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

Wednesday, November 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

AGENDA

1. Call to Order and Roll Call *(Chair)*
2. Committee Chair Report
3. Committee Action *(5 minutes)*
   A. Minutes of September 30, 2026, Committee Meeting - *Corrections/Approval*
   B. Citizen Advisory Committee Member Appointment *(Cortright)*
4. Committee Action – Recommendation *(10 minutes)*
   A. Board Action - Consent Agenda
      1. First Transit, Inc. (TransDev) Paratransit Transportation Services Contract Extension *(Rapez-Betty)*
   B. Board Discussion – Other/Committee Recommendation *(none)*
5. Reports to Committee (*40 min*)
   A. Draft 2027 State Legislative Focus and Priorities *(Poole)*
   B. Draft 2027 Performance Monitoring & External Relations Committee Work Program *(Rapez-Betty)*
   C. 2026 Paratransit Survey Results *(Cortright)*
   D. Annual Rideshare Report *(Rapez-Betty)*
   E. Fare Structure Review: Existing Conditions Report *(Hamud)*
6. CEO Report (Otterstrom) (*10 minutes)*
7. Committee Information *(no discussion/staff available for questions)*
   A. September 2026 Operating Indicators *(Rapez-Betty)*
   B. September 2026 Financial Results Summary *(Hamud)*
   C. October 2026 Sales Tax Revenue *(Hamud)*
   D. Third Quarter 2026 Service Planning Input Report *(Poole)*
8. Review December 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, December 2, 2026, at 1:30 p.m.

Virtual Link: **Click here to join the PMER Committee Meeting**
Meeting ID: 261 057 756 795 96 | Call-in Number: 1-509-824-1714
Password: yY7rk3Rr | 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: November 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
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: November 4, 2026
Agenda Item: 3A

Presented To:	Performance Monitoring & External Relations Committee
Referral Committee:	n/a
Title:	MINUTES OF THE SEPTEMBER 30, 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:	September 30, 2026, PMER Meeting Minutes Draft

SUMMARY: Attached are minutes of the September 30, 2026, Performance Monitoring & External Relations Committee meeting for corrections or approval.

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Draft Minutes of September 30, 2026, Meeting (October 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*
Josh Kerns, Spokane County
Michael Cathcart, City of Spokane
Dan Sander, City of Millwood (*Ex-Officio*)
Zack Zappone, City of Spokane
Karl Otterstrom, Chief Executive Officer

**Committee Chairman*

COMMITTEE MEMBERS' ABSENT
Bill Campbell, City of Airway Heights (*Ex-Officio*)

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

PROVIDING LEGAL COUNSEL
Megan Clark, Etter, 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 expressed appreciation for STA's involvement and contribution to the success of the Nike Bob Firman Invitational cross county event which was held at The Course Spokane Valley on September 25-26. The event drew approximately 3,200 high school participants from 10 states and Canada. Comments highlighted the successful operation of the shuttle service and noted that the event appeared to run smoothly and efficiently.
3. COMMITTEE APPROVAL
   A. Minutes of July 1, 2026, Committee Meeting
      Mr. Zappone moved to approve the September 2, 2026, committee meeting minutes. Mr. Hattenburg seconded, and the motion passed unanimously.
4. COMMITTEE ACTION
   A. Board Consent Agenda
      1. Enterprise Asset Management Software & Implementation Services: Award of Contract
         Mr. Rapez-Betty presented the proposed contract award for Enterprise Asset Management Software and Implementation Services. The project will replace existing asset management tools with a comprehensive system to improve asset tracking, maintenance, and operational efficiency.

Mr. Rapez-Betty summarized the procurement process, noting that four responsive bids were received and evaluated. Following software demonstrations and final negotiations, COSOL Americas, Inc. was recommended for contract award. The proposed ten-year contract award with COSOL Americas, Inc. has a total estimated cost of $7.85 million and remains within the approved project budget.

Mr. Zappone moved to approve, by motion, the award of contract for Enterprise Asset Management Software & Implementation Services and authorize the CEO to execute a ten-year contract with COSOL Americas, Inc. for a total estimated cost of $7,845,867.74. Mr. Cathcart seconded, and the motion passed unanimously.

2. Enterprise Asset Management Implementation Advisory & Change Management Support Services: Award of Contract

   Mr. Rapez-Betty presented the proposed contract award for Enterprise Asset Management Implementation Advisory and Change Management Support Services. The contract will provide project oversight, implementation support, and change management services to help ensure the successful deployment of the Enterprise Asset Management system. Mr. Rapez-Betty shared that HDR Engineering, Inc. has supported the project planning effort and brings specialized expertise and continuity to the implementation process. He explained the services to be provided and the benefits for STA. The two-year contract will not exceed $498,049, representing approximately 6% of the combined Enterprise Asset Management project budget.

   Mr. Kerns moved to approve, by motion, the sole source award of contract for Enterprise Asset Management Implementation Advisory & Change Management Support Services and authorize the CEO to execute a contract with HDR Engineering, Inc. for a total estimated cost of $498,049. Mr. Zappone seconded, and the motion passed unanimously.

3. Paratransit & Rideshare Operations Base: Design and Engineering Task Order Approval

   Mr. Rapez-Betty presented the proposed request to approve a task order for design and engineering services for the Paratransit & Rideshare Operations Base project. Coffman Engineers, Inc. was identified as the lead consultant responsible for providing and coordinating the architectural, engineering, and environmental services necessary for project design and permitting. The proposed contract amount is $1,645,416.14, with a request for a 10% contingency to address unforeseen project needs.

   Mr. Zappone moved to recommend the Board approve, by motion, the award of a task order contract with Coffman Engineers, Inc. for design and engineering services for the Paratransit & Rideshare Operations Base project in the amount of $1,645,416.14 and authorize the CEO to apply 10% contingency funds for unforeseen additional requirements or services. Mr. Hattenburg seconded, and the motion passed unanimously.

5. REPORTS TO COMMITTEE

A. 2026 Employee Engagement Survey Results Summary

Ms. Williams introduced Kate Kelly, Manager of Training and Workforce Development, who presented the results of the 2026 Employee Engagement Survey. Ms. Kelly noted that overall job satisfaction remained strong, with 74% of employees reporting they were satisfied or very satisfied in their current role. The presentation highlighted employee strengths, areas for improvement and planned initiatives intended to address areas of concern. Ms. Kelly stated the results indicate that holistically employees are satisfied in their roles and recommend STA as a good place to work.

These results have been shared with managers and leadership at September's leadership meeting on September 15th and will be presented at the All Employee Meetings on October 27th.

Discussion ensued about employee communication, noting that it continues to be an area identified for improvement. Mr. Otterstrom highlighted existing communication tools and noted that future efforts will focus on better understanding employee needs and tailoring communication methods and content to different work groups.

B. Fare Structure Review: Project Scoping

Mr. Hamud presented an overview of STA's fare structure review. The review will evaluate existing fare programs and industry practices, consider potential fare structure revisions, conduct public outreach, and assess financial and equity impacts. He noted that customer feedback, the implementation of STA Connect, and the need to reevaluate programs such as UTAP are key factors driving the review.

Discussion ensued about the goal of creating a more customer-friendly and efficient fare system. There was an emphasis on the importance of public outreach, simplifying existing fare programs and policies, and exploring promotional, event-based, and other fare options that could improve the customer experience and encourage ridership.

C. Citizen Advisory Committee Update

Dr. Cortright provided an update on the activities of the Citizen Advisory Committee (CAC). Since the last report, the CAC received presentations on service changes, performance measures, accessibility requirements, community survey results, major capital projects, and public outreach initiatives. The committee also reviewed applications for CAC membership and recommended candidates for interviews to fill current and upcoming vacancies.

There was discussion focused on creating more opportunities for the CAC to provide feedback and recommendations on agency initiatives, rather than primarily receiving informational updates. Suggested examples included long-range planning efforts and the upcoming fare structure review.

D. Bus Wrap Discussion

Dr. Cortright provided a presentation regarding the use of community-themed bus wraps and the operational, legal, and communications considerations associated with implementing a bus wrap program. She noted that a formal policy would be needed to establish how themes are selected, distinguish agency-sponsored wraps from third-party advertising, and define approval responsibilities. Dr. Cortright also recommended

limiting wraps based on available resources, using partial wraps to maintain visibility from inside vehicles, restricting wrapped buses to no more than 5% of the fixed-route fleet, and requiring wraps to remain in place for at least 12 months.

The Committee discussed the potential use of bus wraps, including opportunities for community engagement, strategic partnerships, public service messaging, and potential revenue generation, while also recognizing operational, branding, legal, and policy considerations. Council Member Zappone expressed support for exploring a limited bus wrap program focused on community partnerships and public benefit messaging. Council Member Sander voiced interest in wraps that promote community organizations and regional events while avoiding unrestricted commercial advertising. Commissioner Kerns expressed opposition to a bus wrap program. Mr. Otterstrom emphasized the need for a clear policy framework and evaluation of potential risks before considering a program, while Deputy Mayor Hattenburg expressed concern about dedicating significant staff resources without stronger Board interest. Council Member Cathcart stated that additional information regarding costs, and program limitations was needed before the item could be considered for Board action.

The Committee reached consensus to have staff return the item to the PMER Committee with additional information, including estimated costs, potential revenue considerations, and a more clearly defined framework governing bus wraps, advertising partnerships, and policy limitations. Following further review, the Committee will determine whether the item should be advanced to the Board for consideration.

6. CEO REPORT
   Due to being short on time, Mr. Otterstrom did not provide a CEO report.

7. DECEMBER 2, 2026 – COMMITTEE MEETING DRAFT AGENDA REVIEW

8. NEW BUSINESS
   Mr. Zappone stated that he will be taking students on a field trip next week and he is having students help organize it. They will be reaching out to customer service to let help them plan.

9. COMMITTEE MEMBERS' EXPRESSIONS

10. ADJOURN
    With no further business to come before the committee, Chair Hattenburg adjourned the meeting at 3:21pm.

The next committee meeting will be held on Wednesday, December 2, 2026, at 1:30 p.m. in person with a virtual Teams joining option.

