

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

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, November 6, 2024

1:30 p.m. – 3:00 p.m.

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

AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report (5 minutes)
3. Committee Action (15 minutes)
 - A. Minutes of the October 2, 2024, Committee Meeting -- *Corrections/Approval*
 - B. Appointment of Members to Citizen Advisory Committee (*Cortright*)
 - C. Sprague Line - Phase 2: Scope of Work Approval (*Otterstrom*)
4. Committee Action (10 minutes)
 - A. Board Consent Agenda
 1. Hazardous and Non-hazardous Waste Disposal Services: Award of Contract (*Rapez-Betty*)
 - B. Board Discussion Agenda (*none*)
5. Reports to Committee (20 minutes)
 - A. Draft 2025 Performance Monitoring & External Relations Committee Work Program for December Approval (*Rapez-Betty*)
 - B. 2025 Service Revisions: Draft for Public Input (*Otterstrom*)
6. CEO Report (Meyer) (15 minutes)
7. Committee Information (no discussion/staff available for questions)
 - A. September 2024 Operating Indicators (*Rapez-Betty*)
 - B. September 2024 Financial Results Summary (*Johnston*)
 - C. October 2024 Sales Tax Revenue (*Johnston*)
 - D. Third Quarter 2024 Service Planning Input Report (*Otterstrom*)
 - E. STA's Holiday Services & Office Hours (*Infalt*)
8. Review December 4, 2024, Meeting Agenda (5 minutes)
9. New Business (5 minutes)
10. Committee Members' Expressions (5 minutes)
11. Adjourn

Next Committee Meeting: Wednesday, December 4, 2024, at 1:30 p.m.

Optional Virtual Link: [JOIN HERE](#)

Password:

Members: 2024

Guests: 1124

Call-in Number:

1-408-418-9388

Event #: 2491 811 4030

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

November 6, 2024

AGENDA ITEM 3A : MINUTES OF THE OCTOBER 2, 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 October 2, 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

Draft Minutes of the October 2, 2024, Meeting
Northside Conference Room
1230 W Boone Avenue, Spokane, WA

In person meeting with optional virtual link

COMMITTEE MEMBERS PRESENT

Josh Kerns, Spokane County *
Betsy Wilkerson, City of Spokane
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 Chairman*

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.

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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 nothing to report at this time.
 3. **COMMITTEE APPROVAL**
 - A. **Minutes of the July 10, 2024, Committee Meeting**
Mr. Hattenburg moved to approve the September 4, 2024, committee meeting minutes. Mr. Kerns seconded, and the motion passed unanimously.
 4. **COMMITTEE ACTION**
 - A. Board Consent Agenda (*none*)
 - B. Board Discussion Agenda (*none*)
 5. **REPORTS TO COMMITTEE**
 - A. **Potential STA Bus Wrap Policy and Operational Considerations**
Mr. Rapez-Betty presented operational, communication, and legal considerations for a potential STA Bus Wrap Policy. Discussion included wrap content ideas having to do with community events, recognition of various minority population focused celebrations, holidays, and wraps representing the jurisdictions in the PTBA. The PMER committee advanced this discussion to the full board for direction on a potential STA Bus Wrap Policy.

6. CEO REPORT

Ms. Meyer reported the September 2024 voter-approved sales tax revenue collected on July 2024 sales against a budget of \$8,541,727. The actual receipts were \$10,060,167 which is 17.8% above budget with a variance totaling \$1,518,440. Year-to-date is 2.4% above budget and totals approximately \$2.0M.

7. NOVEMBER 6, 2024 – COMMITTEE MEETING DRAFT AGENDA REVIEW

8. NEW BUSINESS

There was no new business at this time.

9. COMMITTEE MEMBERS' EXPRESSIONS

Committee members appreciated the information presented and discussion about a potential STA Bus Wrap Program.

Council President Wilkerson stated she recently met Greg Garrett, Rideshare Manager, at a conference and thanked him for doing a great job and making her feel welcome.

10. ADJOURN

With no further business to come before the Committee, Chair Kerns adjourned the meeting at 2:41 pm.

Respectfully submitted,

Molly Fricano

Molly Fricano

Executive Assistant to the Chief Operations Officer

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

November 6, 2024

AGENDA ITEM: **3B** APPOINTMENT OF MEMBERS TO CITIZEN ADVISORY COMMITTEE

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Carly Cortright, Chief Communications & Customer Service Officer
Dan Brown, Chair Citizen Advisory Committee

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

Per its charter, the CAC shall be composed of no more than 15 members who are appointed by the PMER Committee. Terms are for three (3) years, and members may serve up to two (2) terms. Membership shall reflect the STA service area and strive for regional and diverse representation. Selection of members is through an application process followed by a vote from the PMER Committee to appoint members following the recommendation of the CAC. Currently, the CAC has thirteen (13) members.

The CAC Chair, Dan Brown, CAC members Jackson Deese and Andrew Tse, along with STA staff member Carly Cortright, interviewed five CAC applicants that would add additional representation to the CAC.

The CAC recommended PMER approve the appointment of John Lemus and Tyler Salyer at the October 9, 2024, meeting. John is employed at AtWork! and active in the developmentally disabled community and relies on STA for transportation. Tyler is a Gonzaga Law student who previously worked in outreach for TriMet in Oregon.

Members	Term Ends	First Term Ended
Susan Gray	04/2025	04/2022
Konrad Capeller	12/2025	
Tino Andrade	12/2025	
Caleb McDougall	03/2026	03/2023
Dan Brown	12/2026	12/2023
Chris Fortensky	12/2026	12/2023
Linda Carroll	12/2026	12/2023

Members	Term Ends	First Term Ended
Andrew Tse	02/2027	
Rhonda Young	02/2027	
Kinzie Michael	03/2027	3/2024
Perry Crandall	04/2027	
Julie Corpuz	05/2027	
Jackson Deese	05/2027	

RECOMMENDATION TO COMMITTEE: Approve, by motion, the appointment of John Lemus and Tyler Salyer to the Citizen Advisory Committee, for a first term of three years, commencing immediately.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

November 6, 2024

AGENDA ITEM 3C: SPRAGUE LINE – PHASE 2: SCOPE OF WORK APPROVAL

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Planning & Development Officer
Tom Norton, Infrastructure Development Manager

SUMMARY: Route 9 Sprague (Sprague Line) is an important corridor between downtown Spokane and the Spokane Valley providing all-day, two-way, high-quality transit, which includes frequent service and High Performance Transit (HPT) improvements at key locations. The purpose of this agenda item is to approve the scope of work and authorize the release of the Invitation for Bids (IFB) for construction of HPT improvements for Sprague Line HPT Phase 2.

BACKGROUND: The Sprague Line (Route 9 Sprague) is an integral part of STA’s High Performance Transit network and commitment to expand regional transit services as part of the *STA Moving Forward* plan. The Sprague Line HPT corridor extends from the Plaza in downtown Spokane to the Valley Transit Center in Spokane Valley. Combined with improvements to the Valley Transit Center (VTC), Route 9 Sprague enhances transit service and pedestrian movement between the cities of Spokane and Spokane Valley. In December 2021, the STA Board approved the Sprague Line HPT Corridor Development Plan which detailed phased improvements along this corridor.

IBI Group and Jacobs Engineering, which previously provided design support for Phase 1, are now finalizing design documents for Phase 2 of the Sprague Line. Phase 1 construction began in late 2023 and was substantially completed in August 2024. Sprague Line HPT (Route 9) began service in September 2024.

Phase 2 construction is planned to include civil, pedestrian, and amenity improvements at up to 14 stops (5 stations and 9 enhanced stops) throughout the corridor. Some locations are currently under right-of-way negotiation with adjacent property owners, if not successfully settled they will be removed from the final bid package.

The Sprague Line project has a total approved budget of \$7.76 million. Funding is derived from both local and state funds associated with two capital improvement program (CIP) projects, allocated as shown below:

Project Element	Local	State	Total Budget	Expenditures to Date	Remaining Budget
Sprague Line HPT (CIP #540)	\$ 3,656,000	\$2,900,000	\$6,556,000	\$4,629,086.55	\$1,926,913.45
Sprague Line HPT Branding (CIP#901)	\$1,207,607	-	\$1,207,607	\$7,675.90	\$1,199,931.10
Totals	\$ 4,863,607	\$2,900,000	\$7,763,607	\$4,636,762.45	\$3,126,844.55

An Invitation for Bid (IFB) is required for procurement of the general contractor that will carry out project construction. Construction contracts that are anticipated to be more than \$1 million require approval by a board committee of the scope of work prior to procurement. The engineer’s estimate for the construction activities summarized in the attached general scope of work is approximately \$1,335,000. Other Phase 2 project expenses include design and engineering, construction management, permitting, HPT amenities, and construction testing. All project expenses are expected to be within budget from existing CIPs #540 and #901.

RECOMMENDATION TO COMMITTEE: Approve the general scope of work and authorize staff to release an invitation for bid (IFB) for Sprague Line – Phase 2.

