



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

Wednesday, March 4, 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 (*10 minutes*)
 - A. Minutes of February 4, 2026, Committee Meeting - *Corrections/Approval*
 - B. Demand Response Transit Software: Scope of Work Approval (*Poole*)
4. Committee Action – Recommendation (*10 minutes*)
 - A. Board Action - Consent Agenda
 1. Paratransit Operating Strategy (*Rapez-Betty*)
 - B. Board Action – Other/Committee Recommendation (*none*)
5. Reports to Committee (*45 minutes*)
 - A. 2025 Preliminary Year-End Financial Report (*Hamud*)
 - B. 2025 Year-End Performance Measures (*Rapez-Betty*)
 - C. Legislative Update (*Cortright/Poole*)
6. CEO Report (Otterstrom) (*10 minutes*)
7. Committee Information (*no discussion/staff available for questions*)
 - A. January 2026 Operating Indicators (*Rapez-Betty*)
 - B. January 2026 Financial Results Summary (*Hamud*)
 - C. February 2026 Sales Tax Revenue (*Hamud*)
 - D. Meadowglen Layover Project Order Update (*Poole*)
 - E. Opportunity Fare Program Update (*Cortright*)
 - F. Connect 2035 Funding Requirements Public Outreach Plan Update (*Cortright*)
 - G. 2026 Service Revision Final Report Review (*Poole*)
8. Review April 1, 2026, Meeting Draft Agenda (*5 minutes*)
9. New Business (*5 minutes*)
10. Committee Members’ Expressions (*5 minutes*)
11. Adjourn

Next PMER Committee Meeting: Wednesday, April 1, 2026, at 1:30 p.m.

Virtual Link: [March 2026 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: March 4, 2026
Agenda Item: 2

Presented To: Performance Monitoring & External Relations Committee

Referral Committee: n/a

Title: COMMITTEE CHAIR REPORT

Submitted by: Tim Hattenburg, Chair, Performance Monitoring & External Relations Committee

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: March 4, 2026
Agenda Item: 3A

Presented To: Performance Monitoring & External Relations Committee
Referral Committee: n/a
Title: MINUTES OF THE FEBRUARY 4, 2026, COMMITTEE MEETING – CORRECTIONS OR APPROVAL
Submitted by: Molly Fricano, Executive Assistant

Purpose: For decision.
Recommendation: Approve committee minutes as presented
Attachments and/or Online Links: February 4, 2026 PMER Meeting Minutes Draft

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

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

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

In person meeting with optional virtual link

COMMITTEE MEMBERS' PRESENT

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

**Committee Chairman*

COMMITTEE MEMBERS' ABSENT

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 December 3, 2025, Committee Meeting**
Mr. Kerns moved to approve the December 3, 2025, committee meeting minutes. Mr. Campbell seconded, and the motion passed unanimously.
 4. **COMMITTEE ACTION**
 - A. Board Consent Agenda
 1. **High Performance Transit Markers & Light Poles: Award of Contract**
Ms. Poole provided background on the High Performance Transit (HPT) program which includes enhanced customer amenities. She noted that the previous contract had expired, prompting staff to begin a new competitive vendor selection process. The committee selected Future Systems, Inc. as the top-scoring, most qualified, and cost-effective firm. The agreement runs March 2026–February 2029 with two optional renewals, costing up to \$4,132,695 over five years for fabrication and delivery of HPT markers and light poles.

Mr. Kerns moved to approve, by motion, the award of contract for HPT Markers and Light Poles and authorize the CEO to execute a five-year contract with Future Systems, Inc. for a total estimated cost of up to \$4,132,695. Mr. Campbell seconded, and the motion passed unanimously.

2. Technology Master Plan Development Services: Award of Contract

Mr. Peterson provided an overview of the need for a Technology Master Plan, which will offer a comprehensive assessment and forward-looking roadmap for STA's technology environment, as well as the need for third-party services to develop it. After the RFP in September 2025, the committee selected Eagle Hill Consulting, LLC as the top-scoring, most qualified and cost-effective firm. The one-year, \$343,669.92 contract provides a current state assessment, SWOT analysis, benchmarking, modernization options, and implementation roadmap.

Mr. Cathcart moved to approve, by motion, the award of a contract for Technology Master Plan Development Services and authorize the CEO to execute a one-year contract with Eagle Hill Consulting, LLC. for a total estimated cost of \$343,669.92. Mr. Kerns seconded, and the motion passed unanimously.

5. REPORTS TO COMMITTEE

A. Legislative Update

Ms. Poole provided a 2026 legislative update which included a broad overview of state-level activity affecting public transportation. The Governor's supplemental transportation budget maintains support for current transit projects and reflects continued commitment to regional mobility investments. The legislative session is underway, and STA is monitoring proposals that may influence funding, operations, workforce considerations, and long-term service planning.

Overall, several bills under consideration could impact transit agencies statewide. These proposals touch on topics such as transportation planning, safety policies, fare programs, and administrative requirements for organizations receiving public funding. STA continues to evaluate how emerging legislation may affect agency resources, service delivery, and employee responsibilities.

Mr. Otterstrom and Mr. Rapez-Betty engaged in discussions with policymakers during a recent visit to Olympia, helping ensure that transit needs and priorities remain part of the broader legislative conversation.

B. Fixed Route Rider Survey Results

Dr. Cortright presented the 2025 Fixed Route Rider Survey results conducted in October 2025 by ETC Institute which gathered feedback from residents living within the Public Transportation Benefit Area (PTBA) regarding their perceptions about services provided by STA. Participants were interviewed on the bus, but a virtual option was also available through a QR code. There were four hundred twenty-six participants who completed surveys, which is an increase of nineteen from last year. Dr. Cortright shared the survey demographics and highlighted the results.

Mr. Ropez-Betty added that the Connect program has been increasing in use, with \$3.6M added to the system and a 15.7% increase in use from 2024 to 2025. While many riders still buy passes at the Plaza, 55% of riders now use Connect, showing digital fare options continue to grow alongside in-person purchases.

C. Service Revisions Outreach Update

Ms. Poole provided an update on outreach for the 2026 service revisions which took place from November 4, 2025, to January 14, 2026. She reported that the draft plan reflects previously approved projects and incorporates rider and community input gathered in late 2025 through surveys, online feedback, and meetings with neighborhood and stakeholder groups. Ms. Poole shared the public survey highlights and noted feedback varied by route, with some proposals generating more interest or concern than others. The timeline was reviewed with implementation planned for May and September 2026.

Ms. Poole shared an update on the committee's request to perform further analysis of alternate routing options for the Route 36 extension in Hillyard, specifically along Florida Street and Rebecca Street. STA tested these options and compared them to the current proposal using Freya Street. Testing showed that using Florida Street would nearly double travel time through that segment of the route, reducing operator recovery time at Spokane Falls Community College. In conclusion, Freya Street remains the best choice because it is an arterial with controlled intersections, faster and more reliable travel time, and aligns with city plans and grant efforts.

D. Connect 2035 Funding Requirements Public Outreach Plan Update

Dr. Cortright presented STA's ongoing outreach related to Connect 2035 funding needs, focusing on educating the community about sales tax renewal, reviewing achievements of STA Moving Forward, and gathering input on future priorities. She highlighted three possible ballot timing scenarios and their impacts, and shared next steps including further updates planned for the March PMER Committee meeting.

6. CEO REPORT

- Mr. Otterstrom provided an update on the pilot service proposal to Kootenai County. STA is preparing a letter to the Kootenai County Board of Commissioners outlining the benefits of a cross-county transit connection, the historical context, and a cost-sharing proposal in which the county would reimburse STA for federal funding lost by operating service miles outside Spokane County. STA is also offering to install Connect card fare readers to help Kootenai County collect revenue and reduce its general-fund subsidy. The pilot would connect the Mirabeau Transit Center to Post Falls, with timed transfers to Spokane and Coeur d'Alene, and would include required paratransit service. While the operational impacts are manageable, the partnership remains uncertain due to Kootenai County's longstanding resistance to cross-border transit. If the partnership does not proceed, STA will note that this final *STA Moving Forward* project cannot be completed without a willing partner.
- Mr. Otterstrom shared an update on the Federal funding allocated for Division Street BRT and replayed a voicemail he received from Senator Patty Murry which states Washington's congressional delegation secured \$82M for the Division Street Bus Rapid

Transit project in the recently passed federal appropriations bill. He explained that the bill maintains the expectation of following the established Capital Investment Grant (CIG) requirements and process, and stated Sherry Little of Cardinal Infrastructure will attend a board workshop to speak to CIG requirements and the steps needed to secure the newly allocated federal funds.