Respectfully submitted,

Molly Fricano

Molly Fricano
Executive Assistant to the Chief Operations Officer

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

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

Purpose:	For decision.
Recommendation:	Approve, by motion, the appointment of Steven McCray, Zenthia Peterson, Linda Hunter, Margarita Vera, and Jared Aranda to the Citizen Advisory Committee for a first term as outlined in table.
Attachments and/or Online Links:	CITIZEN ADVISORY COMMITTEE MEMBER APPOINTMENT STAFF REPORT

SUMMARY: The Citizen Advisory Committee (CAC) was established in 2004 to represent the interests of the community and assist STA staff and the Board of Directors in making the region proud of its public transportation system. Members serve as conduits of information between the agency and the community by both relaying STA-related information to their networks and by providing input to STA. In 2015, the CAC became a subcommittee to Performance Monitoring & External Relations (PMER) Committee.

Per its charter, the CAC shall be composed of no more than 15 members who are appointed by the PMER Committee. Terms are for three (3) years, and members may serve up to two (2) terms. Staff are bringing forward a recommendation from the CAC for appointments to the CAC to fill current and upcoming vacancies.

Please see attached report for more information.

SPOKANE TRANSIT AUTHORITY

Staff Report: Agenda Item 3B

Presented to: Performance Monitoring & External Relations Committee

SUBJECT: CITIZEN ADVISORY COMMITTEE MEMBER APPOINTMENT STAFF REPORT

Currently, the CAC has eleven members (11) members. There are four (4) vacancies; three (3) of these are unfilled terms and per the CAC charter, appointees are to serve the remainder of that term. As there is very little time left on those terms, staff recommend leaving vacant until 2027. There are also three (3) pending vacancies as members term off at end of December.

Current CAC Roster

Members	Term Ends	First Term Ended
Dan Brown	12/2026	12/2023
Chris Fortensky	12/2026	12/2023
Linda Carroll	12/2026	12/2023
Unfilled	01/2027	
Rhonda Young	01/2027	
Michelle Johnson	03/2027	
Unfilled	05/2027	

Members	Term Ends	First Term Ended
Unfilled	05/2027	
Ben Parrish	11/2027	
Tyler Salyer	11/2027	
Kinzie Michael	03/2028	3/2024
Pablo Monsivais	11/2028	
Connor Williams	12/2028	
Eileen Shurtz	12/2028	

The CAC Chair Dan Brown, CAC members Linda Carroll and Ben Parrish, along with STA staff member Carly Cortright, interviewed six CAC applicants that would add additional representation to the CAC. Following those interviews, the CAC recommended PMER approve the appointment of Steven McCray, Zenthia Peterson, Linda Hunter, Margarita Vera, and Jared Aranda at the October 7, 2026, meeting. It was their recommendation that Steven McCray be appointed to the one truly vacant position with an immediate effective date. They recommended the appointment of Zenthia Peterson, Linda Hunter, and Margarita Vera to start January 1, 2027, following the conclusion of three current member terms. They also recommended the appointment of Jared Aranda with a February 1, 2027, date when that unfilled position becomes truly vacant. This is summarized in Table 1.

Table 1

Members	Term Starts	First Term Ends
Steven McCray	11/4/2026	11/3/2029
Zenthia Peterson	1/1/2027	12/31/2029
Linda Hunter	1/1/2027	12/31/2029
Margarita Vera	1/1/2027	12/31/2029
Jared Aranda	2/1/2027	1/31/2030

Steven McCray works for Pioneer Behavioral Health and is legally blind. He uses STA services regularly and has experience in advocacy work. Zenthia Peterson is a volunteer with Spokane ReImagined and volunteered on the Yes for Buses campaign. She works at Taco Bell and is a daily transit rider. Linda Hunter is a retired Spokane Valley resident who relies on STA Paratransit services. Margarita Vera works at Eastern Washington University and has commuted to Cheney by bus for over 20 years. She was previously a board member with CHAS. Jared Aranda is the Director of Public Finance with NEPDA and uses STA with his family. He is a former compliance officer with Utah Transit Authority.

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Committee Recommendation-Board Consent
Meeting Date: November 2, 2026
Agenda Item: 4A1

Presented To:	Performance Monitoring & External Relations Committee
Referral Committee:	n/a
Title:	FIRST TRANSIT, INC. (TRANSDEV) PARATRANSIT TRANSPORTATION SERVICES CONTRACT EXTENSION
Submitted by:	Brandon Rapez-Betty, Chief Operations Officer

Purpose:	For decision.
Recommendation:	Recommend the Board approve, by motion, a fifteen-month contract extension with First Transit, Inc. (TransDev) for Paratransit Transportation Services and authorize the CEO to execute an amendment to the contract for a total estimated cost of $9,993,350.55.
Attachments and/or Online Links:	FIRST TRANSIT, INC. (TRANSDEV) PARATRANSIT TRANSPORTATION SERVICES CONTRACT EXTENSION STAFF REPORT

SUMMARY: Per STA's Procurement Resolution 842-25, contracts for professional services shall be limited to a period of five years, unless approved by the Board. STA's current contract 2019-10313 with First Transit, Inc. (TransDev) for Paratransit Transportation Services expires on December 31, 2026, and staff are seeking Board approval to extend this contract through March 31, 2028.

The accompanying staff report provides background on the evolution of the need to extend the current agreement, the associated cost of the extension, and the next steps towards continuity of these services.

SPOKANE TRANSIT AUTHORITY

Staff Report: Agenda Item 4A1

Presented to: Performance Monitoring & External Relations Committee

SUBJECT: FIRST TRANSIT, INC. (TRANSDEV) PARATRANSIT TRANSPORTATION SERVICES CONTRACT EXTENSION

STA's long-term business strategy has included using a contracted operating model to provide paratransit service during nights, weekends, and holidays. This approach balances service quality, operational flexibility, and cost effectiveness while complementing STA's direct operation of weekday paratransit service.

As STA's current contract with TransDev approached the end of its term, STA evaluated the long-term costs of continuing to contract for this service versus transitioning all paratransit operations to direct operation. The analysis identified potentially significant savings from bringing the contracted service in-house between 2027 and 2031.

Following a briefing to the Board of Directors, the CEO directed staff to pursue a direct operating model and begin discussions with AFSCME Local 3939 regarding the changes in working conditions necessary to support the transition. While STA and AFSCME engaged in negotiations, the final proposal was not ratified by union membership, preventing implementation of the direct operating model within the timeframe of the existing contract.

In order to provide uninterrupted service, adequate time to conduct a competitive solicitation for these services, and to allow for an appropriate transition period outside of the winter operating season to a potentially new provider, staff are recommending extending the current contract through March 31, 2028. TransDev is able to accommodate this request and has agreed to maintain their current rates through the proposed fifteen-month extension period.

Costs under the current contract, as well as the proposed extension, are comprised of a combination of fixed costs and revenue hour costs. Revenue hour costs are calculated by applying a set revenue hour rate to the associated revenue hours, which may vary based on need. The total estimated cost of the fifteen-month extension is $9,993,350.55 as detailed below:

Variable Hourly Rate Table		
Contract Year	2027	2028 (Partial)
Est. Revenue Hours	79,321	20,028
Revenue Hour Rate	$73.20	$73.20
Annual Hourly Total	$5,806,297.20	$1,466,049.60
Fixed Costs Table		
Contract Year	2027	2028 (Partial
Maintenance Wages & Fringe	$583,431	$145,857.75
Supervisor Wages & Fringe	$433,233	$108,308.25
Administrative Wages & Fringe	$371,635	$92,908.75
Facility Rent, Utilities & Telephone	$214,915	$53,728.75

Technology – DriveCam & Geotab	$45,445	$11,361.25
Depreciation	$4,373	$1,093.25
Start-Up	$0	$0
Miscellaneous Administrative	$59,748	$14,937
Overhead & Profit	$463,303	$115,825.75
Annual Fixed Expense Total	$2,176,803.00	$544,200.75

ANNUAL TOTAL	**$7,983,100.20**	**$2,010,250.35**

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Report to Committee

Meeting Date: November 4, 2026

Agenda Item: 5A

Presented To:	Performance Monitoring & External Relations Committee
Referral Committee:	n/a
Title:	DRAFT 2027 STATE LEGISLATIVE FOCUS AND PRIORITIES
Submitted by:	Emily S. Poole, Chief Planning & Development Officer Carly Cortright, Chief Communications & Customer Service Officer Tara Limon, Principal Transit Planner

Purpose:	Receive report.
Recommendation:	n/a
Attachments and/or Online Links:	Draft 2027 State Legislative Focus and Priorities Table

SUMMARY: Each year the Board of Directors adopts Legislative Priorities to assist with the communication of Spokane Transit interests and priorities to the Legislature. During the session, staff will watch for and analyze legislation that presents opportunities and challenges to Spokane Transit.

A draft list of priorities will be presented at the meeting for feedback prior to the December meeting.

SPOKANE TRANSIT AUTHORITY

Staff Report: Agenda **Item** 5A

Presented to: Performance Monitoring & External Relations Committee

SUBJECT: Draft 2027 State Legislative Focus and Priorities Table

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Spokane Transit Authority (STA) Focus and Priorities for the 2027 Washington State Legislative Session

General Focus: Monitor and provide information to the Washington State Legislature on proposed legislation that may impact STA or jurisdictions in the Spokane region.

Specific Priorities:

- **Preserve public transit investments**
  Maintain current state funding for public transit and associated projects; continue grant funding, including Transit Support and Special Needs grants in Move Ahead Washington legislation
- **Maintain local authority for public transportation**
  Maintain decision making on effective and efficient delivery of transit services at the PTBA level.
- **Safety and Security for Transit Employees and Customers**
  Support policies that strengthen and advance transit employees' and customers' safety and security that are consistent with STA policy and strategy
- **Transit-Oriented Development**
  Support land use policy and investment in high-performance transit corridors that incentivizes and concentrates employment and household growth appropriate to market factors in Spokane County
- **WSDOT Complete Streets Policy Refinement**
  Support refinements to Complete Streets law that integrates public transit access, and transit-priority investments alongside bicycle and pedestrian improvements to advance the Division Street Bus Rapid Transit project.
- **Digital Mirrors**
  Support amendments to Washington law that allow vehicles to use camera-based digital mirror systems in place of required physical mirrors.

