode Service Provider (LMSP) framework is a WSTIP-defined model that allows STA to partner with eligible organizations to provide transportation services using agency vehicles. Through formal agreements, STA establishes insurance, operating, and safety requirements while maintaining oversight. At STA, this framework is applied to programs such as the Community Van Pilot to address transportation needs not well served by traditional transit options.

STA staff will administer and oversee the program, including partner approval, vehicle allocation, and operational management. Program performance will be evaluated using defined metrics such as partner participation, rider activity, cost recovery, and community impact, with regular reporting provided to the Board.

STA conducted targeted outreach to community-based organizations and nonprofit partners to inform development of the Community Van Pilot and gather early input. The effort included direct email outreach, a draft outreach letter, and a brief survey to solicit feedback, while clearly communicating the pilot nature of the program and its limited initial capacity, with the intent to inform potential future expansion.

Adoption of this pilot supports STA's Connect 2035 priority to collaborate with community partners and enhance regional quality of life. Findings from the pilot will inform future policy direction, program refinement, and potential expansion.

Community Van Pilot Program Program Manual (Draft)

Program Overview

Spokane Transit highly values the partnerships between public transit and the many community service organizations serving our most vulnerable populations. The Community Van program is an answer designed to bridge transportation gaps for community partners whose needs are unable to be met by Fixed Route or Rideshare services. The model allows Spokane Transit Authority (STA) passenger vehicles to be operated by employees and volunteers of approved social service providers and community organizations to meet the unique transportation needs of their clients.

Program Management

Community Van Program will be managed by Spokane Transit Rideshare staff. Maintenance on Community Van vehicles will be performed by Spokane Transit Paratransit Maintenance team.

Eligibility and Participation

Eligible Organizations

The program is open to the following entities:

- Not-for-profit entities registered with a 501c3 and EIN.
- Programs treating illness or substance abuse
- Children and family services, including children living in foster care
- Programs that provide food, shelter or employment opportunities
- Programs serving victims of domestic violence
- Programs serving refugees and other populations with limited English proficiency
- Programs serving individuals with disabilities
- Programs serving individuals living at/below 200% of the Federal Poverty Level

Nonprofit Verification Process

STA will validate nonprofit status using the Washington State Secretary of State Corporations Search (<https://ccfs.sos.wa.gov/>). STA staff will confirm active nonprofit status, matching legal name, and IRS 501(c)(3) determination documentation.

Application Approval

Application approvals for Community Van are determined by eligibility and vehicle availability. Spokane Transit reserves the right to evaluate each request based on, but not limited to, community impact, available alternative services, and timeliness of service requested. Spokane Transit also reserves the right to alter the quantity of available vehicles and/or designate vehicles for a specific service.

Approval responsibilities are assigned to Spokane Transit's Director of Paratransit and Rideshare Services, or their designee.

Requests to extend terms beyond original application (for example, extending beyond one month) are assigned to Spokane Transit's Chief Executive Officer for consideration.

Required Contract

Eligible User Groups must complete a Community Van Program LMSP contract to participate in the Community Van Program. These contracts are good for one (1) year from date of signing. The User Group may request the use of a Community Van vehicle while they have a valid contract on file with Spokane Transit.

Insurance Requirements

The program operates under the WSTIP risk-transferred Limited Mode Service Provider (LMSP) agreement.

- **Coverage Limits:** WSTIP provides \$1,000,000 liability per occurrence and \$2,000,000 aggregate.
- **Matching Coverage:** The user group must provide matching or better General Commercial Liability coverage.

User Group Requirements

To participate, eligible user groups must:

- Ensure all drivers are approved and trained in the same manner as STA Rideshare drivers.
- Abide by Spokane Transit's Code of Conduct.
- Provide an adequate and safe overnight parking location for the vehicle.
- Comply with insurance requirements as stated in the STA Community Van contract.

Driver Approval and Training Process

A safe driver is the most important measure of safety for Community Van Program. Each user group will need one (1) approved driver, however it is recommended to have multiple approved drivers.

All individuals who operate a Spokane Transit Community Van must receive specific permission and approval to do so before driving. Only in emergency situations, and when authorized by STA Rideshare staff, may someone other than an approved driver operate a van.

Driver Responsibilities

Community Van driver responsibilities include, but are not necessarily limited to:

- Always use defensive driving practices.
- Understanding, adhering to and applying Washington State traffic regulations.
- Be aware of the dynamics of transporting a group of people (for example: understanding loading of passengers and the impact on vehicle center of gravity).
- Report any damage, accident, or incident involving the vehicle (even if the incident happened while the vehicle was parked).

All drivers must:

- Complete Spokane Transit's driver certification process before receiving approval to drive the van.
- Maintain a current Washington State driver's license and have driven for at least three years.
- Notify STA Rideshare staff if they are no longer in accordance with the established Driver Selection Guidelines or can no longer safely operate the vehicle.
- Report to the agency within 24 hours any citation issued to you for any traffic related offense, whether received while driving the van or any other vehicle (e.g. a citation received while a Driver is driving their own vehicle).
- Promptly report to STA Rideshare any incident involving vehicle damage, property damage, injury, or the potential for a medical or liability claim. Complete and submit an accident report within 24 hours of an accident.
- Do not allow unauthorized drivers, those not approved by STA, to operate the van.
- Respond to requests from STA for maintenance, cleaning, and servicing of the van.
- Able to safely park the vehicle when not in use.
- Obtain prior approval from STA for expenditures other than gas.

Driver Documentation

- All potential drivers are to submit a completed Community Van Driver application and a copy of their driver's license.

Driver Record Requirements

All driver applicants must agree to have STA pull a Washington State driving record and agree to be included in Spokane Transit's driving record monitoring program. When a driver is no longer considered an eligible driver, whether by circumstances voiding their eligibility, or they request to be removed from the program, all driving record monitoring will cease.

Criteria for qualified drivers should include:

- Current, unrestricted license (prescription lens requirement is acceptable). Review other restrictions on an individual basis for applicability to safety.
- Three (3) years of licensed driving experience.
- No suspension/revocation within three years.
- No suspension/revocation within seven years for reckless driving, hit & run, leaving accident scene, failure to appear, DUI, or vehicle-related felony.
- An acceptable record of moving violations and/or accidents as defined in Rideshare Driver Eligibility/Retention.
- No instance of an accident or moving violation history which has resulted in insurance cancellation or non-renewal in the last three years.

Drivers with the following items on their records will not be eligible to participate as a rideshare driver: suspension/revocation within seven years for reckless driving, hit and run, leaving accident scene, failure to appear, DUI, negligent, or vehicle-related felony.

Within a three (3)-year period, prospective eligible drivers shall have no more than:

- No more than one minor, non-cited accident and one minor moving violation
- No more than two minor, non-cited accidents and no moving violations
- No major moving violations
- No major cited accidents
- A driver's license without any probationary status imposed (indicated with an * on the front of the license)
- No convictions for a seatbelt violation

For Existing Rideshare Drivers eligibility shall be terminated if (within a three (3)-year period) they have:

- More than one minor, non-cited accident and one minor moving violation
- Two minor moving violations
- Any major moving violation
- Any major preventable accident, cited or non-cited
- More than two minor accidents
- A driver's license in probationary status (indicated with an * on their license)
- A conviction for a seatbelt violation
- Multiple complaints (based on severity, frequency, and validity. Rideshare staff reserves the right to suspend or terminate a driver.)

Driver Training

Upon completion of required documentation and providing an acceptable driving record, potential drivers will be provided by STA Rideshare staff login credentials to complete an online safe driving course.

Only after completion of the safe driving course can a driver be approved by Spokane Transit to operate a Spokane Transit owned vehicle.

Rate Structure and Reporting

Terms and Rates

The program rate structure has accommodations for several transit scenarios:

Single Day – Designed for same-day transit trips. The vehicle is picked up at Spokane Transit Rideshare department Monday through Friday as early as 7:00 AM and returned the same day by 5:00 PM.

Seven Day – Offered for multiple days, and overnight, transit trips for up to seven (7) days in length. The vehicle is picked up at Spokane Transit Rideshare department Monday through Friday as early as 7:00 AM and returned within seven (7) days by 5:00 PM.

Monthly – For organizations that have transportation needs extending beyond a week, Spokane Transit offers a thirty (30) day, or monthly, term. The vehicle is picked up at Spokane Transit Rideshare department Monday through Friday as early as 7:00 AM and returned within thirty (30) days by 5:00 PM.

User groups may request an extension beyond a month if: the vehicle is available, the user group is current with reporting obligations, and the user group is current with invoice payments. Extending a monthly term is limited to ten (10) consecutive months per user group, and with aforementioned approval.

- **Invoicing:** Organization will be issued an invoice after the return of the vehicle (monthly if the vehicle is used for multiple months) on a NET 15 term.
- **Fuel and Maintenance:** Fees are designed to cover fuel (via STA fuel cards), roadside and preventative maintenance, and liability risks.

