

Spokane Transit Authority
1230 West Boone Avenue
Spokane, WA 99201-2686
(509) 325-6000

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, June 5, 2024

1:30 p.m. – 3:00 p.m.

STA 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
2. Committee Chair Report (5 minutes)
3. Committee Action (5 minutes)
 - A. Minutes of the May 1, 2024, Committee Meeting -- *Corrections/Approval*
4. Committee Action (20 minutes)
 - A. Board Consent Agenda
 1. 2024 Equal Employment Opportunity Plan (*Williams*)
 2. Spokane Public Schools Transit Infrastructure Construction Reimbursement Agreement (*Otterstrom*)
 - B. Board Discussion Agenda (none)
5. Reports to Committee (30 minutes)
 - A. 2024 First Quarter Year-to-Date Performance Measures (*Rapez-Betty*)
 - B. 2023 Fixed Route System Performance Report (*Otterstrom*)
 - C. 2023 Fixed Route Ridership Adjustments (*Otterstrom*)
6. CEO Report (*E. Susan Meyer*) (15 minutes)
7. Committee Information (no discussion/staff available for questions)
 - A. April 2024 Operating Indicators (*Rapez-Betty*)
 - B. April 2024 Financial Results Summary (*Johnston*)
 - C. May 2024 Sales Tax Revenue (*Johnston*)
8. Review July 10, 2024, Meeting Agenda (5 minutes)
9. New Business (5 minutes)
10. Committee Members' Expressions (5 minutes)
11. Adjourn

Next Committee Meeting: Wednesday, July 10, 2024, at 1:30 p.m. in person.

Optional Virtual Link: [Join Here](#)

Password:

Members: 2024

Guests: 0624

Call-in Number:

1-408-418-9388

Event #: 2495 018 6116

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.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

June 5, 2024

AGENDA ITEM 3A : MINUTES OF THE MAY 1, 2024, PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING – CORRECTIONS OR APPROVAL

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Molly Fricano, Executive Assistant

SUMMARY: Attached are minutes of the May 1, 2024, Performance Monitoring & External Relations Committee meeting for corrections or approval.

RECOMMENDATION TO COMMITTEE: Corrections or approval.

Spokane Transit Authority
1230 West Boone Ave.
Spokane, WA 99201

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Minutes of the May 1, 2024, Meeting
STA Northside Conference Room
1230 W Boone Avenue, Spokane, WA

In person meeting with optional virtual link

COMMITTEE MEMBERS PRESENT

Josh Kerns, Spokane County *
Tim Hattenburg, City of Spokane Valley
Paul Dillon, City of Spokane
Hank Bynaker, City of Airway Heights (*Ex-Officio*)
Lance Speirs, City of Medical Lake (*Ex-Officio*)
E. Susan Meyer, CEO (*Ex-Officio*)

COMMITTEE MEMBERS ABSENT

Betsy Wilkerson, City of Spokane

STAFF PRESENT

Brandon Rapez-Betty, Chief Operations Officer
Karl Otterstrom, Chief Planning and Development Officer
Monique Liard, Chief Financial Officer
Nancy Williams, Chief Human Resources Officer
Carly Cortright, Chief Communications and Customer Service Officer
Molly Fricano, Executive Assistant to the COO

PROVIDING LEGAL COUNSEL

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

STAFF MEMBERS ABSENT

**Committee Chairman*

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1. **CALL TO ORDER AND ROLL CALL**
Chair Kerns called the meeting to order at 1:30 p.m. and roll call was conducted.
 2. **COMMITTEE CHAIR REPORT**
Chair Kerns had no report at this time.
 3. **COMMITTEE APPROVAL**
 - A. **Minutes of the March 27, 2024, Committee Meeting (April Meeting)**
Mr. Hattenburg moved to approve the March 27, 2024, committee meeting minutes. Mr. Kerns seconded, and the motion passed unanimously.
 - B. **Appointment of Members to Citizen Advisory Committee**
Dr. Cortright provided background on the Citizen Advisory Committee (CAC), and the member evaluation process that took place. She advised the CAC requested approval of the nomination of Ms. Julie Corpuz and Mr. Jackson Deese. Dr. Cortright shared the qualifications of both candidates. Mr. Dan Brown, CAC Chair, spoke in support of the candidates.
Mr. Hattenburg moved to recommend the appointment of Julie Corpuz and Jackson Deese to the Citizen Advisory Committee, for a first term of three years, commencing June 1, 2024. Mr. Kerns seconded, and the motion passed unanimously.

4. COMMITTEE ACTION

A. Board Consent Agenda

1. Plaza Facility Engineering Services - Award of Contract

Mr. Rapez-Betty provided background on the current Plaza Facility Engineering Services contract which expires June 30, 2024. He explained during the evaluation process, one responsive proposal was received, and Black Realty Management, Inc., was determined to be a qualified and cost-effective firm. The five-year contract has an estimated cost of \$2,804,641.

Mr. Hattenburg moved to recommend the Board authorize the CEO to negotiate a five-year contract with Black Realty Management, Inc. for Plaza Facilities Engineering Services for an estimated total value of \$2,804,641. Mr. Kerns seconded, and the motion passed unanimously.

2. Mirabeau Transit Center Improvements - Award of Contract

Mr. Otterstrom provided background on the Mirabeau Point Park & Ride project and presented a site overview with proposed improvements and building/platform designs. He discussed the procurement process timeline, contractor bids, project budget summary, and the anticipated construction timeline.

Mr. Hattenburg moved to recommend the Board approve the award of contract for Mirabeau Transit Center Improvements to Cameron-Reilly, LLC for \$4,190,500, and allow the CEO to apply 15% contingency funds, as necessary. Mr. Kerns seconded, and the motion passed unanimously.

3. City of Spokane Valley Master Design and Construction Agreement

Mr. Otterstrom provided background on the Master Design and Construction Agreement with the City of Spokane Valley and explained it will set the framework for future project orders. He presented Project Order #1, which is the Sprague Avenue accessible crossing improvement, and Project Order #2 for the Sprague HPT Bus Stop Improvement.

Mr. Hattenburg moved to recommend the Board approve the CEO to execute the Master Design and Construction Agreement with the City of Spokane Valley, along with Project Orders #1 and #2 for specific improvements to the pedestrian crossing and bus stop on Sprague Avenue as incorporated into the City's Sprague Avenue Stormwater project. Mr. Kerns seconded, and the motion passed unanimously.

B. Board Discussion Agenda (none)

5. REPORTS TO COMMITTEE

A. Community Access Pass (CAP) Program Survey Results

Dr. Cortright provided background on the twenty-two question Community Access Pass (CAP) survey emailed to all active CAP program participants on February 21, 2024, and explained twenty out of fifty-one agencies responded which is a response rate of 39%. She presented a general overview of the results, and noted overall feedback was positive about the program and the information corresponded to trends in the data regarding pass utilization.

B. 2023 Fixed Route Rider Survey Results

Dr. Cortright presented the 2023 Fixed Route Rider Survey results which was conducted in October 2023 by ETC Institute. The survey aimed to collect feedback from riders regarding their perceptions of the services provided by STA. Dr. Cortright explained for the first time since the pandemic the survey was conducted in person on the bus. There was also the option of using a QR code to take the survey virtually. Overall, positive results showed 82% of respondents were satisfied or very satisfied with Spokane Transit bus service, and five areas of Customer Service ranked as excellent or good by most respondents, which included Security.

6. CEO REPORT

- Ms. Meyer reported the April 2024 voter-approved sales tax revenue collected on February 2024 sales against a budget of \$7,893,772. The actual receipts were \$8,280,274 which is 4.9% over budget with a variance totaling \$386,502. Year-to-date is 2.3% above budget and totaling approximately \$0.8M.
- Ms. Meyer discussed the shuttle services STA is providing for Bloomsday and identified the pick-up locations available to participants. This is also the first weekend of the fare promotion for Expo '74, including free fares on all routes weekends between May 4 and July 4, as well as fifty-cent fares on weekdays on Route 11. The STA Communications team created a promotional video to share on all social media platforms. The STA Finance Department will refund Bloomsday registrants who pre-paid for a bus ticket.

STA has been preparing for Bloomsday and will have a sufficient number of bus drivers, Paratransit van operators, maintenance staff, Facilities & Grounds staff, supervisors, and security to ensure a good experience for all participants.

- Ms. Meyer stated she attended the APTA Mobility Conference in Portland along with Mayor Grover, Council Member Speirs, Karl Otterstrom, Delana Combs, and Bryan Mulrooney. Attendees met with representatives from the Federal Transit Administration and discussed City Line results and project savings. Also discussed was Division BRT project, which is in the project development phase. STA is in line for funding for this project. Council Member Speirs added FTA was impressed with STA for being good stewards of finances.
- Ms. Meyer discussed the Zero-Emission Transition Board workshop on Friday, May 3, 2024, at CenterPlace in Spokane Valley. Staff will share analysis that has been conducted and there will be discussion about STA's fleet transition to zero-emission vehicles. Staff will follow up with Board members after the meeting to confirm attendance.

7. JUNE 5, 2024 – COMMITTEE MEETING DRAFT AGENDA REVIEW

8. NEW BUSINESS

There was no new business at this time.

9. COMMITTEE MEMBERS' EXPRESSIONS

There were no committee members' expressions at this time.

10. ADJOURN

With no further business to come before the committee, Chair Kerns adjourned the meeting at 2:41 p.m.

The next committee meeting will be held on Wednesday, June 5, 2024, at 1:30 p.m. in person with a WebEx option.

Respectfully submitted,

Molly Fricano

Molly Fricano

Executive Assistant to the Chief Operations Officer

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

June 5, 2024

AGENDA ITEM 4A1 : 2024 EQUAL EMPLOYMENT OPPORTUNITY PROGRAM

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Nancy Williams, Chief Human Resources Officer

SUMMARY: The Federal Transit Administration (FTA) requires entities with 100 or more transit-related employees who receive capital or operating assistance in excess of \$1 million, or, requests or receives planning assistance in excess of \$250,000, in the previous federal fiscal year implement all of the Equal Employment Opportunity (EEO) Program elements and submit an EEO Program to the FTA every four years.

The EEO Program requirements include the following program elements: Statement of Policy, Dissemination, Designation of Personnel Responsibility, Utilization Analysis, Goals and Timetables, Assessment of Employment Practices, Monitoring and Reporting.

Staff will present the 2024 EEO Program.

RECOMMENDATION TO COMMITTEE: Review and recommend the Board adopt the 2024 Equal Employment Opportunity Program.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

June 5, 2024

AGENDA ITEM 4A2 : SPOKANE PUBLIC SCHOOLS TRANSIT INFRASTRUCTURE CONSTRUCTION REIMBURSEMENT AGREEMENT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Planning & Development Officer
Dan Wells, Deputy Director for Capital Development

SUMMARY: Staff presented at the March 21, 2024, STA Board meeting and received preliminary concurrence of planned transit improvements to the PFD-owned parking lot by Spokane Public Schools and authorized the CEO to communicate the Board's intent to reimburse SPS for transit related improvements not to exceed \$350,000. Staff are now seeking committee recommendation and board authorization for CEO execution of the interlocal agreement with Spokane Public Schools for reimbursement for transit related infrastructure costs in support of the Route 11 Downtown/North Bank Shuttle.

BACKGROUND: Since the late 1960s, STA and its predecessors have operated a variety of parking shuttles connecting downtown to surface parking lots adjacent to Boone Avenue. In the 1990s a formal bus stop with shelters, a passenger information kiosk and a bus pullout that accommodated multiple buses, was constructed, and put into service on Boone Avenue between Howard and Washington streets. Meanwhile, use of the parking lot was integrated into a monthly parking program to provide a combined monthly parking and shuttle bus pass through a partnership with the Spokane Public Facilities District (PFD) and Downtown Spokane Partnership (DSP). The routing and branding have evolved over time. Service is provided by Route 11 Downtown/North Bank Shuttle, and the monthly parking and shuttle pass is known as Shuttle Park.

In 2021, plans for a new football stadium for Spokane Public Schools (SPS) were being finalized. The new stadium would be built atop the parking lot, disrupting the existing service and customer parking, and eliminating the bus pullout and stop. In July 2021, STA began coordination efforts with the PFD and SPS. It was recognized early on that the replacement of the bus stops, like the parking lot, would be the responsibility of SPS to construct, while the PFD had already agreed to pursue a replacement site on the north side of Boone Avenue immediately to the west of Howard Street. Since that time, STA has been actively engaged with SPS and PFD on the replacement site design and construction, with the site plan incorporating the replacement of the bus stop on Howard Street.

In late 2021, the STA Board of Directors approved a list of Near-Term Investments through [Resolution No. 790-21](#), which included investing in Route 11's service span as well as infrastructure. Infrastructure investments were to include enhancements to the replacement bus stop on Howard Street as well as an operator restroom to support layover activities at all-day service operations. SPS expressed a willingness to incorporate these enhancements into their construction project, understanding there would be costs

to be reimbursed by STA. Through the Near-Term Investments and subsequent updates to the board-adopted Capital Improvement Program, STA has set aside \$1.246 million for new bus stops and layover infrastructure for Route 11 (CIP Project #951). Reimbursement to SPS will be funded by the capital project budget.