Funding Priorities for 2027-2029 biennium

Category	Project/Grant	Requested Re-appropriations (2025-2027 carryover)	2027-2029 Programmed/ Requested Funding	2027-2029 Biennium Total
Existing Project	Division Street BRT/Move Ahead Washington	$9,845,481	$22,507,000	$32,353,481
Existing Project	Argonne Station Park and Ride/Regional Mobility Program	$5,021,081		$5,021,081
Existing Project	On-Route Battery Electric Bus (BEB) Charging Infrastructure/ Green Transportation Grant		$1,806,000	$1,806,000
Recurring	Special Needs (Paratransit) Formula Grant		$8,043,612	$8,043,612
Recurring	Transit Support Grant (Formula)		$16,240,722	$16,240,722
New-Competitive Grant	Wellesley High Performance Transit (HPT) / Regional Mobility Grant		$4,600,000*	$4,600,000*
New-Competitive Grant	Paratransit & Rideshare Operations Base/Bus & Bus Facilities Grant		$6,000,000*	$6,000,000*
New-Competitive Grant	Electric Bus Replacement Project/Green Transportation Grant		$4,077,111*	$4,077,111*
New-Competitive Grant	Electric Non-Revenue Vehicle Purchase/Green Transportation Grant		$364,170*	$364,170*
2027-2029 Biennium Total				$78,506,177

*Amount requested includes 2029-2031 funds.

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Report to Committee
Meeting Date: November 4, 2026
Agenda Item: 5B

Presented To:	Performance Monitoring & External Relations Committee
Referral Committee:	n/a
Title:	DRAFT 2027 PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE WORK PROGRAM
Submitted by:	Brandon Rapez-Betty, Chief Operations Officer

Purpose:	Receive report.
Recommendation:	n/a
Attachments and/or Online Links:	DRAFT 2027 PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE WORK PROGRAM

SUMMARY: As a roadmap for the Performance Monitoring & External Relations Committee members, staff have prepared a work program to outline activities expected to be undertaken in 2027. Staff will review the first draft of the 2027 Work Program for committee discussion.

Items and dates in the work plan are subject to change. New items will be added as needed.

SPOKANE TRANSIT AUTHORITY

Staff Report: Agenda Item 5B

Presented to: Performance Monitoring & External Relations Committee

SUBJECT: DRAFT 2027 PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE WORK PROGRAM

Month	Committee Activities
January 2027	*No PMER Meeting in January*
February 2027	2026 Fixed Route Rider Survey Results Fixed Route Operations Center: 30% Design Approval Training Course: Scope of Work Approval On-Call Geotechnical, Environmental, and Special Inspections: Scope of Work Approval Appointment of Members to Citizen Advisory Committee Evaluate Input, Analyses and Refine Draft Proposal Board Performance Measures Update Introduction
March 2027	2026 Year-End Performance Measures *Draft:* 2028 Performance Measure Workshop/Outline (KPI Project continued) 2026 State Audit Timeline 2026 Unaudited Year-End Financial Report 2027 Service Revision Final Report Review Paratransit & Rideshare Operations Base: 30% Design Approval Opportunity Fare Program Update Review Draft Structure and Schedule (for public hearing) Board Performance Measures Prioritization Workshop
April 2027	Training Course: Award of Contract Recommend Fare Structure Changes to STA Board for Adoption Approve CAC Charter Revisions
May 2027	Fixed Route Operations Center: Scope of Work Approval Fixed Route Operations & Dispatch Software: Scope of Work Approval On-Call Architectural & Engineering Services: Scope of Work Approval 2027 Community Perception Survey Results Summary 2026 Annual Fixed Route Performance Report Board Performance Measures Dashboard Presentation

Month	Committee Activities
June 2027	2027 First Quarter Year-to-Date Performance Measures Plaza Office Renovation: Scope of Work Approval On-Call Geotechnical, Environmental, and Special Inspections: Award of Contract Opportunity Fare Program Update Appointment of Members to Citizen Advisory Committee
July 2027	Public Transportation Agency Safety Plan Paratransit & Rideshare Operations Base: Scope of Work Approval
August 2027	*No Board/Committee Meetings in August*
September 2027	Fixed Route Operations & Dispatch Software: Award of Contract 2026 State Audit Report (potential to be earlier-July) 2027 Second Quarter Year-to-Date Performance Measures Fixed Route Operations Center: Award of Contract On-Call Architectural & Engineering Services: Award of Contract Opportunity Fare Program Update Board Performance Measure Dashboard Report
October 2027	2027 Paratransit Survey Results 2028 Service Revisions Preliminary Proposal
November 2027	Draft 2028 PMER Committee Work Program Appointment of Members to Citizen Advisory Committee Draft 2028 State Legislative Focus and Priorities Opportunity Fare Program Final Report
December 2027	Draft 2028 PMER Committee Work program - Finalize and Approve 2028 Performance Measures 2028 State Legislative Focus and Priorities 2028 Service Revisions Draft Recommendation 2027 Third Quarter Year-to-Date Performance Measures

In addition to Committee activities that have already been slotted into specific months of 2027, there are other upcoming projects that are expected to come before the Performance Monitoring & External Relations Committee next year. They include procurement actions related to the following projects:

- Downtown Charging & Layover Facility
- Draft: During Q3 Performance Measures in 2026, introduce KPI Project Charter
- Passenger Shelters, Parts & Accessories: Scope of Work Approval
- Paratransit Transportation Services: Scope of Work Approval
- West Plains Transit Center Operations Support Facilities

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Report to Committee
Meeting Date: November 4, 2026
Agenda Item: 5C

Presented To:	Performance Monitoring & External Relations Committee
Referral Committee:	n/a
Title:	2026 PARATRANSIT SURVEY RESULTS
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 spokanetransit.com/engagement-surveys

SUMMARY: In August 2026, ETC Institute initiated a customer satisfaction survey for Paratransit customers. Using a list of Paratransit customers provided by STA, ETC Institute randomly selected customers to mail the survey with a goal of completing a sample of 400. Respondents were provided a postage-paid envelope to return the survey, or there was a link to an online option also provided. There were 425 responses to the survey returned.

A summary of the results will be presented at the meeting.

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Report to Committee

Meeting Date: November 4, 2026

Agenda : 5D

Presented To:	Performance Monitoring & External Relations Committee
Referral Committee:	n/a
Title:	ANNUAL RIDESHARE REPORT
Submitted by:	Brandon Rapez-Betty, Chief Operations Officer Greg Garrett, Rideshare Program Manager

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

SUMMARY:

Staff will present an overview of STA's Rideshare program, including its growth, evolution, current operations, and planned modernization efforts.

STA Rideshare has grown significantly since it began in 1983, expanding from just two groups to 94 active rideshare groups today. The program provides shared transportation for commuters and has helped tens of thousands of riders get to work while reducing the number of vehicles on the road. Throughout its history, STA has been an innovator in Washington State, leading the way with initiatives such as rebranding from "Vanpool" to "Rideshare" and implementing new technologies and fare structures that have helped modernize this model of commuter transportation. The program has also introduced online ride management tools and expanded ride-matching services to make participation easier and more accessible.

The program continues to focus on efficiency, safety, and customer service. Recent technology upgrades have improved vehicle tracking and maintenance planning, while partnerships with local governments help support commute reduction efforts and rider incentives. Looking ahead, STA plans to continue modernizing the program with new technology and the gradual introduction of electric vehicles, helping provide a reliable and sustainable transportation option for the region while maintaining its role as a leader in rideshare innovation across Washington.

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Report to Committee
Meeting Date: November 4, 2026
Agenda Item: 5E

Presented To:	Performance Monitoring & External Relations Committee
Referral Committee:	n/a
Title:	FARE STRUCTURE REVIEW: EXISTING CONDITIONS REPORT
Submitted by:	Robert Hamud, Chief Financial Officer

Purpose:	Receive report.
Recommendation:	n/a
Attachments and/or Online Links:	Fare Structure Review: Existing Conditions Report

SUMMARY: The 2026 Action Plan, approved by the Board in December 2025, included initiating a review of fare programs, fare enforcement, and related practices and frameworks, with recommendations anticipated in 2027. The purpose of this effort is to ensure STA fares are easy to understand, provide customers with flexible and accessible payment options that meet diverse needs, and support the long-term financial sustainability of transit service.

Staff introduced the proposed scope and timeline for review to the PMER Committee at the September 30 meeting and sought committee input on the process. Staff have prepared the attached Existing Conditions Report, which provides a comprehensive assessment of STA's current fare structure, fare rates, and customer fare programs, as well as a comparative analysis of select peer transit agencies. In addition to evaluating fare structures and pricing, the analysis examines fare-capping practices, transfer time limits, day pass availability, paid fare zones, weekend discounts programs, and fare enforcement policies. Staff will share key observations and invite insight from Committee members to help inform the evaluation process.

SPOKANE TRANSIT AUTHORITY

Staff Report: Agenda Item 5E

Presented to: Performance Monitoring & External Relations Committee

SUBJECT: Fare Structure Review: Existing Conditions Report

Background

This report is intended to support the evaluation of STA's fare structure and to understand key features relative to peer agencies. The purpose of the Fare Structure Review is to ensure STA fares are easy to understand, provide customers with flexible and accessible payment options that meet diverse needs, and support the long-term financial sustainability of transit services. A foundational understanding of existing conditions and alternative fare structures is imperative in STA's development of a revised and improved fare structure.

STA Current Fare Structure and Framework

Spokane Transit Authority's (STA) Revenue and Fares element included in the *Connect Spokane Comprehensive Plan* establishes a balanced set of policies that address the critical need for funding of public transportation while maintaining affordable and accessible service for the community. These policies represent a framework that recognizes that high-quality transit service depends on a combination of passenger fares, local taxes, grants, and other revenue sources, with each playing an important role in supporting transit operations and long-term financial sustainability. This key framework outlined below summarizes these policies.

Key Framework

- Targets approximately 20% farebox recovery for the standard fare relative to costs per passenger.
- Maintains a balanced funding model using fares, taxes, grants, and other revenues.
- Supports affordable and accessible transit while encouraging ridership growth.
- Utilizes a simple fare structure focused on customer convenience and equity.
- Promotes pre-paid fare technologies and operational efficiencies.
- Supports partnerships and targeted fare programs that expand transportation access.
- Emphasizes fiscal responsibility, stewardship of public funds, and alignment with agency priorities.

This framework ensures that STA can continue providing reliable, equitable, and financially sustainable public transportation services while meeting the mobility needs of the Spokane region.

Current STA Fare Structure

STA's fare structure is built around the Connect fare system as the preferred method for managing customer and institutional accounts. Fixed Route and Paratransit additionally allow for fare payment by cash or tap-to-pay. Connect is the sole payment available for STA Link.