STA Community Van Program Rates

Term	Base Rate	Allowable Miles	Cost per mile over mileage
Single Use*	\$ 1.00	\$1 per mile	-
7 Days	\$100.00	150	\$ 1.00
Monthly	\$300.00	500	\$ 1.00

* Single use is based on total miles for trip. A 50 mile trip would be \$50

Cost Recovery Methodology

Basic Cost Recovery for a Community Van Model

Term	Base Rate	Allowable Miles	Fuel Cost per Mile*	Insurance Cost per Mile*	Maintenance Cost per Mile*	Minimum Cost Recovery	Cost per mile over mileage
Single Use	\$ 1.00	1	\$ 0.16	\$ 0.23	\$ 0.13	192%	\$ 1.00
7 Days	\$100.00	150	\$ 0.16	\$ 0.23	\$ 0.13	128%	\$ 1.00
Monthly	\$300.00	500	\$ 0.16	\$ 0.23	\$ 0.13	115%	\$ 1.00

* Cost per mile based on 2025 Rideshare expenses.

Trip and Usage Parameters

To ensure the program complements rather than competes with existing services, the following restrictions apply:

- **Fixed Route Limitation:** At least 50% of intended trips cannot be sufficiently served by Fixed Route transit. This consideration may include originations and destinations 0.5 miles or more from a bus stop, or groups larger than five people.
- **Geography:** Trips must start or end within the Public Benefit Transit Area (PTBA), and all travel must remain within Washington state.
- **Long-Distance Travel:** Vans traveling more than 50 miles outside the PTBA require express permission from STA and may need to secure their own roadside assistance.
- **No Fare Collection:** Riders are not permitted, nor can be required, to pay the user group a fee, fare, or reimbursement to use the service.

Data Reporting

- **Trip Logs:** User Group will report total number of unique riders and total one-way trips. One-way trips are defined as a trip made by a rider from start to destination.
- **Mileage:** Billing mileage is tracked and reported automatically via onboard telematics.
- **Internal KPIs:** Program administrators will report internally to Executives and Board Members:
 - User Group profiles and experiences
 - Unique riders
 - One-way trips
 - Cost recovery

Forms

The following are sample forms. All forms will be provided electronically to User Group and, if applicable, available as a paper copy inside the vehicle.

Ridership Log

Logo Here

SEND THIS RIDERSHIP LOG TO RIDESHARE@SPOKANETRANSIT.COM.

RIDERSHIP KEY CODES: 2 = Round Trip All other codes are alphabetic. i Inbound O Outbound D Day off/Did not ride X not on roster

[illegible]

Driver Application



Rideshare Driver Application

Duties of Drivers (Primary and Backup)

- Operate a 7, 12 or 15 -passenger Rideshare vehicle in accordance with the Spokane Transit Authority (STA) Rideshare Manual, state and local traffic laws, on a planned route while adhering to an established time schedule.
- Immediately report any accident involving a Rideshare vehicle to (509) 326-7665 or the Rideshare office.
- Report non-vehicular accidents involving a Rideshare participant to the STA Rideshare office within twenty-four (24) hours.
- Report to the STA Rideshare office within twenty-four (24) hours any traffic or criminal citation issued to you or a Rideshare participant by a law enforcement officer for incidents or actions that occurred while you were operating a Rideshare vehicle. Any citation issued to a Rideshare vehicle driver is the responsibility of the driver cited.
- Report to the STA Rideshare Office within twenty-four (24) hours any moving traffic violation citation issued to you while driving any other vehicle.
- Keep the Rideshare vehicle adequately fueled for all Rideshare trips.
- Clean the interior and exterior of vehicle at least once per month.
- Perform daily inspections and promptly report any problems or conditions that may impair your ability to safely operate the vehicle to the STA Rideshare office upon discovery or observation. Examples of items you should look for may include, but are not limited to:
 - ✓ Fluid leaks.
 - ✓ Body damage.
 - ✓ Vehicle gauges.
 - ✓ Mirrors (interior and exterior).
 - ✓ Visual limitations, including window conditions, chips, cracks and/or obstacles.
 - ✓ Seatbelt accessibility and operating condition.
 - ✓ Vehicle cleanliness, including the presence of trash or other items that may impair your driving.
 - ✓ Braking and stopping distance.
 - ✓ Steering and alignment.
 - ✓ Other conditions that may impact your ability to operate the vehicle.
- Perform weekly inspections and promptly report any problems you may observe to the STA Rideshare office. Notify the STA Rideshare office of any maintenance needs you have observed at each regularly scheduled maintenance visit.
 - ✓ Check the oil level. Add oil if needed.
 - ✓ Check the function of the windshield wipers and fluid level. Add fluid if needed.
 - ✓ Check the tire pressure and tire tread. Fill air to appropriate level if needed.
 - ✓ Check that headlights, taillights, directional signals, and emergency flashers work properly.
 - ✓ Check the operation of the heater, defroster, and/or air conditioner.
- Swap your primary vehicle for a spare vehicle within forty-eight (48) hours of any notification from STA to bring the primary vehicle in for maintenance.
- Provide a phone number or e-mail for contact by STA during STA's normal business hours and be responsive to STA communications.



Rideshare Driver Application

Applicant Information

Full Name: _____ **Date:** _____
Last First Mi

Address: _____
Street Address Apartment/Unit #

City State ZIP Code

Phone: _____
Home Cell Work

Email: _____

Current Van #: _____ **Primary Driver:** _____

Work Hours: Start: _____ Finish: _____ **Days:** ☐ M ☐ T ☐ W ☐ T ☐ F ☐ S ☐ S

Applicant Driver History:

Do you have a current and valid Washington or Idaho Driver's License? ☐ Yes ☐ No

Driver's License No.: _____ Issue Date: _____ Expiration: _____

If No, please explain: _____

Have you held a driver's license for more than five (5) years? ☐ Yes ☐ No

Are there any restrictions on your driver's license? ☐ Yes ☐ No

If Yes, state type &
date of restriction(s): _____

Have you ever had your driver's license suspended, revoked or refused? ☐ Yes ☐ No

If Yes, please explain: _____

Have you been convicted during the last ten (10) years of driving while intoxicated or under the influence of drugs? ☐ Yes ☐ No

If Yes, please explain: _____

Have you had any accidents or moving violations during the past three (3) years? ☐ Yes ☐ No

If Yes, please explain, please indicate below any accidents of any type or cause you have been involved in, either as owner or otherwise, during the last three (3) years:

Date: _____

Who was at fault? _____

Vehicle Damage? ☐ Yes ☐ No

Bodily Injury? ☐ Yes ☐ No

Amount? _____

Description: _____



Rideshare Driver Application

Disclaimer and Signature

By signing below, I acknowledge I have reviewed the Duties of Rideshare Drivers and I agree to perform such duties. I further acknowledge and verify the accuracy of the information I have provided in this application.

I authorized the Spokane Transit Authority to obtain as often as desired my driving record, including all Department of Licensing actions that have taken place regarding the Driver's License I now hold, have held, or in the future may obtain. This authorization continues in effect as long as I continue to service as a Driver in a Rideshare vehicle.

Name: _____

Signature: _____

Date: _____

3 ways to submit your application:

- Email completed application to: rideshare@spokanetransit.com
- Fax completed application to: (509) 232-6784, Attn: Rideshare
- Mail completed application to:
Rideshare
Spokane Transit Authority
1212 W Sharp Ave
Spokane, WA 99201

FOR STA USE ONLY

Receipt Date: _____

MVR Date: _____

Training Date: _____

Group #: _____



Rideshare Fuel Card Statement of Usage

Disclaimer and Signature

My signature below signifies that I have read, understand and agree to abide by all conditions listed on this form. Violation of these conditions will result in cancellation of my authorization to use the fuel card, collection for monies owed, and possible termination of the Rideshare Group.

Name: _____

Signature: _____

Date: _____

Authorized Users

Only STA-approved drivers of the Rideshare Group shall use the card.

Safeguarding

Fuel cards are assigned to a specific vehicle. The card must be kept in the vehicle at all times and the vehicle must be locked when not in use.

Authorized Purchases

Purchases shall be limited to fuel, oil and car wash purchases only. Purchases of personal items (candy, pop, etc.) are prohibited. Unauthorized purchases will be billed to the participant who completed the purchase for immediate payment. Misuse of the card may result in cancellation of the fuel card, termination of the Rideshare Group, participant Driver Agreement, or any combination thereof. Misuse of a fuel card is a crime. STA monitors the use of each fuel card and will take immediate action if inappropriate use occurs.

Car Washes

Certain area gas stations are equipped with automatic car/van washes and accept the fuel card. A list of providers is available upon request.

Lost or Stolen Fuel Card

Lost or stolen fuel cards must be reported to the STA Rideshare office immediately by calling 509-326-7665. The Driver shall be responsible for all purchases on lost or stolen fuel cards up to the time notification is received by STA.

FOR STA USE ONLY

Issue Date: _____

Group #: _____

Card #: _____

Pin #: _____

RESOLUTION NO. ____-26

A RESOLUTION of the Spokane Transit Authority (STA) Board of Directors adopting the Community Van Program as a pilot initiative.

