

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.

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 (20 minutes)
 - A. Board Consent Agenda
 1. Disadvantaged Business Enterprise (DBE) Program Approval (*Otterstrom*)
 - B. Board Discussion Agenda
 1. **New STA Bus Wrap Policy Program** Considerations (*Rapez-Betty/Cortright*)
5. Reports to Committee (15 minutes)
 - A. 2024 Second Quarter Year-to-Date Performance Measures (*Rapez-Betty*)
 - B. September 2024 Service Change Report (*Otterstrom*)
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 #: 2498 069 3975

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

September 4, 2024

AGENDA ITEM 3A : MINUTES OF THE JULY 10, 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 July 10, 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 July 10, 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
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

Tim Hattenburg, City of Spokane Valley

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

Patrick Keefe, 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 June 5, 2024, Committee Meeting**
Ms. Wilkerson moved to approve the June 5, 2024, committee meeting minutes. Mr. Dillon seconded, and the motion passed unanimously.
 - B. **Citizen Advisory Committee Charter Approval**
Dr. Cortright explained the Citizen Advisory Committee (CAC) Charter needs updating due to the change of holding meeting monthly instead of quarterly. Staff also recommended additional changes be made to member terms, vacancies, and expectations, and language clarity. Dr. Cortright presented the changes and stated the CAC reviewed and approved the Charter updates at their June 12, 2024, meeting. Discussion ensued about committee vacancies.
Ms. Wilkerson moved to approve the Charter for the Citizen Advisory Committee (CAC) as presented. Mr. Dillon seconded, and the motion passed unanimously.

4. COMMITTEE ACTION

- A. Board Consent Agenda (none)
- B. Board Discussion Agenda (none)

5. REPORTS TO COMMITTEE

A. 2023 Paratransit Survey Results

Dr. Cortright provided background on the 2024 Paratransit Survey conducted in January and February by a new vendor, ETC Institute. The purpose of the survey was to identify the transportation habits and opinions of Paratransit riders. Surveys were randomly sent to Paratransit customers by mail, but a virtual option was also available. The goal was to receive back 400 surveys, which was exceeded by receiving 412. Dr. Cortright presented the survey results, showing positive feedback, which was consistent with past survey results.

B. Marketing & Communications Update

Dr. Cortright reported the Marketing & Communications department has worked on a variety of campaigns in 2024 including Youth Ride Free, Expo 50 Celebration, and Division Street BRT. In addition, they have supported the work of Connect 2035, Transit Development Plan outreach activities, and employee recruitment. Dr. Cortright presented examples of social media, print and digital materials, video and radio advertising, and web improvements that have been completed in 2024 to promote STA and educate riders.

C. 2023 State Audit Report

Ms. Meyer explained on July 8, 2024, the Washington State Auditor's Office held an Audit Exit Conference with STA staff regarding the 2023 Audit results and reported STA received a clean audit. Walter Green, Audit Lead, briefed the Committee on the 2023 Audit results. The State Auditor's Office determined STA's financial statements were fairly presented as of December 31, 2023.

6. CEO REPORT

- Ms. Meyer reported the June 2024 voter-approved sales tax revenue collected on April 2024 sales against a budget of \$9,336,760. The actual receipts were \$9,518,036 which is 1.9% above budget with a variance totaling \$181,276. Year-to-date is 1.8% above budget and totals approximately \$1.0M.
- Ms. Meyer provided a reminder that during the hot weather, STA has a fare policy exception which allows riders to ride free when temperatures are 95 degrees and above. The fare may be waived if a rider states they need transportation to a cool environment, but they cannot afford the fare.

7. SEPTEMBER 4, 2024 – COMMITTEE MEETING DRAFT AGENDA REVIEW

8. NEW BUSINESS

There was no new business at this time.

9. COMMITTEE MEMBERS' EXPRESSIONS

Mr. Bynaker complimented Dr. Cortright on her presentations and hard work. Mr. Speir stated he appreciated the detailed reporting. Ms. Wilkerson inquired about an issue a City of Spokane employee had over the weekend with delayed bus service.

10. ADJOURN

Chair Kerns reminded the committee members there will be no August PMER meeting. He adjourned the meeting at 3:02 p.m.

The next committee meeting will be held on Wednesday, September 4, 2024, at 1:30 p.m. in person with a WebEx option. There is no August meeting.

Respectfully submitted,

Molly Fricano

Molly Fricano

Executive Assistant to the Chief Operations Officer

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

September 4, 2024

AGENDA ITEM 4A1 : DISADVANTAGED BUSINESS ENTERPRISE (DBE) PROGRAM APPROVAL

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Planning & Development Officer
Jordan Hayes-Horton, Senior Procurement Manager & DBE Liaison

SUMMARY: STA recently completed its Federal Transit Administration (FTA) FY2024 Triennial Review. At the completion of the review, the FTA recommended that STA revise the format of its Disadvantaged Business Enterprise (DBE) Program. Staff have revised the format and are requesting approval of the updated DBE Program.

BACKGROUND: The Triennial Review is the FTA's assessment of STA's compliance with Federal requirements as determined by examining a sample of award management and program implementation practices. The review focuses on STA's compliance in twenty-three separate areas over the last triennium. STA's Disadvantaged Business Enterprise Program, Goal, and Reporting was one area examined as part of the review process.

STA's DBE Program format has not been updated for over fifteen years. The FTA recommended that STA's DBE Program format be revised to align with a sample format that has been approved by the FTA and is becoming commonly used amongst other transit agencies. The new format clearly identifies each subsection of Title 49 of the U.S. Code of Federal Regulations (CFR) Part 26, in numerical order, that STA must comply with and details how STA will meet each requirement. The updated format also includes a table of contents for ease of navigation and STA's DBE Goal as an attachment vs. being incorporated in the body of the DBE Program.

The functional elements of STA's DBE Program, as well as STA's DBE Goal for FFY 2023, 2024 & 2025 remain unchanged.

RECOMMENDATION TO COMMITTEE: Recommend the Board of Directors approves, by resolution, the Disadvantaged Business Enterprise Program as presented.

RESOLUTION NO. **XXX-24**

A RESOLUTION FOR THE PURPOSE OF ADOPTING AN UPDATED SPOKANE TRANSIT AUTHORITY DISADVANTAGED BUSINESS ENTERPRISE (DBE) PROGRAM FORMAT.

SPOKANE TRANSIT AUTHORITY
Spokane County, Washington

BE IT RESOLVED BY THE SPOKANE TRANSIT AUTHORITY as follows:

WHEREAS, the Spokane Transit Authority (STA) is a municipal corporation operating and existing under and pursuant to the Constitution and Laws of the State of Washington, pursuant to RCW Title 36, Chapter 57A, Public Transportation Benefit Area;

WHEREAS, as a recipient of federal financial assistance, the STA Board of Directors regularly establishes a Disadvantaged Business Enterprise (DBE) Program and DBE goal in accordance with regulations of the U.S. Department of Transportation, 49 CFR Part 26; and,

WHEREAS, on July 21, 2022, the STA Board of Directors adopted Resolution No. 798-22 thereby approving STA's DBE Program and STA's DBE goal for federal fiscal years (FFY) 2023, 2024, and 2025; and,

WHEREAS, at the recommendation of the Federal Transit Administration (FTA), STA staff have revised the DBE Program format to align with an FTA sample format becoming commonly used amongst other transit agencies; and,

WHEREAS, the functional elements of STA's DBE Program and STA's DBE goal remain unchanged.

NOW, THEREFORE, be it resolved by the Board of Directors of STA as follows:

Section 1. The STA Board of Directors hereby adopts and authorizes the execution of the Disadvantaged Business Enterprise Program as prepared by staff, a copy of which is attached hereto, marked Exhibit A, and incorporated herein by reference.

Section 2. This resolution shall take effect and be in force immediately upon passage.

Section 3. STA's DBE goal for FFY 2023, 2024, and 2025 of 0.753% shall remain unchanged.

Section 4. All prior resolutions inconsistent herewith are repealed.

Adopted by STA at a regular meeting thereof held on the 19th day of September 2024.

Attest:

Dana Infalt
Clerk of the Authority

All French
STA Board Chair

Approved as to form:

Megan Clark
Legal Counsel

DRAFT



Spokane Transit

SPOKANE TRANSIT AUTHORITY

DISADVANTAGED BUSINESS ENTERPRISE (DBE) PROGRAM

AND GOAL

FEDERAL FISCAL YEARS (FFYs) 2023, 2024 and 2025

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OBJECTIVES AND POLICY STATEMENT

The Spokane Transit Authority (Spokane Transit) has established a Disadvantaged Business Enterprise (DBE) Program in accordance with regulations of the U.S. Department of Transportation (DOT), 49 Code of Federal Regulations (CFR) Part 26, as amended. Spokane Transit has received Federal financial assistance from the Department of Transportation, and as a condition of receiving this assistance, Spokane Transit has signed an assurance that it will comply with 49 CFR Part 26.

Spokane Transit shall take all necessary steps in accordance with 49 CFR Part 26, as amended, to ensure DBEs have an equal opportunity to receive and participate in DOT-assisted contracts. It is Spokane Transit's policy to:

1. Ensure nondiscrimination in the award and administration of DOT-assisted contracts;
2. Create a level playing field on which DBEs can compete fairly for DOT-assisted contracts;
3. Ensure that the DBE Program is narrowly tailored in accordance with applicable law;
4. Ensure that only firms that fully meet 49 CFR Part 26 eligibility standards are permitted to participate as DBEs;
5. Help remove barriers to the participation of DBEs in DOT-assisted contracts; and
6. Assist in the development of firms that can compete successfully in the marketplace outside of the DBE Program.
7. Support small businesses to ensure free and open access to DOT-assisted contracting opportunities.

The Senior Procurement Manager serves as the Disadvantaged Business Enterprise Liaison Officer (DBELO) reporting to the Chief Executive Officer with regards to the DBE Program. In that capacity, the Senior Procurement Manager is responsible for implementing all aspects of the DBE Program. Implementation of the DBE Program is accorded the same priority as compliance with all other legal obligations incurred by Spokane Transit in its financial assistance agreements with the U.S. Department of Transportation.

Spokane Transit has disseminated this policy statement to the Spokane Transit Board of Directors and all of the components of our organization. Spokane Transit has made this statement available to DBE and non-DBE business communities that perform work for Spokane Transit on DOT-assisted contracts through business and minority outreach forums and through posting on the Spokane Transit company website.

E. Susan Meyer
Chief Executive Officer

Date

A. GENERAL REQUIREMENTS

1. Objectives – Section 26.1

Spokane Transit's DBE Program objective is to ensure a level playing field and foster equal opportunity for all firms, including DBEs participating in DOT-assisted procurements and contracts. The objectives are found in the policy statement on the first page of this program.

2. Applicability – Section 26.3

Spokane Transit is the recipient of Federal Transit funds authorized by Federal Transit laws in Title 49, U.S. Code, and the Moving Ahead for Progress in the 21st Century Act (MAP-21, Public Law 112-141, 2012).

3. Definitions – Section 26.5

Spokane Transit adopts and incorporates by reference the definitions contained in 49 CFR Section 26.5 for this Program. A complete list of definitions may be found on the DOT website at <https://www.ecfr.gov/current/title-49/subtitle-A/part-26/subpart-A/section-26.5>.

4. Non-Discrimination Requirements – Section 26.7

Spokane Transit will never exclude any person from participation in, deny any person the benefits of, or otherwise discriminate against anyone in connection with the award and performance of any contract covered by 49 CFR Part 26 on the basis of race, color, sex, or national origin.

In administering its DBE Program, Spokane Transit will not directly or through contractual or other arrangements, use criteria or methods of administration that have the effect of defeating or substantially impairing accomplishment of the objectives of the DBE Program with respect to individuals of a particular race, color, sex or national origin.

5. Record Keeping Requirements – Section 26.11

Reporting to DOT: 26.11(a) and (b)

Spokane Transit will report DBE participation on a semi-annual basis using the Uniform Report of DBE Awards of Commitments and Payments as provided by the Federal Transit Administration (FTA) in TrAMS.

Bidders List: 26.11©

Spokane Transit will create a bidders list, consisting of information about all DBE and non-DBE firms that may bid or quote on DOT-assisted contracts. This bidders list will be used to calculate and help set overall goals. The bidders list will include the firm name, address, DBE/non-DBE status, age of the firm, NAICS codes relating to the work the firm is certified to perform, and annual gross receipts. Information will be collected in the following ways: a

contract clause requiring all prime contractors to report names, addresses, and DBE certification status of all firms used as subcontractors, notice in all solicitations requesting responding firms report DBE participation.

6. Federal Financial Assistance Agreement – Section 26.13

Spokane Transit agrees to the following assurances, applicable to all DOT-assisted contracts and procurements and their administration:

Assurance: 26.13(a)

The language below will appear in financial assistance agreements with sub-recipients should that sub-recipients be associated with federal financial assistance the agency receives.

Spokane Transit shall not discriminate on the basis of race, color, national origin, or sex in the award and performance of any DOT-assisted contract or in the administration of its DBE Program or the requirements of 49 CFR Part 26. Spokane Transit shall take all necessary and reasonable steps under 49 CFR Part 26 to ensure nondiscrimination in the award and administration of DOT-assisted contracts. Spokane Transit's DBE Program, as required by 40 CFR Part 26 and as approved by DOT, is incorporated by reference in this agreement. Implementation of this Program is a legal obligation and failure to carry out its terms shall be treated as a violation of this agreement. Upon notification to Spokane Transit of its failure to carry out its approved program, the Department may impose sanction as provided for under Part 26 and may, in appropriate cases, refer the matter for enforcement under 18 U.S.C 1001 and/or the Program Fraud Civil Remedies Act of 1986 (31 U.S.C. 3801 et seq.).

Contract Assurance: 26.13(b)

Spokane Transit will ensure that the following clause is placed in every DOT-assisted contract and subcontract:

The contractor, sub-recipient, or subcontractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this contract. The contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of DOT-assisted contracts. Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy as the recipient deems appropriate.

B. ADMINISTRATIVE REQUIREMENTS

1. DBE Program Updates – Section 26.21

Since Spokane Transit has received grants of \$250,000 or more in FTA planning, capital, and or operating assistance in a federal fiscal year, Spokane transit will continue to carry out this DBE Program until all funds from DOT financial assistance have been expended. Spokane Transit will provide updates to DOT representing significant changes in the DBE Program.

2. Policy Statement – Section 26.23

The Policy Statement is elaborated on the first page of this Program.

3. DBE Liaison Officer (DBELO)

Spokane Transit has designated the following individual as the DBE Liaison Officer:

Jordan Hayes-Horton, Senior Procurement Manager

1230 West Boone Avenue

Spokane, WA 99201

509-325-6032

jhorton@spokanetransit.com

The DBELO is responsible for implementing all aspects of the DBE Program and ensuring that Spokane Transit complies with all provisions of 49 CFR Part 26. The DBELO has direct, independent access to the Chief Executive Officer concerning DBE Program matters. An organization chart displaying the DBELO's position in the organization is found in Attachment A to this Program.

The DBELO is responsible for developing, implementing, and monitoring the DBE Program, in coordination with other appropriate officials. The DBELO has access to all management staff responsible for conducting procurements and contract administration thereby assisting in the administration of the DBE Program.

The duties and responsibilities of the DBELO include:

- a. Gathers and reports statistical data and other information as required by DOT;
- b. Reviews third-party contracts and purchase requisitions for compliance with the DBE Program;
- c. Works with Spokane Transit departments in formulating overall agency wide, race-neutral DBE goals;
- d. Ensures that bid notices and requests for proposals are available to DBEs in a timely manner;
- e. Encourages compliance by attending applicable pre-bid meetings and/or receives a copy of minutes and a list of attendees from Procurement staff;
- f. Participates in bid and proposal review panels;
- g. Provides outreach to DBEs and community organizations to alert them of potential business opportunities with Spokane Transit;
- h. Provides assistance to contractors in identifying DBE firms;

- i. Advises the Chief Executive Officer on DBE matters, including progress on DBE goal achievement;
- j. Refers interested DBEs to the Washington Procurement Technical Assistance Center (PTAC) and to the Office of Minority and Women's Business Enterprises (OMWBE) for information and assistance in preparing bids and obtaining bonding and insurance;
- k. Attends and participates in DBE related training seminars as appropriate and available.

4. DBE Financial Institutions – Section 26.27

Currently, Spokane Transit's banking services are provided by the Spokane County Treasurer, pursuant to the revise code of Washington. It is the policy of Spokane Transit to investigate the full extent of services offered by financial institutions owned and controlled by socially and economically disadvantaged individuals in the community, to make reasonable efforts to use these institutions, and to encourage prime contractors on DOT-assisted contracts to make use of these institutions. Spokane Transit has investigated local financial institutions and searched the OMWBE directory in an effort to identify available institutions and, at the present time, there are no banks or financial institutions in Spokane County or Washington State that are certified DBEs. The DBELO will continue to re-evaluate availability on an annual basis.

5. Prompt Payment Mechanisms – Section 26.29

Spokane Transit will include the following clause in each DOT-assisted prime contract:

The Contractor is required to make payment to subcontractors within thirty (30) days from the receipt of each payment the Contractor receives from Spokane Transit for satisfactorily completed subcontractor work, whether such payment is a progress or final payment. The Contractor agrees further to return retainage payments to each subcontractor within thirty (30) days after the subcontractor's work is satisfactorily completed. If payment disputes arise between the Contractor and its subcontractors, such disputes shall be resolved promptly through mediation or arbitration in order to prevent injury to small business subcontractors. The Contractor shall specify in its subcontract agreement what dispute resolution method will be used. In addition, the Contractor will not be paid for subcontractors' work unless the Contractor can show that a prompt payment method for its subcontractors is in place. The Contractor shall be required to provide copies of its subcontracts to Spokane Transit showing inclusion of these provisions. Spokane Transit may withhold the applicable sum due a subcontractor for non-compliance with this section.

6. Directory – Section 26.31

Spokane Transit utilizes the OMWBE directory which identifies all firms eligible to participate as DBEs. This directory satisfies all requirements of 49 CFR Part 26.31 and is the approved Unified Certification Program (UCP) for DBE Certification under 49 CFR Part 26.81. The directory lists the owner's name, business name, contact information, certification status (including certification number), and the type of work the business has been certified to perform as a DBE, and the North American Industry Classification System code(s) (NAICS) of said work. The OMWBE directory is updated regularly and can be found on the OMWBE website at <https://omwbe.wa.gov/> or it may be requested by contacting the OMWBE at:

Office of Minority and Women's Business Enterprises
PO Box 41160
Olympia, WA 98504-1160
PH: (360) 664-9750
Toll Free: (866) 208-1064
Fax: (360) 586-7079

7. Overconcentration – Section 26.33

Spokane Transit has not identified that overconcentration exists in the types of work that DBEs perform.