STA's fare structure is summarized in the following tables: Core Offerings, Special Offerings, Group Sales and Partnership Programs, and other Fare Scenarios.

Spokane Transit – Core Fare Offerings

Type	Base Price	Daily Fare Capping	Monthly Fare Capping	Notes
Standard Fare	$2.00	$4.00	$60.00	Applies to both Fixed Route and STA Link
Reduced Fare	$1.00	$1.00	$30.00	Multiple eligibility-based programs: Honored Rider, Stars and Stripes, and Opportunity (pilot program)
Paratransit	$2.00	$4.00	$60.00	Consistent fare for all Paratransit customers and trips
Youth (0-18)	Zero Fare	n/a	n/a	Zero fare for youth ages 13-18 is conditioned on continuation of WA State Transit Support Grant; children under age 6 must be accompanied by an adult, youth, or student
Student	$2.00	$4.00	$48.00	Students aged 19 or older enrolled in educational or training programs, such as vocational training, apprenticeships, or any post-high school courses

Spokane Transit - Special Fare Offerings

Pass Category	Price	Notes
Shuttle Park – weekday parking pass for Arena Lot C	$40.00/month	Parking pass qualifies as valid fare on Routes 11, 27, 28
Seven-Day Pass	$17.00	Available for purchase at STA Plaza Customer Service only

Spokane Transit - Group Sales and Partnership Programs

Purchasing Group	Available Fare Passes & Programs	Fare Discounts
Bulk purchasers (with Connect institutional account)	One ride ($2), day pass ($4), seven-day pass, Shuttle park, 31-day ($60), Paratransit monthly ($60)	No discounts
Employers	Employer Sponsored Bus Pass Program: 31-day passes	$4 discount if partially subsidized; $15 discount if fully covered and monthly pass quantity of 100+
	Right to Ride	Regular fares following fare-capping (monthly only)
Non-profit organizations	Community Access Pass	50% off for one-ride and day passes that are provided at no cost to clients and other individuals
Large institutions engaged in annual contracts with STA	Universal Transit Access Pass (UTAP) program	Per ride charges based on negotiated rates and contractual maximums

Spokane Transit - Other Fare Scenarios

Mode or Scenario	Rates
Rideshare	Varies by travel distance: $60 per month within Spokane County (Zone 1), $80 per month for travel into Stevens Co and Kootenai Co, Idaho (Zone 2) and $100 per month for travel to other outlying counties (Zone 3)
Designated Special Events	Bloomsday, Interstate Fair, Hoopfest: $2.00 daily rate available either in advance or on event and good for any bus service; zero fare for Valleyfest shuttle (no discounts for regular service)

Fare Structure Comparison

Spokane Transit Authority's fare structure aligns closely with many peer transit agencies serving metropolitan areas in North America with similar metro populations and/or total ridership. Where transfers or weekly fare capping are not available, “n/a” is indicated.

Selected North American Transit Agency Fare Attributes

Agency	Base Fare	Transfer Time	Day Pass	Base/Day Multiplier	Monthly Pass/Cap	Day/Month Multiplier	Weekly Capping
Central Ohio Transportation Authority (COTA) (OH)	$2.00	2 hours	$4.50	2.25	$62.00	13.78	None
CTRAN (WA)	$1.50	2.5 hours	$4.25	2.83	$62.00	11.76	None
Lane Transit District (LTD) (OR)	$1.75	n/a	$3.50	2.00	$50.00	16.67	None
Milwaukee County (MCTS)(WI)	$2.75	90 minutes	$8.25	3.00	$99.00	12.00	$33 (4xDay)
OmniTrans (CA)	$2.00	n/a	$6.00	3.00	$60.00	10.00	$20 (3.33xDay)
Rochester-Genesse RTS (NY)	**$1.50	n/a	$3.00	2.00	$56.00	18.67	n/a
RTC of Washoe County (NV)	$2.00	2 hours	$3.00	2.00	$65.00	21.67	n/a
Saskatoon Transit (SK)	$2.37	90 min	$6.94	2.93	$66.43	9.60	n/a
UTA (bus only) (UT)	$2.50	2 hours	$5.00	2.00	$86.88*	17.38*	$20 (4xDay)
Victoria Regional Transit (BC)	$2.19	n/a	$4.38	2.00	$62.05	14.20	n/a
WEGO (TN)	$2.00	2 hours	$4.00	2.00	$65.00	16.25	n/a

*Utah Transit Authority (UTA) does not offer monthly passes or fare capping

The peer agency information, as well as information gathered from additional agencies in North America, Australia and Europe found the following trends:

- Increased use of fare capping to simplify fares and ensure riders receive the best value.
- Expansion of reduced-fare and zero-fare programs targeted toward specific populations.
- Elimination of free-fare zones in central business districts, with some exceptions such as UTA but some free shuttle services offered in limited areas.
- Peer agency base fares generally range from $1.50 to $3.00 per ride, with most monthly pass costs and caps range from approximately $50 to $99.
- Weekly capping and/or weekly passes are less prevalent but are available at three agencies identified in the table. Notably, UTA offers weekly capping in lieu of monthly capping.
- Weekend passes are less prevalent; however, Saskatoon offers a weekend family pass of C$9.50 that allows up to two adults and three children to ride together.
- The average "multiplier" of the cost of a daily pass or cap over a single base fare of the comparative agencies is just over 2.3x the amount.
- The average "multiplier" of the cost of a monthly pass or cap over a day pass or cap averages 14.73X the day pass cost for the comparative agencies.

Growth of Targeted Reduced Fare Programs

Nearly every agency reviewed offers discounted fares to seniors, riders with disabilities, veterans, students, or low-income populations. STA's current discounted and Youth Ride Free programs tend to have a larger reach and offering than other comparable agencies.

Fare Enforcement Approaches Varied Across Agencies

Staff also reviewed fare enforcement practices currently in place at peer agencies.

- Many agencies rely on denial of service rather than fines.
- Several agencies use proof-of-payment inspections on the buses.
- Only a few agencies publicly publish fine schedules for fare violations.
- Lane Transit District (OR) identifies fare evasion as a low-priority issue and places greater emphasis on operator safety.

Conclusion and Next Steps

The fare structure is admittedly complicated and difficult to understand. The review has aided in representing it more clearly, while pointing to opportunities to improve. Next steps in the process include engaging the STA Citizen Advisory Committee (CAC) in conceptual changes. Additionally, the review of peer transit agencies identified several potential policy considerations for further evaluation as part of STA's Fare Structure Review:

- **Evaluate fare cap structure –** Many agencies have implemented daily, and monthly fare caps, while a smaller subset have also included weekly caps (in the case of UTA, in lieu of a monthly cap). Exploring a seven-day cap may have great ridership benefits that could reinforce the value STA already provides with a seven-day pass that is available for purchase at STA Customer Service.
- **More research on sales channels –** More research is needed to understand where certain passes can be purchased at other agencies. For instance, STA only offers day passes for purchase through group sales, directing individual passengers to use the Connect fare system fare capping.
- **Review group sales and partnership programs –** While all group and partnership programs have transitioned to Connect, the transition generally sought to minimize changes to pricing structure and

incentives. There is an opportunity to improve clarity, offerings, and pricing structure, especially for larger institutional partners.

- **Monitor farebox recovery impacts –** Agencies compared demonstrate a wide range of fare recovery outcomes. Not all agencies have robust dedicated tax revenue and reliable state funding to support service operations, necessitating more aggressive farebox recovery. The most direct benefit to STA passengers from higher overall fare revenue is the ability to provide service. The potential financial impacts of any changes should be evaluated prior to finalizing a recommendation.
- **Explore special event fares and weekend fares –** Few agencies identified standing fare reductions for special events or weekend service. This is something that will take more research to explore opportunities, possibly establishing criteria that can be applied by the agency to create a more predictable path for discounting fares for special events or other special service days.

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CEO Report

Meeting Date: November 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: November 2, 2026
Agenda Item: 7A

Presented To:	Performance Monitoring & External Relations Committee
Referral Committee:	n/a
Title:	SEPTEMBER 2026 OPERATING INDICATORS
Submitted by:	Brandon Rapez-Betty, Chief Operations Officer Michael Ketterer, Business & Performance Data Analyst

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

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

SPOKANE TRANSIT AUTHORITY

Staff Report: Agenda Item 7A

Presented to: Performance Monitoring & External Relations Committee

SUBJECT: September 2026 Operating Indicators

There was the same number of weekdays in September 2026 compared to September 2025 (21 vs 21). On-time performance for Fixed Route was 85.8% and Paratransit 89.4%.

FIXED ROUTE

Ridership	September 2026	September 2025	% Change	Year/Year % Change
Total Monthly Ridership	955,402	910,599	4.9%	3.1%
Average Daily Ridership	37,780	36,100	4.7%	2.9%
Adult Ridership	314,342	321,248	-2.1%	-7.4%
CCS Pass Ridership	19,705	26,157	-24.7%	-20.6%
Eagle Pass Ridership	16,620	11,051	50.4%	-4.7%
Youth Ridership	223,001	215,297	3.6%	12.1%
% of Ridership by Youth	23.3%	23.6%	-0.3%	1.8%
Reduced Fare / Paratransit Ridership	115,868	115,048	0.7%	1.7%

Fixed Route ridership experienced a 4.9% increase in September 2026 over September 2025. Ridership continues to trend positively in 2026 over 2025 when evaluating ridership by Passengers Per Revenue Hour (PPH) or by weekday averages. STA provided only 1.8% more revenue hours in September 2026 vs September 2025 (45,220.6 vs 44,411.7). That results in STA moving 21.1 PPH in September 2026, compared to September 2025 at 20.5 PPH. This represents a 3.0% increase in ridership regardless of revenue hours provided. This is further supported by the fact that the average weekday, Saturday and Sunday ridership increased across the board as well.