General Scope of Work Sprague Line HPT – Phase 2

Sprague Line Improvements

- Demolition of existing sidewalk and landscaping
- Construct High Performance Transit improvements (14 locations)
- Install shelters
- Install HPT markers at (stations only)
- Install power and communications infrastructure (stations only)
- Install HPT amenities
- Install stop posts & flags
- Other related site-specific roadway, utility, and geometric improvements as required

Phase 2 Improvement Locations

Route Street	Cross Street	Direction	Type
Sprague Ave.	Sherman St.	Westbound	Station ¹
Sprague Ave.	Sherman St.	Eastbound	Enhanced Stop ¹
Sprague Ave.	Haven St.	Eastbound	Enhanced Stop
Sprague Ave.	Haven St.	Westbound	Enhanced Stop
Sprague Ave.	Freya St.	Westbound	Station ¹
Sprague Ave.	Freya St.	Eastbound	Station
Sprague Ave.	Myrtle St.	Westbound	Enhanced Stop ¹
Sprague Ave.	Havana St.	Westbound	Station ¹
Sprague Ave.	Havana St.	Eastbound	Station ²
Sprague Ave.	Custer Rd.	Eastbound	Enhanced Stop
Sprague Ave.	Costco Entrance	Westbound	Enhanced Stop ¹
Sprague Ave.	Thierman Rd.	Westbound	Enhanced Stop ¹
Appleway Blvd	Park Rd.	Eastbound	Enhanced Stop
Appleway Blvd	Dartmouth Rd.	Eastbound	Enhanced Stop

Footnotes

- 1: Currently in ROW negotiations with property owner
- 2: ROW action on November Board Ops agenda for approval

Valley Transit Center

- Install Route 9 platform HPT marker and static map cases

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

November 6, 2024

AGENDA ITEM 4A1 : HAZARDOUS AND NON-HAZARDOUS WASTE DISPOSAL SERVICES:
AWARD OF CONTRACT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: On December 31, 2024, STA's Agreement 2019-10356 with Safety-Kleen Systems, Inc., for Sump Pumping Services will expire.

The Washington State Department of Enterprise Services (DES) has a master contract available for all hazardous and non-hazardous waste disposal services which STA intends to utilize via its Cooperative Purchasing Agreement with DES. Utilizing the DES contract satisfies all STA procurement requirements. Clean Harbors Environmental Services, Inc., is the local provider for these services and staff recommend executing a five-year agreement, commencing January 1, 2025, and expiring December 31, 2029.

The funding source for this agreement is the Facilities and Grounds operational budget (01124-503908). The estimated cost of the five-year contract for hazardous and non-hazardous waste disposal services is \$559,080.

RECOMMENDATION TO COMMITTEE: Recommend the Board of Directors authorize, by motion, the CEO to execute a five-year contract with Clean Harbors Environmental Services, Inc., using DES Contract 03614 for a total estimated value of \$559,080.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

November 6, 2024

AGENDA ITEM 5A : DRAFT 2025 PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE WORK PROGRAM

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: As a roadmap for the Performance Monitoring & External Relations Committee members, staff have prepared a work program to outline activities expected to be undertaken in 2025. Staff will review the first draft of the 2025 Work Program for committee discussion.

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

Draft 2025 Performance Monitoring & External Relations (PMER) Committee Work Program

Month	Committee Activities
January 2025	<i>No PMER Meeting in January</i>
February 2025	Fleet replacement 2-year purchase proposal 2024 Fixed Route Rider Survey Results
March 2025	Contracted Paratransit transportation - Scope of Work Approval Third-Party Workers Compensation Claims Administration - Award of Contract Uniforms & Accessories - Award of Contract 2024 Year-End Performance Measures 2025 State Audit Timeline 2024 Unaudited Year-End Financial Report
April 2025	2024 State of Good Repair Update
May 2025	Appointment of Member to Citizen Advisory Committee
June 2025	2025 First Quarter Year-to-Date Performance Measures 2024 Fixed Route System Performance Report 2024 National Transit Database Ridership Adjustments 2025 Community Perception Survey Results Summary
July 2025	Contracted Paratransit Transportation - Award of Contract Public Transportation Agency Safety Plan 2025 Paratransit Survey Results 2025 State Audit Report
August 2025	<i>No Board/Committee Meetings in August</i>

Month	Committee Activities
September 2025	2025 Second Quarter Year-to-Date Performance Measures
October 2025	No items at this time
November 2025	Draft 2026 PMER Committee Work Program
December 2025	Draft 2026 PMER Committee work program - Finalize and Approve 2026 Performance Measures Draft 2026 State Legislative Focus and Priorities 2025 Third Quarter Year-to-Date Performance Measures

RECOMMENDATION TO COMMITTEE: Receive Report.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

November 6, 2024

AGENDA ITEM 5B: 2025 SERVICE REVISIONS: DRAFT FOR PUBLIC INPUT

REFERRAL COMMITTEE: n/a

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

SUMMARY: In advance of planned public outreach, staff will present the draft 2025 Service Revisions report which identifies a variety of proposed changes to the fixed route network aimed at implementing planned improvements and response to customer and employee input. Staff will also outline the anticipated schedule for finalizing the service revisions.

BACKGROUND: Spokane Transit continues to invest in more and better bus service as part of implementation of its Board-adopted plans, including the *STA Moving Forward* plan, 2021 Near Term Investments, and as articulated in the 2025-2030 Transit Development Plan (TDP), adopted by the STA Board of Directors on July 25, 2024. The proposed 2025 revisions to STA's Fixed Route network would provide 541,500 annualized revenue hours of service, a 0.95% increase compared to existing conditions.

The scale and scope of the programmed service changes meet the definition of "Category I – Minor" according to STA's Communications and Input Policy 1.1 found in *Connect Spokane*, STA's comprehensive plan for public transportation. This policy requires "Category I – Minor" changes to undergo documented customer input and culminates in a staff report submission to the Board prior to changes going into effect.

The 2025 Service Revision report for public input presents new service and service adjustments that could be implemented September 2025. These include revisions identified in 2025-2027 Service Improvement Program (SIP), as well as potential adjustments identified through ongoing public input and service evaluation. Highlights of the draft 2025 Service Revisions include the following:

- Introduce high-capacity double-decker coaches on the Cheney HPT corridor.
- Implement Route 7, extending between Liberty Lake and Spokane International Airport, a key element of the I-90/Valley HPT Corridor Development Plan.
- Increase frequency on Route 45 Perry District to 30-minute service on weeknights and Saturdays.
- Adjust route and schedules on the West Plains, including route adjustments in Airway Heights, Medical Lake, and Cheney. This includes extending service in new areas of Airway Heights in conjunction with STA's funding partnership with the City of Airway Heights for the 6th Avenue extension and West Plains Connection Project.

The 2025 Service Revisions Report will be available online beginning November 6, 2024 at the following link:

<https://www.spokanetransit.com/projects/2025-service-revisions/>

Staff will engage the community and STA customers to gather input on the draft 2025 Service Revisions, including through presentations, notices at relevant bus stops, social media and an online survey. Review and engagement activities for the 2025 Service Revisions are outlined below.

Service Revisions Activity	Estimated Date
Publish and review with PMER Committee the 2025 Service Revisions: Draft for Public Input	November 6, 2024
Public input on Service Revisions Report	November – December 2024
Service Revisions outreach update	December 4, 2024
Report to Committee on Final 2025 Service Revisions	March 2025

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

November 6 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

November 6, 2024

AGENDA ITEM 7A: SEPTEMBER 2024 OPERATING INDICATORS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: There were the same number of weekdays in September 2024 compared to September 2023 (20 vs. 20).

FIXED ROUTE

On time performance for September 2024 was 88%.

Total Monthly Ridership increased 21.6% (864,031 vs. 710,516) in September 2024 compared to September 2023 and was up 31.2% (7,526,246 vs. 5,738,495) YTD.

Average Weekday Ridership increased 33.4% (35,069 vs. 26,298) in September 2024 compared to September 2023 and was up 15% (32,634 vs. 28,381) YTD.

Adult Ridership increased 3.3% (336,701 vs. 326,059) in September 2024 compared to September 2023 and was up 1.6% (3,003,844 vs. 2,956,531) YTD.

Zero-fare for youth ridership increased 13.9% (190,950 vs. 167,581) in September 2024 compared to September 2023 and was up 26.7% (1,434,235 vs. 1,132,234) YTD.

Reduced Fare / Paratransit Ridership increased 5.9% (107,776 vs. 101,753) in September 2024 compared to September 2023 and was up 4.8% (910,214 vs. 868,766) YTD.

CCS Pass Ridership increased 68.5% (26,808 vs. 15,909) in September 2024 compared to September 2023 and was up 43.8% (257,079 vs. 178,786) YTD.

Eagle Pass Ridership decreased 28.4% (12,830 vs. 17,917) in September 2024 compared to September 2023 and was down 9.3% (194,000 vs. 213,815) YTD.

59% of all passengers used Connect Passes.

PARATRANSIT

On Time Performance for September 2024 was 91.7%.

Total monthly ridership increased 5.8% (31,591 vs. 29,849) September 2024 compared to September 2023 and was up 8.4% (289,872 vs 267,410) YTD.

Detailed breakdown:

Directly operated service decreased 4.5% (15,496 vs. 16,233) in September 2024 compared to September 2023 and was up 5.7% (153,718 vs. 145,481) YTD.

- Contracted service increased 18.1% (16,095 vs. 13,626) in September 2024 compared to September 2023 and was up 11.7% (136,154 vs. 121,930) YTD.

- Special Use Van ridership increased 35.2% (1,870 vs. 1,383) in September 2024 compared to September 2023 and was down 2.7% (11,128 vs. 11,437) YTD.

RIDESHARE

Total monthly ridership increased 8.1% (8,313 vs. 7,693) in September 2024 compared to September 2023 and was up 7.6% (77,050 vs. 71,627) YTD.

