

Spokane Transit Authority  
1230 West Boone Ave.  
Spokane, WA 99201

## PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Minutes of the May 1, 2024, Meeting  
**STA Northside Conference Room**  
**1230 W Boone Avenue, Spokane, WA**

*In person meeting with optional virtual link*

### **COMMITTEE MEMBERS PRESENT**

Josh Kerns, Spokane County \*  
Tim Hattenburg, City of Spokane Valley  
Paul Dillon, City of Spokane  
Hank Bynaker, City of Airway Heights (*Ex-Officio*)  
Lance Speirs, City of Medical Lake (*Ex-Officio*)  
E. Susan Meyer, CEO (*Ex-Officio*)

### **COMMITTEE MEMBERS ABSENT**

Betsy Wilkerson, City of Spokane

### **STAFF PRESENT**

Brandon Rapez-Betty, Chief Operations Officer  
Karl Otterstrom, Chief Planning and Development Officer  
Monique Liard, Chief Financial Officer  
Nancy Williams, Chief Human Resources Officer  
Carly Cortright, Chief Communications and Customer Service Officer  
Molly Fricano, Executive Assistant to the COO

### **PROVIDING LEGAL COUNSEL**

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

### **STAFF MEMBERS ABSENT**

*\*Committee Chairman*

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1. **CALL TO ORDER AND ROLL CALL**  
Chair Kerns called the meeting to order at 1:30 p.m. and roll call was conducted.
  2. **COMMITTEE CHAIR REPORT**  
Chair Kerns had no report at this time.
  3. **COMMITTEE APPROVAL**
    - A. **Minutes of the March 27, 2024, Committee Meeting (April Meeting)**  
**Mr. Hattenburg moved to approve the March 27, 2024, committee meeting minutes. Mr. Kerns seconded, and the motion passed unanimously.**
    - B. **Appointment of Members to Citizen Advisory Committee**  
Dr. Cortright provided background on the Citizen Advisory Committee (CAC), and the member evaluation process that took place. She advised the CAC requested approval of the nomination of Ms. Julie Corpuz and Mr. Jackson Deese. Dr. Cortright shared the qualifications of both candidates. Mr. Dan Brown, CAC Chair, spoke in support of the candidates.  
**Mr. Hattenburg moved to recommend the appointment of Julie Corpuz and Jackson Deese to the Citizen Advisory Committee, for a first term of three years, commencing June 1, 2024. Mr. Kerns seconded, and the motion passed unanimously.**

4. COMMITTEE ACTION

A. Board Consent Agenda

1. Plaza Facility Engineering Services - Award of Contract

Mr. Rapez-Betty provided background on the current Plaza Facility Engineering Services contract which expires June 30, 2024. He explained during the evaluation process, one responsive proposal was received, and Black Realty Management, Inc., was determined to be a qualified and cost-effective firm. The five-year contract has an estimated cost of \$2,804,641.

**Mr. Hattenburg moved to recommend the Board authorize the CEO to negotiate a five-year contract with Black Realty Management, Inc. for Plaza Facilities Engineering Services for an estimated total value of \$2,804,641. Mr. Kerns seconded, and the motion passed unanimously.**

2. Mirabeau Transit Center Improvements - Award of Contract

Mr. Otterstrom provided background on the Mirabeau Point Park & Ride project and presented a site overview with proposed improvements and building/platform designs. He discussed the procurement process timeline, contractor bids, project budget summary, and the anticipated construction timeline.

**Mr. Hattenburg moved to recommend the Board approve the award of contract for Mirabeau Transit Center Improvements to Cameron-Reilly, LLC for \$4,190,500, and allow the CEO to apply 15% contingency funds, as necessary. Mr. Kerns seconded, and the motion passed unanimously.**

3. City of Spokane Valley Master Design and Construction Agreement

Mr. Otterstrom provided background on the Master Design and Construction Agreement with the City of Spokane Valley and explained it will set the framework for future project orders. He presented Project Order #1, which is the Sprague Avenue accessible crossing improvement, and Project Order #2 for the Sprague HPT Bus Stop Improvement.

