

## PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Minutes of February 5, 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\*  
Josh Kerns, Spokane County  
Michael Cathcart, City of Spokane  
Zack Zappone, 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**

### **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.

*\*Committee Chairman*

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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 December 4, 2024, Committee Meeting**  
**Mr. Kerns moved to approve the December 4, 2024, committee meeting minutes. Mr. Zappone seconded, and the motion passed unanimously.**
  4. **COMMITTEE ACTION**
    - A. Board Consent Agenda
    - B. Board Discussion Agenda
  5. **REPORTS TO COMMITTEE**
    - A. **Enhanced Transit System Security Strategy**  
Mr. Rapez-Betty presented the Enhanced Transit System Security Strategy. He discussed post-pandemic trends, national transit crime trends, and 2024 STA Security Metrics. Mr. Rapez-Betty shared STA's current, planned, and future strategy investments, and he provided background on community collaboration with various local businesses and agencies.
    - B. **STA Bus Fleet State of Good Repair**  
Mr. Rapez-Betty provided background on STA fleet characteristics, and the Transit Asset Management (TAM) plan. He shared fleet priorities and challenges, including Proterra's Bankruptcy and the need for City Line full fleet battery and high voltage cable retrofit. Mr.

Rapez-Betty explained the staff's plan on seeking Board approval for a 2025 operating budget amendment in the amount of \$3,720,000 to retrofit City Line batteries.

C. 2024 Fixed Route Rider Survey Results

Dr. Cortright presented the 2024 Fixed Route Rider Survey results conducted in October 2024 by ETC Institute which gathered feedback from residents living within the Public Transportation Benefit Area (PTBA) regarding their perceptions about services provided by STA. Participants were interviewed on the bus, but a virtual option was also available through a QR code. There were four hundred and seven participants who completed surveys. Dr. Cortright shared the survey demographics and highlighted the results.

D. Citizen Advisory Committee Update

Dr. Cortright provided background on the Citizen Advisory Committee (CAC) and shared there will be a CAC update each month at the PMER committee meeting. Among other updates, Dr. Cortright stated Dan Brown was elected to serve another year as the CAC Chair, and he has a goal of attending all twenty-nine neighborhood council meetings to provide updates on STA activities.

E. Route 11 North Bank/Downtown Shuttle Update

Mr. Otterstrom provided background on Route 11 North Bank/Downtown Shuttle which began on May 3, 2024, coinciding with the Expo '74 50<sup>th</sup> Celebration kick-off. He explained ridership has been lower than ideal and presented a revised route that will take effect on May 18, 2025. Mr. Otterstrom discussed the next steps to further promote route 11.

6. CEO REPORT

- Mr. Otterstrom reported on federal updates which included pausing funding on some federal aid programs as well as all grants and aid. The US Department of Transportation issued an order related to grants prioritizing communities with high marriage and birth rates. STA falls below average in these categories. Mr. Otterstrom emphasized STA is doing well financially, and staff will continue to monitor and communicate updates.
- Mr. Otterstrom discussed the upcoming sales tax renewal and acknowledged the external conversations suggesting the Board forgo renewal of the sales tax because of a misconception it precludes voters approving a public safety tax. He explained there are no legal conflicts and STA's sales tax does not limit other agencies from imposing a sales tax.
- Mr. Otterstrom presented a future cash balance projection which shows the financial impact of using the sales tax to invest in Connect 2035 rather than using funds to maintain service implemented after voters originally approved the funds.
- Mr. Rapez-Betty provided background on Resolution 818-24 which was unanimously adopted on March 21, 2024, which provides funding and investment principles in connection with Connect 2035 Phase 2. He discussed the timing of the sales tax ballot and items to take into consideration.
- Mr. Rapez-Betty discussed the STA All Employee Meetings which took place on March 4, 2025. There were four 90-minute meetings for employees to choose from. Mr. Rapez-Betty presented the agenda items discussed.

7. MARCH 5, 2025 – COMMITTEE MEETING DRAFT AGENDA REVIEW

8. NEW BUSINESS

There was a request to circulate the 2025 PMER Work Plan to the Committee.

9. COMMITTEE MEMBERS' EXPRESSIONS

There was discussion about questions in the community regarding bus signage which Dr. Cortright is addressing. Dan Sander will be out of town for the March PMER meeting and will join virtually if he is able to.

10. ADJOURN

With no further business to come before the Committee, Chair Speirs adjourned the meeting at 3:05p.m.

The next committee meeting will be held on Wednesday, March 5, 2025, at 1:30 p.m. in person with a WebEx option.

Respectfully submitted,

Molly Fricano

*Molly Fricano*

Executive Assistant to the Chief Operations Officer