Active Rideshare groups increased 7.6% in September 2024 vs. September 2023 (85 vs. 79).

CUSTOMER SERVICE/SALES

Total Value Added to Connect Cards:

Value Added increased 7.6% (\$263,199 vs. \$244,62) in September 2024 compared to September 2023. YTD total Value Added increased 17.7% (\$2,329,065 vs. \$1,979,071).

- Autoload increased 26.6% (\$16,181 vs. \$12,786) in September 2024 compared to September 2023. YTD Autoload increased 28.1% (\$132,320 vs. \$103,315).
- Call Centers increased 8.0% (\$8,377 vs. \$7,753) in September 2024 compared to September 2023. YTD Call Centers increased 40.5% (\$68,144 vs. \$48,501).
- Customer Service Terminal decreased 11.8% (\$58,434 vs. \$66,282) in September 2024 compared to September 2023. YTD Customer Service Terminal decreased 1.1% (\$564,095 vs. \$570,632).
- Customer Website decreased 8.3% (\$20,033 vs. \$21,841) in September 2024 compared to September 2023. YTD Customer Website decreased by 8.6% (\$187,758 vs. \$205,318).
- Mobile Ticketing increased 2.7% (\$111,854 vs. \$108,863) in September 2024 compared to September 2023. YTD Mobile Ticketing increased 11.7% (\$996,817 vs. \$892,091).
- Institutional Website increased 10.0% (\$20,228 vs. \$18,398) in September 2024 compared to September 2023. YTD Institutional Website increased 50.6% (\$184,185 vs. \$122,308).
- Open Payments increased 318.6% (\$24,882 vs. \$5,944) in September 2024 compared to September 2023. YTD Open Payments increased 1,265.8% (\$160,532 vs. \$11,754) Note: open payments started in July 2023.
- Retail Network increased 16.6% (\$3,210 vs. \$2,754) in September 2024 compared to September 2023. YTD Retail Network increased 40.0% (\$35,215 vs. \$25,152).

Total Pass Sales:

Total Pass Sales decreased 37.4% (11,221 passes vs. 17,914 passes) in September 2024 compared to September 2023. YTD Total Pass Sales increased 10.1% (179,716 passes vs. 163,249 passes).

- 1-Ride Pass decreased 59.1% (2,731 passes vs. 6,678 passes) in September 2024 compared to September 2023. YTD 1-Ride Pass decreased 9.1% (61,101 passes vs. 67,247 passes).
- 7-Day Rolling Pass increased 22.4% (268 passes vs. 219 passes) in September 2024 compared to September 2023. YTD 7-Day Rolling Pass increased 23.1% (3,275 passes vs. 2,660 passes).
- Day Pass decreased 28.8% (6,881 passes vs. 9,658 passes) in September 2024 compared to September 2023. YTD Day Pass increased 25.6% (103,481 passes vs. 82,382 passes).
- Honored Rider 31-Day Rolling Pass decreased 9.3% (49 passes vs. 54 passes) in September 2024 compared to September 2023. YTD Honored Rider 31- Day Pass decreased 14.7% (428 passes vs. 502 passes).
- Paratransit Monthly Pass increased 90.9% (42 passes vs. 22 passes) in September 2024 compared to September 2023. YTD Paratransit Monthly Pass increased 21.3% (347 passes vs. 286 passes).
- Shuttle Park Pass decreased 33.8% (106 passes vs. 160 passes) in September 2024 compared to September 2023. YTD Shuttle Park Pass decreased 35.0% (1,047 passes vs. 1,610 passes).

- Standard 31-Day Rolling Pass increased 1.2% (1,137 passes vs. 1,123 passes) in September 2024 compared to September 2023. YTD Standard 31-Day Pass increased 17.1% (10,020 passes vs. 8,556 passes).

Total Discounted Passes (Included in Pass Sales above):

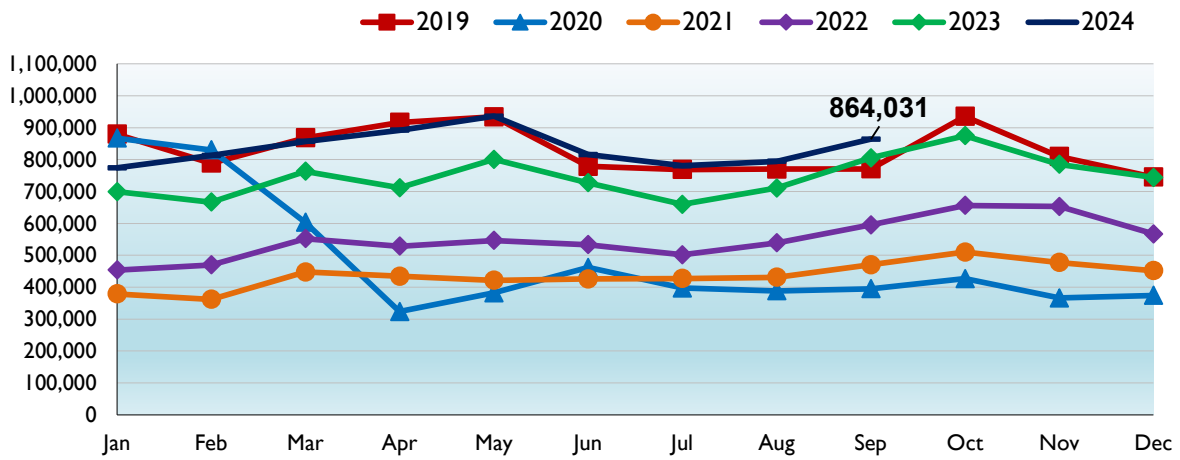
- 1-Ride CAP passes decreased 68.8% (1,231 passes vs. 3,950 passes) in September 2024 compared to September 2023. YTD 1-Ride CAP passes decreased 13.2% (31,778 passes vs. 36,595 passes).
- Day CAP Passes increased 19.9% (5,081 passes vs. 4,236 passes) in September 2024 compared to September 2023. YTD Day CAP Passes increased 37.2% (62,039 passes vs. 45,230 passes).
- Employer-Sponsored Bus Pass Program decreased 12.3% (434 passes vs. 495 passes) in September 2024 compared to September 2023. YTD Employer-Sponsored Passes increased 0.5% (3,921 passes vs. 3,900 passes).

Specialty Pass Programs:

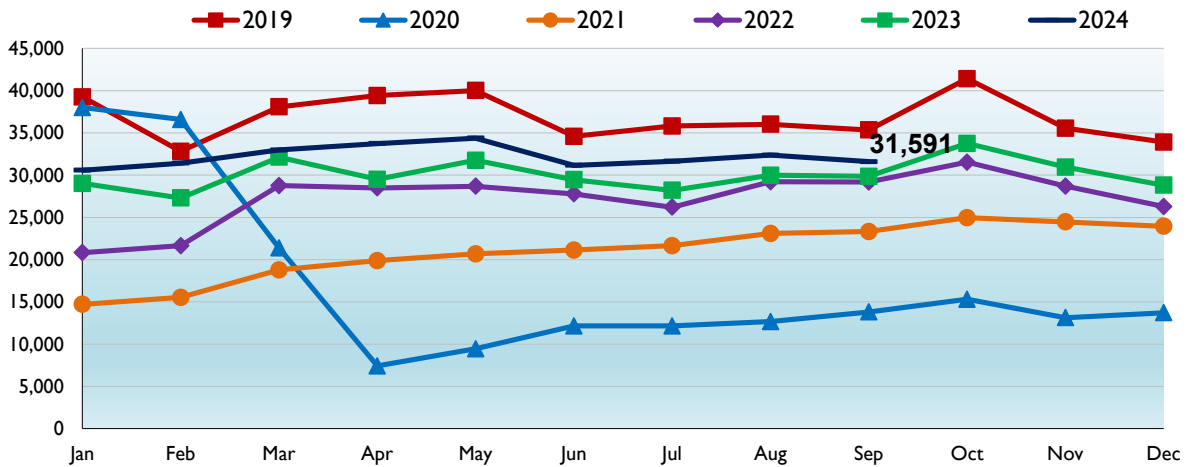
Monthly Data	YTD Data
Shuttle Park monthly sales Decreased 33.8% (106 vs. 160 in 2023)	YTD sales Decreased 35.0% (1,047 vs. 1,610 in 2023)
ESBP monthly sales Decreased 12.3 (434 vs. 495 in 2023)	YTD sales Increased 0.5% (3,921 vs. 3,900 in 2023)
UTAP monthly rides Increased 14.8% (65,328 vs. 56,885 in 2023)	YTD rides Increased 19.7% (656,664 vs. 548,553 in 2023)
Community Access Program Decreased 22.9% (6,312 vs. 8,186 in 2023)	YTD CAP Sales Increased 14.7% (93,817 vs. 81,825 in 2023)

RECOMMENDATION TO COMMITTEE: Information only.