7. MARCH 4, 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 3:02 p.m.

The next committee meeting will be held on Wednesday, March 4, 2026, at 1:30 p.m. in person with a virtual Teams joining option.

Respectfully submitted,

Molly Fricano
Executive Assistant to the Chief Operations Officer



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Committee Action
Meeting Date: March 4, 2026
Agenda Item: 3B

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

Purpose: For decision.
Recommendation: Approve, by motion, the general scope of work and authorize staff to advertise the Request for Proposal for Demand Response Transit Software
Attachments and/or Online Links: Staff Report: Demand Response Transit Software General Scope of Work

SUMMARY: Staff plan to procure software to plan, schedule, dispatch and analyze both Paratransit operations and the Mobility on Demand (MOD) pilot program through a Request for Proposals (RFP) for Demand Response Transit Software, subject to Committee approval of the scope of work.

BACKGROUND: Spokane Transit’s 10-year strategic plan, *Connect 2035*, includes initiatives to launch a series of Mobility on Demand (MOD) pilot services within the Public Transportation Benefit Area (PTBA). To accomplish this, new program software to plan, schedule, dispatch, analyze, and document MOD pilot service is required.

Through the procurement planning process, staff identified an opportunity to simultaneously upgrade the software capabilities for Paratransit services using the same software that needs to be procured for MOD, since both services have overlapping requirements as “Demand Response” modes. The operational services to execute the MOD pilots will be procured separately. This approach allows for independent timelines of software and operations services procurement which increases flexibility and vendor response potential.

The estimated cost for Demand Response Transit Software is \$2,315,000 and, as software as a service (SaaS), the cost will be a multi-year operating expense. The approved 2026 STA budget includes \$1,000,000 for the MOD pilot initiative. The anticipated procurement schedule is below:

Date	Action
March 27, 2026	Advertise RFP
June 18, 2026	Board Award of Contract
June 30, 2026	Contract Award
July-September 2026	MOD Software Onboarding
July 2026 – February 2027	Paratransit Software Onboarding
September 2026	MOD Pilots Begin

SPOKANE TRANSIT AUTHORITY

Staff Report: Agenda Item 3B

Presented to: Performance Monitoring & External Relations Committee

SUBJECT: Demand Response Transit Software: Scope of Work Approval

Procurement Description

Spokane Transit Authority (STA) is requesting proposals from qualified service providers for a Software as a Service (SaaS) Scheduling and Dispatch System (PSDS) to support demand response modes, including STA Paratransit and upcoming Mobility on Demand (MOD) pilot services.

General Requirements STA's primary goal is to procure software that meets or exceeds current operational efficiency while improving customer experience, data accessibility, reporting, regulatory compliance, and long-term scalability. This procurement will result in a single, integrated platform that supports paratransit operations and can support future Mobility on Demand services under this same contract.

In September 2026, STA proposes to launch the first two MOD pilot zones which will require new software acquisition to support the necessary booking, routing, and dispatch functionality, as well as a high level of customer experience. At the same time, new software is desired for STA's Paratransit department that would provide enhancements to the booking, routing, and dispatch functionality, as well as customer experience and data collection and reporting. To support both of these goals, STA leadership and staff have determined the best path will be to procure one software that can support both MOD and paratransit operations. This software will need to go live to support the first two MOD pilots in September 2026, with paratransit planned to transition to the new software in 2027. The

Other Requirements Along with the general system requirements, any Software as a Service (SaaS) Scheduling and Dispatch System (PSDS) shall provide:

- Scheduling, routing, and dispatch functionality
- Customer communication and notifications
- Customer app and web portal
- Eligibility application process
- Eligibility verification and ride requests
- Integration with current fare collection and validation
- Call center operations and equitable access to scheduling
- Reporting, analytics, and data management
- Hardware and equipment
- Security, training, and support
- Test environment and configuration management
- Data ownership, archiving, and backup
- Data migration, conversion, and custom reporting configuration
- System integration
- Mapping and GIS capabilities
- Trip visualization and planning
- Maintenance, updates, and support transparency
- Driver management and security
- Driver assignment, rostering, and bidding
- Timekeeping, attendance, and pay rules
- Vehicle availability and fleet maintenance integration with forthcoming EAM system



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Committee Recommendation-Board Consent
Meeting Date: March 4, 2026
Agenda Item: 4A1

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

Purpose: For decision.
Recommendation: Recommend the Board approve, by motion, the Paratransit Operating Strategy.
Attachments and/or Online Links: n/a

SUMMARY: This project proposes transitioning Spokane Transit Authority’s paratransit service from a hybrid model with contracted nights, weekends, holidays, and overflow to a fully in-house operation beginning January 2027, to gather and consider its efficiency and effectiveness during an evaluation period. The recommendation reflects staff’s two-year analysis of financial performance, service reliability, operational control, and long-term risk.

Financial Impacts

Projected operating savings through 2030 range from \$2.5 million to \$6.8 million, depending on contractor escalation assumptions. Capital savings of approximately \$2.86 million through 2031 are achieved through rightsizing fleet replacement. Contractor cost per revenue hour has increased roughly 40% since January 2020, driven by pandemic era structural cost changes.

Performance & Service Quality

Historical contractor performance challenges (2017–2019) were linked to staffing and dispatch limitations. Although dispatch centralization within STA in 2020 improved oversight, it reinforced the need for direct operational control to ensure consistent, ADA compliant service. An in-house model enables uniform training, supervision, accountability, and stronger frontline support.

Risk & Readiness

The transition maintains full contractual compliance through December 31, 2026, and follows a phased approach supporting workforce, fleet, and facility readiness. Financial performance will be monitored against the contract baseline, with executive scorecards and regular Board updates.

It is important to note this strategy shift does not include other demand response transit services STA may operate in the future, such as Mobility on Demand Pilot Program commencing later this year.

CONCLUSION:

The proposed transition demonstrates fiscal stewardship, reduces exposure to contractor market volatility, and strengthens STA’s ability to manage service quality and customer experience.



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Report to Committee

Meeting Date: March 4, 2026

Agenda Item: **5A**

Presented To: Performance Monitoring & External Relations Committee
Referral Committee: n/a
Title: 2025 PRELIMINARY YEAR-END FINANCIAL REPORT
Submitted by: Robert Hamud, Chief Financial Officer

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

SUMMARY: The 2025 Preliminary Year-End Financial Report will be provided at the meeting. As a related future action, the 2025 State Audit Report is anticipated to be completed and brought before the Committee and Board meetings later this year.



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Report to Committee

Meeting Date: March 4, 2026

Agenda Item: **5B**

Presented To: Performance Monitoring & External Relations Committee
Referral Committee: n/a
Title: 2025 Year-End Performance Measures
Submitted by: Brandon Rapez-Betty, Chief Operations Officer

Purpose: Receive report.

Recommendation: n/a

Attachments and/or

Online Links: [2025 Year-End Performance Measures \(PDF\)](#)

SUMMARY: Each year, the Spokane Transit Authority Board approves a set of performance measures used to track agency performance across safety, service, ridership, customer experience, and financial stewardship.

Below are the key performance measures providing a high-level- snapshot of system performance organized by thematic priority. The full 2025 Year-End Performance Measures presentation, including all 47 metrics and historical details, is available on the STA website at the above link.

Ensure Safety

- Preventable accidents: Fixed Route 0.13 (goal ≤ 0.11)
- Preventable accidents: Paratransit 0.19 (goal ≤ 0.10)

Earn and Retain the Community's Trust

- Fixed Route ridership +2.8% (10.43M trips; goal 10.39M)
- Paratransit ridership +6.3% (402,176 trips; goal 404,960)
- Fixed Route passengers per revenue hour 19.39 (goal ≥ 19.18)
- Paratransit passengers per revenue hour 2.31 (goal ≥ 2.4)

Provide Excellent Customer Service

- Fixed Route on-time performance 91.5% (goal 93%)
- Paratransit on-time performance 94.3% (goal 93%)

Exemplify Financial Stewardship

- Cost per Revenue Hour – Fixed Route: \$195.65 (88% of state average \$222.69; goal $\leq 95\%$)
- Cost per Revenue Hour – Paratransit: \$138.34 (89% of state average \$156.26; goal $\leq 95\%$)
- Farebox Recovery – Fixed Route: 23.6% (goal 20%; 7.8% using prior methodology)
- Farebox Recovery – Paratransit: 4.0% (goal 5%; 2.8% using prior methodology)
- Maintenance Cost per Mile – Fixed Route: \$1.94 (goal \$1.81)
- Maintenance Cost per Mile – Paratransit/Rideshare: \$1.40 (goal \$1.26)



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Report to Committee
Meeting Date: March 4, 2026
AGENDA ITEM: 5C

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

Purpose: Receive report.
Recommendation: n/a
Attachments and/or Online Links: Staff Report: Legislation & Funding Priorities Summary Tables

SUMMARY: On December 18, 2025, the STA Board of Directors adopted specific priorities ahead of the January 2026 Washington State legislative session as follows:

- Preserve public transit investments
- Maintain local authority for public transportation
- Safety and Security for Transit Employees and Customers
- Transit Oriented Development

The Washington State Legislature convened on January 12, 2026, and is scheduled to adjourn on March 12, 2026. Staff will provide an update on relevant and timely legislative activities during the committee meeting, in addition to providing the attached Legislation Summary Table.