SPOKANE TRANSIT AUTHORITY
Spokane County, Washington

BE IT RESOLVED BY THE SPOKANE TRANSIT AUTHORITY as follows:

WHEREAS, the Spokane Transit Authority (STA) is a municipal corporation operating and existing under and pursuant to the Constitution and Laws of the State of Washington, including RCW Title 36, Chapter 57A, Public Transportation Benefit Area; and,

WHEREAS, STA is committed to providing equitable, accessible, and efficient transportation services that meet the needs of the communities it serves; and,

WHEREAS, certain populations and community-based organizations experience transportation needs not fully addressed by STA's core transit services via Fixed-Route, Paratransit, and Rideshare; and,

WHEREAS, STA has historically addressed certain community transportation needs through programs such as Special Use Van (SUV), Surplus Van Grant, and funding supported by Federal Formula Funds; and,

WHEREAS, STA has developed the Community Van Program as a pilot mobility option to help address transportation gaps by allowing STA vehicles to be operated by approved nonprofit and community-based organizations; and,

WHEREAS, the Community Van Program is intended to support organizations serving vulnerable populations, including individuals with disabilities, low-income individuals, families, refugees, and others with limited access to transportation; and,

WHEREAS, the Community Van Program establishes eligibility criteria, operational requirements, safety standards, insurance provisions, and reporting expectations to ensure safe, equitable, and accountable program delivery; and,

WHEREAS, the program operates under Washington State Transit Insurance Pool (WSTIP) Limited Mode Service Provider (LMSP) framework with defined liability coverage and user group responsibilities; and,

WHEREAS, STA staff have developed a Program Manual outlining program administration, driver requirements, rate structures, trip parameters, and reporting requirements; and,

WHEREAS, oversight of the Community Van Program will be provided by STA Rideshare staff with maintenance support from STA Paratransit Maintenance; and,

WHEREAS, adoption of the Community Van Program aligns with STA's Connect 2035 goal to lead and collaborate with community partners;

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of STA as follows:

- Section 1: The STA Board of Directors hereby adopts the Community Van Program as a pilot program establishing a transportation service model that enables eligible organizations to operate STA vehicles to meet community transportation needs.
- Section 2: The Board authorizes the CEO to implement and administer the Community Van Program, including reviewing and approving eligible organizations; executing required agreements and contracts; establishing operational procedures and program controls; and managing program resources, vehicle allocation, and oversight.
- Section 3: Participation in the Community Van Program shall be limited to eligible nonprofit and community-based organizations that meet established eligibility criteria; enter into a valid LMSP agreement with STA; and comply with all program requirements, including driver training, insurance, and operational standards.
- Section 4: The Community Van Program shall operate in accordance with a program manual as approved by the CEO, including provisions related to driver qualification, screening, and training; trip eligibility and service parameters; rates, cost recovery and invoicing; and safety, maintenance, and reporting requirements.
- Section 5: The CEO is directed to monitor program performance and provide periodic reports to the Board, including participation levels and user group engagement; ridership and trip data; cost recovery performance; and community impacts and outcomes, to inform ongoing evaluation of the pilot program.
- Section 6. The Chief Executive Officer is authorized to make administrative updates to program procedures, rates, and guidelines as necessary to ensure program effectiveness, compliance, and sustainability.
- Section 7: This resolution shall take effect and be in force immediately upon passage.

ADOPTED by STA at a regular meeting thereof held on the ____ day of _____ 2026.

Attest:

Dana Infalt
Clerk of the Authority

Lance Spiers
STA Board Chair

Approved as to form:

Megan Clark
Legal Counsel

DRAFT



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Committee Recommendation-Board Consent

Meeting Date: July 1, 2026

Agenda Item: **4A2**

Presented To: Performance Monitoring & External Relations Committee

Referral Committee: n/a

Title: BATTERY ELECTRIC BUS ON-ROUTE CHARGING INFRASTRUCTURE: AWARD OF CONTRACT

Submitted by: Emily S. Poole, Chief Planning & Development Officer
Dan Wells, Director of Capital Development
Jordan Hayes-Horton, Director of Procurement

Purpose: For decision.

Recommendation: Recommend the Board approve, by motion, the award of contract for the Battery Electric Bus On-Route Charging Infrastructure project to Colvico, Inc. for \$1,536,686 and authorize the CEO to apply contingency funds, as necessary.

Attachments and/or Online Links: n/a

SUMMARY: In accordance with Spokane Transit's procurement policy, staff are seeing Board approval to award a contract for the Battery Electric Bus (BEB) On-Route Charging Infrastructure project.

On May 6, 2026, the Performance Monitoring & External Relations Committee approved the scope of work for the BEB On-Route Charging Infrastructure project. In support of STA's *Zero Emission Fleet Transition Plan*, this project will add additional on-route charging infrastructure to enable utilization of electric buses for Routes 9 Sprague, 21 West Broadway, 98 Greenacres / Liberty Lake, and 93 Molter Loop, and will provide more system wide charging resilience.

On May 31, 2026, Invitation for Bids (IFB) 2026-11230 was advertised in the Spokesman Review and on STA's website. A pre-bid site visit was held on June 10, 2026, with two (2) follow-up site visits with prospective bidders. Two (2) addenda were issued, and bids were due on June 22, 2026. STA received three (3) qualifying bids as summarized below.

Bidder	Total Bid Amount
Colvico, Inc.	\$1,536,686.00
Walker Construction, Inc.	\$1,850,000.00
Apex Mechanical, LLC	\$1,985,000.00
<i>Engineer's Estimate</i>	<i>\$1,713,217.85</i>

Colvico, Inc.'s bid was determined to be fair and reasonable and as such, staff recommend an award of contract for the total bid amount of \$1,536,686. Staff recommend a retention of a construction contingency equal to thirty percent (30%) of the construction contract given the relative level of risk associated with the approved scope of work.

This project is funded by a combination of local funds and a Washington State Department of Transportation Green Transportation Grant and has an approved budget of \$4,900,000.



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Committee Recommendation-Board Consent

Meeting Date: July 1, 2026

Agenda Item: **4A3**

Presented To: Performance Monitoring & External Relations Committee
Referral Committee: n/a
Title: STA MOVING FORWARD CONCLUSION (RESOLUTION)
Submitted by: Emily S. Poole, Chief Planning & Development Officer
Mike Tresidder, Senior Transit Planner

Purpose: For decision.
Recommendation: Recommend the Board adopt, by resolution, an acknowledgement of the successful completion of STA Moving Forward: A plan for more and better transit services.
Attachments and/or Online Links: [STA Moving Forward A plan for more and better transit services document](#)
https://stamovingforward.com/wp-content/uploads/2025/03/STAMF-Plan_June_2024-1.pdf
STA Moving Forward Conclusion: Staff Report and Delivery Table
Draft Resolution

SUMMARY: STA has substantially delivered on the commitments and intended outcomes of *STA Moving Forward*, a plan for more and better transit services, first adopted in 2014. The attached staff report provides background on the plan's development, funding, and fulfillment through the deployment of greater service levels and transformative public transportation projects. Staff have prepared a draft resolution recognizing this significant milestone for consideration and adoption. It is worth noting that the plan's implementation overlapped with the development of *Connect 2035* and the early implementation of this successor strategic plan.

SPOKANE TRANSIT AUTHORITY

Staff Report: Agenda Item **4A3**

Presented to: Performance Monitoring & External Relations Committee

SUBJECT: STA Moving Forward Conclusion: Staff Report and Delivery Table

Development of the *STA Moving Forward* Plan

In 2010, the STA Board of Directors adopted *Connect Spokane*, a comprehensive plan for public transportation, which established a long-range vision for a more connected, accessible, and economically supportive transit system. Building on that vision, STA undertook a multi-year effort—combining technical analysis and community engagement—to define a practical, phased program of transit investments responsive to regional growth and evolving mobility needs. Between 2012 and 2014, this work culminated in adoption of the *STA Moving Forward* plan (Resolution no. 727-14), a 10-year program of capital and service improvements structured around three intended outcomes:

- Connecting people to services
- Connecting workers to jobs
- Advancing regional economic development

After the failure of a ballot proposition in April 2015 that was intended to fund the plan, STA refined the sequencing of projects, re-evaluated the financial forecasts and funding assumptions, and updated the plan accordingly (Resolution no. 744-16). In November 2016, Spokane County voters approved Proposition 1, authorizing a local sales tax increase of up to 0.2% to fund the plan.

Plan Implementation

Approval of Proposition 1 in 2016 enabled STA to implement *STA Moving Forward* as a 10-year program to maintain, improve, and expand transit service, delivering the investments envisioned in *Connect Spokane* and advancing the region's mobility and economic development goals. Delivery of the plan commenced in earnest in May 2017, beginning with a new route (95 Mid-Valley) to employment centers in Spokane Valley, and later Saturday night service throughout the system. Implementation continued in each succeeding year through 2026 to deliver 26 of 27 distinct projects identified in the plan. The plan was amended twice, reflecting scope and schedule changes derived from the far-reaching impacts of the COVID-19 pandemic and transit planning studies that helped refine the definition of several projects in the plan.

The following table is based on the quarterly project reports that were utilized to track the completion of projects identified in *STA Moving Forward* and listed all projects delivered in fulfillment of the plan. As noted, a project may have been completed in multiple phases. One *STA Moving Forward* project is excluded from the table, as it was closed out without being delivered: “as a cross-state partnership, create an extension of HPT: I-90/Valley to Post Falls (ID) and Coeur d'Alene (ID) on a two-year pilot basis.” This project did not move forward after the Kootenai County Commissioners declined to explore a partnership with STA.

