

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

AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report *(5 minutes)*
3. Committee Action *(15 minutes)*
 - A. Minutes of the June 5, 2024, Committee Meeting -- Corrections/Approval
 - B. Citizen Advisory Committee Charter Approval (Cortright)
4. Committee Action *(none)*
 - A. Board Consent Agenda
 - B. Board Discussion Agenda
5. Reports to Committee (30 minutes)
 - A. 2023 Paratransit Survey Results *(Cortright)*
 - B. Marketing & Communications Update *(Cortright)*
 - C. 2023 State Audit Report *(Meyer)*
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 *(Meyer)*
 - C. June 2024 Sales Tax Revenue *(Meyer)*
8. Review September 4, 2024, Meeting Agenda *(5 minutes)* (No August Meeting)
9. New Business *(5 minutes)*
10. Committee Members' Expressions *(5 minutes)*
11. Adjourn
12. 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: 0724**

Call-in Number: **1-408-418-9388** | **Event #: 2491 107 4636**

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

July 10, 2024

AGENDA ITEM 3A : MINUTES OF THE JUNE 5, 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 June 5, 2024, Performance Monitoring & External Relations Committee meeting for corrections or approval.

RECOMMENDATION TO COMMITTEE: Corrections or approval.

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Minutes of the June 5, 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
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*

-
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 May 1, 2024, Committee Meeting**
Mr. Hattenburg moved to approve the May 1, 2024, committee meeting minutes. Mr. Kerns seconded, and the motion passed unanimously.
 4. **COMMITTEE ACTION**
 - A. Board Consent Agenda
 1. **2024 Equal Employment Opportunity Plan**
Ms. Williams provided a high-level overview and background on the Equal Employment Opportunity (EEO) Plan, which STA submits to the Federal Transit Administration (FTA) every four years. She reported on the program elements, annual updates, and results of the workforce analysis. Ms. Williams explained 2024 job categories of focus, and next steps.

Mr. Hattenburg moved to recommend the Board adopt the 2024 Equal Employment Opportunity Program. Mr. Kerns seconded, and the motion passed unanimously.

2. Spokane Public Schools Transit Infrastructure Construction Reimbursement Agreement
Mr. Otterstrom provided background on the partnership with the Spokane Public Facilities District (PFD) and Downtown Spokane Partnership (DSP) to provide the Shuttle Park monthly shuttle and parking program. He explained that due to the new ONE Spokane Stadium, Shuttle Park and parking have been displaced. Mr. Otterstrom clarified that the replacement of the bus stops and parking lot would be the responsibility of Spokane Public School (SPS) to construct. STA has been partnering with SPS and PFD on the replacement site design and construction. An interlocal agreement between SPS and STA is required for reimbursement for transit related infrastructure costs in support of the Route 11 Downtown/North Bank Shuttle. Reimbursement to SPS will be funded by the capital projects budget.

Mr. Hattenburg moved to recommend the Board authorize the CEO to execute the Spokane Public Schools Transit Infrastructure Construction Reimbursement Agreement with a not to exceed value of \$350,000. Mr. Kerns seconded, and the motion passed unanimously.

- B. Board Discussion Agenda (none)

5. REPORTS TO COMMITTEE

A. 2024 First Quarter Year-to-Date Performance Measures

Mr. Rapez-Betty presented the 2024 First Quarter Year-to-Date Performance Measures Summary and advised the full presentation is included in the committee packet. Each Performance Measure relates to a specific Spokane Transit priority. These quantifiable benchmarks demonstrate the agency's commitment to accountability.

B. 2023 Fixed Route System Performance Report

Mr. Otterstrom provided background on the 2023 Fixed Route System Performance Report and explained the data is focused on bus service and related passenger facilities. He shared results which included various ridership categories, bus stops and service availability, transit shelters, passenger facility improvements, bus stops without shelters, and park and ride locations. Mr. Otterstrom stated route profile sheets will be added to the final report.

C. 2023 Fixed Route Ridership Adjustments

Mr. Otterstrom provided background on ridership reporting and how it has changed since July 2023 with the launch of STA's first bus rapid transit (BRT) line. STA introduced all door boardings which prompted a new ridership reporting methodology using statistical methods that rely on data from Automated Passenger Counters (APCs). Mr. Otterstrom shared examples of issues that have impacted data and explained staff have corrected the 2023 ridership data, which has reflected an increase in reported ridership. 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).

6. CEO REPORT

- Ms. Meyer reported the May 2024 voter-approved sales tax revenue collected on March 2024 sales against a budget of \$9,682,305. The actual receipts were \$9,674,060 which is 0.1% under budget with a variance totaling \$8,245. Year-to-date is 1.8% above budget and totals approximately \$0.8M.
- Ms. Meyer introduced Tammy Johnston, Sr. Financial Services Manager, who will be attending committee meetings and other important meetings until a new Chief Financial Officer is hired. Ms. Johnston has worked at STA for twenty-four years and is very knowledgeable about the budget. The search for a new Chief Financial Officer has begun and many applications have been received.

7. JULY 10, 2024 – COMMITTEE MEETING DRAFT AGENDA REVIEW

8. NEW BUSINESS

There was no new business at this time.

9. COMMITTEE MEMBERS' EXPRESSIONS

Mr. Bynaker thanked staff for their hard work, which helps with the governance of STA. Mr. Speirs stated he appreciates the thorough explanations, which helps him gain a better understanding since he is new and less experienced.

10. ADJOURN

With no further business to come before the committee, Chair Kerns adjourned the meeting at 3:02 p.m.

The next committee meeting will be held on Wednesday, July 10, 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

July 10, 2024

AGENDA ITEM: **3B** CITIZEN ADVISORY COMMITTEE CHARTER APPROVAL

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Carly Cortright, Chief Communications & Customer Service Officer

SUMMARY: The Citizen Advisory Committee (CAC) Charter needs to be updated to reflect the change to monthly rather than every other month meetings. Changes to the chair election from November to December are also recommended to reflect this change. Additional changes are being recommended to add clarity to the member selection process and length of term, as well as a conflict of interest provision. Additional language updates are recommended to be consistent with business practice (i.e. updating Vanpool to Rideshare).

The CAC is a subcommittee of the Performance Monitoring & External Relations (PMER) committee, therefore, PMER committee approves the CAC Charter. The redlined and final versions of the charter are attached.

RECOMMENDATION TO COMMITTEE: Approve, by motion, the Citizen Advisory Committee Charter updates.

DRAFT CHARTER

SPOKANE TRANSIT AUTHORITY

CITIZEN ADVISORY COMMITTEE

ARTICLE I – NAME OF GROUP

The name of this group shall be Spokane Transit Authority (STA) Citizen Advisory Committee.

ARTICLE II – PURPOSE

The mission of the STA Citizen Advisory Committee (“CAC”) is to:

- Represent a wide range of stakeholders from the STA Public Transportation Benefit Area (PTBA).
- Increase public participation in the functions of STA and act as a focused, educated forum for public input and feedback to the organization.
- Ensure accountability of the organization’s actions.
- Act as an educational arm of the organization to reach out to the public.

The CAC is advisory to the STA Performance Monitoring and External Relations Committee and not to the agency itself.

The CAC will represent the interests of the community and assist staff and STA in furthering STA’s stated mission, vision, and goals, in accordance with the regular input received from the public and stakeholders.

ARTICLE III- SCOPE OF WORK

The CAC will:

- Review and assess STA’s performance measurements.
- Review and assess STA’s progress in achieving its measurable goals and objectives.
- Explore and advise STA of emerging public transportation issues.
- Make recommendations, at its discretion, and present them to the Performance Monitoring and External Relations Committee, for review and potential recommendation to the STA Board of Directors.