PARATRANSIT

Ridership	September 2026	September 2025	Month/Month % Change	Year/Year % Change
Combined	36,078	34,065	5.9%	0.4%
Directly Operated	21,063	19,022	10.7%	3.5%
Purchased Transportation	15,015	15,043	-0.2%	-3.2%
SUV	1,425	1,410	1.1%	7.9%

2026 ridership is essentially flat YTD vs. 2025, with directly operated growth offset by purchased transportation declines. Combined YTD trips are up 0.3%, which had previously been negative last month (-0.4%). Directly Operated service had a large increase in ridership in September, up 10.7% compared to the year prior, while Purchased Transportation services essentially remained flat compared to September of last year (-0.2%). On-time performance is slightly down from September of 2025 from 92.9% to 89.4% in September 2026. Productivity is relatively flat from September 2026 compared September 2025 at 2.47 passengers-per-hour (PPH) and 2.549 PPH respectively, for combined services.

SUV ridership grew 1.1% in September 2026 to 2025 and is up YTD at 7.9%.

RIDESHARE

Ridership	September 2026	September 2025	Month to Month %Change	Year to Year %Change
Monthly Customer Trips	10,096	9,942	1.5%	
Year to Date Customer Trips	84,891	79,795		6.4%
Monthly Active Groups	93	88	5.7%	6.8%
Unique Riders	434	400	8.5%	6.4%
Riders per Vehicle	4.67	4.55	2.6%	-0.5%

Group Formations and Folds
The International Academy group closed due to lack of participants. An Airway Heights Correction Center started a new group

Rideshare ridership continues to grow month-to-month and year-to-date primarily as a result of having more vans in service. September 2026 also saw a slightly higher rider per vehicle count (4.67), compared to September 2025 (4.55), further contributing to increased ridership.

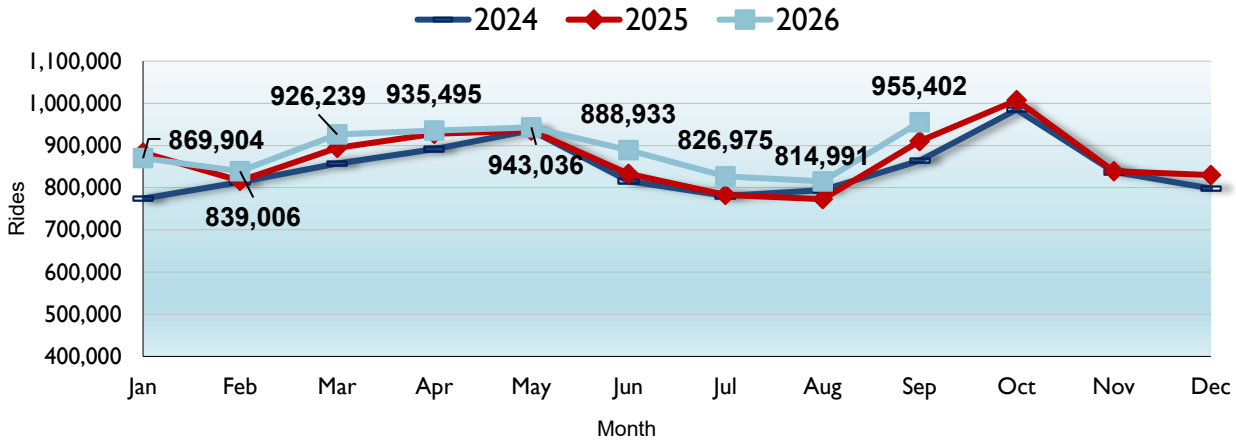
MOBILITY ON DEMAND: LINK

Ridership	9/23-9/27	9/28-10/4	10/5-10/11	10/12-10/18
Latah Valley	3	10	17	15
North Spokane Valley	2	15	13	21

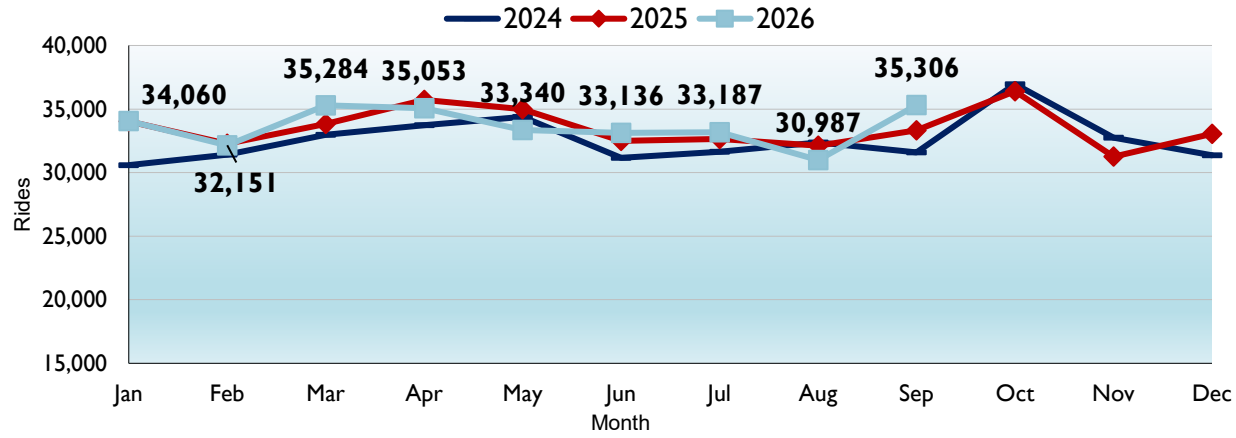
Post launch, STA's Mobility On Demand service, Link, is gaining adoption. Total boardings continue to increase week to week. Unique Riders for the combined services started at 9 for the first full week of reporting and grew to 13 in the last reported week (10/12-10/18). Data trends will be compared one month to the next until sufficient data is available.

On-Time Performance for the entire service from 9/23 till 10/18 is 98.9%.