STAMF Projects Delivered
Extend Saturday night service past 11 pm
Better weekend service on Wellesley Avenue in North Spokane
Add weekday, nights, and weekend service on Indiana Avenue between Spokane Valley Mall and Greenacres <i>(Project completed in phases)</i>
Additional weekday and weekend trips and buses to Airway Heights <i>(Project completed in phases)</i>
New Sunday service on North Nevada
Improved reliability for bus service on Division and Sprague
Added sidewalks and shelters along North Division and added larger buses to North Division routes <i>(Project completed in phases)</i>
As elements of the I-90/Valley HPT service - introduced direct, non-stop peak hour service between Liberty Lake and Spokane and constructed a new Mirabeau Transit Center <i>(Projects completed in phases)</i>
Introduced more mid-day weekday, night, and weekend service along I-90 between Spokane and Liberty Lake <i>(Project completed in phases)</i>
New night and weekend service to Indian Trail
Expanded upgrade maintenance facilities to meet existing and projected growth requirements
Construct West Plains Transit Center with Park & Ride at exit 272 on I-90 with associated interchange improvements <i>(Project completed in phases)</i>
Construct Moran Station Park & Ride
Implement initial HPT: Monroe-Regal Line improvements with more sheltered stops
Create new south commuter express from Moran Station Park & Ride
Plan and construct Spokane Community College Transit Center at SCC
Direct service between Airway Heights and Medical Lake via WPTC
Improved routes/frequency to Hillyard
Add and improve service in West Central Spokane
Central City Line (CCL) opens, and Plaza bus operations are streamlined
Implement HPT: Cheney Line service
Improve West Plains Rural Highway Stops
Provide improved amenities and infrastructure for HPT: Sprague Line service
Provide improved evening and/or weekend service on Route 45 Perry District in order to increase mobility and access on the South Hill
Acquire property for Appleway Station Park & Ride for expansion of commuter parking capacity east of Sullivan Road (Barker to Stateline)

Outcomes of STA Moving Forward

Spokane Transit believes it has successfully delivered on the outcomes of *STA Moving Forward* plan:

- Connecting people to services.** Transit extends to new medical services and other facilities, such as the medical services on Indiana Avenue east of Sullivan Road, an area completely unserved by bus service before 2017.

- **Connecting workers to jobs.** STA bus routes were extended to new employment centers, especially in the West Plains, Spokane Valley, and Liberty Lake. Extended hours of service, especially on weekends, has enabled greater job access for those who rely on public transportation.
- **Advancing regional economic development.** STA's investments are supporting new and legacy employment centers. City Line BRT is a critical element of supporting greater mobility through central Spokane in support of the University District, central business district, and neighborhoods experiencing reinvestment.

In total, STA has increased bus service by over 35%. STA is one of a few mid- to large-sized transit agencies in the country that have surpassed pre-COVID ridership levels. Transit ridership per capita in the Spokane urban area is ranked 10th in the nation among urban areas between 200,000 and 1,000,000, despite Spokane ranking 45th in size in this class of urban areas. The success of STA has been driven by its employees and the community that supports the organization's mission and vision.

RESOLUTION NO. _____

A RESOLUTION FOR THE PURPOSE OF ACKNOWLEDGING THE COMPLETION OF STA MOVING FORWARD:
A PLAN FOR MORE AND BETTER TRANSIT SERVICES

SPOKANE TRANSIT AUTHORITY
Spokane County, Washington

BE IT RESOLVED BY THE SPOKANE TRANSIT AUTHORITY as follows:

WHEREAS, the Spokane Transit Authority (STA) is a municipal corporation operating and existing under and pursuant to the Constitution and Laws of the State of Washington, including RCW Title 36, Chapter 57A, Public Transportation Benefit Area; and,

WHEREAS, STA maintains a comprehensive plan for public transportation known as *Connect Spokane*, first adopted in 2010 by resolution no. 665-10 and most recently amended by resolution no. 852-26, establishing the key planning principles, policies for STA services, programs, and activities;

WHEREAS, the STA Board of Directors adopted by Resolution No. 727-14, a 10-year strategic plan entitled *STA Moving Forward: A Plan for More and Better Transit Services* ("the Plan") as a multi-year strategic implementation plan of *Connect Spokane*; and,

WHEREAS, the Plan sets forth objectives for maintaining and expanding the transit system, including fixed-route bus, paratransit and vanpool service in order to connect the community to public services, improve travel flow by connecting jobs and workers and partner in advancing regional economic development; and

WHEREAS, the Plan was amended by Resolution 744-16 on June 16, 2016 to reflect changed assumptions related to the timing and sequence of projects in the Plan; and

WHEREAS, a significant funding source of the Plan, came from an additional 2/10 of 1% sales tax, which was approved by area voters on November 8, 2016 through a ballot proposition submitted by the STA Board of Directors in Resolution No. 742-16; and

WHEREAS, due to the changed conditions, including the COVID-19 pandemic and unknown regional economic consequences, the Plan was amended by Resolution No. 781-20 on November 19, 2020; and

WHEREAS, the Plan was amended by Resolution No. 822-24 on June 24, 2024 to update the general scope description or timeline for three projects due to the analysis of the fixed route network completed in 2024 and the latest ridership demands and opportunities; and

WHEREAS, since the approval of the additional sales tax in 2016, STA has completed the twenty-seven projects identified within the Plan to the fullest extent possible; and

WHEREAS, the completion of *STA Moving Forward* expanded annual transit service hours by 35% between 2016 and 2025; and

WHEREAS, the completion of *STA Moving Forward* resulted in the delivery of Eastern Washington's first bus rapid transit system, the City Line (Route 1); and

WHEREAS, the completion of *STA Moving Forward* resulted in the introduction of four other High Performance Transit (HPT) lines, Route 4 Monroe/Regal, Route 6 Cheney, Route 7 Valley/Airport, and Route 9 Sprague; and

WHEREAS, the completion of *STA Moving Forward* resulted in the completion or remodel of four transit facilities – Moran Station Park & Ride, West Plains Transit Center, Spokane Community College Transit Center, and Mirabeau Park Transit Center

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of STA as follows:

Section 1. *STA Moving Forward* plan has served the agency, riders, the Public Benefit Transportation Area, and its citizens as STA's first multi-year strategic plan for implementing *Connect Spokane* in delivering significant transit investments between 2017 and 2026, and its delivery is hereby acknowledged and considered complete.

Section 2: The legacy of *STA Moving Forward* is primarily reflected in the continuation of increased service levels that are substantially higher than 2016 levels.

Section 3: This resolution shall take effect and be in force immediately upon passage.

ADOPTED by STA at a regular meeting thereof held on the 16th day of July 2026.

Attest:

Dana Infalt
Clerk of the Authority

Lance Spiers
STA Board Chair

Approved as to form:

Megan Clark
Legal Counsel

DRAFT



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Board Action-Consent Agenda

Meeting Date: July 1, 2026

Agenda Item: **4A4**

Presented To: Performance Monitoring & External Relations Committee

Referral Committee: n/a

Title: MINOR FARE TABLE UPDATE (RESOLUTION)

Submitted by: Emily S. Poole, Chief Planning & Development Officer
Mike Tresidder, Senior Transit Planner

Purpose: For decision.

Recommendation: Recommend the Board adopt, by resolution, the minor updates to the Spokane Transit Authority fare structure for fixed route, paratransit, STA Link, vanpool, and special events.

Attachments and/or

Online Links: Draft Resolution

SUMMARY: In advance of the launch of STA Link, STA's Mobility on Demand pilot service in Fall 2026, a minor amendment to the existing fare resolution is needed to acknowledge the new service type. There are no recommended changes to the existing fare structure, and all current fare programs will be honored. The recommended modifications to the fare table include the addition of STA Link service and an associated footnote that describes all fares for STA Link will be made through the Connect card system.

Through the preparation of this fare table update, it was discovered that fare tables from previous Board approved resolutions including Vanpool and Special Event fare were inadvertently omitted from the existing fare table listing in current resolution 845-25. To correct this scrivener's error, these fare tables will be re-included as a part of this minor fare update.

