

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Minutes of April 30, 2025, Meeting (May 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
Zack Zappone, City of Spokane
Michael Cathcart, City of Spokane
Brandon Rapez-Betty, Interim Co-CEO
Karl Otterstrom, Interim Co-CEO

COMMITTEE MEMBERS ABSENT

Hank Bynaker, City of Airway Heights (*Ex-Officio*)
Dan Sander, City of Millwood (*Ex-Officio*)

**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

Jordan Hayes-Horton, Director of Procurement & DBE Liaison Officer

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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 April 2, 2025, Committee Meeting**
Mr. Zappone moved to approve the April 2, 2025, committee meeting minutes. Mr. Speirs seconded, and the motion passed unanimously.
 - B. **West Plains Transit Center Operational Expansion and Enhancements Project: Scope of Work Approval**
Mr. Otterstrom provided background on the improvements made to the West Plains Transit Center since 2018 and discussed a phased approach for future investments for operational expansion and enhancements. He presented the general scope of work and project budget which included a completion incentive of \$2,500 per day, up to a maximum amount of \$50,000, which would be granted to the contractor for achieving substantial completion by September 19, 2025.

Mr. Zappone moved to approve, by motion, the general scope of work and authorize staff to release the Invitation for Bid (IFB) for the West Plains Transit Center Operational Expansion

and Enhancements project and include a completion incentive up to a maximum of \$50,000. Mr. Kerns seconded, and the motion passed unanimously.

4. COMMITTEE ACTION

A. Board Consent Agenda

1. Third-Party Workers Compensation Claims Administration - Award of Contract

Ms. Williams provided details of the current contract with Tristar Risk Management which expires July 31, 2025, and the request for proposal that was advertised on February 13, 2025. From the two responsive proposals, the evaluation committee determined Penser North America, Inc., to be the most qualified and cost-effective firm. Ms. Williams discussed the 5-year contract with an estimated cost of \$425,543,32.

Mr. Zappone moved to recommend the Board of Directors authorize, by motion, the CEO (Interim Co-CEOs) to execute a five-year contract with Penser North America, Inc. for Workers' Compensation Claims Administration for a total estimated cost of \$425,546,32. Mr. Cathcart seconded, and the motion passed unanimously.

2. Uniforms and Accessories - Award of Contract

Mr. Rapez-Betty provided background on the current uniforms and accessories contract with Galls, LLC which expires on July 2, 2025, and explained STA is utilizing the Washington State Department of Enterprise Services (DES) master contract to satisfy the procurement requirements to renew the contract. The new five-year contract commences July 3, 2025, and expires July 2, 2030. The total estimated cost of the contract over the five-year period is \$604,411.86.

Mr. Zappone moved to recommend the Board approve, by motion, the award of contract for Uniforms and Accessories and authorize the CEO to execute a five-year contract with Galls, LLC using DES Contract 01417 for a total estimated cost of \$604,411.86. Mr. Cathcart seconded, and the motion passed unanimously.

3. Project Management Software - Award of Contract

Mr. Otterstrom provided background on the benefits of using Project Management Software. He discussed that STA project managers have been managing projects using disparate tools and manual processes, which is inefficient and limiting. Mr. Otterstrom explained Procore ranked the highest out of three vendors. STA is utilizing the Washington State Department of Enterprise Services (DES) master contract to satisfy the procurement requirements and to purchase the software from Carahsoft Technology Corporation. The cost of the three-year agreement totals \$607,584.59.

Mr. Cathcart moved to recommend the Board approve, by motion, the CEO to execute a three-year contract with Carahsoft Technology Corporation for Procore project management software for a total value of \$607,584.59. Mr. Zappone seconded, and the motion passed unanimously.

B. Board Discussion Agenda

5. REPORTS TO COMMITTEE

A. Disadvantaged Business Enterprise Program Proposed Goal for Federal Fiscal Years 2026, 2027 and 2028

Ms. Johnston introduced Jordan Hayes-Horton, Director of Procurement & DBE Liaison Officer. Ms. Hayes-Horton provided background on the Disadvantaged Business Enterprise (DBE) Program and explained STA is required to set a goal every three (3) years and to report progress on a semi-annual basis to the Federal Transit Administration (FTA). She stated STA's DBE goal for FFYs 2023, 2024, and 2025 is 0.753% and the current utilization through September 30, 2024, is .3%. The final DBE utilization will be calculated and reported to FTA on December 1, 2025. Ms. Hayes-Horton discussed how the goal for 2026, 2027 and 2028 will be established and presented the proposed goal timeline.

