

Spokane Transit Authority
1230 West Boone Avenue
Spokane, WA 99201-2686
(509) 325-6000

BOARD OPERATIONS COMMITTEE MEETING

Wednesday, September 13, 2023
1:30 p.m. – 3:00 p.m.

Via Virtual Conference

Committee Members: [Click Here](#)

Member Password: 2023 **Guest Password:** 0923

Audio Conference: +1-408-418-9388 | Access code: 2488 350 9173

AGENDA

1. Call to Order and Roll Call
2. Approve Committee Agenda (*Kinnear*)
3. Chair's Comments (*Kinnear*) (5 minutes)
4. Committee Action/Discussion (5 minutes)
 - A. Minutes of the July 12, 2023, Committee Meeting – Corrections/Approval
5. Committee Chair Reports (10 minutes)
 - A. Al French, Planning & Development
 - B. Pamela Haley, Performance Monitoring & External Relations
6. City Line Steering Member Recognition (*Otterstrom*) (5 minutes)
7. Draft Rules of Procedure: Approval (*Clark/Meyer*) (10 minutes)
8. 2022 Employee Engagement Survey Results (*Cortright*) (10 minutes)
9. Board of Directors Draft September 21, 2023, Meeting Agenda – Corrections/Approval (*Meyer*) (5 minutes)
10. Board Operations Committee Draft October 11, 2023, Meeting Agenda – Information (*Meyer*) (5 minutes)
11. CEO Report (15 minutes)
12. New Business
13. Adjourn

Next Committee Meeting: Wednesday, October 11, 2023, at 1:30 p.m. via virtual conference

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting at the STA's website: www.spokanetransit.com. Discussions concerning matters to be brought to the Board are held in Committee meetings. The public is welcome to attend and participate. Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act. For more information, see www.spokanetransit.com. Upon request, alternative formats of this information will be produced for people who are disabled. The meeting facility is accessible for people using wheelchairs. For other accommodations, please call 325-6094 (TTY Relay 711) at least forty-eight (48) hours in advance.

SPOKANE TRANSIT AUTHORITY
BOARD OPERATIONS COMMITTEE MEETING

September 13, 2023

AGENDA ITEM 2 : APPROVE COMMITTEE AGENDA

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Lori Kinnear, Committee Chair

SUMMARY: At this time, the Board Operations Committee will review the meeting agenda.

RECOMMENDATION TO COMMITTEE: Approve agenda.

SPOKANE TRANSIT AUTHORITY
BOARD OPERATIONS COMMITTEE MEETING

September 13, 2023

AGENDA ITEM 3 : BOARD OPERATIONS COMMITTEE CHAIR'S COMMENTS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Lori Kinnear, Committee Chair

SUMMARY: At this time, the Committee Chair will have an opportunity to comment on various topics of interest regarding Spokane Transit.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY
BOARD OPERATIONS COMMITTEE MEETING

September 13, 2023

AGENDA ITEM 4A : MINUTES OF THE JULY 12, 2023, COMMITTEE MEETING – CORRECTIONS AND/OR APPROVAL

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Amie Blain, Executive Assistant to the Chief Financial Officer

SUMMARY: The July 12, 2023, meeting minutes are attached for your information and correction and/or approval.

RECOMMENDATION TO COMMITTEE: Corrections and/or approval.

Spokane Transit Authority
1230 West Boone Avenue
Spokane, Washington 99201-2686
(509) 325-6000

BOARD OPERATIONS COMMITTEE MEETING

Draft Minutes of the July 12, 2023, Meeting

Via Webex Video Conference

MEMBERS PRESENT

Lori Kinnear, City of Spokane, *Chair*
Al French, Spokane County, *Chair Pro Tem, Planning & Development Committee Chair*
Pamela Haley, City of Spokane Valley
Performance Monitoring & External Relations Committee Chair
Dan Dunne, Small Cities Representative (Liberty Lake)
E. Susan Meyer, Chief Executive Officer, *Ex Officio*

MEMBERS ABSENT

None

STAFF PRESENT

Brandon Rapez-Betty, Chief Operations Officer
Carly Cortright, Chief Communications and Customer Service Officer
Karl Otterstrom, Chief Planning and Development Officer
Monique Liard, Chief Financial Officer
Nancy Williams, Chief Human Resources Officer
Dana Infalt, Clerk of the Authority
Amie Blain, Executive Assistant to the Chief Financial Officer

PROVIDING LEGAL COUNSEL

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

STAFF ABSENT

None

1. CALL TO ORDER AND ROLL CALL

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

2. APPROVE COMMITTEE AGENDA

Mr. French moved to approve the agenda as presented, Mr. Dunne seconded, and the motion passed unanimously.

