



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

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, June 3, 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 May 6, 2026, Committee Meeting - *Corrections/Approval*
4. Committee Action – Recommendation (*none*)
 - A. Board Action - Consent Agenda
 - B. Board Action – Other/Committee Recommendation
5. Reports to Committee (*45 minutes*)
 - A. 2026 First Quarter Year-to-Date Performance Measures (*Rapez-Betty*)
 - B. Opportunity Fare Program Update (*Cortright*)
 - C. 2026 Community Perception Survey Results Summary (*Cortright*)
6. CEO Report (Otterstrom) (*10 minutes*)
7. Committee Information (*no discussion/staff available for questions*)
 - A. April 2026 Operating Indicators (*Rapez-Betty*)
 - B. April 2026 Financial Results Summary (*Hamud*)
 - C. May 2026 Sales Tax Revenue (*Hamud*)
8. Review July 1, 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, July 1, 2026, at 1:30 p.m.

Virtual Link: [Join PMER Committee Meeting-June 3, 2026](#)

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: June 3, 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: June 3, 2026 |
| Agenda Item: 3A |

Presented To: Performance Monitoring & External Relations Committee
Referral Committee: n/a
Title: MINUTES OF THE MAY 6, 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: May 6, 2026, PMER Meeting Minutes Draft

SUMMARY: Attached are minutes of the May 6, 2026, Performance Monitoring & External Relations Committee meeting for corrections or approval.

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Draft Minutes of May 6, 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*)
Josh Kerns, Spokane County
Michael Cathcart, City of Spokane
Karl Otterstrom, Chief Executive Officer

**Committee Chairman*

COMMITTEE MEMBERS' ABSENT

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

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, 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 April 1, 2026, Committee Meeting**
Mr. Cathcart moved to approve the April 1, 2026, committee meeting minutes. Mr. Kerns seconded, and the motion passed unanimously.
 - B. **Battery Electric Bus On-Route Charging: Scope of Work Approval**
Ms. Poole introduced Dan Wells, Director of Capital Development, to present the scope of work approval for the Battery Electric Bus On-Route Charging project. Mr. Wells provided an overview of the project, noting its inclusion in the Capital Improvement Program, its partial grant funding, and the need to expand charging capacity to support the agency's zero-emission fleet goals. The project includes installation of on-route charging infrastructure at the Valley Transit Center and Liberty Lake Park and Ride, along with associated site and electrical improvements.
Mr. Wells shared that the total project budget was approximately \$4.9 million with an estimated construction cost of \$1.9 million. The anticipated timeline for design, procurement, and construction was also discussed.

Mr. Cathcart moved to approve, by motion, the general scope of work and authorize staff to release an Invitation for Bid for the Battery Electric Bus On-Route Charging contract. Mr. Kerns seconded, and the motion passed unanimously.

4. COMMITTEE ACTION

A. Board Consent Agenda

1. Public Transportation Agency Safety Plan - Approval of 2026 Update (Resolution)

Ms. Williams introduced Stephanie Crawford, Director of Safety, who presented the Public Transportation Agency Safety Plan (PTASP) 2026 Update. Ms. Crawford explained the PTASP is a federally required annual document outlining STA's Safety Management System. She shared the PTASP was reviewed by the Employee Safety Committee and will be presented to the STA Board for final approval at the May Board meeting.

Ms. Crawford outlined key updates and reported improved safety trends, including fewer safety events, preventable collisions, and operator assaults, along with increased paratransit reliability. She noted pedestrian incidents and training completion as areas for continued monitoring.

Mr. Hattenburg moved to approve, by resolution, the 2026 updates to the Public Transportation Agency Safety Plan as presented. Mr. Cathcart seconded, and the motion passed unanimously.

2. Battery Electric Bus On-Route Charging: Equipment Purchase

Ms. Poole introduced Dan Wells, Director of Capital Development, to present the Battery Electric Bus On-Route Charging Equipment Purchase brought forward for decision due to the cost exceeding \$1 million. Mr. Wells provided background and explained the project supports the agency's zero-emission fleet transition, noting that existing charging capacity is already at its limit. The proposed equipment includes pantograph-based fast chargers and supporting infrastructure for installation at the Valley Transit Center and Liberty Lake Park and Ride.

The total project budget is approximately \$4.9 million, with an estimated equipment cost of \$1.58 million. Mr. Wells also outlined the anticipated timeline, with construction expected to begin August 2026 and continue through August 2027.

Mr. Cathcart moved to approve, by motion, the sole source purchase of charging equipment necessary for the Battery Electric Bus On-Route Charging project. Mr. Kerns seconded, and the motion passed unanimously.

5. REPORTS TO COMMITTEE

A. 2026-2027 Workforce Development Plan

Ms. Williams introduced Kate Kelly, Manager of Training and Workforce Development, who provided background on the 2026–2027 Workforce Development Plan which focuses on strengthening employee training, recruitment, and retention. Ms. Kelly highlighted key initiatives, including the launch of Accelerate, a learning management system, the Pathfinders mentorship program, and the formation of a recruitment and retention task force. A video on

the Pathfinders mentorship program was shared. Additional efforts include continued integration of CliftonStrengths to support employee development and team effectiveness.

B. FIFA Planning

Dr. Cortright shared an update on the FIFA planning efforts, highlighting preparations for the *Summer of Soccer* and the agency's role in supporting increased activity. She outlined plans to increase service on select routes, provide shuttle service to Fan Zone events, and enhance security and customer support during peak times.

Additional efforts include promoting the use of transit through partnerships with Visit Spokane and Spokane Sports, distributing special promotional items, and encouraging riders to use tools such as the Transit App and tap-to-pay.

C. Fixed Route System Performance Report

Ms. Poole presented the 2025 Fixed Route System Performance Report, which provides accountability and transparency on route performance, analysis methods, and action plans to address underperformance. She noted that the report is the result of a significant agency-wide effort and is used to track system improvements year over year.