On Monday, March 11, 2024, SPS provided the cost estimates for additive work to be carried out by SPS's contractor, Garco Construction, that are specific to STA. These total \$238,000 before sales tax. Other reimbursable expenses will include design work for STA-related site improvements. Accounting for these expenses, sales tax and contingency, final reimbursement may range from \$300,000 and \$350,000.

On Thursday, March 21, the STA Board provided preliminary concurrence of the planned transit improvements and authorized the CEO to communicate the Board's intent to reimburse SPS for transit-related infrastructure costs not to exceed \$350,000. This reimbursement agreement will fulfill the board's previous good faith commitment and act as the mechanism for reimbursement to SPS for costs incurred related to construction of the transit improvements.

RECOMMENDATION TO COMMITTEE: Review and recommend the Board authorize, by motion, the CEO to execute the Spokane Public Schools Transit Infrastructure Construction Reimbursement Agreement with a not to exceed value of \$350,000.

SPOKANE PUBLIC SCHOOLS TRANSIT INFRASTRUCTURE CONSTRUCTION REIMBURSEMENT AGREEMENT

This Collaborative Agreement (“Agreement”) is entered into by and between Spokane Public Schools, legally referenced as Spokane School District No. 81 (“SPS”) and the Spokane Transit Authority (“STA”) a Public Transportation Benefit Area acting pursuant to Chapter 36.57A RCW; each individually a “Party” and jointly referred to as “Parties”.

WHEREAS, the Interlocal Cooperation Act, as amended, and codified in Chapter 39.34 RCW authorizes and provides for interlocal cooperation between governmental agencies such as SPS and STA;

WHEREAS, SPS constructed the new ONE Spokane Stadium (“Stadium”) in downtown Spokane, which is situated on N. Washington Street and W. Boone Avenue;

WHEREAS, with the addition of the Stadium and other event buildings located near the Stadium, it was determined by SPS and the Spokane Public Facilities District that more parking would be necessary, which required the relocation of STA’s existing shuttle lot to Parcel No. 35185.5001, which is owned by the Spokane Public Facilities District;

WHEREAS, the Spokane Public Facilities District (SPFD) purchased property to replace parking as a result of construction of the Stadium on a SPFD parking lot, the construction of which was addressed in the Stadium Development Agreement between SPS and the SPFD dated May, 2021;

WHEREAS, Parcel No. 35185.5001 (hereafter the “Comfort Station Lot”) was developed by SPS for the purpose of additional parking for the patrons of the Stadium and other event buildings located near the Stadium; and

WHEREAS, in the development of the Comfort Station Lot, STA has requested changes and additions to the Comfort Station Lot for the purpose of constructing a comfort station and related amenities as set forth in Exhibit A, as well as a 160’ bus layover, including all related infrastructure for standard and high performance transit bus stops (collectively hereinafter the “STA Comfort Station”).

NOW, THEREFORE, the Parties agree as follows:

1. **PURPOSE:** The purpose of this agreement is to set forth each party’s obligations in the construction and development of STA’s Comfort Station.
2. **ADMINISTRATION:** No new or separate legal or administrative entity is created to administer the provisions of this Agreement. This Agreement shall be jointly administered by STA and SPS.
3. **SCOPE OF AGREEMENT.**
 - a. As this is considered part of the Downtown Stadium Project, SPS will use its GC/CM contractor awarded the Downtown Stadium Project to complete the development of the Comfort Station Lot.

- b. STA agrees to pay SPS directly for all costs associated with STA's requested changes and additions as provided for on Exhibit A in an amount not to exceed \$350,000.00. SPS shall remit payment directly to the GC/CM contractor for all costs associated with the project.
- c. SPS will submit invoices for reimbursement to STA for all costs associated with the STA Comfort Station and will provide documentation to STA to support such invoice(s). STA agrees to make payment within 30 days of receipt of such invoice.
- d. The Comfort Station shall be owned exclusively by STA.
- e. Project Managers: The parties listed below are the designated Project Managers on this project and will communicate as necessary until project completion.

SPS: Greg Forsyth
gregoryf@spokaneschools.org
509-354-5771

STA: Karl Otterstrom
kotterstrom@spokanetransit.com
509-325-6089

- 4. DURATION: This Agreement shall commence as of the date this Agreement is fully executed and shall remain in force until the completion of the Comfort Station and all obligations for payment have been met, unless otherwise terminated.
- 5. TERMINATION: Neither Party may terminate this Agreement without the written concurrence of the other Party. Any termination of this Agreement shall not prejudice any rights or obligations accrued to the Parties prior to termination.
- 6. LIABILITY. Each party will be responsible for its own negligence. Neither party assumes responsibility to the other party for the consequences of any act or omission of any person, firm or corporation not a party to this Agreement. Each party shall hold harmless and indemnify the other from and against any claim, demand, or judgment arising out of their actions under this Agreement.
- 7. INSURANCE. Each party will maintain, at all times, liability insurance to cover all actions by its employees or agents.
- 8. DISPUTE RESOLUTION. In the event that a dispute shall arise regarding the terms, conditions, or breach of this Agreement, the Parties shall, as a condition precedent to taking any action, mediate the dispute using the services of a mutually agreed upon independent mediator. Each party will equally share in the expenses of the mediator and the facility for the mediation. Each party will otherwise pay its own fees, costs, or expenses.
- 9. ASSIGNMENT. Neither party may assign this Agreement without the written consent by the other party.
- 10. AMENDMENT. Amendment of this Agreement may be made only by written agreement of the parties. Such amendments or modifications shall not be binding unless they are signed by persons authorized to bind each of the Parties.
- 11. SEVERABILITY. If any provision of this Agreement is determined to be invalid under any applicable statute or rule of law, it is to that extent to be deemed omitted and the balance of the Agreement shall remain enforceable.

12. WAIVER OF BREACH/DEFAULT. No waiver of any breach of any term of this Agreement shall be construed, nor shall be, a waiver of any other breach of this Agreement. No waiver shall be binding unless it is in writing and signed by the party waiving the breach.
13. INTEGRATION/MODIFICATION. This Agreement constitutes the entire and exclusive agreement between the parties regarding this matter and no deviations from its terms shall be allowed unless a formal, written, mutual agreement occurs between the parties.
14. APPLICABLE LAW: This Agreement shall be construed under the law of the State of Washington. Any legal action or proceeding must be brought in Spokane County Superior Court.
15. NOTICES. All notices or other communications given shall be addressed to the Parties at the address set forth below:

SPS

Cindy Coleman
 Chief Finance and Business Services Officer
 200 N. Bernard Street
 Spokane, WA 99201

STA

E. Susan Meyer
 Chief Executive Officer
 1230 W. Boone Avenue
 Spokane, WA 99201

Spokane School District No. 81

Spokane Transit Authority

 By: Cindy Coleman
 Title: Chief Finance & Business Services
 Officer

 By: E. Susan Meyer
 Title: Chief Executive Officer

Date: _____

Date: _____

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

June 5, 2024

AGENDA ITEM 5A : 2024 FIRST QUARTER YEAR-TO-DATE PERFORMANCE MEASURES

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: The complete report has been posted to the STA website:

[2024 First Quarter Year-to-Date Performance Measures](#)

The following is a summary of significant measures that are of particular interest, or the committee has provided guidance for staff to highlight on a routine basis.

Ensure Safety

Preventable Accident Rate

- At 0.18, Fixed Route was higher than STA's goal of 0.08 preventable accidents per 10,000 miles. STA performed below goal due to:
 - Higher percentage of new operators
 - Increase of accidents in garages due to a higher vehicle count
 - Regional growth and more traffic
- At 0.06, Paratransit exceeded STA's goal of 0.10 preventable accidents per 10,000 miles.

Earn and Retain the Community's Trust

Ridership

- Fixed Route 2024 first quarter year-to-date ridership was up 14.8% compared to our ridership in 2023. Fixed Route provided 2,444,109 rides in 2024 vs. 2,129,076 in 2023. The ridership goal for Fixed Route in 2024 is 28% higher than 2023 (approximately 9.2M trips).
- Paratransit 2024 first quarter year-to-date ridership was up 7.4% compared to our ridership in 2023. Paratransit provided 94,897 rides in 2024 vs. 88,436 in 2023. The ridership goal for Paratransit in 2023 is 19.9% higher than 2022 (approximately 143,184 trips).
- Rideshare 2024 first quarter year-to-date ridership was up 10.7% compared to our ridership in 2023. Rideshare provided 27,054 rides in 2024 vs. 24,431 in 2023. The ridership goal for Rideshare in 2023 stayed the same as 2022 (approximately 119,792 trips).

Passengers per Revenue Hour (PPRH)

- Fixed Route PPRH was 18.6 The goal was to transport 15 or more passengers.
- Paratransit PPRH was 2.38. The goal was to transport 2.4 or more passengers.

Provide Excellent Customer Service

On-Time Performance: Fixed Route

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

- Fixed Route on-time performance was 94%, above STA's goal of 93%.

On-Time Performance: Paratransit

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

- Paratransit on-time performance was 95.2%, above STA's goal of 93%.

Operator Ride Checks

- There were 116 out of 341 ride checks completed for Fixed Route.
- There were 6 out of 60 ride checks completed for Paratransit.

Exemplify Financial Stewardship

Cost per Passenger

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

- Fixed Route cost per passenger was \$15.09. This was 43.4% of the urban systems' average.
- Paratransit cost per passenger was \$59.57. This was 62.1% of the urban systems' average.

Cost Recovery from User Fees (Farebox Recovery)

- Fixed Route farebox recovery was 8.53%, below the goal of 20%.
- Paratransit farebox recovery was 2.83%, below the goal of 5%.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

June 5, 2024

AGENDA ITEM 5B: 2023 FIXED ROUTE SYSTEM PERFORMANCE REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Planning & Development Officer
Emily Poole, Principal Transit Planner

SUMMARY: Staff will provide an overview of the 2023 Fixed Route System Performance Report which is available online at the following link:

<https://www.spokanetransit.com/about-sta/projects-plans/#documents>

BACKGROUND: For Spokane Transit to ensure the reliability, consistency, and proper development of its transit services, it must continually evaluate and understand the strengths and weaknesses of the products offered. Annex 1.4 of the adopted *Connect Spokane: A Comprehensive Plan for Public Transportation* calls for an annual report on the performance of each route based on established performance standards. This year marks the fifteenth year in which staff have prepared the annual Fixed Route System Performance Report to inform the public, and Board of Directors of the performance of each route and the various route facilities.

The report includes:

- An overview of 2023 ridership, which saw the greatest year-over-year increase in STA's history
- Individual route performance against three (3) established standards: Ridership, Equivalent Energy Consumption, and Fares
- Performance improvement concepts for routes not meeting standards
- Route indicators (length, capacity, revenue hours, revenue miles, etc.)
- Average daily ridership by stop
- Summary of 2023 passenger facilities and operational improvements
- Park and ride and bike locker utilization
- Universal Transit Access Pass (UTAP) rates
- Route profile sheets

Additionally, STA is providing digital downloads at the link above for geographic layers that depict routes and stops and stop-level ridership data. Making these resources available to the public enhances the usability of the report and the community's understanding of STA's Fixed Route system.

RECOMMENDATION TO COMMITTEE: Receive report

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

June 5, 2024

AGENDA ITEM 5C : 2023 FIXED ROUTE RIDERSHIP ADJUSTMENTS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Planning & Development Officer
Tara Limon, Principal Transit Planner

SUMMARY: STA utilizes ridership counts for a variety of performance measurements and reports, both internal and external to the operation. Staff will brief the Committee on the recent changes to 2023 ridership data as submitted to the National Transit Database (NTD).

BACKGROUND: Prior to 2023, Spokane Transit counted ridership using farebox data. City Line, STA's first bus rapid transit (BRT) line, began service in July 2023 and introduced all door boardings, meaning not all passengers enter near the farebox at the front of the vehicle, where operators can ensure all passengers are counted. This change prompted a new ridership reporting methodology using statistical methods that rely on data from automated passenger counters (APCs). STA's fixed route vehicles have been equipped with automated passenger counter (APC) hardware since about 2013. APCs count the passengers boarding and alighting at each bus stop using infrared sensors above each doorway. The introduction of APCs for ridership monitoring was presented to PMER at the December 6, 2023 meeting and the Board at the December 21, 2023 meeting.