SPOKANE TRANSIT AUTHORITY

Staff Report: Agenda Item **5C**
Presented to: Performance Monitoring & External Relations Committee
SUBJECT: Legislation & Funding Priorities Summary Tables

Since the beginning of the supplemental legislative session, the following deadlines have occurred:

- Policy cutoff deadline complete on February 4
- Fiscal committee deadline complete on February 9
- Chamber of origin deadline complete on February 17
- Opposite chamber policy committee deadline scheduled for February 27

Pending legislative bills identified below are summarized with potential impacts to STA interests based on the current drafts. The status of the legislation as of February 25, 2026, is also provided.

Bill	Summary/STA Impact Analysis	Status
ESB 5581 Active Transportation Infrastructure	<ul style="list-style-type: none">• Allows WSDOT to invest in bike/ped facilities parallel to state highways in support of Complete Streets requirements.• Addresses WSDOT planning and consultation requirements for complete streets implementation.• Language adjustments from WSTA will increase WSDOT coordination requirements with transit agencies for planning and consultation when implementing complete streets including STA’s Division BRT project.• New language ensures transit is considered along with motorists, bicycles and pedestrians.	Public Hearing House Transportation Committee February 18, 2026

Bill	Summary/STA Impact Analysis	Status
<p><u>ESHB 2095</u> Public way vulnerable users</p>	<ul style="list-style-type: none"> Assumes negligence by an operator of a vehicle for injury or death of a “vulnerable user” caused by the vehicle in areas of the right of way designated for bike/pedestrian use. Engrossed substitution language adds conditions to the vulnerable user circumstances in the ROW such as intoxication, failure to follow stop signs, etc. This presumption of negligence could unintentionally expose operators to liability and blame before all facts are known about complex traffic situations. Assuming negligence before the investigation is completed may also pre-emptively prohibit open reporting and collaborative safety reviews which are used to improve training and roadway design. Exposing operators to formalized negligence before an investigation of a serious incident can affect morale, recruitment, and retention of transit operators. 	<p>Public Hearing Senate Law & Justice Committee February 23, 2026</p> <p>Executive Session February 24, 2026 No action taken</p>
<p><u>HB 2727</u> Free transit/CTC students</p>	<ul style="list-style-type: none"> Replaces HB 2550 (SB 6252) Creates a Dept. of Transportation Grant program to fund Public Transit Agencies for pilot programs with community and technical colleges. Did not meet house of origin deadline 	<p>Dead Bill</p>
<p><u>SSB 6253</u> PTBA governing bodies</p>	<ul style="list-style-type: none"> Substitute bill, language makes the non-voting labor member of PTBAs a fully participating member of all authority meetings including discussion and debate participation in all Board action items. Did not meet house of origin deadline 	<p>Dead Bill</p>
<p><u>HB 2058</u> Third party audits of private entities</p>	<ul style="list-style-type: none"> Requires a third-party audit for subrecipients of public funds, impacting 5310 grant subrecipients 5310 grant recipients may see an increased administrative burden to secure and pay for third party audits annually. Did not meet committee deadline 	<p>Dead Bill</p>

Funding Priorities for 2025-2027 biennium

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

*For Division Street Bus Rapid Transit (BRT), the full project award is accounted for across the biennia. The total WSDOT award of \$50,000,000 is maintained. None of the funding was removed but was moved to different biennia to account for actual spending.

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



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CEO Report
Meeting Date: March 4, 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: March 4, 2026
Agenda Item: 7A

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

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

SUMMARY: The attached Staff Report includes the summary of Operational Indicators for the month of January in 2026.

SPOKANE TRANSIT AUTHORITY

Staff Report: Agenda Item 7A

Presented to: Performance Monitoring & External Relations Committee

SUBJECT: January 2026 Operating Indicators

There was one less number of weekdays in January 2026 compared to January 2025 (20 vs 21). On-time performance for Fixed Route was 91.7% and Paratransit 93.4%.

FIXED ROUTE

Ridership	January 2026	January 2025	Month/Month % Change	Year/Year % Change
Total Monthly Ridership	869,904	883,230	-1.5%	-1.5%
Average Daily Ridership	35,068	34,787	0.8%	0.8%
Adult Ridership	320,489	366,561	-12.6%	-12.6%
CCS Pass Ridership	34,160	40,414	-15.5%	-15.5%
Eagle Pass Ridership	26,402	31,525	-16.3%	-16.3%
Youth Ridership	193,918	173,785	11.6%	11.6%
% of Ridership by Youth	23.4%	21.8%	1.6%	1.6%
Reduced Fare / Paratransit Ridership	104,833	106,148	-1.2%	-1.2%

PARATRANSIT

Ridership	January 2026	January 2025	Month/Month % Change	Year/Year % Change
Combined	34,060	34,033	0.1%	0.1%
Directly Operated	18,867	18,490	2.0%	2.0%
Purchased Transportation	15,193	15,543	-2.2%	-2.2%
SUV	1,285	1,346	-4.5%	-4.5%

RIDESHARE

Ridership	January 2026	January 2025	Month to Month %Change	Year to Year %Change
Monthly Customer Trips	9,166	8,511	7.7%	
Year to Date Customer Trips	9,166	8,511		7.7%
Monthly Active Groups	90	88	2.3%	2.3%
Unique Riders	427	411	3.9%	3.9%
Riders per Vehicle	4.74	4.67	1.5%	1.5%

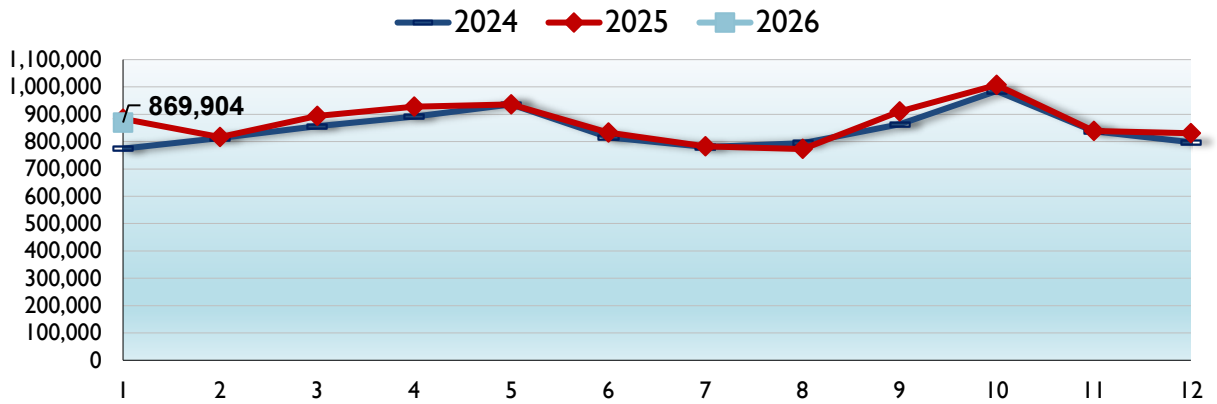
Group Formations and Folds

Four Groups added:
 Goodwill, McKinstry Manufacturing, Collins Aerospace, and Lakeland Village
 One Group folded:
 Fairchild Air Force Base