The report includes information on ridership, energy use, fares, park and ride activity, and detailed route performance data. It is publicly available on the agency's website, along with downloadable files associated with the report located from various sources.

D. Citizen Advisory Committee Update

Dr. Cortright provided an update from the Citizens Advisory Committee (CAC), noting that the committee received presentations on several key initiatives, including rider surveys, corridor planning, long-range development plans, performance measures, safety and security, and upcoming community engagement efforts.

CAC Chair Dan Brown shared a summary of recent accomplishments. Mr. Brown praised the committee's diversity and strong engagement across all aspects of transit, highlighting the valuable input provided by members. Although membership previously reached its maximum, some turnover took place, but there is confidence in attracting qualified applicants to fill upcoming openings. Active outreach efforts, including neighborhood meetings and hands-on transit field trips, revealed community interest and the need to better educate the public on available transit services. Overall, the CAC's work is helping improve awareness and understanding transit within the community.

6. CEO REPORT

Mr. Otterstrom reported on the following topics:

- **Proposed Funding Measure Update:** Legal counsel submitted the required information package to the county auditor after committee review. Both Pro and Con Committees are completing their respective work. The final decision on the funding measure rests with the community.
- **Bloomsday:** Transit service was highly successful, with approximately a 50% increase in shuttle ridership, especially strong demand for trips to the race. Park-and-ride locations such as Ferris High School and NorthTown Mall saw very high usage.

Despite detours affecting regular routes, overall ridership remained strong. Transit ambassadors were deployed downtown to assist riders proactively, resulting in positive public feedback and improved navigation during the event.

- **Ridership Trends:** Ridership continues to increase, potentially influenced by rising gas prices. Friday, May 1, 2026, reached over 41,000 riders, which is the highest of the decade, with strong weekend ridership exceeding 21,000 on Saturday, May 2, 2026.
- **Fare Options and Accessibility:** Customers are increasingly utilizing convenient payment methods, including Connect Cards for long-term savings and tap-to-pay options, which were especially useful for event riders who did not pre-purchase passes.
- **Planning for Upcoming Opportunities:** The same transit strategies and resources used for Bloomsday will be applied to upcoming events such as *Summer of Soccer* to further showcase STA system ease and accessibility.
- **Staff Recognition and Organizational Progress:** Appreciation was expressed for staff and presenters, emphasizing the value of subject matter experts and recognizing continued growth in organizational expertise, particularly in capital projects and safety initiatives.

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

8. NEW BUSINESS

9. COMMITTEE MEMBERS' EXPRESSIONS

10. ADJOURN

With no further business to come before the committee, Chair Hattenburg adjourned the meeting at 2:33pm.

The next committee meeting will be held on Wednesday, June 3, 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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Report to Committee

Meeting Date: June 3, 2026

Agenda Item: **5A**

Presented To: Performance Monitoring & External Relations Committee
Referral Committee: n/a
Title: 2026 FIRST QUARTER YEAR-TO-DATE PERFORMANCE MEASURES
Submitted by: Brandon Rapez-Betty, Chief Operations Officer

Purpose: Receive report.

Recommendation: n/a

Attachments and/or

Online Links: [2026 First Quarter Year-to-Date Performance Measures](#)

SUMMARY:

The attached staff report is a summary of significant measures that are of particular interest, or the committee has provided guidance for staff to highlight on a routine basis. These metrics reflect performance for the first quarter of 2026.

SPOKANE TRANSIT AUTHORITY

Staff Report: Agenda Item **5A**
Presented to: Performance Monitoring & External Relations Committee
SUBJECT: 2026 FIRST QUARTER YEAR-TO-DATE PERFORMANCE MEASURES

Ensure Safety

Preventable Accident Rate

- At 0.12, Fixed Route was higher than STA's goal of 0.11 preventable accidents per 10,000 miles in Q1 2026.
- At 0.06, Paratransit was lower STA's goal of 0.10 preventable accidents per 10,000 miles in 2026.

Earn and Retain the Community's Trust

Ridership

- Fixed Route Q1 2026 ridership was up 1.6% compared to Q1 ridership in 2025. Fixed Route provided 2,635,149 rides in Q1 2026 vs. 2,593,782 in Q1 2025. The ridership goal for Fixed Route in 2026 is 10.49 million trips; less than 1% higher than 2025.
- Paratransit Q1 2026 ridership was up 1.4% compared to Q1 ridership in 2025. Paratransit provided 101,495 rides in Q1 2026 vs. 100,142 in Q1 2025. The ridership goal for Paratransit in 2026 is 421,489 trips; 4% higher than 2025.
- Rideshare Q1 2026 ridership was up 9.5% compared to Q1 ridership in 2025. Rideshare provided 24,277 rides in Q1 2026 vs. 24,903 in Q1 2025. The ridership goal for Rideshare in 2026 is 133,174; 22% higher than 2025.

Passengers per Revenue Hour (PPRH)

- Fixed Route PPRH was 19.77. The goal was to transport 19.35 or more passengers.
- Paratransit PPRH was 2.55. The goal was to transport 2.41 or more passengers.

Provide Excellent Customer Service

On-Time Performance: Fixed Route

On-time performance is measured as a bus departing between 0 to 5 minutes after the scheduled departure time.

- Fixed Route on-time performance was 92.1%, below STA's goal of 93%.

On-Time Performance: Paratransit

On-time performance is measured as a van arriving no more than 30 minutes after the scheduled arrival time.

- Paratransit on-time performance was 93.8%, above STA's goal of 93%.

Operator Ride Checks

- There were 94 out of 339 annual ride checks completed for Fixed Route.
- There were 6 out of 63 annual ride checks completed for Paratransit.

Exemplify Financial Stewardship

Cost per Passenger Fixed Route and Paratransit continue to exceed STA's goal to keep the cost per passenger less than 95% of the average cost of the urban systems in Washington State.

- Fixed Route cost per passenger was \$9.96. This was 69.5% of the urban systems' average.
- Paratransit cost per passenger was \$59.71. This was 85.8% of the urban systems' average.