B. Connect 2035 Strategic Plan Update: Initial Report

Mr. Otterstrom provided background on the *Connect 2035* sequencing timeline and explained STA committed to tracking and reporting on the progress of initiative implementation. For this first initiative tracking report, Mr. Otterstrom focused on projects identified to begin in 2025. He provided more in-depth information on eligibility based low-income fare programs and discussed eligibility and verification, discount and technology, and staffing and costs. Mr. Otterstrom presented reduced fare program criteria and the next steps timeline.

C. 2024 Fixed Route System Performance Report

Mr. Otterstrom provided background on why STA produces a Fixed Route System Performance Report and explained this type of report is typically produced within larger transit agencies. He reported on what is included in the report and the new analysis which will be added for the 2024 report.

D. 2025 Community Perception Survey Results Summary

Dr. Cortright presented a report on the Community Perception survey conducted in March of 2025 by the ETC Institute, which helps Spokane Transit understand the public's perception, familiarity, and impact of STA's service from residents living within the Public Transportation Benefit Area.

Overall, the community valued the services that STA provides, especially to those with limited mobility or financial resources. They also had favorable impressions of STA employees and the STA brand. There was a high rate of agreement that it is very important to fund public transportation and strong support of STA's transition to zero-emission buses and vehicles.

Council Member Zappone requested the full report be made available online. The survey results are available on the STA website under the Performance Reports section in Engagement Surveys.

E. Citizen Advisory Committee Update

Dr. Cortright provided an update on the Citizen Advisory Committee (CAC). She shared the CAC heard several staff reports at their April meeting, CAC members are requesting promotional materials to assist with outreach activities, and the youth member of the CAC is resigning due to a move out of the region. Dr. Cortright discussed items the CAC will hear from staff at the next meeting.

6. CEO REPORT

- Mr. Otterstrom shared the legislature adjourned and there were significant impacts on tax increases. A complete wrap-up review about bills related to transit boards and transit-oriented development will be presented at the May 15, 2025, Board meeting.
- Mr. Otterstrom shared highlights of the Eastern Washington University Earth Day Event held on April 22, 2025, showcasing STA double decker buses. EWU President Shari McMahan and Cheney Mayor/STA Board Member Chris Grover along with their guests took a tour on a double decker bus to some key Cheney projects and visited the West Plains Transit Center. The Communications team was onsite to educate students on the double decker bus and on how to ride transit.
- Mr. Otterstrom shared the details of the Mirabeau Transit Center ribbon cutting taking place on Wednesday, May 14, 2025. Featured speakers include Pam Haley, Spokane Valley Mayor and STA Board Chair, and Char Kay, WSDOT Eastern Region Administrator.

Mr. Rapez-Betty shared Bloomsday will be on Sunday, May 4, 2025, and the Tradeshow is May 2 and 3. STA has been working with the City of Spokane, Spokane Police Department, and the Bloomsday organization to be ready to support riders to and from the race. He expressed gratitude to STA employees for volunteering their time to make this event a success.

Mr. Rapez-Betty ended his report citing that STA's Bloomsday 2025 ridership growth outpaced race registrations, which is a testament to the value of the affordable and convenient transit service provided each year.

- Mr. Rapez-Betty invited board members to the Rodeo on May 31, 2025, taking place at the STA training range at the Fairgrounds. Due to employee feedback, STA has moved the event to a new location with a better view of the obstacle course and included food and fun activities for the whole family.

7. JUNE 4, 2025 – COMMITTEE MEETING DRAFT AGENDA REVIEW

8. NEW BUSINESS

9. COMMITTEE MEMBERS' EXPRESSIONS

10. ADJOURN

With no further business to come before the Committee, Chair Speirs adjourned the meeting at 3:08p.m.

The next committee meeting will be held on Wednesday, June 4, 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