

BOARD OF DIRECTORS

Approved Minutes of the September 19, 2024

STA Board Meeting
1230 W Boone Ave., Spokane
w/Virtual Joining Option

MEMBERS PRESENT

Al French, Spokane County, *Chair*
Pamela Haley, City of Spokane Valley, *Chair pro-tem*
Dan Dunne, Small Cities (Liberty Lake)
Josh Kerns, Spokane County
Kitty Klitzke, City of Spokane
Tim Hattenburg, City of Spokane Valley
Zack Zappone, City of Spokane (*Virtual*)
Chris Grover, Small Cities (Cheney) *Ex Officio*
Dan Sander, Small Cities (Millwood) *Ex Officio*
Hank Bynaker, Small Cities (Airway Heights) *Ex Officio*
Lance Speirs, Small Cities (Medical Lake) *Ex Officio*
Rhonda Bowers, Labor Representative, Non-Voting

MEMBERS ABSENT

Betsy Wilkerson, City of Spokane
Paul Dillon, City of Spokane

STAFF PRESENT

E. Susan Meyer, Chief Executive Officer
Brandon Rapez-Betty, Chief Operations Officer
(*Virtual*)
Carly Cortright, Chief Communications & Customer
Service Officer
Karl Otterstrom, Chief Planning & Development
Officer
Nancy Williams, Chief Human Resources Officer
Dana Infalt, Clerk of the Authority

PROVIDING LEGAL COUNSEL

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

1. Call To Order and Roll Call

Chair French called the meeting to order at 1:31 pm and the Clerk conducted roll call.

2. Pledge of Allegiance

3. Excused Absences

Chair French noted Ms. Wilkerson and Mr. Dillon's absences and requested a motion to excuse. **Ms. Klitzke moved to excuse the absences as presented. Mr. Dunne seconded, and the motion passed unanimously.**

4. Approve Board Agenda

Chair French asked if there were changes to the agenda. There were none.

Mr. Hattenburg moved to approve the Agenda as presented. Mr. Dunne seconded, and the motion passed unanimously.

5. Public Expressions

Erik Lowe provided public expressions at the meeting. Written public expressions received in advance of the Board meeting were distributed to Board members.

6. Recognitions and Presentations

Mr. Rapez-Betty recognized Mr. James Norfolk for his 28 years of service to STA in the Facilities and Grounds department as a Building Maintenance Specialist. Mr. Rapez-Betty and the Board congratulated Jim and wished him the best in his retirement.

Ms. Williams presented the Employee Recognition awards and noted employees are nominated by their peers. Second quarter award winners included Mark Walker, Coach Operator, Mike Hogue, Coach Operator, and Wendy Woodard, Coach Operator.

Ms. Williams noted the celebration of service milestones for second quarter 2024 and read the names of employees who have reached milestones of 5, 15, and 25 years of service.

The Board applauded the employee recognition award winners and the service milestone celebrations.

7. Public Hearing

A. Connect Spokane Comprehensive Plan: Revised Draft

Mr. Otterstrom presented the comprehensive plan background, STA planning hierarchy, the Connect Spokane elements included in the Phase 2 update, the Board and Committee review timeline, as well as recent community engagement. He reported on the notable proposed plan updates and reviewed next steps.

At 1:52 pm, the Chair opened the public hearing for testimony. Mr. Erik Lowe and Dream signed up and offered comments on the proposed Connect Spokane Comprehensive Plan. Chair French called three times for additional public testimony. There was none. At 1:59 pm, Chair French closed the Public Hearing.

8. Board Action - Consent Agenda

Mr. Hattenburg moved to approve Consent Agenda Items 8A through 8L, as presented. Ms. Klitzke seconded, and the motion passed unanimously.