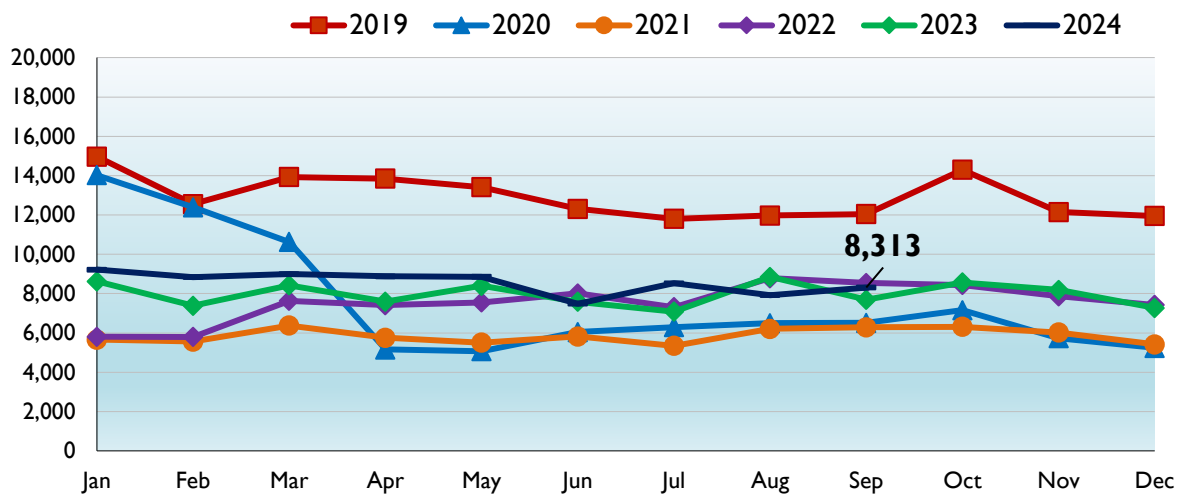
FIXED ROUTE RIDERSHIP



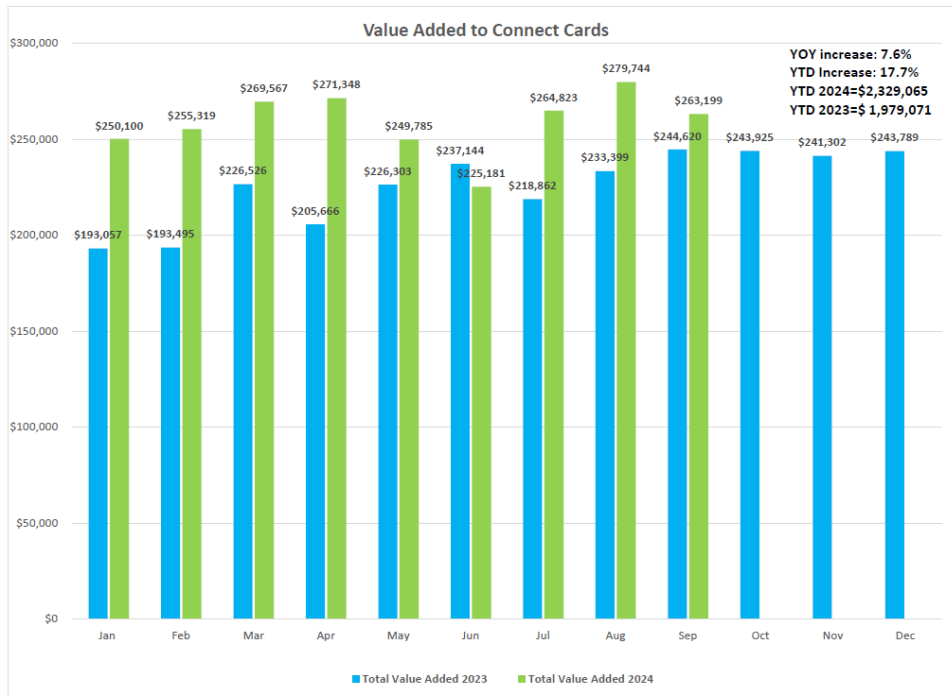
PARATRANSIT RIDERSHIP



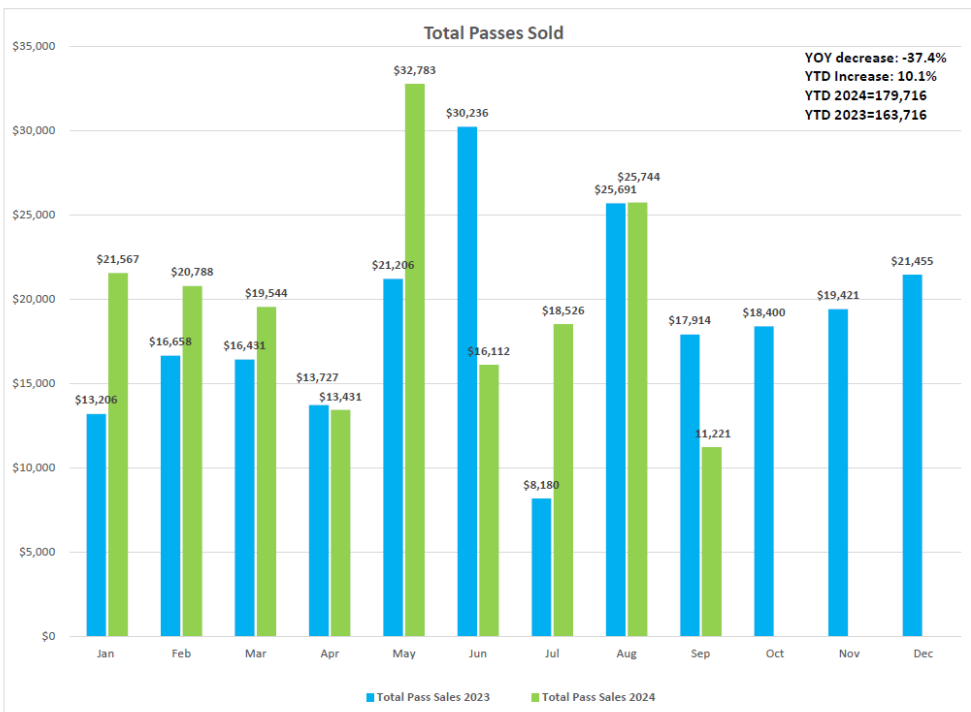
RIDESHARE RIDERSHIP



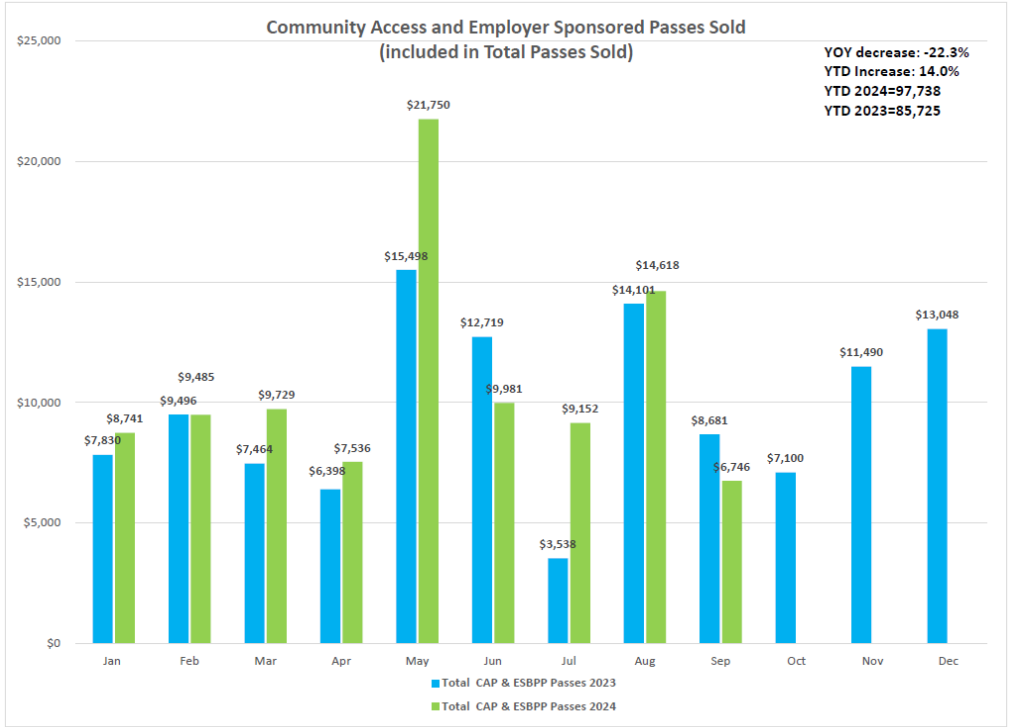
PASS SALES – VALUE ADDED TO CONNECT CARDS



PASS SALES – TOTAL PASSES SOLD



PASS SALES – TOTAL DISCOUNT PASSES



SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

November 6, 2024

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

Revenue

Overall, September year-to-date revenue is 7.2% (\$7.9M) higher than budget impacted by the following:

- Fares & Other Transit Revenue is 3.0% lower than budget
- Sales Tax Revenue is 2.4% higher than budget
- Federal & State Grant Revenue is 24.9% higher than budget
- Miscellaneous Revenue is 51.3% higher than budget