8. Business Development Program – Section 26.35

Spokane Transit has not established a business development program but does regularly encourage small businesses to utilize the resources of OMWBE and Washington Apex Accelerator (formerly Washington PTAC).

9. Monitoring and Enforcement Mechanisms – Section 26.37

Spokane Transit will employ the following monitoring and enforcement mechanisms to ensure compliance with 49 CFR Part 26.

- a. Spokane Transit will bring to the attention of the Department of Transportation any false, fraudulent, or dishonest conduct in connection with the Program, so that DOT can take the steps (e.g., referral to the Department of Justice for criminal prosecution, referral to the DOT Inspector General, action under suspension and debarment or Program Fraud and Civil Penalties rules) provided in 26.109.
- b. Spokane Transit will consider similar action under its own legal authorities, including responsibility determinations in future contracts. Attachment B lists the regulations, provisions, and contract remedies available to Spokane Transit in the event of non-compliance with the DBE regulation by a participant in our procurement activities.
- c. Spokane Transit will provide monitoring and enforcement mechanisms to verify that work committed to DBEs at contract award is actually performed by DBEs. This will occur for each contract on which a DBE is participating and will be accomplished by

- review of contracting records and monitoring of work sites (if applicable) on which DBEs are performing work.
- d. Spokane Transit will keep a running tally of actual payments to DBE firms for work committed to them at the time of contract award.

10. Small Business Participation – Section 26.39

Spokane Transit has incorporated the following non-discriminatory small business element to its DBE Program, in order to facilitate competition on DOT-assisted public works projects by (DBE and non-DBE) small business concerns:

- a. Structure contracting requirements to facilitate and encourage competition and participation among small businesses and DBEs.
- b. Remove unnecessary and unjustified bundling of contract requirements.
- c. Require prime contractors to provide subcontracting opportunities of the type and size that small businesses, including DBEs, can reasonably compete for and perform where possible.
- d. Identify alternative strategies and structuring of purchases to allow consortia or joint ventures to compete for and perform prime contracts.
- e. Review available DBE and non-DBE small businesses, per OMWBE, in Spokane Transit's market area for DOT-funded projects and procurements.

C. GOALS, GOOD FAITH EFFORTS, AND COUNTING

1. Set-asides or Quotas – Section 26.43

Spokane Transit does not use set-asides or quotas in any way in the administration of its race-neutral DBE Program.

2. Overall Goals – Section 26.45

A description of the methodology used to calculate the overall goal, and the goal calculations can be found in Attachment C of this Program. This section of the Program will be reviewed annually and will be updated every three (3) years.

In accordance with Section 26.45(f), Spokane Transit will submit its overall goal to DOT by August 1st of each triennium. Before establishing the overall goal, Spokane Transit evaluates anticipated DOT-funded project activity and consults with community organizations, DBE and non-DBE contractor associations, technical assistance agencies, and other officials or organizations as appropriate to obtain information concerning the availability of disadvantaged and non-disadvantaged small businesses, the effects of discrimination on opportunities for DBEs, and Spokane Transit's efforts to establish a level playing field for the participation of DBEs.

Following this consultation, Spokane Transit will publish a notice on its website www.spokanetransit.com of the proposed overall goal, informing the public that the proposed goal and its rationale are available online for review and comment for a minimum of thirty (30) days following the date of notice. The notice will include contact information to which comments may be sent and comments will be accepted for forty-five (45) days following the date of notice. Normally, Spokane Transit will publish the proposed goal by June 1st of each triennium.

Spokane Transit's goal submission to DOT will include a summary of information, comments received during this public outreach process, and Spokane Transit's responses to the comments.

Spokane Transit will begin using the overall goal on October 1st at the start of each triennium unless DOT has provided instructions otherwise. If Spokane Transit establishes a project goal for a DOT-assisted project, the goal will be utilized at the time of the first solicitation for the project.

3. Shortfall Analysis – Section 26.47

If awards and commitments shown on Spokane Transit's Uniform Report of Awards of Commitments and Payments at the end of any fiscal year are less than the overall goal applicable to that fiscal year, Spokane Transit will conduct a short-fall analysis which will:

- a. Analyze in detail the reason for the difference between the overall goal and the actual awards/commitments;
- b. Establish specific steps and milestones to correct the obstacles identified in the analysis;
- c. Maintain the information and corrective action efforts regarding the shortfall-analysis.
 - If Spokane Transit is a top fifty Transit Authority, as determined annually by the FTA, Spokane Transit will submit its short-fall analysis to the FTA Regional Civil Rights Officer.

4. Transit Vehicle Manufacturers Goals – Section 26.49

Spokane Transit will require each transit vehicle manufacturer, as a condition of being authorized to bid or propose on FTA-assisted transit vehicle procurements, to certify that it has complied with the requirements of 49 CFR Section 26.49 and will include such an obligation in any contract.

5. Meeting Overall Goals/Contract Goals – Section 26.51

Spokane Transit will meet the maximum feasible portion of its overall goal using race-neutral means by facilitating DBE participation as outlined below:

- a. Arrange solicitations, times for presentation of bids, quantities, specifications, and delivery schedules in ways that enable DBE and other small business participation.
- b. Offer assistance in overcoming limitations in the ability to obtain bonding and/or financing.
- c. Provide technical assistance and other similar services to DBEs and other small businesses.
- d. Provide information and communication programs on contracting and business procedures and specific contracting opportunities.
- e. Implement, as appropriate, a supportive services program to develop and improve immediate and long-term business management, record keeping, and financial accounting capabilities for DBEs and other small businesses.
- f. Provide services to help DBEs and other small businesses improve long-term development, increase opportunities to participate in varying types of work, handle projects of increased magnitude, and eventually achieve self-sufficiency.
- g. Assist new DBE and small business, startup firms with participation particularly in areas with historically low past participation.
- h. Unbundling of larger contracts, where feasible, to increase accessibility for DBE and small business participation
- i. Refer DBEs and other small businesses to programs that offer assistance in developing their capacity to utilize emerging technology and conduct business through electronic media.
- j. Conduct internal trainings to facilitate a better understanding of the objectives of the DBE Program.

6. Good Faith Efforts Procedures – Section 26.53

Spokane Transit does not utilize race conscious goals or contract goals; therefore, no demonstration of good faith efforts is required.

7. Counting DBE Participation – Section 26.55

When a DBE participates in a DOT-assisted contract, only the work performed by the DBE will be counted towards Spokane Transit’s goals as provided in 49 CFR 26.55. DBE participation credit will not be counted toward Spokane Transit’s goal until the DBE has received payment.

D. CERTIFICATION STANDARDS

1. Certification Process – Section 26.61 – 26.73

Spokane Transit will rely on the certification process of DBEs as conducted and maintained by the OMWBE. The OMWBE has the legislative authority to perform all minority, women, and disadvantaged business enterprise certifications for all public agencies in the state of

Washington and they are required to utilize certification procedures that meet all federal requirements as defined in 49 CFR Part 26 to ensure eligibility of certified firms for participation in DOT-assisted projects.

For information about the certification process, to apply for certification, or to obtain certification application forms or documents, firms may visit the OMWBE website www.omwbe.wa.gov or by contacting OMWBE:

Office of Minority and Women's Business Enterprises
PO Box 41160
Olympia, WA 98504-1160
PH: (360) 664-9750
Toll Free: (866) 208-1064
Fax: (360) 586-7079

E. CERTIFICATION PROCEDURES

1. Unified Certification Programs – Section 26.81

Spokane Transit is a member of the Unified Certification Program (UCP) administered by the OMWBE. The OMWB is the sole and exclusive certifying entity in the state of Washington. The UPC will meet all requirements of this section. OMWBE maintains the DBE directory which can be found online at <https://omwbe.wa.gov/directory-certified-businesses>.

2. Procedures for Certification Decisions – Section 26.83

Firms will be directed to contact the OMWBE for information or questions about the DBE certification process.

Any firm or complainant may appeal the OMWBE's decision in a certification matter to the DOT. Such appeals may be sent to:

U.S. Department of Transportation
Departmental Office of Civil Rights
External Policy & Program Development Division
1200 New Jersey Ave, SE – Room W76-101
Washington, DC 20590-0001
PH: (202) 366-4754
TTY: (202) 366-9696
Fax: (202) 366-5575

Spokane Transit will promptly implement any DOT certification appeal decisions affecting the eligibility of DBEs for DOT-assisted contracting.

F. COMPLIANCE AND ENFORCEMENT

1. Information, Confidentiality and Cooperation – Section 26.109

- a. Spokane Transit will safeguard from disclosure to third parties any information that may reasonably be regarded as confidential business information, consistent with the Federal Freedom of Information and Privacy Acts and Washington State Public Disclosure law. See RCW Chapter 42.56 “Public Records Act” for Washington requirements. Such protection may be in the form of providing the party claiming to have confidential business information an opportunity to obtain an injunction from a court under RCW 42.56.540.

To the extent not contrary to provisions of state or local law, Spokane Transit will not release personal financial information submitted in response to the personal net worth requirement to a third party (other than DOT) without the written consent of the submitter.

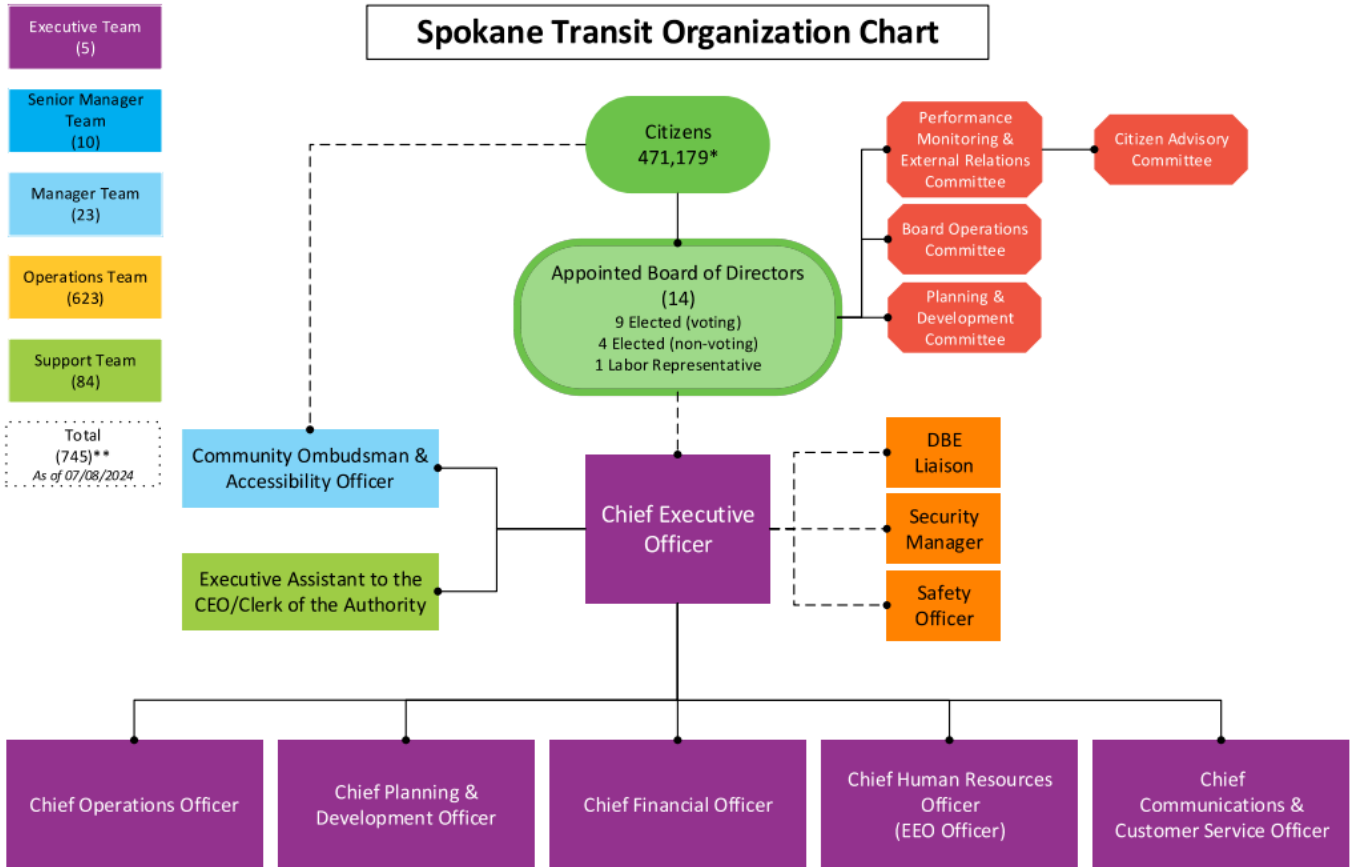
- b. Notwithstanding the provisions of paragraph *a.* of this section, Spokane Transit acknowledges that the identity of complainants shall be kept confidential, at their election. If such confidentiality will hinder the investigation, proceeding or hearing, or result in a denial of appropriate administrative due process to other parties, the complainant must be advised for the purpose of waiving the privilege.
- c. Spokane Transit will cooperate and promptly provide information as required for compliance reviews, investigations, and other requests for information from DOT.
- d. Spokane Transit employees, agents, or contractors will not intimidate, threaten, coerce, or discriminate against any individual or firm who has made a complaint, testified, assisted or participated in any manner in an investigation, proceeding, or hearing.

2. Monitoring Payments to DBEs

Spokane Transit will require prime contractors to maintain records and documentation of payments to DBEs for three (3) years following the performance of a contract. These records will be made available for inspection upon request by any authorized representative of Spokane Transit or the DOT. The reporting requirement also extends to any certified DBE subcontractor.

Spokane Transit will keep a record of payments to DBE firms for work committed to them at the time of contract award. Spokane Transit will also perform audits of contract payments to DBEs. The audit will review payments to DBE subcontractors to ensure that the actual amount paid to DBE subcontractors equals or exceeds the dollar amounts stated in the schedule of DBE participation.

ATTACHMENT A



ATTACHMENT B

MONITORING AND ENFORCEMENT MECHANISMS

Spokane Transit has available several remedies to enforce the DBE requirements contained in its contracts, including, but not limited to, the following:

1. Breach of contract action, pursuant to the terms of the contract.
2. Statutory penalties under RCW [39.19.080](#) and [39.19.090](#) for noncompliance.
3. Other applicable laws, statutes, and regulations.

In addition, the federal government has available several enforcement mechanisms that it may apply to firms participating in the DBE Program, including, but not limited to, the following:

1. Suspension or debarment proceedings pursuant to 49 CFR part 26
2. Enforcement action pursuant to 49 CFR part 31
3. Prosecution pursuant to 18 USC 1001.

ATTACHMENT C

OVERALL GOAL CALCULATION – Section 26.45

1. Amount of Goal

Spokane Transit has adopted an overall goal for FFYs 2023, 2024, and 2025 of 0.753% disadvantaged business participation in federally assisted contracting opportunities, exclusive of Federal Transit Administration funds allocated for rolling stock. Spokane Transit expects to award \$27,982,392 of DOT-assisted contracts during FFYs 2023, 2024, and 2025, with an anticipated goal of expending \$210,707 with DBEs.

2. Methodology Used to Calculate Overall Goal

Spokane Transit's DBE program does not utilize set-asides or quotas. An overall program, consistent with both Federal requirements and Washington State Law, has been established for soliciting DBE participation in contracts and procurements involving federal funds. The following, more detailed, categories of anticipated projects are established to better reflect the functional categories of Spokane Transit's upcoming project activity and to facilitate reporting.

Construction
Professional Services
Materials, Supplies & Equipment

The majority of the potential bidders/proposers competing for Spokane Transit contracts are from Spokane County or are within close proximity to Spokane County; therefore, the goal was established by comparing overall business availability for the Spokane area with area DBEs that are certified and capable of performing Spokane Transit contracts.

a. Step One: Determine the base figure for the relative availability of DBEs – Section 26.45

1. As a first step in developing Spokane Transit's base figure, staff from Purchasing, Planning, Maintenance and Finance, together with the DBELO, reviewed all known upcoming federally funded projects to determine the types/classes of work opportunities involved.
2. North American Industry Classification System (NAICS) codes were then selected based upon the type/class of work comprising each contracting opportunity. The United States Census Bureau website was utilized to research the appropriate NAICS codes for each industry and can be found online at [North American Industry Classification System \(NAICS\) U.S. Census Bureau](#)

3. Historically, the substantial majority of bidders/proposers on Spokane Transit’s contracting opportunities have been from Spokane County or within close proximity to Spokane County. For this reason, Spokane Transit refined its local market area to Spokane County.
4. To determine its relative base figure percentage (0.5873%) of ready, willing, and able DBEs in Spokane Transit’s local market area, the total of available DBE firms (30) was divided by the total of all available firms (5108). The following data was used:
 - The number of available contractors in Spokane County for each NAICS code was identified by utilizing the United States Census Bureau website. Information can be found here [Spokane County NAICS – Census Bureau Tables](#)
 - Available certified DBE firms in Spokane County were identified from the Washington State Office of Minority and Women’s Business Enterprises (OMWBE) directory which can be found here [Directory of Certified Businesses | Office of Minority and Women’s Business Enterprises \(wa.gov\)](#)
 - Spokane Transit’s Bidders List of both DBE and Non-DBE contractors was also reviewed.
5. Spokane Transit recognized the need to further refine our base figure of the relative availability of DBEs since opportunity for participation is dependent on the amount of dollars spent in each work/contracting type/category and cannot be assumed to be equal for all available DBEs. Therefore, Spokane Transit performed a weighted calculation by its main types of work projects (Construction, Professional Services, and Materials, Supplies & Equipment) to further ensure its base figure’s accuracy. Spokane Transit’s weighted base figure is 0.7003% as outlined below.

