

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

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Minutes of the April 5, 2023, Meeting
Via Virtual WebEx

MEMBERS PRESENT

Pamela Haley, City of Spokane Valley*
Josh Kerns, Spokane County
Betsy Wilkerson, City of Spokane
Zack Zappone, City of Spokane
Don Kennedy, City of Medical Lake (*Ex-Officio*)
Hank Bynaker, City of Airway Heights (*Ex-Officio*)
Rhonda Bowers, Non-Voting Labor Representative
E. Susan Meyer, CEO (*Ex-Officio*)

*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.

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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 March 1, 2023, Committee Meeting
Ms. Wilkerson moved to approve the March 1, 2023, Committee meeting minutes. Mr. Kerns seconded, and the motion passed unanimously.

COMMITTEE ACTION

- A. Board Consent Agenda
 1. Connect Fare Collection System: Administrative Fees (Resolution)

Ms. Liard provided background on the new Connect system InComm partnership which allows for expansion of Connect cards into retail locations. New Connect card purchases at store locations incur a \$5 fee, paid by the customer at the time of purchase, to cover the cost of the card and its packaging as well as the rack space at the store.

Ms. Liard explained STA proposed implementing two new processes regarding Connect cards, neither of which would apply to youth 18 years of age and under who receive Connect cards at no cost. The first implementation was to charge a \$5 administrative fee on all sales of the physical Connect card to promote consistency across all retail sales channels. This new card fee will be credited to the customer upon registration of their account.

The second implementation would be to charge a \$5 administrative fee for the replacement of lost, stolen, or damaged Connect cards with the intention of covering the cost of the card, and staff time to process and issue it.

Ms. Liard provided the results of the Title VI Fee Equity Analysis, which focused on the replacement fee, and showed there is no disparate impact and no disproportionate burden with the implementation of an administrative fee. Mr. Otterstrom clarified the analysis is based on the overall population rather than a particular group of people.

Mr. Kerns moved to recommend the Board authorize the CEO to implement a \$5 administrative fee for new Connect cards, a \$5 credit upon Connect card registration to offset the administrative fee and implement a \$5 administrative fee for the replacement of lost, stolen or damaged physical cards, excluding all cards issued to youth 18 years of age and under. Ms. Haley seconded the motion. Ms. Haley and Mr. Kerns voted yes. Ms. Wilkerson and Mr. Zappone voted no. A tied vote fails.

Ms. Clark stated there are no rules about whether a recommendation with a tie vote goes to Board Ops or straight to the Board, but it was her recommendation the next step is to go to the Board.

Discussion ensued about the STA budget revenue over surplus, grant funding requiring a healthy reserve balance, and the need for an equity statement.

Mr. Zappone asked to recommend an amendment.

Mr. Zappone moved to recommend the Board authorize the CEO to implement a \$5 administrative fee for new Connect cards, to be automatically loaded with a \$5 credit without registering, to offset the administrative fee and implement no administrative fee for the replacement of lost, stolen or damaged physical cards. Ms. Wilkerson seconded the motion. Ms. Wilkerson and Mr. Zappone voted yes. Ms. Haley and Mr. Kerns voted no. A tie vote fails.

Mr. Zappone asked to recommend a second amendment.

Mr. Zappone moved to recommend the Board authorize the CEO to implement a \$5 administrative fee for new Connect cards, to be automatically loaded with a \$5 credit without registering, to offset the administrative fee and implement a \$1 administrative fee for the replacement of lost, stolen or damaged physical cards, excluding cards issued to those who received discounted fares. Ms. Wilkerson seconded the motion. Ms. Wilkerson and Mr. Zappone vote yes. Ms. Haley and Mr. Kerns voted no. A tie vote fails.

There was discussion on the analysis of replacement fees charged at other transit agencies.

After two amendments failed to pass, the original recommendation was repeated.

Mr. Kerns moved to recommend the Board authorize the CEO to implement a \$5 administrative fee for new Connect cards, a \$5 credit upon Connect card registration to offset the administrative fee and implement a \$5 administrative fee for the replacement of lost, stolen or damaged physical cards, excluding all cards issued to youth 18 years of age and under. Ms. Haley seconded the motion. Mr. Kerns and Ms. Haley voted yes. Ms. Wilkerson and Mr. Zappone voted no. A tie vote fails.

B. Board Discussion Agenda (*none*)

4. REPORTS TO COMMITTEE

A. Spokane Public Schools Fare Cards

Mr. Zappone requested to make a motion to postpone the agenda item.

Mr. Zappone moved to recommend the Spokane Public Schools Fare Card be postponed until the May 3, 2023, PMER Committee meeting. Mr. Kerns, Ms. Haley and Ms. Wilkerson were opposed. The motion failed to pass.

Ms. Cortright provided background on the UTAP agreement branded Connect by SPS and explained how the partnership works in conjunction with the zero-fare Rider's License. STA requires fare card validation, which is important for data collection. She explained Spokane Public School (SPS) and STA have been examining the feasibility of converting student identification cards into compatible STA Connect cards for students with the goal of students only needing one card, not two. STA and SPS are exploring options and will continue discussing. SPS will evaluate the feasibility and will decide before the end of the school year.

5. CEO REPORT

- Ms. Meyer reported the March 2023 voter-approved sales tax revenue, collected on January 2023 sales, against a budget of \$7,564,336. The actual receipts were \$8,241,832, which is 9.0% above budget with a variance totaling \$677,496. Year-to-date is 4.0% above budget and totaling approximately \$1.1M.
- Ms. Meyer reported the House Transportation Budget and the Senate Transportation Budget both included \$50M for the Division BRT Project. This meets the original plan timeline and will still align with the North Spokane Corridor. The funding for the other grants STA has competed for were also included.

6. COMMITTEE INFORMATION

- A. February 2023 Operating Indicators
- B. March 2023 Sales Tax Revenue
- C. February 2023 Financial Results Summary
- D. May 2023 Service Change

7. MAY 3, 2023 – COMMITTEE MEETING DRAFT AGENDA REVIEW

The May 3, 2023, Performance Monitoring & External Relations Committee Meeting draft agenda was reviewed and there were no changes.

8. NEW BUSINESS

9. COMMITTEE MEMBERS' EXPRESSIONS

Ms. Wilkerson suggested STA needs an equity policy to focus on the cost of living and income for people in our community.

10. ADJOURN

With no further business to come before the Committee, Chair Haley adjourned the meeting at 4:00 p.m.

The next committee meeting will be held on Wednesday, May 3, 2023, at 1:30 p.m. via WebEx with an in-person option.

Respectfully submitted,

Molly Fricano

Molly Fricano

Executive Assistant to the Chief Operations Officer