3. CHAIR'S COMMENTS

Chair Kinnear shared her excitement for the upcoming City Line launch and related activities.

4. COMMITTEE ACTION

A. June 7, 2023, Committee Minutes

Mr. French moved to approve the June 7, 2023, Committee meeting minutes as submitted, Mr. Dunne seconded, and the motion passed unanimously.

5. COMMITTEE CHAIR REPORTS

A. Al French, Chair, Planning & Development (P&D)

Mr. French shared the items presented at the Planning and Development Committee meeting on July 5, 2023.

Mr. Rapez-Betty joined the meeting at 1:37 p.m.

B. Pam Haley, Chair, Performance Monitoring & External Relations (PMER)

Mr. Rapez-Betty shared the items presented at the Performance Monitoring & External Relations Committee meeting on July 5, 2023.

6. BOARD ATTENDANCE REVIEW

Ms. Meyer shared the Board attendance review for January through June 2023.

7. DRAFT RULES OF PROCEDURE

Ms. Clark shared the draft of the Rules of Procedure with the Committee. The Committee discussed the revisions being proposed.

8. DESIGNATION & APPOINTMENT OF STA PUBLIC RECORDS OFFICER – RESOLUTION

Ms. Meyer presented this item to the Committee for consideration. She explained this is a new position responsible for serving as the Public Records Officer for STA as well as public records management.

Ms. Haley moved to recommend the Board approve, by Resolution, the appointment of Carrie Koudelka as Public Records Officer for all records of Spokane Transit Authority, Mr. Dunne seconded, and the motion passed unanimously.

9. BOARD OF DIRECTORS AGENDA JULY 20, 2023

Mr. French recommended changing item “6D. Draft Rules of Procedure: Approval (*Megan Clark*),” to “6D. Draft Rules of Procedure: Status Update (*Megan Clark*).” Ms. Clark recommended removing the item and including it under the Board Operations Committee report.

Mr. French moved to approve the Board of Directors agenda as amended, Mr. Dunne seconded, and the motion passed unanimously.

10. BOARD OPERATIONS COMMITTEE DRAFT AGENDA SEPTEMBER 13, 2023

There were no questions or comments.

11. CEO REPORT

Ms. Meyer shared details regarding the upcoming City Line launch activities for Saturday, July 15, and Tuesday, July 18.

12. NEW BUSINESS

There was no new business.

13. ADJOURN

With no further business to come before the Committee, Chair Kinnear adjourned the meeting at 2:55 p.m.

Respectfully submitted,

Amie Blain

Amie Blain
Executive Assistant to the Chief Financial Officer

SPOKANE TRANSIT AUTHORITY
BOARD OPERATIONS COMMITTEE MEETING

September 13, 2023

AGENDA ITEM 5A : PLANNING & DEVELOPMENT COMMITTEE CHAIR REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Al French, Chair, Planning & Development

SUMMARY: At this time, the Committee Chair will review the September 6, 2023, and Draft October 4, 2023, Planning & Development Committee meeting agendas as part of the report. Agendas are attached.

RECOMMENDATION TO COMMITTEE: For information and discussion.

Spokane Transit Authority
1230 West Boone Avenue
Spokane, WA 99201-2686
(509) 325-6000

PLANNING AND DEVELOPMENT COMMITTEE MEETING

Wednesday, September 6, 2023
10:00 a.m. – 11:30 a.m.