Type of Project	Amount of DOT funds on project:	% of total DOT funds (weight)	Number of DBEs available to perform this work	Number of all firms available (including DBEs)	Relative Availability %	\$	Weighted Base Figure %
Construction	\$ 11,608,524	0.41485	16	3297	0.0048529	\$ 56,335	0.002013
Professional Services	\$ 7,867,364	0.28115	12	1600	0.0075	\$ 59,005	0.002109
Materials, Supplies & Equipment	\$ 8,506,504	0.30399	2	211	0.00947867	\$ 80,630	0.002881
	\$ 27,982,392	1	30	5108	0.00587314	\$ 195,971	0.007003

b. Step Two: Adjustment to the base figure – Section 26.45(d)

1. Spokane Transit examined available evidence in its local market to determine what, if any, further adjustment to the base figure was needed.

- Spokane Transit has not conducted its own disparity study and is unaware of a vetted one specific to its local market; however, the disparity study conducted by Washington State in 2019 echoes many of the concerns encountered during outreach discussions and documents that minorities and women continue to suffer discriminatory barriers to full and fair access to contracts.
 - Although no adjustment to its base figure or race-neutral means was made based on this data, Spokane Transit acknowledges that an ongoing focus to level the playing field must be a vital component of our DBE program.
- Spokane Transit contemplated the capacity of DBEs to perform work as measured by the median past participation of DBEs on its federally funded projects for the last five years from FFY 2017 through FFY 2021 (0.80566%). Spokane Transit’s types of contracting opportunities are very similar year-to-year and therefore past participation is a good reference point for future capacity. Past participation is outlined below.

MEDIAN	
FISCAL YEAR	DBE PARTICIPATION%
2017	0.55074%
2020	0.63924%
2019	0.80566%
2021	0.99147%
2018	1.48786%

2. To further refine and arrive at its overall goal, Spokane Transit averaged the Step One weighted base figure (0.7003%) with our Step Two median past participation (0.80566%).

Weighted Base Figure, 0.7003% + Median Past Participation 0.80566%	= Final Adjusted Goal 0.7530%
2	

Spokane Transit feels this adjusted goal, 0.753%, accurately reflects the DBE participation that can be achieved by race-neutral measures for the type of project work/contracts that are anticipated to be awarded during FFY 2023-2025.

3. Public Participation

- a. Spokane Transit’s proposed goal was advertised on the Spokane Transit website on June 1, 2022, where comments were requested – no comments regarding Spokane Transit’s proposed goal were received.

- In conjunction with its goal, Spokane Transit also advertised on its website and the OMWBE website a virtual meeting to be held on June 24, 2022, where key stakeholders were encouraged to attend and provide feedback – no comments regarding Spokane Transit’s proposed goal were received.
- b. During the month of June, Spokane Transit’s procurement team engaged with the Spokane Office of U.S. Small Business Administration, Greater Spokane, Inc. & Procurement Technical Assistance Center regarding its DBE program, proposed goal, and upcoming opportunities – no comments regarding Spokane Transit’s proposed goal were received.
- c. Spokane Transit’s proposed goal was advertised and included in Spokane Transit’s public Performance, Monitoring and External Relations committee meetings and its public Board of Directors meetings as information and opportunity for public comment during the June & July committee and Board cycles – no comments regarding Spokane Transit’s proposed goal were received.
 - Performance, Monitoring and External Relations committee meeting: June 1, 2022, and July 6, 2022.
 - Board of Directors meeting: June 16, 2022, and July 21, 2022.
- d. Spokane Transit’s DBELO contacted each of the firms on its DBE bidders list during the first two weeks of July 2022, to inform them of its proposed goal for FFY 2023, 2024 & 2025 and to invite feedback and discussion about Spokane Transit’s proposed goal and upcoming opportunities.
 - One question/comment specific to Spokane Transit’s goal was received from Jacqueline Etter of West Star Construction, Inc. – why are the DBE goals on WSDOT jobs 17%-19% vs. Spokane Transit’s 0.753%?
 - A discussion followed in which the DBELO explained further how Spokane Transit’s goal is calculated and how it is dependent on the number of available DBE firms in its local market for the specific type of upcoming work Spokane Transit anticipates. This is a much smaller ratio in comparison to WSDOT’s market and the number of available DBE firms. Once a better understanding was had, Spokane Transit’s proposed goal made more sense.
- e. No changes were made to Spokane Transit’s proposed goal based on its consultation conversations.
 - The ongoing need for more registered DBE firms and how Spokane Transit can continue to help drive and support these efforts was a recurring topic during outreach.

ATTACHMENT D
SUPPLEMENTAL GOAL CALCULATION INFORMATION

Step One					
CONSTRUCTION					
Project - Contracting Opportunity	Budgeted Cost	NAICS Code	Number of DBEs NAICS Code	Number of Total Firms in NAICS Code	Percent DBE per Project
Central City Line Construction	667,834	541380	0	16	0.00%
	1,736,369	238130	0	60	0.00%
	267,134	238210	1	133	0.75%
	5,342,675	561990	2	32	6.25%
Park & Ride Expansion East of Sullivan	23,872	541380	0	16	0.00%
	23,872	541370	0	8	0.00%
	131,296	236220	0	85	0.00%
	71,616	238910	2	113	1.77%
	29,840	237310	0	17	0.00%
	11,936	238990	1	63	1.59%
	29,840	238110	0	67	0.00%
	17,904	327320	0	4	0.00%
	35,808	238210	1	133	0.75%
	23,872	238220	0	154	0.00%
	11,936	238160	0	52	0.00%
	11,936	238130	0	60	0.00%
	11,936	238310	0	45	0.00%
	11,936	238330	0	51	0.00%
	11,936	238320	0	95	0.00%
	23,872	238140	0	27	0.00%
	23,872	238350	0	76	0.00%
	11,936	444190	0	43	0.00%
	5,968	442299	0	18	0.00%
	11,936	561730	0	213	0.00%
	35,808	561990	2	32	6.25%
Division BRT Construction and Implementat	137,186	541380	0	16	0.00%
	503,015	236220	0	85	0.00%
	228,643	238910	2	113	1.77%
	228,643	237310	0	17	0.00%
	91,457	238990	1	63	1.59%
	228,643	238110	0	67	0.00%
	91,457	327320	0	4	0.00%
	228,643	238210	1	133	0.75%
	91,457	238220	0	154	0.00%
	45,729	238160	0	52	0.00%
	91,457	238130	0	60	0.00%
	91,457	238310	0	45	0.00%
	45,729	238330	0	51	0.00%
	45,729	238320	0	95	0.00%
	45,729	238140	0	27	0.00%
	91,457	238350	0	76	0.00%
	45,729	444190	0	43	0.00%
	22,864	442299	0	18	0.00%
	91,457	561730	0	213	0.00%
	91,457	541370	0	8	0.00%
	228,643	561990	2	32	6.25%
Boone NWG Battery Electric Bus (BEB) Ch	15,000	541380	0	16	0.00%
	60,000	236220	0	85	0.00%
	3,000	238110	0	67	0.00%
	1,500	327320	0	4	0.00%
	3,000	532412	0	7	0.00%
	172,500	238210	1	133	0.75%
Total Number of DBE's/Total Firms			16	3,297	0.4853%
Total Construction Contracts to let in 2023-2025	\$11,608,524				
Number of DBE's in NAICS Codes	16				
Number of Total Firms in NAICS Code	3297				
Percentage of Available DBE's to perform Construction Contracts	0.4853%	Total DBE firms (16) divided by total firms In NAICS Code (3,297)			
Total DBE \$	\$56,335	Total Budgeted Cost multiplied by Percentage of Available DBE's (\$11,608,524 * 0.4853%)			

PROFESSIONAL SERVICES					
Project - Contracting Opportunity	Budgeted Cost	NAICS Code	Number of DBEs NAICS Code	Number of Total Firms in NAICS Code	Percent DBE per Project
Central City Line Construction Consulting	5,342,675	541618	0	3	0.00%
E Sullivan P&R Engineering Services	179,040	541330	1	109	0.92%
E Sullivan P&R Consulting Services	119,360	541611	2	85	2.35%
E Sullivan P&R Real Estate Services	59,680	531210	1	263	0.38%
E Sullivan P&R Architectural Services	119,360	541310	0	39	0.00%
E Sullivan P&R Landscape Architectural Services	23,872	541320	0	3	0.00%
E Sullivan P&R Construction Consulting	119,360	541618	0	3	0.00%
I-90 HPT Corridor Facilities Engineering	16,000	541330	1	109	0.92%
I-90 HPT Corridor Consulting Services	16,000	541618	0	3	0.00%
I-90 HPT Corridor Facilities Real Estate	8,000	531210	1	263	0.38%
Division BRT Engineering Services	685,930	541330	1	109	0.92%
Division BRT Architectural Services	320,101	541310	0	39	0.00%
Division BRT Landscape Achitectural Services	91,457	541320	0	3	0.00%
Division BRT Construction Management	685,930	541618	0	3	0.00%
Five Mile Mobility Hub Engineering	21,360	541330	1	109	0.92%
Five Mile Mobility Hub Consulting	7,120	541611	2	85	2.35%
Five Mile Mobility Hub Real Estate Services	7,120	531210	1	263	0.38%
Boone NWG BEB Charging Infrastructure	45,000	541330	1	109	0.92%
Total Number of DBE's/Total Firms			12	1600	0.7500%
Total Professional Contracts to let in 2023-2025	\$7,867,364				
Number of DBE's in NAICS Codes	12				
Number of Total Firms in NAICS Codes	1,600				
Percentage of Available DBE's to perform Professional Svc Contracts	0.7500%	Total DBE firms (12) divided by total firms in NAICS Code (1600)			
Total DBE \$	\$59,005	Total Budgeted Cost multiplied by Percentage of Available DBE's (\$7,867,364 * 0.7500%)			
MATERIALS, SUPPLIES, & EQUIPMENT					
Project - Contracting Opportunity	Budgeted Cost	NAICS Code	Number of DBEs NAICS Code	Number of Total Firms in NAICS Code	Percent DBE per Project
Hose & Fittings Contract	64,893	423840	0	14	0.00%
Hazardous Material Removal Contract	241,307	532490	0	18	0.00%
Laundry/Uniform Linen Contract	293,371	812332	0	6	0.00%
Hardware	65,013	423710	0	14	0.00%
Janitorial Supplies	172,333	453998	1	66	1.52%
Auto Paint Supplies	192,693	452319	0	25	0.00%
Vehicle Parts	4,439,015	423120	0	34	0.00%
Tires	191,015	423130	0	5	0.00%
Paper Products	29,715	424130	0	10	0.00%
Petroleum Products	256,775	424720	1	5	20.00%
Other Supplies	2,560,374	423840	0	14	0.00%
Total Number of DBE's/Total Firms			2	211	0.9479%
Total Material, Supplies & Equipment Contracts to let in 2023-2025	\$8,506,504				
Number of DBE's in NAICS Codes	2				
Number of Total Firms in NAICS Codes	211				
Percentage of Available DBE's to perform Materials, Supplies & Equipment Contracts	0.9479%	Total DBE firms (2) divided by total firms in NAICS Code (211)			
Total DBE \$	\$80,630	Total Budgeted Cost multiplied by Percentage of Available DBE's (\$8,506,504 * 0.9479%)			
Total Contracting Opportunities	\$27,982,392				

Step 1A - Calculate Weighted Percentage of Categories of Contracting Opportunities to Total Contracting Opportunities			
Weighted Percent of Construction Contracts to total Contracting Opportunities	41.485%		Total Construction Contracts divided by Total Contracting Opportunities (\$11,608,524 divided by \$27,982,392) = .41485
Weighted Percent of Professional Services Contracts to total Contracting Opportunities	28.115%		Total Professional Services divided by Total Contracting Opportunities (\$7,867,364 divided by \$27,982,392) = .28115
Weighted Percent of Mats, Supplies & Equip Contracts	30.399%		Total Mat., Supp., & Equip Contracts divided by Total Contracting Opportunities (\$8,506,504 divided by \$27,982,392) = .30399
Total Number of DBE Contractors in NAICS Codes	30		(16) in Construction, (12) in Professional Svcs and (3) in Mats, Supplies and Equip Contractors
Total Number of Contractors in NAICS codes	5,108		(3,297) in Construction (1,600) in Professional Svcs and (211) in Mats, Supplies and Equip
Total DBE percent (of total firms)	0.5873%		Total DBE Contractors (31) divided by Total Number of Contractors (5,108).
Total DBE \$	\$164,345		Total Contracting Opportunities for all Contracting Categories (\$27,982,392) multiplied by Total DBE Percentage of Firms (.006069)
Step 1B Weighted Base Goal in Percentage and Dollars			
Construction DBE %	0.20132%	\$56,335	Percentage of Available DBE's to perform Construction Contracts multiplied by the Weighted Percent of Construction Contracts to total Contracting Opportunities (.004853 multiplied by 41.485) = .20132 \$27,982,392 * .20132% = \$56,335
Professional Services DBE %	0.21087%	\$59,005	Percentage of Available DBE's to perform Professional Services Contracts multiplied by the Weighted Percent of Professional Services Contracts to total Contracting Opportunities (.0075 multiplied by 28.115) = .21087 \$27,982,392 * .21087% = \$59,005
Material/Supplies DBE %	0.28815%	\$80,630	Percentage of Available DBE's to perform Material/Supplies/Equip Contracts multiplied by the Weighted Percent of Material/Supplies/Equip to total Contracting Opportunities (.014218 multiplied by 30.399) = .43222 \$27,982,392 * .43222% = \$120,946
Weight DBE % and \$ amount	0.7003%	\$195,971	Total Contracts \$27,982,392 * .008444
Step 2 Adjustment for Past Participation	0.75300%	\$210,707	Weighted DBE % + the median past participation divided by 2 (.8444 + .8057) / 2 \$27,982,392 * .0082504
2023-2025 DBE Goal	0.75300%	\$210,707	Race Neutral Goal
<p>1.) Research appropriate NAICS code for the project industry (use the 2017 index and search by key words) North American Industry Classification System (NAICS) U.S. Census Bureau</p> <p>2.) Search for certified (DBE) companies within a NAICS county wide https://omwbe.diversitycompliance.com/</p> <p>3.) County Wide NAICS Spokane County NAICS - Census Bureau Tables</p>			

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

September 4, 2024

AGENDA ITEM 4B1: New STA Bus Wrap Program Consideration

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer
Carly Cortright, Chief Communications & Customer Service Officer

SUMMARY: The committee will discuss the idea proposed at the July 25, STA Board Meeting, of a new program to wrap buses in support of community events and holidays.

RECOMMENDATION TO COMMITTEE: For discussion.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

September 4, 2024

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

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

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

[2024 Second Quarter Performance Measures](#)

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

Ensure Safety

Preventable Accident Rate

- At 0.14, Fixed Route was higher than STA's goal of 0.08 preventable accidents per 10,000 miles.
- At 0.06, Paratransit exceeded STA's goal of 0.10 preventable accidents per 10,000 miles.

Earn and Retain the Community's Trust

Ridership

- Fixed Route 2024 second quarter year-to-date ridership was up 16.5% compared to ridership in 2023. Fixed Route provided 5,087,270 rides in 2024 year-to-date vs. 4,368,567 in 2023 year-to-date. The ridership goal for Fixed Route in 2024 was 9.2M, 2.8% higher than 2023 actual.
- Paratransit 2024 second quarter year-to-date ridership was up 8.3% compared to ridership in 2023. Paratransit provided 194,269 rides in 2024 year-to-date vs. 179,378 in 2023 year-to-date. The ridership goal for Paratransit in 2024 was 413,184, 19.9% higher than 2023 actual.
- Rideshare 2024 second quarter year-to-date ridership was up 8.9% compared to ridership in 2023. Rideshare provided 52,286 rides in 2024 year-to-date vs. 48,006 in 2023 year-to-date. The ridership goal for Rideshare in 2024 stayed the same as 2023.

Passengers per Revenue Hour (PPRH)

- Fixed Route PPRH was 20.21 The goal was to transport 15 or more passengers.
- Paratransit PPRH was 2.43. The goal was to transport 2.4 or more passengers.

Provide Excellent Customer Service

On-Time Performance: Fixed Route

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

- Fixed Route year-to-date on-time performance was 92.6%, above STA's goal of 93%.

On-Time Performance: Paratransit

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

- Paratransit year-to-date on-time performance was 94.3%, above STA's goal of 93%.

Operator Ride Checks

- There were 281 out of 341 ride checks completed for Fixed Route.
- There were 22 out of 60 ride checks completed for Paratransit.

Exemplify Financial Stewardship

Cost per Passenger

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

- Fixed Route cost per passenger was \$9.03. This was 68.9% of the urban systems' average.
- Paratransit cost per passenger was \$55.99. This was 77.4% of the urban systems' average.

Cost Recovery from User Fees (Farebox Recovery)

- Fixed Route farebox recovery was 7.8%, below the goal of 20%.
- Paratransit farebox recovery was 2.7%, below the goal of 5%.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

September 4, 2024

AGENDA ITEM 5B : SEPTEMBER 2024 SERVICE CHANGE

REFERRAL COMMITTEE: n/a

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

SUMMARY: The September 2024 Service Change, in effect beginning Sunday, September 15, 2024, is comprised of a number of service improvements and other route adjustments including: the introduction of two new routes, Route 65 Hayford and Route 31 Minnehaha/Lidgerwood, the re-route of Route 63 Geiger/Airport, the implementation of High Performance Transit (HPT) line Route 9, increased frequency of service on Route 94 East Central/Millwood, Route 27 Crestline, and Route 28 Nevada, and the early implementation of increased service on weekends on Route 74 Mirabeau/Liberty Lake in addition to the discontinuation of Routes 26 Lidgerwood and 39 Minnehaha and other interline adjustments to routes and schedules. The overall revenue service hours impact to the STA fixed route system is an increase of approximately 15,600 revenue service hours (annualized) for the September markup period, compared to schedules currently in place. This increase brings the STA fixed route network overall revenue service hours to approximately 536,000 (annualized).

The following table outlines the planned adjustments to regular service as part of the September 2024 Service Change, as well as associated routes and the rationale for each change. New schedules will be available in print and online at www.spokanetransit.com in the weeks leading up to the change.