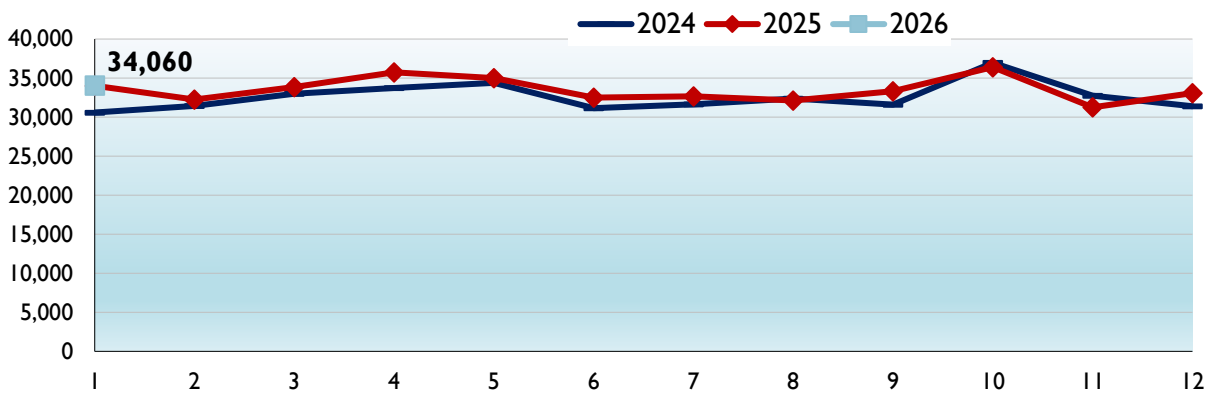
Key Takeaways

Goodwill and McKinstry are new worksites to the Rideshare service

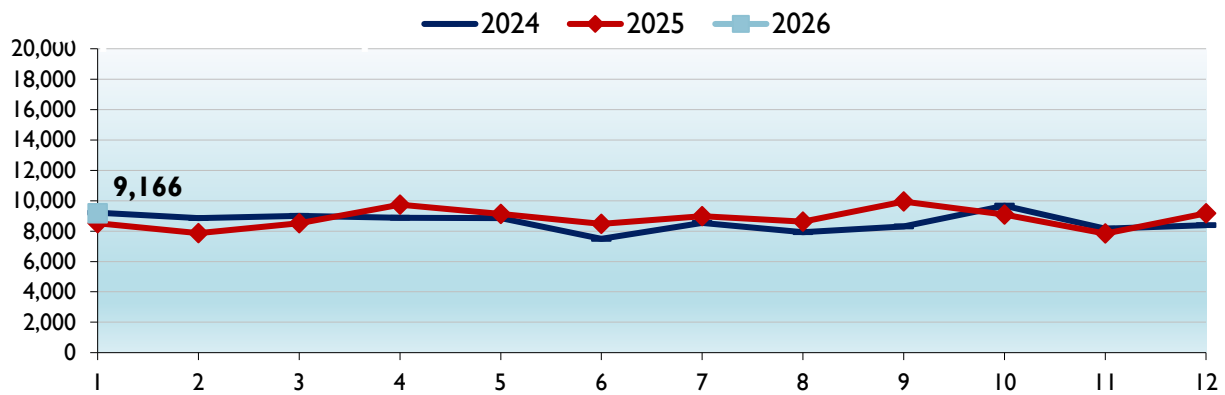
FIXED ROUTE RIDERSHIP



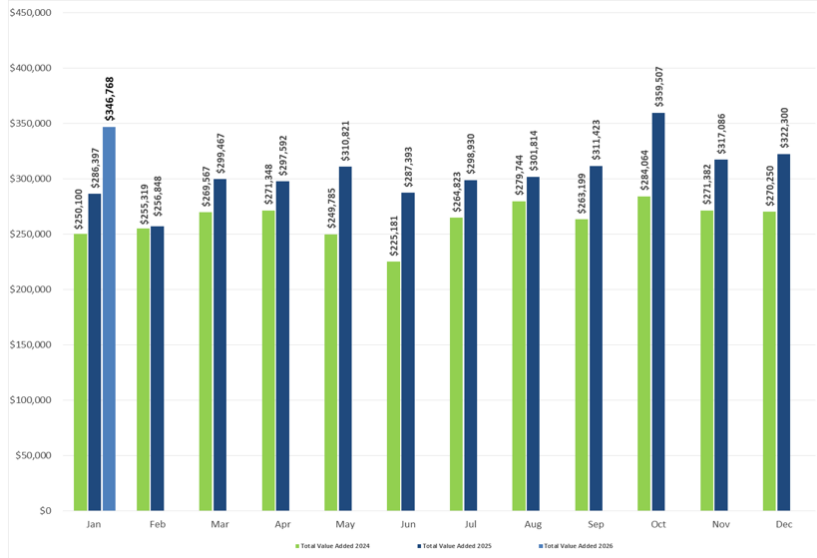
PARATRANSIT RIDERSHIP



RIDESHARE RIDERSHIP

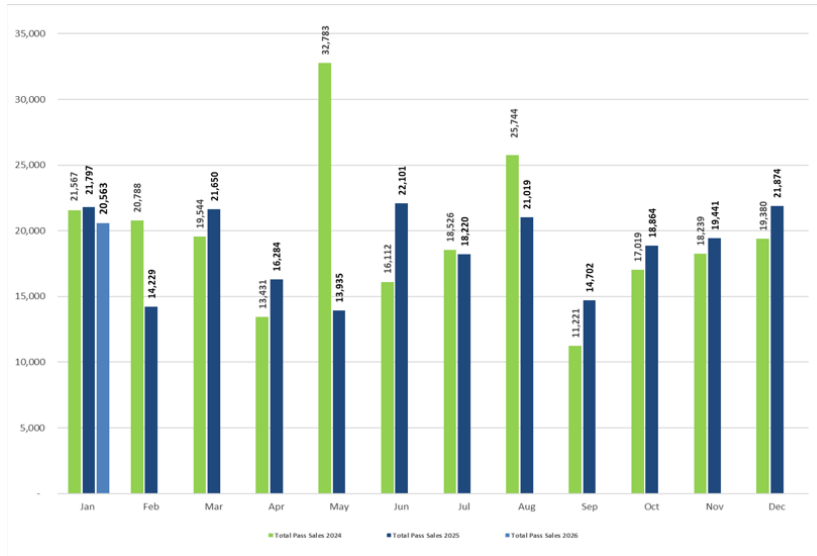


MONTHLY VALUE ADDED TO CONNECT CARDS



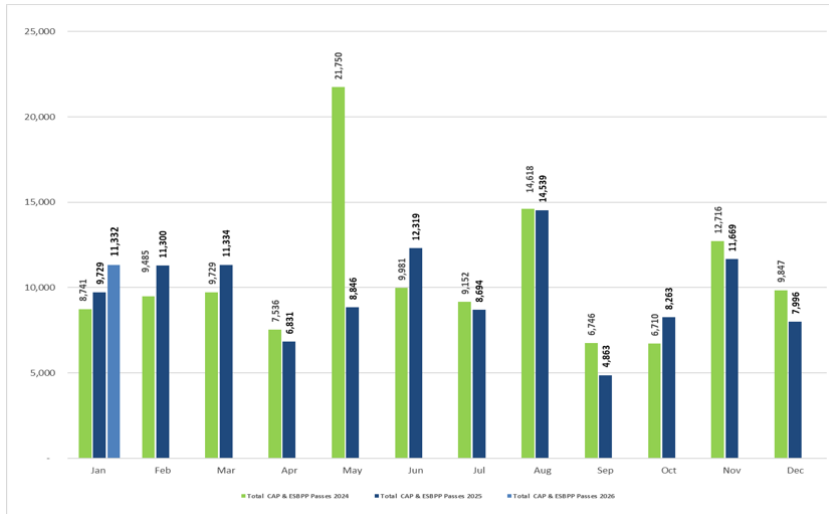
	2024 YTD	2025 YTD	2026 YTD	YTD % Change
Autoload	\$ 13,603	\$ 16,950	\$ 14,852	-12.4%
Call Center	\$ 7,638	\$ 8,457	\$ 9,462	11.9%
Customer Service Terminal	\$ 60,471	\$ 62,608	\$ 54,621	-12.8%
Customer Website	\$ 22,223	\$ 21,380	\$ 21,056	-1.5%
Mobile Ticketing	\$ 111,298	\$ 115,314	\$ 116,132	0.7%
Institutional Website	\$ 19,089	\$ 26,735	\$ 78,673	194.3%
Open Payments	\$ 12,348	\$ 31,224	\$ 47,520	52.2%
Retail	\$ 3,430	\$ 3,729	\$ 4,452	19.4%
Total	\$ 250,100	\$ 286,397	\$ 346,768	21.1%