Cost Recovery from User Fees (Farebox Recovery)

- Fixed Route farebox recovery was 7.9%, below the goal of 20%.
- Paratransit farebox recovery was 2.8%, below the goal of 5%.



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| Report to Committee |
| Meeting Date: June 3, 2026 |
| Agenda Item: 5B |

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

Purpose: Receive report.
Recommendation: n/a
Attachments and/or Online Links: OPPORTUNITY FARE PROGRAM UPDATE STAFF REPORT

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

The Board approved a two-pronged approach in this pilot: a closed option with eligibility based on AMI and enrollment in housing through Spokane Housing Authority and an open enrollment based on 200% of the federal poverty level as verified through enrollment in DSHS’s Basic Foods program. Opportunity Fare launched for open enrollment on December 1, 2025 with the closed option through Spokane Housing Authority launching two weeks prior in mid-November 2025.

Through May 15, 2026 36,943 rides (including transfers) have been taken under the Opportunity fare program, for a total of \$17,561 in fare (against the \$1.14M cap). A full status report regarding implementation of the Opportunity Fare is detailed in the attached staff report.

SPOKANE TRANSIT AUTHORITY

Staff Report: Agenda Item 5B
Presented to: Performance Monitoring & External Relations Committee
SUBJECT: OPPORTUNITY FARE PROGRAM UPDATE

Staff launched the Opportunity Fare closed pilot option the week before Thanksgiving with Spokane Housing Authority (SHA). Since that time four onsite events were held; staff enrolled ten residents across all four sites.

Reaching the SHA tenant population has proved difficult. Tabling events typically have less than 5% turnout, despite advanced advertising. Staff met several times with SHA contacts to ascertain what other avenues for communication would work, including any texting platforms, email communication, or newsletters. Unfortunately, none existed that would guarantee reaching everyone under the program. Staff pivoted to old-fashioned door hangers to physically put the Opportunity Fare option in every SHA tenant's hand. Staff are working with SHA to place door hangers at Westfall Village, Hifumi En, and Valley 206, which will be approximately 405 combined residents. These efforts started mid-May; additionally, staff will continue to offer tabling and event support as well.

Open enrollment launched December 1, 2025, with a marketing campaign through STA's digital platforms and social media in addition to print media. Through May 15, 2026, 346 individuals have enrolled in Opportunity (including the 10 through SHA). Between the closed and open enrollment, 36,943 rides (including transfers) have been taken under the Opportunity fare program, for a total of \$17,561 in fare (against the \$1.14M cap).

Of the 346 Opportunity fare Connect card holders, 148 previously had Connect cards (43%). In tracking the difference in use before and after enrollment, ride activity increases with the change from Standard Fare to Opportunity Fare. Average rides per month on Standard Fare was 36 (January 2025 – November 2025) compared to 44 rides per month from December 2025 – April 2026 (May excluded as partial month since data is through 5/15/2026).

Customer service staff have also been tracking the number of individuals inquiring about eligibility for Opportunity and if they ultimately signed up or enrolled in a different reduced fare. Three hundred and two customers inquired either directly about Opportunity Fare or about fare options in general. Just over 42% of those did not qualify for any reduced fare programs and 14% were already enrolled in reduced fare. Another 26% were ultimately enrolled in another reduced fare program (Honored Rider or Stars and Stripes). About 19% were enrolled in Opportunity Fare.



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| Report to Committee |
| Meeting Date: June 3, 2026 |
| Agenda Item: 5C |

Presented To: Performance Monitoring & External Relations Committee
Referral Committee: n/a
Title: 2026 COMMUNITY PERCEPTION SURVEY RESULTS SUMMARY
Submitted by: Carly Cortright, Chief Communications & Customer Service Officer

Purpose: Receive report.
Recommendation: n/a
Attachments and/or Online Links: [Engagement Surveys - Spokane Transit Authority](http://spokanetransit.com/engagement-surveys)
(spokanetransit.com/engagement-surveys)

SUMMARY: In March/April 2026, ETC Institute conducted a community perception survey. The intended purpose was for Spokane Transit to gain an understanding of the public perception, familiarity, and impact of their system, along with the transit needs of the growing and changing population.

The survey was mailed to random households within the Public Transportation Benefit Area on March 17, with postage-paid return envelopes included. An online option was also provided in the letter. The desired sample size of 400 was reached with 460 surveys completed by April 13. The last community perception survey was completed in the spring of 2025. Key results will be shared during the meeting.



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| CEO Report |
| Meeting Date: June 3, 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: June 3, 2026 |
| Agenda Item: 7A |

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

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

SUMMARY:

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

SPOKANE TRANSIT AUTHORITY

Staff Report: Agenda Item 7A

Presented to: Performance Monitoring & External Relations Committee

SUBJECT: April 2026 Operating Indicators

There was the same number of weekdays in April 2026 compared to April 2025 (22 vs 22). On-time performance for Fixed Route was 90.7% and Paratransit 92.9%.

FIXED ROUTE

| Ridership | April 2026 | April 2025 | Month/Month % Change | Year/Year % Change |
|--------------------------------------|------------|------------|----------------------|--------------------|
| Total Monthly Ridership | 935,495 | 927,558 | 0.9% | 1.4% |
| Average Daily Ridership | 36,415 | 36,122 | 0.8% | 1.4% |
| Adult Ridership | 341,110 | 374,748 | -9.0% | -9.2% |
| CCS Pass Ridership | 33,686 | 43,777 | -23.1% | -16.5% |
| Eagle Pass Ridership | 28,498 | 32,865 | -13.3% | -13.8% |
| Youth Ridership | 216,684 | 190,474 | 13.8% | 14.0% |
| % of Ridership by Youth | 23.2% | 20.5% | 2.6% | 2.5% |
| Reduced Fare / Paratransit Ridership | 106,748 | 107,073 | -0.3% | 1.9% |

