

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

BOARD OPERATIONS COMMITTEE MEETING

Minutes of the February 8, 2023, Meeting

Via Webex Video Conference

MEMBERS PRESENT

Lori Kinnear, City of Spokane, *Chair*
Al French, Spokane County, *Chair Pro Tem,*
Planning & Development Committee Chair
Pamela Haley, City of Spokane Valley
Performance Monitoring & External
Relations Committee Chair
E. Susan Meyer, Chief Executive Officer,
Ex Officio

MEMBERS ABSENT

Dan Dunne, City of Liberty Lake

STAFF PRESENT

Brandon Rapez-Betty, Chief Operations Officer
Carly Cortright, Chief Communications and
Customer Service Officer
Karl Otterstrom, Chief Planning and
Development Officer
Monique Liard, Chief Financial Officer
Nancy Williams, Chief Human Resources Officer
Dana Infalt, Clerk of the Authority
Amie Blain, Executive Assistant to the Chief
Financial Officer

PROVIDING LEGAL COUNSEL

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

STAFF ABSENT

None

1. CALL TO ORDER AND ROLL CALL

Chair Kinnear called the meeting to order at 1:30 p.m. and conducted roll call.

2. APPROVE COMMITTEE AGENDA

This item was not reviewed.

3. CHAIR'S COMMENTS

Chair Kinnear suggested developing a training process to help transition new STA Board Members into their roles. Mr. French shared that Spokane County has scheduled a retreat for its new Commissioners, and that a less formal Board retreat for STA Board Members could be beneficial. Ms. Haley supported the idea of a retreat. Ms. Meyer recommended updating the Board's Rules of Procedure, as they were last updated in 1993, and she offered to bring a draft to the Board through the Board Operations Committee.

4. COMMITTEE ACTION

A. January 11, 2023, Committee Minutes

Mr. French moved to approve the January 11, 2023, Committee meeting minutes as submitted, Ms. Haley seconded, and the motion passed unanimously.

5. COMMITTEE CHAIR REPORTS

A. Al French, Chair, Planning & Development (P&D)

Mr. French noted that Council Member Stratton, City of Spokane, chaired the meeting as he participated via phone and had to leave early. Mr. Otterstrom shared the items presented at the Planning and Development Committee meeting on February 1, 2023.

B. Pam Haley, Chair, Performance Monitoring & External Relations (PMER)

Ms. Haley shared the items presented at the Performance Monitoring & External Relations Committee meeting on February 1, 2023.

6. BOARD OF DIRECTORS AGENDA FEBRUARY 16, 2023

Ms. Haley moved to approve the Board of Directors agenda as presented, Mr. French seconded, and the motion passed unanimously.

7. BOARD OPERATIONS COMMITTEE DRAFT AGENDA MARCH 8, 2023

There were no questions or comments.

Mr. French moved to approve the Board Operations Committee draft agenda as presented, Ms. Haley seconded, and the motion passed unanimously.

8. CEO REPORT

Ms. Meyer shared details regarding the January 2023 voter-approved Sales Tax revenues, and the City Line temporary service span and frequency comparisons for July 2023. Ms. Meyer noted that STA will be requesting a waiver from the Federal Transit Administration regarding the temporary service frequencies. Mr. French shared hiring for Coach Operators has been, and still is a challenge, and he supports the efforts of Ms. Meyer and STA. He noted community feedback regarding service times established the desire for evening and weekend service. Ms. Haley agreed with Mr. French's sentiments and thanked STA staff their hard work. Chair Kinnear shared her excitement for the City Line launch, and she commended STA for addressing the challenges. She recommended continuing to communicate with the Board Members to ensure they are aware of the progress and updates.

9. NEW BUSINESS

Chair Kinnear shared a positive experience by a City of Spokane employee who lost a cell phone on an STA bus. The Coach Operator retrieved the cell phone, and it was returned to her. She was impressed and grateful, and she asked that Chair Kinnear share this experience and how STA staff go above and beyond for their customers. Mr. French shared that Spokane County is nearing completion of its contract renewal with STA for employee bus passes.

10. ADJOURN

With no further business to come before the Committee, Chair Kinnear adjourned the meeting at 2:05 p.m.

Respectfully submitted,

Amie Blain

Amie Blain
Executive Assistant to the Chief Financial Officer