When requested and for new members, Staff will provide an information packet and orientation to CAC members in specific areas including, but not limited to, defined responsibilities and legal requirements, nomenclature, history, mission, vision, services, policies, budget, comprehensive and strategic plans, communications plan, Transit Development Plan, partnerships, and community outreach practices.

DRAFT CHARTER
SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE

ARTICLE IV – COMPOSITION

The CAC shall be composed of no more than 15 members appointed by the Performance Monitoring and External Relations Committee. Membership shall reflect the PTBA service area and strive for regional and demographic representation and diversity of opinion. Not all positions of the CAC are required to be filled.

ARTICLE V – MEMBERSHIP QUALIFICATIONS AND RESPONSIBILITIES

Members of the CAC must reside within the PTBA service area. The residency requirement may be waived if the applicant or member demonstrates in their application that they are a consistent user of STA’s fixed route buses, paratransit, or rideshare service. STA strives to have varied geographic and socioeconomic representation, and also seeks applicants with demonstrated lived experience.

CAC members are expected to introduce and discuss STA in as many venues as are open to the member. The following list represents groups from which participation may be sought:

- Business Owners
- Chambers of Commerce
- College Students
- Community Based Organizations such as Rotary, Kiwanis, AHANA, and Martin Luther King Jr. Family Outreach Center
- Faith Community
- Higher Education/Administration/Faculty
- Medical Community/ Public Health
- Neighborhood Associations/Councils
- Persons with Disabilities
- Public Agencies/Law Enforcement
- Rural Community
- Senior Citizens
- Service Users (Fixed Route, Paratransit, Rideshare)
- Social Service Agencies
- Youth

Membership applications may be sent to all who have requested an application, to people recommended by current or former CAC members, other citizens, and/or to groups representing the above participation list. By applying to be a member or accepting a membership position, all members certify they do not have an actual or perceived conflict of interest. If a member becomes aware of an actual or perceived conflict of interest, the Member must notify the Chair, and may be required to recuse themselves from any vote that presents an actual or perceived conflict of interest.

DRAFT CHARTER
SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE

ARTICLE VI – MEMBERSHIP SELECTION PROCESS

Selection of the members of the CAC shall be through an application process:

- The CAC will review applicants and select potential candidates.
- Staff and at least one CAC representative will meet with potential candidates and may recommend them to the CAC for further consideration.
- The CAC may vote to recommend candidates to the Performance Monitoring and External Relations Committee to be CAC committee members.
- The Performance Monitoring and External Relations Committee will vote to appoint members of the CAC.

ARTICLE VII – MEMBERSHIP ROTATION PROCESS & TERM

A. Chair. Annually, in December, the CAC members will select a new Chair of the CAC. The new chair shall be seated at the following February meeting. The CAC is encouraged to select a new Chair each calendar year.

B. Recruitment & Term. Annual membership recruitment may occur as needed from time to time at the discretion of the PMER Committee or by recommendation of the CAC.

Membership on the CAC is for a three-year term. At the end of a member's first three-year term, a member is eligible to reapply to serve a second three-year term for a total of two consecutive, three-year terms. Following the expiration of a member's second consecutive three-year term, a member must wait one full year before reapplying for a new three-year term.

ARTICLE VIII – VACANCIES & REMOVAL

If any member cannot complete their term, a new candidate may be selected to serve the remainder of the incomplete term, which shall constitute that member's first term. The CAC is not required to select a candidate to fill an incomplete term.

The CAC Chair will poll the members annually as to their desire to remain on the CAC. Any member who has three consecutive unexcused absences will be called by the CAC Chair or staff representative to determine their interest in remaining on the committee.

The CAC may recommend to the Performance Monitoring and External Relations Committee the removal of any member for any reason, by majority vote. Any removed CAC member is ineligible to serve on the CAC for one full year.

DRAFT CHARTER
SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE

Should a CAC member be excluded from STA Transit Vehicles, Facilities, or Properties due to a Rules of Conduct violation, that member will also be suspended from serving on the CAC during the time period of the exclusion.

ARTICLE IX – OPERATING GUIDELINES

The CAC conducts its business in accordance with Washington State’s Open Public Meetings Act, RCW 42.30 and Public Disclosure Laws RCW 42.56. The CAC has adopted the following operating guidelines:

- The CAC shall meet every month, except January and August.
- Special meetings may be called if necessary.
- The Chair, or the Chair’s designee, will be responsible from time to time for representing CAC at Performance Monitoring and External Relations Committee meetings, when requested by the Committee or STA’s Chief Executive Officer.
- As designated by the Performance Monitoring and External Relations Committee, the CAC Chair, or a delegated CAC member, may provide the STA Board of Directors with the CAC's input and advice.
- The CAC shall provide meeting minutes to the Clerk of the Authority to be forwarded to the Performance Monitoring and External Relations Committee.
- A charter review will be conducted at least once every three years, or as necessary from time to time at the discretion of the CAC or Performance Monitoring and External Relations Committee or as recommended by staff.
- The members of the CAC serve in a voluntary role and without salary. With pre-approval, travel is reimbursed according to STA policies and procedures.

ARTICLE X– STAFFING

The CEO shall appoint staff members to serve as the CAC Staff Liaisons. Staff shall acquire meeting facilities and equipment, record, transcribe, and distribute minutes, and distribute other materials, including the agenda. Other duties include preparation of agenda forms and attachments to communicate CAC issues and recommendations to the Performance Monitoring and External Relations Committee and/or the STA Board of Directors.

DRAFT CHARTER
SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE
June 2023

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DRAFT CHARTER
SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE
June 2023

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- Persons with Disabilities
- Public Agencies/Law Enforcement
- Rural Community
- Senior Citizens
- Service Users (Fixed Route, Paratransit, ~~Vanpool~~[Rideshare](#))
- Social Service Agencies
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DRAFT CHARTER
SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE
June 2023

of interest, the Member must notify the Chair, and may be required to recuse themselves from any vote that presents an actual or perceived conflict of interest.

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- The Performance Monitoring and External Relations Committee will vote to appoint members of the CAC.

ARTICLE VII – MEMBERSHIP ROTATION PROCESS & TERM

A. Chair. Annually, in ~~November~~December, the CAC members will select ~~the a new~~ Chair of the CAC. The new chair shall be seated at the following February meeting. The CAC is encouraged to select a new Chair each calendar year.

B. Recruitment & Term. Annual membership recruitment ~~will~~may occur ~~each September,~~ ~~or~~ as needed from time to time at the discretion of the PMER Committee or by recommendation of the CAC. ~~Membership recruitment and filling vacancies is an ongoing process.~~

Membership on the CAC is for a three-year term. At the end of ~~their a member's first three-~~year term, a member ~~can~~is eligible to reapply to serve a second three-year term for a total of two consecutive, three-year terms. Following the expiration of a member's second consecutive three-year term, a member must wait one full year before reapplying for a new three-year term.

~~If a member cannot fulfill their term, a new candidate may be selected to serve out the remainder of the term. The CAC Chair will poll the members each April as to their desire to remain on the Citizen Advisory Committee. Any member who has three consecutive unexcused absences will be called by the CAC Chair or staff representative to determine their interest in continuing on the committee.~~

DRAFT CHARTER
SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE
June 2023

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The CAC may recommend to the Performance Monitoring and External Relations Committee the removal of any member for any reason, by majority vote. Any removed CAC member is ineligible to serve on the CAC for one full year.

Should a CAC member be excluded from STA Transit Vehicles, Facilities, or Properties due to a Rules of Conduct violation, that member will also be suspended from serving on the CAC during the time period of the exclusion.

