

## PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, April 30, 2025 (May Meeting)

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 2, 2025, Committee Meeting - *Corrections/Approval*
  - B. West Plains Transit Center Operational Expansion and Enhancements Project: Scope of Work Approval (*Otterstrom*)
4. Committee Action (20 minutes)
  - A. Board Consent Agenda
    1. Third-Party Workers Compensation Claims Administration - Award of Contract (*Williams*)
    2. Uniforms and Accessories - Award of Contract (*Rapez-Betty*)
    3. Project Management Software - Award of Contract (*Otterstrom*)
  - B. Board Discussion Agenda (*none*)
5. Reports to Committee (30 minutes)
  - A. Disadvantaged Business Enterprise Program Proposed Goal for Federal Fiscal Years 2026, 2027 and 2028 (*Johnston*)
  - B. Connect 2035 Strategic Plan Update: Initial Report (*Otterstrom*)
  - C. 2024 Fixed Route System Performance Report (*Otterstrom*)
  - D. 2025 Community Perception Survey Results Summary (*Cortright*)
  - E. Citizen Advisory Committee Update (*Cortright*)
6. CEO Report (*Rapez-Betty/Otterstrom*) (15 minutes)
7. Committee Information (no discussion/staff available for questions)
  - A. March 2025 Operating Indicators (*Rapez-Betty*)
  - B. March 2025 Financial Results Summary (*Johnston*)
  - C. April 2025 Sales Tax Revenue (*Johnston*)
  - D. 1st Quarter 2025 Service Planning Input Report (*Otterstrom*)
8. Review June 4, 2025, Meeting Draft Agenda (5 minutes)
9. New Business (5 minutes)
10. Committee Members' Expressions (5 minutes)
11. Adjourn

Next Committee Meeting: Wednesday, June 4, 2025, at 1:30 p.m.

Optional Virtual Link: [JOIN HERE](#)

Password: **Members: 2025**

**Guests: 0525**

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

**Event #: 2483 205 5958**

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting at the STA's website: [www.spokanetransit.com](http://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](http://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.