

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

CITIZEN ADVISORY COMMITTEE MEETING
Wednesday, September 11, 2024
5:00 – 6:30 pm

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

DRAFT AGENDA

1. Call to Order and Roll Call (*Chair Brown*)
2. Committee Chair Report (*Chair Brown*) (5 minutes)
3. CEO Task Force (*Meyer*) (30 minutes)
4. Committee Action (15 minutes)
 - A. Minutes of the July 17, 2024, Citizen Advisory Committee meeting – *Corrections/Approval*
 - B. CAC Candidate Application Review (*Chair Brown/Cortright*)
5. Committee Reports (20 minutes)
 - A. Connect 2035 Strategic Planning Update (*Otterstrom/Tresidder*)
 - B. September 2024 Service Change (*Otterstrom*)
6. CEO Report – (*Meyer*) (10 minutes)
7. Committee Information - (**no action or discussion**)
 - A. 2024 Second Quarter Year-to-Date Performance Measures (*Rapez-Betty*)
 - B. 2023 State Audit Report (*Johnston*)
8. Committee Member Expressions (*Chair Brown*) (5 minutes)
9. Review DRAFT Agenda Items for the October 9, 2024, Meeting (5 minutes)
10. Adjourn

Optional Virtual Link:	CAC Meeting
Call-in Number:	1-253-215-8782
Meeting ID:	843 3887 8615

Next Citizen Advisory Committee Meeting: October 9, 2024

Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964. 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 325-6094 (TTY Relay 711) at least forty-eight (48) hours in advance.

**SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING**

September 11, 2024

AGENDA ITEM 2 : COMMITTEE CHAIR REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Dianne Peach, Executive Assistant to the Chief Communications & Customer Service Officer

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

RECOMMENDATION TO COMMITTEE: N/A

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

September 11, 2024

AGENDA ITEM: **3** CEO TASK FORCE

REFERRAL COMMITTEE: n/a

SUBMITTED BY: E. SUSAN MEYER, CHIEF EXECUTIVE OFFICER

SUMMARY: Harris Rand Lusk has been retained as the recruiting firm in the search for Spokane Transit's next CEO. Representatives from Harris Rand Lusk will be in attendance to engage with members of the Citizen Advisory Committee for their input to help shape the CEO job description.

RECOMMENDATION TO COMMITTEE: For discussion

SPOKANE TRANSIT AUTHORITY

CITIZEN ADVISORY COMMITTEE MEETING

September 11, 2024

AGENDA ITEM: 4A: MINUTES OF THE JULY 17, 2024, COMMITTEE MEETING-
CORRECTIONS AND/OR APPROVAL

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Dianne Peach, Executive Assistant to the Chief Communications & Customer
Service Officer

SUMMARY: Attached for your information, corrections, and/or approval are the minutes of the July 17, 2024, Citizen Advisory Committee meeting.

RECOMMENDATION TO COMMITTEE: Corrections and/or approval

CITIZEN ADVISORY COMMITTEE MEETING

Minutes of the July 17, 2024, Meeting

5:00 p.m. – 6:30 p.m.

STA Northside Conference Room
1230 W Boone Avenue, Spokane, WA
In person meeting with optional virtual link

DRAFT

COMMITTEE MEMBERS PRESENT

Dan Brown, Chair
JT Ramsey
Chris Fortensky
Andrew Tse
Rhonda Young
Kinzie Michael
Tino Andrade
Konrad Capeller
Julie Corpuz
Jackson Deese
Linda Carroll
Caleb McDougall

STAFF MEMBERS PRESENT

E. Susan Meyer, Chief Executive Officer
Delana Combs, Ombudsman and Accessibility Officer
Karl Otterstrom, Chief Planning & Development Officer
Brandon Rapez-Betty, Chief Operations Officer
Carly Cortright, Chief Communications & Customer
Service Officer
Dianne Peach, Executive Assistant to the Chief
Communications & Customer Service Officer

GUESTS

COMMITTEE MEMBERS ABSENT

Perry Crandall
Susan Gray

1. **CALL TO ORDER AND ROLL CALL**

Mr. Dan Brown, Committee Chair, called the meeting to order at 5:00 p.m. and roll call was conducted.

2. **COMMITTEE CHAIR REPORT**

Chair Brown reported that there was a concern noted that emails were not getting through to employees at Spokane Transit, he contacted STA staff, and the problem was corrected promptly. He reminded CAC members that if they ever have a question or concern to feel free to get ahold of STA staff and their issue will be addressed timely. Chair Brown stated that during Hoopfest, he had a wonderful experience with one of the Coach Operators on Route 4 who handled a stressful situation with kindness and grace. Ms. Meyer asked Dr. Cortright to track down the name of the coach operator to be able to thank her for her service.

3. **COMMITTEE ACTION**

A. **Minutes of July 17, 2024, Committee Meeting**

Mr. Fortensky moved to approve the minutes as presented. Mr. Ramsey seconded, and the motion passed unanimously.

4. COMMITTEE REPORTS

A. Connect 2035 Strategic Plan Update

Mr. Otterstrom reviewed the followup from the June 2024 Citizen Advisory Committee meeting where the CAC members independently identified up to three initiatives that they best believed supported STA's mission over the next 10 years. He stated that the top three ranked initiatives that best support STA's mission are to organize and advance initiatives that align with STA strategic and financial priorities, Assess impact and cost of candidate initiatives across a range of key outcomes and to identify initiative investment packages.. The next steps are to finish the outcome evaluation of the preliminary initiatives and to develop alternative packages for input and feedback. The target date is December 19, 2024 for Board adoption.