ARTICLE VIII-IX – OPERATING GUIDELINES

The CAC conducts its business in accordance with Washington State’s Open Public Meetings Act, RCW 42.30 and Public Disclosure Laws RCW 42.56. The CAC has adopted the following operating guidelines:

- The CAC shall meet ~~five ten times a year: February, April, June, September, and November~~ every month, except January and August.
- Special meetings may be called if necessary.
- The Chair, or the Chair’s designee, will be ~~the appointed spokesperson for the CAC~~ responsible from time to time for representing CAC at Performance Monitoring and External Relations Committee meetings, when requested by the Committee or STA’s Chief Executive Officer.
- As designated ~~on the~~ by the Performance Monitoring and External Relations Committee agenda, the CAC Chair, or a delegated CAC member, may provide the STA Board of Directors with the CAC's input and advice.
- The CAC shall provide meeting minutes to the Clerk of the Authority to be forwarded to the Performance Monitoring and External Relations Committee ~~and STA Board of Directors.~~

DRAFT CHARTER
SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE
June 2023

- A charter review will be conducted at least once every three years, or as necessary from time to time at the discretion of the CAC or Performance Monitoring and External Relations ~~Committee~~Committee or as recommended by staff.
- The members of the CAC serve in a voluntary role and without salary. With pre-approval, travel is reimbursed according to STA policies and procedures.

ARTICLE IX– STAFFING

~~As authorized by the Board, t~~The CEO shall appoint staff members to serve as the CAC Staff Liaisons. Staff shall acquire meeting facilities and equipment, record, transcribe, and distribute minutes, and distribute other materials, including the agenda. Other duties include preparation of agenda forms and attachments to communicate CAC issues and recommendations to the Performance Monitoring and External Relations Committee and/or the STA Board of Directors.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

July 10, 2024

AGENDA ITEM: 5A 2024 PARATRANSIT SURVEY RESULTS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Carly Cortright, Chief Communications & Customer Service Officer

SUMMARY: In January 2024, 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 412 responses to the survey.

The last paratransit customer satisfaction survey was conducted in 2021 by a different vendor and was completed via telephone. A summary of the results will be presented at the meeting.

RECOMMENDATION TO COMMITTEE: Receive report

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

July 10, 2024

AGENDA ITEM: **5B** MARKETING & COMMUNICATIONS UPDATE

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Carly Cortright, Chief Communications & Customer Service Officer

SUMMARY: The Marketing & Communications department has worked on a variety of campaigns in 2024 including Youth Ride Free, Expo 50 Celebration, and Division Street BRT. This is in addition to supporting the work of the Connect 2035 and Transit Development Plan outreach activities conducted by the Planning & Development department, and employee recruitment conducted by Human Resources.

At the committee meeting a presentation will be shared with examples of the social media, print and digital materials, video and radio advertising, and web improvements that have been completed in 2024 to help promote STA and educate riders.

RECOMMENDATION TO COMMITTEE: Receive report

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

July 10, 2024

AGENDA ITEM 5C : 2023 STATE AUDIT REPORT

REFERRAL COMMITTEE: n/a

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

SUMMARY: On July 8, 2024, the Washington State Auditor's Office will hold an Audit Exit Conference with STA staff regarding the 2023 Audit results.

Alex Lycan, Audit Supervisor, and Walter Green, Audit Lead, will brief the Committee on the 2023 Audit results.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

July 10, 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

July 10, 2024

AGENDA ITEM 7A: MAY 2024 OPERATING INDICATORS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: There were the same number of weekdays (22 vs. 22) in May 2024 compared to May 2023.

FIXED ROUTE

Total monthly ridership increased 16.9% (935,801 vs. 800,527) in May 2024 compared to May 2023 and was up 17.2% (4,266,736 vs. 3,641,348) YTD.

Average weekday ridership increased 14.5% (35,654 vs. 31,139) in May 2024 compared to May 2023 and was up 14.3% (33,585 vs. 29,380) YTD.

Adult Ridership decreased 10.1% (328,424 vs. 365,372) in May 2024 compared to May 2023 and was up 1.4% (1,779,949 vs. 1,754,722) YTD.

Zero-fare for youth ridership increased 21.5% (189,558 vs. 156,039) in May 2024 compared to May 2023 and was up 33.3% (864,168 vs. 648,308) YTD.

Reduced Fare / Paratransit Ridership decreased 5.8% (98,369 vs. 104,446) in May 2024 compared to May 2023 and was up 8.0% (292,890 vs. 271,139) YTD.

CCS Pass Ridership increased 24.0% (34,594 vs. 27,893) in May 2024 compared to May 2023 and was up 38.0% (171,319 vs. 124,120) YTD.

Eagle Pass Ridership decreased 12.4% (30,797 vs. 35,167) in May 2024 compared to May 2023 and was down 6.0% (159,748 vs. 169,931) YTD.

51.4% of all passengers used Connect Passes.

PARATRANSIT

Total monthly ridership increased 8.3% (34,378 vs. 31,748) May 2024 compared to May 2023 and was up 9.0% (163,102 vs. 149,682) YTD.

Detailed breakdown:

Directly operated service increased 9.9% (19,704 vs. 17,355) in May 2024 compared to May 2023 and was up 11.4% (88,552 vs. 79,474) YTD.

- Contracted service increased 6.3% (15,304 vs. 14,393) in May 2024 compared to May 2023 and was up 6.2% (74,550 vs. 70,278) YTD.
- Special Use Van ridership decreased 23.8% (1,145 vs. 1,503) in May 2024 compared to May 2023 and was down 14.1% (5,157 vs. 6,000) YTD.

RIDESHARE

Total ridership increased 5.5% (8,861 vs. 8,399) in May 2024 compared to May 2023 and was up 10.8% (44,795 vs. 40,422) YTD.

Active Rideshare groups increased 12.2% (83 vs.74) in May 2024 compared to May 2023.

CUSTOMER SERVICE/SALES

Total Value Added to Connect Cards:

Value Added increased 10.4% (\$249,785 vs. \$226,303) in May 2024 compared to May 2023. YTD total Value Added increased 24.0% (\$1,296,118 vs. \$1,045,047).

- Autoload increased 20.4% (\$14,528 vs. \$12,064) in May 2024 compared to May 2023. YTD Autoload increased 33.8% (\$69,891 vs. \$52,248).
- Call Centers increased 37.6% (\$6,674 vs. \$4,849) in May 2024 compared to May 2023. YTD Call Centers increased 58.5% (\$35,982 vs. \$22,696).
- Customer Service Terminal increased 1.4% (\$64,004 vs. \$63,144) in May 2024 compared to May 2023. YTD Customer Service Terminal increased 2.7% (\$316,192 vs. \$308,002).
- Customer Website decreased 16.4% (\$20,521 vs. \$24,545) in May 2024 compared to May 2023. YTD Customer Website decreased by 4.5% (\$108,263 vs. \$113,400).
- Mobile Ticketing increased 2.0% (\$104,482 vs. \$102,412) in May 2024 compared to May 2023. YTD Mobile Ticketing increased 18.7% (\$561,751 vs. \$473,082).
- Institutional Website increased 22.5% (\$20,600 vs. \$16,819) in May 2024 compared to May 2023. YTD Institutional Website increased 72.0% (\$107,449 vs. \$62,467).
- Open Payments increased 100% (\$15,832 vs. \$0) in May 2024 (open payments started in July 2023)
- Retail Network increased 27.3% (\$3,144 vs. \$2,470) in May 2024 compared to May 2023. YTD Retail Network increased 41.6% (\$18,623 vs. \$13,152).

Total Pass Sales:

Total Pass Sales increased 54.6% (32,783 passes vs. 21,206 passes) in May 2024 compared to May 2023. YTD Total Pass Sales increased 33.1% (108,113 passes vs. 81,228 passes).

