

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

**BOARD OPERATIONS COMMITTEE MEETING**

Minutes of the September 13, 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*

**STAFF PRESENT**

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

**MEMBERS ABSENT**

None

**PROVIDING LEGAL COUNSEL**

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

**STAFF ABSENT**

Monique Liard, Chief Financial Officer

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**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 requested to add item "8A: Executive Session" to the agenda.

***Mr. French moved to approve the agenda as amended, Ms. Haley seconded, and the motion passed unanimously.***

**3. CHAIR'S COMMENTS**

Prior to the meeting Chair Kinnear and Ms. Meyer discussed a prospective agenda item for a Low-Income Fare. Chair Kinnear generally discussed the upcoming process of STA's Comprehensive Plan review, and noted until that review process happens, any discussion of pieces of the Comprehensive Plan should not be done independently. Mr. French noted the Comprehensive Plan work plan for

this year and next year will include a discussion related to fares next year. Mr. French also noted the various elements and considerations to be taken into account during the future fare discussion.

#### **4. COMMITTEE ACTION**

##### **A. July 12, 2023, Committee Minutes**

***Mr. French moved to approve the July 12, 2023, Committee meeting minutes as submitted, Ms. Haley 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 September 6, 2023.

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

Ms. Haley shared the items presented at the Performance Monitoring & External Relations Committee meeting on September 6, 2023. One item presented to the PMER Committee was a discussion of the 2022 Employee Engagement survey. Mr. French inquired why the 2022 Employee Engagement survey was brought before the PMER Committee instead of the Board Operations Committee. Ms. Haley and Ms. Meyer explained Councilmember Wilkerson and Councilmember Zappone requested that item be added to the Performance Monitoring & External Relations Committee agenda. Ms. Meyer explained the survey is a tool for management, but there is an agenda item on the same topic at this meeting. Mr. French expressed concern about expanding a committee's scope and requesting items out of proper order, and Board or committee members are improperly directing staff and resources. Discussion ensued. Ms. Meyer noted Agenda Item #8 will address the 2022 Employee Engagement survey and the tie vote at the PMER Committee.

#### **6. CITY LINE STEERING COMMITTEE MEMBER RECOGNITION**

Mr. Otterstrom recognized the members of the City Line Steering Committee for their service throughout the development of the City Line project. A Certificate of Recognition signed by STA's CEO, E. Susan Meyer, and Board of Directors Chair, Council President Lori Kinnear, will be provided to each committee member. Mr. Dunne shared his appreciation for this recognition of committee members.

***Mr. French moved to recommend the Board formally recognize, by resolution, the outstanding service made by members of the Central City Line Steering Committee, Ms. Haley seconded, and the motion passed unanimously.***

#### **7. DRAFT RULES OF PROCEDURE: APPROVAL**

Ms. Clark shared the draft of the Rules of Procedure with the Committee. The Committee discussed the revisions being proposed. Mr. French suggested allowing Ms. Clark to present the Draft Rules of Procedure and the associated changes contained in the current red-lined version at the Board meeting on September 21, 2023. Discussion about options to move forward in September or October ensued. Ms. Clark discussed a red-lined copy of the Draft Rules of Procedure with changes occurring since the Board Workshop in June 2023 to the Board at the September Board meeting.

The red-lined version and a clean version will be available to the Board members after the Board meeting.

***Ms. Haley moved to recommend the Board Operations Committee approve the Draft Rules of Procedure as presented to the Board, Mr. French seconded, and the motion passed unanimously.***

#### **8. 2022 EMPLOYEE ENGAGEMENT SURVEY RESULTS**

Dr. Cortright presented the same 2022 Engagement Survey results to the committee that was presented to the PMER Committee. Discussion ensued surrounding the purpose of the employee engagement survey as a management tool, and the confidentiality of the employee's surveys. The Committee discussed the committee discussion that occurred at the Performance Monitoring & External Relations Committee on September 6, 2023. Mr. Dunne stated he supports making the results of the 2022 Employee Engagement Survey available for the Board without additional historical results. Mr. French stated that purpose of the Board is to set policies that are in the best interest of the public and a historical perspective regarding the unions and the agency. Chair Kinnear noted that the survey does not provide useful information for the Board, and it is a good tool for management.

***Mr. French moved that the employee engagement survey is a management tool to be used by the CEO and management, and the management of the organization, and it should be left in the purview of the CEO to be used in a matter that promotes the best interest of the organization, and not to be considered by the Board, Ms. Haley seconded. Discussion ensued. Mr. French, Ms. Haley, and Chair Kinnear voted Yes, Mr. Dunne voted No, and the motion passed.***

#### **9. BOARD OF DIRECTORS AGENDA SEPTEMBER 21, 2023**

***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 OCTOBER 11, 2023**

There were no questions or comments.

#### **11. CEO REPORT**

Ms. Meyer shared details regarding the August 2023 voter-approved Sales Tax revenues. Ms. Meyer presented the City Line Preliminary Ridership Update.

#### **12. NEW BUSINESS**

There was no new business.

**13. EXECUTIVE SESSION** (*Etter, McMahon, Lamberson, Van Wert & Oreskovich, P.C.*)

At 2:55 p.m., the Chair advised the meeting would adjourn at the end of the Executive Session which was being called. There would be no action taken as a result of the Executive Session. Pursuant to RCW 42.30.110 (1)(g), at this time, the STA Board Operations Committee adjourned to an executive session for the purpose of:

1. To evaluate the qualifications of an applicant for public employment or to review the performance of a public employee

Ms. Clark advised the Executive Session would be approximately 20 minutes. After 20 minutes, staff were advised the committee members would be an additional 20 minutes. The regular Board Operations meeting resumed at 3:34 p.m. with no action and the meeting was adjourned as previously stated.

Respectfully submitted,

*Amie Blain*

Amie Blain  
Executive Assistant to the Chief Financial Officer