September 2024 Service Changes

Route	Planned Adjustment	Details/Rationale
6 Cheney	Schedule adjustment	One previous weekday trip for Route 633 reallocated to Route 6
11 Downtown/North Bank Shuttle	Interline adjustment	No longer interlines with Route 12
12 Southside Medical Shuttle	Interline adjustment	No longer interlines with Route 11
20 SFCC	Interline adjustment	Interline adjustment based on Route 26 discontinuation. Now interlines with Route 28.
21 West Broadway	Interline adjustment	Interline adjustment based on Route 90 conversion to Route 9

Route	Planned Adjustment	Details/Rationale
23 Maple/Ash	Schedule and interline adjustment	Schedule adjustment to one afternoon trip and the removal of the interline with Route 43
26 Lidgerwood	Route discontinued	Route discontinued and superseded by new Route 31 Minnehaha/Lidgerwood
27 Crestline	Service increase	Increase frequency to 30-minutes on weeknights in line with STA Moving Forward
28 Nevada	Increase frequency to 15-minutes all day on weekdays and 30-minutes nights and weekends	As approved in 2024 Service Revisions; support Connect Spokane vision for future HPT
31 Minnehaha / Lidgerwood	Introduce new route	New route supersedes Route 26 Lidgerwood and Route 39 Minnehaha as approved in the 2024 Service Revisions
32 Trent / Montgomery	Interline adjustment	Reduction to the layover time in this interline grouping of new Route 31, Route 32, and Route 97
34 Freya	Interline adjustment	Interline adjustment based on Route 39 discontinuation
35 Francis/Market	One resource added to address passenger wait time and transfer sequencing	Address Salk Middle School concerns for student wait time and schedule adjustment for better afternoon transfers from Routes 23 and 35
36 North Central	Interline adjustment	No longer interlines with Route 223
39 Minnehaha	Route discontinued	Route discontinued and superseded by new Route 31 Minnehaha/Lidgerwood
43 Lincoln/37th Ave	Interline adjustment	Interline adjustment based on Route 39 discontinuation
60 Airport	Adjust interlines and remove layover at SIA	Allows for improved service on Rt 63; improves service quality at SIA
61 Highway 2/Fairchild	Interline adjustment	Interline adjustment based on Route 26 discontinuation now interlines with Route 28
62 Medical Lake	Interline and timepoint adjustment	Interlined with new Route 65 Hayford; adjustments to Sunday evening trip

Route	Planned Adjustment	Details/Rationale
63 Geiger/Airport	Route adjustment and frequency increase	Significant re-route with 30-minute frequency on weekdays and 60-minute frequency nights and weekends
633 Geiger Shuttle	Reduce trips to remove redundant service	Increased service on Route 63 lessens requirement for Route 633
65 Hayford	Introduce new route	Improve connectivity in West Plains and in Airway Heights
68 Cheney Loop	Layover adjustment	Added a short layover at K St station on nights and weekends for operator restroom access
74 Mirabeau / Liberty Lake	Adjust interline and introduce Saturday service	Improve routing efficiency, implement STA Moving Forward planned service
9 Sprague (90 Sprague)	Rename route to Route 9; one resource added to address passenger overload and on-time performance	Implement HPT, improve on-time performance
94 East Central / Millwood	Increase weekday evening and Saturday frequency to 30-minutes	Implement Near Term Investments (2021)
95 Mid-Valley	Interline adjustment	Interlined with a larger group 32, 31, 97, no service additions or reductions
96 Pines/Sullivan	New resource added to address passenger overload and on-time performance	Improve on-time performance on the 9, 96, 98 interline group
97 South Valley	Interline adjustment	Addition of Route 95 with a larger group 32, 31, 97, no service additions or reductions
98 Greenacres/Liberty Lake	New resource added to address passenger overload and on-time performance	Improve on-time performance on the 9, 96, 98 interline group, one AM trip added from the VTC
144 South Express	Reduced one afternoon trip	Reduced one partial afternoon trip (inbound) due to no ridership
172 Liberty Lake Express	Schedule adjustment	Adjustment to two morning trips
173 VTC Express	Schedule adjustment	Avoids conflict at Plaza Bay 3 with Route 74 during morning service

Route	Planned Adjustment	Details/Rationale
190 Valley Express	Schedule adjustment	Adjustments to afternoon trips and one morning trip based on shifts to avoid conflict at Plaza Bay 3 with Route 74
223 Shadle/Indian Trail	Schedule adjustment	Schedule adjustment to one afternoon trip
724 Liberty Lake Tech Express	Schedule and interline adjustment	Adjustment of one afternoon trip to better serve employment shifts in Liberty Lake; other schedule adjustments allow Route 724 to interline with Route 771 and have appropriate service spacing with Route 74
771 Mirabeau Express	Schedule adjustment	Schedule adjustment to keep 15-minute service offset with Route 74 at Mirabeau Park & Ride

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

September 4, 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

September 4, 2024

AGENDA ITEM 7A: JULY 2024 OPERATING INDICATORS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: There were 2 more weekdays in July 2024 compared to July 2023.

FIXED ROUTE

Total Monthly Ridership increased 18.4% (780,753 vs. 659,412) in July 2024 compared to July 2023 and was up 16.7% (5,868,023 vs. 5,027,979) YTD.

Average Weekday Ridership increased 13.6% (29,218 vs. 25,713) in July 2024 compared to July 2023 and was up 14.1% (32,764 vs. 28,707) YTD.

Adult Ridership increased 16.4% (320,619 vs. 275,431) in July 2024 compared to July 2023 and was up 0.5% (2,357,256 vs. 2,345,290) YTD.

Zero-Fare Youth Ridership increased 30.6% (122,545 vs. 93,838) in July 2024 compared to July 2023 and was up 29.3% (1,123,305 vs. 868,764) YTD.

Reduced Fare / Paratransit Ridership increased 14.4% (111,089 vs. 97,098) in July 2024 compared to July 2023 and was up 3.9% (695,699 vs. 669,339) YTD.

CCS Pass Ridership increased 85.7% (19,421 vs. 10,461) in July 2024 compared to July 2023 and was up 37.0% (211,474 vs. 154,412) YTD.

Eagle Pass Ridership increased 1.7% (4,970 vs. 4,885) in July 2024 compared to July 2023 and was down 7.8% (176,392 vs. 191,292) YTD.

59.1% of all passengers used Connect Passes.

PARATRANSIT

Total monthly ridership increased 12.2% (31,641 vs. 28,206) July 2024 compared to July 2023 and was up 8.8% (225,910 vs. 207,584) YTD.

Detailed breakdown:

Directly operated service increased 10.7% (17,056 vs. 15,408) in July 2024 compared to July 2023 and was up 9% (121,742 vs. 111,708) YTD.

- Contracted service increased 14% (14,585 vs. 12,798) in July 2024 compared to July 2023 and was up 8.6% (104,168 vs. 95,876) YTD.
- Special Use Van ridership increased 5% (1,409 vs. 1,342) in July 2024 compared to July 2023 and was down 11.6% (7,589 vs. 8,587) YTD.

RIDESHARE

Total ridership increased 20.4% (8,529 vs. 7,082) in July 2024 compared to July 2023 and was up 10.4% (60,815 vs. 55,088) YTD. Active Rideshare groups increased 7.8% (83 vs. 77) in July 2024 compared to July 2023.

CUSTOMER SERVICE/SALES

Total Value Added to Connect Cards:

Value Added increased 21.0% (\$264,823 vs. \$218,862) in July 2024 compared to July 2023. YTD total Value Added increased 19.0% (\$1,786,122 vs. \$1,501,053).

- Autoload increased 28.5% (\$15,620 vs. \$12,153) in July 2024 compared to July 2023. YTD Autoload increased 28.6% (\$99,405 vs. \$77,280).
- Call Centers increased 56.5% (\$8,054 vs. \$5,145) in July 2024 compared to July 2023. YTD Call Centers increased 44.2% (\$50,075 vs. \$34,720).
- Customer Service Terminal increased 10.9% (\$67,411 vs. \$60,765) in July 2024 compared to July 2023. YTD Customer Service Terminal decreased 0.2% (\$437,806 vs. \$438,709).
- Customer Website decreased 10.9% (\$20,497 vs. \$23,011) in July 2024 compared to July 2023. YTD Customer Website decreased by 7.3% (\$147,714 vs. \$159,316).
- Mobile Ticketing increased 11.3% (\$112,392 vs. \$101,026) in July 2024 compared to July 2023. YTD Mobile Ticketing increased 12.9% (\$768,118 vs. \$680,056).
- Institutional Website increased 36.3% (\$16,776 vs. \$12,307) in July 2024 compared to July 2023. YTD Institutional Website increased 58.9% (\$143,024 vs. \$90,008).
- Open Payments increased 1001.8% (\$19,876 vs. \$1,804) in July 2024 compared to July 2023 (open payments started in July 2023).
- Retail Network increased 58.3% (\$4,197 vs. \$2,651) in July 2024 compared to July 2023. YTD Retail Network increased 43.7% (\$27,532 vs. \$19,160).

Total Pass Sales:

Total Pass Sales increased 126.5% (18,526 passes vs. 8,180 passes) in July 2024 compared to July 2023. YTD Total Pass Sales increased 19.3% (142,751 passes vs. 119,644 passes).

- 1-Ride Pass increased 39.9% (5,090 passes vs. 3,639 passes) in July 2024 compared to July 2023. YTD 1-Ride Pass increased 0.4% (49,335 passes vs. 49,126 passes).
- 7-Day Rolling Pass increased 87.3% (311 passes vs. 166 passes) in July 2024 compared to July 2023. YTD 7-Day Rolling Pass increased 32.1% (2,740 passes vs. 2,074 passes).
- Day Pass increased 266.1% (11,810 passes vs. 3,226 passes) in July 2024 compared to July 2023. YTD Day Pass increased 35.4% (81,470 passes vs. 60,168 passes).
- Honored Rider 31-Day Rolling Pass increased 11.4% (39 passes vs. 35 passes) in July 2024 compared to July 2023. YTD Honored Rider 31- Day Pass decreased 10.8% (331 passes vs. 371 passes).
- Paratransit Monthly Pass increased 121.1% (42 passes vs. 19 passes) in July 2024 compared to July 2023. YTD Paratransit Monthly Pass increased 19.0% (269 passes vs. 226 passes).
- Shuttle Park Pass decreased 36.9% (106 passes vs. 168 passes) in July 2024 compared to July 2023. YTD Shuttle Park Pass decreased 34.5% (839 passes vs. 1,281 passes).
- Standard 31-Day Rolling Pass increased 21.7% (1,128 passes vs. 927 passes) in July 2024 compared to July 2023. YTD Standard 31-Day Pass increased 21.4% (7,763 passes vs. 6,394 passes).

Total Discounted Passes (Included in Pass Sales above):

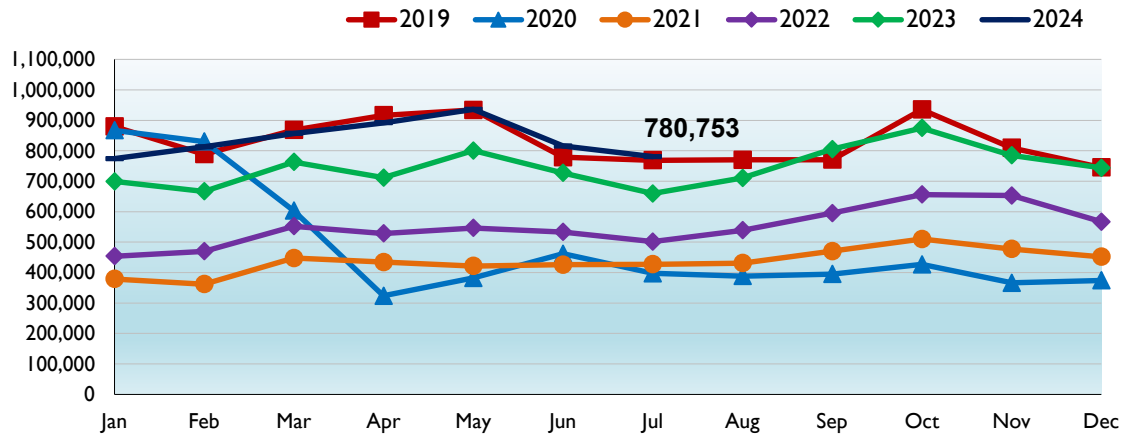
- 1-Ride CAP passes increased 555.9% (2,230 passes vs. 340 passes) in July 2024 compared to July 2023. YTD 1-Ride CAP passes increased 0.4% (24,602 passes vs. 24,515 passes).
- Day CAP Passes increased 141.0% (6,545 passes vs. 2,716 passes) in July 2024 compared to July 2023. YTD Day CAP Passes increased 37.5% (48,743 passes vs. 35,460 passes).
- Employer-Sponsored Bus Pass Program decreased 21.8% (377 passes vs. 482 passes) in July 2024 compared to July 2023. YTD Employer-Sponsored Passes increased 2.1% (3,029 passes vs. 2,968 passes).

Specialty Pass Programs:

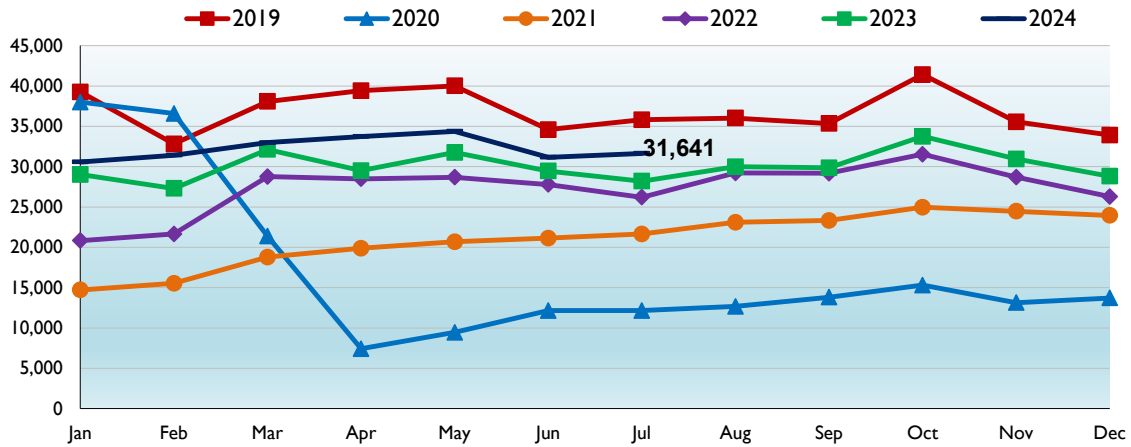
Monthly Data	YTD Data
Shuttle Park monthly sales Decreased 36.9% (106 vs. 168 in 2023)	YTD sales Decreased 34.5% (839 vs. 1,281 in 2023)
ESBP monthly sales Decreased 21.8% (377 vs. 482 in 2023)	YTD sales Increased 2.1% (3,029 vs. 2,968 in 2023)
UTAP monthly rides Increased 35.8% (39,899 vs. 29,372 in 2023)	YTD rides Increased 18.0% (549,288 vs. 465,585 in 2023)
Community Access Program Increased 187.1% (8,775 vs 3,056 in 2023)	YTD CAP Sales Increased 22.3% (73,346 vs 59,975 in 2023)

RECOMMENDATION TO COMMITTEE: Information only.