MONTHLY PASSES SOLD ON THE CONNECT SYSTEM



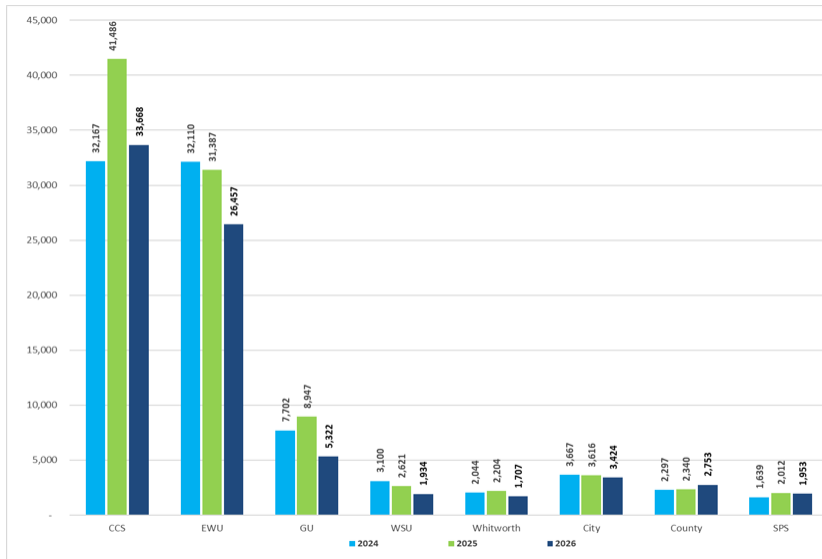
	2024 YTD	2025 YTD	2026 YTD	YTD % Change
1-Ride	9,695	6,693	8,980	34.2%
7-Day	292	375	260	-30.7%
Day Pass	10,158	13,201	10,150	-23.1%
Stars & Stripes/Honored Rider	52	55	34	-38.2%
Paratransit Monthly	39	47	28	-40.4%
Shuttle Park	136	69	66	-4.3%
31-Day Rolling	1,195	1,357	1,045	-23.0%
Total	21,567	21,797	20,563	-5.7%

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



	2024 YTD	2025 YTD	2026 YTD	YTD % Change
1-Ride CAP	3,453	2,468	6,070	145.9%
Day Pass CAP	4,828	6,771	4,815	-28.9%
Employer Sponsored Bus Pass	460	490	447	-8.8%
Total	8,741	9,729	11,332	16.5%

JANUARY YTD UTAP RIDES



	2024 YTD	2025 YTD	2026 YTD	YTD % Change
CCS	32,167	41,486	33,668	-18.8%
EWU	32,110	31,387	26,457	-15.7%
GU	7,702	8,947	5,322	-40.5%
WSU	3,100	2,621	1,934	-26.2%
Whitworth	2,044	2,204	1,707	-22.5%
City	3,667	3,616	3,424	-5.3%
County	2,297	2,340	2,753	17.6%
Spokane Public Schools	1,639	2,012	1,953	-2.9%
Total	84,726	94,613	77,218	-18.4%



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Committee Information
Meeting Date: March 4, 2026
Agenda Item: 7B

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

Purpose: For information.
Recommendation: n/a
Attachments and/or Online Links: January 2026 Revenue & Expense Charts

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

Revenue

Overall, January year-to-date revenue is 7.5% (\$1.0M) higher than budget impacted by the following:

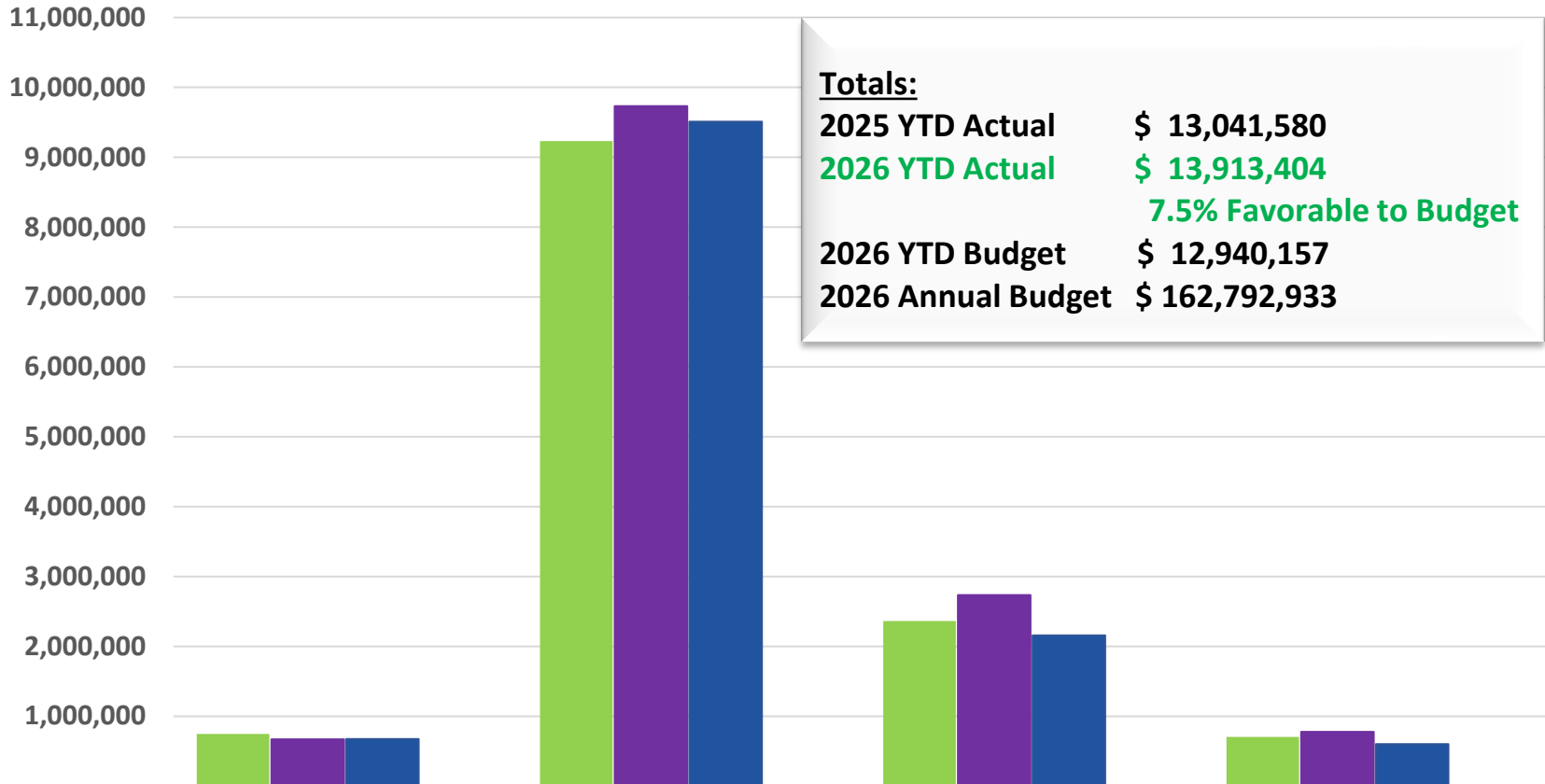
- Fares & Other Transit Revenue is 0.7% lower than budget
- Sales Tax Revenue is 2.3% higher than budget
- Federal & State Grant Revenue is 26.8% higher than budget
- Miscellaneous Revenue is 29.6% higher than budget

Operating Expenses

Overall, January year-to-date operating expenses are 4.9% (\$0.6M) lower than budget influenced by the timing of payments as follows:

- Fixed Route is 1.7% lower than budget
- Paratransit is 9.5% lower than budget
- Rideshare is 29.0% lower than budget
- Plaza is 24.6% lower than budget
- Administration is 8.6% lower than budget