Operating Expenses

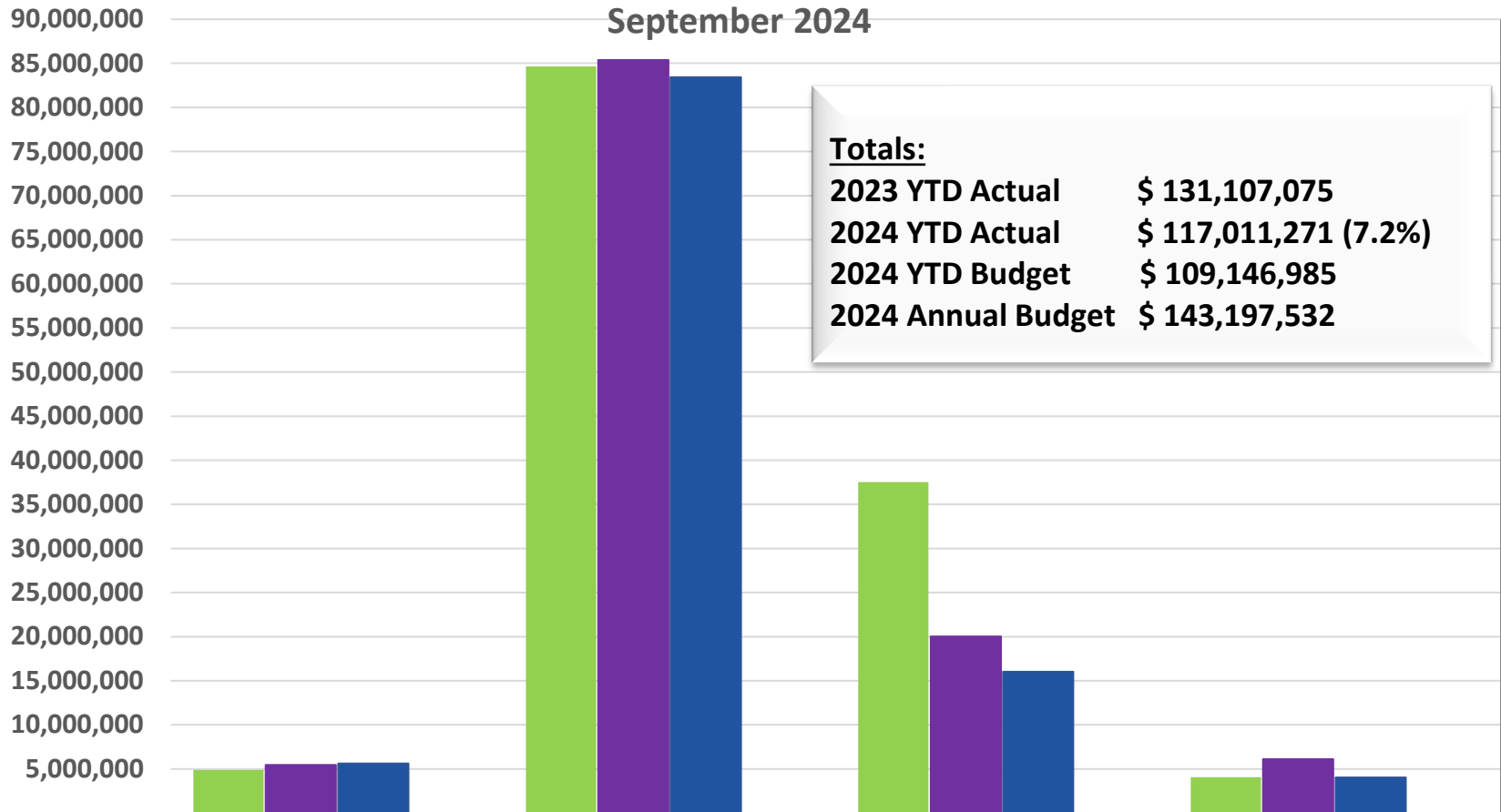
Overall, September year-to-date operating expenses are 4.1% (\$3.8M) lower than budget influenced by the timing of payments as follows:

- Fixed Route is 2.9% lower than budget
- Paratransit is 8.4% lower than budget
- Rideshare is 17.0% lower than budget
- Plaza is 10.2% lower than budget
- Administration is 2.7% lower than budget

RECOMMENDATION TO COMMITTEE: Information only.

Spokane Transit Revenues ⁽¹⁾

September 2024



Totals:

2023 YTD Actual \$ 131,107,075

2024 YTD Actual \$ 117,011,271 (7.2%)

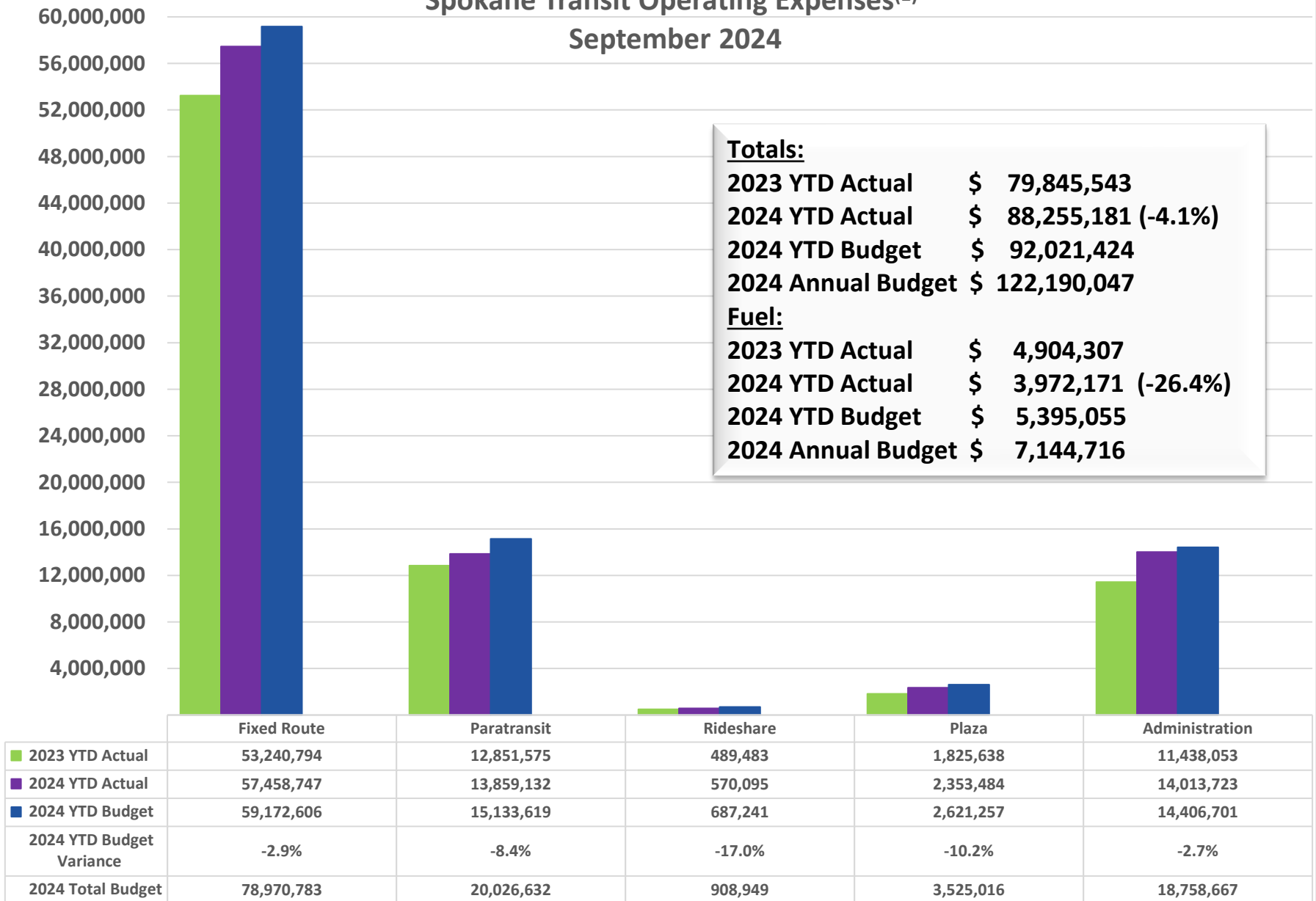
2024 YTD Budget \$ 109,146,985

2024 Annual Budget \$ 143,197,532

	Fares & Other Transit Revenue	Sales Tax	Federal & State Grants (2)	Miscellaneous
■ 2023 YTD Actual	4,885,935	84,639,485	37,518,162	4,063,493
■ 2024 YTD Actual	5,465,566	85,389,448	20,030,039	6,126,218
■ 2024 YTD Budget	5,633,959	83,428,779	16,035,038	4,049,209
2024 YTD Budget Variance	-3.0%	2.4%	24.9%	51.3%
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 September state capital grant reimbursements total \$3,096,748 and federal capital grant reimbursements total \$420,945.