Committee Meeting is In-Person at STA Boardroom

w/virtual joining option

Spokane Transit Authority, 1230 W. Boone Avenue, Spokane, WA

Join Link: Join [here](#)

Committee Member Password (if asked): 2023 | Guest Password (if asked): 0923

Call-in Number: 1-408-418-9388 | Event/Access code: 2493 292 0282 | Password: 2023

AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report *(5 minutes)*
3. Committee Action *(5 minutes)*
 - A. Minutes of the July 5, 2023, Committee Meeting -- *Corrections/Approval*
4. Committee Action
 - A. Board Consent Agenda *(15 minutes)*
 1. Division Street Bus Rapid Transit: Transit Oriented Development Study Interlocal Agreement *(Otterstrom)*
 - B. Board Discussion Agenda *(15 minutes)*
 1. Reconnecting Communities and Neighborhoods Grant Application Approval *(Otterstrom)*
5. Reports to Committee *(30 minutes)*
 - A. Connect Spokane Comprehensive Plan: Phase 2 Update – Project Timeline *(Otterstrom)*
 - B. Connect 2035 Strategic Plan Phase 2 Update *(Otterstrom)*
6. CEO Report *(E. Susan Meyer) (15 minutes)*
7. Committee Information
8. Review October 4, 2023, Committee Meeting Agenda
9. New Business
10. Committee Members' Expressions *(5 minutes)*
11. Adjourn

Next Committee Meeting: Wednesday, October 4, 2023, at 10:00 a.m. via Webex

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting at the STA's website: www.spokanetransit.com. Discussions concerning matters to be brought to the Board are held in Committee meetings. The public is welcome to attend and participate. Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act. For more information, see www.spokanetransit.com. Upon request, alternative formats of this information will be produced for people who are disabled. The meeting facility is accessible for people using wheelchairs. For other accommodations, please call 325-6094 (TTY Relay 711) at least forty-eight (48) hours in advance.

Spokane Transit Authority
1230 West Boone Avenue
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PLANNING AND DEVELOPMENT COMMITTEE MEETING

Wednesday, October 4, 2023
10:00 a.m. – 11:30 a.m.

Committee Meeting is In-Person at STA Boardroom

w/virtual joining option

Spokane Transit Authority, 1230 W. Boone Avenue, Spokane, WA

Join Link: Join [here](#)

Committee Member Password (if asked): 2023 | Guest Password (if asked): 1023

Call-in Number: 1-408-418-9388 | Event/Access code: XXXX XXX XXXX | Password: 2023

DRAFT AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report *(5 minutes)*
3. Committee Action *(5 minutes)*
 - A. Minutes of the September 6, 2023, Committee Meeting -- *Corrections/Approval*
4. Committee Action
 - A. Board Consent Agenda *(10 minutes)*
 1. Division Street Bus Rapid Transit: Work Order #3 Approval *(Otterstrom)*
 - B. Board Discussion Agenda - *none*
5. Reports to Committee *(50 minutes)*
 - A. Draft 2024 Operating and Capital Budgets *(Liard)*
 - B. Draft 2024 Action Plan *(Otterstrom)*
 - C. Connect Spokane Comprehensive Plan: Phase 2 Update *(Otterstrom)*
 - D. Connect 2035 Strategic Plan: Phase 2 Update *(Otterstrom)*
 - E. Federal Transit Administration Section 5310 Funding Opportunity *(Otterstrom)*
6. CEO Report *(E. Susan Meyer) (15 minutes)*
7. Committee Information
8. Review November 1, 2023, Committee Meeting Agenda
9. New Business
10. Committee Members' Expressions *(5 minutes)*
11. Adjourn

Next Committee Meeting: Wednesday, November 1, 2023, at 10:00 a.m. via Webex

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SPOKANE TRANSIT AUTHORITY
BOARD OPERATIONS COMMITTEE MEETING

September 13, 2023

AGENDA ITEM 5B : PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE
CHAIR REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Pamela Haley, Chair, Performance Monitoring & External Relations

SUMMARY: At this time, the Committee Chair will review the September 6, 2023, and Draft October 4, 2023, Performance Monitoring & External Relations Committee meeting agendas as part of the report. Agendas are attached.

RECOMMENDATION TO COMMITTEE: For information and discussion.

Spokane Transit Authority
1230 West Boone Avenue
Spokane, WA 99201-2686
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PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

September 6, 2023
1:30 p.m. – 3:00 p.m.