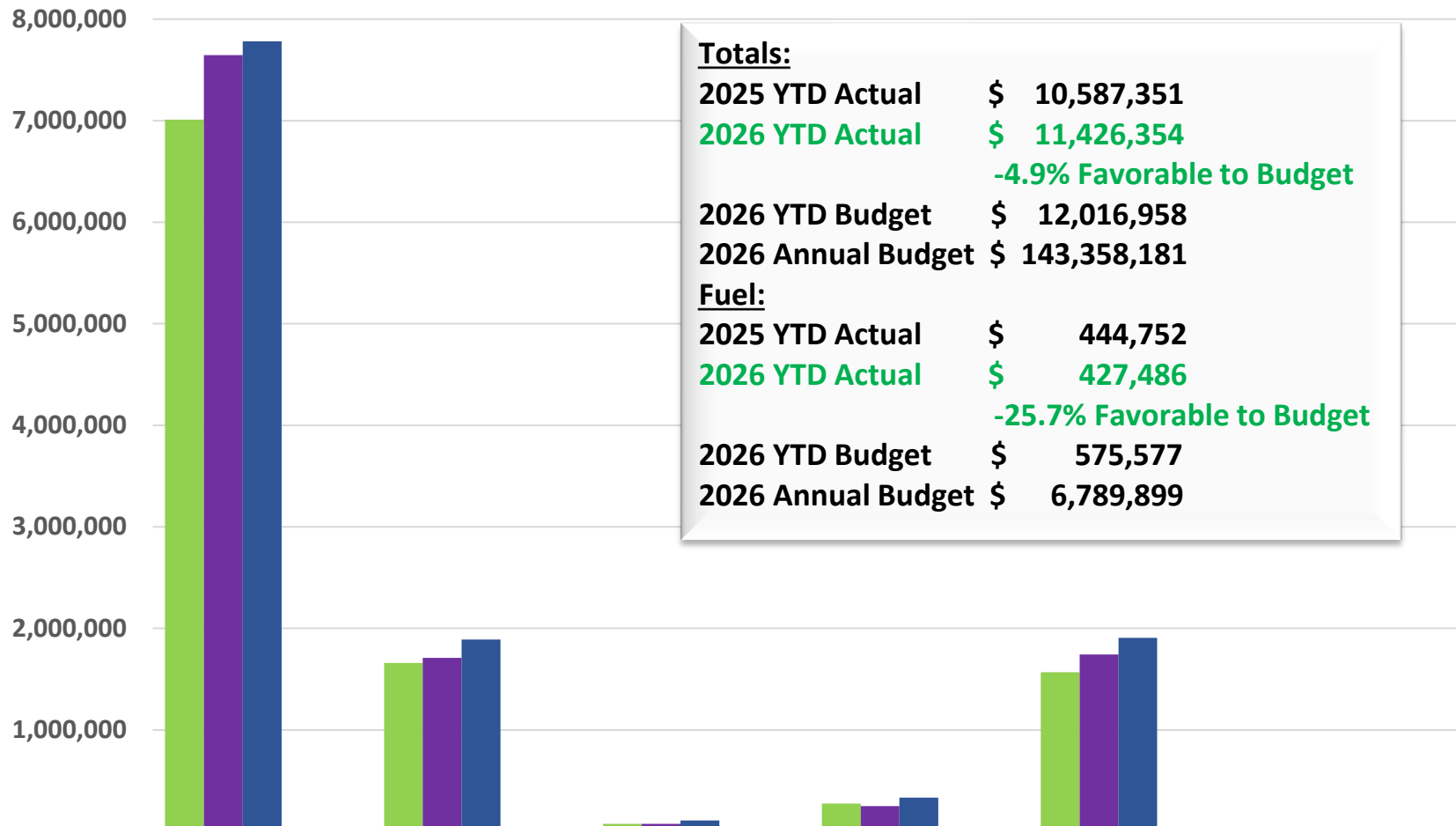
Spokane Transit Revenues ⁽¹⁾ - January YTD 2026



	Fares & Other Transit Revenue	Sales Tax	Federal & State Grants (2)	Miscellaneous
2025 YTD Actual	745,707	9,232,330	2,360,681	702,862
2026 YTD Actual	669,877	9,731,538	2,734,092	777,896
2026 YTD Budget	674,747	9,509,300	2,155,985	600,125
2026 YTD Budget Variance	-0.7%	2.3%	26.8%	29.6%
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 January state capital grant reimbursements total \$0 and federal capital grant reimbursements total \$0.

Spokane Transit Operating Expenses⁽¹⁾ - January YTD 2026



Totals:	
2025 YTD Actual	\$ 10,587,351
2026 YTD Actual	\$ 11,426,354
	-4.9% Favorable to Budget
2026 YTD Budget	\$ 12,016,958
2026 Annual Budget	\$ 143,358,181
Fuel:	
2025 YTD Actual	\$ 444,752
2026 YTD Actual	\$ 427,486
	-25.7% Favorable to Budget
2026 YTD Budget	\$ 575,577
2026 Annual Budget	\$ 6,789,899

	Fixed Route	Paratransit	Rideshare	Plaza	Administration	Mobility on Demand
2025 YTD Actual	7,009,444	1,659,523	74,641	275,562	1,568,181	-
2026 YTD Actual	7,645,996	1,709,346	76,377	250,824	1,743,811	-
2026 YTD Budget	7,779,915	1,889,106	107,598	332,844	1,907,495	-
2026 YTD Budget Variance	-1.7%	-9.5%	-29.0%	-24.6%	-8.6%	-
2026 Annual Budget	93,206,005	22,735,842	974,531	3,994,005	21,292,850	954,948

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



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Committee Information
Meeting Date: March 4, 2026
Agenda Item: 7C

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

Purpose: For information.
Recommendation: n/a
Attachments and/or Online Links: February 2026 Sales Tax Revenue

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

February sales tax revenue, which represents sales for December 2025, was:

- 2.5% above 2026 budget
- 2.4% above YTD 2026 budget
- 5.6% above 2025 actual
- 5.5% above YTD 2025 actual

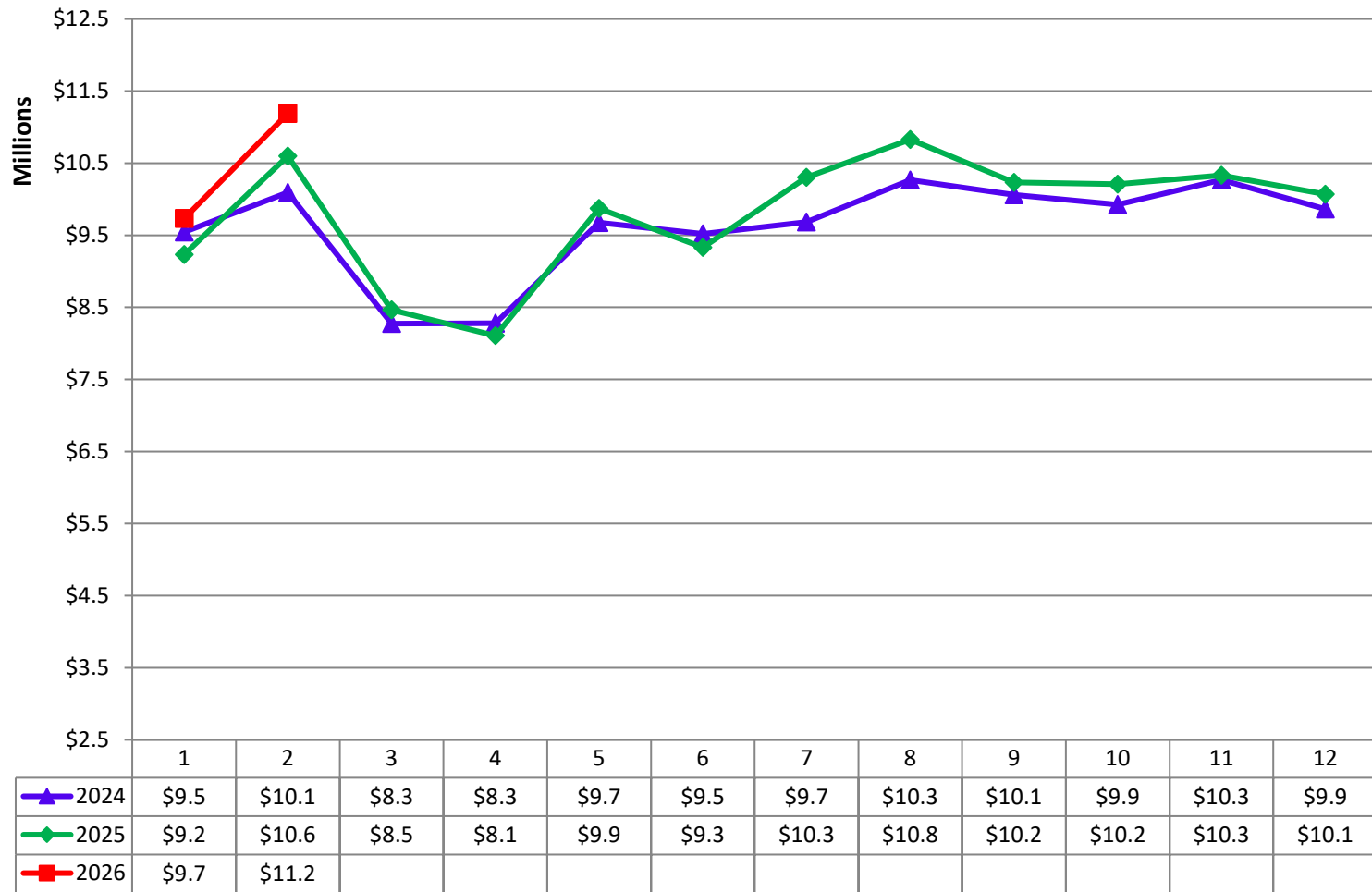
Total taxable sales for December were up 5.3% from December 2024. 2025 YTD sales are up 2.3% compared with December 2024 YTD.