- A. Minutes of the July 25, 2024, Board Meeting– Corrections/Approval
- B. Minutes of the August 28, 2024, Special Board Meeting – Corrections/Approval
- C. Approval of the July 2024 and August 2024 2024 Vouchers listed below:

| D. DESCRIPTION | VOUCHER/ACH NUMBERS | AMOUNT |
|------------------------------------|----------------------|-------------------------|
| Accounts Payable Vouchers (July) | Nos. 628149 – 628561 | \$ 4,263,224.60 |
| Worker’s Comp Vouchers (July) | ACH – 2286 | \$ 124,915.16 |
| Payroll 07/12/2024 | ACH – 07/12/2024 | \$ 3,016,920.76 |
| Payroll 07/26/2024 | ACH – 07/26/2024 | \$ 2,006,737.00 |
| WA State – DOR (Excise Tax) | ACH – 1767 | \$ 3,188.55 |
| WA State – DOR (Leasehold Tax) | ACH – 1767 | \$ 4,843.27 |
| JULY TOTAL | | \$ 9,419,829.34 |
| DESCRIPTION | VOUCHER/ACH NUMBERS | AMOUNT |
| Accounts Payable Vouchers (August) | Nos. 628562 – 629042 | \$ 9,373,537.59 |
| Worker’s Comp Vouchers (August) | ACH – 2286 | \$ 147,353.60 |
| Payroll 08/09/2024 | ACH – 08/09/2024 | \$ 2,686,947.96 |
| Payroll 08/23/2024 | ACH – 08/23/2024 | \$ 1,983,552.79 |
| WA State – DOR (Excise Tax) | ACH – 1767 | \$ 6,182.41 |
| WA State – DOR (Leasehold Tax) | ACH – 1767 | \$ 705.64 |
| AUGUST TOTAL | | \$ 14,198,279.99 |

- D. Public Works Contracts Under \$35,000: Final Acceptance - Approve acceptance of the listed contracts as complete and authorize release of retainage security subject to receipt of Department of Labor & Industries approved prevailing wage affidavits.

| Purchase Order/ Contract Number | Project Description | Contractor | Purchase Order/ Contract Value | Substantial Completion Date of the Work |
|---------------------------------|---------------------------------------------------------|---------------------------------------------------|--------------------------------|-----------------------------------------|
| 20240441 | Plaza Window Cleaning | ABM Industry Groups, LLC | \$5,214.12 | 4/30/2024 |
| 20241066 | Plaza Trash Compactor Repair | Solid Waste Systems, LLC | \$4,639.88 | 6/27/2024 |
| 20241439 | Boone South Airduct Cleaning: H & C1 | CleanCo Carpet, Window & Air Duct Cleaning, LLC | \$9,755.50 | 6/28/2024 |
| 20241500 | Boone Concrete Driveway Patch | WM Winkler, Co | \$3,110.75 | 7/15/2024 |
| 20241154 | Eagle Station Catch Basin Clean-Out & Disposal | Able Clean-Up Technologies, Inc | \$1,216.41 | 7/19/2024 |
| 20240132 | First Floor Plaza Restroom Door Access Installation | ADT Commercial, LLC | \$7,980.03 | 7/24/2024 |
| 20241567 | Boone South Air Duct Cleaning: HV-6 & Exhaust System 70 | CleanCo Carpet, Window & Air Duct Cleaning, LLC | \$9,919.00 | 7/25/2024 |
| 20241552 | New Plaza Window Shades & Installation | Zeal Endeavors dba Budget Blinds of North Spokane | \$8,023.7 | 8/20/2024 |
| 20240078 | Plaza Plumbing Repair | Bulldog Rooter, Inc | \$892.71 | 8/26/2024 |
| 20240078 | Plaza Plumbing Repair | Bulldog Rooter, Inc | \$167.71 | 9/5/2024 |

- E. 2022 Bus Stop Improvements-Phase 3: Wesslen Constrution, Inc.: 2023-10827 Final Acceptance
- F. 2020-10449 High Performance Transit Amenities Installations: Final Acceptance
- G. Disadvantaged Business Enterprise (DBE) Program for Approval
- H. Sprague Line Right of Way Acquisition
- I. Spokane Public Facilities District Easements for Transit Operations
- J. Whitworth University Easement for Transit Operations
- K. City Line Bus Procurement
- L. General Counsel Legal Services Award of Contract

9. Board Report

A. Connect 2035 Strategic Plan Phase 2 Update

Mr. Otterstrom provided a summary of the September 4, 2024, Workshop, highlighting the review of previous Board efforts on Connect 2035 and the guidance gathered on alternative packages and key initiatives to incorporate into a refined package. The Board also established the next steps in the process to work toward a preferred package and finalize the plan for Board action in December.

He outlined the goals of the project, described proposed enhancements, presented a summary of community engagement efforts, and introduced the packaging survey, which is open for input until September 30th. Additionally, Mr. Otterstrom outlined the forthcoming steps for both community and Board engagement in the planning process.