STA Boardroom
1230 W Boone Avenue, Spokane, WA

In person meeting with optional virtual link below

Join Link: [September PMER Committee Meeting](#)

Committee Member Password (if asked): 2023 | Guest Password (if asked): 0923

Call-in Number: 1-408-418-9388 | Event/Access code: 2486 412 4984 | Password: 2023

AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report (5 minutes)
3. Committee Action (5 minutes)
 - A. Minutes of the July 5, 2023, Committee Meeting -- *Corrections/Approval*
4. Committee Action (5 min)
 - A. Board Consent Agenda
 1. Laundered Uniforms and Related Supplies Award of Contract (*Liard*)
 - B. Board Discussion Agenda (*none*)
5. Reports to Committee (20 min)
 - A. 2022 State Audit Exit Briefing (*Liard*)
 - B. 2022 Employee Engagement Survey (*Cortright*)
 - C. Zero-Fare for Youth Update (*Cortright*)
 - D. Extreme Conditions Procedure Report (*Meyer*)
 - E. Potential North Bank Shuttle Update (*Otterstrom*)
6. CEO Report (*E. Susan Meyer*) (15 minutes)
7. Committee Information (no discussion/staff available for questions)
 - A. July 2023 Operating Indicators (*Rapez-Betty*)
 - B. 2023 Second Quarter Performance Measures (*Rapez-Betty*)
 - C. August 2023 Sales Tax Revenue (*Liard*)
 - D. July 2023 Financial Results Summary (*Liard*)
 - E. June 2023 Semi-Annual Financial Reports (*Liard*)
 - F. 2nd Quarter 2023 Service Planning Input Report (*Otterstrom*)
 - G. September 2023 Service Change (*Otterstrom*)

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8. Review October 4, 2023, Committee Meeting Agenda (5 minutes)
9. New Business (5 minutes)
10. Committee Members' Expressions (5 minutes)
11. Adjourn
12. Next Committee Meeting: Wednesday, October 4, 2023, at 1:30 p.m. via WebEx w/In Person Option

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PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

October 4, 2023
1:30 p.m. – 3:00 p.m.

Committee Meeting is via Virtual Conference
w/In Person Viewing Option
Spokane Transit, 1230 W Boone Avenue, Spokane, WA

Join Link: [Insert Link Here](#)

Committee Member Password (if asked): 2023 | Guest Password (if asked): 1023

Call-in Number: 1-408-418-9388 | **Event/Access code:** XXXX | **Password:** 2023

DRAFT AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report *(5 minutes)*
3. Committee Action *(5 minutes)*
 - A. Minutes of the September 6, 2023, Committee Meeting -- *Corrections/Approval*
4. Committee Action *(10 minutes)*
 - A. Board Consent Agenda
 1. Transit Vehicle Tire Lease Services Award of Contract *(Rapez-Betty)*
 2. Fare Collection System Contract Closeout and New Master Contract for Enhancements *(Liard)*
 - B. Board Discussion Agenda *(none)*
5. Reports to Committee *(30 min)*
 - A. 2024 Service Revisions: Preliminary Proposal *(Otterstrom)*
6. CEO Report *(E. Susan Meyer) (15 minutes)*
7. Committee Information (no discussion/staff available for questions)
 - A. August 2023 Operating Indicators *(Rapez-Betty)*
 - B. September 2023 Sales Tax Revenue *(Liard)*
 - C. August 2023 Financial Results Summary *(Liard)*
8. Review November 1, 2023, Committee Meeting Agenda *(5 minutes)*
9. New Business *(5 minutes)*
10. Committee Members' Expressions *(5 minutes)*
11. Adjourn
12. Next Committee Meeting: Wednesday, November 1, 2023, at 1:30 p.m. via WebEx w/In Person Option

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SPOKANE TRANSIT AUTHORITY

BOARD OPERATIONS COMMITTEE MEETING

September 13, 2023

AGENDA ITEM 6 : CITY LINE STEERING COMMITTEE MEMBER RECOGNITION
(RESOLUTION)

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Planning and Development Officer
Don Skillingstad, Senior Project Manager

SUMMARY: A resolution recognizing the service of the Central City Line Steering Committee to Spokane Transit and the Spokane community.

BACKGROUND: In 2015, the STA Board of Directors and the Spokane City Council approved a joint resolution which created the Central City Line Steering Committee. The Committee was charged with providing policy-level advisory input and direction to the STA Board, the City of Spokane, and their respective staff. Since its creation, the Committee has held twenty-one (21) meetings and provided valuable input, guidance and recommendations to STA staff and the STA Board on important milestones throughout the project. This represents a significant time commitment on behalf of the members. Staff believe it is appropriate to acknowledge the commitment, determination, and perseverance of the committee by approval of a resolution.