B. Division Street BRT: Design and Public Outreach Update

Mr. Otterstrom provided a general update on the Division BRT. He stated that the Division Street BRT is intended to be STA's 2nd BRT project, running north/south with City Line running east/west. There will be 44 new stations within a roughly 10-mile corridor and an envisioned future transit center on the north end, with downtown charging/layover location and Business Access and Transit (BAT) lanes. This initiative is currently in the project development phase and STA is working toward the 30% design milestone by June 2025. As STA is engaged in this project as an agency that does not own any roadways, it is critical that STA partner with the jurisdictions that have authority over infrastructure, such as Spokane County, City of Spokane and Washington State Department of Transportation (WSDOT). Spokane Transit Authority who also partners with the Spokane Regional Transportation Council (SRTC), who is the lead agency for transportation planning services for the area covered by Spokane County. There are regular agency and committee meetings with all project team members and partner agencies. The Federal Transit Administration (FTA) holds quarterly meetings so STA can demonstrate the development of a baseline project schedule, risk register and traffic impact analysis requirements. The 30% plans are under review by STA for Zone 4 (stations north of Francis to Holland) to include Utility coordination, ongoing coordination with the City and WSDOT on fiberoptics locations, Site specific surveying, lighting analysis, possible Gen-2 High Performance Transit (HPT) shelter design options and charging/layover evaluations. Mr. Otterstrom reviewed the various outreach activities that have taken place to date and the project schedule through to inception. Ms. Meyer stated that the art that was used for City Line, in collaboration with local artists, gave customized neighborhood identification. And she would like to see the same collaboration with Spokane Arts for the Division Street BRT shelters.

Discussion ensued

C. Zero Emission Transition Board Workshop Summary

Mr. Rapez-Betty presented a summary of the content and key findings of the Zero-Emission Bus Fleet Transition Board Workshop held on May 3, 2024. STA is compliant with zero-emission and carbon reduction legislation and is exploring alternative fuels such as hydrogen fuel cells. Many factors have changed the state of the bus manufacturing industry to such an extent that the Federal Transit Administration (FTA) is working with the manufacturers to see what can be done to help support this market. Mr. Rapez-Betty provided the timeline of STA's journey through electrification beginning in 2005 through to the present-day. STA's grants team was extremely successful in acquiring funding in support of the zero-emission transition. Between 2016 and 2022 a total of over \$31M in grants provided support to the electrification of the fleet. Mr. Rapez-Betty reviewed projected block feasibility for battery electric buses, garage charging analysis, grid power demand, cost per mile-maintenance/fuel, and a total fleet cost comparison. Mr. Rapez-Betty presented the FTA safety recommendations based on August 2023 industry best practices, and next steps. STA's draft Workforce Development plan has been modeled according to FTA's guidance. A full Zero-Emission Bus Fleet Transition Plan was included in the packet.

Discussion ensued

D. 2023 Community Perception Survey Results Summary

Dr. Cortright reported the 2023 Community Perception Survey is intended to collect data on public opinion regarding transit issues within the community. Spokane Transit hired ETC Institute to conduct the survey. They collected data from a random sample of households within the Spokane Public Transportation Benefit Area. The survey was conducted in the fall of 2023 with a sample size survey goal of 400 responses with 403 completed surveys collected. The survey results were representative of Spokane County in most categories. The categories included in the survey were annual household income, race, gender, age, employment status, political philosophy preference, and past ridership. More specific survey questions were asked regarding overall ratings for the transportation system in the Spokane region and qualities of Spokane Transit specifically. The survey results demonstrate that the Spokane community believes transit is valuable for those with special mobility needs, low-income individuals, and to the Spokane region overall. The public also views STA employees favorably and has a positive perception of the STA brand overall. They also indicated STA is not providing enough service, though an equal portion thought the amount of service provided was just right. Dr. Cortright reported two STA Performance Metrics that were obtained from the Community Perception Survey report: 27% Agreed or Strongly Agreed that STA does a good job of listening to the public, though 30% of respondents reported they didn't know and STA manages financial resources well," this was previously phrased as "STA is financially responsible", 21% of respondents Agreed or Strongly Agreed with this statement and 25% were Neutral and another 39% Didn't Know. Since STA added new discount programs in October 2022, including zero fare for youth 18 and under, leadership wanted to gauge knowledge of the public. Almost 50% of the respondents had knowledge regarding zero fare for youth, but overwhelmingly there was lack of knowledge on other discount programs. The Community Perception Survey is an opportunity to understand Spokane's region support of transit. This feedback can be leveraged as STA continues to work on the *Connect 2035 Strategic Plan*.

5. CEO REPORT

Ms. Meyer reported that she has announced her retirement at the end of 2024. She also stated that STA has had another clean audit report from the state auditor, and that the organization is in perfect condition to transition to the next CEO. Ms. Meyer also reported that the Board Operations Committee will recommend to the STA Board to form a search task force and to hire a professional search firm to perform a national search. Congratulations were given.

6. COMMITTEE MEMBER EXPRESSIONS

Mr. Fortensky stated that he and Ms. Combs attempted to get his scooter on the bus but was unsuccessful in showing Ms. Combs his difficulties with loading his scooter as the only available bus was the 2100 series bus and not the size bus he normally rides.