PARATRANSIT

| Ridership | April 2026 | April 2025 | Month/Month % Change | Year/Year % Change |
|--------------------------|------------|------------|----------------------|--------------------|
| Combined | 35,053 | 35,726 | -1.9% | 0.5% |
| Directly Operated | 19,648 | 19,555 | 0.5% | 2.0% |
| Purchased Transportation | 15,405 | 16,171 | -4.7% | -1.4% |
| Special Use Van | 1,462 | 1,211 | 20.7% | 4.6% |

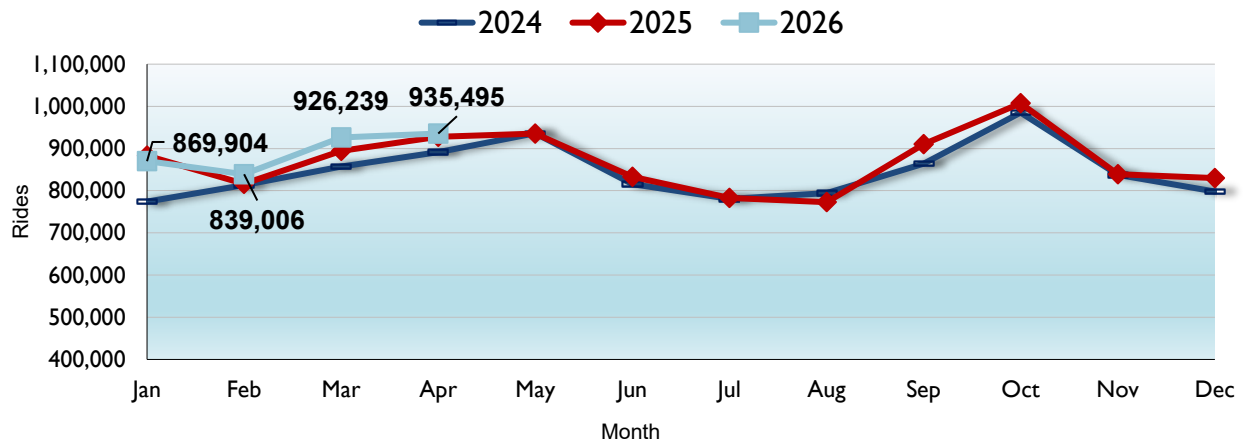
RIDESHARE

| Ridership | April 2026 | April 2025 | Month to Month %Change | Year to Year %Change |
|-----------------------------|------------|------------|------------------------|----------------------|
| Monthly Customer Trips | 10,041 | 9,747 | 3.0% | |
| Year to Date Customer Trips | 37,318 | 34,650 | | 7.7% |
| Monthly Active Groups | 93 | 85 | 9.4% | |
| Unique Riders | 419 | 405 | 3.5% | -3.2% |
| Riders per Vehicle | 4.51 | 4.76 | -5.3% | -3.2% |

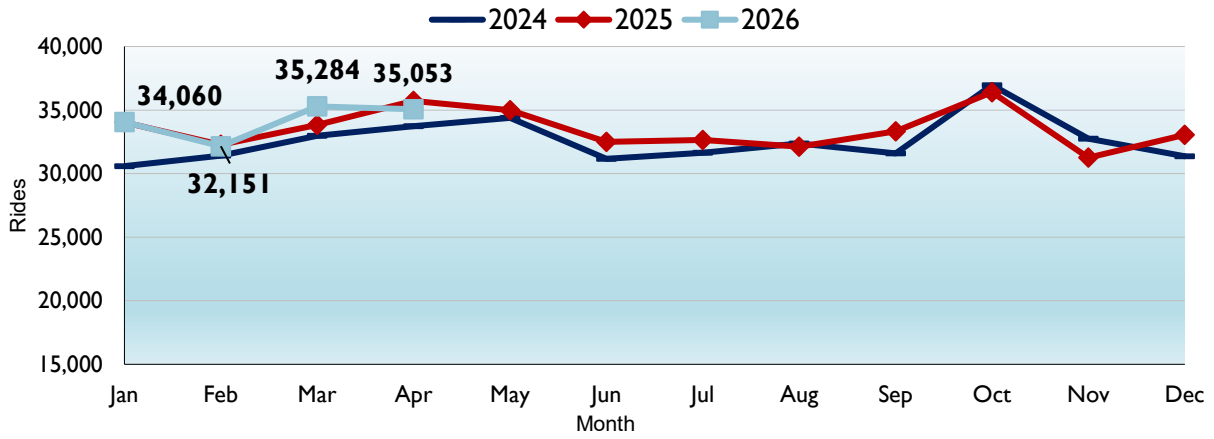
| Group Formations and Folds |
|---|
| No groups added or folded in April 2026 |