Spokane Transit continually monitors the APC database to ensure that data is accurately collected. As Spokane Transit monitors the APC database, issues can be identified that impact the results of the data collected. Examples of issues that impact data include service changes, start or end of the line changes on routes, and Holiday service. The table below shows the 2023 data that was originally provided to PMER Committee and the Board, and the data that has been revised in 2024 after correcting data. Spokane Transit began importing and reviewing APC data in July 2023 on an ongoing basis, then the historical data (prior to July 2023) was imported retroactively. Through the process of combing through APC data, staff identified omissions in the original reports, that once corrected, required revisions to monthly reports. Especially for months that predated the daily processing of APC data in June 2023, the effect was an increase in reported ridership, as can be seen in the table below. The adjustments were finalized and reviewed by the Office of the State Auditor prior to submission to the National Transit Database, a program of the Federal Transit Administration (FTA).

Adjusted 2023 Fixed Route Ridership			
Month	Previously Reported	Revised Ridership	Variance
January	659,664	699,259	6.00%
February	629,970	666,715	5.83%
March	730,146	763,102	4.51%
April	675,634	711,745	5.34%
May	772,516	800,527	3.63%
June	727,219	727,219	0.00%
July	655,308	659,412	0.63%
August	710,515	710,516	0.00%
September	806,111	805,048	-0.13%
October	886,787	874,898	-1.34%
November	791,834	785,072	-0.85%
December	743,644	743,644	0.00%
Total	8,789,348	8,947,157	1.80%

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

June 5, 2024

AGENDA ITEM 6: CEO REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: E. Susan Meyer, Chief Executive Officer

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

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

June 5, 2024

AGENDA ITEM 7A: APRIL 2024 OPERATING INDICATORS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: There were 2 more weekdays (22 vs. 20) in April 2024 compared to April 2023.

FIXED ROUTE

Total monthly ridership increased 25.3% (891,678 vs. 711,745) in April 2024 compared to April 2023 and was up 17.4% (3,335,787 vs. 2,840,821) YTD.

Average weekday ridership increased 19.1% (34,762 vs. 29,194) in April 2024 compared to April 2023 and was up 14.4% (33,107 vs. 28,941) YTD.

Adult Ridership increased 11.1% (381,186 vs. 343,088) in April 2024 compared to April 2023 and was up 4.5% (1,451,525 vs. 1,389,350) YTD.

Zero-Fare Youth Ridership increased 51.0% (179,829 vs. 119,062) in April 2024 compared to April 2023 and was up 37.0% (674,610 vs. 492,269) YTD.

Reduced Fare / Paratransit Ridership increased 17.9% (109,199 vs. 92,596) in April 2024 compared to April 2023 and was up 10.5% (402,089 vs. 363,735) YTD.

CCS Pass Ridership increased 65.7% (39,291 vs. 23,707) in April 2024 compared to April 2023 and was up 42.1% (136,725 vs. 96,227) YTD.

Eagle Pass Ridership increased 6.3% (35,997 vs. 33,852) in April 2024 compared to April 2023 and was down 4.3% (128,951 vs. 134,764) YTD.

55.4% of all passengers used Connect Passes.

PARATRANSIT

Total monthly ridership increased 14.4% (33,737 vs. 29,498) April 2024 compared to April 2023 and is up 9.2% (128,724 vs. 117,934) YTD.

Detailed breakdown:

Directly operated service increased 18.9% (18,085 vs. 15,213) in April 2024 compared to April 2023 and was up 11.8% (69,478 vs. 62,119) YTD.

- Contracted service increased 9.6% (15,652 vs. 14,285) in April 2024 compared to April 2023 and was up 6.1% (59,246 vs. 55,815) YTD.
- Special Use Van ridership decreased 15% (1,048 vs. 1,233) in April 2024 compared to April 2023 and was down 10.8% (4,012 vs. 4,497) YTD.

RIDESHARE

Total ridership increased 17.0% (8,880 vs. 7,592) in April 2024 compared to April 2023 and was up 12.2% (35,934 vs. 32,023) YTD.

Active Rideshare groups increased 19.4% (86 vs.72) in April 2024 compared to April 2023.

CUSTOMER SERVICE/SALES

Total Value Added to Connect Cards:

Value Added increased 31.9% (\$271,348 vs. \$205,666) in April 2024 compared to April 2023. YTD total Value Added increased 27.8% (\$1,046,334 vs. \$818,744).

- Autoload increased 12.1% (\$13,230 vs. \$11,805) in April 2024 compared to April 2023. YTD Autoload increased 37.8% (\$55,363 vs. \$40,184).
- Call Centers increased 42.5% (\$7,065 vs. \$4,958) in April 2024 compared to April 2023. YTD Call Centers increased 64.2% (\$29,308 vs. \$17,848).
- Customer Service Terminal increased 19.0% (\$68,147 vs. \$57,257) in April 2024 compared to April 2023. YTD Customer Service Terminal increased 3.0% (\$252,188 vs. \$244,858).
- Customer Website increased 2.8% (\$21,876 vs. \$21,286) in April 2024 compared to April 2023. YTD Customer Website decreased by 1.3% (\$87,742 vs. \$88,855).
- Mobile Ticketing increased 20.8% (\$115,115 vs. \$95,304) in April 2024 compared to April 2023. YTD Mobile Ticketing increased 23.4% (\$457,269 vs. \$370,670).
- Institutional Website increased 75.7% (\$23,415 vs. \$13,327) in April 2024 compared to April 2023. YTD Institutional Website increased 90.3% (\$86,848 vs. \$45,648).
- Open Payments increased 100% (\$18,126 vs. \$0) in April 2024 (open payments started in July 2023)
- Retail Network increased 153.0% (\$4,374 vs. \$1,728) in April 2024 compared to April 2023. YTD Retail Network increased 44.9% (\$15,479 vs. \$10,681).

Total Pass Sales:

Total Pass Sales decreased 2.2% (13,431 passes vs. 13,727 passes) in April 2024 compared to April 2023. YTD Total Pass Sales increased 25.5% (75,330 passes vs. 60,022 passes).

- 1-Ride Pass increased 19.6% (4,689 passes vs. 3,922 passes) in April 2024 compared to April 2023. YTD 1-Ride Pass increased 25.1% (26,275 passes vs. 20,996 passes).
- 7-Day Rolling Pass increased 98.4% (379 passes vs. 191 passes) in April 2024 compared to April 2023. YTD 7-Day Rolling Pass increased 78.7% (1,544 passes vs. 864 passes).
- Day Pass decreased 17.9% (7,027 passes vs. 8,562 passes) in April 2024 compared to April 2023. YTD Day Pass increased 24.8% (42,268 passes vs. 33,879 passes).
- Honored Rider 31-Day Rolling Pass decreased 7.5% (49 passes vs. 53 passes) in April 2024 compared to April 2023. YTD Honored Rider 31- Day Pass decreased 0.5% (196 passes vs. 197 passes).
- Paratransit Monthly Pass increased 115.0% (43 passes vs. 20 passes) in April 2024 compared to April 2023. YTD Paratransit Monthly Pass increased 19.5% (159 passes vs. 133 passes).
- Shuttle Park Pass decreased 35.2% (118 passes vs. 182 passes) in April 2024 compared to April 2023. YTD Shuttle Park Pass decreased 31.3% (502 passes vs. 731 passes).
- Standard 31-Day Rolling Pass increased 41.3% (1,125 passes vs. 796 passes) in April 2024 compared to April 2023. YTD Standard 31-Day Pass increased 36.2% (4,385 passes vs. 3,219 passes).

Total Discounted Passes (Included in Pass Sales above):

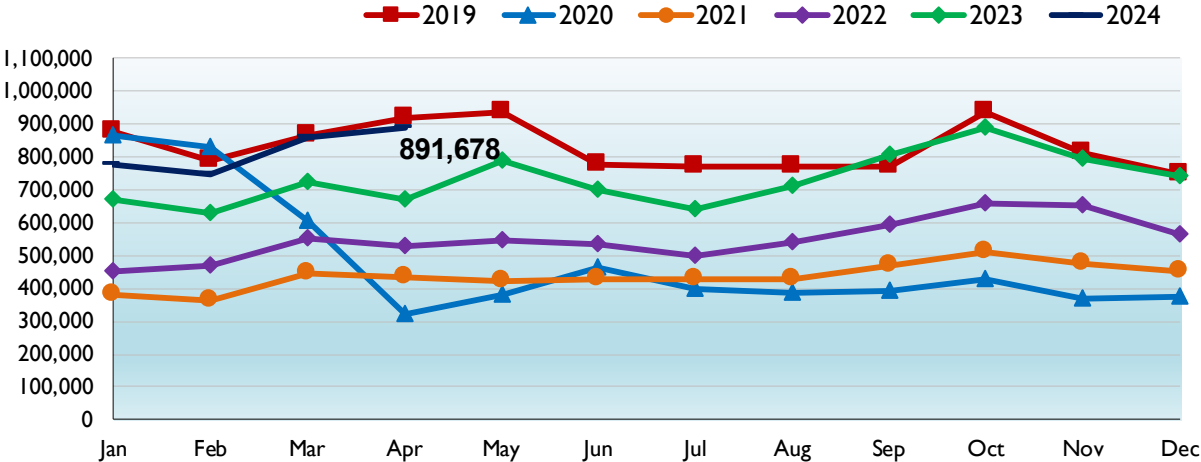
- 1-Ride CAP passes decreased 32.1% (2,195 passes vs. 3,235 passes) in April 2024 compared to April 2023. YTD 1-Ride CAP passes decreased 12.5% (11,707 passes vs. 13,383 passes).
- Day CAP Passes increased 77.8% (4,894 passes vs. 2,752 passes) in April 2024 compared to April 2023. YTD Day CAP Passes increased 34.8% (21,990 passes vs. 16,309 passes).
- Employer-Sponsored Bus Pass Program increased 8.8% (447 passes vs. 411 passes) in April 2024 compared to April 2023. YTD Employer-Sponsored Passes increased 19.9% (1,794 passes vs. 1,496 passes).

Specialty Pass Programs:

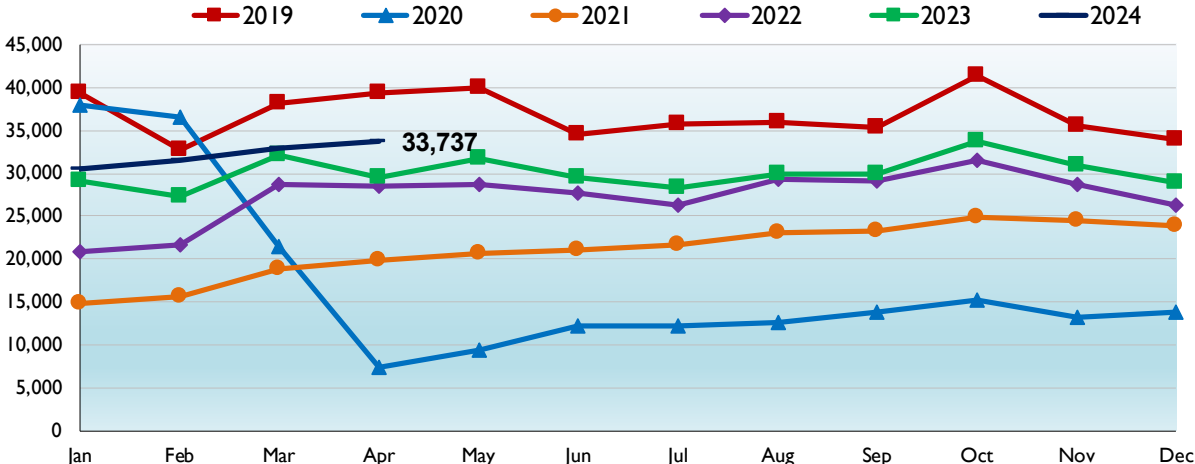
Monthly Data	YTD Data
Shuttle Park monthly sales Decreased 35.2% (118 vs. 182 in 2023)	YTD sales Decreased 31.3% (502 vs. 731 in 2023)
ESBP monthly sales Increased 8.8% (447 vs. 411 in 2023)	YTD sales Increased 19.9% (1,794 vs. 1,496 in 2023)
UTAP monthly rides Increased 36.4% (102,919 vs. 75,441 in 2023)	YTD rides Increased 23.4% (374,659 vs. 303,661 in 2023)
Community Access Program Increased 17.8% (7,536 vs 6,398 in 2023)	YTD CAP Sales Increased 13.8% (35,491 vs 31,188 in 2023)

RECOMMENDATION TO COMMITTEE: Information only.