Spokane Transit Operating Expenses⁽¹⁾ September 2024



(1) Operating expenses exclude capital expenditures of \$12,568,769 and Street/Road cooperative projects of \$0 for year-to-date September 2024.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

November 6, 2024

AGENDA ITEM 7C : OCTOBER 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 October 2024 voter-approved sales tax revenue information. October sales tax revenue, which represents sales for August 2024, was:

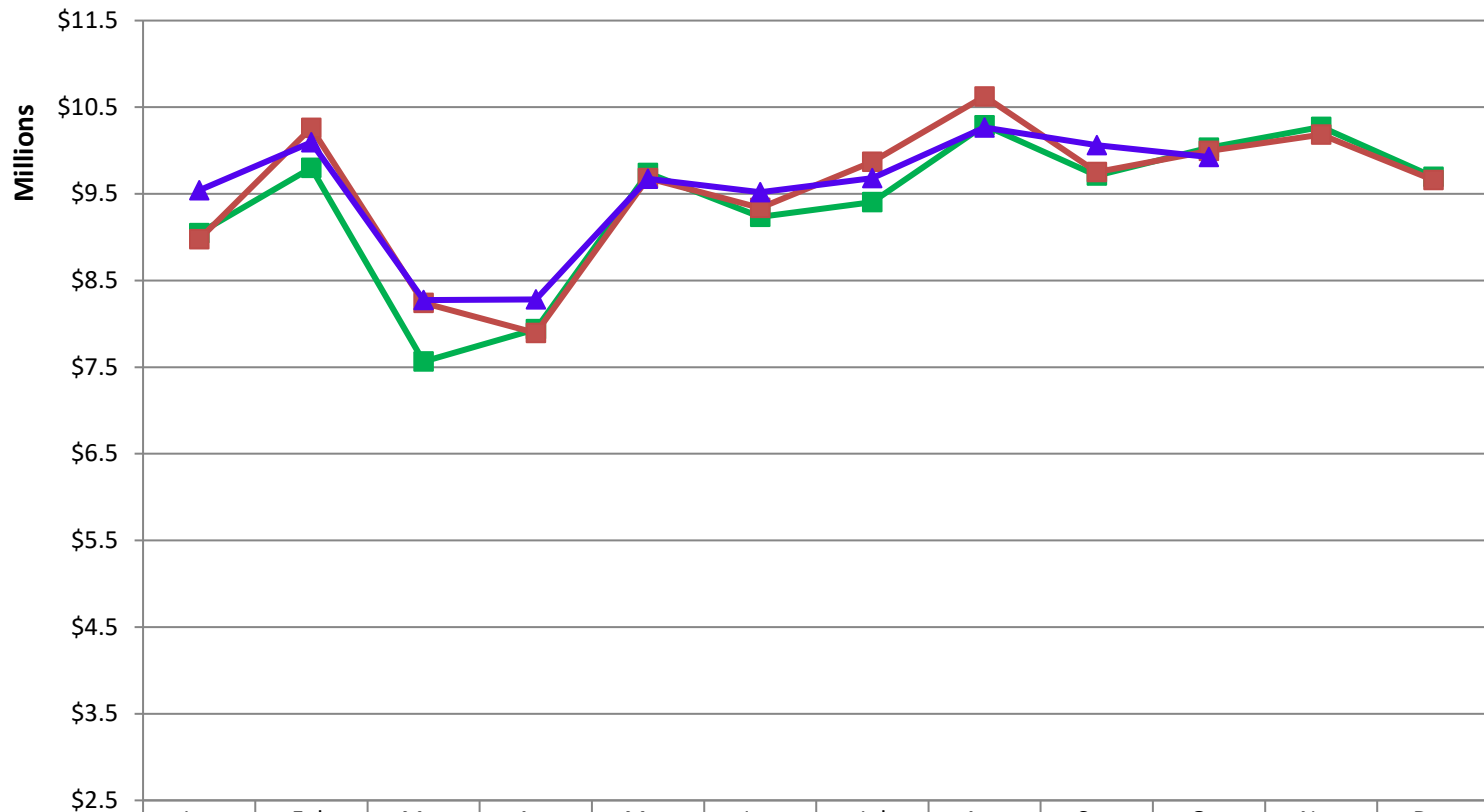
- 19.3% above 2024 budget
- 3.9% above YTD 2024 budget
- 0.7% below 2023 actual
- 0.7% above YTD 2023 actual

Total taxable sales for August were *up* 0.4% from August 2023. 2024 YTD sales are *up* 0.4% compared with August 2023 YTD. Retail, Construction and Accommodation and Food Services continue to be the top 3 rankings:

- Retail Trade *decreased* by 1.8% (\$-10.5M) in August 2024 vs August 2023 and is *down* by 2.8% (\$-123.4M) August 2024 YTD vs 2023 YTD
 - Other Miscellaneous Retailers *increased* 4.8% or \$32.9M August 2024 YTD over August 2023 YTD
 - Grocery and Convenience Retailers *increased* 6.0% or \$14.7M August 2024 YTD over August 2023 YTD
 - Automotive Parts, Accessories, and Tire Retailers *increased* 8.7% or \$13.6M August 2024 YTD over August 2023 YTD
 - Lawn and Garden Equipment and Supplies Retailers *decreased* 15.6% or (\$-5.3M) August 2024 YTD over August 2023 YTD
 - Warehouse Clubs, Supercenters, and Other General Merchandise Retailers *decreased* 1.3% or (\$-8.1M) August 2024 YTD over August 2023 YTD
 - Furniture and Home Furnishings Retailers *decreased* 9.6% or (\$-11.8M) August 2024 YTD over August 2023 YTD
 - Sporting Goods, Hobby, and Musical Instrument Retailers *decreased* 7.2% or (\$-12.3M) August 2024 YTD over August 2023 YTD
 - Other Motor Vehicle Dealers *decreased* 17.2% or (\$-26.3M) August 2024 YTD over August 2023 YTD
 - Health and Personal Care Retailers *decreased* 17.9% or (\$-36.6M) August 2024 YTD over August 2023 YTD
 - Automobile Dealers *decreased* 5.2% or (\$-42.3M) August 2024 YTD over August 2023 YTD

- Building Material and Supplies Dealers *decreased* 9.3% or (\$-43.7M) August 2024 YTD over August 2023 YTD
- Construction *decreased* by 4.0% (\$-8.1M) in August 2024 vs August 2023 and is *down* by 0.1% (\$-2.0M) August 2024 YTD vs 2023 YTD
- Accommodation and Food Services *increased* by 5.1% (\$6.4M) in August 2024 vs August 2023 and is *up* by 1.7% (\$16.1M) August 2024 YTD vs 2023 YTD

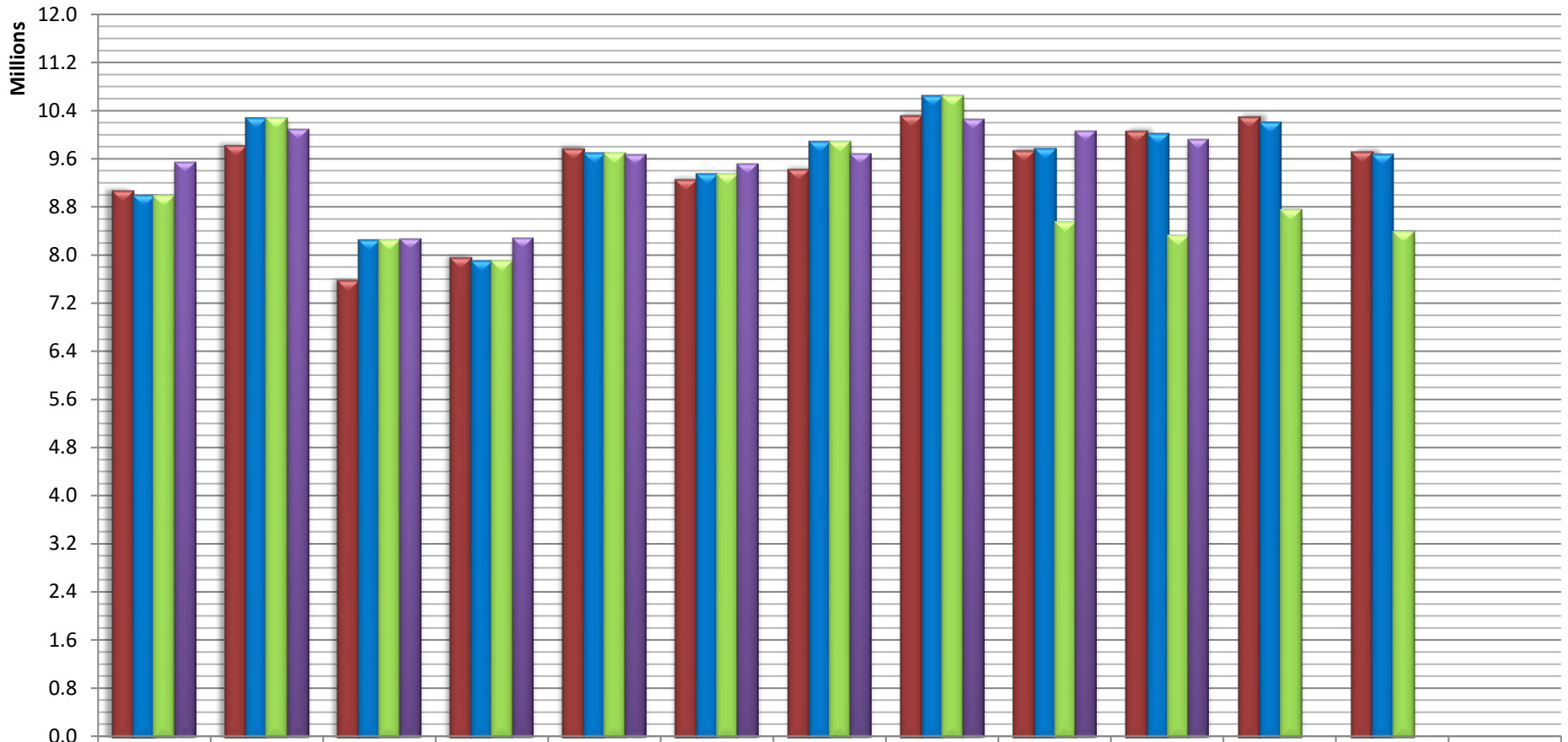
Sales Tax Revenue History-October 2024⁽¹⁾



	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	\$9.5	\$9.7	\$10.3	\$10.1	\$9.9		

(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	9,681,216	10,265,657	10,060,167	9,926,563	-	-	95,316,012
\$ Mo. Var.	565,161	(166,722)	32,195	386,502	(8,245)	181,276	(188,746)	(359,191)	307,734	(70,213)	-	-	
% Mo. Var.	6.3%	-1.6%	0.4%	4.9%	-0.1%	1.9%	-1.9%	-3.4%	3.2%	-0.7%	0.0%	0.0%	
\$ YTD Var.	565,161	398,439	430,634	817,136	808,891	990,167	801,421	442,230	749,964	679,751	-	-	
% YTD Var.	6.3%	2.1%	1.6%	2.3%	1.8%	1.8%	1.2%	0.6%	0.9%	0.7%	0.0%	0.0%	
% YTD Bud. Var.	6.3%	2.1%	1.6%	2.3%	1.8%	1.8%	1.2%	0.6%	2.4%	3.9%	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

November 6, 2024

AGENDA ITEM 7D: 3RD QUARTER 2024 SERVICE PLANNING INPUT REPORT

REFERRAL COMMITTEE: n/a

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

SUMMARY: A total of 65 comments and feedback related to fixed route service and stops were received by the Planning & Development Department during the third quarter of 2024. Of the comments received, 18 were requests for new service, 22 were related to existing service, and 25 were related to bus stops. The comments are summarized below.