7. SEPTEMBER 11, 2024 – COMMITTEE MEETING DRAFT AGENDA REVIEW

The committee reviewed the proposed agenda items for the September 11, 2024, meeting. There were no suggested corrections or additions.

ADJOURN

With no further business, Chair Brown adjourned the meeting at 6:39 p.m.

The next committee meeting will be held on Wednesday, September 11, 2024, at 5:00 p.m. in person at STA Northside Conference Room with a virtual option.

Respectfully submitted,

Dianne Peach

Dianne Peach

Executive Assistant to the Chief Communications & Customer Service Officer

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

September 11, 2024

AGENDA ITEM: **4B** CITIZEN ADVISORY COMMITTEE APPLICATION REVIEW

REFERRAL COMMITTEE: n/a

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

SUMMARY: Per the Citizen Advisory Committee (CAC) Charter, Article VI, the CAC will review applicants and select potential candidates. At that time, staff and at least one CAC representative will meet with potential candidates and may recommend them to the CAC for further consideration.

There are currently 6 new applications for CAC appointment to consider. There is currently one unfilled term on the CAC; the term of the vacant position ends November 2024. There is another pending vacancy in October 2024 as a committee member term ends that month.

Applicants selected to move forward to the interview process will be brought forward for CAC consideration at the October 9, 2024, meeting. The two candidates selected at that time will be presented to the Performance Monitoring and External Relations Committee at their November 6, 2024, meeting. Both candidates' terms would begin November 1, 2024.

Candidate applications will be emailed to CAC members for their review prior to the meeting.

RECOMMENDATION TO COMMITTEE: For review and discussion.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

September 11, 2024

AGENDA ITEM 5A : CONNECT 2035 STRATEGIC PLANNING UPDATE

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Planning & Development Officer
Brian Jennings, Deputy Director for Community Development

SUMMARY: Staff will provide an overview of the key discussion points from the Board workshop held on September 4, 2024, including a look-ahead at upcoming outreach efforts. Staff will highlight identified draft initiative packages and seek committee members' input on the packages presented at the Board workshop.

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

September 11, 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

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.

Staff will provide an overview of the service change, focusing on how STA is communicating the changes to riders.

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

September 11, 2024

AGENDA ITEM 6: CHIEF EXECUTIVE OFFICER 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: Receive Report.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

September 11, 2024

AGENDA ITEM 7A : 2024 SECOND QUARTER YEAR-TO-DATE PERFORMANCE MEASURES

REFERRAL COMMITTEE: Performance Monitoring & External Relations (*Kerns*)

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.



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

9/11/2024 2

2

Ensure Safety

Performance Measures:

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

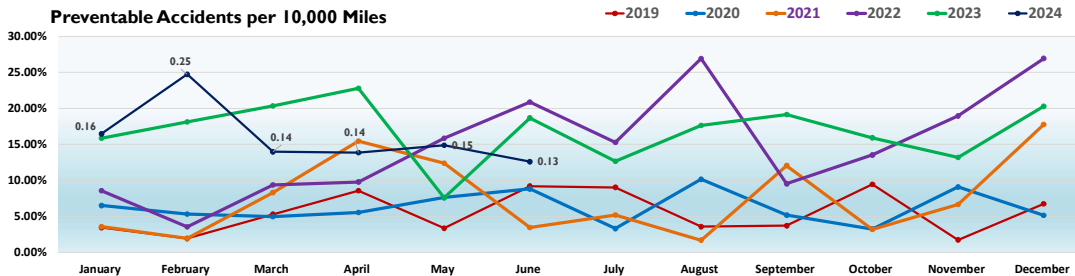
3

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



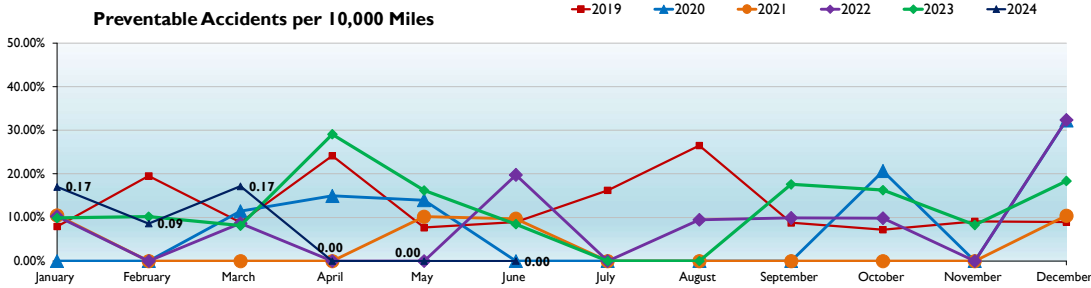
4

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

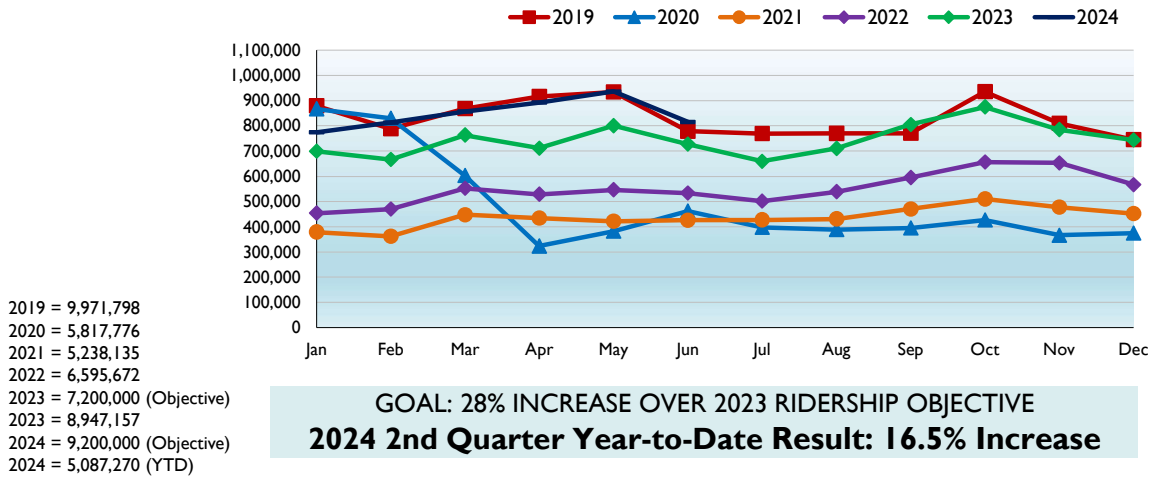
Earn & Retain the Community's Trust

4 Performance Measures:

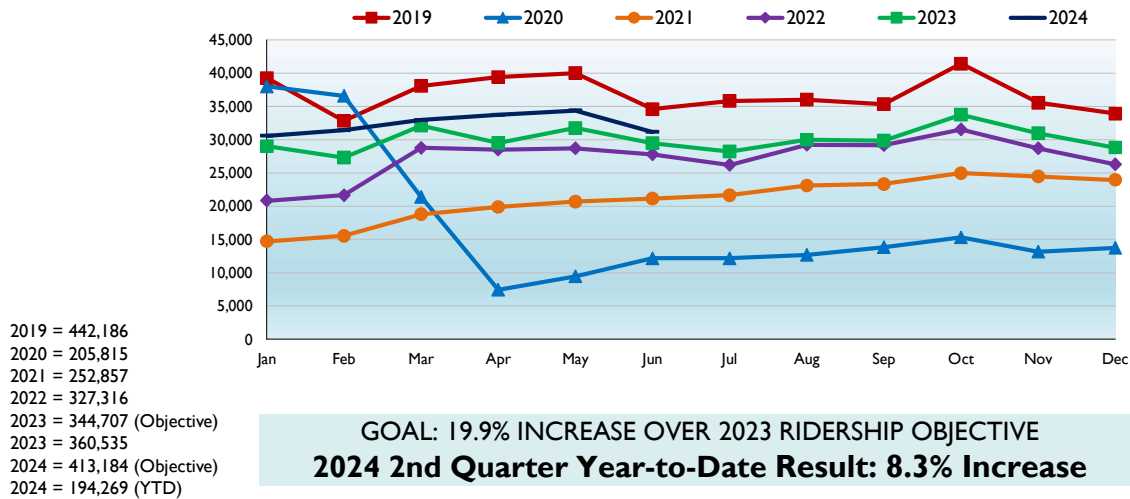
- Ridership
- Service Effectiveness
(Passengers per Revenue Hour)
- Customer Security
- Public Outreach