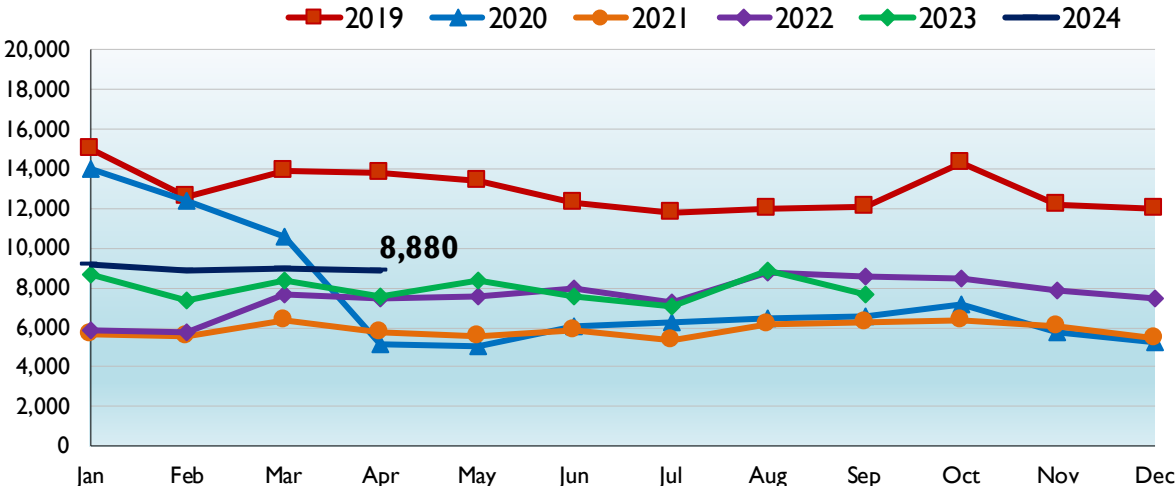
FIXED ROUTE RIDERSHIP



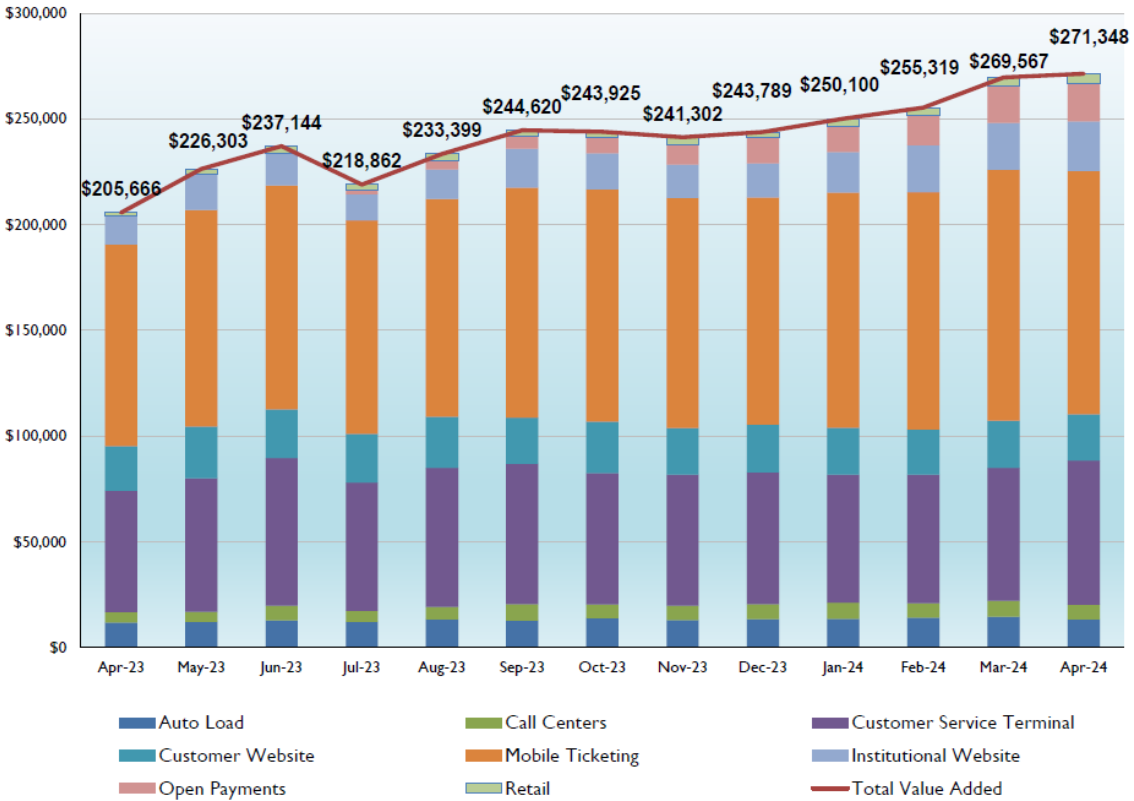
PARATRANSIT RIDERSHIP



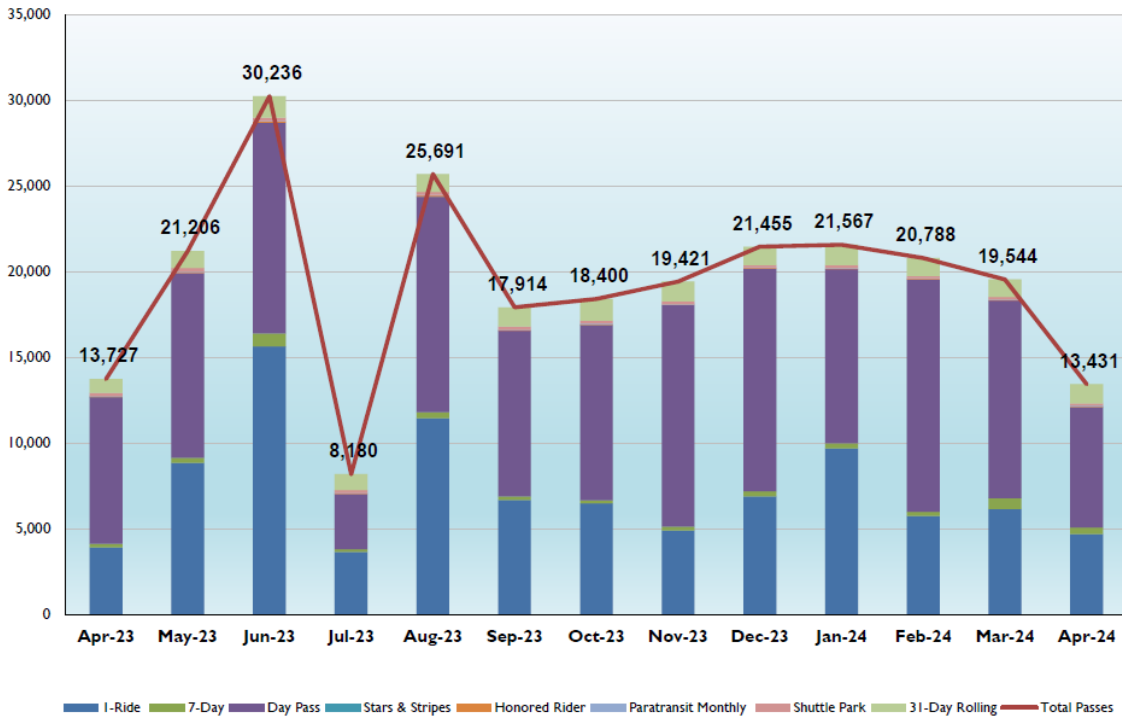
RIDESHARE RIDERSHIP



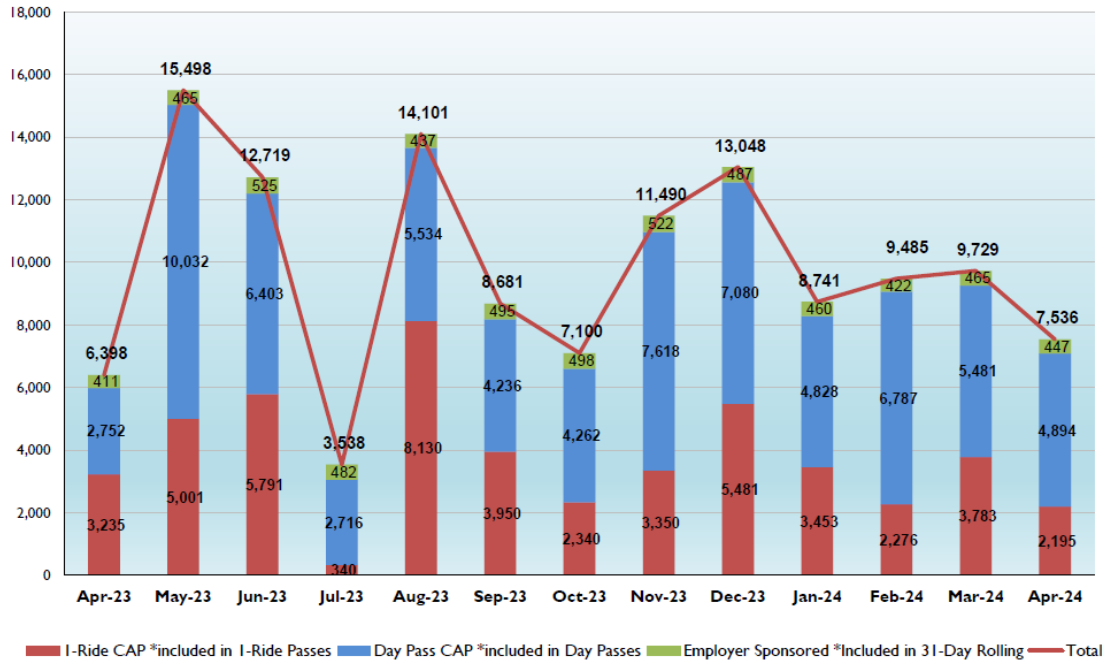
TOTAL VALUE ADDED TO CONNECT CARDS



TOTAL PASS SALES



TOTAL DISCOUNT PASSES



SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

June 5, 2024

AGENDA ITEM 7B : APRIL 2024 FINANCIAL RESULTS SUMMARY

REFERRAL COMMITTEE: n/a

SUBMITTED BY: E. Susan Meyer, Chief Executive Officer
Tammy Johnston, Senior Financial Services Manager

SUMMARY: Attached are the April 2024 financial results. The charts are being shown with a comparison to the YTD budgetary and prior year actual values.

Revenue

Overall, April year-to-date revenue is 6.6% (\$3.1M) higher than budget impacted by the following:

- Fares & Other Transit Revenue is 0.7% higher than budget
- Sales Tax Revenue is 2.3% higher than budget
- Federal & State Grant Revenue is 22.6% higher than budget
- Miscellaneous Revenue is 36.1% higher than budget

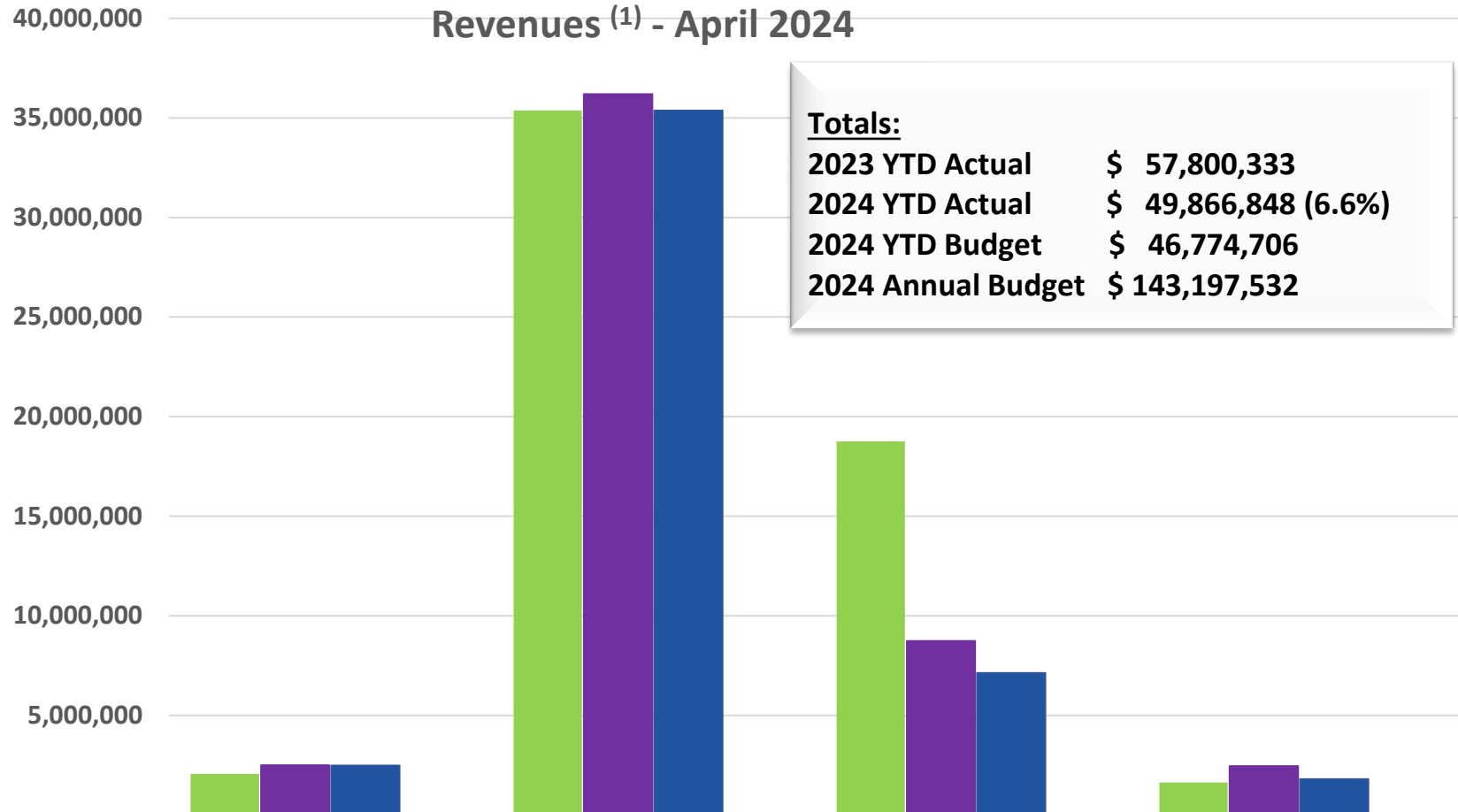
Operating Expenses

Overall, April year-to-date operating expenses are 6.9% (\$2.8M) lower than budget influenced by the timing of payments as follows:

- Fixed Route is 4.7% lower than budget
- Paratransit is 9.7% lower than budget
- Rideshare is 14.0% lower than budget
- Plaza is 0.3% lower than budget
- Administration is 13.9% lower than budget

RECOMMENDATION TO COMMITTEE: Information only.