| Key Takeaways |
|---------------|
| |

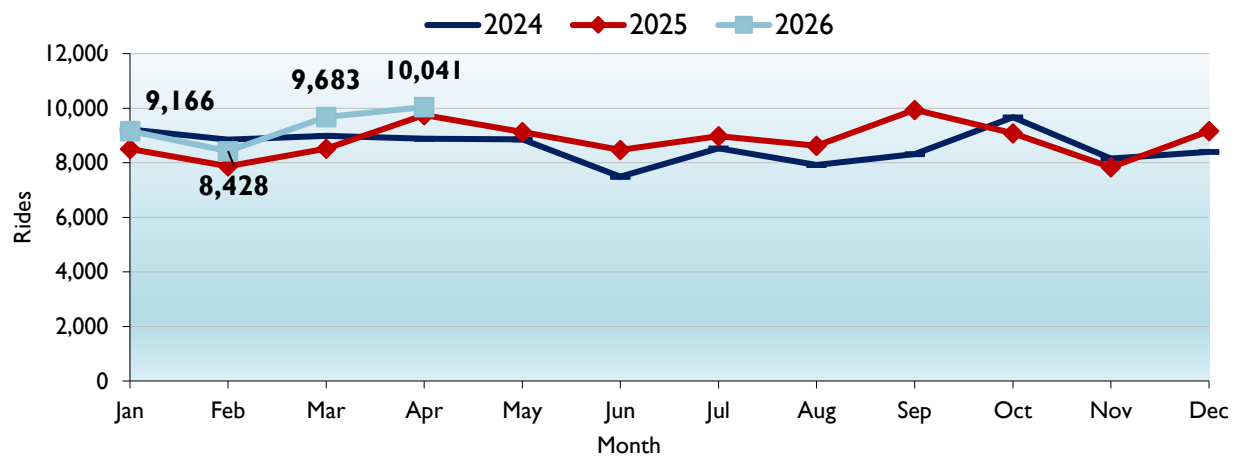
FIXED ROUTE RIDERSHIP



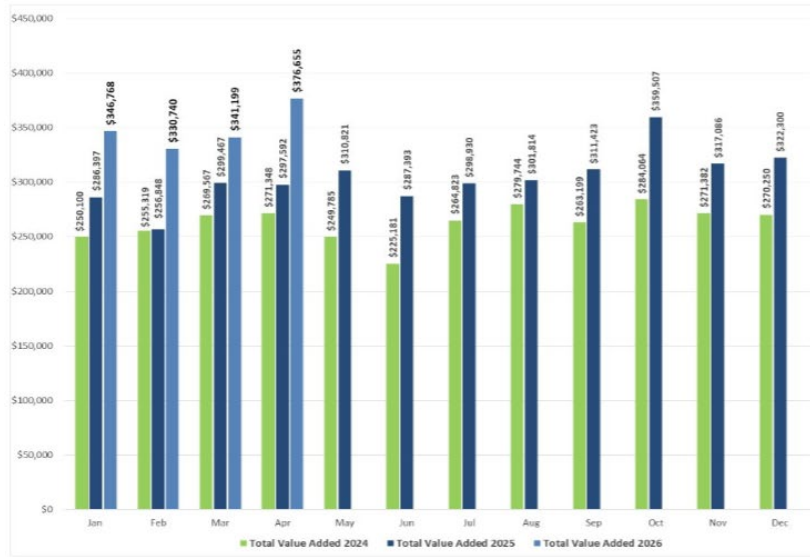
PARATRANSIT RIDERSHIP



RIDESHARE RIDERSHIP

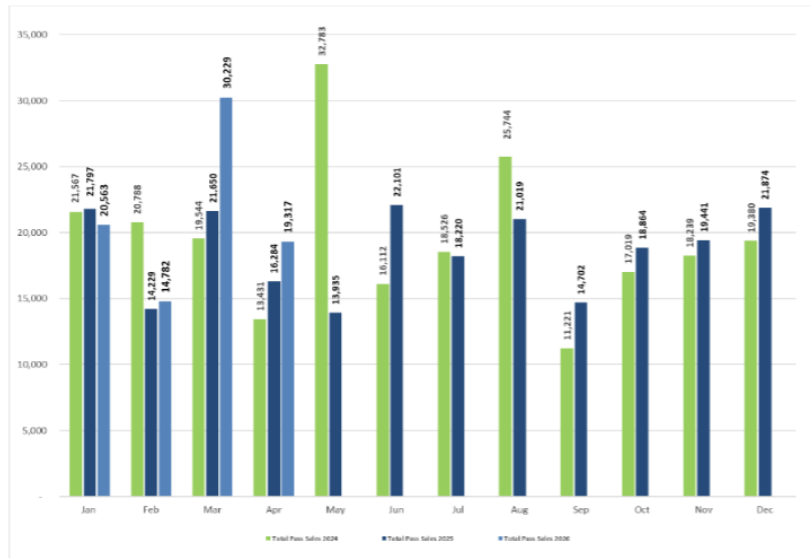


MONTHLY VALUE ADDED TO CONNECT CARDS



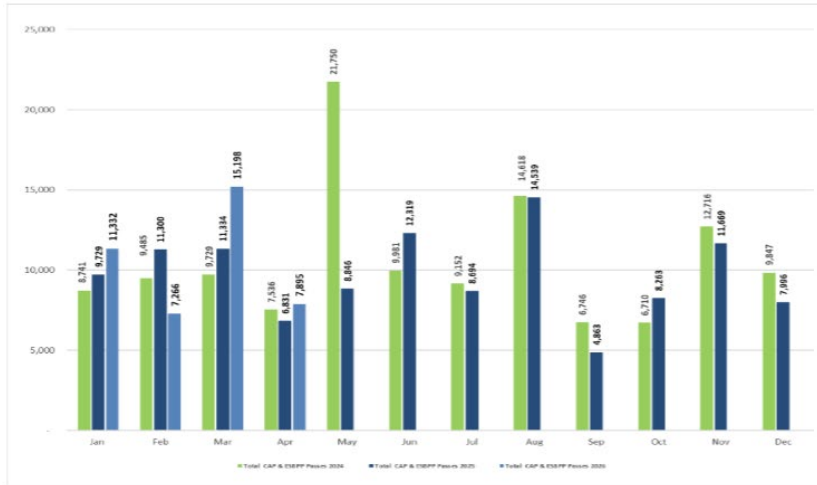
| | 2024 YTD | 2025 YTD | 2026 YTD | YTD % Change |
|---------------------------|---------------------|---------------------|---------------------|--------------|
| Autoload | \$ 55,363 | \$ 67,171 | \$ 58,553 | -12.8% |
| Call Center | \$ 29,308 | \$ 32,960 | \$ 33,975 | 3.1% |
| Customer Service Terminal | \$ 252,188 | \$ 242,120 | \$ 220,632 | -8.9% |
| Customer Website | \$ 87,742 | \$ 83,516 | \$ 82,525 | -1.2% |
| Mobile Ticketing | \$ 457,269 | \$ 457,084 | \$ 456,845 | -0.1% |
| Institutional Website | \$ 86,848 | \$ 108,601 | \$ 330,787 | 204.6% |
| Open Payments | \$ 62,136 | \$ 133,966 | \$ 195,080 | 45.6% |
| Retail | \$ 15,479 | \$ 14,886 | \$ 16,965 | 14.0% |
| Total | \$ 1,046,334 | \$ 1,140,304 | \$ 1,395,362 | 22.4% |