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

The purpose of this summary is to inform the Performance Monitoring & External Relations Committee of the feedback received by the Planning & Development Department in the third quarter of 2024. It should be noted that this feedback summary applies only to department-related activities which include, but are not limited to, existing and potential bus service and/or feedback related to specific bus stops.

ADDITIONAL SERVICE REQUESTS

One request for service at the Northeast Community Center.

Staff notified the customer of multiple routes serving the Northeast Community Center within a few blocks and offered to assist with trip planning.

ADDITIONAL SERVICE REQUESTS

One request for service for employees, including those with limited English proficiency, at a business on East Euclid Avenue in Spokane Valley.

Staff provided information about service changes providing stops within one-half mile of the place of employment. Rideshare program information was also provided. Instructions were given on how to change languages on the STA website.

One request for fixed route and paratransit services on Five-Mile Prairie.

Staff informed the customer of the paratransit boundary and provided contact information for other mobility resources. The customer was also informed their request would be logged for future consideration.

Three requests for service for Latah Valley.

1. One request was for bus service to Mullen Hill Terrace Mobile Home Park.
2. One request for service to the Vinegar Flats area.
3. One request for service South of I-90 and West of Highway 195, especially for Spokane Public School (SPS) students.

The customers were informed their requests would be logged for future consideration and that service to this area is not planned at this time. As appropriate, customers were also referred to Paratransit, Rideshare or made aware of continued SPS service. Staff also noted the need for road and pedestrian improvements to enable effective fixed route service in the area.

One request for bus service to the Airway Heights Recreation Center on West Deno Road.

The customer was informed that service to the Airway Heights Recreation Center is not planned at this time and were informed their requests would be logged for future consideration.

One request for fixed route service to extend paratransit service to an assisted-living facility in the Ponderosa neighborhood of Spokane Valley.

The customer was also informed their requests would be logged for future consideration and provided contact information for other mobility resources.

One request to serve Riverside State Park, particularly the Bowl and Pitcher Campground due to parking congestion during peak season.

Staff responded with information regarding routing considerations and that service to this area is not planned at this time. The customer was also informed their requests would be logged for future consideration.

ADDITIONAL SERVICE REQUESTS

One request for service to Chattaroy, Washington.

Staff referred the customer to routing and contact information for Special Mobility Services, which stops at the Chattaroy Post Office. The customer was also informed their requests would be logged for future consideration.

One request for two-way service and extended times for Route 247 Lincoln Park/Ferris to align with Franklin Elementary school late starts and earlier departures to avoid crowding from high school students.

Staff informed the customer of other options on Route 34 and route planning offered by customer service, noting that Route 247 operates independently from the Spokane Public Schools service contract.

Two requests for regular service on Route 124 North Express, emphasizing growth in the area, including immigrant/refugee housing, and difficulty accessing the next closest service on North Division Street.

Staff informed the customer that there are no plans to increase service on Route 124 at this time and provided information about Paratransit, Rideshare, and Federal Transit Administration (FTA) Section 5310 grants. The customers were also informed their requests would be logged for future consideration.

One request for service to access a work site near West Thorpe Road and South Grove Road.

Staff recommended Rideshare services to meet immediate needs and requested additional information regarding potential employee demand and trip origins to be considered for future service.

One request for service to East Mirabeau Parkway and North Pines Road during peak commute hours to and from the Mirabeau Transit Center.

Staff informed the customer that the area is tentatively planned for new service starting in 2027, subject to completion of the Pines Road grade separation project.

One request for seasonal service to Green Bluff during weekends in October and to Silverwood Theme Park in the summer, via the Spokane Community College (SCC) Transit Center.

Staff informed the customer that the areas requested are currently outside of the Public Benefit Transportation Area and that their requests would be logged for future consideration.

One request for service for residents living near South Spotted Road and Highway 2.

Staff informed the customer that there are no current plans to provide service to this area due to budget constraints and the need to construct pullouts on the highway for safe boarding. Rideshare services were recommended in lieu of fixed route service.

EXISTING SERVICE COMMENTS

One comment regarding route confusion with a City Line detour. The passenger felt that STA was compelling boarding at SCC.

The customer was informed that construction projects were impacting City Line operations and directed to check the alerts webpage for up-to-date information on detours and temporary stop closures.

One comment regarding route confusion with Route 11 North Bank/Downtown Shuttle's routing through downtown.

The customer was informed that Route 11 was on detour due to construction and that occasional route deviations may occur due to an accident or event.

One comment regarding early morning late arrivals for Route 74 Mirabeau/Liberty Lake at Mirabeau Park and Ride.

The customer was informed that two trips were cancelled in one week due to staffing shortages, and that late arrivals would continue to be monitored.

One comment regarding the late arrival of Route 63 Geiger/Airport at Amazon resulting in missed connections with Route 6 Cheney to Spokane.

The customer was informed that delays were due to construction in Airway Heights, and starting in September, Route 63 would not be serving Airway Heights and would be interlined on most trips with Route 60 for a one-seat ride to Spokane.

One comment concerning missed morning transfers from Route 61 Highway 2/Fairchild to Route 74 Mirabeau/Liberty Lake at the Plaza.

The customer was informed that congestion delays at Fairchild AFB were impacting the connection to Route 74. On-time performance for Route 61 will continue to be monitored.

One comment regarding missed transfers at the Plaza and recommended extending the transfer window.

Staff attempted to follow up with the customer to determine specific routes and times, with no response.

One comment requesting a longer span of Sunday service to Amazon Fulfillment Center (GEG1) to coincide with work shifts.

Staff informed the customer that budget constraints limit expanding Sunday service and that their requests would be logged for future consideration.

EXISTING SERVICE COMMENTS

One customer asked if the September service change could extend the alignment for Route 34 Freya to be closer to Freya Street and 35th Avenue.

Staff informed the customer that their request would be considered for future service changes and that the existing routing would remain the same for the September service change. Staff recommended a transfer from Route 43 to Route 34 for their commute home.

One customer requested schedule adjustments to reduce waiting time transferring from Route 23 Maple/Ash to Route 35 Francis/Market at the stop on W Francis Ave at N Alberta St.

Staff adjusted Route 35 to arrive earlier at this stop.

One customer comment regarding Route 61 Highway 2/Fairchild routing on Fairchild Air Force Base post-construction and buses leaving timepoints too early.

Staff are monitoring Route 61 for on-time performance.

One customer commented about crowding, on-time performance, and rude passenger behavior on outbound Route 61 Highway 2/Fairchild. The customer desired the route to bypass the casinos.

Staff informed the customer of September service changes that may reduce crowding, as well as improvements to Route 61 in 2025. Staff explained that construction and interlining impacts were affecting performance, and continued monitoring will inform future schedule changes.

Two customers expressed concerns with the September service changes impacts on Route 63 Geiger/Airport, discontinuing direct service from Airway Heights to the Amazon Fulfillment Center (GEG1).

Staff explained that Routes 63 and 633 will provide more frequent service to Amazon, targeting service to support employee shifts. Staff also informed the customer of transfer opportunities at the West Plains Transit Center connecting to Airway Heights and Spokane.

Two customers expressed concerns with the removal of Route 26 Lidgerwood.

1. One customer requested to retain a one-seat ride to their destination and felt unsafe having to transfer
2. One customer felt that not enough outreach was done and was concerned with the seating capacity of Route 28 with the added demand

Staff followed up with one customer to determine their destinations, highlighting one-seat ride options. Staff emphasized demand to serve Northeast Spokane and explained outreach efforts, explaining connection opportunities from Route 31 to Routes 27, 28, 32 and City Line. Customers were assured that feedback would be reviewed regularly.

EXISTING SERVICE COMMENTS

One customer commented about delays to City Line and reliability of Route 4 Monroe-Regal leaving on time from Moran Station Park and Ride. The customer asked if real-time text updates were available.

Staff followed up with the customer asking for specific dates and times of delays and informed of the real-time text option at each stop.

One customer commented about early departures on Route 223 Shadle/Indian Trail did not accommodate North Central High School student release times.

Staff responded to the customer by assuring continued monitoring with later departures being considered if warranted. Staff reviewed on-time performance, which indicated schedule adherence supporting student release times.