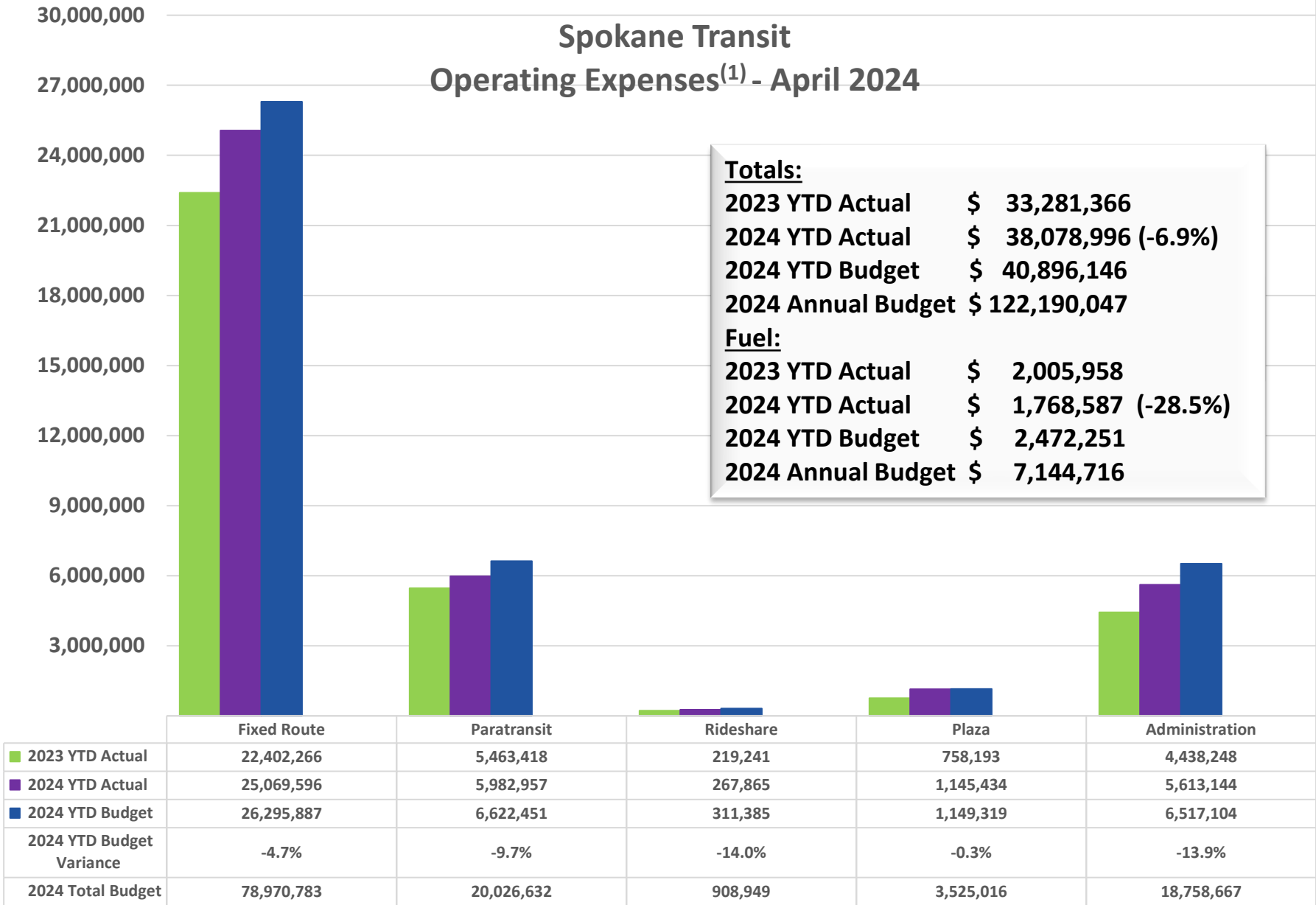
Spokane Transit Revenues ⁽¹⁾ - April 2024



	Fares & Other Transit Revenue	Sales Tax	Federal & State Grants (2)	Miscellaneous
■ 2023 YTD Actual	2,053,898	35,373,178	18,747,080	1,626,177
■ 2024 YTD Actual	2,491,630	36,190,312	8,734,897	2,450,009
■ 2024 YTD Budget	2,475,197	35,373,177	7,126,684	1,799,648
2024 YTD Budget Variance	0.7%	2.3%	22.6%	36.1%
2024 Budget	7,548,864	108,869,671	21,380,052	5,398,945

(1) Above amounts exclude grants used for capital projects. Year-to-date April state capital grant reimbursements total \$620,301 and federal capital grant reimbursements total \$0.

Spokane Transit Operating Expenses⁽¹⁾ - April 2024



(1) Operating expenses exclude capital expenditures of \$2,912,889 and Street/Road cooperative projects of \$0 for year-to-date April 2024.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

June 5, 2024

AGENDA ITEM 7C : MAY 2024 SALES TAX REVENUE

REFERRAL COMMITTEE: n/a

SUBMITTED BY: E. Susan Meyer, Chief Executive Officer
Tammy Johnston, Senior Financial Services Manager

SUMMARY: Attached is the May 2024 voter-approved sales tax revenue information. May sales tax revenue, which represents sales for March 2024, was:

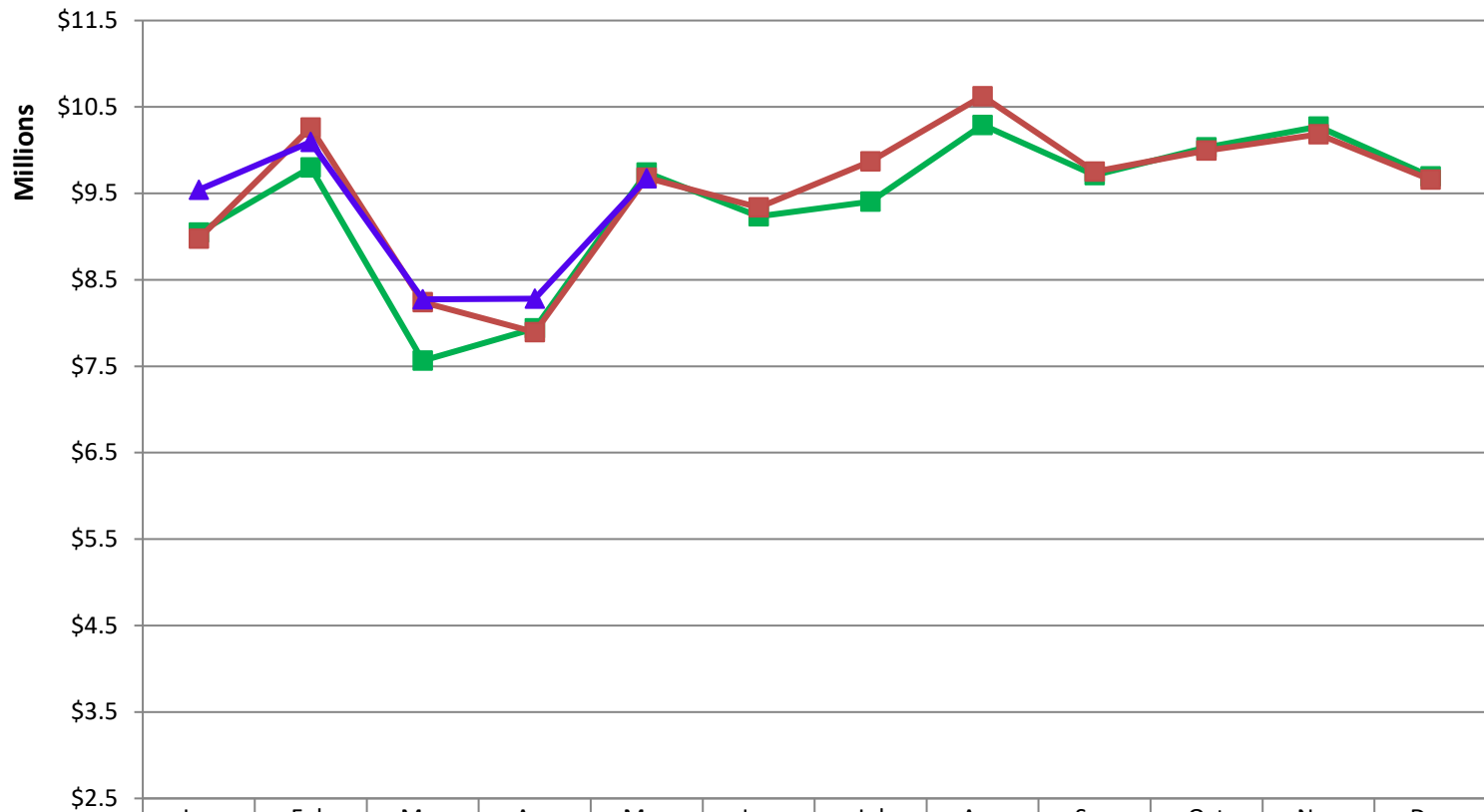
- 0.1% below 2024 budget
- 1.8% above YTD 2024 budget
- 0.1% below 2023 actual
- 1.8% above YTD 2023 actual

Total taxable sales for March were *up* 1.7% from March 2023. 2024 YTD sales are *up* 1.4% from March 2023 YTD. Retail, Construction and Accommodation and Food Services continue to be the top 3 rankings:

- Retail Trade *decreased* by 3.8% (\$-21.4M) in March 2024 vs March 2023 and is *down* by 3.0% (\$-46.9M) March 2024 YTD vs 2023 YTD
 - Other Miscellaneous Retailers *increased* 3.0% or \$7.4M March 2024 YTD over March 2023 YTD
 - Health and Personal Care Retailers *decreased* 12.3% or (\$-8.9M) March 2024 YTD over March 2023 YTD
 - Other Motor Vehicle Dealers *decreased* 25.2% or (\$-12.8M) March 2024 YTD over March 2023 YTD
 - Automobile Dealers *decreased* 5.2% or (\$-15.2M) March 2024 YTD over March 2023 YTD
 - Building Material and Supplies Dealers *decreased* 11.3% or (\$-16.0M) March 2024 YTD over March 2023 YTD
- Construction *decreased* by 4.9% (\$-8.3M) in March 2024 vs March 2023 and is *down* by 0.3% (\$-1.3M) March 2024 YTD vs 2023 YTD
- Accommodation and Food Services *increased* by 5.8% (\$7.4M) in March 2024 vs March 2023 and is *up* by 8.9% (\$9.9M) March 2024 YTD vs 2023 YTD

RECOMMENDATION TO COMMITTEE: Information only.