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

- Retail Trade increased by 4.2% or \$27.0M in December 2025 vs December 2024 and is up 2.9% \$193.5M 2025 YTD vs 2024 YTD. Retail categories with the largest variances are as follows:
 - Other Misc. Retailers increased 9.3% or \$105.0M December 2025 YTD over 2024 YTD
 - Automobile Dealers increased 3.8% or \$44.0M December 2025 YTD over 2024 YTD
 - Automotive Parts, Accessories, and Tire Retailers increased 10.7% or \$29.4M December 2025 YTD over 2024 YTD
 - Electronics and Appliance Retailers increased 3.8% or \$15.7M December 2025 YTD over 2024 YTD
 - Grocery and Convenience Retailers increased 3.2% or \$12.6M December 2025 YTD over 2024 YTD
 - Clothing and Clothing Accessories Retailers increased 3.9% or \$10.8M December 2025 YTD over 2024 YTD
 - Other Motor Vehicle Dealers increased 5.3% or \$9.0M December 2025 YTD over 2024 YTD

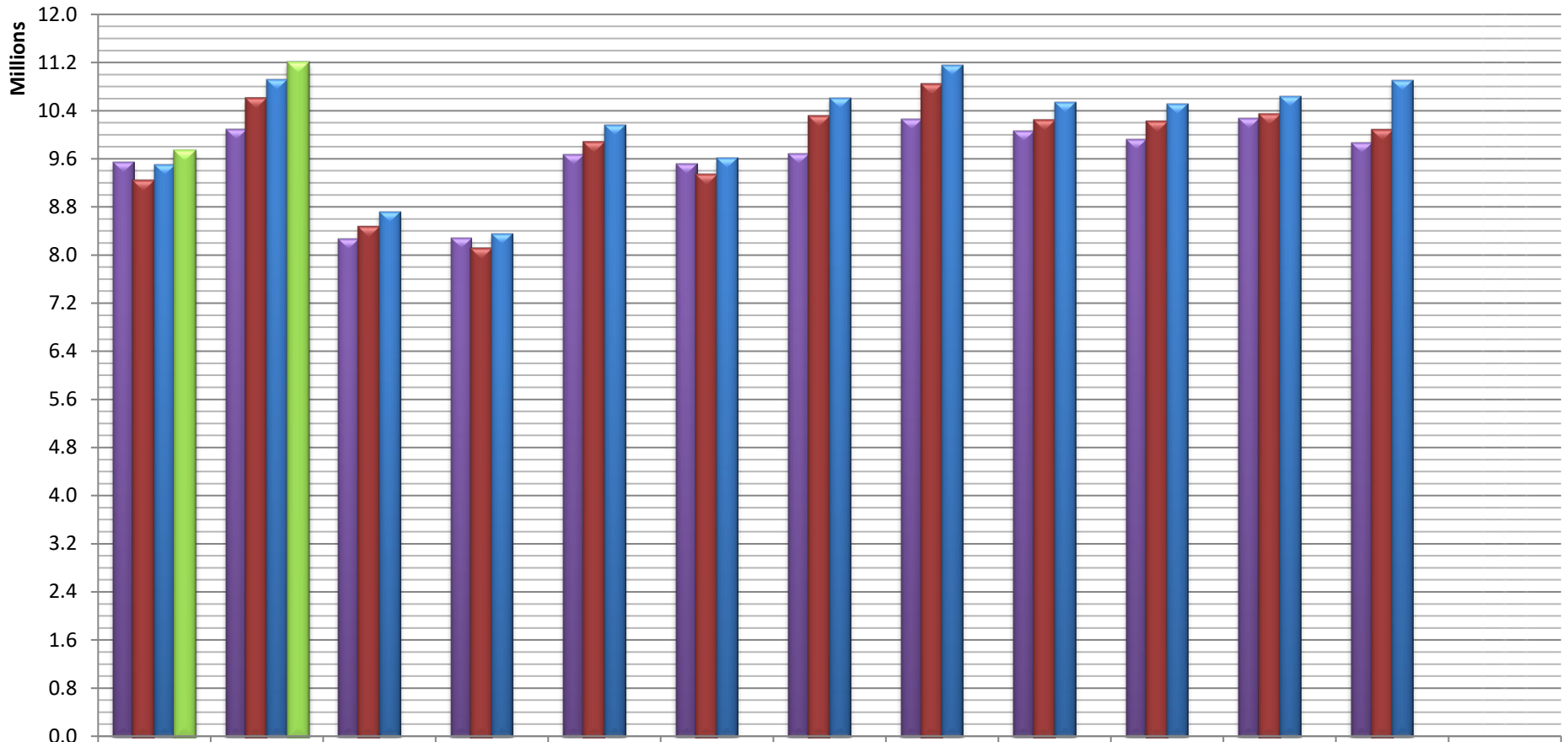
- Jewelry, Luggage, and Leather Goods Retailers increased 9.2% or \$4.4M December 2025 YTD over 2024 YTD
- Gasoline Stations increased 1.7% or \$3.0M December 2025 YTD over 2024 YTD
- Sporting Goods, Hobby, and Musical Instrument Retailers increased 1.2% or \$2.9M December 2025 YTD over 2024 YTD
- Furniture and Home Furnishings Retailers decreased 1.4% or (\$-2.4M) December 2025 YTD over 2024 YTD
- Shoe Retailers decreased 8.6% or (\$-2.7M) December 2025 YTD over 2024 YTD
- Department Stores Retailers decreased 8.7% or (\$-5.3M) December 2025 YTD over 2024 YTD
- Health and Personal Care Retailers decreased 5.6% or (\$-14.3M) December 2025 YTD over 2024 YTD
- Building Material and Supplies Dealers decreased 4.5% or (\$-27.9M) December 2025 YTD over 2024 YTD
- Construction decreased by 1.5% or (\$-2.8M) in December 2025 vs December 2024 and is down 4.9% or (\$-108.9M) 2025 YTD vs 2024 YTD.
- Accommodation and Food Services increased by 1.8% or \$2.1M in December 2025 vs December 2024 and is up by 1.9% or \$27.8M 2025 YTD vs 2024 YTD.

Sales Tax Revenue History-February 2026⁽¹⁾



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

2024 - 2026 SALES TAX RECEIPTS ⁽¹⁾



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024 Actual	9,541,665	10,094,347	8,274,027	8,280,274	9,674,060	9,518,036	9,681,216	10,265,657	10,060,167	9,926,563	10,268,086	9,865,311	115,449,409
2025 Actual	9,232,330	10,597,034	8,464,344	8,105,275	9,870,270	9,328,991	10,301,219	10,828,301	10,232,387	10,208,330	10,329,837	10,070,143	117,568,461
2026 Budget	9,509,300	10,914,945	8,718,274	8,348,433	10,166,378	9,608,861	10,613,190	11,153,150	10,539,359	10,514,580	10,639,732	10,896,436	121,622,638
2026 Actual	9,731,538	11,189,775	-	-	-	-	-	-	-	-	-	-	-
\$ Mo. Var.	499,208	592,741	-	-	-	-	-	-	-	-	-	-	-
% Mo. Var.	5.4%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
\$ YTD Var.	499,208	1,091,949	-	-	-	-	-	-	-	-	-	-	-
% YTD Var.	5.4%	5.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
% YTD Bud. Var.	2.3%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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



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Committee Information
Meeting Date: March 4, 2026
AGENDA ITEM: 7D

Presented To: Performance Monitoring & External Relations Committee
Referral Committee: n/a
Title: MEADOWGLEN LAYOVER PROJECT ORDER UPDATE
Submitted by: Emily S. Poole, Chief Planning & Development Officer
 Nick Hanson, Capital Projects Manager

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

SUMMARY: Spokane Transit partnered with City of Spokane Parks Department for the Meadowglen Park Transit Stop and Comfort Station Project which will replace the existing layover facilities and improve the passenger bus stop and end of line location for Route 23 Maple/Ash. This is a cooperative project with the City’s Meadowglen Park Project, which was advertised for bid on February 11, 2026. Construction is scheduled to begin in July 2026.

BACKGROUND: Spokane Transit leases the use of property on North Indian Trail Road for the end of line and STA provided comfort station for Route 23 Maple/Ash from the City of Spokane. STA staff and the City of Spokane Parks Department identified the opportunity to replace and improve the existing bus stop and operator comfort station as a cooperative project with the new Meadowglen Park on North Indian Trail Road, a project identified in Together Spokane which was successfully funded by voters in November 2025. STA and Parks Department staff have been collaborating on the design of the improvements and comfort station since November 2024.

