

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, June 4, 2025

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 April 30, 2025 (May meeting), Committee Meeting - *Corrections/Approval*
 - B. Electrical Systems Upgrade: Scope of Work Approval *(Rapez-Betty)*
 4. Committee Action *(15 minutes)*
 - A. Board Consent Agenda
 1. Customer Care Auditing Services – Award of Contract *(Cortright)*
 2. Data Feed & Customer Information Improvements – Award of Contract *(Cortright)*
 3. Cheney Transit Improvements Interlocal Agreement (ILA) *(Otterstrom)*
 - B. Board Discussion Agenda *(none)*
 5. Reports to Committee *(35 minutes)*
 - A. 2025 First Quarter Year-to-Date Performance Measures *(Rapez-Betty)*
 - B. Enhanced Transit Security Update *(Rapez-Betty/Williams)*
 - C. Alternative Low-Income Fare Program Structure *(Cortright)*
 - D. Citizen Advisory Committee Update *(Cortright)*
 6. CEO Report *(Rapez-Betty/Otterstrom)* *(15 minutes)*
 7. Committee Information (no discussion/staff available for questions)
 - A. April 2025 Operating Indicators *(Rapez-Betty)*
 - B. April 2025 Financial Results Summary *(Johnston)*
 - C. May 2025 Sales Tax Revenue *(Johnston)*
 - D. Disadvantaged Business Enterprise Program Proposed Goal for Federal Fiscal Years 2026, 2027, and 2028 *(Johnston)*
 8. Review July 9, 2025, Meeting Draft Agenda *(5 minutes)*
 9. New Business *(5 minutes)*
 10. Committee Members' Expressions *(5 minutes)*
 11. Adjourn
- Next Committee Meeting: Wednesday, July 9, 2025, at 1:30 p.m.

Optional Virtual Link: [JOIN HERE](#)

Password: **Members:** 2025

Guests: 0625

Call-in Number: 1-408-418-9388

Event #: 2488 384 6496

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.