RESOLUTION NO. _____

A RESOLUTION FOR THE PURPOSE OF REVISING THE SPOKANE TRANSIT AUTHORITY FARE STRUCTURE
AND PROCEDURES FOR FIXED ROUTE, PARATRANSIT, AND STA LINK

SPOKANE TRANSIT AUTHORITY
Spokane County, Washington

BE IT RESOLVED BY THE SPOKANE TRANSIT AUTHORITY as follows:

WHEREAS, the Spokane Transit Authority (STA) is a municipal corporation operating and existing under and pursuant to the Constitution and Laws of the State of Washington, including RCW Title 36, Chapter 57A, Public Transportation Benefit Area; and,

WHEREAS, the STA Board of Directors is the legislative body of the Spokane County Public Transportation Benefit Area; and

WHEREAS, pursuant to RCW 36.57A.090(3), the STA Board of Directors shall have the power to fix rates, tolls, fares and charges for the use of public transit services and facilities; and

WHEREAS, on January 21, 2022 the STA Board of Directors adopted resolution No. 791-22, implementing a major update to its fare structure for public transportation services, incorporating the Connect fare system for online fare management and fare capping, along with new fare types, including fares for special events; and

WHEREAS, the STA Board of Directors subsequently updated the fare structure by successive resolutions, numbered 799-22, 801-22, and 845-25 to include new fare types or rates; and

WHEREAS, on December 19, 2024 the STA Board of Directors adopted resolution No. 831-24, adopting a new strategic plan for the delivery of public transportation service to succeed STA Moving Forward upon its completion and through the year 2035, entitled *Connect 2035*; and

WHEREAS, an initiative identified within *Connect 2035* is to pilot a series of Mobility on Demand (MOD) services, to be known as "STA Link," to expand transit coverage and availability on a trial basis, with the purpose of improving connectivity to jobs, education and services to areas currently underserved by traditional public transportation services; and

WHEREAS, STA intends to enable seamless connectivity to the extent practicable between STA Link and the existing fixed route transportation system and complementary Paratransit services;

WHEREAS, STA has determined that the existing Connect fare system provides the most practicable way for collecting fare as and validating fare payment for customers of STA Link;
NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of STA as follows:

Section 1. The STA Board of Directors recognizes STA Link services as having a fare structure generally consistent with Fixed Route, while relying solely on the existing Connect fare system for fare payment and validation.

Section 3: The STA Board of Directors hereby revises the Fixed Route, Paratransit and STA Link Fares, Vanpool Fares, and Special Event Fares, a copy of which is attached hereto and incorporated herein as "Exhibit A".

Section 4: Resolution No. 845-25 and all amendments thereto, is hereby revoked, rescinded, and superseded by this Resolution as of its effective date

Section 5: This Resolution shall become effective upon its date of adoption and shall remain in full force and effect until revised by Board resolution; provided, the Chief Executive Officer is hereby authorized to implement the effective date of the rates, tolls, and fares identified in Exhibit A.

ADOPTED by STA at a regular meeting thereof held on the 16th day of July 2026.

Attest:

Dana Infalt
Clerk of the Authority

Lance Spiers
STA Board Chair

Approved as to form:

Megan Clark
Legal Counsel

EXHIBIT A

Fixed Route, Paratransit, and STA Link¹¹ Fares

GENERAL PUBLIC	Standard Fare (1)	Reduced Fare (2)						Paratransit (3)
		Rider-In-Training (6-12 years)	Rider's License (13-18 years) (7)	Student	Honored Rider	Stars & Stripes	Opportunity (10)	
Fare Type								
One Ride (4)	\$ 2.00	Zero Fare	Zero Fare	\$ 2.00	\$ 1.00	\$ 1.00	\$ 1.00	\$ 2.00
Farecapping Daily (5)	\$ 4.00	N/A	Zero Fare	\$ 4.00	\$ 2.00	\$ 2.00	\$ 2.00	\$ 4.00
Farecapping Monthly (6)	\$ 60.00	N/A	Zero Fare	\$ 48.00	\$ 30.00	\$ 30.00	\$ 30.00	\$ 60.00
7-day Rolling Pass	\$ 17.00	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Summer Youth Pass (7)	N/A	N/A	Zero Fare	N/A	N/A	N/A	N/A	N/A
Shuttle Park (8)	\$ 40.00	N/A	N/A	N/A	N/A	N/A	N/A	N/A

GROUP SALES (8)			
Fare Type	Standard Fare (1)	Reduced Fare (2)	Paratransit (3)
Two-Hour Pass	\$ 2.00	\$ 1.00	\$ 2.00
Day Pass	\$ 4.00	\$ 2.00	\$ 4.00
7-day Rolling Pass	\$ 17.00	N/A	N/A
Monthly Pass	N/A	N/A	\$ 60.00
31-day Rolling Pass	\$ 60.00	\$ 30.00	N/A

(1) Children under six years of age ride free and must be accompanied by an adult, youth, or student reduced fare or paratransit passenger

(2) Reduced Fare programs require verification of eligibility.

(3) Personal Care Assistant (PCA) rides free on Paratransit or Fixed Route with paid paratransit rider (needs no identification, however, the person with whom they are traveling must have "PCA" on their ADA paratransit identification card)

(4) Allows for travel up to two (2) consecutive hours after initial validation

(5) Maximum fare charged per day when paid with a smart card or mobile app

(6) Maximum fare charged per calendar month when paid with a smart card or mobile app

(7) Through the Washington State Transit Support Grant, all Youth Fares to Age 18 will be at no-cost to the rider so long as the Transit Support Grant is in place. If the Transit Support Grant is rescinded or not renewed, Youth Fares will be reinstated at their previously approved levels.

(8) Includes parking at a designated parking lot, as stipulated in the Shuttle Park pass agreement

(9) Limited use fare types available for quantity purchases only and not available to the general public

(10) Program will commence during Q4 2025 and will be effective for a period no longer than 36 months from its initial start

(11) Fares for STA Link services are exclusively paid and validated through the Connect fare system; no cash will be accepted on the vehicle.

Vanpool Fares

	Monthly Fare	Per Ride
Zone 1 - Spokane County	\$ 60.00	N/A
Zone 2 - Stevens/Kootenai County	\$ 80.00	N/A
Zone 3 - All Others	\$ 100.00	N/A

Note: The origin or destination of any vanpool must be in the Public Transportation Benefit Area

Special Event Fares (*currently in effect*)

All Special Event service is open to the public and serves pre-designated stops.

Event	Daily Rate	Specifications
Bloomsday	\$ 2.00	Purchased online during race registration on Bloomsday's website, or in person at the trade show the two days before the race. Service from 5 Park & Ride locations.
Hoopfest	\$ 2.00	Pass good on dates of event. Service from satellite parking facility and City Line to service Hoopfest activities in Downtown Spokane.
Spokane County Fair	\$ 2.00	Spokane County Fair Day Pass for duration of the fair.
Valleyfest	\$ 0.00	Service between Spokane Valley Mall, CenterPlace and Mirabeau Meadows Park only on dates of the event.

Note: Special Event fares do not apply toward fare capping



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CEO Report

Meeting Date: July 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: July 1, 2026
Agenda Item: 7A

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

Purpose: For information.
Recommendation: n/a
Attachments and/or
Online Links: May 2026 Operating Indicators

SUMMARY:

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

SPOKANE TRANSIT AUTHORITY

Staff Report: Agenda Item 7A

Presented to: Performance Monitoring & External Relations Committee

SUBJECT: May 2026 Operating Indicators

There was one less number of weekdays in May 2026 compared to May 2025 (20 vs 21). On-time performance for Fixed Route was 88.4% and Paratransit 93.5%.

Recent reporting indicates a downward trend in adult ridership and UTAP-related metrics that is not consistent with overall ridership growth. Staff are actively analyzing underlying data sources and governance issues to validate the trend, identify root causes, and will report back once a clear and defensible explanation is established.

FIXED ROUTE

Ridership	May 2026	May 2025	% Change	YTD 2026
Total Monthly Ridership	943,036	935,534	0.8%	4,513,680
Average Daily Ridership	37,773	36,538	3.4%	36,005
Adult Ridership	323,403	364,735	-11.3%	1,624,188
CCS Pass Ridership	31,254	42,249	-26.0%	162,908
Eagle Pass Ridership	24,705	28,992	-14.8%	125,835
Youth Ridership	230,188	209,505	9.9%	1,047,010
% of Ridership by Youth	24.4%	22.4%	2.0%	23.2%
Reduced Fare / Paratransit Ridership	115,868	118,422	-2.2%	554,066

PARATRANSIT

Ridership	May 2026	May 2025	Month/Month % Change	Year/Year % Change
Combined	33,340	34,984	-4.7%	-0.6%
Directly Operated	18,289	18,750	-2.5%	1.1%

Purchased Transportation	15,051	16,234	-7.3%	-2.6%
SUV	1,390	1,164	19.4%	8.0%

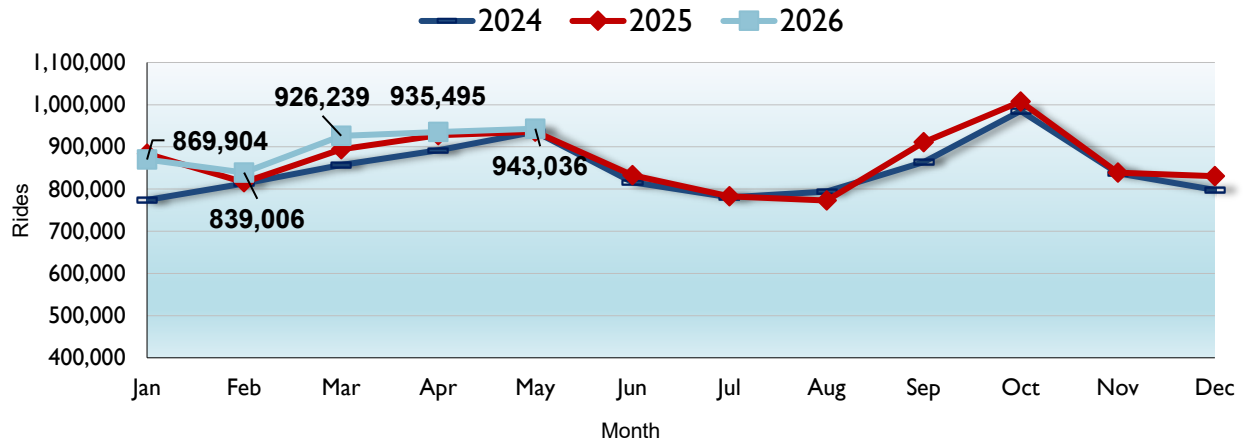
RIDESHARE

Ridership	May 2026	May 2025	Month to Month %Change	Year to Year %Change
Monthly Customer Trips	9,105	9,130	-0.3%	
Year to Date Customer Trips	46,423	43,780		6.0%
Monthly Active Groups	93	88	5.7%	
Unique Riders	431	411	4.9%	2.9%
Riders per Vehicle	4.63	4.67	-0.9%	2.9%