- 1-Ride Pass increased 51.7% (13,420 passes vs. 8,845 passes) in May 2024 compared to May 2023. YTD 1-Ride Pass increased 33.0% (39,695 passes vs. 29,841 passes).
- 7-Day Rolling Pass decreased 20.3% (240 passes vs. 301 passes) in May 2024 compared to May 2023. YTD 7-Day Rolling Pass increased 53.1% (1,784 passes vs. 1,165 passes).
- Day Pass increased 65.3% (17,807 passes vs. 10,773 passes) in May 2024 compared to May 2023. YTD Day Pass increased 35.5% (60,075 passes vs. 44,652 passes).
- Honored Rider 31-Day Rolling Pass decreased 22.7% (51 passes vs. 66 passes) in May 2024 compared to May 2023. YTD Honored Rider 31- Day Pass decreased 6.1% (247 passes vs. 263 passes).
- Paratransit Monthly Pass decreased 10.8% (33 passes vs. 37 passes) in May 2024 compared to May 2023. YTD Paratransit Monthly Pass increased 12.9% (192 passes vs. 170 passes).
- Shuttle Park Pass decreased 39.8% (115 passes vs. 191 passes) in May 2024 compared to May 2023. YTD Shuttle Park Pass decreased 33.1% (617 passes vs. 922 passes).
- Standard 31-Day Rolling Pass increased 12.4% (1,116 passes vs. 993 passes) in May 2024 compared to May 2023. YTD Standard 31-Day Pass increased 30.6% (5,501 passes vs. 4,212 passes).

Total Discounted Passes (Included in Pass Sales above):

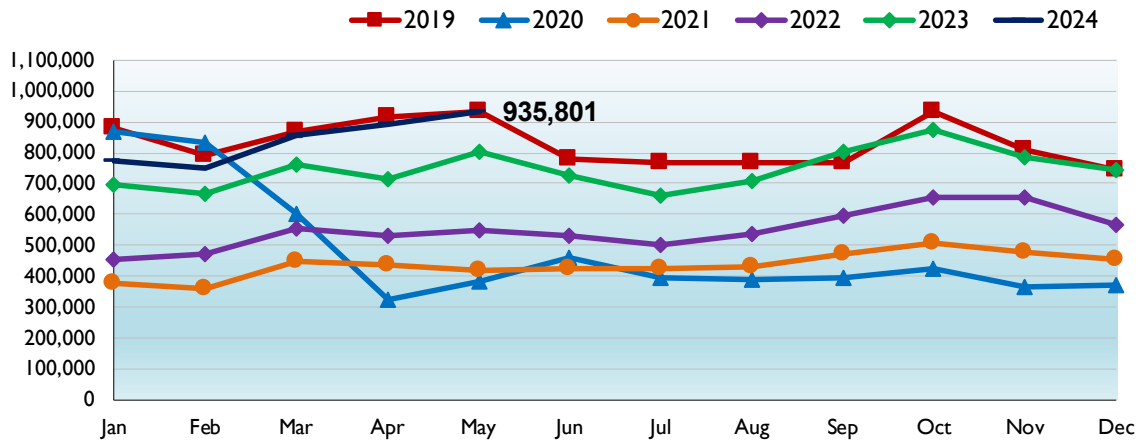
- 1-Ride CAP passes increased 40.3% (9,190 passes vs. 5,001 passes) in May 2024 compared to May 2023. YTD 1-Ride CAP passes increased 13.7% (20,897 passes vs. 18,384 passes).
- Day CAP Passes increased 20.7% (12,107 passes vs. 10,032 passes) in May 2024 compared to May 2023. YTD Day CAP Passes increased 29.4% (34,097 passes vs. 26,341 passes).
- Employer-Sponsored Bus Pass Program decreased 2.6% (453 passes vs. 465 passes) in May 2024 compared to May 2023. YTD Employer-Sponsored Passes increased 14.6% (2,247 passes vs. 1,961 passes).

Specialty Pass Programs:

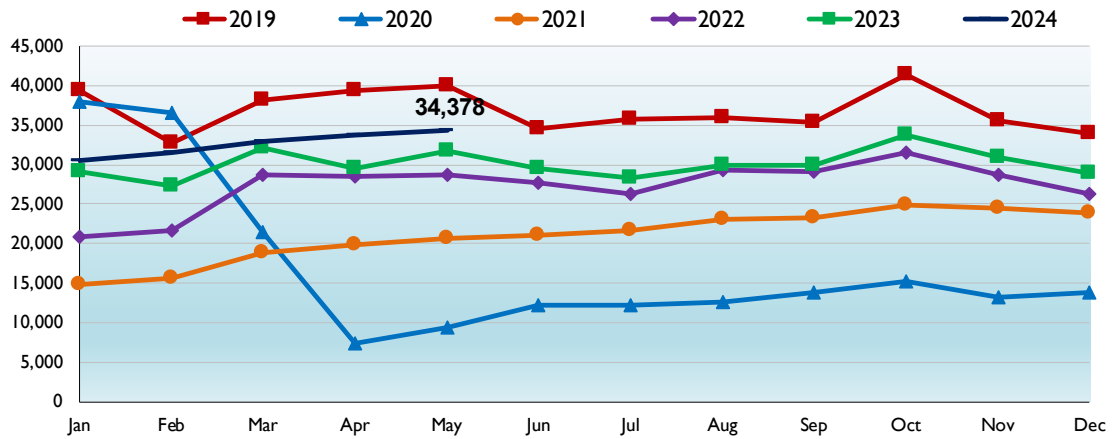
Monthly Data	YTD Data
Shuttle Park monthly sales Decreased -39.8% (115 vs. 191 in 2023)	YTD Shuttle Park sales Decreased -33.1% (617 vs. 922 in 2023)
ESBP monthly sales Decreased -2.6% (453 vs. 465 in 2023)	YTD ESBP sales Increased 14.6% (2,247 vs. 1,961 in 2023)
UTAP monthly rides Increased 5.7% (87,756 vs. 83,045 in 2023)	YTD UTAP rides Increased 20.0% (462,415 vs. 385,955 in 2023)
Community Access Program Increased 41.7% (21,297 vs 15,033 in 2023)	YTD CAP Sales Increased 23.0% (54,994 vs 44,725 in 2023)

RECOMMENDATION TO COMMITTEE: Information only.