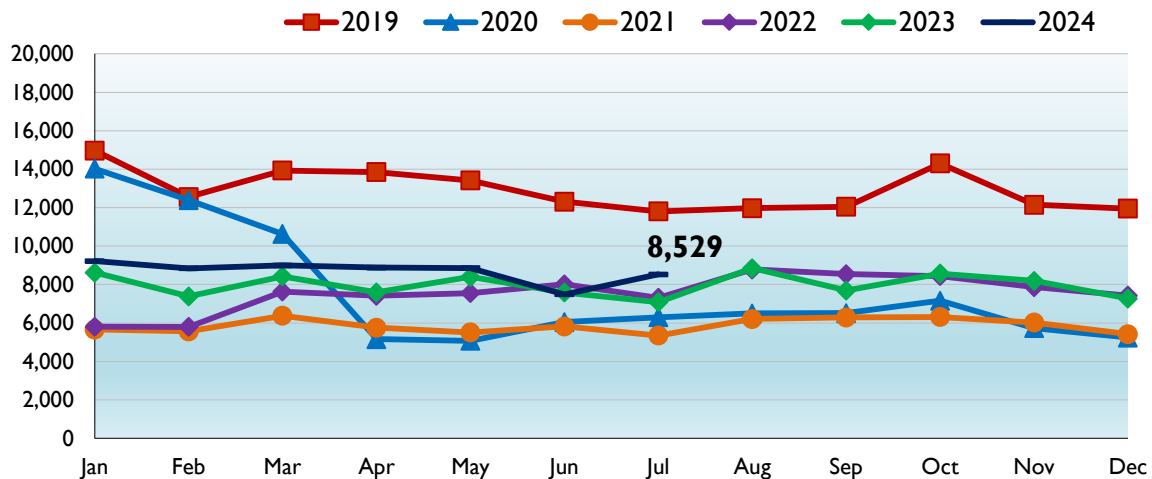
FIXED ROUTE RIDERSHIP



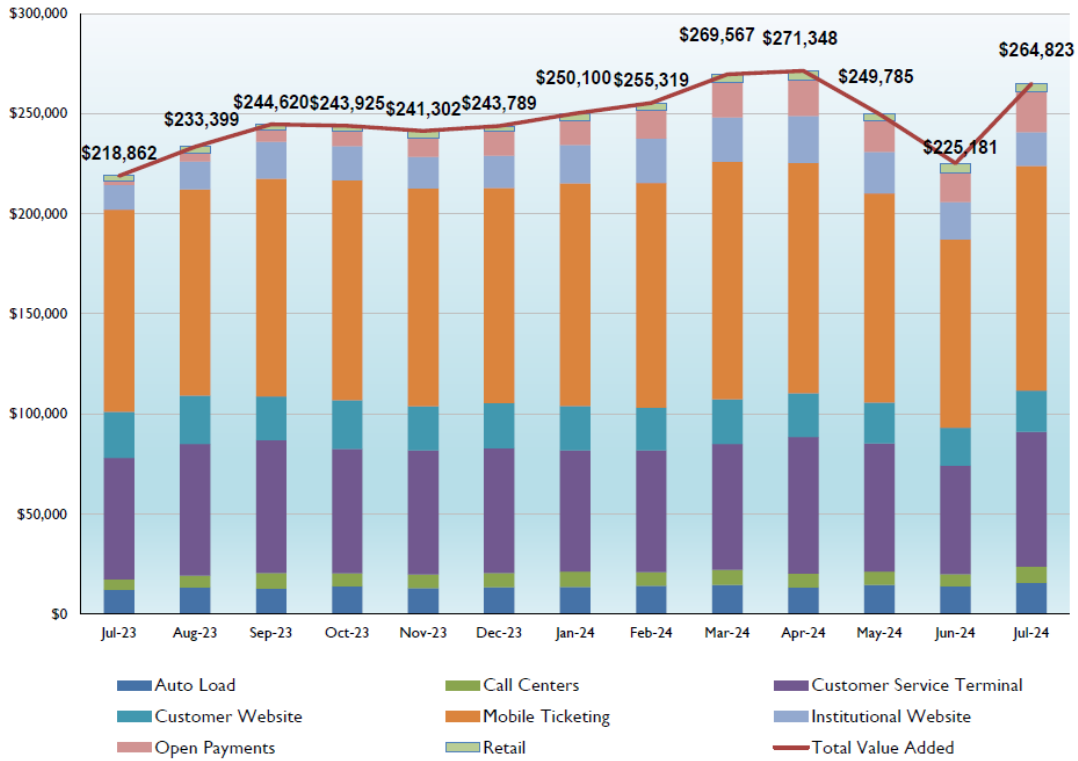
PARATRANSIT RIDERSHIP



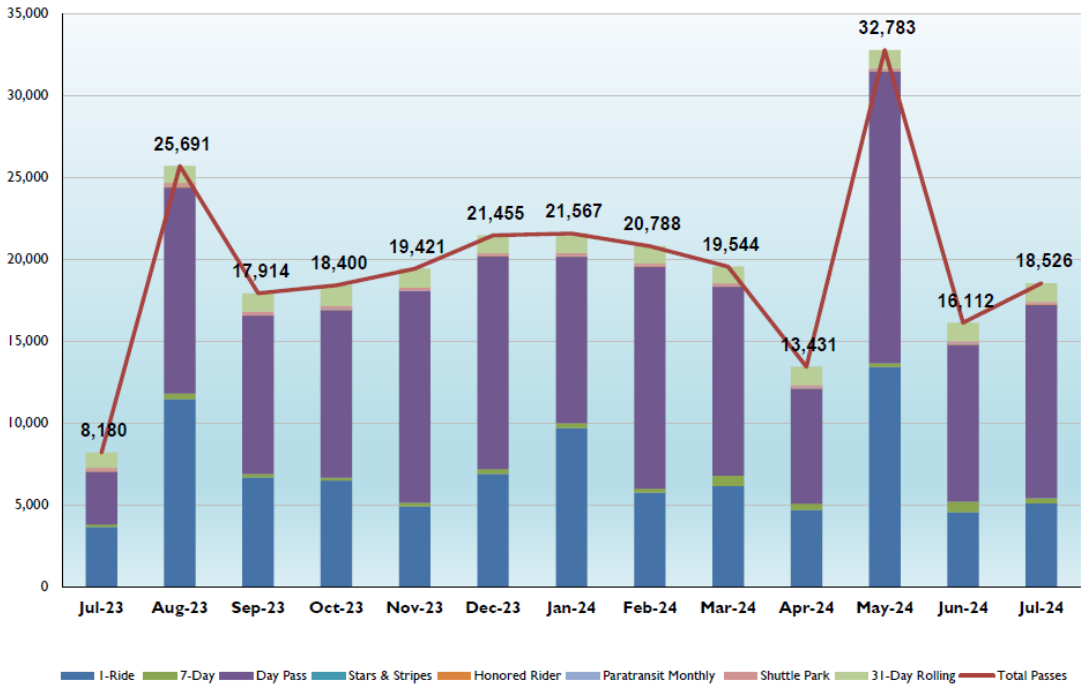
RIDESHARE RIDERSHIP



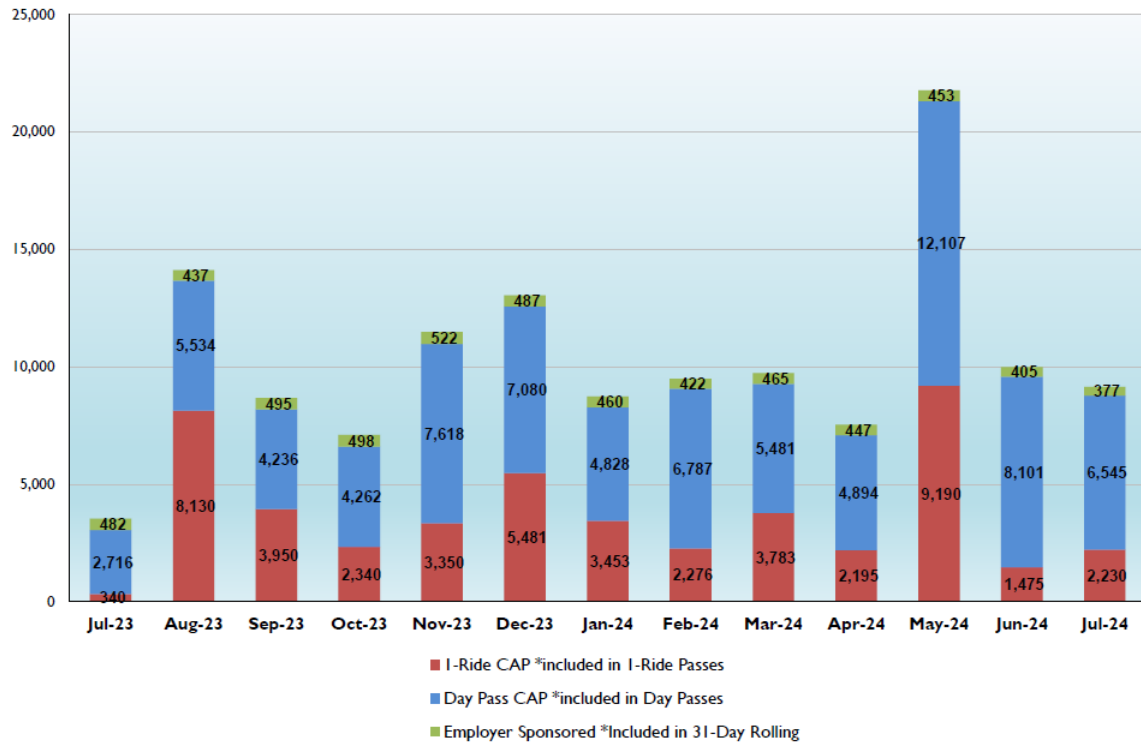
TOTAL VALUE ADDED TO CONNECT CARDS



TOTAL PASS SALES



TOTAL DISCOUNT PASSES



SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

September 4, 2024

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

Revenue

Overall, July year-to-date revenue is 6.1% (\$5.1M) higher than budget impacted by the following:

- Fares & Other Transit Revenue is 4.2% lower than budget
- Sales Tax Revenue is 1.2% higher than budget
- Federal & State Grant Revenue is 24.2% higher than budget
- Miscellaneous Revenue is 47.9% higher than budget

Operating Expenses

Overall, July year-to-date operating expenses are 4.3% (\$3.1M) lower than budget influenced by the timing of payments as follows:

- Fixed Route is 3.7% lower than budget
- Paratransit is 9.2% lower than budget
- Rideshare is 16.7% lower than budget
- Plaza is 9.6% lower than budget
- Administration is 0.2% lower than budget

RECOMMENDATION TO COMMITTEE: Information only.

Spokane Transit Revenues ⁽¹⁾ - July 2024

70,000,000
65,000,000
60,000,000
55,000,000
50,000,000
45,000,000
40,000,000
35,000,000
30,000,000
25,000,000
20,000,000
15,000,000
10,000,000
5,000,000

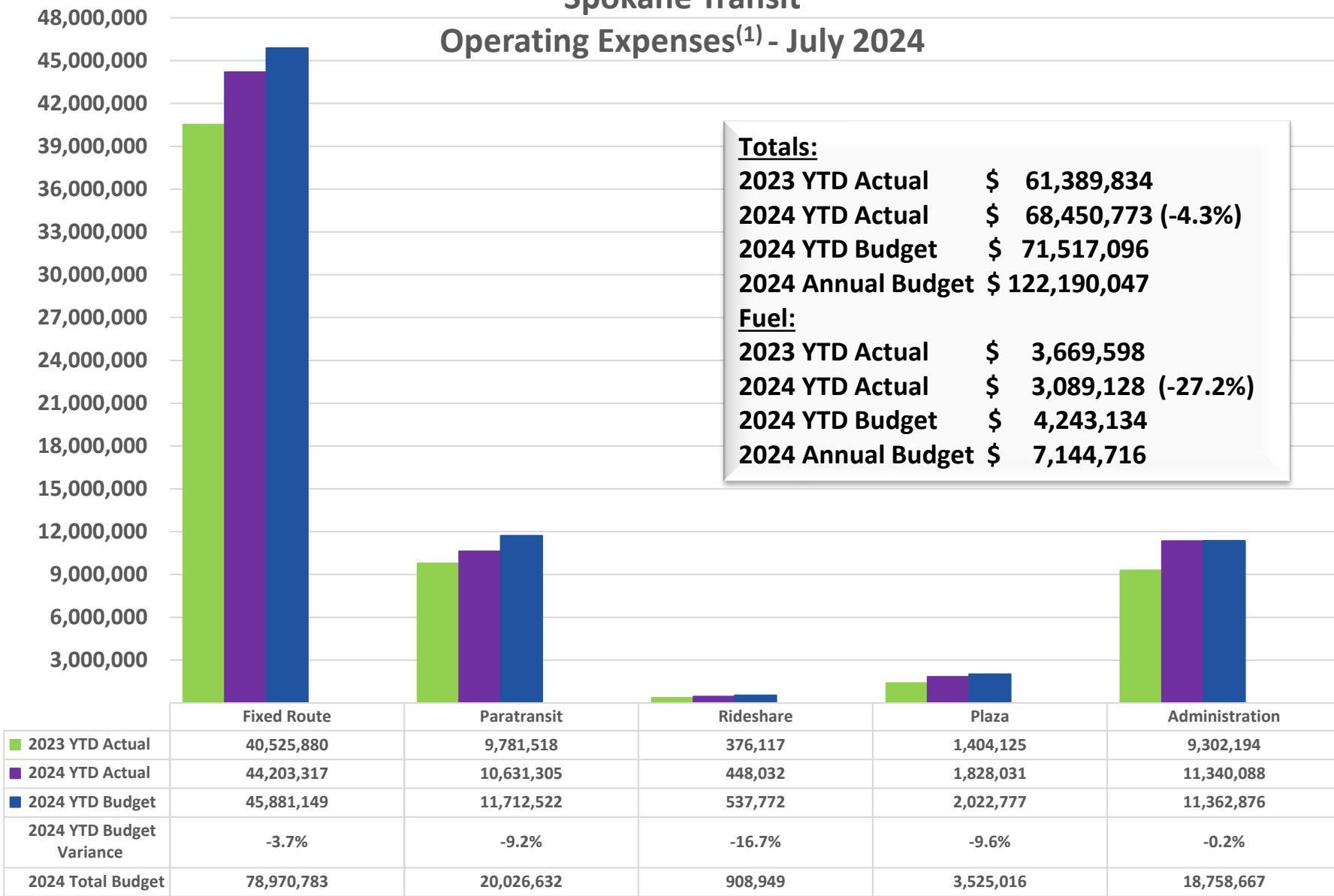
Totals:
2023 YTD Actual \$ 104,542,346
2024 YTD Actual \$ 89,421,420 (6.1%)
2024 YTD Budget \$ 84,279,646
2024 Annual Budget \$ 143,197,532

Fares & Other Transit Revenue
Sales Tax
Federal & State Grants (2)
Miscellaneous

■	2023 YTD Actual	3,725,133	64,262,204	33,440,714	3,114,295
■	2024 YTD Actual	4,210,101	65,063,624	15,489,780	4,657,915
■	2024 YTD Budget	4,396,360	64,262,204	12,471,697	3,149,385
	2024 YTD Budget Variance	-4.2%	1.2%	24.2%	47.9%
	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 July state capital grant reimbursements total \$1,931,282 and federal capital grant reimbursements total \$0.

Spokane Transit Operating Expenses⁽¹⁾ - July 2024



(1) Operating expenses exclude capital expenditures of \$6,474,685 and Street/Road cooperative projects of \$0 for year-to-date July 2024.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

September 4, 2024

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

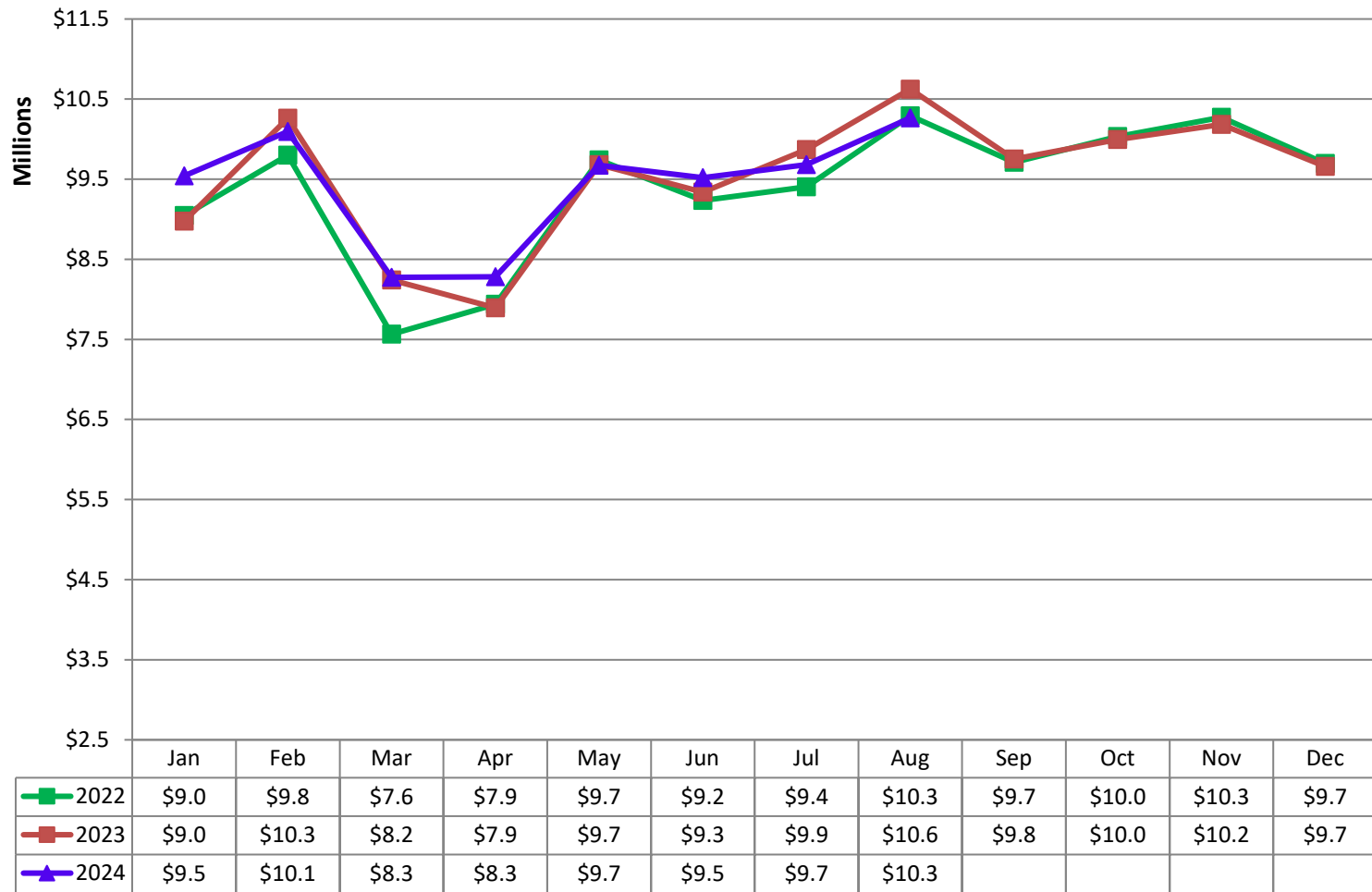
- 3.4% below 2024 budget
- 0.6% above YTD 2024 budget
- 3.4% below 2023 actual
- 0.6% above YTD 2023 actual

Total taxable sales for June were *down* 3.4% from June 2023. 2024 YTD sales are *even* 0.0% compared with June 2023 YTD. Retail, Construction and Accommodation and Food Services continue to be the top 3 rankings:

- Retail Trade *decreased* by 5.4% (\$-32.3M) in June 2024 vs June 2023 and is *down* by 3.2% (\$-104.0M) June 2024 YTD vs 2023 YTD
 - Other Miscellaneous Retailers *increased* 4.9% or \$24.6M June 2024 YTD over June 2023 YTD
 - Automotive Parts, Accessories, and Tire Retailers *increased* 8.5% or \$9.9M June 2024 YTD over June 2023 YTD
 - Grocery and Convenience Retailers *increased* 4.2% or \$7.6M June 2024 YTD over June 2023 YTD
 - Lawn and Garden Equipment and Supplies Retailers *decreased* 19.0% or (\$-5.2M) June 2024 YTD over June 2023 YTD
 - Furniture and Home Furnishings Retailers *decreased* 9.5% or (\$-8.7M) June 2024 YTD over June 2023 YTD
 - Sporting Goods, Hobby, and Musical Instrument Retailers *decreased* 8.0% or (\$-10.2M) June 2024 YTD over June 2023 YTD
 - Health and Personal Care Retailers *decreased* 14.9% or (\$-22.3M) June 2024 YTD over June 2023 YTD
 - Other Motor Vehicle Dealers *decreased* 19.4% or (\$-22.5M) June 2024 YTD over June 2023 YTD
 - Building Material and Supplies Dealers *decreased* 9.6% or (\$-33.0M) June 2024 YTD over June 2023 YTD
 - Automobile Dealers *decreased* 6.4% or (\$-38.9M) June 2024 YTD over June 2023 YTD