MONTHLY PASSES SOLD ON THE CONNECT SYSTEM



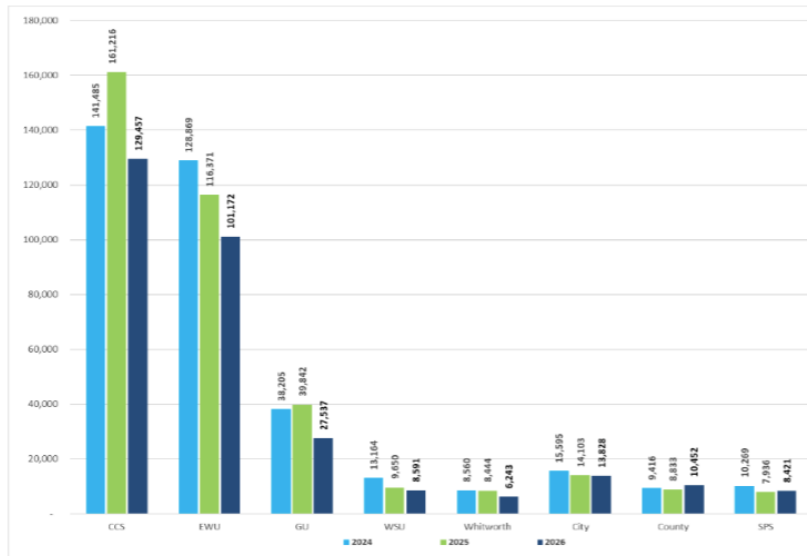
| | 2024 YTD | 2025 YTD | 2026 YTD | YTD % Change |
|-------------------------------|---------------|---------------|---------------|--------------|
| 1-Ride | 26,275 | 24,118 | 30,587 | 26.8% |
| 7-Day | 1,544 | 2,057 | 1,394 | -32.2% |
| Day Pass | 42,268 | 42,610 | 48,081 | 12.8% |
| Stars & Stripes/Honored Rider | 197 | 189 | 125 | -33.9% |
| Opportunity Monthly | | | 3 | 100.0% |
| Paratransit Monthly | 159 | 147 | 131 | -10.9% |
| Shuttle Park | 502 | 304 | 294 | -3.3% |
| 31-Day Rolling | 4,385 | 4,535 | 4,276 | -5.7% |
| Total | 75,330 | 73,960 | 84,891 | 14.8% |

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



| | 2024 YTD | 2025 YTD | 2026 YTD | YTD % Change |
|-----------------------------|---------------|---------------|---------------|--------------|
| 1-Ride CAP | 11,707 | 13,534 | 13,768 | 1.7% |
| Day Pass CAP | 21,990 | 23,902 | 26,306 | 10.1% |
| Employer Sponsored Bus Pass | 1,794 | 1,758 | 1,617 | -8.0% |
| Total | 35,491 | 39,194 | 41,691 | 6.4% |

APRIL YTD UTAP RIDES



| | 2024 YTD | 2025 YTD | 2026 YTD | YTD % Change |
|------------------------|----------------|----------------|----------------|---------------|
| CCS | 141,485 | 161,216 | 129,457 | -19.7% |
| EWU | 128,869 | 116,371 | 101,172 | -13.1% |
| GU | 38,205 | 39,842 | 27,537 | -30.9% |
| WSU | 13,164 | 9,650 | 8,591 | -11.0% |
| Whitworth | 8,560 | 8,444 | 6,243 | -26.1% |
| City | 15,595 | 14,103 | 13,828 | -1.9% |
| County | 9,416 | 8,833 | 10,452 | 18.3% |
| Spokane Public Schools | 10,269 | 7,936 | 8,421 | 6.1% |
| Total | 365,563 | 366,395 | 305,701 | -16.6% |



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|----------------------------|
| Committee Information |
| Meeting Date: June 3, 2026 |
| Agenda Item: 7B |

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

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

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

Revenue

Overall, April year-to-date revenue is 6.3% (\$3.2M) higher than budget impacted by the following:

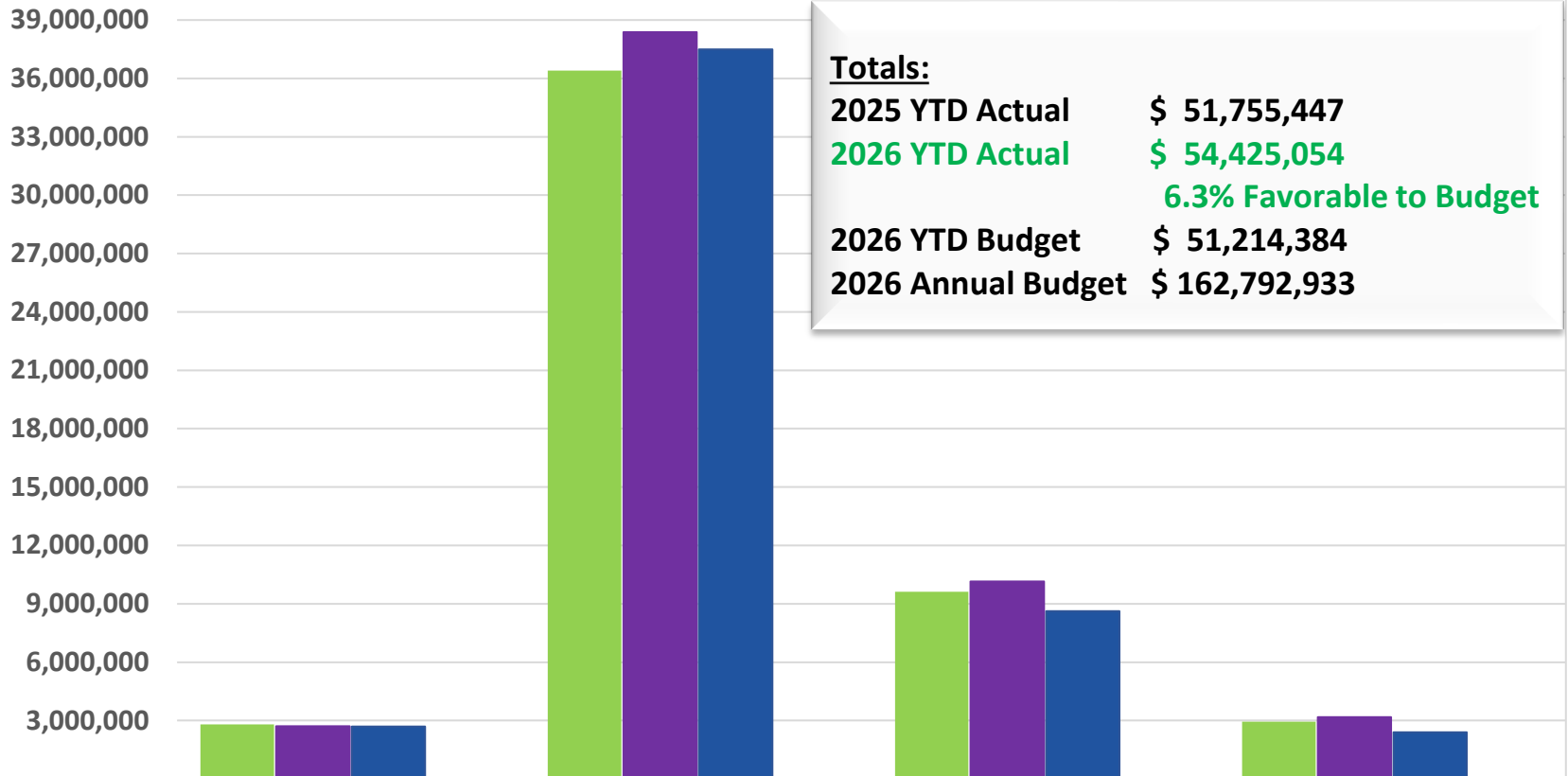
- Fares & Other Transit Revenue is 0.3% higher than budget
- Sales Tax Revenue is 2.4% higher than budget
- Federal & State Grant Revenue is 17.8% higher than budget
- Miscellaneous Revenue is 32.6% higher than budget

Operating Expenses

Overall, April year-to-date operating expenses are 6.2% (\$2.9M) lower than budget influenced by the timing of payments as follows:

- Fixed Route is 3.1% lower than budget
- Paratransit is 8.7% lower than budget
- Rideshare is 6.8% lower than budget
- Plaza is 33.6% lower than budget
- Administration is 10.0% lower than budget
- Mobility on Demand is 100.0% lower than budget