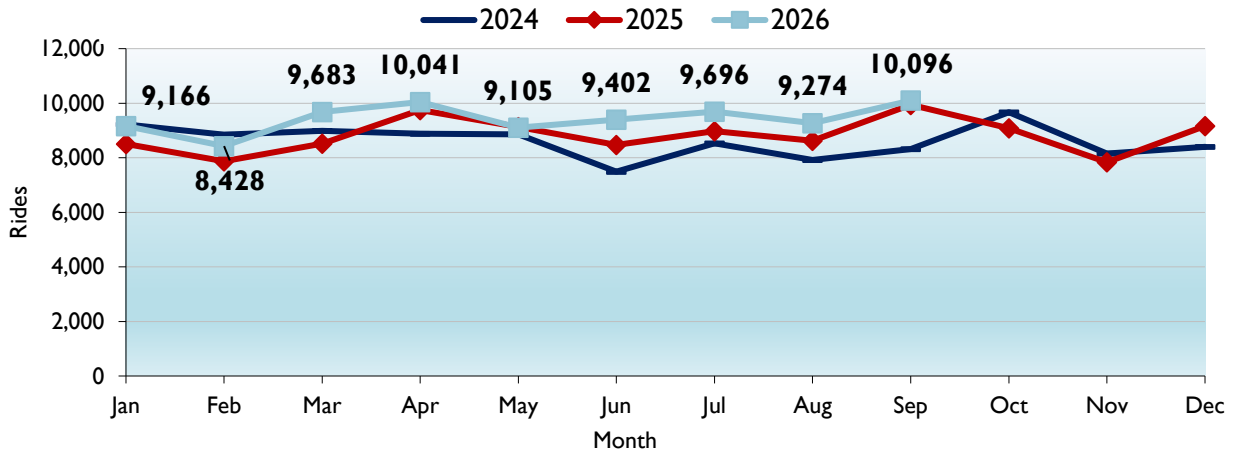
FIXED ROUTE RIDERSHIP



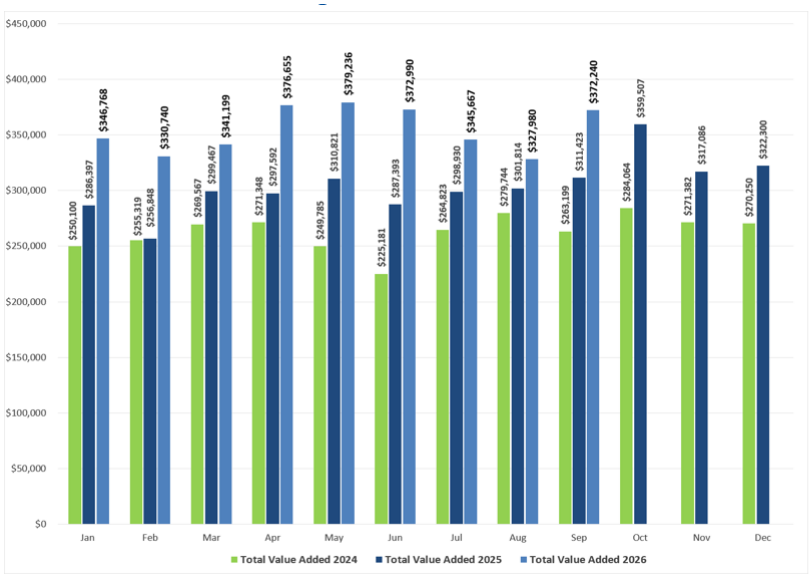
PARATRANSIT RIDERSHIP



RIDESHARE RIDERSHIP

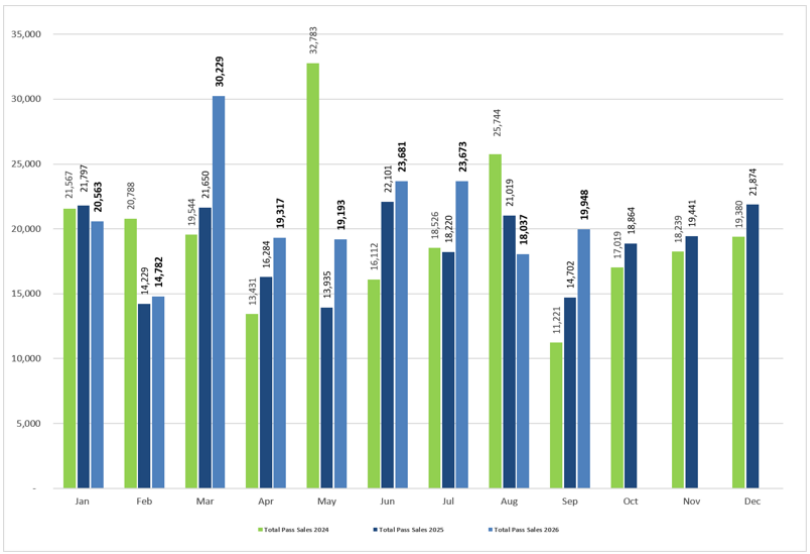


MONTHLY VALUE ADDED TO CONNECT CARDS



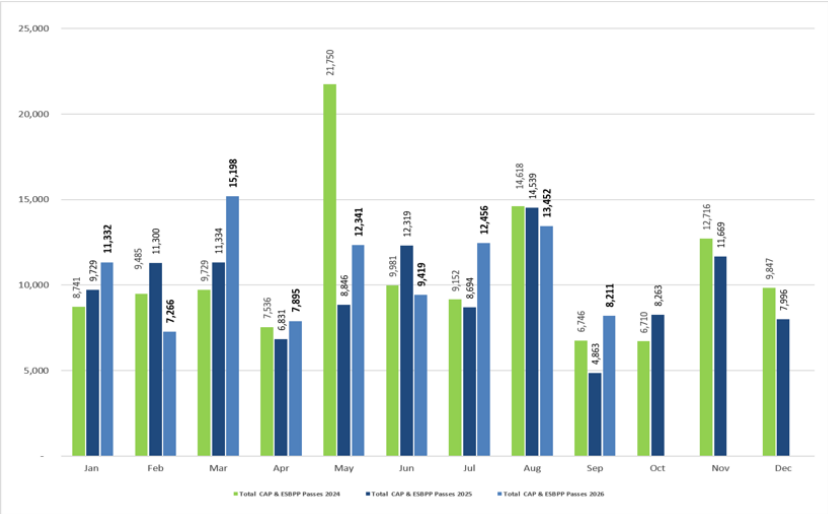
	2024 YTD	2025 YTD	2026 YTD	YTD % Change
Autoload	$ 132,320	$ 149,638	$ 129,079	-13.7%
Call Center	$ 68,144	$ 61,885	$ 82,513	33.3%
Customer Service Terminal	$ 564,095	$ 546,503	$ 513,280	-6.1%
Customer Website	$ 187,758	$ 200,822	$ 188,275	-6.2%
Mobile Ticketing	$ 996,817	$ 1,048,170	$ 1,039,486	-0.8%
Institutional Website	$ 184,185	$ 272,871	$ 729,833	167.5%
Open Payments	$ 160,532	$ 336,248	$ 472,518	40.5%
Retail	$ 35,215	$ 34,549	$ 38,488	11.4%
Total	**$ 2,329,065**	**$ 2,650,686**	**$ 3,193,473**	**20.5%**

MONTHLY PASSES SOLD ON THE CONNECT SYSTEM



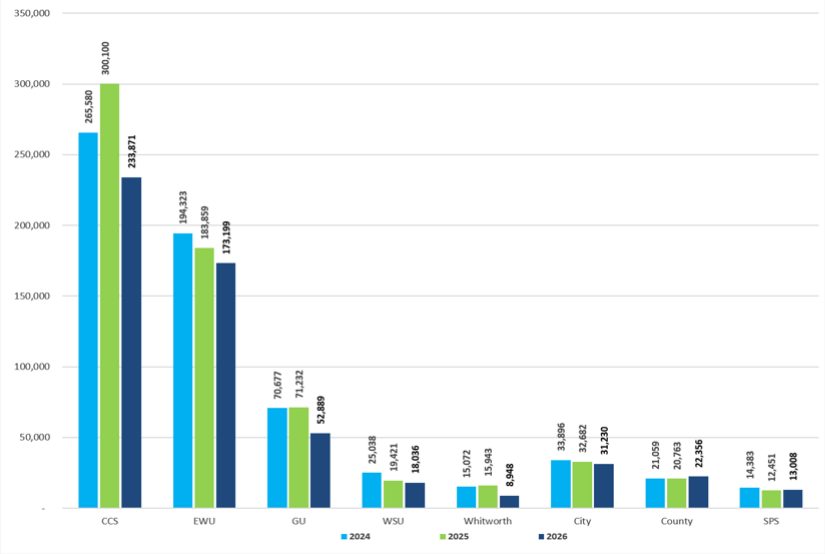
	2024 YTD	2025 YTD	2026 YTD	YTD % Change
1-Ride	61,101	55,239	72,048	30.4%
7-Day	3,275	3,821	4,018	5.2%
Day Pass	103,481	93,236	102,180	9.6%
Stars & Stripes/ Honored Rider	445	350	267	-23.7%
Opportunity Monthly			11	100.0%
Paratransit Monthly	347	273	274	0.4%
Shuttle Park	1,047	697	705	1.1%
31-Day Rolling	10,020	10,321	9,920	-3.9%
Total	**179,716**	**163,937**	**189,423**	**15.5%**

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



	2024 YTD	2025 YTD	2026 YTD	YTD % Change
1-Ride CAP	31,778	29,785	31,668	6.3%
Day Pass CAP	62,039	54,813	62,393	13.8%
Employer Sponsored Bus Pass	3,921	3,857	3,509	-9.0%
Total	**97,738**	**88,455**	**97,570**	**10.3%**

SEPTEMBER YTD UTAP RIDES



	2024 YTD	2025 YTD	2026 YTD	YTD % Change
CCS	265,580	300,100	233,871	-22.1%
EWU	194,323	183,859	173,199	-5.8%
GU	70,677	71,232	52,889	-25.8%
WSU	25,038	19,421	18,036	-7.1%
Whitworth	15,072	15,943	8,948	-43.9%
City	33,896	32,682	31,230	-4.4%
County	21,059	20,763	22,356	7.7%
Spokane Public Schools	14,383	12,451	13,008	4.5%
Total	**640,028**	**656,451**	**553,537**	**-15.7%**

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

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

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

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

Revenue

Overall, September year-to-date revenue is 5.0% ($6.2M) higher than budget impacted by the following:

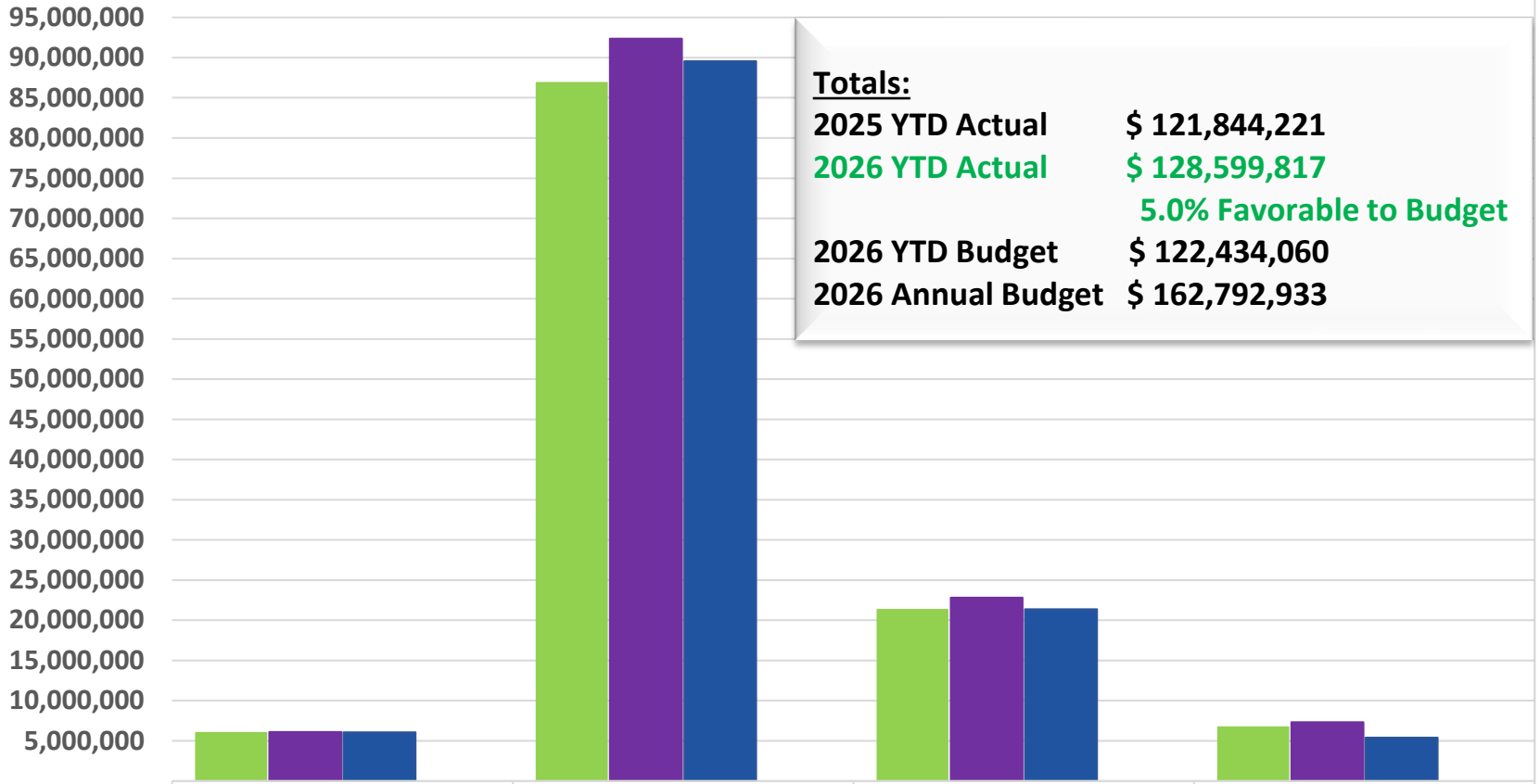
- Fares & Other Transit Revenue is 0.6% higher than budget
- Sales Tax Revenue is 3.1% higher than budget
- Federal & State Grant Revenue is 6.6% higher than budget
- Miscellaneous Revenue is 35.7% higher than budget

Operating Expenses

Overall, September year-to-date operating expenses are 4.5% ($4.9M) lower than budget influenced by the timing of payments as follows:

- Fixed Route is 1.5% lower than budget
- Paratransit is 7.5% lower than budget
- Rideshare is 0.8% lower than budget
- Plaza is 24.6% lower than budget
- Administration is 7.0% lower than budget
- Mobility on Demand is 100.0% lower than budget