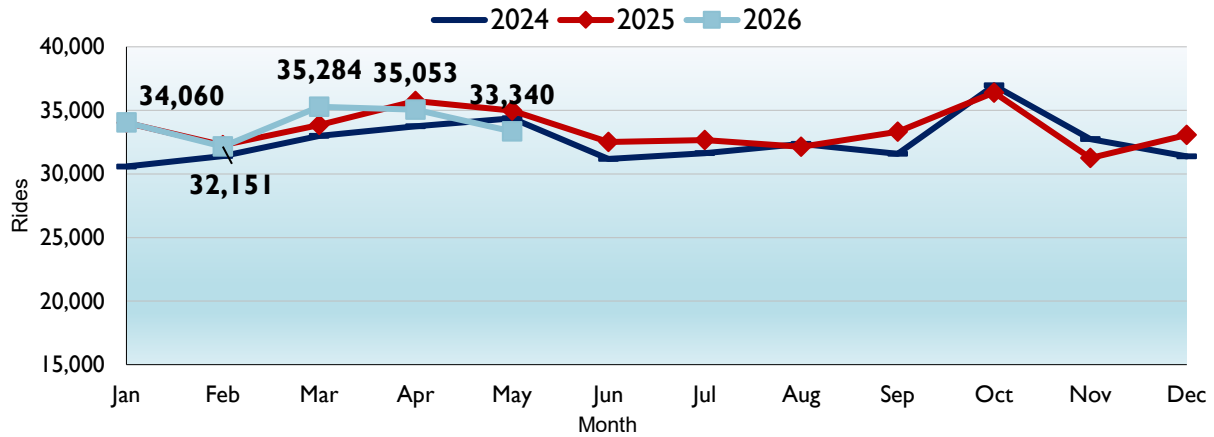
Group Formations and Folds
Airway Heights Correction, One Lakeland Village group started One Fairchild (JPRA) group closed due to lack of use.

Key Takeaways

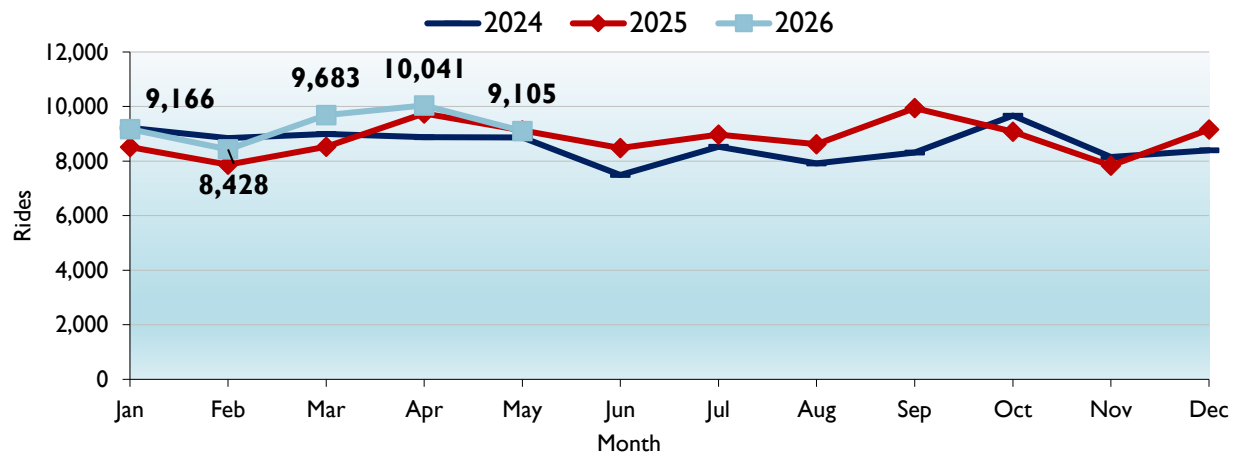
FIXED ROUTE RIDERSHIP



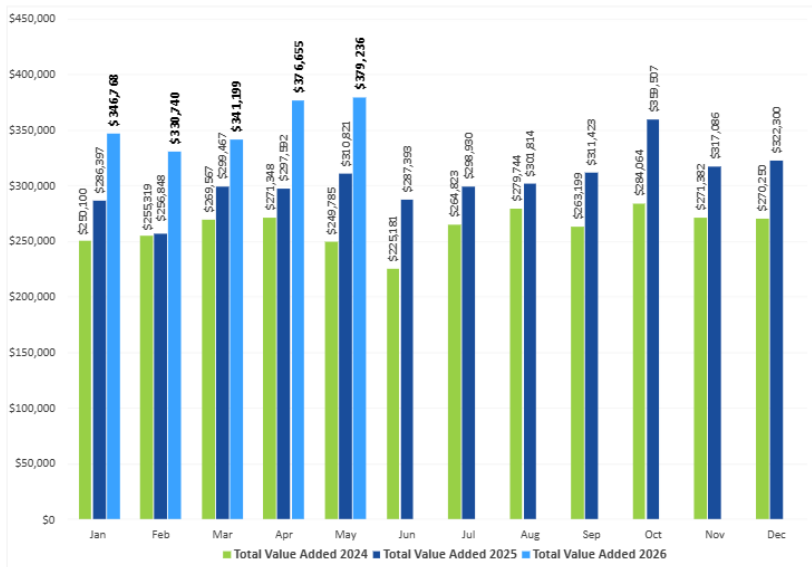
PARATRANSIT RIDERSHIP



RIDESHARE RIDERSHIP

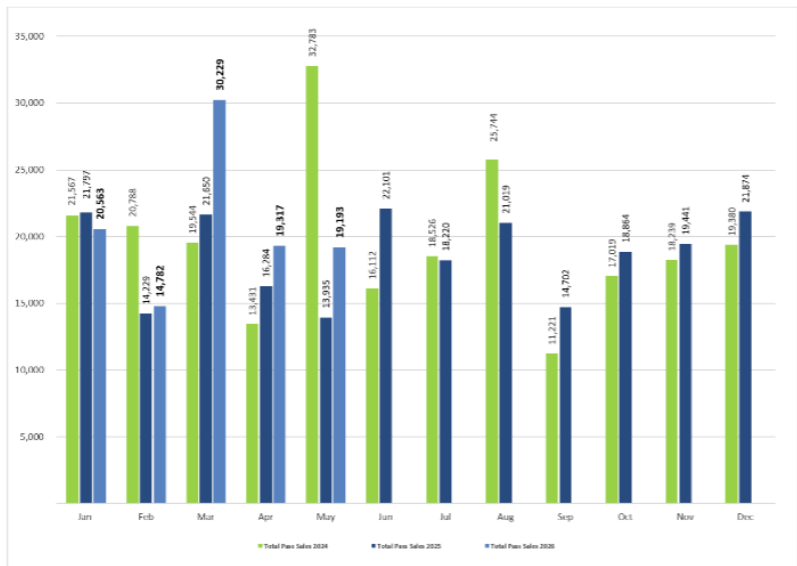


MONTHLY VALUE ADDED TO CONNECT CARDS



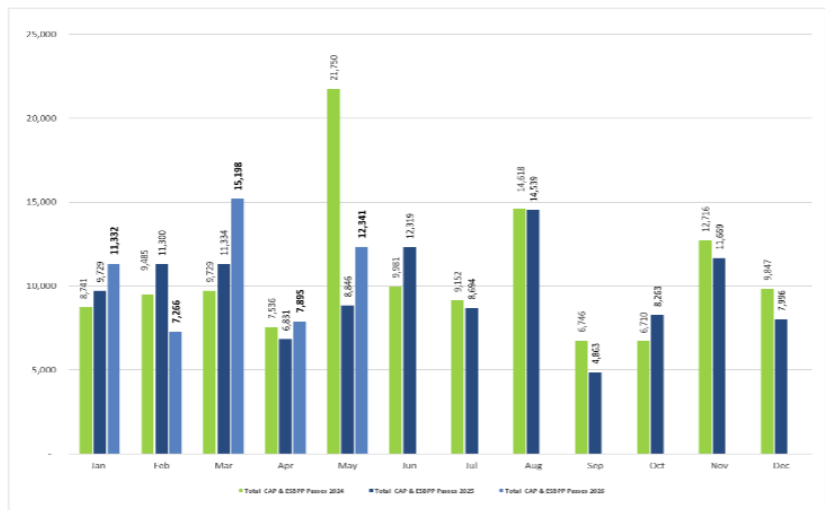
	2024 YTD	2025 YTD	2026 YTD	YTD % Change
Autoload	\$ 69,891	\$ 84,081	\$ 72,818	-13.4%
Call Center	\$ 35,982	\$ 43,459	\$ 44,235	1.8%
Customer Service Terminal	\$ 316,192	\$ 308,233	\$ 278,026	-9.8%
Customer Website	\$ 108,263	\$ 104,353	\$ 104,038	-0.3%
Mobile Ticketing	\$ 561,751	\$ 579,496	\$ 574,676	-0.8%
Institutional Website	\$ 107,449	\$ 138,914	\$ 430,142	209.6%
Open Payments	\$ 77,968	\$ 172,800	\$ 248,984	44.1%
Retail	\$ 18,623	\$ 19,789	\$ 21,679	9.6%
Total	\$ 1,296,118	\$ 1,451,126	\$ 1,774,597	22.3%