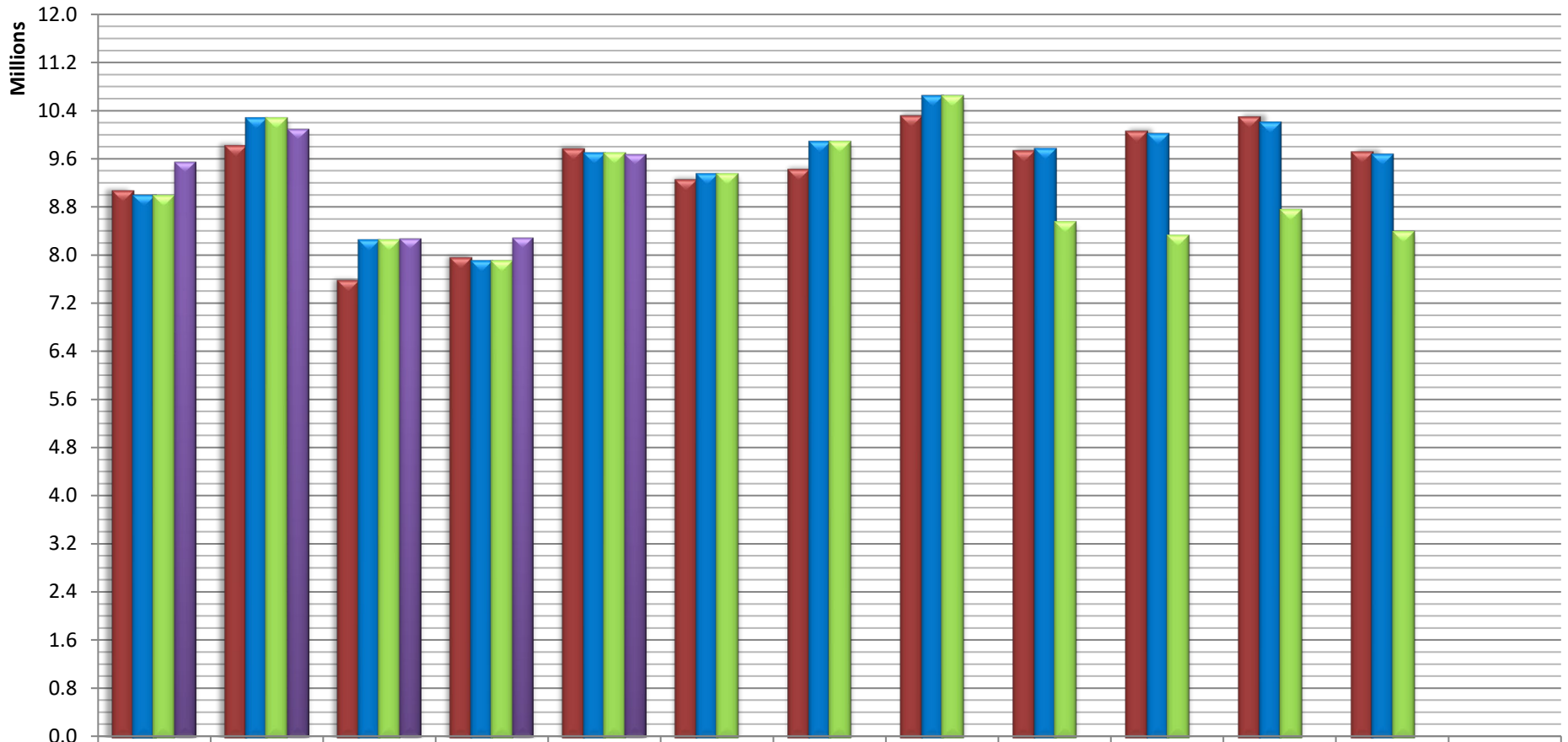
Sales Tax Revenue History-May 2024⁽¹⁾



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2022	\$9.0	\$9.8	\$7.6	\$7.9	\$9.7	\$9.2	\$9.4	\$10.3	\$9.7	\$10.0	\$10.3	\$9.7
2023	\$9.0	\$10.3	\$8.2	\$7.9	\$9.7	\$9.3	\$9.9	\$10.6	\$9.8	\$10.0	\$10.2	\$9.7
2024	\$9.5	\$10.1	\$8.3	\$8.3	\$9.7							

(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.

2022 - 2024 SALES TAX RECEIPTS ⁽¹⁾



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2022 Actual	9,047,047	9,799,005	7,564,336	7,938,326	9,741,227	9,233,669	9,403,475	10,291,837	9,711,411	10,033,352	10,273,246	9,695,636	112,732,567
2023 Actual	8,976,504	10,261,069	8,241,832	7,893,772	9,682,305	9,336,760	9,869,962	10,624,848	9,752,433	9,996,776	10,185,375	9,659,670	114,481,306
2024 Budget	8,976,504	10,261,069	8,241,832	7,893,772	9,682,305	9,336,760	9,869,962	10,624,848	8,541,727	8,317,585	8,743,306	8,380,001	108,869,671
2024 Actual	9,541,665	10,094,347	8,274,027	8,280,274	9,674,060	-	-	-	-	-	-	-	45,864,373
\$ Mo. Var.	565,161	(166,722)	32,195	386,502	(8,245)	-	-	-	-	-	-	-	
% Mo. Var.	6.3%	-1.6%	0.4%	4.9%	-0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
\$ YTD Var.	565,161	398,439	430,634	817,136	808,891	-	-	-	-	-	-	-	
% YTD Var.	6.3%	2.1%	1.6%	2.3%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
% YTD Bud. Var.	6.3%	2.1%	1.6%	2.3%	1.8%	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.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

July 10, 2024

AGENDA ITEM 8 : JULY 10, 2024, DRAFT COMMITTEE MEETING AGENDA REVIEW

REFERRAL COMMITTEE: n/a

SUBMITTED BY: STA Staff

SUMMARY: At this time, members of the Performance Monitoring & External Relations Committee will have an opportunity to review and discuss the items to be included on the July 10, 2024, draft agenda.

RECOMMENDATION TO COMMITTEE: For discussion.

Spokane Transit Authority
1230 West Boone Avenue
Spokane, WA 99201-2686
(509) 325-6000

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, July 10, 2024

1:30 p.m. – 3:00 p.m.

STA 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
2. Committee Chair Report (5 minutes)
3. Committee Action (10 minutes)
 - A. Minutes of the June 5, 2024, Committee Meeting -- *Corrections/Approval*
 - B. Citizen Advisory Committee Charter Approval (*Cortright*)
4. Committee Action (20 minutes)
 - A. Board Consent Agenda
 1. Sprague Line - Phase 2: Scope of Work Approval (*Otterstrom*)
 2. Public Transportation Agency Safety Plan (*Williams*)
 - B. Board Discussion Agenda (*none*)
5. Reports to Committee (10 minutes)
 - A. 2023 Paratransit Survey Results (*Cortright*)
6. CEO Report (*Meyer*) (15 minutes)
7. Committee Information (no discussion/staff available for questions)
 - A. May 2024 Operating Indicators (*Rapez-Betty*)
 - B. May 2024 Financial Results Summary (*Johnston*)
 - C. June 2024 Sales Tax Revenue (*Johnston*)
8. Review September 4, 2024, Meeting Agenda (5 minutes)
9. New Business (5 minutes)
10. Committee Members' Expressions (5 minutes)
11. Adjourn

Next Committee Meeting: Wednesday, September 4, 2024, at 1:30 p.m. in person. (No August Meeting)

Optional Virtual Link:	Join Here	
Password:	Members: 2024	Guests: 0624
Call-in Number:	1-408-418-9388	Event #: XXXX XXX XXXX

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.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

June 5, 2024

AGENDA ITEM 9: NEW BUSINESS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: n/a

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

RECOMMENDATION TO COMMITTEE: For Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

June 5, 2024


AGENDA ITEM 10 : COMMITTEE MEMBERS' EXPRESSIONS

REFERRAL COMMITTEE: n/a


SUBMITTED BY: n/a

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

RECOMMENDATION TO COMMITTEE: For discussion.



2024 First Quarter Year-to-Date Performance Measures



How a great city moves.™

1

Priorities and Objectives

1. Ensure Safety
2. Earn and Retain the Community's Trust
3. Provide Excellent Customer Service
4. Enable Organizational Success
5. Exemplify Financial Stewardship



2024 First Quarter Year-to-Date Performance Measures

6/5/2024 2

2

Ensure Safety

Performance Measures:

- Preventable Accident Rate
- Injury Rate
 - Workers Comp Time Loss
 - Claims per 1,000 Hours

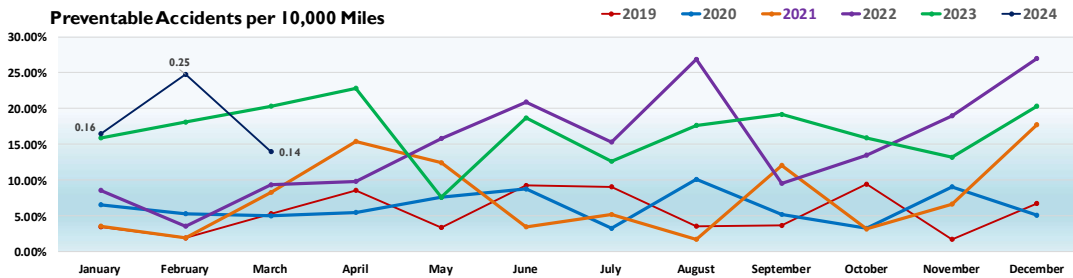
3

Preventable Vehicle Accidents Fixed Route

Goal ≤ 0.08 per 10,000 miles

	2019	2020	2021	2022	2023	2024
January	2	4	2	5	10	11
February	1	3	1	2	11	16
March	3	3	5	6	14	9
April	5	3	9	6	14	0
May	2	4	7	10	5	0
June	5	5	2	13	12	0
July	5	2	3	9	8	0
August	2	6	1	17	12	0
September	2	3	7	6	12	0
October	6	2	2	9	11	0
November	1	5	4	12	9	0
December	4	3	11	17	13	0
Total Prev. Accidents	38	43	54	112	131	36
YTD Preventables per 10,000 miles	0.06	0.06	0.08	0.15	0.17	0.18

* 2024 Italic zero entries indicate future months



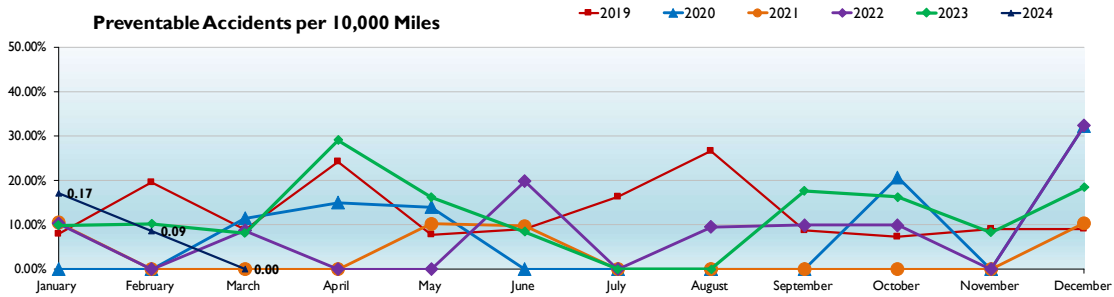
4

Preventable Vehicle Accidents Paratransit

Goal ≤ 0.10 per 10,000 miles

	2019	2020	2021	2022	2023	2024
January	1	0	1	1	1	2
February	2	0	0	0	1	1
March	1	1	0	0	1	0
April	3	1	0	0	3	0
May	1	1	1	0	2	0
June	1	0	1	2	1	0
July	2	0	0	0	0	0
August	3	0	0	1	0	0
September	1	0	0	1	2	0
October	1	2	0	1	2	0
November	1	0	0	0	1	0
December	1	3	1	3	2	0
Total Prev. Accidents	18	8	4	10	16	3
YTD Preventables per 10,000 miles	0.13	0.07	0.04	0.08	0.12	0.06

* 2024 italic entries indicate future months



5

Workers' Compensation - Time Loss

Lost Time Days per 1,000 Hours

	2019	2020	2021	2022	2023	2024 YTD	Goal
Fixed Route	0.03	0.03	0.02	0.02	0.04	0.01	≤ 0.02
Paratransit	0.08	0.05	0.01	0.02	0.05	0.03	≤ 0.04
Maintenance	0.04	0.04	0.05	0.04	0.01	0.01	≤ 0.05

6

Workers' Compensation – Claims

Claims per 1,000 Hours

	2019	2020	2021	2022	2023	2024 YTD	Goal
Fixed Route	0.05	0.04	0.05	0.09	0.07	0.02	≤ 0.05
Paratransit	0.11	0.06	0.10	0.07	0.09	0.02	≤ 0.08
Maintenance	0.12	0.10	0.12	0.08	0.09	0.02	≤ 0.10

7

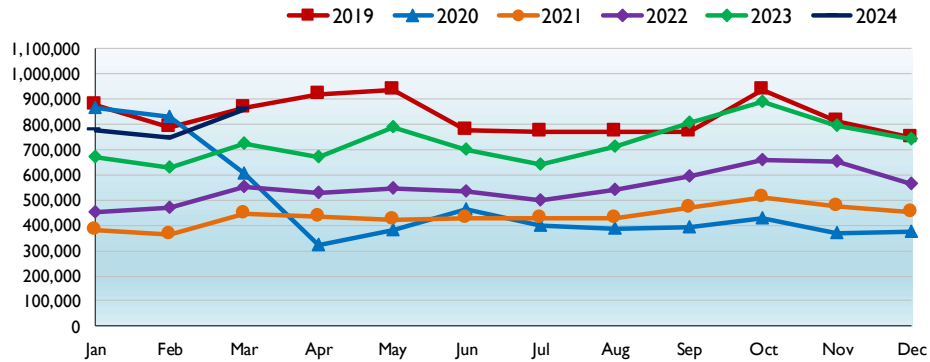
Earn & Retain the Community's Trust

4 Performance Measures:

- Ridership
- Service Effectiveness
(Passengers per Revenue Hour)
- Customer Security
- Public Outreach