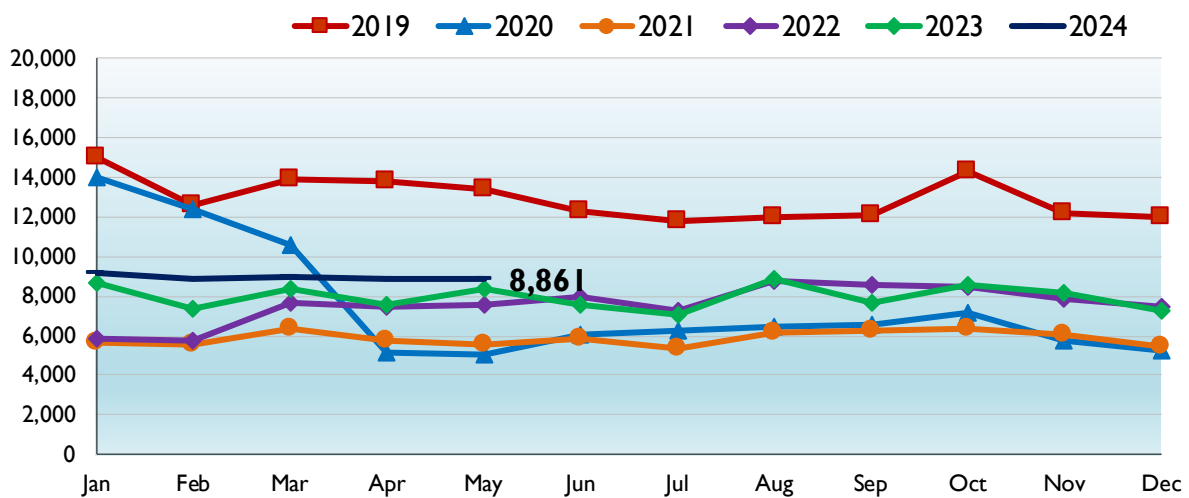
FIXED ROUTE RIDERSHIP



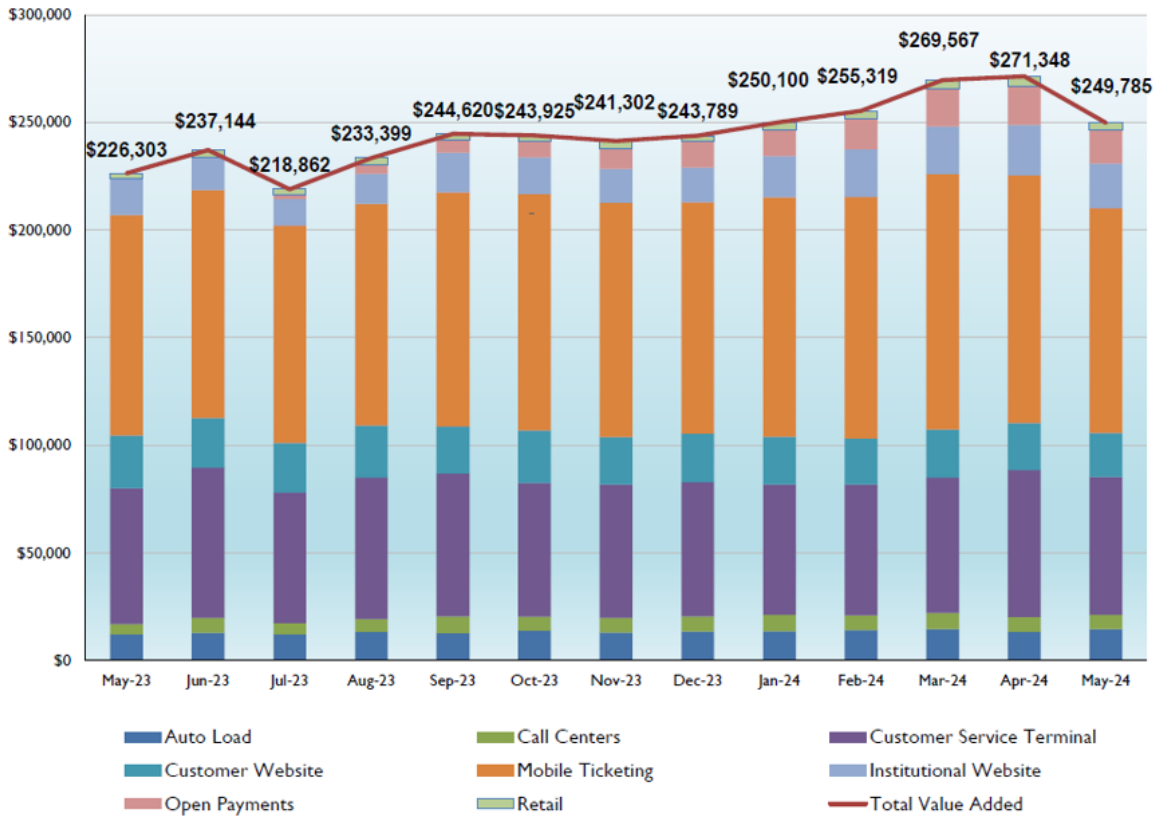
PARATRANSIT RIDERSHIP



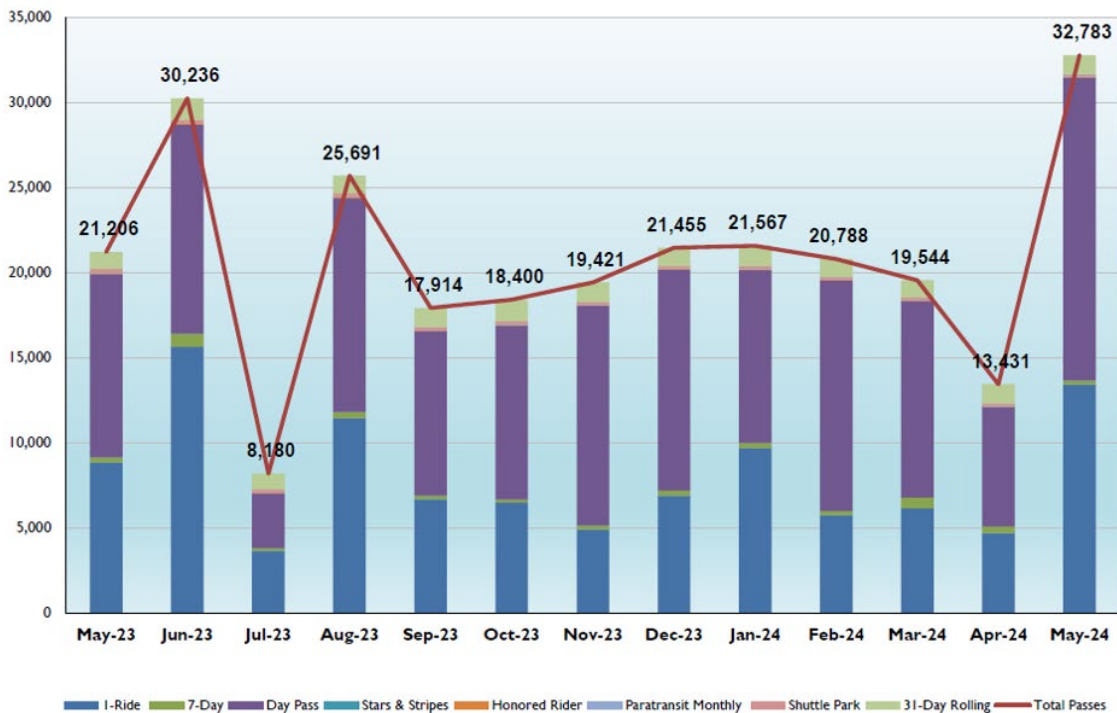
RIDESHARE RIDERSHIP



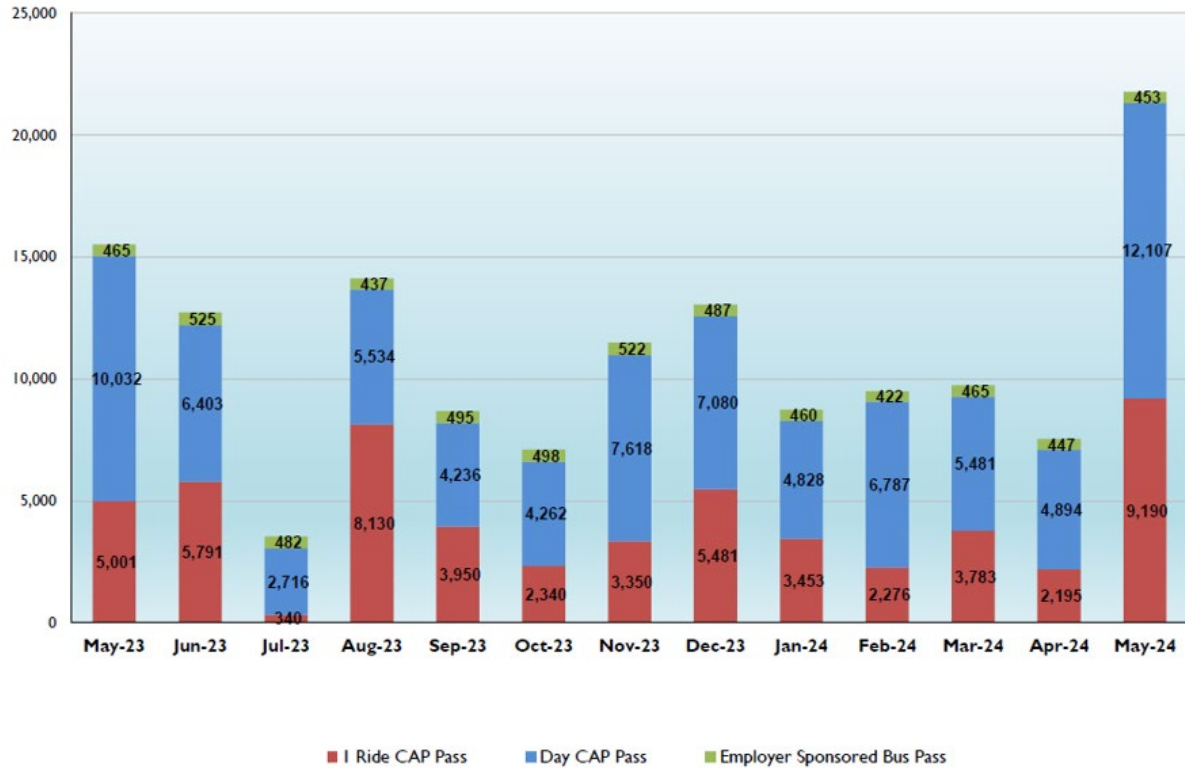
TOTAL VALUE ADDED TO CONNECT CARDS



TOTAL PASS SALES



TOTAL DISCOUNT PASSES



SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

July 10, 2024

AGENDA ITEM 7B : MAY 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 May 2024 financial results. The charts are being shown with a comparison to the YTD budgetary and prior year actual values.

Revenue

Overall, May year-to-date revenue is 6.4% (\$3.8M) higher than budget impacted by the following:

- Fares & Other Transit Revenue is 0.7% lower than budget
- Sales Tax Revenue is 1.8% higher than budget
- Federal & State Grant Revenue is 22.4% higher than budget
- Miscellaneous Revenue is 43.7% higher than budget

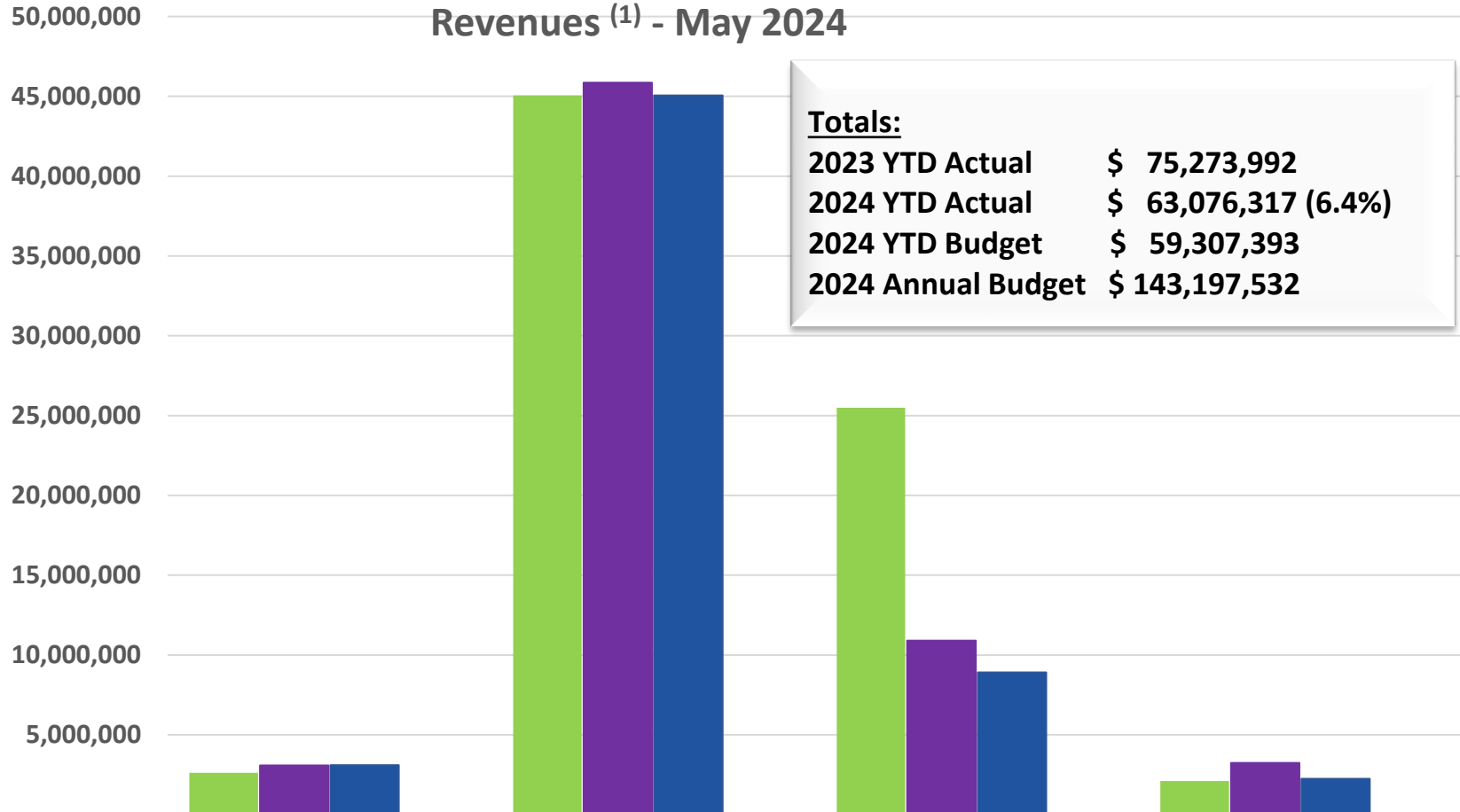
Operating Expenses

Overall, May year-to-date operating expenses are 6.1% (\$3.1M) lower than budget influenced by the timing of payments as follows:

- Fixed Route is 3.7% lower than budget
- Paratransit is 8.9% lower than budget
- Rideshare is 14.7% lower than budget
- Plaza is 3.1% lower than budget
- Administration is 13.3% lower than budget

RECOMMENDATION TO COMMITTEE: Information only.