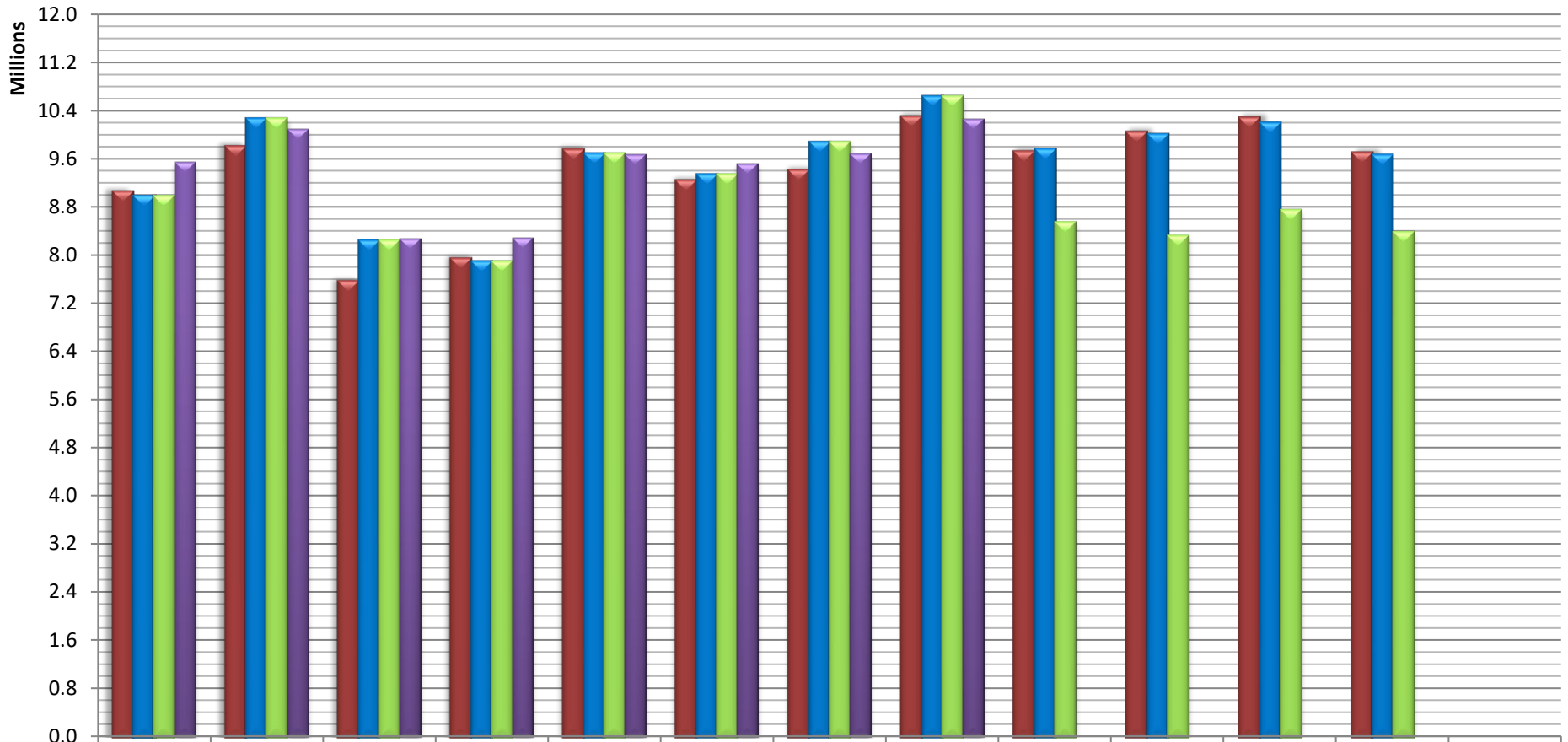
- Construction *decreased* by 7.4% (\$-16.2M) in June 2024 vs June 2023 and is *down* by 1.2% (\$-11.8M) June 2024 YTD vs 2023 YTD
- Accommodation and Food Services *decreased* by 4.0% (\$-5.5M) in June 2024 vs June 2023 and is *up* by 0.7% (\$4.8M) June 2024 YTD vs 2023 YTD

Sales Tax Revenue History-August 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	9,681,216	10,265,657	-	-	-	-	75,329,282
\$ Mo. Var.	565,161	(166,722)	32,195	386,502	(8,245)	181,276	(188,746)	(359,191)	-	-	-	-	
% Mo. Var.	6.3%	-1.6%	0.4%	4.9%	-0.1%	1.9%	-1.9%	-3.4%	0.0%	0.0%	0.0%	0.0%	
\$ YTD Var.	565,161	398,439	430,634	817,136	808,891	990,167	801,421	442,230	-	-	-	-	
% YTD Var.	6.3%	2.1%	1.6%	2.3%	1.8%	1.8%	1.2%	0.6%	0.0%	0.0%	0.0%	0.0%	
% YTD Bud. Var.	6.3%	2.1%	1.6%	2.3%	1.8%	1.8%	1.2%	0.6%	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

September 4, 2024

AGENDA ITEM 7D : JUNE 2024 SEMIANNUAL FINANCIAL REPORTS

REFERRAL COMMITTEE: n/a

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

SUMMARY: Attached are the June 2024 semiannual financial reports.

- Capital Budget
 - 7.2% of the Capital budget has been spent.
 - Due to timing of projects, higher level of expenditures are traditionally made in the latter half of the year.
 - 2024 forecasted capital spend to budget is expected to amount to 85.2% or \$64.1 million.
- Federal Grants
 - Federal capital grants cover multiple years and plans are in place for the expenditure of these grants.
- Cash Balance
 - The cash balance of \$250.4 million includes the fleet replacement fund of \$18.3 million.

RECOMMENDATION TO COMMITTEE: Information only.

**SPOKANE TRANSIT
CAPITAL BUDGET STATUS
Through June 30, 2024**

Capital Projects	Quantity	State Funding	Federal Funding	Local Funding	2023 Budget Total	Expensed to Date	Remaining Balance
Revenue Vehicles							
Fixed Route Coaches- (Replacement)	20		\$966,145	\$13,313,297	\$14,279,442	\$0	\$14,279,442
Paratransit Vans (Replacement)	20			3,063,933	3,063,933	-	3,063,933
Rideshare Vans (Replacement)	16	\$455,611		396,389	852,000	-	852,000
Total Revenue Vehicles	56	\$455,611	\$966,145	\$16,773,619	\$18,195,375	-	\$18,195,375
Facilities - Maintenance and Administration							
Boone - Facility Master Plan Program				\$500,000	\$500,000	\$112,748	\$387,252
Boone - Preservation and Improvements		\$283,000	\$300,000	3,333,200	3,916,200	779,347	3,136,853
Fleck Center - Preservation and Improvements		528,475		2,818,525	3,347,000	723,591	2,623,409
Miscellaneous Equipment and Fixtures				308,933	308,933	61,909	247,024
Total Facilities - Maintenance and Administration		\$811,475	\$300,000	\$6,960,658	\$8,072,133	\$1,677,595	\$6,394,538
Facilities - Passenger and Operational							
Park and Ride Upgrades			\$185,000	\$230,017	\$415,017	\$39,869	\$375,148
Plaza Preservation and Improvements				1,574,216	1,574,216	103,073	1,471,143
Route and Stop Facility Improvements				7,350,558	7,350,558	413,452	6,937,106
Transit Center Upgrades				1,200,000	1,200,000	7,221	1,192,779
Near Term Investments				4,667,652	4,667,652	38,885	4,628,767
Total Facilities - Passenger and Operational		\$0	\$185,000	\$15,022,443	\$15,207,443	\$602,501	\$14,604,942
Technology Projects							
Capital Program Management Software				\$306,000	\$306,000	\$0	\$306,000
Communications Technology Upgrades				175,854	175,854	130,893	44,961
Computer Equipment Preservation and Updates				427,500	427,500	-	427,500
IS Infrastructure and End User Equipment				1,290,000	1,290,000	251,178	1,038,822
Operating and Customer Service Software				417,833	417,833	-	417,833
Security and Access Technology				496,100	496,100	12,828	483,272
Total Technology Projects		-	\$0	\$3,113,287	\$3,113,287	\$394,899	\$2,718,388
High Performance Transit							
Central City Line			\$5,310,237	\$1,368,295	\$6,678,532	(\$32,344)	\$6,710,876
Cheney Line		\$396,780		381,220	778,000	60,661	717,339
I-90/Valley Line		3,318,464	343,200	3,303,625	6,965,289	250,065	6,715,224
Monroe-Regal Line				1,593,290	1,593,290	(51,038)	1,644,328
Sprague Line		2,154,552		3,377,727	5,532,279	1,285,467	4,246,812
West Broadway Line				640,000	640,000	2,619	637,381
Total High Performance Transit	-	\$5,869,796	\$5,653,437	\$10,664,157	\$22,187,390	\$1,515,430	\$20,671,960
Connect 2035							
Connect 2035 Initiatives			\$500,000	\$2,000,000	\$2,500,000	\$0	\$2,500,000
Division Street BRT		\$5,041,302	500,000	464,149	6,005,451	851,629	5,153,822
Connect 2035	-	\$5,041,302	\$1,000,000	\$2,464,149	\$8,505,451	\$851,629	\$7,653,822
GRAND TOTAL	56	\$12,178,184	\$8,104,582	\$54,998,313	\$75,281,079	\$5,042,054	\$70,239,025
RECONCILING ITEMS (ITEMS BUDGETED AND ANTICIPATED TO HAVE BEEN PAID IN 2023 BUT PAYMENTS DELAYED TO 2024):							
Subtotal RECONCILING ITEMS		\$0	\$0	\$0	\$0	\$396,057	(\$396,057)
GRAND TOTAL		\$12,178,184	\$8,104,582	\$54,998,313	\$75,281,079	\$5,438,111	\$69,842,968

**SPOKANE TRANSIT
STATUS OF FEDERAL CAPITAL GRANTS
JUNE 2024**

<u>GRANTS</u>	<u>LATEST APPROVED BUDGET</u>	<u>CUMULATIVE AMOUNT EXPENDED</u>	<u>UNEXPENDED BALANCE</u>	<u>UNEXPENDED LOCAL BALANCE</u>	<u>UNEXPENDED FEDERAL BALANCE</u>
WA-2018-069 I-90 HPT CORRIDOR IMPROVEMENTS	\$751,445	\$686,980	\$64,465	\$8,703	\$55,763
WA-2020-009 CENTRAL CITY LINE BRT	84,886,657	65,882,267	19,004,390	10,530,012	8,474,377
WA-2021-014 METROPOLITAN PLANNING - FIVE MILE HUB STUDY	231,214	18,276	212,938	28,747	184,191
WA-2021-027 EXPANSION DOUBLE DECKER DIESEL BUS (Qty 7)	8,240,000	0	8,240,000	5,289,998	2,950,002
WA-2022-011 REPLACEMENT 40' BEB BUS (Qty 10)	11,815,000	11,272,068	542,932	249,749	293,183
WA-2022-021 EMERGENCY RELIEF OPERATING ASSISTANCE (ARPA)	71,214	25,510	45,704	0	45,704
WA-2022-022 EMERGENCY RELIEF OPERATING ASSISTANCE (CRRSAA)	71,213	71,213	0	0	0
WA-2023-044 MOBILITY MANAGEMENT AND OPERATING ASSISTANCE PROJECTS	419,427	194,934	224,493	0	224,493
Pending 1733-2023-4 ADA VEHICLES, MOBILITY MGMT AND OPERATING ASSIST. PROJECTS	884,107	159,899	724,208	388,228	495,879
FEDERAL GRANTS TOTAL	\$107,370,277	\$78,311,148	\$29,059,129	\$16,495,437	\$12,723,592

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

September 4, 2024

AGENDA ITEM 7E : 2ND 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 36 comments and feedback related to fixed route service and stops were received by the Planning & Development Department during the Second quarter of 2024. Of the comments received, six were requests for new service, 12 were related to existing service, and 18 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 second 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 new service north of the Fairwood neighborhood (Hastings Road area).

The customer was informed that her request would be logged for future consideration. STA does not currently have service planned for this area.

One request for east-west service on Garland Avenue, specifically servicing West Garland Avenue and North Belt Street.

The customer was informed that initiatives being considered for inclusion in Connect 2035 may be able to address their request depending on Board adoption and public consideration in the future.

ADDITIONAL SERVICE REQUESTS

One request for bus service to Hayford Road and 21st Avenue in Airway Heights.

The customer was informed STA is implementing Route 65 Hayford in September 2024 which will service bus stops at this intersection.

One request for bus service to Cascade Mobile Home Park, a 65 and older community, in Latah Valley.

The customer was informed her request would be logged for future consideration and that service to this area is not planned at this time. The customer was also referred to Paratransit Services.

One request for bus service in Airway Heights along West 6th Avenue from South Hayford Road to South Craig Road. The customer also requested service to the Airway Heights Recreation Center on West Deno Road.

The customer was informed service on West 6th Avenue is planned for 2025 and that service to the Airway Heights Recreation Center is not planned at this time.

One request for bus service on East Upriver Drive.

The customer was informed STA is implementing Route 31 Minnehaha/Lidgerwood in September 2024 which will extend through the Minnehaha community utilizing East Upriver Drive and East Frederick Avenue.

EXISTING SERVICE COMMENTS

One concern regarding route confusion with Routes 33 Wellesley and 35 Francis/Market at the intersection of North Market Street and East Garland Avenue southbound. The passenger felt it is easy to accidentally board the wrong route with both routes serving the same stop.

The customer was informed that multiple routes serving one bus stop is a common practice. To help with confusion, the deck sign on the front of the bus and an automatic announcement (when the door opens) visibly and audibly announces the route the bus is servicing.

One request for a better connection between routes 23 Maple/Ash and 35 Francis/Market at West Francis Avenue and North Alberta Street. The customer states he barely misses the connection.

Route 35 has a schedule change planned for September 2024 with an additional trip that will address this connection.

One request to look at Route 61 Highway 2/Fairchild outbound from the STA Plaza at 3:20 pm. The customer feels Route 61 has been late and that the bus is overcrowded.

The customer was advised this route interlines with Route 28 Nevada, which is experiencing detours and delays due to the summer construction on North Washington Street and because of the interline.

EXISTING SERVICE COMMENTS

Route 61 will continue to be affected. The customer was also informed that in September 2024, passengers will have an alternate route to Airway Heights via new Route 65 Hayford which may help overcrowding and that STA is projecting 15-minute frequency on Route 61 at AM and PM Peak starting in September 2025.

One request for Routes 26 Lidgerwood and 27 Crestline to be extended north to the shopping areas of Northpointe Plaza closer to medical facilities and retail options.

The customer was informed that her request would be logged for future consideration for Routes 31 Minnehaha/Lidgerwood and 27 Crestline. Route 26 no longer will be in service after September 2024.

One request for a 24/7 span of service for routes 7 days a week. The customer feels citizens need to get to work at all hours and that Sunday has the worst service.

The customer was informed that service is mostly based on demand and funding availability. This comment is noted for future consideration.

One customer had four questions relating to STA service.

1. Route 771 Mirabeau Express to expand its route to the Valley Mall and run in the reverse peak direction.
2. Route 771 Mirabeau Express also to run in reverse peak direction.
3. Route 74 Mirabeau/Liberty Lake to run on the weekends.
4. Have Sunday be free fare day.

The following responses we made to these questions.

1. *Route 771 Mirabeau Express is designed as a freeway commuter route to and from Mirabeau Park & Ride to downtown Spokane during the AM peak and from downtown Spokane to Mirabeau Park & Ride during the PM peak. Route 74 is designed to provide further service rather than to and from Mirabeau Park & Ride.*
2. *Reverse direction patterns to and from Mirabeau Park & Ride should be explored if resources are allowed due to passenger commute pattern changes that have occurred recently.*
3. *Starting in September 2024 the Route 74 Mirabeau/Liberty Lake will run on Saturdays. In September 2025, Route 74 will be superseded by Route 7 and will run on Sundays.*
4. *Feedback noted. The customer was informed that fares go toward STA's operating budget to provide service.*

One request to have Route 74 Mirabeau/Liberty Lake run later trips on the weekdays.

Staff reviewed the schedule, revenue hour budget, and bus availability, and added one additional round trip on weekdays for the September 2024 Service change.

One customer suggested to have one dedicated run of Route 61 Highway 2/Fairchild serve both Casinos using a 60-foot bus based on high passenger loads.

EXISTING SERVICE COMMENTS

The customer was informed that 60-foot buses are not warranted based on current passenger loads. Additionally, load restrictions on Latah Bridge

Two customers feel Route 61 Highway 2/Fairchild should serve the Goodwill Industries location in Airway Heights (Flight Dr and Deer Heights Rd).

STA is analyzing long-term options that could result in bus stops moving closer to this location.

One request for a public restroom at the West Plains Transit Center.

The customer was informed that STA provides public restroom facilities at select locations, including the STA Plaza and SCC Transit Center. Many STA bus stops and stations are located near restroom facilities available to the public. This comment is documented for future consideration.

BUS STOP COMMENTS

One concerned citizen called to report an unsafe bench (not owned by STA) in front of the stop on North Argonne Road and East Mission Avenue serviced by Route 94 East Central/Millwood inbound.

The owning company, Creative Outdoor Benches, was contacted to have the bench repaired.

One request from a customer for a bus stop at new locations for MultiCare Airway Heights Clinic being built in front of North 40 in Airway Heights and the new Yoke's grocery store in Airway Heights.

The customer was informed STA has plans to place bus stops near these two facilities pending completion of on-going road construction in 2025.

One request for a bus stop to be moved from the northeast corner of East Wellesley Avenue and North Perry Street, serviced by Route 33 Wellesley westbound, due to owner's property being vandalized. The owner is requesting this stop be moved to the northwest corner of East Wellesley Avenue and North Perry Street.

Staff reviewed moving the stop and is working with Spokane Public Schools, Rogers High School, and STA security to mitigate rider misbehavior.

BUS STOP COMMENTS

One request to trim the landscaping around the bus stop bus stop at East Indiana Avenue and River View Center (stop ID# 4295), serviced by Route 74 Mirabeau/Liberty Lake inbound. The customer wants to know if improvements could be made to this stop as the bus sign is in a bed of low juniper bushes.

The customer was informed STA does not have authority to cut the landscaping around the stop and the landscaping is the responsibility of the property owner at this location. Staff reached out to the jurisdiction to relay the request. In addition, this stop is identified for closure as part of the Route 7 supplemental to the I-90 Valley Corridor Development Plan.

One request for a trash receptacle at the southwest corner of East 37th Avenue and South Pittsburgh Street on Route 43 Lincoln/37th Ave outbound.

The bus stop shows 3 average daily boardings. Ridership at this location does not meet the threshold of 10 average daily boardings for a trash receptacle. The customer was notified, and STA will monitor bus stop activity for changes.

One request for a trash receptacle at the bus stop located at East 4th Avenue and South Pittsburgh Street, Route 94 East Central/Millwood inbound.

