

## PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Minutes of the June 1, 2022, Meeting  
Via Virtual WebEx

### **MEMBERS PRESENT**

Pam Haley, City of Spokane Valley\*  
Josh Kerns, Spokane County  
Lori Kinnear, City of Spokane  
Zack Zappone, City of Spokane  
Veronica Messing, City of Cheney (*Ex-Officio*)  
Don Kennedy, City of Medical Lake (*Ex-Officio*)  
Rhonda Bowers, Labor Representative (*non-voting*)  
E. Susan Meyer, CEO (*Ex-Officio*)

### **MEMBERS ABSENT**

\*Committee Chairwoman

### **STAFF PRESENT**

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

### **PROVIDING LEGAL COUNSEL**

Laura McAloon, McAloon Law PLLC

### **GUESTS**

Emily Arneson, Ombudsman & Accessibility Officer  
(*Staff Liaison to Citizen Advisory Committee*)

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#### 1. CALL TO ORDER AND ROLL CALL

Chair Haley called the meeting to order at 1:30 p.m. and roll call was conducted.

#### 2. COMMITTEE CHAIR REPORT

Chair Haley had no report at this time.

#### 3. COMMITTEE APPROVAL

##### A. Minutes of the May 4, 2022, Committee Meeting

**Mr. Kerns moved to approve the May 4, 2022, Committee meeting minutes. Ms. Kinnear seconded, and the motion passed unanimously.**

#### 4. COMMITTEE ACTION

##### A. Board Consent Agenda

##### 1. On-call Geotechnical, Environmental, & Special Inspection Services Award of Contract

Mr. Otterstrom explained the 5-year on-call services contract is for architectural and engineering services, which has an estimated annual cost range of \$144,000 - \$417,000. Basic services provided under this contract are geotechnical & environmental, special inspections, documents, and other tasks as assigned. Mr. Otterstrom discussed the procurement process timeline, evaluation criteria, and the two selected firms and their scores. The lead firm is Budinger & Associates, Inc., and the second choice is Strata, Inc.

**Ms. Kinnear moved to recommend the Board authorize contract negotiations between STA and Budinger & Associates, Inc., the 5-year On-Call Geotechnical, Environmental, & Special Inspections Consulting Services Contract and authorize the CEO to execute said contract if the terms are deemed to be fair and reasonable and in the best interest of STA. Furthermore, if said terms cannot be agreed to, authorize the CEO to proceed with said negotiations and contract execution with Strata, Inc. Mr. Kerns seconded, and the motion passed unanimously.**

B. Board Discussion Agenda (*no items were presented this month*)

5. REPORTS TO COMMITTEE

A. Fare Policy Revisions: Draft Recommendation-Zero-Fare for Youth

Mr. Otterstrom provided background information on the STA Fare Policy draft recommendation. The draft recommendation includes updating the STA fare structure to reflect a zero-fare for youth, adding ages 13-18 to those eligible for zero-fare.

STA's engagement effort will follow regulations of the Federal Transit Administration, which requires agencies to analyze any fare change for potential impacts to populations protected under Title VI of the Civil Rights Act. Staff will present on the initial Title VI analysis, based on demographic analysis and early outreach.

In early May, STA began seeking public input on the proposed fare policy. The public outreach efforts include a public survey which is posted to the website and social media. The survey will remain open until the public hearing at the STA Board meeting on June 16, 2022. Next steps include Board resolution amending the fare policy, and implementation taking place no later than October 1, 2022.

B. Fare Collection System Update

Ms. Liard provided an update of the completed phases and explained the current phase allows for updates and testing plans to share with the Committee.

On June 15, 2022, the system will launch for testing purposes only, which will provide 90-days to test prior to going live to the public in October. There will be two phases of testing. Phase 1 will focus on employee testing, and phase 2 will consist of a group of riders.

Ms. Liard explained the two-part communication plan that includes a comprehensive marketing and education campaign focused on information about the new smart card, fare capping, new app and online account management.

C. Disadvantaged Business Enterprise Program and Proposed Goal for Federal Fiscal Years 2023, 2024 and 2025

Ms. Liard gave background information on the Disadvantaged Business Enterprise (DBE) Program and explained STA is required as a recipient of federal funding, to participate in this program for the solicitation of procurements. 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. Ms. Liard discussed the goal and current utilization for years 2020, 2021, and 2022. She explained the proposed goal of .753%, timeline, and next steps for years 2023, 2024, and 2025. After going through the process, STA will submit the final goal to the FTA by August 1, 2022. It will be a priority for STA to do outreach to find additional firms to partner with in the community.

D. STA-Spokane Public Schools Update

Mr. Otterstrom provided background information on how the partnership with Spokane Public Schools (SPS) developed due to a national school bus driver shortage. The goal of the partnership is to provide alternative transportation to SPS high school students who live beyond walking distance to school. Mr. Otterstrom explained the partnership activities underway, which include service requirements, card concepts, funding agreements, communications plan, training/marketing materials, and addressing family expectations. There are several next steps needed to solidify this partnership.

6. CEO REPORT *(no items were presented this month)*

7. COMMITTEE INFORMATION

- A. April 2022 Operating Indicators
- B. April 2022 Financial Results Summary
- C. May 2022 Sales Tax Revenue

8. JULY 6, 2022 – COMMITTEE MEETING DRAFT AGENDA REVIEW

The July 6, 2022, Performance Monitoring & External Relations Committee Meeting draft agenda was reviewed. There were no changes at this time.

9. NEW BUSINESS

None

10. COMMITTEE MEMBERS' EXPRESSIONS

None

11. ADJOURN

With no further business to come before the Committee, Chair Haley adjourned the meeting at 2:31 p.m.

The next committee meeting will be held on Wednesday, July 6, 2022, at 1:30 p.m. via WebEx.

Respectfully submitted,

*Molly Fricano*

Molly Fricano

Executive Assistant to the Chief Operations Officer