**Mr. Hattenburg moved to recommend the Board approve the CEO to execute the Master Design and Construction Agreement with the City of Spokane Valley, along with Project Orders #1 and #2 for specific improvements to the pedestrian crossing and bus stop on Sprague Avenue as incorporated into the City's Sprague Avenue Stormwater project. Mr. Kerns seconded, and the motion passed unanimously.**

B. Board Discussion Agenda (none)

5. REPORTS TO COMMITTEE

A. Community Access Pass (CAP) Program Survey Results

Dr. Cortright provided background on the twenty-two question Community Access Pass (CAP) survey emailed to all active CAP program participants on February 21, 2024, and explained twenty out of fifty-one agencies responded which is a response rate of 39%. She presented a general overview of the results, and noted overall feedback was positive about the program and the information corresponded to trends in the data regarding pass utilization.

B. 2023 Fixed Route Rider Survey Results

Dr. Cortright presented the 2023 Fixed Route Rider Survey results which was conducted in October 2023 by ETC Institute. The survey aimed to collect feedback from riders regarding their perceptions of the services provided by STA. Dr. Cortright explained for the first time since the pandemic the survey was conducted in person on the bus. There was also the option of using a QR code to take the survey virtually. Overall, positive results showed 82% of respondents were satisfied or very satisfied with Spokane Transit bus service, and five areas of Customer Service ranked as excellent or good by most respondents, which included Security.

6. CEO REPORT

- Ms. Meyer reported the April 2024 voter-approved sales tax revenue collected on February 2024 sales against a budget of \$7,893,772. The actual receipts were \$8,280,274 which is 4.9% over budget with a variance totaling \$386,502. Year-to-date is 2.3% above budget and totaling approximately \$0.8M.
- Ms. Meyer discussed the shuttle services STA is providing for Bloomsday and identified the pick-up locations available to participants. This is also the first weekend of the fare promotion for Expo '74, including free fares on all routes weekends between May 4 and July 4, as well as fifty-cent fares on weekdays on Route 11. The STA Communications team created a promotional video to share on all social media platforms. The STA Finance Department will refund Bloomsday registrants who pre-paid for a bus ticket.

STA has been preparing for Bloomsday and will have a sufficient number of bus drivers, Paratransit van operators, maintenance staff, Facilities & Grounds staff, supervisors, and security to ensure a good experience for all participants.

- Ms. Meyer stated she attended the APTA Mobility Conference in Portland along with Mayor Grover, Council Member Speirs, Karl Otterstrom, Delana Combs, and Bryan Mulrooney. Attendees met with representatives from the Federal Transit Administration and discussed City Line results and project savings. Also discussed was Division BRT project, which is in the project development phase. STA is in line for funding for this project. Council Member Speirs added FTA was impressed with STA for being good stewards of finances.
- Ms. Meyer discussed the Zero-Emission Transition Board workshop on Friday, May 3, 2024, at CenterPlace in Spokane Valley. Staff will share analysis that has been conducted and there will be discussion about STA's fleet transition to zero-emission vehicles. Staff will follow up with Board members after the meeting to confirm attendance.

7. JUNE 5, 2024 – COMMITTEE MEETING DRAFT AGENDA REVIEW

8. NEW BUSINESS

There was no new business at this time.

9. COMMITTEE MEMBERS' EXPRESSIONS

There were no committee members' expressions at this time.

10. ADJOURN

With no further business to come before the committee, Chair Kerns adjourned the meeting at 2:41 p.m.

The next committee meeting will be held on Wednesday, June 5, 2024, at 1:30 p.m. in person with a WebEx option.

Respectfully submitted,

**Molly Fricano**

*Molly Fricano*

Executive Assistant to the Chief Operations Officer