One customer requested staggered schedules for Route 45 Perry District and Route 94 East Central/Millwood, indicating that Route 94 East Central/Millwood bypassed their stop due to a Route 45 Perry District bus occupying the stop.

Staff followed up with the customer asking for specific dates and times of the incident, with no response.

One customer commented on the September service changes, stating the schedule will result in longer wait times for transferring from Route 74 Mirabeau/Liberty Lake to Route 97 Greenacres/Liberty Lake. They requested more frequent Route 74 Mirabeau/Liberty Lake service at night and more cross-valley service in general.

Staff responded that the customer's feedback will be documented for future consideration of planning efforts.

One customer requested more frequent service on Route 63 Geiger/Airport.

Staff indicated to the customer that service was recently increased during weekdays, but that the customer's request will be reviewed for future consideration.

One customer requested better transfers between Route 63 Geiger/Airport and Route 65 Hayford at the West Plains Transit Center.

Staff requested more information regarding dates and times of travel to evaluate options and consider schedule changes.

One customer commented about inaccurate City Line arrival and departure times using Google.

Staff informed the customer of the real-time text option at each bus stop.

BUS STOP COMMENTS

One customer reported an unsafe bench (not owned by STA) in front of the inbound stop on East Sprague Avenue at South Pines Street.

Staff contacted the advertising bench owner, Creative Outdoor Advertising for repair/replacement.

One customer reported the inbound bus stop was toppled on North Nevada Street at East Empire Avenue.

The pole and sign were replaced. The customer was informed.

One property owner commented about buses blocking their driveway. The bus stop is adjacent to the inbound bus stop on North Crestline Street and East Wellesley Avenue.

Staff contacted the owner and advised them to call customer service for immediate resolutions if buses block their driveway. Staff reviewed stop placement with no obvious driveway conflicts.

One request to install a trash can at the bus stop on Highway 2 at Flint Road.

There are 19 average weekday boardings at the stop. A trash receptacle has been directed to be placed at this stop.

One customer commented on the removal of the shelter on West Sunset Boulevard and South Rustle Street.

Staff informed the customer that the removal was temporary and will be re-evaluated for replacement in the fall of 2024.

One customer informed staff of overgrown vegetation obscuring the outbound stop on North Wall Street at West Westview Avenue.

Staff contacted the City of Spokane to provide notice to the adjacent property owner responsible for maintenance of the vegetation.

One adjacent property owner commented on the outbound stop on East Broadway Avenue and North Moore Road.

Staff contacted the owner to explain the rationale of far-side stops, ADA accessibility, and potential lighting options to improve safety.

A resident informed staff of a damaged trash can and bench (not owned by STA) in front of the stop on North Ash Street at West Longfellow Avenue serviced by inbound Routes 23 Maple/Ash and 223 Shadle/Indian Trail.

Staff contacted the advertising bench owner, Creative Outdoor Advertising for repair/replacement. The citizen was informed.

BUS STOP COMMENTS

Two customers reported the outbound bus stop was toppled at 13518 East Indiana Avenue (adjacent to Great Floors).

The pole and sign were replaced. The customers were informed.

One customer asked to consider alternate shelter materials other than glass due to excessive heat intensity during the summer.

Staff contacted the customer to explain the rationale of using glass in shelters to balance visibility, security, and durability as well as consideration of the suggestion when selecting a shelter vendor

One customer commented about the removal of the shelter and bench at the stop on East Sprague Avenue and South Farr Road.

Staff contacted the customer explaining that the bench and shelter were temporarily removed to make improvements to the loading platform and will be reinstalled.

One customer asked about the lack of temporary stops during construction at the inbound stop on Government Way at South G Street.

Staff placed a temporary stop near the location and the customer was informed.

One customer recommended continued use of the existing inbound stop on State Route 902 at North Stanley Street during construction of the improved stop, being relocated far-side of the intersection. The customer was concerned with the safety and usability of a temporary far-side stop before construction of the new stop can be completed.

Staff concurred with the customer recommendation and the existing stop is being used.

A property owner adjacent to the outbound stop on East Empire Avenue at North Perry Street expressed concerns regarding the stop placement.

Staff attempted to contact the property owner to address their concerns, with no response.

A property owner adjacent to the outbound stop on North Crestline Street and East Rowan Avenue expressed concerns about the bus stop location, littering, and passenger behavior.

Staff contacted the property owner to inform them that a trash can was requested for installation and that stop removal or relocation would be considered. There are 3 average weekday boardings and 9 average weekday alightings at this stop.

One customer commented regarding the unimproved inbound stop on Barker Road and Hall Street.

Staff responded to the customer, sharing that improvements are planned to make the stop more accessible with a level loading area. An alternate level boarding location nearby was also identified.

BUS STOP COMMENTS

A resident expressed concerns with the inbound stop on Barker Road and East Mission Avenue.

Staff contacted the resident, explaining the rationale behind the stop placement, including neighborhood requests for more service on Barker Road.

One citizen expressed concerns regarding the placement of stops on East Sprague Avenue and Helena Street.

Staff contacted the citizen, explaining the rationale behind the stop placement. The stop location has been in place since 2017.

A property owner adjacent to the inbound stop on East North Foothills Drive at North Perry Street requested a trash can.

There are 22 average weekday boardings at the stop. A trash receptacle has been directed to be placed at this stop.

A property owner adjacent to the inbound stop on North Crestline Street and East Francis Avenue requested a trash can.

There are 18 average weekday boardings at the stop. A trash receptacle has been directed to be placed at this stop.

A property owner adjacent to the inbound stop on East Garland Avenue at North Regal Street expressed concerns with the stop placement and dwelling buses.

Staff reached out to the property owner and explained that buses were incorrectly dwelling at the stop, which has been corrected. Staff are continuing to work with the property owner on stop placement concerns.

A property owner adjacent to the stops on 508 North and 211 North Government Way expressed concerns with the stop placements, citing alleged transit passenger littering and trespassing.

Staff contacted the owner to explain the process for removing bus stops. There is one average weekday boarding at these stops. Staff requested the owner provide verification of littering before a trash can is placed at the stop.

A resident reported that the outbound transit stop sign is blocking a street stop sign on East 16th Avenue and South Adams Road.

Staff verified that visual obstructions of traffic control devices were not present.

A customer requested a public restroom at the West Plains Transit Center.

Staff responded that public restrooms are not provided outside the Plaza and SCC Transit Center.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

November 6, 2024

AGENDA ITEM 7E : STA HOLIDAY SERVICES AND OFFICE HOURS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Dana Infalt, Clerk of the Authority

SUMMARY: The Administrative office at 1230 Boone Avenue will be closed Thursday, November 28, 2024, to observe the Thanksgiving holiday; Wednesday, December 25, 2024, to observe the Christmas holiday; and Wednesday, January 1, 2025, to observe the New Year’s holiday. Fixed Route and Paratransit Holiday service will be provided on these days.

The following schedule outlines STA’s holiday services:

Date:	Paratransit Service and Reservations	Fixed Route Service	Customer Service (at the Plaza)
November 28 (Thursday)	Holiday Service/ 8:00 am - 8:00 pm Paratransit Reservations 8:00 am - 5:00 pm	Holiday Service 8:00 am - 8:00 pm	Front Counter Closed Call Center open 8:00 am - 6:00 pm
December 25 (Wednesday)	Holiday Service/ 8:00 am - 8:00 pm Paratransit Reservations 8:00 am – 5:00 pm	Holiday Service 8:00 am - 8:00 pm	Front Counter Closed Call Center open 8:00 am - 6:00 pm
January 1 (Wednesday)	Holiday Service/ 8:00 am - 8:00 pm Paratransit Reservations 8:00 am – 5:00 pm	Holiday Service 8:00 am - 8:00 pm	Front Counter Closed Call Center open 8:00 am - 6:00 pm

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

November 6, 2024

AGENDA ITEM 8 : DECEMBER 4, 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 December 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, December 4, 2024

1:30 p.m. – 3:00 p.m.

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

AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report (5 minutes)
3. Committee Action (10 minutes)
 - A. Minutes of the November 6, 2024, Committee Meeting -- *Corrections/Approval*
 - B. Finalize 2025 Performance Monitoring & External Relations Committee Work Program (*Rapez-Betty*)
4. Committee Action (30 minutes)
 - A. Board Consent Agenda
 1. 2025 Performance Measures (*Rapez-Betty*)
 2. Public Transportation Agency Safety Plan – Recommendation (*Williams*)
 - B. Board Discussion Agenda
 1. Draft 2025 State Legislative Focus and Priorities (*Cortright*)
5. Reports to Committee (5 minutes)
 - A. 2024 Third Quarter Year-to-Date Performance Measures (*Rapez-Betty*)
6. CEO Report (Meyer) (15 minutes)
7. Committee Information (no discussion/staff available for questions)
 - A. October 2024 Operating Indicators (*Rapez-Betty*)
 - B. October 2024 Financial Results Summary (*Johnston*)
 - C. November 2024 Sales Tax Revenue (*Johnston*)
 - D. January Service Change (*Otterstrom*)
8. Review February 5, 2025, Meeting Agenda (5 minutes)
9. New Business (5 minutes)
10. Committee Members' Expressions (5 minutes)
11. Adjourn

Next Committee Meeting: Wednesday, February 5, 2025, at 1:30 p.m. (No meeting in January)

Optional Virtual Link:	Join Here	
Password:	Members: 2025	Guests: 0225
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

November 6, 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

November 6, 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.