

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

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Minutes of the September 4, 2024, Meeting
Northside Conference Room
1230 W Boone Avenue, Spokane, WA

In person meeting with optional virtual link

COMMITTEE MEMBERS PRESENT

Josh Kerns, Spokane County *
Betsy Wilkerson, City of Spokane
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*)

STAFF PRESENT

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

COMMITTEE MEMBERS ABSENT

PROVIDING LEGAL COUNSEL

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

**Committee Chairman*

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 July 10, 2024, Committee Meeting

Mr. Hattenburg moved to approve the July 10, 2024, committee meeting minutes. Ms. Wilkerson seconded, and the motion passed unanimously.

4. COMMITTEE ACTION

A. Board Consent Agenda

1. Disadvantaged Business Enterprise (DBE) Program Approval

Mr. Otterstrom provided background on the Disadvantaged Business Enterprise (DBE) Program and stated the program is required to be updated every 3 years. STA's DBE program is routinely reviewed by the FTA and this proposed action is the result of FTA's triennial review of STA earlier this year. Mr. Otterstrom presented the revisions which will allow STA to be in full compliance.

Mr. Hattenburg moved to recommend the Board of Directors approve, by resolution, the Disadvantaged Business Enterprise Program as presented. Mr. Kerns seconded, and the motion passed unanimously.

B. Board Discussion Agenda

1. New STA Bus Wrap Program Considerations

Ms. Meyer provided background on the board-approved motion that the PMER committee discuss a community celebration bus wrap program. Further discussion included wrap content ideas having to do with community events, recognition of various minority population focused celebrations, holidays, and wraps representing the jurisdictions in the PTBA.

5. REPORTS TO COMMITTEE

A. 2024 Second Quarter Year-to-Date Performance Measures

Mr. Rapez-Betty presented the 2024 Second Quarter Year-to-Date Performance Measures Summary and advised the full presentation is included in the committee packet. Each Performance Measure relates to a specific Spokane Transit priority. These quantifiable benchmarks demonstrate the agency's commitment to accountability.

B. September 2024 Service Change

Mr. Otterstrom provided a summary of the September 2024 Service Changes and changes to holiday service. He presented STA's outreach efforts and the Street Team concept which will include twenty-five STA employees from four departments.

6. CEO REPORT

Due to a time constraint, Ms. Meyer did not present the CEO report.

7. OCTOBER 2, 2024 – COMMITTEE MEETING DRAFT AGENDA REVIEW

8. NEW BUSINESS

There was no new business at this time.

9. COMMITTEE MEMBERS' EXPRESSIONS

10. ADJOURN

The next committee meeting will be held on Wednesday, October 2, 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