8

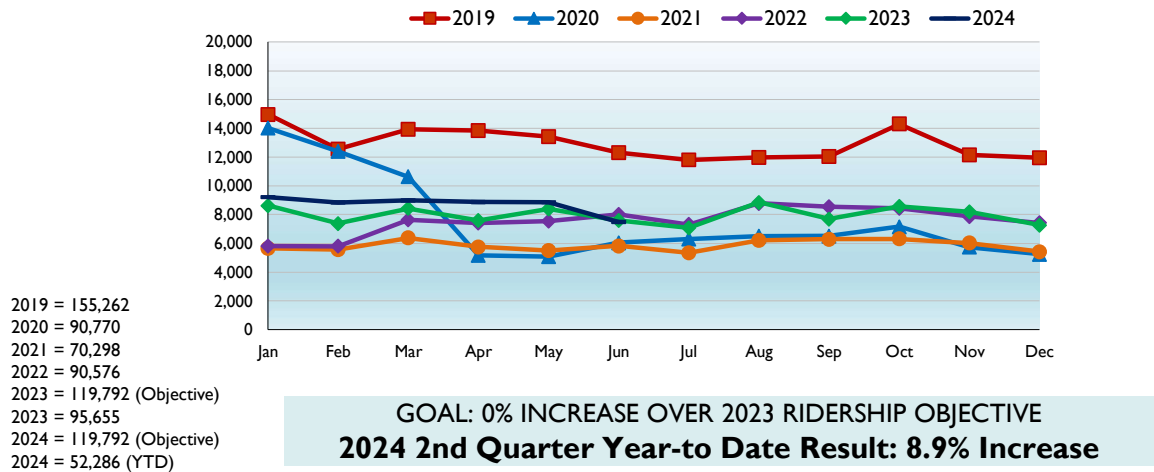
Ridership – Fixed Route



Ridership – Paratransit

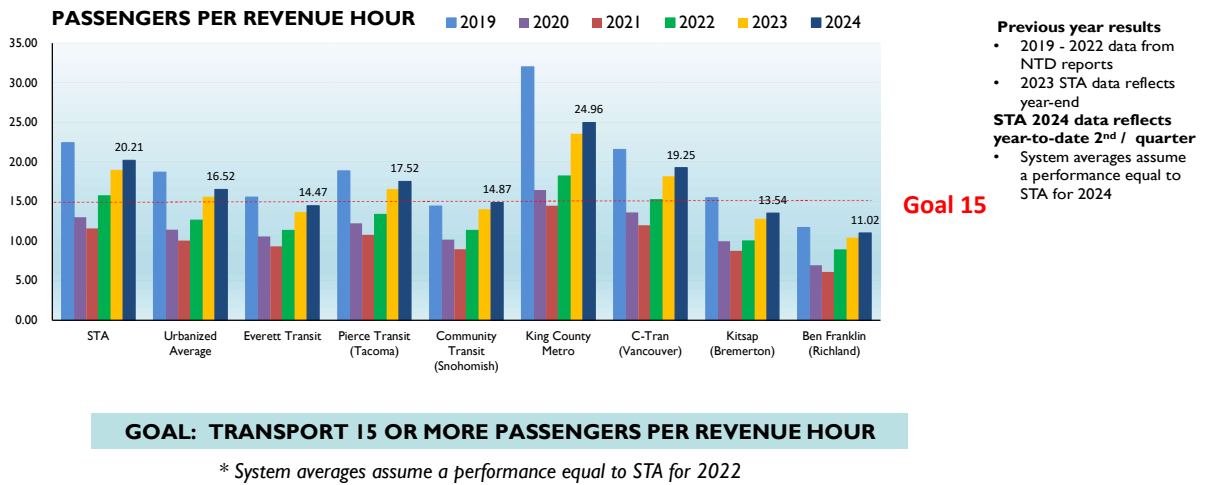


Ridership – Rideshare



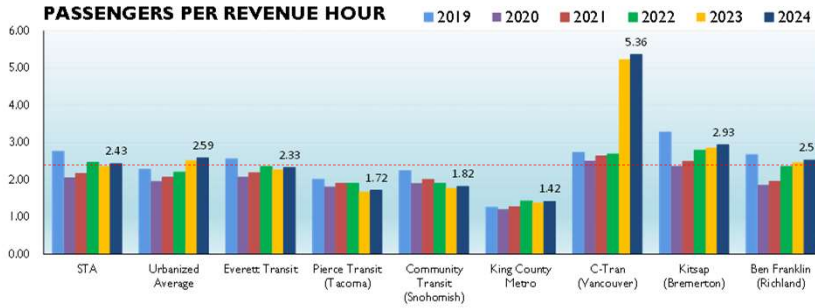
11

Service Effectiveness – Fixed Route



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

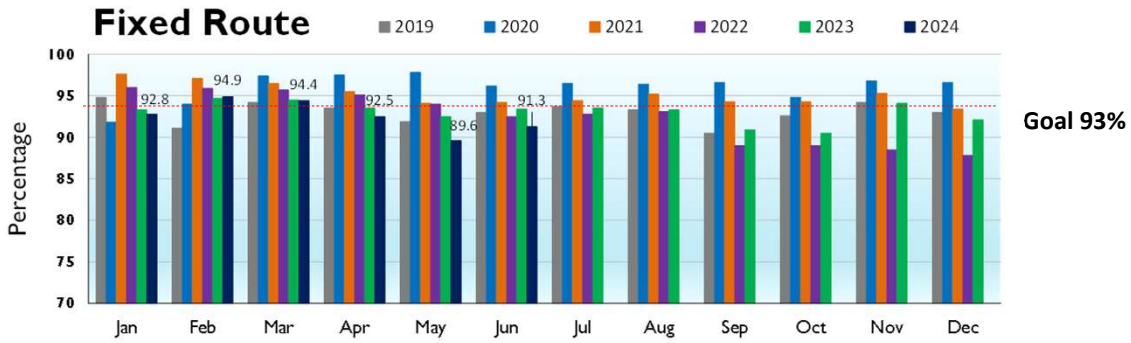
4 Performance Measures:

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

16

On-Time Performance

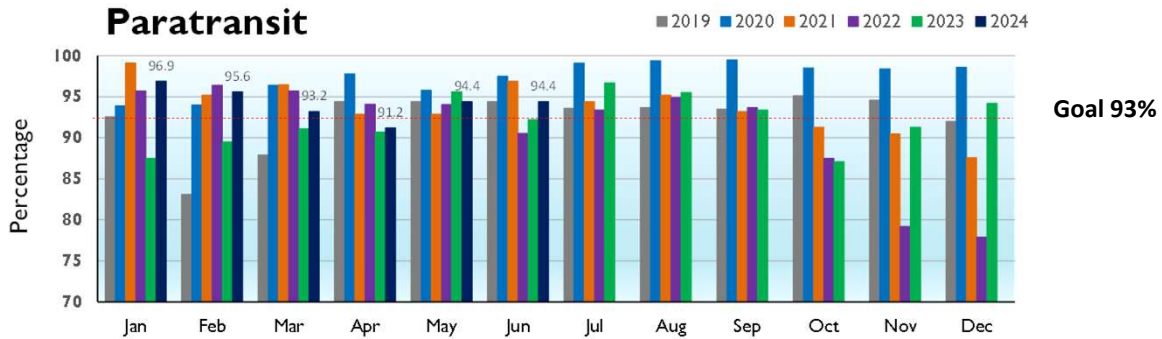
YTD Average 92.6%



17

On-Time Performance

YTD Average 94.3%

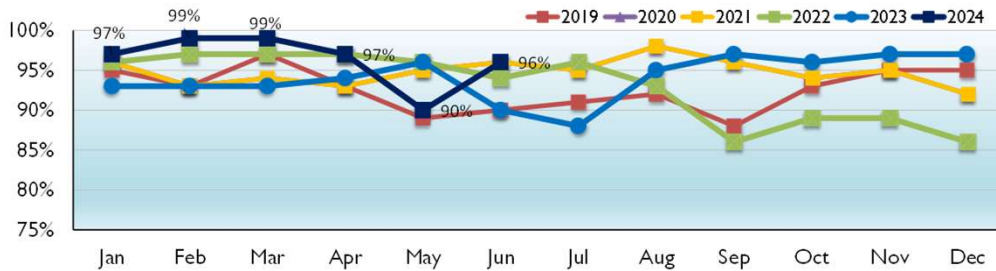


18

Customer Service: 509-328-RIDE Call Center Performance

Total YTD	Goal
96%	90%

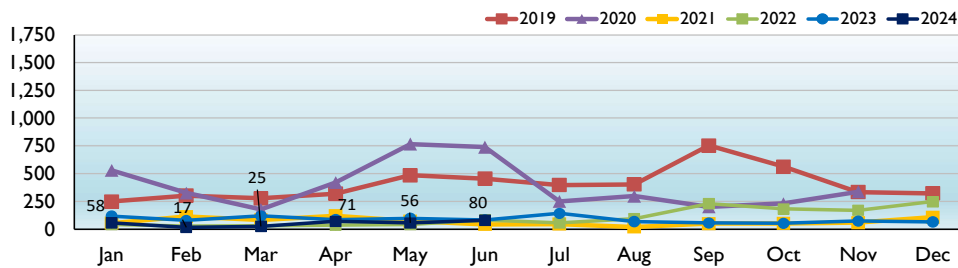
Service Level: % of Calls Answered within 60 seconds



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

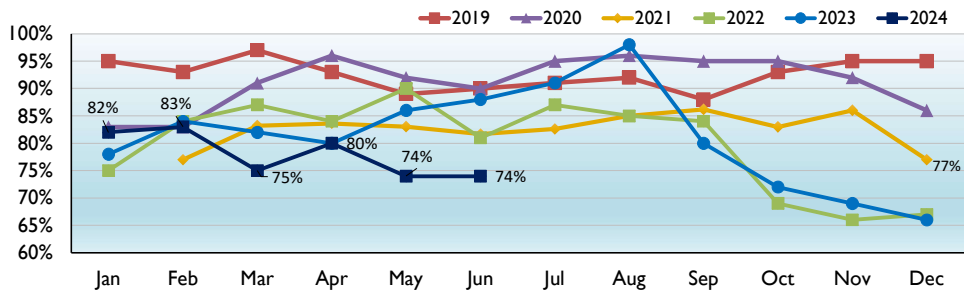


Paratransit Reservations: 509-328-1552 Call Center Performance

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

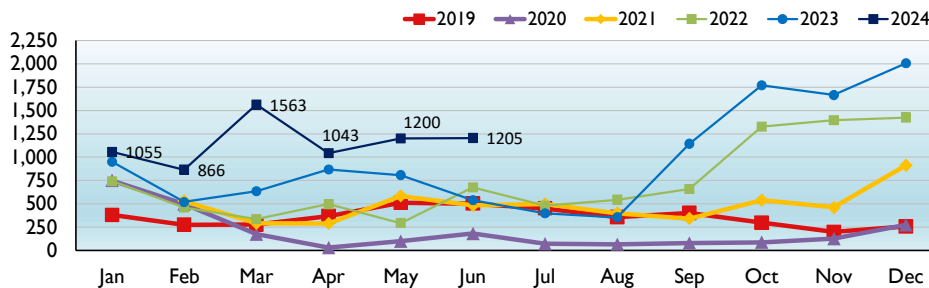


21

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



22

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

26

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

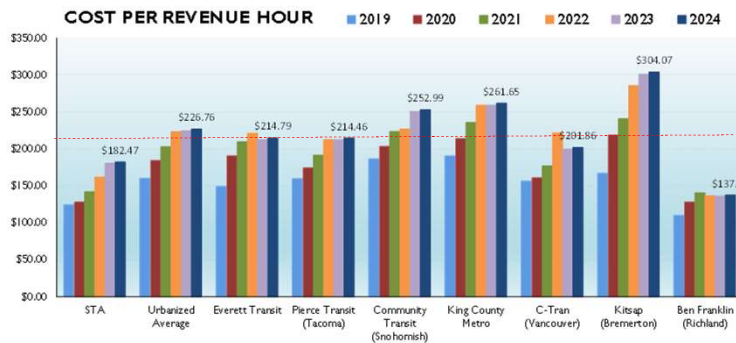
Exemplify Financial Stewardship

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

31

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

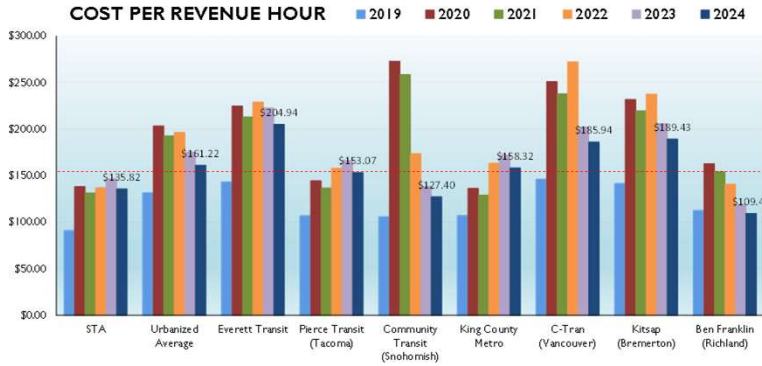
- System averages assume a performance equal to STA for 2024