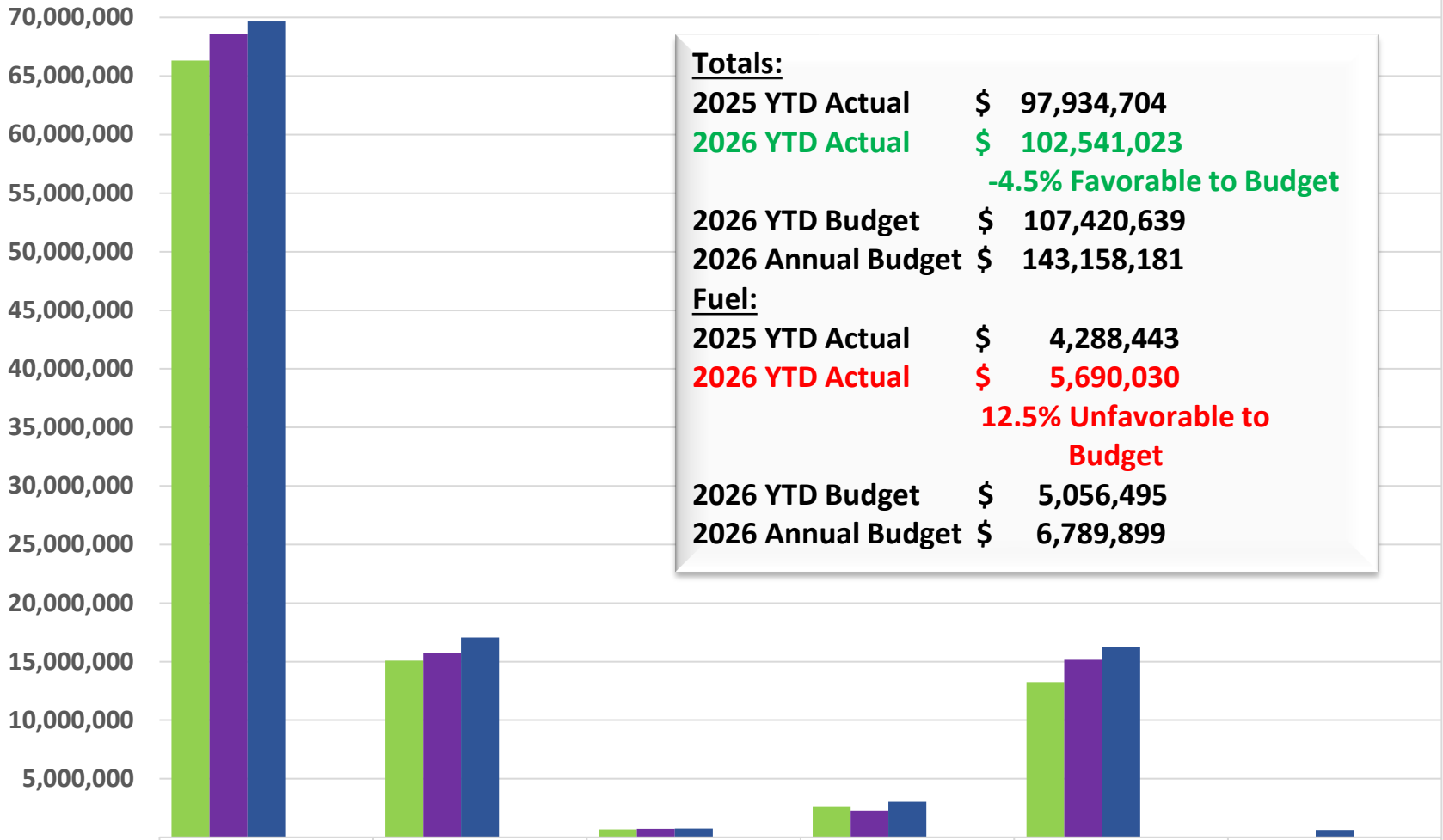
Spokane Transit Revenues [1] - September YTD 2026



	Fares & Other Transit Revenue	Sales Tax	Federal & State Grants (2)	Miscellaneous
2025 YTD Actual	6,085,927	86,960,151	21,430,194	6,807,949
2026 YTD Actual	6,106,195	92,355,173	22,808,075	7,330,374
2026 YTD Budget	6,072,727	89,571,890	21,388,315	5,401,128
2026 YTD Budget Variance	0.6%	3.1%	6.6%	35.7%
2026 Annual Budget	8,096,969	121,622,638	25,871,822	7,201,504

(1) Above amounts exclude grants used for capital projects. Year-to-date September state capital grant reimbursements total $7,040,497 and federal capital grant reimbursements total $1,144,993.

Spokane Transit Operating Expenses[(1)] - September YTD 2026



Totals:

2025 YTD Actual	$	97,934,704
2026 YTD Actual	$	102,541,023
		-4.5% Favorable to Budget
2026 YTD Budget	$	107,420,639
2026 Annual Budget	$	143,158,181

Fuel:

2025 YTD Actual	$	4,288,443
2026 YTD Actual	$	5,690,030
		12.5% Unfavorable to Budget
2026 YTD Budget	$	5,056,495
2026 Annual Budget	$	6,789,899

	Fixed Route	Paratransit	Rideshare	Plaza	Administration	Mobility on Demand
2025 YTD Actual	66,322,275	15,082,960	684,567	2,595,927	13,248,975	-
2026 YTD Actual	68,581,131	15,773,777	739,090	2,289,741	15,157,284	-
2026 YTD Budget	69,653,948	17,058,205	745,287	3,034,782	16,291,785	636,632
2026 YTD Budget Variance	-1.5%	-7.5%	-0.8%	-24.6%	-7.0%	-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 $34,857,912 and Cooperative/TOD projects of $0 for year-to-date September 2026.

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

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

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

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

SPOKANE TRANSIT AUTHORITY

Staff Report: **Agenda Item** 7C

Presented to: **Performance Monitoring & External Relations Committee**

SUBJECT: OCTOBER 2026 SALES TAX REVENUE

SUMMARY

October sales tax revenue, which represents sales for August 2026, was:

- 5.0% above 2026 budget
- 3.3% above YTD 2026 budget
- 8.2% above 2025 actual
- 6.4% above YTD 2025 actual

Total taxable sales for August were up 10.3% from August 2025. 2026 YTD sales are up 6.8% compared to 2025 YTD.

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

- Retail Trade increased by 0.8% or $4.5M in August 2026 vs August 2025 and is up 2.9% or $129.9M 2026 YTD vs 2025 YTD. Retail categories with the largest variances are as follows:
    - Other Misc. Retailers increased 7.6% or $59.0M August 2026 YTD over 2025 YTD
    - Warehouse Clubs, Supercenters and Other General Merchandise Retailers increased 4.1% or $25.3M August 2026 YTD over 2025
    - Building Material and Supplies Dealers increased 2.8% or $11.4M August 2026 YTD over 2025 YTD
    - Used Merchandise Retailers increased 41.8% or $10.6M August 2026 YTD over 2025 YTD
    - Beer, Wine, and Liquor Retailers increased 55.5% or $10.4M August 2026 YTD over 2025 YTD
    - Electronics and Appliance Retailers increased 2.9% or $8.2M August 2026 YTD over 2025 YTD
    - Lawn and Garden Equipment and Supplies Retailers increased 26.2% or $7.3M August 2026 YTD over 2025 YTD
    - Clothing and Clothing Accessories Retailers increased 4.0% or $7.0M August 2026 YTD over 2025 YTD
    - Sporting Goods, Hobby, and Musical Instrument Retailers increased 3.3% or $5.3M August 2026 YTD over 2025 YTD
    - Furniture and Home Furnishings Retailers increased 4.7% or $5.2M August 2026 YTD over 2025 YTD
    - Jewelry, Luggage, and Leather Goods Retailers increased 13.1% or $3.9M August 2026 YTD over 2025 YTD
    - Gas Stations decreased -1.1% or ($-1.4M) August 2026 YTD over 2025 YTD
    - Grocery and Convenience Retailers decreased -0.6% or ($-1.6M) August 2026 YTD over 2025 YTD

    - Automotive Parts, Accessories, and Tire Retailers decreased -2.7% or ($-5.2M) August 2026 YTD over 2025 YTD
    - Automobile Dealers decreased -2.7% or ($-21.8M) August 2026 YTD over 2025 YTD
- Construction increased by 21.5% or $37.8M in August 2026 vs August 2025 and is up 6.6% or $89.9M 2026 YTD vs 2025 YTD
- Accommodation and Food Services increased by 3.4% or $4.2M in August 2026 vs August 2025 and is up 0.7% or $6.7M 2026 YTD vs 2025 YTD

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Committee Information
Meeting Date: November 4, 2026
Agenda Item: 7D

Presented To:	Performance Monitoring & External Relations Committee
Referral Committee:	n/a
Title:	THIRD QUARTER 2026 SERVICE PLANNING INPUT REPORT
Submitted by:	Emily S. Poole, Chief Planning & Development Officer Drew Redman, Associate Transit Planner

Purpose:	For information.
Recommendation:	n/a
Attachments and/or Online Links:	3rd Quarter 2026 Service Planning Input Report

SUMMARY: A total of thirty-six comments and feedback related to fixed route service and stops were received by the Planning & Development Division during the third quarter of 2026. Of the comments received, nine were related to existing service, twelve were requests for new service, and fifteen were related to bus stops. The comments are summarized in the accompanying staff report.

BACKGROUND: The Planning & Development Division receives comments from external sources and itemizes each comment to follow up, and document feedback used for emerging opportunities for future service changes. These comments are obtained from a variety of sources since customer engagement cannot be a one-size-fits-all approach. Division staff obtain feedback from customers at public meetings, forwarded from the Customer Service Department, phone calls, letters, emails, voice messages, emails from STA Questions (STA's website comment portal), and feedback from coach operators and supervisors. In particular, the Service Development Team within the Division responds to every comment received when valid contact information is provided. Comments may also be discussed with the internal Service Improvement Committee.

The purpose of this summary is to inform the Performance Monitoring & External Relations Committee of the feedback received by the Planning & Development Division in the third quarter of 2026. It should be noted that this feedback summary applies only to division-related activities which include, but are not limited to, existing and potential bus service and/or feedback related to specific bus stops.

