

## PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Minutes of April 2, 2025, Meeting  
Northside Conference Room  
1230 W Boone Avenue, Spokane, WA

*In person meeting with optional virtual link*

### **COMMITTEE MEMBERS' PRESENT**

Lance Speirs, City of Medical Lake\*  
Josh Kerns, Spokane County  
Michael Cathcart, City of Spokane  
Hank Bynaker, City of Airway Heights (*Ex-Officio*)  
Dan Sander, City of Millwood (*Ex-Officio*)  
Brandon Rapez-Betty, Interim Co-CEO  
Karl Otterstrom, Interim Co-CEO

### **COMMITTEE MEMBERS ABSENT**

Zack Zappone, City of Spokane

*\*Committee Chairman*

### **STAFF PRESENT**

Nancy Williams, Chief Human Resources Officer  
Carly Cortright, Chief Communications and Customer Service Officer  
Kade Peterson, Chief Information Officer  
Tammy Johnston, Interim Chief Financial Officer  
Molly Fricano, Executive Assistant to the COO

### **PROVIDING LEGAL COUNSEL**

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

### **GUESTS PRESENT**

Stephanie Crawford, Director of Safety  
Kate Kelly, Manager of Training and Workforce Development

- 
1. **CALL TO ORDER AND ROLL CALL**  
Chair Speirs called the meeting to order at 1:30 p.m. and roll call was conducted.
  2. **COMMITTEE CHAIR REPORT**  
Chair Speirs had no report at this time.
  3. **COMMITTEE APPROVAL**
    - A. **Minutes of March 5, 2025, Committee Meeting**  
**Mr. Kerns moved to approve the March 5, 2025, committee meeting minutes. Mr. Speirs seconded, and the motion passed unanimously.**
    - B. **Purchased Transportation – Scope of Work Approval**  
Mr. Rapez-Betty provided an overview of Paratransit services and background on the current Transdev contract agreement which is currently in negotiations for a second one-year extension. If the one-year extension is not agreed upon, a Scope of Work approval will be necessary. Mr. Rapez-Betty presented the proposed contract terms, the estimated five-year contract value of \$41, 969,993, and the process timeline with a new contract commencing on January 1, 2026.  
**Mr. Cathcart moved to approve the Purchased Transportation – Scope of Work Approval. Mr. Kerns seconded, and the motion passed unanimously.**

4. COMMITTEE ACTION

- A. Board Consent Agenda
- B. Board Discussion Agenda

5. REPORTS TO COMMITTEE

A. 2024 Year-End Performance Measures

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

B. Preventable Accident Reduction Strategy

Mr. Rapez-Betty introduced Stephanie Crawford, Director of Safety, to present the Preventable Accident Reduction Strategy. Ms. Crawford provided background on the trend of preventable events which rose in 2022 to 2023 and declined in 2024. This same trend was seen nationwide. Ms. Crawford discussed key factors, operational and financial consequences, and intervention strategies. She shared a recommendation for moving forward which includes launching a Telematics Program.

C. 2025-2026 Workforce Development Plan

Mr. Rapez-Betty introduced Kate Kelly, Manager of Training and Workforce Development, to present the 2025-2026 Workforce Development Plan. Ms. Kelly shared details of the Workforce Development Plan and discussed the benefits of having a Learning Management System (LMS) which would bring training and professional development in one place benefiting both employees and managers.

Mr. Rapez-Betty explained the *Connect 2035* plan includes a goal of increasing organizational capacity and the 2025-2026 Workforce Development Plan is the framework which will deliver on that goal and allow STA to invest in our team.

D. Citizen Advisory Committee Update

Dr. Cortright introduced, Dan Brown, Citizen Advisory Committee (CAC) Chairman, to present a committee update. Mr. Brown stated three members joined the CAC this year, bringing the member total to fifteen. He acknowledged the committee members are all highly qualified and diverse. Mr. Brown shared his involvement with neighborhood council groups where he educates community members on the STA system, Connect Cards, and how to ride the bus. He organizes field trips to the Plaza. Committee members are also speaking with their communities to address questions and concerns.

6. CEO REPORT

- Mr. Otterstrom provided an update on the State Transportation Budget and shared that today the House passed a version of Senate Bill 5801 which shows the Senate version of the Transportation Budget is moving forward. The House has not determined the revenue part of the bill. Passing of this bill was a bipartisan effort and representatives from District 3, 4, and 6 all voted in support of this budget, although there were some reservations about the revenue part of the bill and concerns about the gas tax.
- Mr. Otterstrom presented the key comparisons of the Transportation Bills in the Senate and House. For new revenues, there is a fuel tax in both the Senate and House and vehicle registration fees for transit fleets in the Senate. Grant program highlights include fully funded Green Transportation (Senate), Underfunded Green Transportation (House),

Transit Safety Grant program (Senate) and fully funded the Buses and Bus Facilities Program (Senate and House). Mr. Otterstrom discussed the direct impacts to STA.

- Mr. Rapez-Betty discussed the STA Annual Safety Awards Banquet, held on Sunday, March 30, 2025, at Northern Quest Casino. Board members in attendance were Council Member Speirs, Mayor Haley, Deputy Mayor Hattenburg, Council Member Dunn, Mayor Chris Grover, and Labor Representative Rhonda Bowers. Staff were also recognized for years of service milestones and for being recipients of the Employee Recognition Award.
- Mr. Rapez-Betty shared he recently attended his first Downtown Spokane Partnership (DSP) Board meeting in which he discussed the Facilities Master Plan and the need to relocate staff to the Plaza. He also discussed the conceptual plan for the second-floor public meeting space which will be more accessible to the public and will be upgraded with more modern technology. The DSP board members agreed it will be a positive move, and they welcome more professionals working in the Plaza and the downtown area.

7. APRIL 30, 2025 (MAY MEETING) – COMMITTEE MEETING DRAFT AGENDA REVIEW

8. NEW BUSINESS

9. COMMITTEE MEMBERS' EXPRESSIONS

There was appreciation for staff presentations and for addressing areas which need improvement while coming up with a plan.

10. ADJOURN

With no further business to come before the Committee, Chair Speirs adjourned the meeting at 2:39p.m.

The next committee meeting will be held on Wednesday, April 30, 2025 (May meeting), at 1:30 p.m. in person with a WebEx option.

Respectfully submitted,

Molly Fricano

*Molly Fricano*

Executive Assistant to the Chief Operations Officer