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)

32

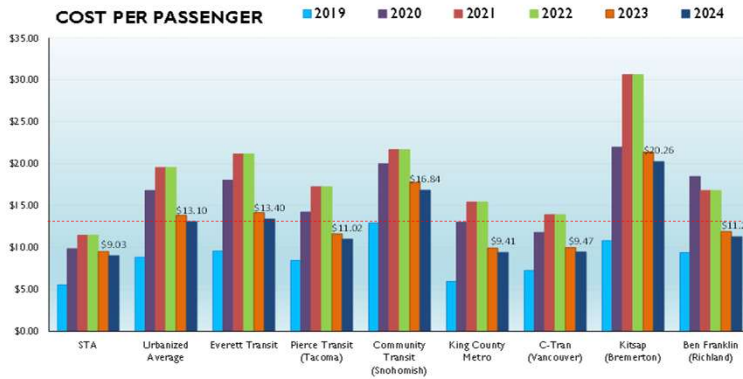
Cost Efficiency – Demand Response (Paratransit)



- 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)

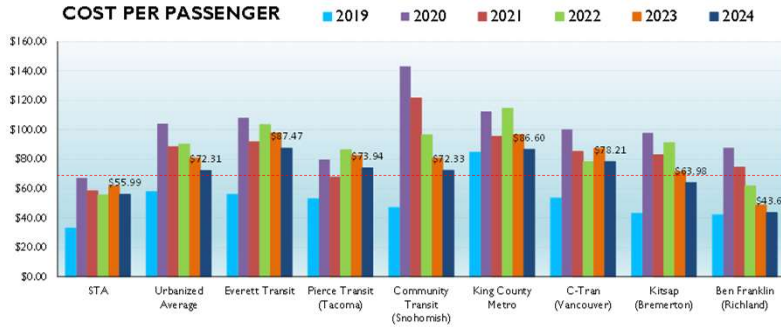
Cost Effectiveness – Fixed Route



- 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

37

Cost Efficiency – Maintenance

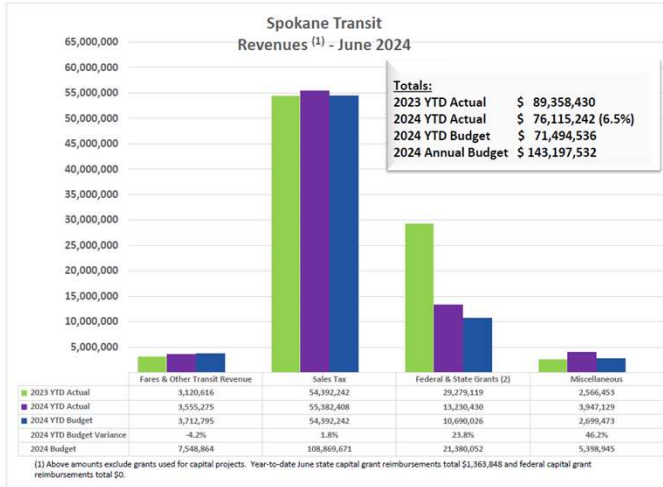
MAINTENANCE COST

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

38

Financial Management



39

Service Level Stability & Ability to Sustain Essential Capital Investments

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

40

Community Perception Survey

Question	2019	2020	2021	2022	2023	2024	Goal
STA is Financially Responsible	3.74	No Survey	3.86	No Survey	3.1 *Change in question phrasing.	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.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

September 11, 2024

AGENDA ITEM 7B : 2023 STATE AUDIT REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Tammy Johnston, Senior Financial Services Manager

SUMMARY: Attached is the presentation given to the PMER Committee on July 10, from the State Auditor's Office. The audit reports are available on STA's website as listed below:

- [2024 Washington State Auditor's Office – Financial Statements and Federal Single Audit Report](#)
- [2024 Washington State Auditor's Office – Accountability Audit Report](#)

RECOMMENDATION TO COMMITTEE: Information only.

Exit Conference

Spokane Transit Authority



Office of the
Washington
State Auditor
Pat McCarthy

Alex Lycan
Audit Supervisor

Walter Green
Audit Lead

July 10, 2024

Disclaimer: This presentation is intended to be viewed in conjunction with the complete packet of exit materials provided. A copy of those materials may be requested by contacting the presenters listed or by emailing PublicRecords@sao.wa.gov.

Accountability Audit Results

January 1, 2023 through December 31, 2023



Results in Brief

This report describes the overall results and conclusions for the areas we examined.

In those selected areas, Authority operations complied, in all material respects, with applicable state laws, regulations, and its own policies, and provided adequate controls over the safeguarding of public resources.

In keeping with general auditing practices, we do not examine every transaction, activity, policy, internal control, or area. As a result, no information is provided on the areas that were not examined.

Accountability Audit Results



Using a risk-based audit approach, for the Authority, we examined the following areas during the period:

- Self-insurance with unemployment and workers compensation
- Compliance with state grants
- Open public meetings – compliance with minutes, meetings and executive session requirements
- Financial Condition – reviewing for indications of financial distress

Financial Audit Results

January 1, 2023 through December 31, 2023



Unmodified Opinion Issued

- Opinion issued in accordance with U.S. GAAP
- Audit conducted in accordance with *Government Auditing Standards*

Internal Control and Compliance over Financial Reporting

- We reported no significant deficiencies in internal control
- We identified no deficiencies that we consider to be material weaknesses.
- We noted no instances of noncompliance that were material to the financial statements of the Authority.