Spokane Transit Revenues ⁽¹⁾ - April YTD 2026

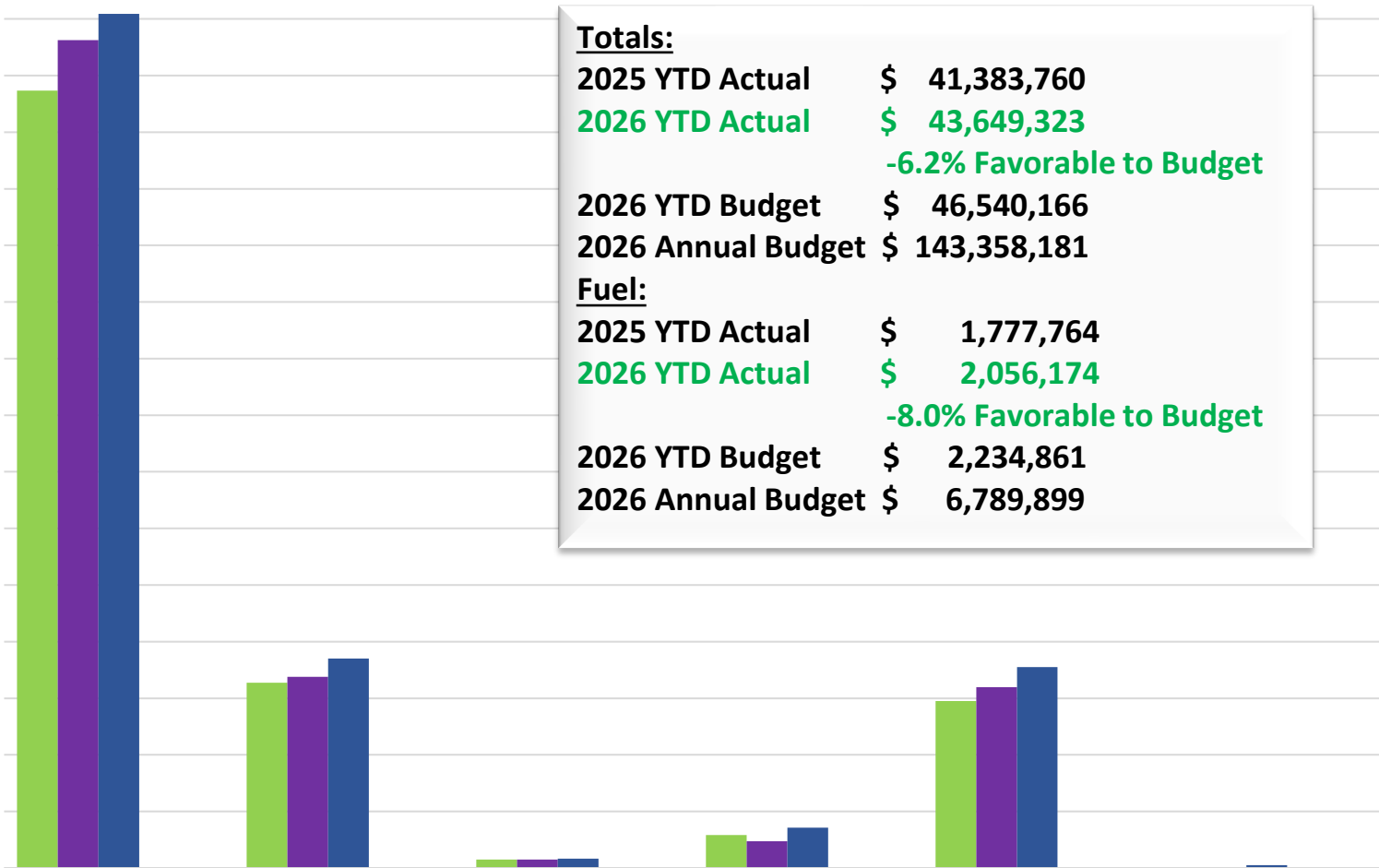


| | Fares & Other Transit Revenue | Sales Tax | Federal & State Grants (2) | Miscellaneous |
|--------------------------|-------------------------------|-------------|----------------------------|---------------|
| 2025 YTD Actual | 2,803,529 | 36,398,983 | 9,613,410 | 2,939,525 |
| 2026 YTD Actual | 2,707,073 | 38,380,873 | 10,155,080 | 3,182,028 |
| 2026 YTD Budget | 2,698,990 | 37,490,952 | 8,623,941 | 2,400,501 |
| 2026 YTD Budget Variance | 0.3% | 2.4% | 17.8% | 32.6% |
| 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 April state capital grant reimbursements total \$1,240,628 and federal capital grant reimbursements total \$0.

Spokane Transit Operating Expenses⁽¹⁾ - April YTD 2026

32,000,000
30,000,000
28,000,000
26,000,000
24,000,000
22,000,000
20,000,000
18,000,000
16,000,000
14,000,000
12,000,000
10,000,000
8,000,000
6,000,000
4,000,000
2,000,000



Totals:

2025 YTD Actual \$ 41,383,760

2026 YTD Actual \$ 43,649,323

-6.2% Favorable to Budget

2026 YTD Budget \$ 46,540,166

2026 Annual Budget \$ 143,358,181

Fuel:

2025 YTD Actual \$ 1,777,764

2026 YTD Actual \$ 2,056,174

-8.0% Favorable to Budget

2026 YTD Budget \$ 2,234,861

2026 Annual Budget \$ 6,789,899

| | Fixed Route | Paratransit | Rideshare | Plaza | Administration | Mobility on Demand |
|--------------------------|-------------|-------------|-----------|-----------|----------------|--------------------|
| 2025 YTD Actual | 27,462,809 | 6,552,997 | 300,612 | 1,164,010 | 5,903,332 | - |
| 2026 YTD Actual | 29,247,894 | 6,757,548 | 306,370 | 946,607 | 6,390,904 | - |
| 2026 YTD Budget | 30,180,398 | 7,400,294 | 328,691 | 1,424,802 | 7,099,876 | 106,105 |
| 2026 YTD Budget Variance | -3.1% | -8.7% | -6.8% | -33.6% | -10.0% | -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 \$5,772,030 and Cooperative/TOD projects of \$0 for year-to-date April 2026.



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| Committee Information |
| Meeting Date: June 3, 2026 |
| Agenda Item: 7C |

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

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

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

SPOKANE TRANSIT AUTHORITY

Staff Report: Agenda Item 7C

Presented to: Performance Monitoring & External Relations Committee

SUBJECT: MAY 2026 SALES TAX REVENUE

SUMMARY

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

- 3.0% above 2026 budget
- 2.5% above YTD 2026 budget
- 6.1% above 2025 actual
- 5.6% above YTD 2025 actual

Total taxable sales for March were up 6.4% from March 2025. 2026 YTD sales are up 5.7% compared with March 2025 YTD.

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

- Retail Trade increased by 1.3% or \$7.5M in March 2026 vs March 2025. Retail categories with the largest variances are as follows:
 - Other Misc. Retailers increased 9.3% or \$25.3M March 2026 YTD over 2025 YTD
 - Building Material and Supplies Dealers increased 9.8% or \$11.7M March 2026 YTD over 2025 YTD
 - Warehouse Clubs, Supercenters and Other General Merchandise Retailers increased 3.8% or \$7.6M March 2026 YTD over 2025
 - Furniture and Home Furnishings Retailers increased 12.5% or \$4.8M March 2026 YTD over 2025 YTD
 - Used Merchandise Retailers increased 40.0% or \$3.9M March 2026 YTD over 2025 YTD
 - Beer, Wine, and Liquor Retailers increased 49.1% or \$3.1M March 2026 YTD over 2025 YTD
 - Lawn and Garden Equipment and Supplies Retailers increased 52.6% or \$2.7M March 2026 YTD over 2025 YTD
 - Jewelry, Luggage, and Leather Goods Retailers increased 24.1% or \$2.6M March 2026 YTD over 2025 YTD
 - Automobile Dealers decreased -6.2% or (\$-17.9M) March 2026 YTD over 2025 YTD
 - Health and Personal Care Retailers decreased -2.6% or (\$-1.5M) March 2026 YTD over 2025 YTD
- Construction increased by 7.1% or \$12.1M in March 2026 vs March 2025
- Accommodation and Food Services increased by 1.4% or \$1.8M in March 2026 vs March 2025



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| Committee Information |
| Meeting Date: June 3, 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: July 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 July 1, 2026, draft agenda.



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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

DRAFT 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 Appointment (*Cortright*)
4. Committee Action – Recommendation (*40 minutes*)
 - A. Board Action - Consent Agenda
 1. Enterprise Asset Management Solution: Award of Contract (*Rapez-Betty*)
 2. Demand Response Transit Software: Award of Contract (*Poole*)
 3. Mobility on Demand Pilot Service Operations: Award of Contract (*Poole*)
 4. Community Van Pilot Program Fare Resolution (*Rapez-Betty*)
 - B. Board Action – Other/Committee Recommendation (*none*)
5. Reports to Committee (*20 minutes*)
 - A. 2025 State Audit Report (*Hamud*)
 - B. City Line Project Close-Out Update (*Poole*)
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: [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: June 3, 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: June 3, 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.