The bus stop shows 17 average daily boardings. A trash receptacle has been directed to be placed at this stop.

One request from property owner at 18706 East Jackson Road to have staff review the bus stop location proposed for September 2024 at North Barker Road and East Jackson Drive Route 95 Mid-Valley outbound. The property owner stated they have a wastewater pump station at the proposed location and access to the pump station in an emergency is crucial.

Staff reached out to the Wastewater Operations Section Manager at the City of Spokane Valley concerning emergency access to the wastewater pump station and confirmed the proposed stop would be north of the pump station keeping clear access.

One request for a trash receptacle at North Nevada Street and East Magnesium Avenue serviced by Route 28 Nevada inbound.

The bus stop shows 33 average daily boardings. A trash receptacle has been directed to be placed at this stop.

One request from the Sleep Number Store at 5903 North Division Street to have the trash receptacle at the bus stop at North Division Street and West Central Avenue serviced by Route 25 Division inbound, replaced.

The trash receptacle is from a third-party vendor, Creative Outdoor Benches. Staff called vendor to request a replacement.

BUS STOP COMMENTS

One request for a permanent stop at East Euclid Avenue and North McKee Street, serviced by Route 95 Mid-Valley.

The customer was informed that current plans do not have a bus stop at this location but nearby at North Barker Road and East Bridgeport Avenue. This new stop is scheduled to be in service in the September 2024 service change.

One request from the director of retail for Goodwill Industries at 130 East 3rd Avenue for a trash can receptacle that was removed at the bus stop at East 3rd Avenue and North Spokane Street.

The trash receptacle is from a third-party vendor, Creative Outdoor Benches. Staff called the vendor to request a replacement.

One customer expressed concern about the bus stop being removed at North Stevens Street and West Sprague Avenue.

The customer was informed the bus stop is not being removed. However, the shelter was removed due to a pattern of misuse.

A request from a resident at 2204 W Buckeye Avenue for a trash receptacle at the bus stop located at West Northwest Boulevard and North Hemlock Street served by Route 22 NW Boulevard inbound, to be replaced.

The trash receptacle is from a third-party vendor, Creative Outdoor Benches. Staff called the vendor to request a replacement.

One customer expressed concern about the bus stop at East Mission Avenue and North Mullan Street serviced by Route 173 VTC Express reflected in the middle of the street on Google Maps.

Staff reviewed the location of the stop in FX and corrected the stop location. The customer was informed that the data layers within Google maps can take up to a month to show the correct location of the stop after an update.

One request to look at a trash buildup at the bus stop located at West Highway 2 and Flint Road serviced by Routes 61 Highway 2/Fairchild and 63 Airway Heights/West Plains inbound.

The bus stop shows 19 average daily boardings. A trash receptacle has been directed to be placed at this stop.

One request from a customer for the re-installation of the shelter at West Sunset Highway and Rustle Street serviced by Routes 60 Airport and 61 Highway 2/Fairchild inbound. For personal health reasons the passenger feels shelter is needed.

The customer was informed that his request would be logged for future consideration and that the shelter is only temporarily removed at this time, with re-installation planned for as early as Fall 2024.

BUS STOP COMMENTS

One request from the property owner at 8907 E. Liberty for a trash receptacle for the bus stop located at East Liberty Avenue and North Marguerite Road serviced by Route 94 East Central/Millwood outbound.

The bus stop shows 5 average daily boardings. Ridership at this location does not meet the threshold of 10 average daily boardings for a trash receptacle. The customer was notified, and STA will monitor bus stop activity for changes.

One request from a customer requesting a shelter at the bus stop at South Grand Street and South 12th Avenue serving Route 4 Monroe/Regal northbound.

The bus stop shows 14 average daily boardings. Ridership at this location does not meet the threshold of 25 average daily boardings for a shelter or other criteria outlined in Connect Spokane. The customer was notified, and STA will monitor bus stop activity for changes.

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

September 4, 2024

AGENDA ITEM 8 : OCTOBER 2, 2024, DRAFT COMMITTEE MEETING AGENDA REVIEW

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

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 October 2, 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, October 2, 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

DRAFT AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report (5 minutes)
3. Committee Action (5 minutes)
 - A. Minutes of the September 4, 2024, Committee Meeting -- *Corrections/Approval*
4. Committee Action (10 minutes)
 - A. Board Consent Agenda
 1. 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. August 2024 Operating Indicators (*Rapez-Betty*)
 - B. August 2024 Financial Results Summary (*Johnston*)
 - C. September 2024 Sales Tax Revenue (*Johnston*)
8. Review November 6, 2024, Meeting Agenda (5 minutes)
9. New Business (5 minutes)
10. Committee Members' Expressions (5 minutes)
11. Adjourn
12. Next Committee Meeting: Wednesday, November 6, 2024, at 1:30 p.m. in person.

Optional Virtual Link:	Join Here	
Password:	Members: 2024	Guests: 1024
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

September 4, 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

September 4, 2024


AGENDA ITEM 10 : COMMITTEE MEMBERS' EXPRESSIONS

REFERRAL COMMITTEE: n/a


SUBMITTED BY: n/a

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

RECOMMENDATION TO COMMITTEE: For discussion.



2024 Second Quarter Year-to-Date Performance Measures



How a great city moves.™

1

Priorities and Objectives

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



2024 Second Quarter Year-to-Date Performance Measures

9/5/2024 2

2

Ensure Safety

Performance Measures:

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

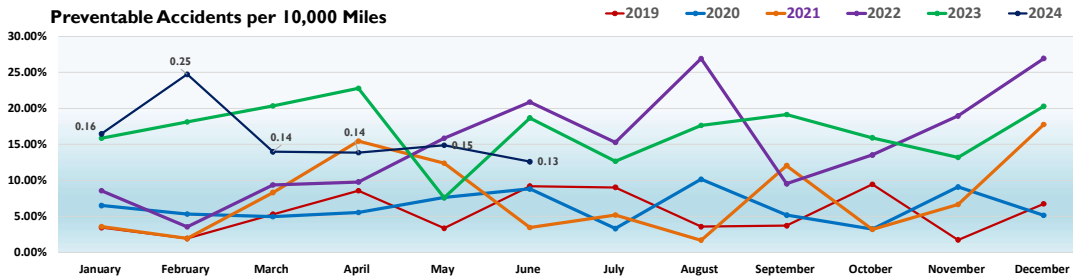
3

Preventable Vehicle Accidents Fixed Route

Goal ≤ 0.08 per 10,000 miles

	2019	2020	2021	2022	2023	2024
January	2	4	2	5	10	11
February	1	3	1	2	11	16
March	3	3	5	6	14	9
April	5	3	9	6	14	9
May	2	4	7	10	5	10
June	5	5	2	13	12	8
July	5	2	3	9	8	0
August	2	6	1	17	12	0
September	2	3	7	6	12	0
October	6	2	2	9	11	0
November	1	5	4	12	9	0
December	4	3	11	17	13	0
Total Prev. Accidents	38	43	54	112	131	63
YTD Preventables per 10,000 miles	0.06	0.06	0.08	0.15	0.17	0.14

* 2024 italic zero entries indicate future months



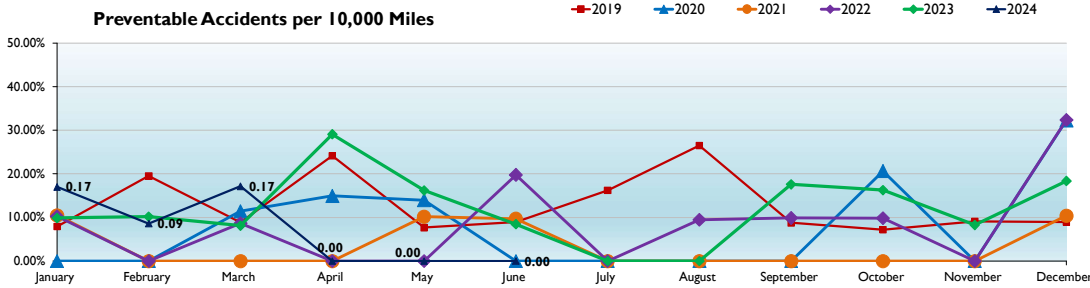
4

Preventable Vehicle Accidents Paratransit

	2019	2020	2021	2022	2023	2024
January	1	0	1	1	1	2
February	2	0	0	0	1	1
March	1	1	0	1	1	2
April	3	1	0	0	3	0
May	1	1	1	0	2	0
June	1	0	1	2	1	0
July	2	0	0	0	0	0
August	3	0	0	1	0	0
September	1	0	0	1	2	0
October	1	2	0	1	2	0
November	1	0	0	0	1	0
December	1	3	1	3	2	0
Total Prev. Accidents	18	8	4	10	16	5
YTD Preventables per 10,000 miles	0.13	0.07	0.04	0.08	0.12	0.06

Goal ≤ 0.10 per 10,000 miles

* 2024 italic entries indicate future months



5

Workers' Compensation - Time Loss

Lost Time Days per 1,000 Hours

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

6

Workers' Compensation – Claims

WORKERS' COMPENSATION CLAIMS

Claims per 1,000 Hours

	2019	2020	2021	2022	2023	2024 YTD	Goal
Fixed Route	0.05	0.04	0.05	0.09	0.07	0.04	≤ 0.05
Paratransit	0.11	0.06	0.10	0.07	0.09	0.03	≤ 0.08
Maintenance	0.12	0.10	0.12	0.08	0.09	0.03	≤ 0.10

7

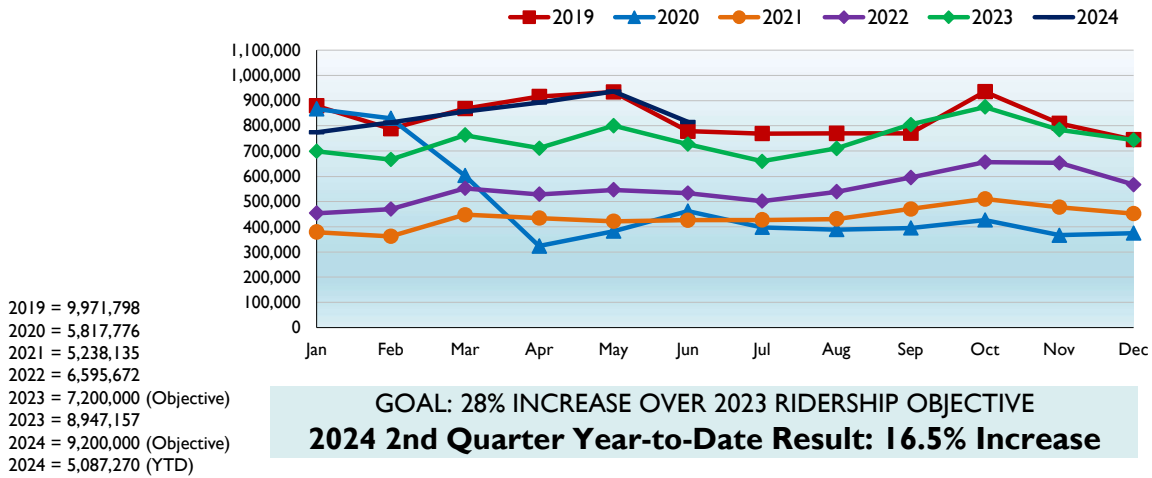
Earn & Retain the Community's Trust

4 Performance Measures:

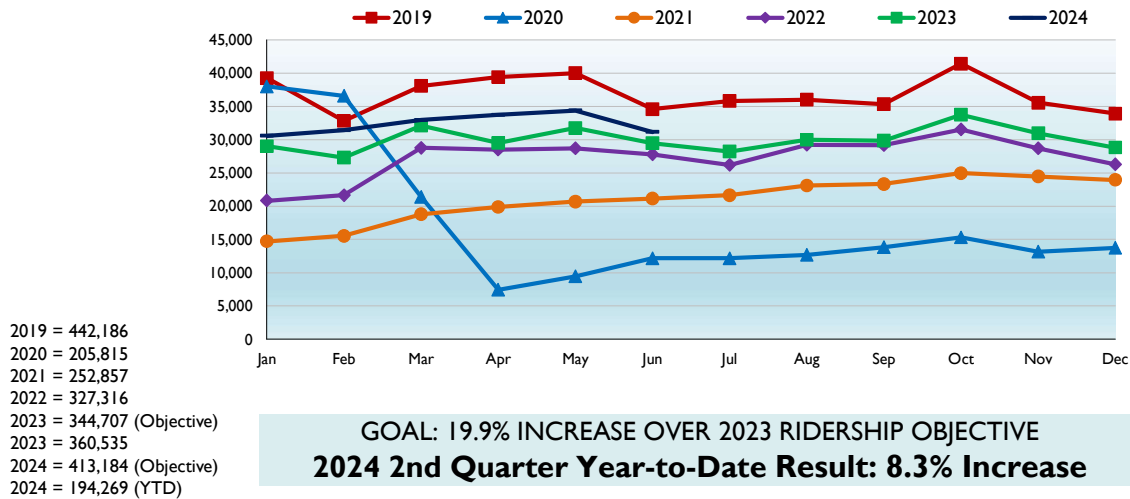
- Ridership
- Service Effectiveness
(Passengers per Revenue Hour)
- Customer Security
- Public Outreach

8

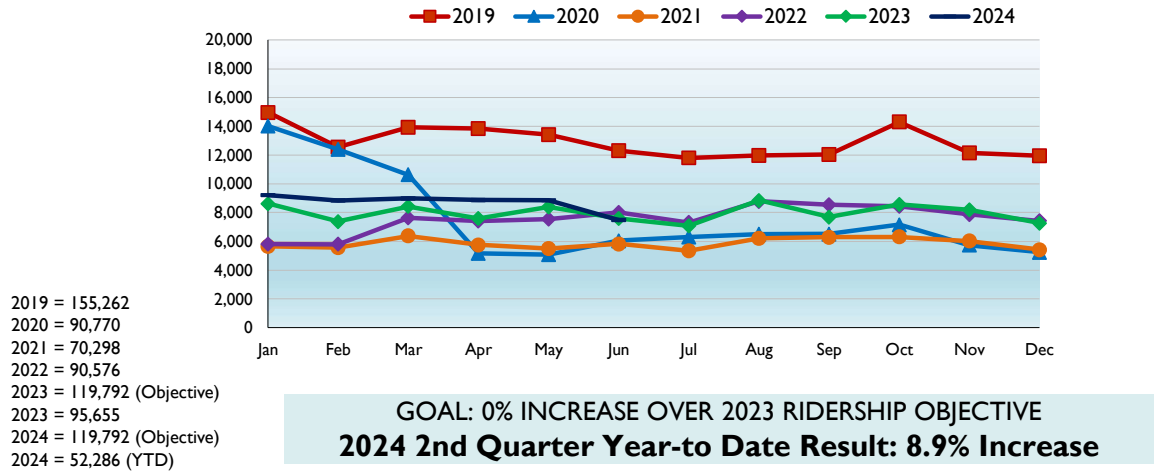
Ridership – Fixed Route



Ridership – Paratransit

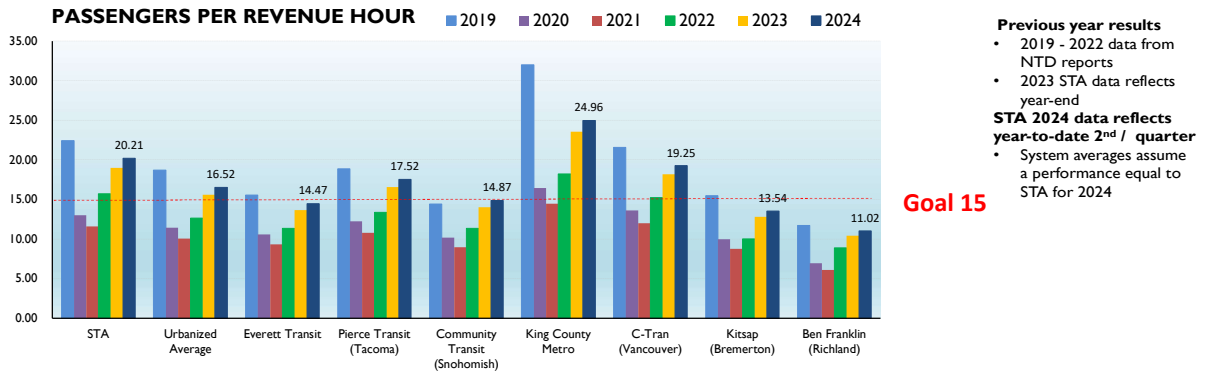


Ridership – Rideshare



11

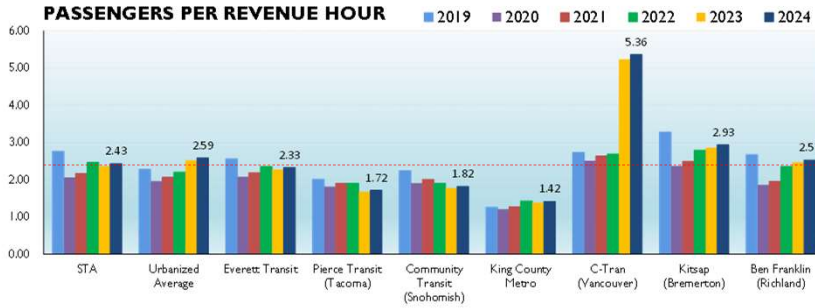
Service Effectiveness – Fixed Route



GOAL: TRANSPORT 15 OR MORE PASSENGERS PER REVENUE HOUR
 * System averages assume a performance equal to STA for 2022

12

Service Effectiveness – Demand Response (Paratransit)



Previous year results

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

STA 2024 data reflects year-to-date 2nd / quarter

- System averages assume a performance equal to STA for 2024

Goal 2.4

GOAL: TRANSPORT 2.4 OR MORE PASSENGERS PER REVENUE HOUR

* System averages assume a performance equal to STA for 2022

13

Ridership Survey – Customer Security

Customer Security

Fixed Route	2019	2020	2021	2022	2023	2024	GOAL
Personal Safety on Bus	4.1	No survey	4.2	4.1	4.0	Scheduled for fall 2024	Score 4.5 on a scale of 1-5
Driver Driving Safely	4.3	No survey	4.4	4.4	4.3	Scheduled for fall 2024	Score 4.5 on a scale of 1-5
Paratransit	2019	2020	2021	2022	2023	2024	GOAL
Personal Safety on Van	No survey	Delayed due to Covid	4.7	No Survey	No Survey	4.7	Score 4.5 on a scale of 1-5
Driver Driving Safely	No survey	Delayed due to Covid	4.8	No Survey	No Survey	4.7	Score 4.5 on a scale of 1-5