RECOMMENDATION TO COMMITTEE: Recommend the Board formally recognize, by resolution, the outstanding service made by members of the Central City Line Steering Committee.

RESOLUTION NO. _____

A RESOLUTION FOR THE PURPOSE OF RECOGNIZING THE OUTSTANDING SERVICE OF THE CENTRAL CITY LINE STEERING COMMITTEE TO SPOKANE TRANSIT AUTHORITY AND TO THE SPOKANE COMMUNITY ON THE OCCASION OF THE SUCCESSFUL IMPLEMENTATION OF CITY LINE

SPOKANE TRANSIT AUTHORITY
Spokane County, Washington

BE IT RESOLVED BY THE SPOKANE TRANSIT AUTHORITY as follows:

WHEREAS, the Spokane Transit Authority (STA) is a municipal corporation operating and existing under and pursuant to the Constitution and the laws of the state of Washington, pursuant to RCW Title 36, Chapter 57.A, Public Transportation Benefit Area; and

WHEREAS, in 2015, the STA Board of Directors, and the Spokane City Council, approved joint resolution No. 736-15 and No. 2015-0104 respectively, which created a collaborative process to implement the Central City Line; created the Steering Committee; and other matters related thereto; and

WHEREAS, the Steering Committee was charged with providing policy-level advisory input and direction to the STA Board, the City of Spokane, and their respective staff members at key decision points in the implementation of the City Line and supportive land use and economic development policies; and

WHEREAS, throughout the planning and design of the City Line project, the Steering Committee provided valuable input, guidance and recommendations to STA staff and the STA Board of Directors on important milestones such as the selection of the downtown alignment, defining station locations, development of the Central City Line Strategic Overlay Plan and support in successfully obtaining a Capital Investment Grant (CIG); and

WHEREAS, the Steering Committee has been in existence since 2015 and conducted twenty-one (21) meetings, representing a significant time commitment.

NOW, THEREFORE BE IT RESOLVED by the Board of Directors of STA as follows:

Section 1. The STA Board of Directors hereby express their deep gratitude and appreciation to the Central City Line Steering Committee for their commitment, determination, and perseverance in the successful implementation of the City Line; and

Section 2. The Board would like to recognize those who volunteered a considerable amount of time while serving as members on the Committee and who provided significant contributions into the decision-making process leading up to City Line's successful implementation:

- Mark Aden, Downtown Business Representative
- Anne Marie Axworthy, Greater Spokane Incorporated
- Alisha Benson, Greater Spokane Incorporated
- Kevin Brockbank, Community Colleges of Spokane
- Lisa Brown, Washington State University
- Karen Byrd, Logan Neighborhood Council
- Emilie Cameron, Downtown Spokane Partnership
- Ryan Carstens, Community Colleges of Spokane
- Cara Coon, Greater Spokane Incorporated
- Glen Cosby, Community Colleges of Spokane
- Stephanie Curran, Spokane Public Facilities District

- Marlene Feist, City of Spokane
- Kathy Fritchie, Browne’s Addition Neighborhood Council
- Colleen Gardner, Chief Garry Neighborhood Council
- Lars Gilberts, University District Development Association
- John Gillette, Community Colleges of Spokane
- Cathy Gunderson, Chief Garry Neighborhood Council
- Gordon Hester, Downtown Business Representative
- Cheryl Kilday, Visit Spokane
- Lori Kinnear, City of Spokane
- Jim Kolva, Riverside Neighborhood Council
- John Lemus, Disability or Low-Income People Representative
- Mark Mansfield, University District Development Association
- Jake Mayson, Greater Spokane Incorporated
- E. Susan Meyer, Spokane Transit Authority
- Candace Mumm, City of Spokane
- Gary Pollard, Riverside Neighborhood Council
- Drew Repp, Greater Spokane Incorporated
- Mark Richard, Downtown Spokane Partnership
- Andrew Rolwes, Downtown Spokane Partnership
- Jon Schad, Washington State University
- Harlan Shellabarger, West Spokane Representative
- Jim Simon, Gonzaga University
- John Sklut, Gonzaga University
- Scott Simmons, City of Spokane
- Juliet Sinisterra, University District Development Association
- Frank Tombari, East Spokane Representative
- Steve Trabun, Avista Corporation
- Kevin Twohig, Spokane Public Facilities District
- Amber Waldref, City of Spokane, Logan Neighborhood Council
- Meg Winchester, Visit Spokane
- Karl Zacher, Browne’s Addition Neighborhood Council

Section 3. This resolution shall take effect and be in force immediately upon passage.