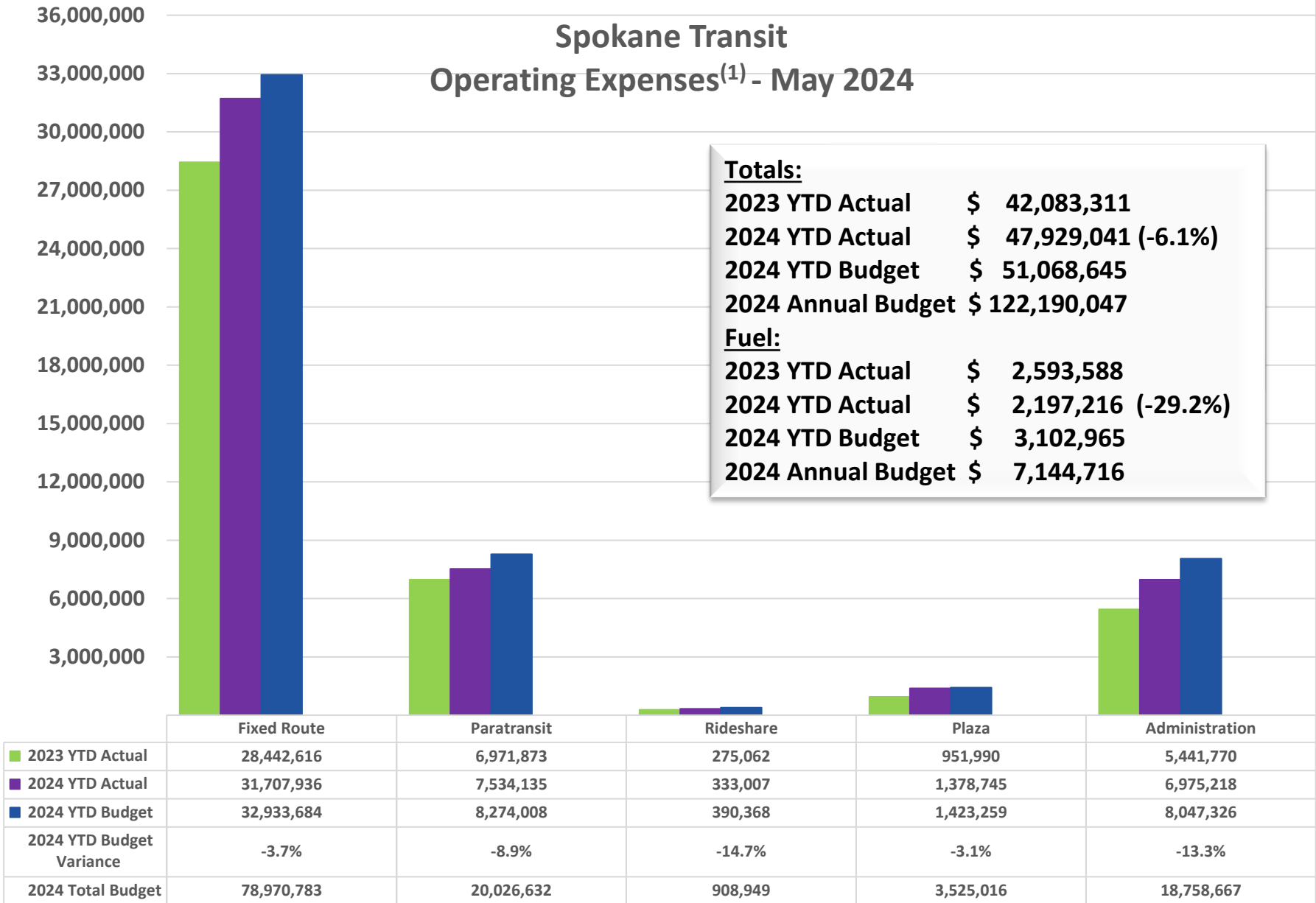
Spokane Transit Revenues ⁽¹⁾ - May 2024



	Fares & Other Transit Revenue	Sales Tax	Federal & State Grants (2)	Miscellaneous
■ 2023 YTD Actual	2,620,621	45,055,482	25,499,203	2,098,686
■ 2024 YTD Actual	3,072,630	45,864,373	10,906,472	3,232,842
■ 2024 YTD Budget	3,093,996	45,055,482	8,908,355	2,249,560
2024 YTD Budget Variance	-0.7%	1.8%	22.4%	43.7%
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 May state capital grant reimbursements total \$837,281 and federal capital grant reimbursements total \$0.

Spokane Transit Operating Expenses⁽¹⁾ - May 2024



(1) Operating expenses exclude capital expenditures of \$3,970,658 and Street/Road cooperative projects of \$0 for year-to-date May 2024.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

July 10, 2024

AGENDA ITEM 7C : JUNE 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 June 2024 voter-approved sales tax revenue information. June sales tax revenue, which represents sales for April 2024, was:

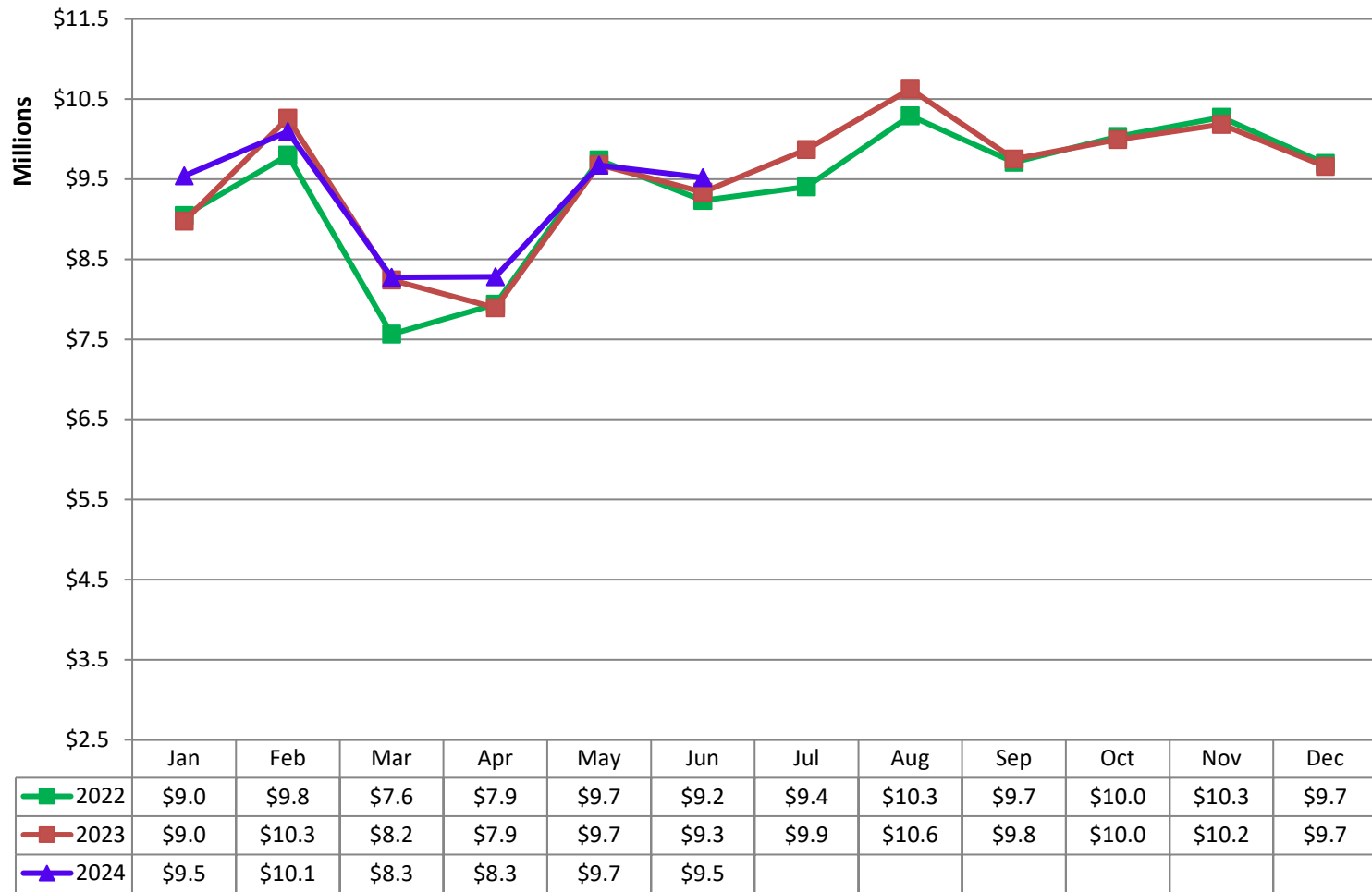
- 1.9% above 2024 budget
- 1.8% above YTD 2024 budget
- 1.9% above 2023 actual
- 1.8% above YTD 2023 actual