14

Community Perception Survey

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

15

Provide Excellent Customer Service

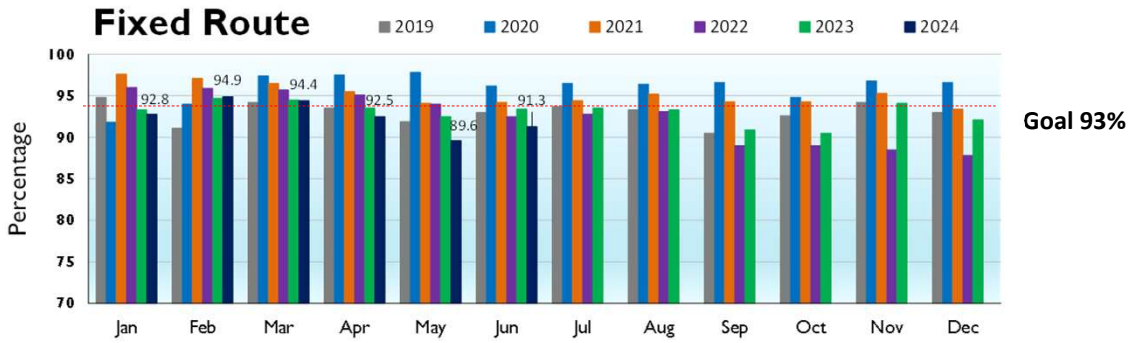
4 Performance Measures:

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

16

On-Time Performance

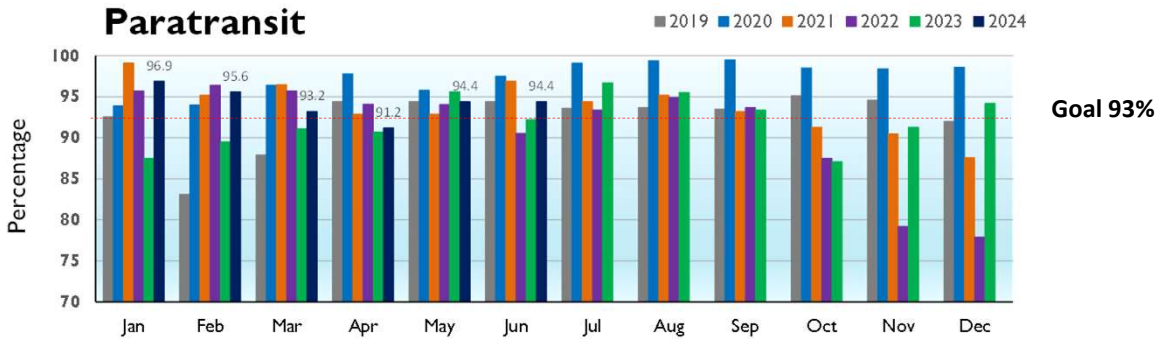
YTD Average 92.6%



17

On-Time Performance

YTD Average 94.3%

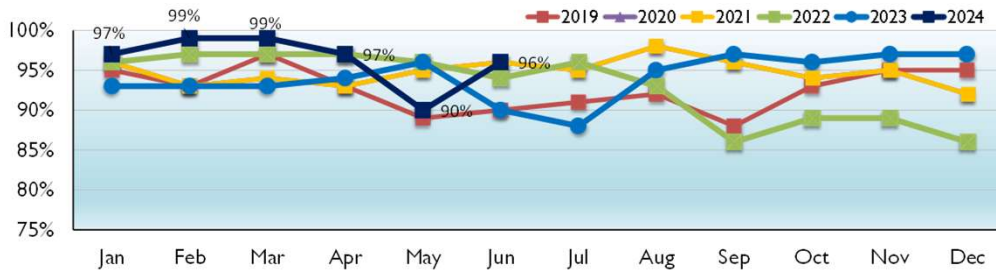


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Customer Service: 509-328-RIDE Call Center Performance

Total YTD	Goal
96%	90%

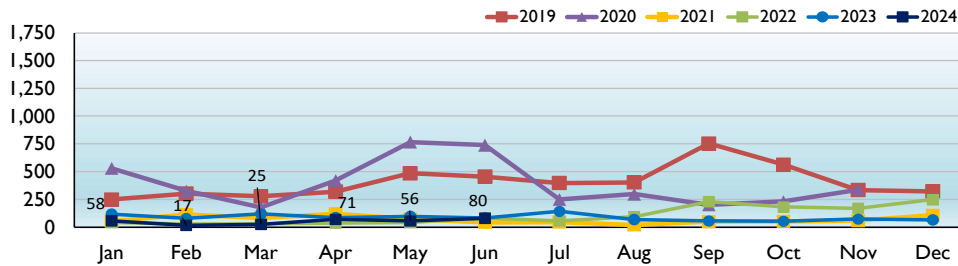
Service Level: % of Calls Answered within 60 seconds



Customer Service: 509-328-RIDE Call Center Performance

Total YTD Calls Presented	Total YTD Abandoned Calls	Goal	YTD Abandon Rate
37,330	307	4%	1%

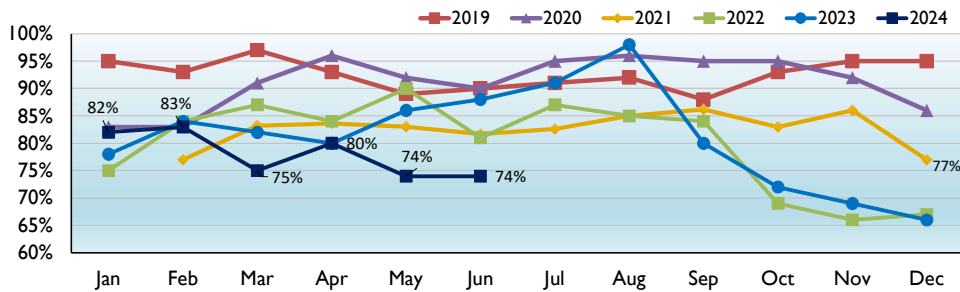
Abandoned Calls



Paratransit Reservations: 509-328-1552 Call Center Performance

Total YTD Calls	Total YTD Calls Answered in 60 Seconds	Goal	YTD %
118,340	88,679	90%	78%

Service Level: % of Calls Answered within 60 seconds

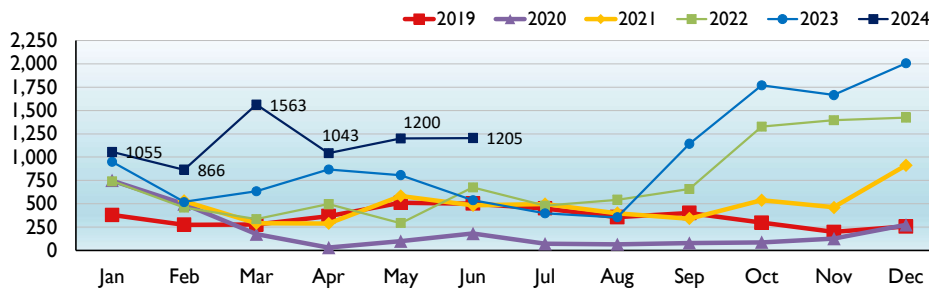


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Paratransit Reservations: 509-328-1552 Call Center Performance

Total YTD Calls	Total YTD Abandoned Calls	Goal	YTD Abandon Rate
118,340	6,932	4%	1.5%

Abandoned Calls



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Customer Complaints

	2019	2020	2021	2022	2023	2024	Goal
Fixed Route	10.8	18.1	11.4	9.9	9.9	8.1	≤ 8.0 (per 100K passengers)
Paratransit	5.4	6.0	6.1	6.0	4.4	4.6	≤ 8.0 (per 10K passengers)

23

Maintenance Reliability

Average Miles Between Road Calls

	2019	2020	2021	2022	2023	2024 YTD	GOAL
Fixed Route	6,722	6,961	6,752	6,216	6,515	5,915	< 1 / 7,500 miles
Paratransit	67,537	64,205	64,626	75,275	83,024	84,082	< 1 / 75,000 miles

24

Enable Organizational Success

3 Performance Measures:

- Training
- Supervisor Ride Checks
- Governance

25

Training: Fixed Route & Paratransit

	2019	2020	2021	2022	2023	2024 YTD	Goal
Fixed Route	Completed	Delayed due to Covid	Completed	No Advanced Training	9 hour per employee	Beginning 3rd Quarter	8 hours Advanced Training per Operator annually
Paratransit	Completed	Completed	Completed	No Advanced Training	Deferred Advanced Training	Not yet started	8 hours Advanced Training per Operator annually

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Training: Maintenance

2019	2020	2021	2022	2023	2024 YTD	Goal
Completed	Delayed due to Covid	Completed	Completed	Completed	13 hours per employee	25 hours per employee per year

27

Training: Managers and Administrative Staff

2024 YTD	Goal
In Process	100%

28

Supervisor Ride Checks

	2019	2020	2021	2022	2023	2024 YTD	Goal
Fixed Route	268* of 273 completed	88 of 295 completed**	Suspended due to COVID	29 out of 270 Completed	241 out of 324 Completed	281 out of 341 Completed	100% of operators checked annually
Paratransit	61 of 61 completed	53 of 53 completed	Suspended due to COVID	48 out of 48 Completed	65 out of 65 Completed	22 out of 60 Completed	100% of operators checked annually

*All active operators completed

** Ride checks suspended in March 2020 due to Covid

Governance

Board Development

Attendance at a transit-related conference/exhibition event

Event	Location	Board Attendees
APTA Mobility Conference April 2024	Portland, OR	Two Board Members Attended
APTA Transform Conference September 2024	Anaheim, CA	Three Board Members Attending

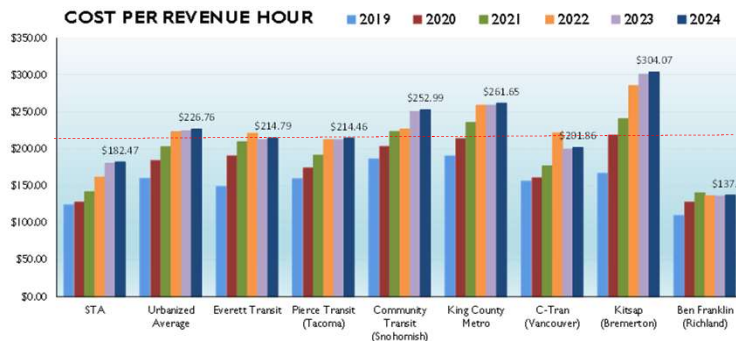
Exemplify Financial Stewardship

5 Performance Measures:

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

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Cost Efficiency – Fixed Route



Objective \$215.42

Previous year results

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

STA 2024 data reflects year-to-date 2nd quarter

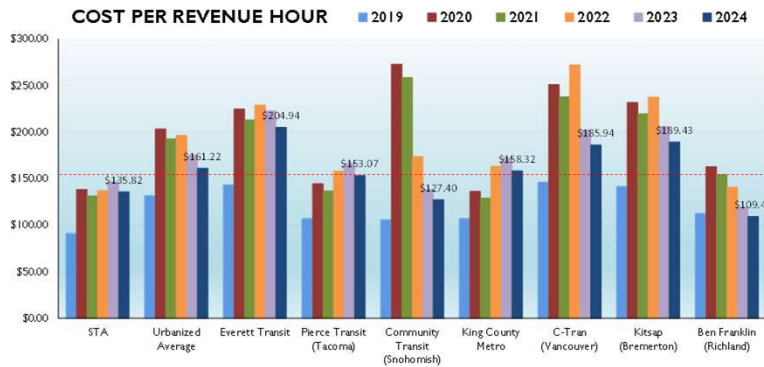
- System averages assume a performance equal to STA for 2024

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

2024 Status: 80.5% (STA - \$182.47 / Urban Average - \$226.76)

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Cost Efficiency – Demand Response (Paratransit)

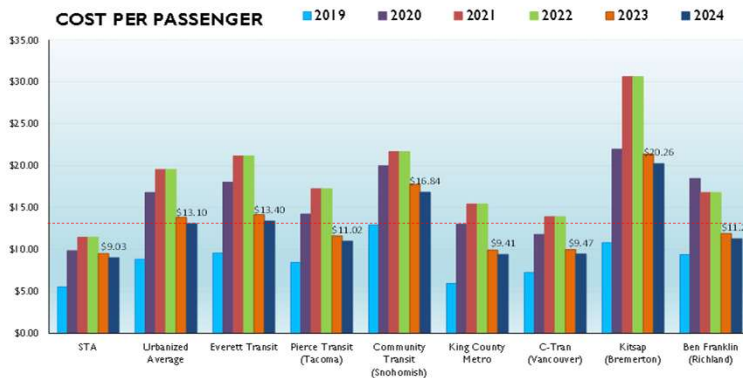


- Objective \$153.15**
- Previous year results**
- 2019 - 2022 data from NTD reports
 - 2023 STA data reflects year-end
- STA 2024 data reflects year-to-date 2nd / quarter**
- System averages assume a performance equal to STA for 2024

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

2024 Status: 84.2% (STA - \$135.82 / Urban Average - \$161.22)

Cost Effectiveness – Fixed Route

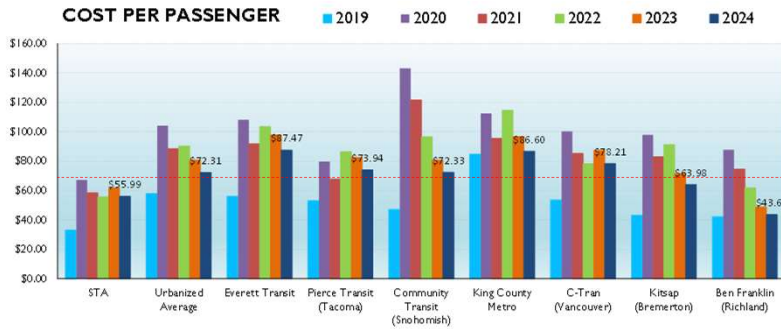


- Objective \$12.44**
- Previous year results**
- 2019 - 2022 data from NTD reports
 - 2023 STA data reflects year-end
- STA 2024 data reflects year-to-date 2nd / quarter**
- System averages assume a performance equal to STA for 2024

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

2024 Status: 68.9% (STA - \$9.03 / Urban Average - \$13.10)

Cost Effectiveness-Demand Response (Paratransit)



Objective \$68.69

Previous year results

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

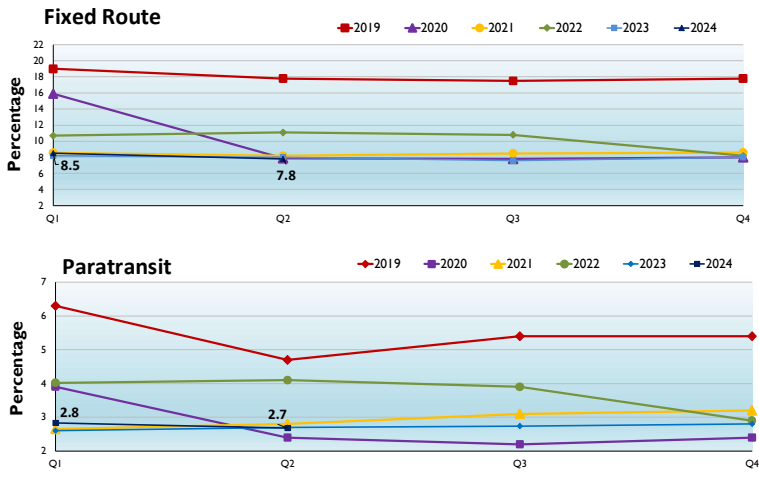
STA 2024 data reflects year-to-date 2nd / quarter

- System averages assume a performance equal to STA for 2024

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

2023 Status: 77.4% (STA - \$55.99 / Urban Average - \$72.31)

Cost Recovery from User Fees



Goal	20%
Actual	7.8%

Goal	5%
Actual	2.7%

Cost Efficiency – Rideshare

	2020	2021	2022	2023	2024
Operating/Admin Cost per Mile	\$0.69	\$0.80	\$0.69	\$0.61	\$0.73
Revenue per Mile	\$0.28	\$0.31	\$0.27	\$0.28	\$0.28
Cost Recovery	35.8%	38.8%	39.8%	46.4%	37.9%

GOAL: RECOVER 85% OF OPERATING/ADMINISTRATIVE COSTS

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Cost Efficiency – Maintenance

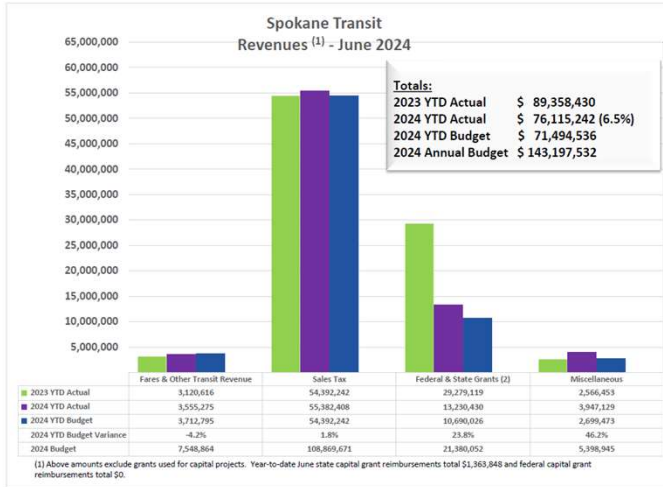
MAINTENANCE COST

Cost per Total Mile

	2019	2020	2021	2022	2023	2024 YTD	GOAL
Fixed Route	\$1.18	\$1.22	\$1.39	\$1.10	\$1.61	\$1.38	\$1.67
Paratransit	\$1.00	\$1.16	\$1.08	\$1.17	\$1.26	\$0.96	\$1.25

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Financial Management



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Service Level Stability & Ability to Sustain Essential Capital Investments

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

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Community Perception Survey

Question	2019	2020	2021	2022	2023	2024	Goal
STA is Financially Responsible	3.74	No Survey	3.86	No Survey	3.1 *Change in question phrasing.	Schedule date pending	Score 4.5 on a scale of 1-5

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