MONTHLY PASSES SOLD ON THE CONNECT SYSTEM



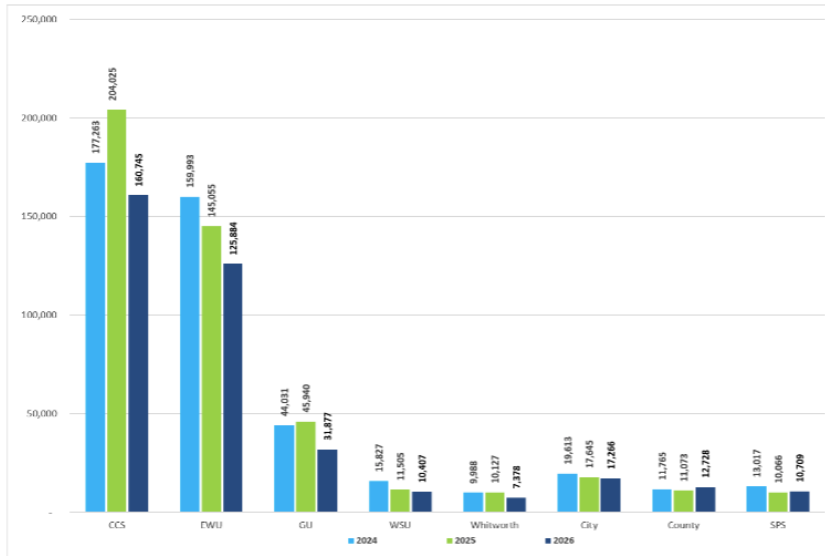
	2024 YTD	2025 YTD	2026 YTD	YTD % Change
1-Ride	39,695	30,300	39,978	31.9%
7-Day	1,784	2,368	1,665	-29.7%
Day Pass	60,075	48,825	56,157	15.0%
Stars & Stripes/ Honored Rider	249	223	155	-30.5%
Opportunity Monthly			5	100.0%
Paratransit Monthly	192	178	164	-7.9%
Shuttle Park	617	385	377	-2.1%
31-Day Rolling	5,501	5,616	5,583	-0.6%
Total	108,113	87,895	104,081	18.4%

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



	2024 YTD	2025 YTD	2026 YTD	YTD % Change
1-Ride CAP	20,897	16,865	18,708	10.9%
Day Pass CAP	34,097	29,002	33,352	15.0%
Employer Sponsored Bus Pass	2,247	2,173	1,972	-9.2%
Total	57,241	48,040	54,032	12.5%

MAY YTD UTAP RIDES



	2024 YTD	2025 YTD	2026 YTD	YTD % Change
CCS	177,263	204,025	160,745	-21.2%
EWU	159,993	145,055	125,884	-13.2%
GU	44,031	45,940	31,877	-30.6%
WSU	15,827	11,505	10,407	-9.5%
Whitworth	9,988	10,127	7,378	-27.1%
City	19,613	17,645	17,266	-2.1%
County	11,765	11,073	12,728	14.9%
Spokane Public Schools	13,017	10,066	10,709	6.4%
Total	451,497	455,436	376,994	-17.2%



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

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

Purpose: For information.

Recommendation: n/a

Attachments and/or

Online Links: MAY 2026 REVENUE & EXPENSE CHARTS

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

Revenue

Overall, May year-to-date revenue is 6.5% (\$4.2M) higher than budget impacted by the following:

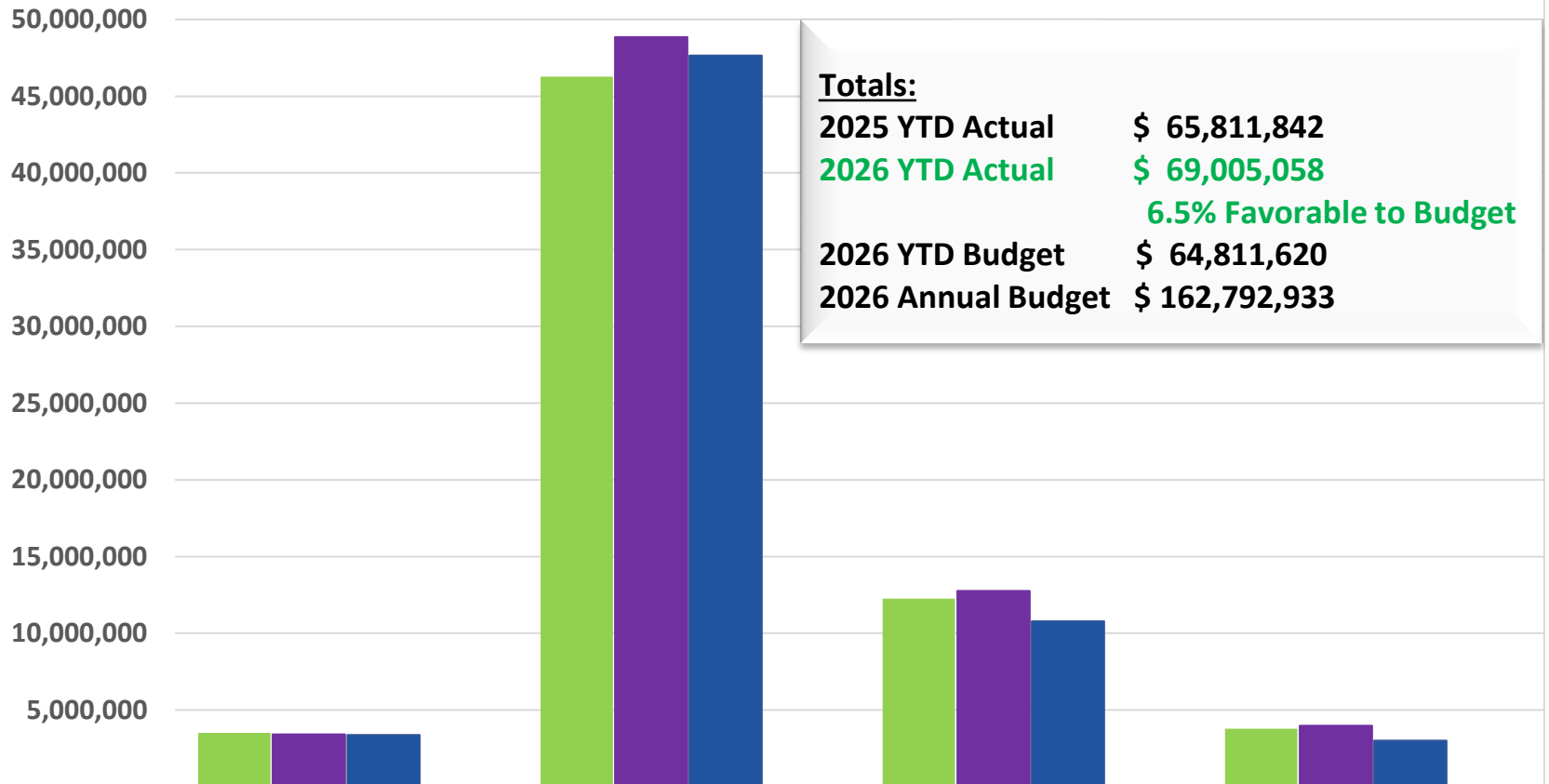
- Fares & Other Transit Revenue is 1.4% higher than budget
- Sales Tax Revenue is 2.5% higher than budget
- Federal & State Grant Revenue is 18.3% higher than budget
- Miscellaneous Revenue is 32.7% higher than budget

Operating Expenses

Overall, May year-to-date operating expenses are 6.3% (\$3.7M) lower than budget influenced by the timing of payments as follows:

- Fixed Route is 3.0% lower than budget
- Paratransit is 8.1% lower than budget
- Rideshare is 3.0% lower than budget
- Plaza is 28.9% lower than budget
- Administration is 12.0% lower than budget
- Mobility on Demand is 100.0% lower than budget