8

Ridership – Fixed Route

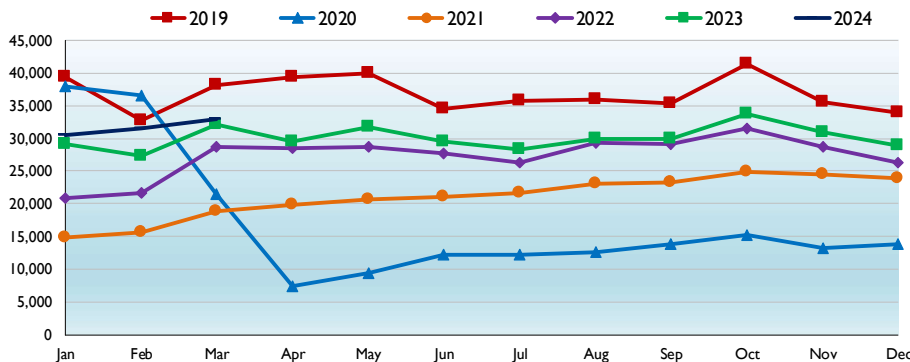


2019 = 9,971,798
 2020 = 5,817,776
 2021 = 5,238,135
 2022 = 6,595,672
 2023 = 7,200,000 (Objective)
 2023 = 8,789,348
 2024 = 9,200,000 (Objective)
 2024 = 2,444,109 (YTD)

GOAL: 28% INCREASE OVER 2023 RIDERSHIP OBJECTIVE
2024 1st Quarter Year-to-Date Result: 14.8% Increase

9

Ridership – Paratransit

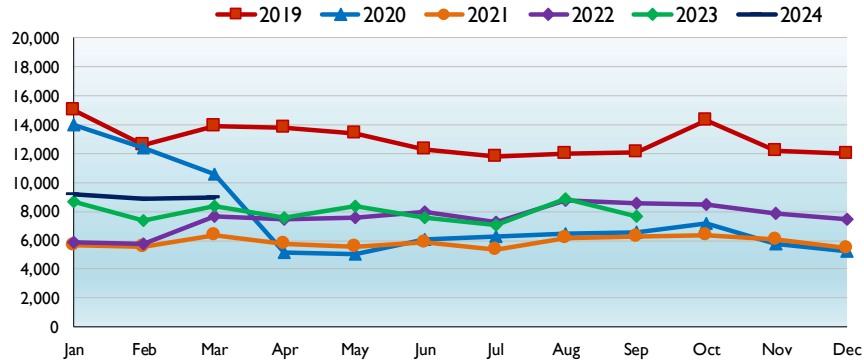


2019 = 442,186
 2020 = 205,815
 2021 = 252,857
 2022 = 327,316
 2023 = 344,707 (Objective)
 2023 = 360,535
 2024 = 413,184 (Objective)
 2024 = 51,393 (YTD)

GOAL: 19.9% INCREASE OVER 2023 RIDERSHIP OBJECTIVE
2024 1st Quarter Year-to-Date Result: 9.6% Increase

10

Ridership – Rideshare

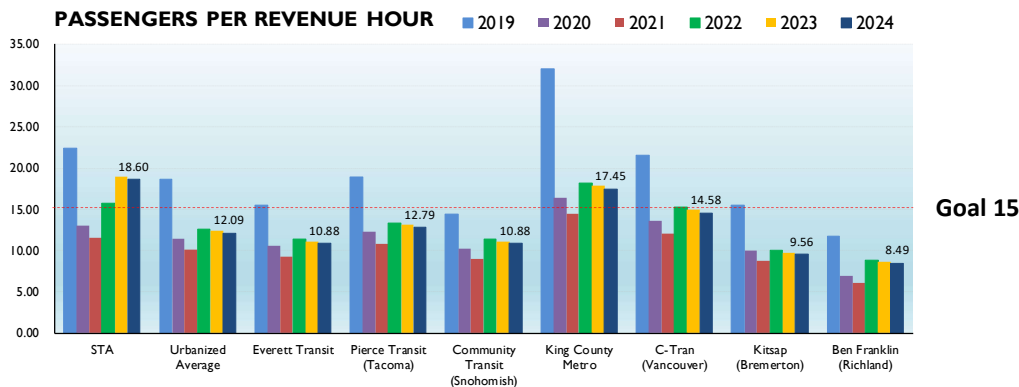


2019 = 155,262
 2020 = 90,770
 2021 = 70,298
 2022 = 90,576
 2023 = 119,792 (Objective)
 2023 = 95,655
 2024 = 119,792 (Objective)
 2024 = 27,054 (YTD)

GOAL: 0% INCREASE OVER 2023 RIDERSHIP OBJECTIVE
2024 1st Quarter Year-to-Date Result: 10.7% Increase

11

Service Effectiveness – Fixed Route

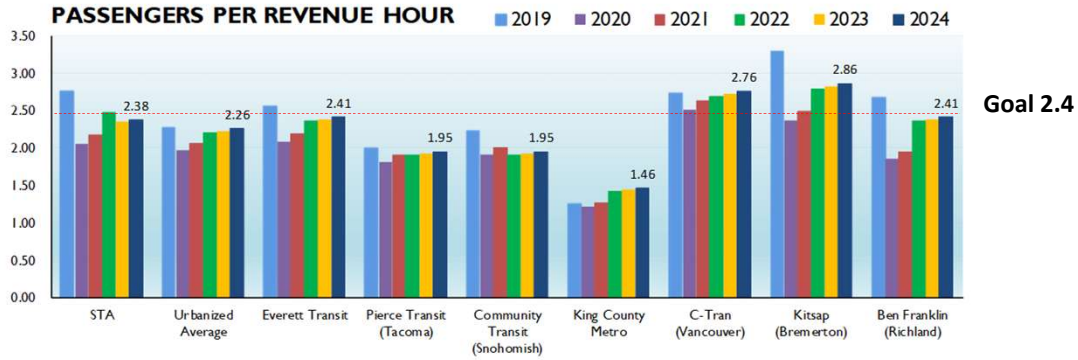


GOAL: TRANSPORT 15 OR MORE PASSENGERS PER REVENUE HOUR

* System averages assume a performance equal to STA for 2022

12

Service Effectiveness – Demand Response (Paratransit)



GOAL: TRANSPORT 2.4 OR MORE PASSENGERS PER REVENUE HOUR

* System averages assume a performance equal to STA for 2022

13

Ridership Survey – Customer Security

Customer Security

Fixed Route	2019	2020	2021	2022	2023	2024	GOAL
Personal Safety on Bus	4.1	No survey	4.2	4.1	4.0	Survey to be scheduled	Score 4.5 on a scale of 1-5
Driver Driving Safely	4.3	No survey	4.4	4.4	4.3	Survey to be scheduled	Score 4.5 on a scale of 1-5

Paratransit	2019	2020	2021	2022	2023	2024	GOAL
Personal Safety on Van	No survey	Delayed due to Covid	4.7	No Survey	Survey results presented in July	Survey to be scheduled	Score 4.5 on a scale of 1-5
Driver Driving Safely	No survey	Delayed due to Covid	4.8	No Survey	Survey results presented in July	Survey to be scheduled	Score 4.5 on a scale of 1-5

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Community Perception Survey

Question	2019	2020	2021	2022	2023	2024	Goal
STA does a good job of listening to the public.	3.7	3.7	3.8	No Survey	3.2	To be scheduled	Score 4.5 on a scale of 1-5

15

Provide Excellent Customer Service

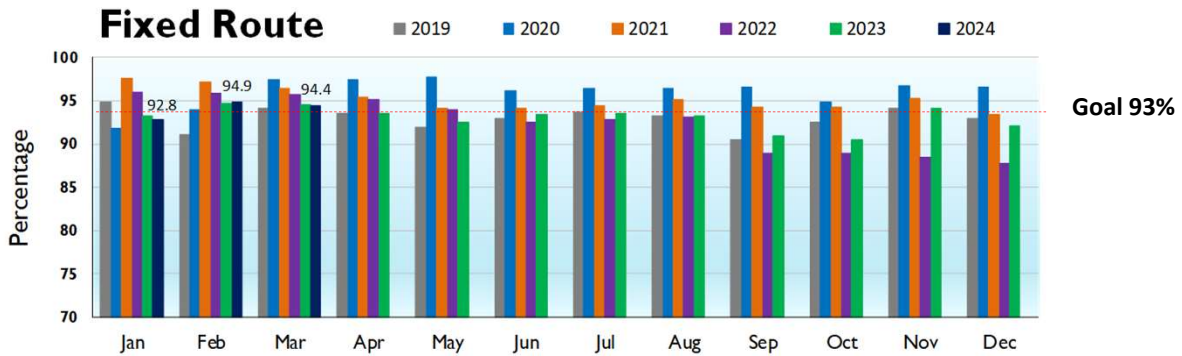
4 Performance Measures:

- On-Time Performance
- CS Call Center/Paratransit Reservations
 - Abandoned Calls
 - Customer Service Response Time
- Complaint Rate
- Maintenance Reliability

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On-Time Performance

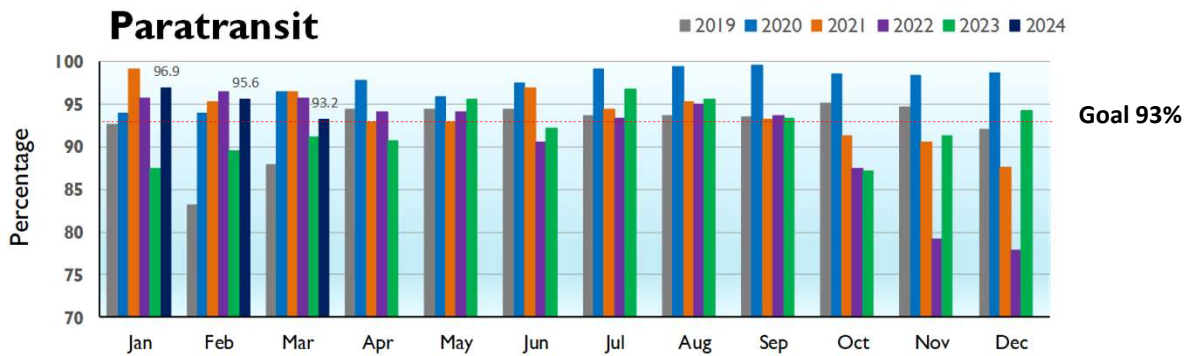
YTD Average 94%



17

On-Time Performance

YTD Average 95.2%

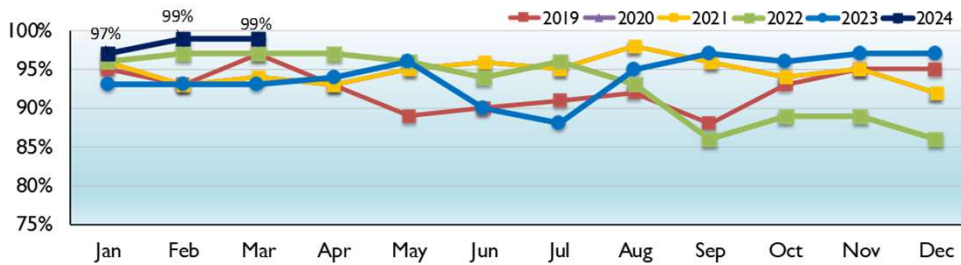


18

Customer Service: 509-328-RIDE Call Center Performance

Total YTD	Goal
98%	90%

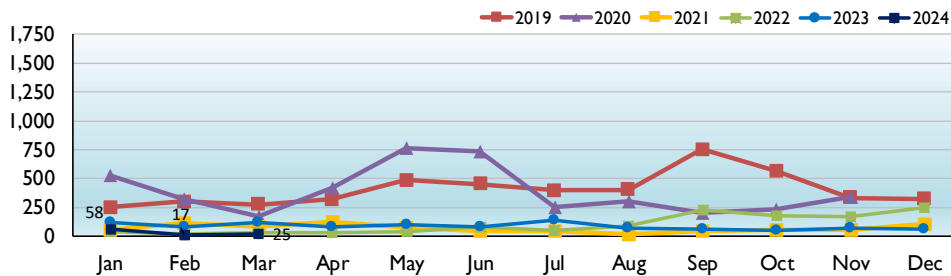
Service Level: % of Calls Answered within 60 seconds



Customer Service: 509-328-RIDE Call Center Performance

Total YTD Calls Presented	Total YTD Abandoned Calls	Goal	YTD Abandon Rate
17,678	100	4%	1%

