

## PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Minutes of the November 2, 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  
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.

### **GUESTS**

- 
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 August 31, 2022, Committee Meeting**  
**Mr. Kerns moved to approve the August 31, 2022, Committee meeting minutes. Ms. Kinnear seconded, and the motion passed unanimously.**
  4. **COMMITTEE ACTION**
    - A. **Board Consent Agenda**
      1. **Passenger Shelter Award of Contract**

Mr. Otterstrom explained Spokane Transit is seeking to award a five-year contract to purchase up to 125 shelters from Tolar Manufacturing Company Inc. A new shelter contract is needed to ensure a continuous supply of shelters. The contract is estimated at \$1,345,000, but the actual contract cost will change based on size of shelter order, roof type and optional accessories/replacement parts. Based on a quantity of 125 shelters, the average cost per shelter would be \$10,760. Shelters will be ordered for numerous projects that are funded by various funding sources (state, federal & local).

**Ms. Kinnear moved to recommend the Board approve, by motion, the award of contract to Tolar Manufacturing Company, Inc. for passenger shelters for a five-year term. Mr. Zappone seconded, and the motion passed unanimously.**

2. Approval of 2021-2023 Amended Interlocal Agreement with City of Spokane for Spokane Police Department Services

Ms. Williams discussed the current Interlocal Agreement with the City of Spokane and the reasoning for an amended Interlocal Agreement. The 2021 – 2023 Interlocal Agreement will include the City of Spokane and STA to establish a dedicated, full-time SPD police officer presence at the Plaza, eliminating the Limited Commission program. STA will pay the City of Spokane an hourly rate of \$56.63 for hours worked, not to exceed a total of 2,080 hours or \$117,800 per calendar year. Also included in the amendment is a reduction of allotted SPD parking spaces at the STA Plaza.

Ms. Williams explained this amendment will require approval from the City Council and the effective date will be December 1, 2022.

**Ms. Kinnear moved to recommend the Board approve amended Interlocal Agreement with the City of Spokane as presented. Mr. Zappone seconded, and the motion passed unanimously.**

3. Workers' Compensation Legal Services Award of Contract

Ms. Williams explained STA currently maintains a five (5) year contract for Workers' Compensation Legal Services, which is set to expire December 31, 2022. STA will negotiate and award a new five (5) year contract with the most qualified and cost-effective firm, identified through an open, competitive procurement process. Ms. Williams provided information on Evaluation Criteria and shared the results showing Floyd & Kane, PLLC as the first choice.

**Mr. Zappone moved to recommend the Board authorize contract negotiations between STA and Floyd & Kane, PLLC, for a five (5) year agreement for Workers' Compensation Legal Services 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. Ms. Kinnear seconded, and the motion passed unanimously.**

B. Board Discussion Agenda (None)

5. REPORTS TO COMMITTEE

A. Third Quarter 2022 Performance Measures

Mr. Rapez-Betty presented the Third Quarter 2022 Performance Measures Summary. Each Performance Measure relates to a specific Spokane Transit priority. These quantifiable benchmarks demonstrate the agency's commitment to accountability. He advised the full packet of Performance Measure results for the Third Quarter may be viewed on the STA website through the link provided on the cover page. Mr. Rapez-Betty presented a summary of the Third Quarter Performance Measures website presentation and highlighted the Ridership data.

Fixed Route third quarter 2022 year-to-date ridership was up 24.2% compared to our ridership in 2021. Fixed Route provided 4,719,604 in 2022 vs. 3,799,017 in 2021. The ridership goal for Fixed Route in 2022 is 20.3% increase from 2021 (approximately 6.3 million trips).

Paratransit third quarter 2022 year-to-date ridership was up 34.7% compared to our ridership in 2021. Paratransit provided 240,796 in 2022 vs. 178,811 in 2021. The ridership goal for Paratransit in 2022 is 11.2% increase from 2021 (approximately 277,000 trips).

Vanpool third quarter 2022 year-to-date ridership was up 27.2% compared to our ridership in 2021. Vanpool provided 66,844 in 2022 vs. 52,540 in 2021. The ridership goal for Vanpool in 2022 is 25.7% increase from 2021 (approximately 88,000 trips).

6. CEO REPORT

- Ms. Meyer reported the October 2022 voter-approved sales tax revenue, collected on August sales, had a budget of \$8.3M. The actual receipts were \$10.0M, which is 20.6% above budget and totaling approximately \$1,715,767. Year-to-date is 6.6% above budget and totaling approximately \$5.8M.
- Ms. Meyer announced STA is offering unlimited free rides all November on Fixed Route & Paratransit for passengers with a Connect Card or a Connect Account. This is an incentive for people to sign up for a Connect Card account. Since the launch on October 1, 2022, 19,925 Connect Cards and accounts have been created by riders. Zero-fare for youth, Spokane Public Schools, and Riders License cards make up 24% of the total number sold. This promotion, which is charged to the marketing budget, has an estimated cost of \$220,000.

7. COMMITTEE INFORMATION

- A. September 2022 Operating Indicators
- B. September 2022 Financial Results Summary
- C. October 2022 Sales Tax Revenue
- D. Third Quarter 2022 Service Planning Input Report
- E. STA's Holiday Services & Office Hours

8. November 30, 2022 (DECEMBER) – COMMITTEE MEETING DRAFT AGENDA REVIEW

The November 30, 2022, Performance Monitoring & External Relations Committee Meeting draft agenda was reviewed and there were no changes.

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 2:02 p.m.

The next committee meeting will be held on Wednesday, November 30, 2022 (December), at 1:30 p.m. via WebEx.

Respectfully submitted,

Molly Fricano

*Molly Fricano*

Executive Assistant to the Chief Operations Officer