Improvements include:

- Transit only access lane to the bus stop from North Indian Trail Road
- A newly constructed bathroom facility for STA operators
- ADA accessible bus stop and end of line location

The Meadowglen Park Transit Stop and Comfort Station Project order was finalized on February 12, 2026, and is funded by CIP 896 with a not to exceed value of \$630,270. The existing Development Agreement between STA and the City of Spokane, approved by the Board in 2018, will be utilized to reimburse the Parks Department for project expenditures.



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Committee Information
Meeting Date: March 4, 2026
Agenda Item: 7E

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: For information.
Recommendation: n/a
Attachments and/or Online Links: Staff Report: Opportunity Fare Program Update

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.

A status report regarding implementation of the Opportunity Fare is detailed in the attached staff report.

SPOKANE TRANSIT AUTHORITY

Staff Report: Agenda Item 7E
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) with an outreach event at the Cornerstone Courtyard and The Pearl on Adams Apartments. There were 7 individuals who signed up for Opportunity fare. Since that event, STA has partnered with SHA two more times at two different facilities for an additional 3 enrollments for a total of 10 individuals enrolled through SHA. Staff is working with SHA to explore a different method to engage their clientele.

Open enrollment launched December 1, 2025, with a marketing campaign through STA's digital platforms and social media in addition to print media. Through February 12, 2026, 200 individuals have enrolled in Opportunity (including the 10 through SHA).

Between the closed and open enrollment, 10,389 rides (including transfers) have been taken under the Opportunity fare program, for a total of \$4,176 dollars in fare (against the \$1.14M program cap).

Of Opportunity fare Connect card holders, 69 previously had Connect cards. It is too early to ascertain how much their riding habits might have changed under the new reduced fare program. 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. One hundred and eighty-one customers inquired either directly about Opportunity fare or about fare options in general. Just over 45% of those did not qualify for any reduced fare programs and 16% were already enrolled in reduced fare. Another 24% were ultimately enrolled in another reduced fare program (Honored Rider or Stars and Stripes). Only about 14% were enrolled in Opportunity fare.



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Committee Information
Meeting Date: March 4, 2026
Agenda Item: 7F

Presented To: Performance Monitoring & External Relations Committee
Referral Committee: n/a
Title: CONNECT 2035 FUNDING REQUIREMENTS PUBLIC OUTREACH PLAN UPDATE
Submitted by: Carly Cortright, Chief Communications & Customer Service Officer

Purpose: For information.
Recommendation: n/a
Attachments and/or Online Links: Staff Report: Connect 2035 Funding Requirements Public Outreach Plan Update

SUMMARY: In preparation for a future ballot measure to renew the 0.2% sales tax, Spokane Transit staff has been conducting outreach throughout the PTBA with the following key objectives:

- Review the delivery outcomes of the STA Moving Forward plan delivered in connection with the 2016 ballot proposition.
- Review the initiatives that are incorporated within Connect 2035 and receive impact on plan priorities.
- Inform the public on the sales tax reauthorization requirement and review the implications associated with the timing of the successful ballot measure.

Please see the attached staff report for more information on the outreach and feedback received.

SPOKANE TRANSIT AUTHORITY

Staff Report: Agenda Item 7F

Presented to: Performance Monitoring & External Relations Committee

SUBJECT: CONNECT 2035 FUNDING REQUIREMENTS PUBLIC OUTREACH PLAN UPDATE

Staff have made presentations for the following groups in February:

- Central Valley School Board
- Cheney School District staff
- City of Airway Heights Council
- City of Millwood Council
- City of Spokane Valley Council
- East Valley School Board
- Greater Spokane Progress Transit Equity Workgroup
- Spokane Alliance
- Spokane Valley Chamber of Commerce Government Affairs Committee
- West Plains Chamber of Commerce

Feedback was consistent with what stakeholders shared in prior months with central themes centered around appreciation for the accomplishments made under the *STA Moving Forward* plan, especially around service frequency and expansion (particularly in areas such as the West Plains). Many expressed interest in the zero-fare for youth program and the partnership with Spokane Public Schools. In sharing some of the *Connect 2035* initiatives, there was high engagement with the Mobility On Demand (MOD) pilots, and stakeholders were inquisitive on how that would impact their communities. In terms of the last objective of the outreach, stakeholders did share concern about impacts to service if the sales tax was not renewed and when a future ballot measure might occur. Appreciation was also expressed for STA making the time to present.

An online community survey to seek feedback on elements of the STA Moving Forward plan by geographical region was launched at the end of February and will stay open through mid-March. Additional outreach in March will occur with community-based organizations such as local community centers and advocacy groups to encourage distribution of the survey as well as offer listening session opportunities to any interested stakeholders.



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Committee Information
Meeting Date: March 4, 2026
AGENDA ITEM: 7G

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

Purpose: For information.

Recommendation: n/a

Attachments and/or

Online Links: <https://www.spokanetransit.com/projects/2026-service-revisions/>

SUMMARY: Staff will present the 2026 Service Revisions Final Report which identifies the planned adjustments to the fixed route network for service changes occurring in May and September 2026. The planned 2026 revisions to STA’s Fixed Route network will provide 544,554 annualized revenue hours of service, a 0.83% increase compared to existing conditions. Planned adjustments have been refined and informed by public outreach and stakeholder engagement efforts.

Staff conducted public outreach from November 4, 2025 to January 14, 2026, receiving input from riders and the community, and holding meetings with jurisdictional and key stakeholders that may have a particular interest in affected routes and stops. During this period, a public survey was conducted from November 13, 2025, to December 15, 2025. In total, 647 respondents completed the survey.

Highlights of 2026 Service Revisions Final Report include the following:

- Alter Route 12 to travel on Wall Street inbound between 5th and 6th Avenues
- Extend Route 36 to Hillyard east of US-395 to terminate near Freya Street and Lyons Avenue and disconnect the interline with Route 35

Revisions included in the *2026 Service Revisions Draft for Public Input* deferred to a future date:

- Routing and frequency changes of Route 20 and its interline with Route 33
- Routing changes on Routes 23 and 223

The North Idaho Pilot route will not move forward based on the proposal rejection from the Kootenai County Board of County Commissioners

In line with the original timeline published on November 5, 2025, interim public outreach updates were issued to the PMER Committee on February 4, 2026. Final analysis of route adjustments was presented to the STA Executive Team on February 20, 2026.

The final report can be found at the link above.



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Committee Information
Meeting Date: March 4, 2026
Agenda Item: 8

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

Purpose: For information.
Recommendation: n/a
Attachments and/or Online Links: April 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 April 1, 2026, draft agenda.



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PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, April 1, 2026

1:30 p.m. – 3:00 p.m.

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

DRAFT AGENDA

1. Call to Order and Roll Call (*Chair*)
2. Committee Chair Report
3. Committee Action (*5 minutes*)
 - A. Minutes of February 4, 2026, Committee Meeting - *Corrections/Approval*
 - B. Mobility on Demand Pilot Service Operations: Scope of Work Approval (*Poole*)
4. Committee Action – Recommendation (*20 minutes*)
 - A. Board Action - Consent Agenda
 1. Public Transportation Agency Safety Plan (PTASP) (*Williams*)
 2. Enterprise Asset Management Solution: Award of Contract (*Rapez-Betty*)
 3. Community Van Program Guidelines (*Rapez-Betty*)
 - B. Board Action – Other/Committee Recommendation (*none*)
5. Reports to Committee (*40 minutes*)
 - A. 2025 State Audit Timeline (*Hamud*)
 - B. Customer ELERTS Safety and Security Reporting App Update (*Williams*)
 - C. 2026 Community Engagement Event Update (*Cortright*)
 - D. 2026-2027 Workforce Development Plan (*Williams*)
 - E. Legislative Update (*Cortright/Poole*)
 - F. Smoking Section Update (*Rapez-Betty*)
 - G. Safety & Security Update (*Williams*)
6. CEO Report (Otterstrom) (*10 minutes*)
7. Committee Information (*no discussion/staff available for questions*)
 - A. February 2026 Operating Indicators (*Rapez-Betty*)
 - B. February 2026 Financial Results Summary (*Hamud*)
 - C. March Sale Tax Revenue (*Hamud*)
 - D. May 2026 Service Change (*Poole*)
8. Review April 1, 2026, Meeting Draft Agenda (*5 minutes*)
9. New Business (*5 minutes*)
10. Committee Members’ Expressions (*5 minutes*)
11. Adjourn

Next PMER Committee Meeting: Wednesday, May 6, 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: March 4, 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: March 4, 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.