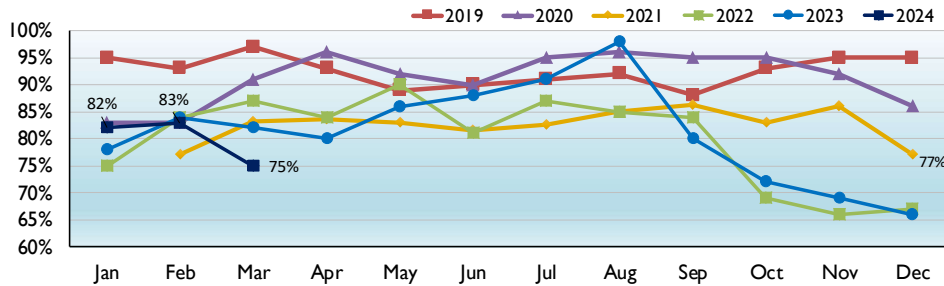
Abandoned Calls



Paratransit Reservations: 509-328-1552 Call Center Performance

Total YTD Calls	Total YTD Calls Answered in 60 Seconds	Goal	YTD %
59,209	45,288	90%	80%

Service Level:
% of Calls Answered within 60 seconds

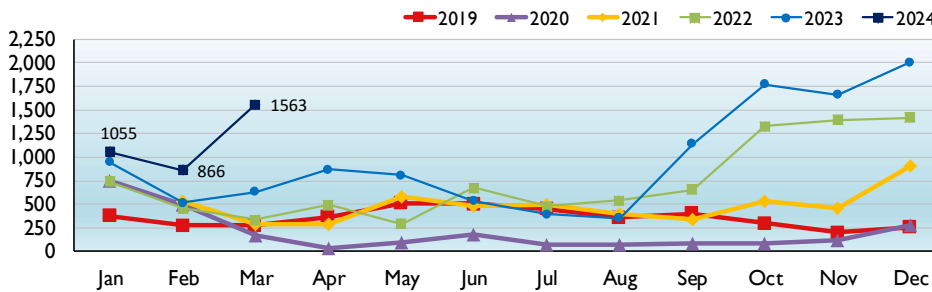


21

Paratransit Reservations: 509-328-1552 Call Center Performance

Total YTD Calls	Total YTD Abandoned Calls	Goal	YTD Abandon Rate
59,209	3,484	4%	1.5%

Abandoned Calls



22

Customer Complaints

	2019	2020	2021	2022	2023	2024	Goal
Fixed Route	10.8	18.1	11.4	9.9	9.9	7.9	≤ 8.0 (per 100K passengers)
Paratransit	5.4	6.0	6.1	6.0	4.4	4.5	≤ 8.0 (per 10K passengers)

23

Maintenance Reliability

Average Miles Between Road Calls

	2019	2020	2021	2022	2023	2024 YTD	GOAL
Fixed Route	6,722	6,961	6,752	6,216	6,515	6,040	< 1 / 7,500 miles
Paratransit	67,537	64,205	64,626	75,275	83,024	97,400	< 1 / 75,000 miles

24

Enable Organizational Success

3 Performance Measures:

- Training
- Supervisor Ride Checks
- Governance

25

Training: Fixed Route & Paratransit

	2019	2020	2021	2022	2023	2024 YTD	Goal
Fixed Route	Completed	Delayed due to Covid	Completed	No Advanced Training	9 hour per employee	Not yet started	8 hours Advanced Training per Operator annually
Paratransit	Completed	Completed	Completed	No Advanced Training	Deferred Advanced Training	Not yet started	8 hours Advanced Training per Operator annually

26

Training: Maintenance

2019	2020	2021	2022	2023	2024 YTD	Goal
Completed	Delayed due to Covid	Completed	Completed	Completed	16.4 hours per employee	25 hours per employee per year

27

Training: Managers and Administrative Staff

2024 YTD	Goal
In Process	100%

28

Supervisor Ride Checks

	2019	2020	2021	2022	2023	2024 YTD	Goal
Fixed Route	268* of 273 completed	88 of 295 completed**	Suspended due to COVID	29 out of 270 Completed	241 out of 324 Completed	116 out of 341 Completed	100% of operators checked annually
Paratransit	61 of 61 completed	53 of 53 completed	Suspended due to COVID	48 out of 48 Completed	65 out of 65 Completed	6 out of 60 Completed	100% of operators checked annually

*All active operators completed

** Ride checks suspended in March 2020 due to Covid

Governance

Board Development

Attendance at a transit-related conference/exhibition event

Event	Location	Board Attendees
APTA Mobility Conference April 2024	Portland, OR	Two Board Members Attending

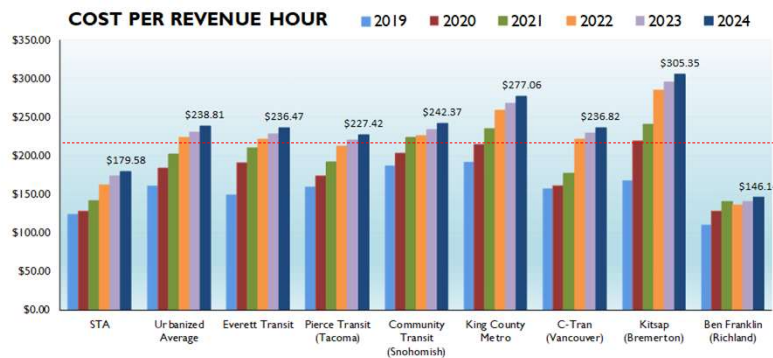
Exemplify Financial Stewardship

5 Performance Measures:

- Cost Efficiency
- Cost Effectiveness
- Cost Recovery from User Fees
- Maintenance Cost
- Financial Capacity
 - Financial Management
 - Service Level Stability
 - Ability to Sustain Essential Capital Investments
 - Public Perception

31

Cost Efficiency – Fixed Route



Objective \$226.87

Previous year results

- 2019 - 2022 data from NTD reports
- 2023 STA data reflects year-end

STA 2024 data reflects year-to-date 1st quarter

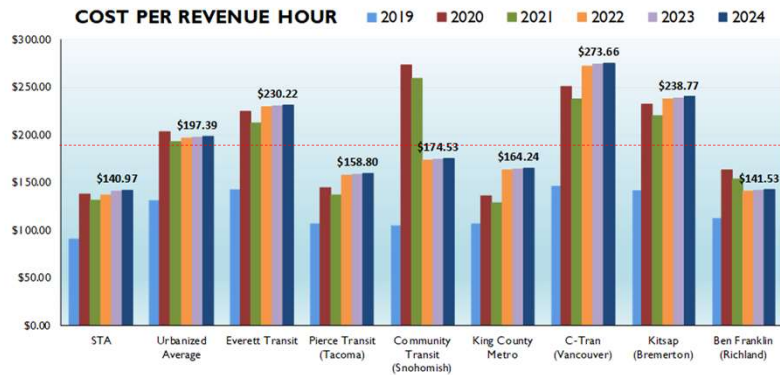
- System averages assume a performance equal to STA for 2024

OBJECTIVE: CONSTRAIN OPERATING COST PER REVENUE HOUR OF SERVICE TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS

2024 Status: 75.2% (STA - \$179.58 Urban Average - \$238.81)

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Cost Efficiency – Demand Response (Paratransit)

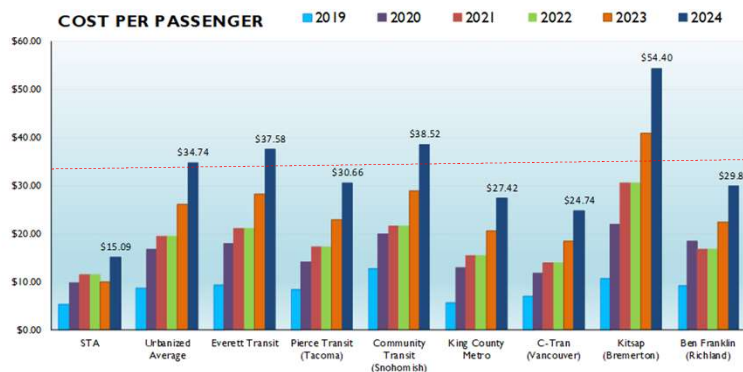


Objective \$188.53

- Previous year results**
- 2019 - 2022 data from NTD reports
 - 2023 STA data reflects year-end
- STA 2024 data reflects year-to-date 1st quarter**
- System averages assume a performance equal to STA for 2024

OBJECTIVE: CONSTRAIN OPERATING COST PER REVENUE HOUR OF SERVICE TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS
2024 Status: 71.4% (STA - \$141.73 Urban Average - \$198.45)

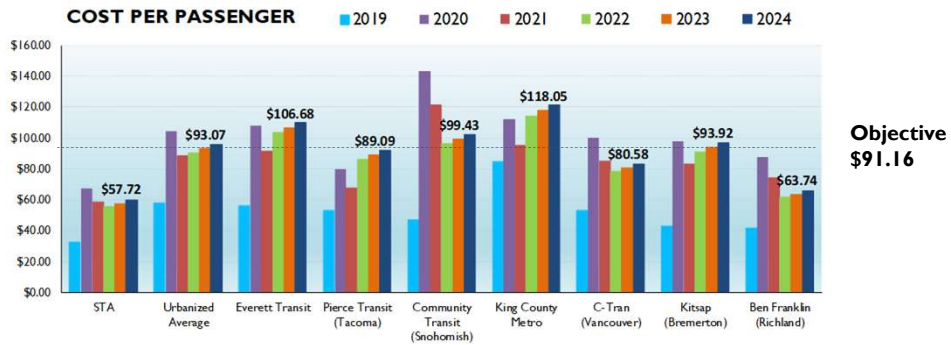
Cost Effectiveness – Fixed Route



Objective \$33.00

OBJECTIVE: CONSTRAIN OPERATING COST PER PASSENGER TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS
2024 Status: 43.4% (STA - \$15.09 / Urban Average - \$34.74)

Cost Effectiveness-Demand Response (Paratransit)



OBJECTIVE: CONSTRAIN OPERATING COST PER PASSENGER TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS
2023 Status: 62.1% (STA - \$59.57 Urban Average - \$95.96)

35

Cost Recovery from User Fees



36

Cost Efficiency – Rideshare

	2020	2021	2022	2023	2024
Operating/Admin Cost per Mile	\$0.69	\$0.80	\$0.69	\$0.61	\$0.66
Revenue per Mile	\$0.28	\$0.31	\$0.27	\$0.28	\$0.26
Cost Recovery	35.8%	38.8%	39.8%	46.4%	39.2%

GOAL: RECOVER 85% OF OPERATING/ADMINISTRATIVE COSTS

37

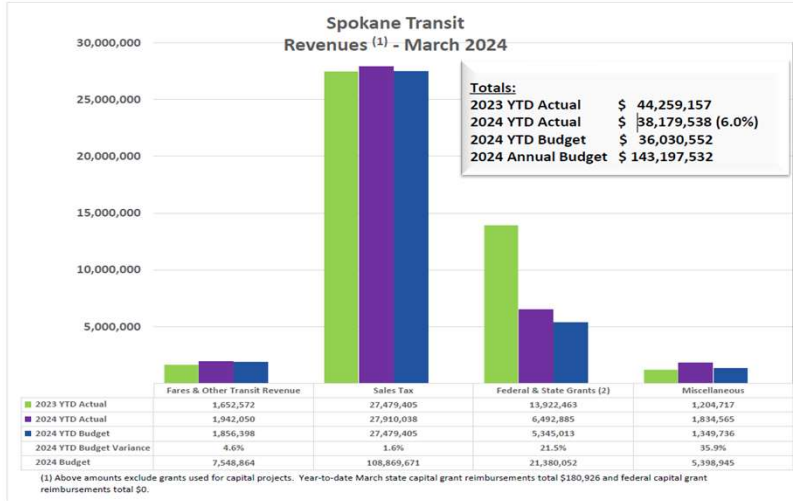
Cost Efficiency – Maintenance

Cost per Total Mile

	2019	2020	2021	2022	2023	2024 YTD	GOAL
Fixed Route	\$1.18	\$1.22	\$1.39	\$1.10	\$1.61	\$1.55	\$1.67
Paratransit	\$1.00	\$1.16	\$1.08	\$1.17	\$1.26	\$1.12	\$1.25

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Financial Management



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Service Level Stability & Ability to Sustain Essential Capital Investments

	Current Projection	Goal
# of Years Current Service Level Can Be Sustained	6 Years	6 Years
Fully Funded Capital Improvement Plan	6 Years	6 Years

40

Community Perception Survey

Question	2019	2020	2021	2022	2023	2024	Goal
STA is Financially Responsible	3.74	No Survey	3.86	No Survey	3.1 *Change in question phrasing.	Not yet started	Score 4.5 on a scale of 1-5

**2019-2021 Question: STA is financially responsible.
2023 Question: STA manages financial resources well.