Spokane Transit Revenues ⁽¹⁾ - May YTD 2026

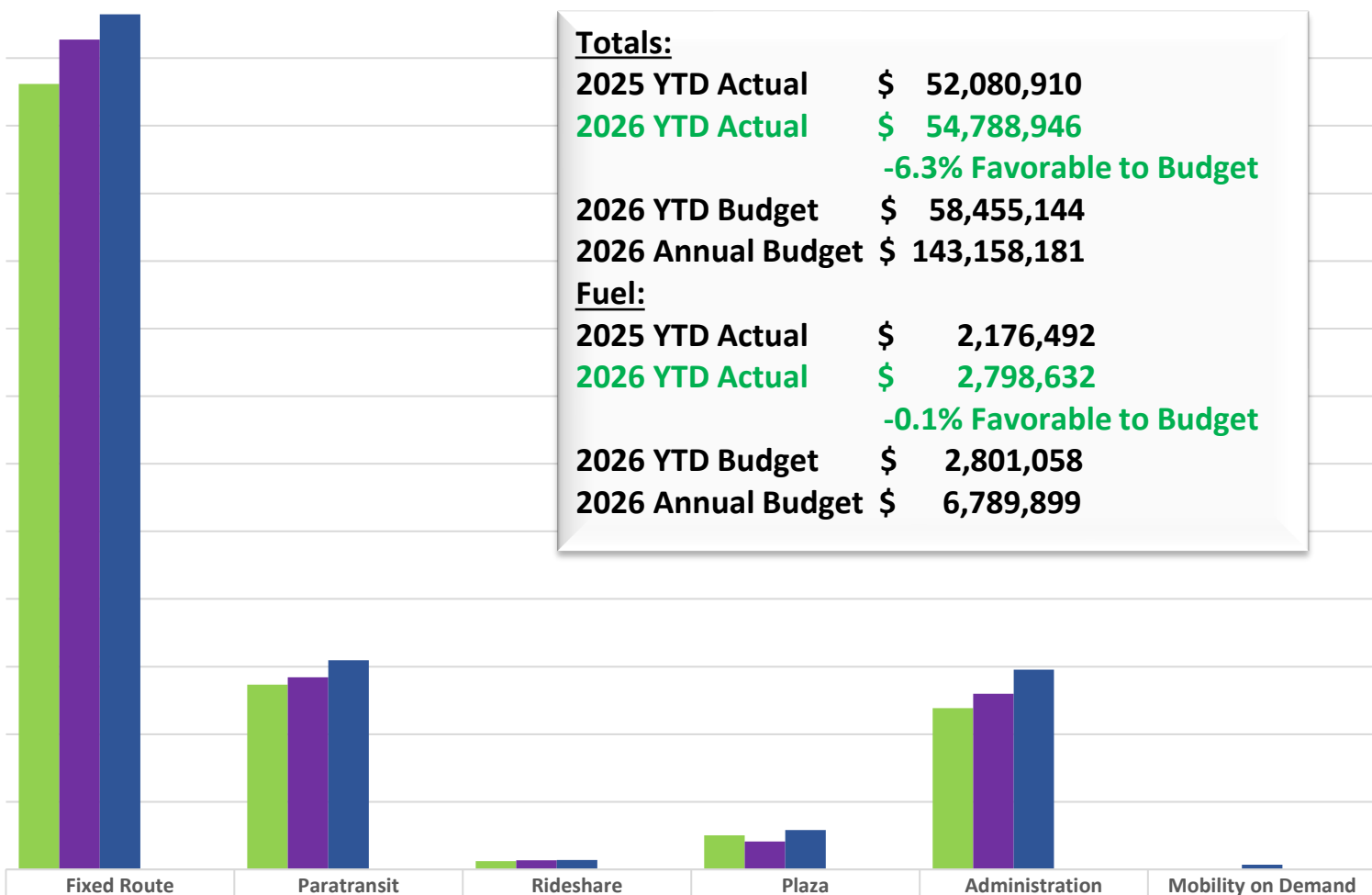


	Fares & Other Transit Revenue	Sales Tax	Federal & State Grants (2)	Miscellaneous
2025 YTD Actual	3,504,442	46,269,253	12,247,960	3,790,187
2026 YTD Actual	3,420,152	48,853,743	12,750,744	3,980,419
2026 YTD Budget	3,373,737	47,657,330	10,779,926	3,000,627
2026 YTD Budget Variance	1.4%	2.5%	18.3%	32.7%
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 May state capital grant reimbursements total \$1,925,681 and federal capital grant reimbursements total \$0.

Spokane Transit Operating Expenses⁽¹⁾ - May YTD 2026

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:

2025 YTD Actual \$ 52,080,910
2026 YTD Actual \$ 54,788,946
-6.3% Favorable to Budget

2026 YTD Budget \$ 58,455,144
2026 Annual Budget \$ 143,158,181

Fuel:

2025 YTD Actual \$ 2,176,492
2026 YTD Actual \$ 2,798,632
-0.1% Favorable to Budget

2026 YTD Budget \$ 2,801,058
2026 Annual Budget \$ 6,789,899

	Fixed Route	Paratransit	Rideshare	Plaza	Administration	Mobility on Demand
2025 YTD Actual	34,850,481	8,200,172	362,500	1,517,005	7,150,752	-
2026 YTD Actual	36,821,950	8,526,492	402,414	1,240,732	7,797,358	-
2026 YTD Budget	37,941,804	9,279,242	414,821	1,745,888	8,861,178	212,211
2026 YTD Budget Variance	-3.0%	-8.1%	-3.0%	-28.9%	-12.0%	-100.0%
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 \$7,646,076 and Cooperative/TOD projects of \$0 for year-to-date May 2026.



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

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

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

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

SPOKANE TRANSIT AUTHORITY

Staff Report: Agenda Item 7C

Presented to: Performance Monitoring & External Relations Committee

SUBJECT: JUNE 2026 SALES TAX REVENUE

SUMMARY

June sales tax revenue, which represents sales for April 2026, was:

- 5.4% above 2026 budget
- 3.0% above YTD 2026 budget
- 8.6% above 2025 actual
- 6.1% above YTD 2025 actual

Total taxable sales for April were up 8.0% from April 2025. 2026 YTD sales are up 6.3% compared with April 2025 YTD.

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

- Retail Trade increased by 3.0% or \$16.7M in April 2026 vs April 2025. Retail categories with the largest variances are as follows:
 - Other Misc. Retailers increased 8.9% or \$32.9M April 2026 YTD over 2025 YTD
 - Building Material and Supplies Dealers increased 5.8% or \$10.5M April 2026 YTD over 2025 YTD
 - Warehouse Clubs, Supercenters and Other General Merchandise Retailers increased 2.3% or \$6.4M April 2026 YTD over 2025
 - Used Merchandise Retailers increased 43.4% or \$5.4M April 2026 YTD over 2025 YTD
 - Electronics and Appliance Retailers increased 3.6% or \$4.9M April 2026 YTD over 2025 YTD
 - Furniture and Home Furnishings Retailers increased 8.9% or \$4.6M April 2026 YTD over 2025 YTD
 - Beer, Wine, and Liquor Retailers increased 54.0% or \$4.5M April 2026 YTD over 2025 YTD
 - Lawn and Garden Equipment and Supplies Retailers increased 33.6% or \$3.3M April 2026 YTD over 2025 YTD
 - Jewelry, Luggage, and Leather Goods Retailers increased 22.3% or \$3.1M April 2026 YTD over 2025 YTD
 - Automotive Parts, Accessories, and Tire Retailers decreased -5.0% or \$-4.7M April 2026 YTD over 2025 YTD
 - Automobile Dealers decreased -2.0% or \$-7.6M April 2026 YTD over 2025 YTD

- Construction increased by 1.7% or \$2.9M in April 2026 vs April 2025
- Accommodation and Food Services increased by 0.6% or \$0.7k in April 2026 vs April 2025



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

Presented To: Performance Monitoring & External Relations Committee
Referral Committee: n/a
Title: PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE JULY 1, 2026, DRAFT AGENDA REVIEW
Submitted by: STA Staff

Purpose: For information.
Recommendation: n/a
Attachments and/or Online Links: September 2, 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 September 2, 2026, draft agenda.



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PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, September 2, 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

DRAFT AGENDA

1. Call to Order and Roll Call (*Chair*)
2. Committee Chair Report
3. Committee Action (*5 minutes*)
 - A. Minutes of July 1, 2026, Committee Meeting - *Corrections/Approval*
4. Committee Action – Recommendation (*15 minutes*)
 - A. Board Action - Consent Agenda
 1. Enterprise Asset Management Solution: Award of Contract (*Rapez-Betty*)
 2. Argonne Station Park & Ride: Scope of Work & Invitation for Bid (*Poole*)
 - B. Board Action – Other/Committee Recommendation (*none*)
5. Reports to Committee (*45 min*)
 - A. 2026 Second Quarter Year-to-Date Performance Measures (*Rapez-Betty*)
 - B. Opportunity Fare Program Update (*Cortright*)
 - C. 2025 State Audit Report (*Hamud*)
 - D. 2026 Community Engagement Events (*Cortright*)
 - E. Citizen Advisory Committee Update (*Cortright*)
6. CEO Report (Otterstrom) (*10 minutes*)
7. Committee Information (*no discussion/staff available for questions*)
 - A. July 2026 Operating Indicators (*Rapez-Betty*)
 - B. July 2026 Financial Results Summary (*Hamud*)
 - C. August 2026 Sales Tax Revenue (*Hamud*)
 - D. June 2026 Semiannual Financial Reports (*Hamud*)
 - E. 2nd Quarter 2026 Service Planning Input Report (*Poole*)
 - F. September 2026 Service Change (*Poole*)
8. Review September 30, 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, September 30, 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: July 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: July 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.