Adopted by STA at a regular meeting thereof held on September 21, 2023.

ATTEST:

SPOKANE TRANSIT AUTHORITY:

Dana Infalt
Clerk of the Authority

Lori Kinnear
Board Chair

Approved as to form:

Megan Clark
Legal Counsel

SPOKANE TRANSIT AUTHORITY
BOARD OPERATIONS COMMITTEE MEETING

September 13, 2023

AGENDA ITEM 7 : DRAFT RULES OF PROCEDURE

REFERRAL COMMITTEE: n/a

SUBMITTED BY: E. Susan Meyer, Chief Executive Officer
Megan Clark, Legal Counsel

SUMMARY: The Spokane Transit Authority Rules of Procedure were last adopted by the Board at the December 16, 1993, Board meeting. Committee members have provided feedback and suggestions and the Board received a briefing at the Board Retreat June 14, 2023. All Board members were asked to provide feedback to Megan Clark after the Board Retreat and prior to Board Operations meeting July 12, 2023.

At this time, legal counsel will review the Draft Rules of Procedure based on feedback from Board Members, the Board Retreat, and the Board Operations Committee members.

RECOMMENDATION TO COMMITTEE: Review the updated Draft Rules of Procedure and recommend the Board approve as presented.

COMMITTEE ACTION:

BOARD RECOMMENDATION:

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

BOARD OPERATIONS COMMITTEE MEETING

September 13, 2023

AGENDA ITEM 8 : 2022 EMPLOYEE ENGAGEMENT SURVEY RESULTS

REFERRAL COMMITTEE: Performance Monitoring & External Relations (*Haley*)

SUBMITTED BY: Carly Cortright, Chief Communications and Customer Service Officer

SUMMARY: In October 2022, Critical Data was on-site to administer the annual Employee Engagement Survey. The paper surveys were completed by employees who attended one of four employee meetings on October 25, 2022. This was the first employee engagement survey since 2020 due to the COVID pandemic. We experienced the highest participation rate we have had with this survey, with 262 employees returning the anonymous survey.

The impacts of the COVID pandemic, the nationwide labor shortage, and inflation were evident in the results. Though the majority of employees (58.7%) reported being satisfied working at STA, this was lower than in previous years. The satisfaction rate was driven by positive response to three questions, including: "I get along well with my co-workers," "I know what is expected of me at work," and "My associates are committed to doing quality work." When asked an open-ended question ("What do you love about your work at STA?") employees frequently noted it was their co-workers and belief in the mission.

The lowest-scored questions driving the satisfaction results were: "Information/knowledge are shared openly within this organization," "I am kept well informed about what's happening within STA," and "My opinions seem to count at work." When asked what advice or suggestions employees wanted to give leadership, higher pay/benefits and improving/increasing internal communication were predominant.

The survey was conducted prior to wage increases that were implemented in January 2023, which resulted in an \$8 million increase in salaries across the organization. In November 2022, STA proposed a 1-year contract extension to ATU 1015 that was approved by members, and a wage re-opener with ATU 1598 and AFSCME 3939 resulted in significant pay increases for staff. M&A staff also received a pay increase. The wage increases were recommended by the CEO and approved by the STA Board. STA also implemented a new internal communications program in 2023. A new position was approved in the 2023 budget to handle this work; starting in April 2023, a new internal newsletter is being distributed weekly. The newsletter highlights the different departments and projects STA employees are working on.

RECOMMENDATION TO COMMITTEE: Receive Report.

COMMITTEE ACTION: Ms. Wilkerson made a motion to forward the Employee Engagement Survey results with five years of historical data to the Board. Mr. Zappone seconded. Chair Haley called for the vote. Ms. Wilkerson and Mr. Zappone voted Yes. Ms. Haley and Mr. Kerns voted No. The motion failed to pass.