Brief discussion ensued.

10. CEO Search Task Force Update

Chair French updated the Board on the Task force progress and suggested the Task Force have meeting before they try to come back with a recommendation to the Board.

There have been a number of comments regarding public participation and how it should happen. In an attempt to reconcile that information, the attorney has reached out to other agencies whose names have been offered to find out how they conducted their process. Instead of using conjecture, we are gathering an actual summary of how those processes occurred. Ms. Clark has reached out to multiple agencies and Mr. French suggested she continue that work so the Task Force has reliable information to work with in terms of bringing a recommendation to this Board. Everyone received a copy of the letter from the search firm that was opting out of

conducting the search. At the last task force meeting, Mr. Dunne presented a reasonable approach to secure input but could not get consensus on it so that led us to ask what the other agencies did – instead of Task Force members being tasked with that duty, the attorney has done a good job of outreach. Mr. French suggested the Task Force review the information about other agencies to bring a recommendation back to the Board.

He noted the searches mentioned include Sound Transit, Pierce Transit, Community Transit, Boise, and Richmond in order to bring clarity of what community and external involvement the searches involved.

Mr. Dunne supported the work of the Task Force and the process and asked Chair French to offer a timeline for next steps. Chair French said the Task Force will meet before the next Board meeting to review the results.

Ms. Clark said at the last meeting of the Task Force, this was discussed as relevant information to gather to be able to determine what may work best for STA. She reported looking primarily at public information. The Task Force wanted to know the search firm, role, task force/committee composition, community input and involvement and where and when that occurred, the outcome, how long the process took – all in one place to hopefully facilitate a better conversation.

Mr. Zappone wondered if we should explore what other agencies have done or if multiple search firms should present different options. He also questioned why Ms. Clark was managing the task of information gathering. He mentioned that at an AWC meeting, he received a firm recommendation and shared it with Susan, thinking the firm could show examples from other agencies' searches.

Ms. Klitzke asked if we were speaking to people or just relying on the documents on the internet. Ms. Clark confirmed that she wanted the information to be not filtered through her interpretation but to be factual. Ms. Klitzke expressed her concern that we might not get the full information. Ms. Clark said it is primarily from official minutes of meetings.

Mr. Zappone asked why staff was not able to do the work and why don't we have consultants come and present to the Board to see what they offer.

Mr. French deferred to Ms. Meyer to answer the question. She noted we have worked on this together with the attorney. She began the compilation and we have spoken with people at Community Transit and Pierce Transit by phone and email. She acknowledged the value of the information available online. She also noted these searches were conducted in the last two years at Community, Snohomish, Pierce, and Sound Transit.

Mr. French responded to the question of having consultants come in and tell how they would perform the search. He said a number of assertions had been made regarding how other agencies handled outreach and that information had not been supported by the research. He said the Task Force is seeking reliable information as we move forward and is confident the Board can decide based on the research conducted.

Ms. Bowers suggested we ask the public what they want so we have done the groundwork to know what participation they want in the search.

Chair French said there will be additional information next month.

11. Board Operations Committee

A. Chair Report (*Al French*)

Chair French noted the items on the consent agenda were reviewed and recommended by the Board Operations Committee.

12. Planning & Development Committee

A. Chair Report (*Pam Haley*)

Ms. Haley requested that Mr. Dunne provide the update as he chaired the meeting in her absence. Mr. Dunne provided an update of items reviewed at the committee meeting.

13. Performance Monitoring & External Relations Committee

A. Chair Report (*Josh Kerns*)

Mr. Kerns reported on the items covered during the committee meeting, noting most of the items have appeared on this Board agenda for approval, report, or information.

14. CEO Report

Ms. Meyer provided an update on ridership for August, noting a 12.1% increase in bus ridership, with a year-to-date rise of 16.1%. On-time performance was reported at 90.5%, below the 93% target, with ongoing construction posing challenges. Zero Fare Youth ridership saw a 25.1% increase compared to the previous year, representing 15% of total riders for August and 18% year-to-date. Paratransit ridership rose by 8% in August and year-to-date increased 8.7%, achieving on-time performance of 95%. Rideshare experienced a 10.4% decrease in August but maintained a 7.5% year-to-date increase. Approximately 60% of passengers used a Connect card in August.

Postponed from July Board meeting, the Youth Zero-Fare Promotion update was provided, as well as details on outreach to local schools and organizations.