Financial Audit Results



Required Communications

- We did not identify any material misstatements during the audit.
- No uncorrected misstatements have been identified.

Financial Audit Results

The audit addressed the following risks, which required special consideration:

Management override of controls

Implementation of GASB Statement No. 96:
Subscription-Based Information Technology
Arrangements



Special Areas of Focus for 2023



New Accounting Standard – Government Accounting Standards Board (GASB) Statement No. 96: Subscription-Based Information Technology Arrangements (SBITAs)

Effective for 2023, a new accounting pronouncement (Governmental Accounting Standards Board (GASB) Statement No. 96 Subscription-Based Information Technology Arrangements (SBITAs) was required to be implemented.

This standard established new right-to-use subscription asset and corresponding subscription liabilities along with disclosures for any SBITAs.

Audit highlight: No issues were noted during the implementation of this standard.

Federal Grant Compliance Audit Results

January 1, 2023 through December 31, 2023



Unmodified Opinion Issued

- Opinion issued on the Authority's compliance with requirements applicable to its major programs.
- Audit conducted in accordance with *Government Auditing Standards* and the Uniform Guidance

Internal Control and Compliance over Major Programs

- We reported no significant deficiencies in internal control
- We identified no deficiencies that we consider to be material weaknesses
- We noted no instances of noncompliance that are required to be reported

Major Programs Selected for Audit



ALN	Program or Cluster Title	Total Amount Expended
20.500	Federal Transit Cluster – Federal Transit Capital Investment Grant	\$5,263,035
20.507	Federal Transit Cluster – COVID-19 Federal Transit Formula Grant	\$19,959,412
20.507	Federal Transit Cluster – Federal Transit Formula Grant	\$12,441,434
20.526	Federal Transit Cluster – Buses and Bus Facilities Formula, Competitive, and Low or No Emissions Program	\$8,983,969

These costs amount to approximately 99 percent of the total federal expenditures for 2023

Related Audit Work



National Transit
Database (NTD)
Agreed Upon
Procedures

- January 1, 2023 through December 31, 2023
- Procedures performed: 26



Closing Remarks

- Audit costs are in alignment with our original estimate.
- Next audit: 2025
 - Accountability for public resources
 - Financial statement
 - Federal programs
 - National Transit Database (NTD) Agreed Upon Procedures

An estimated cost for the next audit has been provided in our exit packet





Report Publication

- ✓ Audit reports are published on our website.
- ✓ Sign up to be notified by email when audit reports are posted to our website:

<https://sao.wa.gov/about-sao/sign-up-for-news-alerts/>

Audit Survey

When your report is released, you will receive an audit survey from us.

We value your opinions on our audit services and hope you provide feedback.



Thank You!



- We thank Authority officials and staff for timely communications throughout the audit process.
- In particular, we would like to thank Tammy Johnston, Senior Financial Services Manager, Tara Limon, Principal Transit Planner and Monique Liard, Chief Finance Officer (until May 2024) for to provide documents and answer inquiries throughout the audit to ensure an effective and efficient audit process.

Questions?



Contact Brad White, CPA, Program Manager,

Bradley.D.White@sao.wa.gov

(509) 919-0240

**SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING**

September 11, 2024

AGENDA ITEM 8 : COMMITTEE MEMBER EXPRESSIONS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Dianne Peach, Executive Assistant to the Chief Communications &
Customer Service Officer

SUMMARY: At this time, members of the Citizen Advisory Committee will have an opportunity to express comments or opinions.

RECOMMENDATION TO COMMITTEE: N/A

SPOKANE TRANSIT AUTHORITY

CITIZEN ADVISORY COMMITTEE MEETING

September 11, 2024

AGENDA ITEM 9 : REVIEW DRAFT AGENDA ITEMS FOR OCTOBER 9, 2024, MEETING

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Dianne Peach, Executive Assistant to the Chief Communications & Customer Service Officer

SUMMARY: At this time, members of the Citizen Advisory Committee will have an opportunity to review and discuss the items proposed to be included on the agenda for the October 9, 2024, Committee meeting.

DRAFT AGENDA

1. Call to Order and Roll Call (*Chair Brown*)
2. Committee Chair Report (*Chair Brown*) (5 minutes)
3. Committee Action (15 minutes)
 - A. Minutes – September 11, 2024 – *Corrections/Approval*
 - B. Consideration of Applications for Membership (*Chair Brown/Cortright*)
4. Committee Reports (50 minutes)
 - A. 2025 DRAFT Budget (*Johnston*)
 - B. Connect 2035 Strategic Plan Update (*Otterstrom/Tresidder*)
 - C. 2023 Fixed Route Rider Survey Results Summary (*Cortright*)
 - D. Technology Options for Trip Planning (*Cortright*)
5. CEO Report – (*Meyer*) (10 minutes)
6. Committee Information (**no action or discussion**)
7. Committee Member Expressions (*Chair Brown*) (5 minutes)
8. Review DRAFT Agenda Items for November 13, 2024, Meeting (5 minutes)
9. Adjourn

RECOMMENDATION TO COMMITTEE: Review and discuss.

Next Citizen Advisory Committee Meeting: October 9, 2024