A tie vote is forwarded to Board Operations for action.

SPOKANE TRANSIT AUTHORITY
BOARD OPERATIONS COMMITTEE MEETING

September 13, 2023

AGENDA ITEM 9 : BOARD OF DIRECTORS MEETING AGENDA SEPTEMBER 21, 2023 –
CORRECTIONS AND/OR APPROVAL

REFERRAL COMMITTEE: n/a

SUBMITTED BY: E. Susan Meyer, Chief Executive Officer

SUMMARY: The Board of Directors meeting agenda for September 21, 2023, is attached for the Committee's information, correction and/or approval.

RECOMMENDATION TO COMMITTEE: Corrections and/or approval.

Spokane Transit Authority
1230 West Boone Avenue
Spokane, WA 99201-2686
(509) 325-6000

BOARD MEETING

Thursday, September 21, 2023
1:30 – 3:00 p.m.

STA Boardroom
1230 West Boone Avenue, Spokane, WA
In person meeting with optional virtual link below

Optional Virtual Link: [Click Here to Join Virtually](#)

Password: Board Members: 2023 Guests: 0923
Call in Number: 1-408-418-9388 Event #: 2484 376 1682

AGENDA

1. Call to Order and Roll Call
2. Approve Board Agenda (*Lori Kinnear*)
3. Public Expressions
4. Recognitions and Presentations: *10 minutes*
 - A. Gary McNeese, Fixed Route Coach Operator - Retirement – (*Brandon Rapez-Betty*)
 - B. Washington State Department of Transportation Wall of Fame Honorees-Recognition (*Nancy Williams*)
5. Board Action - Consent Agenda: *5 minutes*
 - A. Minutes of the July 21, 2023, Board Meeting – Corrections/Approval
 - B. Approval of the July and August 2023 Vouchers (*Monique Liard*)
 - C. Battery Electric Bus Charging Infrastructure: Final Acceptance (*Brandon Rapez-Betty*)
 - D. 2022-10741 Main Avenue Center Parking Revisions: Final Acceptance (*Karl Otterstrom*)
 - E. STA Plaza Door Maintenance & Repairs: Final Acceptance (*Brandon Rapez-Betty*)
 - F. Fuel Facility Access Control: Final Acceptance (*Brandon Rapez-Betty*)
 - G. Division Street Bus Rapid Transit: Transit Oriented Development Study Inter-Local Agreement (*Karl Otterstrom*)
 - H. Laundered Uniforms and Related Supplies: Award of Contract (*Brandon Rapez-Betty*)
6. Board Action – Other: *15 minutes*
 - A. Reconnecting Communities and Neighborhoods Grant Application Approval (*Karl Otterstrom*)
 - B. Draft Rules of Procedure: Approval (*Megan Clark*)
 - C. City Line Steering Committee Member Recognition (*Karl Otterstrom*)
7. Board Report: *10 minutes*
 - A. Connect 2035 Strategic Plan Phase 2 Update (*Karl Otterstrom*)
8. Board Operations Committee: *5 minutes*
 - A. Chair Report (*Lori Kinnear*)

9. Planning & Development Committee: *5 minutes*
 - A. Chair Report (*Al French*)
10. Performance Monitoring & External Relations Committee: *10 minutes*
 - A. Chair Report (*Pam Haley*)
11. CEO Report: *15 minutes*
12. Board Information – *no action or discussion*
 - A. Committee Minutes
 - B. August 2023 Sales Tax Revenue (*Monique Liard*)
 - C. July 2023 Financial Results Summary (*Monique Liard*)
 - D. June 2023 Semi-annual Financial Reports (*Monique Liard*)
 - E. July 2023 Operating Indicators (*Brandon Rapez-Betty*)
 - F. Second Quarter 2023 Service Planning Input Report (*Karl Otterstrom*)
 - G. 2023 Second Quarter Performance Measure Results (*Brandon Rapez-Betty*)
 - H. Connect Spokane Comprehensive Plan: Phase 2 Update – Project Timeline (*Karl Otterstrom*)
 - I. 2023 Second Quarter Performance Measures Results (*Brandon Rapez-Betty*)
 - J. 2022 State Audit Exit Briefing (*Monique Liard*)
13. New Business: *5 minutes*
14. Board Members' Expressions: *5 minutes*
15. Executive Session (*Etter McMahon*): (*none*)
16. Adjourn

Cable 5 Broadcast Dates and Times of September 21, 2023, Board Meeting:

Saturday, September 23, 2023	4:00 p.m.
Monday, September 25, 2023	10:00 a.m.
Tuesday, September 26, 2023	8:00 p.m.