Monthly fare revenue by Service Type was reviewed, showing a rolling 13 months.

Sales Tax update for August showed -3.4% difference from budget, or -\$359,191, and is approximately 0.5% above budget year-to-date. She mentioned speaking with economist Dr. Grant Forsyth about how we should look at sales tax revenue for 2025. She said there will be more to come in Planning & Development in Committee October.

Financial Results Summary for Revenue and Expenses were shared. Ms. Meyer reminded a board member requested this report each month, but that it is included in the Information section of the packet. She reviewed the results for August.

Also postponed from July was the Expo 50th Anniversary Celebration summary of free weekend service for the nine weekends during the celebration. It included system-wide fare free for nine weekends between May 4th and July 4th; Special 50-cent fare on Downtown North Bank Shuttle (Rt 11) weekdays May 3rd – July 5th; Extensive marketing of Zero Fare Expo promotion; added Security presence 817 Transit Officer Overtime hours; and added Paratransit Operators and Supervisors 353 Overtime hours - \$21,142

Top line results showed Fixed Route ridership increased an average of 9.3% on Saturday and 7% on Sunday over the nine weekends; estimated \$211,000 in foregone revenue associated with baseline conditions; Paratransit Ridership increased an average of 7.8% on Saturdays and 1.7% on Sundays over the nine weekends; estimated \$11,136 in foregone revenue associated with baseline conditions; Route 11 ridership was 6,160 over 46 weekdays of 50-cent fare promotion compared to prior year (11.9% increase over same period prior year); estimated \$2,000 - \$3,000 in foregone revenue (primarily in regular riders receiving discount for Shuttle Park passes); and there was overall positive reception from the community and stakeholders.

Ms. Meyer shared graphs indicating ridership on Fixed Route and Paratransit by weekend and noted additional costs involved in providing the service.

A Reddit Review about Bloomsday refunds was shared that showed a customer's letter and \$2.00 bills refunded as part of the Bloomsday/Expo refunds. The title was "Thought this was super classy of STA".

Ms. Meyer concluded her report with a Fairground Shuttle update. Route 342 ran during the Spokane County Fair between SCC Transit Center and the Spokane County Fair and Expo Center; with a \$2 day pass sold as a special event fare. There was free parking available at Spokane Community College and staff observed heavy use by workers at the fairgrounds. This year ridership reached its highest number in four years at ~3,140 for the September 6 – 15th Fair (not including the final day), compared with 2023 of 1,911, 2022 of 1,178, and 2021 of 675.

15. Board Information – *no action or discussion*

- A. Committee Minutes – approved minutes of Planning & Development, Performance Monitoring & External Relations, and Board Operations committees.
- B. August 2024 Sales Tax Revenue
- C. June 2024 Semi-Annual Financial Reports
- D. July 2024 Financial Results Summary
- E. 2024 Reconnecting Communities Grant Application Opportunity
- F. Division Street Bus Rapid Transit: Design and Public Outreach Update
- G. Facilities Master Plan Update
- H. Federal Transit Administration Section 5310: Call for Projects Preliminary Proposal Update
- I. Second Quarter 2024 Service Planning Input Report
- J. 2024 Second Quarter Year-to-Date Performance Measures
- K. July 2024 Operating Indicators
- L. September 2024 Service Change Report

16. New Business

Mr. Zappone made a motion to have the CEO Task Force meetings Publicly Noticed and have minutes taken. Ms. Klitzke seconded.

Discussion ensued. Chair French called for the vote.

Ms. Klitzke and Mr. Zappone voted yes. Mr. Dunne, Mr. Hattenburg, Mr. Kerns, Ms. Haley, and Chair French voted no. The motion failed 5 to 2.

17. Board Members' Expressions

Ms. Bowers commented on the Spokane County Fair.

Mr. Dunne noted he attended the GSI Pints & Policies on September 12th and commended Mr. Otterstrom on his presentation.

Mr. Hattenburg thanked staff and expressed how pleased he is to hear about the transit ambassador program.

Mr. Kerns echoed Mr. Dunne's comment regarding the quality of Mr. Otterstrom's presentation at GSI September 12th.

18. Executive Session - None

19. Adjourn

With no further business to come before the Board, Chair French adjourned the meeting at 2:57 pm.

Respectfully submitted,



Dana Infalt
Clerk of the Authority