SPOKANE TRANSIT AUTHORITY

Staff Report: Agenda Item 7D

Presented to: Performance Monitoring & External Relations Committee

SUBJECT: Third Quarter 2026 Service Planning Input Report

EXISTING SERVICE REQUESTS
One request for earlier service on Route 95 Mid-Valley. *Staff are analyzing potential adjustments for January 2027 service changes.*
One comment regarding on-time performance of Route 771 Mirabeau Express. *No contact information was provided. Staff reviewed Route 771 and found no issues with on-time performance.*
One comment regarding the turning maneuver for Route 247 Lincoln Park/Ferris at the intersection of South Perry Street and East 17th Avenue. *Staff are evaluating bus turning movements and curb modification options with upcoming City of Spokane projects.*
One request for early morning and late evening service on Route 7 Valley/Airport, including 30-minute frequency on weeknights and weekends. *Staff responded that the request would be taken into consideration for future planning efforts. The September 2026 service change increased frequency to 30 minutes for 12 hours on Saturdays.*
One request for improved transfers from Route 4 Monroe/Regal to Route 21 West Broadway at the STA Plaza. *Staff explained the need to limit dwell time at the STA Plaza and suggested alternate route options.*
One request for Route 663 EWU VTC Express evening service. *Unlike travel to EWU in the morning peak, ridership demand to the Valley Transit Center is more dispersed. Route 6 Cheney and Route 66 EWU combine to provide 15-minute afternoon frequency, with afternoon express buses available from downtown Spokane to the Valley Transit Center.*
One comment regarding equal frequency of all routes. *Frequency of service is informed by ridership demand and service design policies in Connect Spokane.*
One request for larger capacity buses on Route 28 Nevada on weekday mornings and afternoons. *Staff responded that the request would be taken into consideration for future planning efforts.*
One request for increased frequency on Route 23 Maple/Ash during the morning and afternoon peaks. *Staff responded that the request would be taken into consideration for future planning efforts.*

ADDITIONAL SERVICE COMMENTS
One request for service near South Grove Road and West Hallett Road. *Staff responded that the request would be taken into consideration for future planning efforts.*
One request for service to Vinegar Flats. *Staff provided information about the new STA Link service launching in the area with the Latah Valley zone in this fall.*
One request for service to Latah Valley. *Staff attempted to contact the customer to provide information about STA Link with no response.*
One request for direct service from the South Hill to Spokane International Airport. *Staff responded that the request would be taken into consideration for future planning efforts and that the Spokane International Airport is connected to the South Hill via one transfer in Downtown Spokane.*
One request for service to North Fancher Road and East Broadway Avenue. *Staff responded that the request would be taken into consideration for future planning efforts.*
One request for information regarding impacts of Wellesley High Performance Transit (HPT) on business access at East Wellesley Avenue and North Division Street. *Staff responded that access to this business location will not be impacted by the new station planned for Wellesley Avenue and North Division Street.*
One request for information regarding planned service to Coeur D'Alene, Idaho. *Staff informed the customer that an agreement with Kootenai County was not reached to provide service to Kootenai County, Idaho.*
One request for service to Green Bluff, Washington. *Staff informed the customer that Green Bluff, WA is not within the Public Transportation Benefit Area.*
One request for service to Five Mile Prairie. *Staff responded that the request would be taken into consideration for future planning efforts.*
One request for service to Chewelah, Deer Park, and Loon Lake, Washington. *Staff informed the customer that Chewelah, Deer Park, and Loon Lake, Washington are not within the Public Transportation Benefit Area. Alternate public transportation options were provided.*
One request for service to Seven Mile. *Staff responded that the request would be taken into consideration for future planning efforts.*
One request for service to East Hastings Road and North Perry Street. *Staff responded that the request would be taken into consideration for future planning efforts and provided information about Division Bus Rapid Transit planned for the area.*

BUS STOP COMMENTS
One request for a bench at a bus stop located at North Pines Road and Sprague Avenue southbound. (This location does not correspond to a bus stop in the STA network) *Staff requested clarifying information about the desired location, with no response.*
One request for a trash bin at the bus stop at North Addison Street and East Longfellow Avenue. *This bus stop has an average of 3 weekday boardings. Staff explained that trash bins are prioritized at bus stops where ridership meets 10 or more average boardings per weekday. Staff noted that photo documentation of a consistent littering problem could be provided to warrant the installation and servicing of trash bins. Photo evidence has not been submitted.*
One request for a trash bin at the bus stop at North Ash Street and West Glass Avenue. *This bus stop has an average of 10 weekday boardings. Trash bins are prioritized at bus stops where ridership meets 10 or more average boardings per weekday. A trash bin has been installed.*
One request for increased visibility of bus stops at North Newport Highway and East Holland Avenue and at East Trent Avenue and North Bessie Road, and for seating and shelters at all bus stops. *The North Newport Highway and East Holland bus stop has an average of 31 weekday boardings and the East Trent Avenue and North Bessie Road bus stop has an average of 8 weekday boardings. Both of these locations have shelters and benches; the sheltered stop at North Newport Highway and East Holland Avenue has associated lighting. Staff encouraged the customer to improve visibility with clothing, a personal light, and to be close to the curb as the bus approaches. Staff explained that shelters with benches are prioritized at bus stops where ridership meets 25 or more average weekday boardings.*
One request for a bench at the bus stop on East Wellesley Avenue and North Pittsburg Street. *This bus stop has an average of 94 weekday boardings. Benches are recommended at bus stops where ridership meets 10 or more average boardings per weekday. This location is planned to have station-level amenities with Wellesley HPT implementation, including a bench, shelter, trash bin, real-time signage, and lighting. No contact information for the requestor was provided.*
One request to replace the shelter at the Spokane Tribe Resort and Casino. *This bus stop has an average of 121 weekday boardings. Staff informed the customer that the shelter at this location is not an STA resource and recommended contacting the Resort and Casino directly.*
One request to relocate the bus stop at Barker Road and East Mission Avenue. *This location is approximately 60 feet from the crosswalk and was the only permittable location by the authority having jurisdiction. No contact information was provided to respond to the customer.*

BUS STOP COMMENTS
One request for a trash bin at the bus stop at East 8th Avenue and South Carnahan Road. *This bus stop has an average of 2 weekday boardings. Staff explained that trash bins are prioritized at bus stops where ridership meets 10 or more average boardings per weekday. Staff noted that photo documentation of a consistent littering problem could be provided to warrant the installation and servicing of a trash bin. Photo evidence has not been submitted.*
One request for an additional bus stop on Route 1 City Line at North Cincinnati Street and East Spokane Falls Boulevard. *Staff informed the customer that there is a City Line stop within 800 feet at North Cincinnati Street and East Springfield Avenue.*
One request for a crosswalk at the bus stop on West Francis Avenue and North A Street. *Staff directed the customer to the appropriate jurisdiction for crosswalk requests.*
Two requests to retain the use of the bus stop at North 6th Street and Elm Street in Cheney. *Staff explained stop spacing guidelines of ¼ to ½ mile for improved reliability and on-time performance while investing in ADA improvements and passenger amenities. The customers were directed to use the nearest bus stop on North 6th Street and Ash Street, which consolidated adjacent bus stops for ¼ mile stop spacing, and is scheduled for HPT platform construction in Fall 2026.*
One request for a trash bin at the bus stop at South Craig Road and West 12th Avenue in Airway Heights. *This bus stop has an average of 1 weekday boarding. Staff explained that trash bins are prioritized at bus stops where ridership meets 10 or more average boardings per weekday. Staff noted that photo documentation of a consistent littering problem could be provided to warrant the installation and servicing of a trash bin. Photo evidence has not been submitted.*
One request to relocate the bus stop at North Division Street and West Price Avenue. *Staff explained that this bus stop is approximately 100 feet from the crosswalk which allows for safe vehicular and pedestrian traffic operations.*
One request for a bench at North Dakota Street and East Jay Avenue. *This bus stop has an average of 68 weekday boardings. Benches are recommended at bus stops where ridership meets 10 or more average boardings per weekday* and *shelters, which also include a bench, are prioritized at bus stops where ridership meets 25 or more average weekday boardings. The request will be taken into consideration for future planning efforts. No contact information was provided to respond to the customer.*

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

Presented To:	Performance Monitoring & External Relations Committee
Referral Committee:	n/a
Title:	PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE DECEMBER 2, 2026, DRAFT AGENDA REVIEW
Submitted by:	STA Staff

Purpose:	For information.
Recommendation:	n/a
Attachments and/or Online Links:	December 2, 2026, Performance Monitoring & External Relations Committee Draft Agenda

SUMMARY: At this time, members of the Performance Monitoring & External Relations Committee will have an opportunity to review and discuss the items to be included on the December 2, 2026, draft agenda.

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PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, December 2, 2026
1:30 p.m. – 3:00 p.m.

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

DRAFT AGENDA

1. Call to Order and Roll Call *(Chair)*
2. Committee Chair Report
3. Committee Action *(10 minutes)*
   A. Minutes of November 4, 2026, Committee Meeting - *Corrections/Approval*
   B. 2027 PMER Committee Work Program: Finalize and Approve *(Rapez-Betty)*
4. Committee Action – Recommendation *(25 minutes)*
   A. Board Action - Consent Agenda
      1. 2027 Performance Measures *(Rapez-Betty)*
      2. Community Themed Bus Wrap and Advertising Policy *(Cortright)*
   B. Board Discussion – Other/Committee Recommendation *(5 minutes)*
      1. 2027 State Legislative Focus and Priorities Approval *(Poole)*
      2. 2028 Fleet Expansion Advanced Procurement *(Rapez-Betty)*
5. Reports to Committee (*30 min*)
   A. 2026 Third Quarter Year-to-Date Performance *Measures (Rapez-Betty)*
   B. Opportunity Fare Program Update *(Cortright)*
   C. September 2027 Service Revisions Draft Report for Public Input *(Poole)*
6. CEO Report (Otterstrom) (*10 minutes)*
7. Committee Information *(no discussion/staff available for questions)*
   A. October 2026 Operating Indicators *(Rapez-Betty)*
   B. October 2026 Financial Results Summary *(Hamud)*
   C. November 2026 Sales Tax Revenue *(Hamud)*
   D. 2027 Service Revisions: Preliminary Proposal Outreach Update *(Poole)*
   E. January 2027 Service Changes *(Poole)*
   F. Opportunity Fare Program Update *(Cortright)*
8. Review December 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, February 3, 2027, at 1:30 p.m. (No January meeting)

Virtual Link: **INSERT LINK HERE**
Meeting ID: 261 057 756 795 96 | Call-in Number: 1-509-824-1714
Password: yY7rk3Rr | 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: November 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: November 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.