Next Committee Meetings - Wednesday:

Planning & Development	October 4, 2023, 10:00 a.m.
Performance Monitoring & External Relations	October 4, 2023, 1:30 p.m.
Board Operations	October 11, 2023, 1:30 p.m.

Next Board Meeting:

Thursday, October 19, 2023, 1:30 p.m. STA Boardroom, 1230 West Boone Avenue, Spokane, Washington
(a virtual joining option will be available)

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting on STA's website: www.spokanetransit.com. A video of the Board meeting may be viewed on the website the week after the meeting. Discussions concerning matters to be brought to the Board are held in Committee meetings. The public is welcome to attend and participate. Anyone wishing to address the Board of Directors on a specific subject at a Board meeting may do so by submitting written comments to the STA Chair of the Board (1230 West Boone Avenue, Spokane, WA 99201-2686) 24 hours prior to the Board meeting. Mail addressed to the Board of Directors will be distributed by STA at its next meeting. Mail addressed to a named Board Member will be forwarded to the Board Member, unopened. Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964. For more information, see www.spokanetransit.com. Upon request, alternative formats of this information will be produced for people who are disabled. The meeting facility is accessible for people using wheelchairs. For other accommodations, please call 325-6094 (TTY Relay 711) at least forty-eight (48) hours in advance.

SPOKANE TRANSIT AUTHORITY
BOARD OPERATIONS COMMITTEE MEETING

September 13, 2023

AGENDA ITEM 10 : BOARD OPERATIONS COMMITTEE DRAFT OCTOBER 11, 2023, MEETING
AGENDA – INFORMATION

REFERRAL COMMITTEE: n/a

SUBMITTED BY: E. Susan Meyer, Chief Executive Officer

SUMMARY: The draft Board Operations Committee meeting agenda for October 11, 2023, is attached for your information.

RECOMMENDATION TO COMMITTEE: For information and discussion.

Spokane Transit Authority
1230 West Boone Avenue
Spokane, WA 99201-2686
(509) 325-6000

BOARD OPERATIONS COMMITTEE MEETING

Wednesday, October 11, 2023
1:30 p.m. – 3:00 p.m.

Via Virtual Conference

Committee Members: [Click Here](#)

Member Password: 2023 **Guest Password:** 1023

Audio Conference: +1-408-418-9388 | Access code: xxxx

DRAFT AGENDA

1. Call to Order and Roll Call
2. Approve Committee Agenda (*Kinnear*)
3. Chair's Comments (*Kinnear*) (5 minutes)
4. Committee Action/Discussion (5 minutes)
 - A. Minutes of the September 13, 2023, Committee Meeting – Corrections/Approval
5. Committee Chair Reports (10 minutes)
 - A. Al French, Planning & Development
 - B. Pamela Haley, Performance Monitoring & External Relations
6. Board of Directors Draft October 19, 2023, Meeting Agenda – Corrections/Approval (*Meyer*) (5 minutes)
7. Board Operations Committee Draft November 8, 2023, Meeting Agenda – Information (*Meyer*) (5 minutes)
8. CEO Report (15 minutes)
9. New Business
10. Adjourn

Next Committee Meeting: Wednesday, November 8, 2023, at 1:30 p.m. via virtual conference

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SPOKANE TRANSIT AUTHORITY
BOARD OPERATIONS COMMITTEE MEETING

September 13, 2023

AGENDA ITEM 11 : CEO REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: E. Susan Meyer, Chief Executive Officer

SUMMARY: At this time, the CEO will have an opportunity to comment on various topics of interest regarding Spokane Transit.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY
BOARD OPERATIONS COMMITTEE MEETING

September 13, 2023

AGENDA ITEM 12 : NEW BUSINESS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: n/a

SUMMARY: At this time, the Committee will have the opportunity to initiate discussion regarding new business relating to Board Operations.

RECOMMENDATION TO COMMITTEE: Information only.