Total taxable sales for April were *up* 1.7% from April 2023. 2024 YTD sales are *up* 1.5% from April 2023 YTD. Retail, Construction and Accommodation and Food Services continue to be the top 3 rankings:

- Retail Trade *decreased* by 0.6% (\$-3.1M) in April 2024 vs April 2023 and is *down* by 2.4% (\$-50.0M) April 2024 YTD vs 2023 YTD
 - Other Miscellaneous Retailers *increased* 4.3% or \$14.0M April 2024 YTD over April 2023 YTD
 - Automotive Parts, Accessories, and Tire Retailers *increased* 10.3% or \$7.6M April 2024 YTD over April 2023 YTD
 - Grocery and Convenience Retailers *increased* 4.8% or \$5.4M April 2024 YTD over April 2023 YTD
 - Sporting Goods, Hobby, and Musical Instrument Retailers *decreased* 8.5% or (\$7.0M) April 2024 YTD over April 2023 YTD
 - Health and Personal Care Retailers *decreased* 12.6% or (\$12.4M) April 2024 YTD over April 2023 YTD
 - Other Motor Vehicle Dealers *decreased* 23.3% or (\$16.3M) April 2024 YTD over April 2023 YTD
 - Automobile Dealers *decreased* 4.3% or (\$17.0M) April 2024 YTD over April 2023 YTD
 - Building Material and Supplies Dealers *decreased* 9.1% or (\$18.7M) April 2024 YTD over April 2023 YTD
- Construction *increased* by 6.4% (\$10.7M) in April 2024 vs April 2023 and is *up* by 1.5% \$9.4M April 2024 YTD vs 2023 YTD
- Accommodation and Food Services *increased* by 1.4% (\$1.6M) in April 2024 vs April 2023 and is *up* by 2.0% (\$9.2M) April 2024 YTD vs 2023 YTD

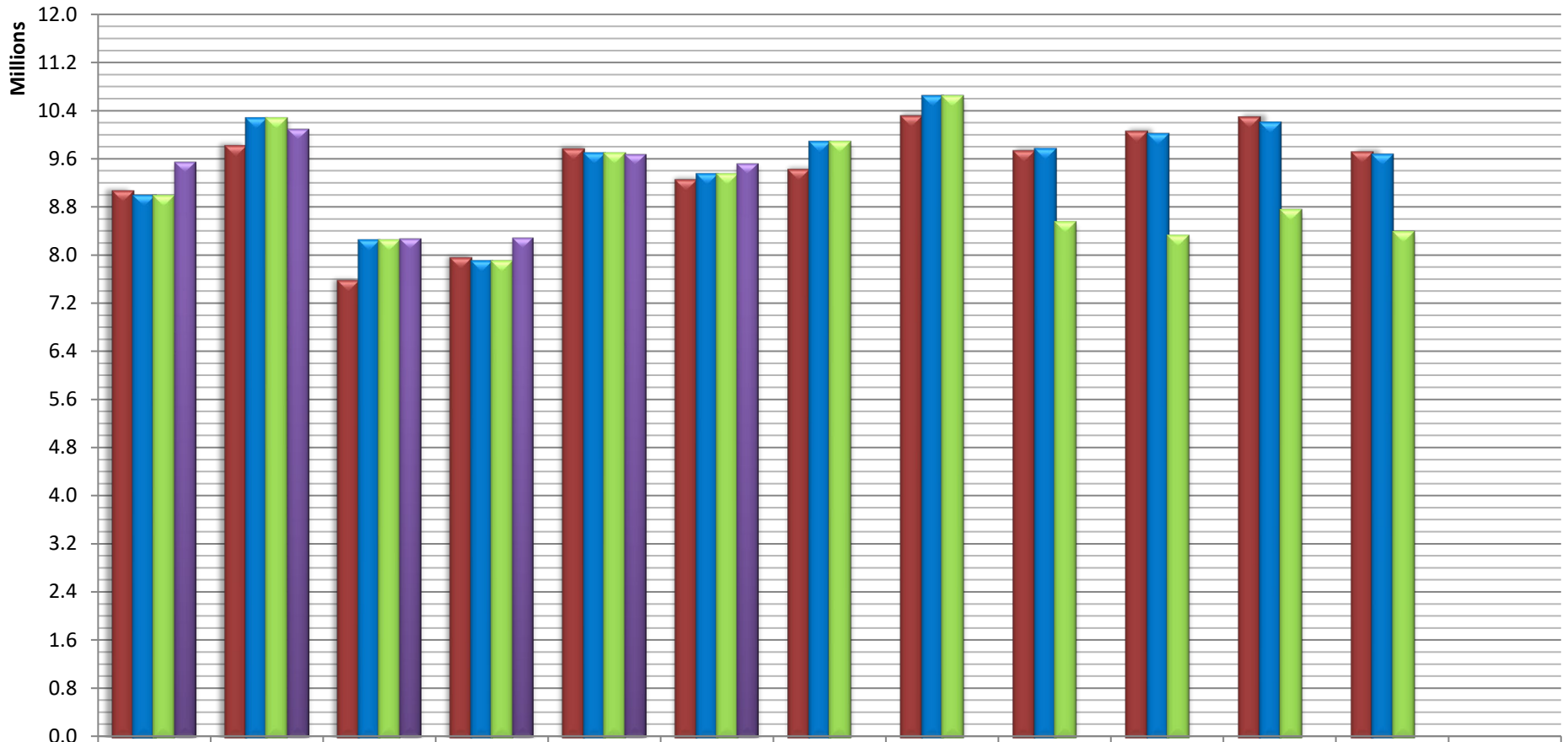
RECOMMENDATION TO COMMITTEE: Information only.

Sales Tax Revenue History-June 2024⁽¹⁾



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

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	9,518,036	-	-	-	-	-	-	55,382,409
\$ Mo. Var.	565,161	(166,722)	32,195	386,502	(8,245)	181,276	-	-	-	-	-	-	
% Mo. Var.	6.3%	-1.6%	0.4%	4.9%	-0.1%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
\$ YTD Var.	565,161	398,439	430,634	817,136	808,891	990,167	-	-	-	-	-	-	
% YTD Var.	6.3%	2.1%	1.6%	2.3%	1.8%	1.8%	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%	1.8%	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 : SEPTEMBER 4, 2024, DRAFT COMMITTEE MEETING AGENDA REVIEW
(NO AUGUST MEETING)

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 September 4, 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, September 4, 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 July 10, 2024, Committee Meeting -- *Corrections/Approval*
4. Committee Action (30 minutes)
 - A. Board Consent Agenda
 1. Plaza Door Replacements - Award of Contract (*Rapez-Betty*)
 2. Charge Management Software System - Award of Contract (*Rapez-Betty*)
 3. Sprague Line - Phase 2: Scope of Work Approval (*Otterstrom*)
 4. Public Transportation Agency Safety Plan (*Williams*)
 - B. Board Discussion Agenda (*none*)
5. Reports to Committee (*none*)
6. CEO Report (*Meyer*) (15 minutes)
7. Committee Information (no discussion/staff available for questions)
 - A. July 2024 Operating Indicators (*Rapez-Betty*)
 - B. July 2024 Financial Results Summary (*Johnston*)
 - C. August 2024 Sales Tax Revenue (*Johnston*)
 - D. June 2024 Semiannual Financial Reports (*Johnston*)
 - E. 2nd Quarter 2024 Service Planning Input Report (*Otterstrom*)
8. Review October 2, 2024, Meeting Agenda (5 minutes)
9. New Business (5 minutes)
10. Committee Members' Expressions (5 minutes)
11. Adjourn
12. Next Committee Meeting: Wednesday, October 2, 2024, at 1:30 p.m. in person.

Optional Virtual Link:	Join Here		
Password:	Members: 2024		Guests: 0924
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

July 10, 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

July 10, 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.