

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

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

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

COMMITTEE 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 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.

1. CALL TO ORDER AND ROLL CALL

Commissioner Kerns, Chair pro tem, called the meeting to order at 1:30 p.m. and roll call was conducted.

2. COMMITTEE CHAIR REPORT

Commissioner Kerns had no report at this time.

3. COMMITTEE APPROVAL

A. Minutes of the July 5, 2023, Committee Meeting

Mr. Zappone moved to approve the May 31, 2023, Committee meeting minutes. Ms. Wilkerson seconded, and the motion passed unanimously.

B. Citizen Advisory Committee Charter

Dr. Cortright provided background on the Citizen Advisory Committee (CAC) Charter and explained a charter review is conducted at least once every three years. Staff reviewed the charter and recommended business practice changes and language clean-up which were approved at the June 2023 CAC meeting. Dr. Cortright discussed the changes and language updates.

Mr. Zappone made a motion to recommend the Board approve the Charter for the Citizen Advisory Committee (CAC) with the following changes: *Article V Membership Qualifications and Responsibilities* for organizations include representation from different income levels and lived experience, and replace Fraternal and Civic Associations with Community Based Organizations; *Article VI Membership Selection Process* remove the use of the term “weighted value” regarding active participants in other organizations; and *Article VII Operating Guidelines* require travel to be pre-approved, Ms. Wilkerson seconded, and the motion passed unanimously.

C. Transit Vehicle Tire Lease Services Scope of Work

Mr. Ropez-Betty provided background on the Transit Vehicle Tire Lease Services Scope of Work which included the proposed contract terms and current contract details. He discussed the Cost estimate totaling \$3,992,779, and the proposed timeline with a new contract commencing on December 1, 2023.

Ms. Wilkerson made a motion to recommend the Board approve the general scope of work for Transit Vehicle Tire Lease Services and authorize the release of a request for proposals (RFP). Mr. Kerns seconded, and the motion passed unanimously.

4. COMMITTEE ACTION

A. Board Consent Agenda

1. Plaza and Boone Janitorial Services Award of Contract

Mr. Ropez-Betty provided background on the Request for Proposal (RFP) and the evaluation process. The Evaluation Committee determined Northwest Center Services (dba Argus) was the most qualified and cost-effective. The five-year contract for 2023-2028 will be \$653,528.40 and \$3,267,642 per contract life and will commence on October 1, 2023.

Ms. Wilkerson made a motion to recommend the Board approve the contract award for Plaza and Boone janitorial services to Northwest Center Services (dba Argus). Mr. Zappone seconded, and the motion passed unanimously.

B. Board Discussion Agenda (*none*)

5. REPORTS TO COMMITTEE

A. July Service Change Outreach

Mr. Otterstrom provided background on routing and schedule adjustments which will be implemented on July 16, 2023. He explained the outreach efforts taking place which will include volunteers on site at several locations to answer questions, and various materials to help inform passengers. Mr. Otterstrom discussed new routes, routes providing more frequent service and the full list of impacted routes.

6. CEO REPORT

- Ms. Meyer reported the June 2023 voter-approved sales tax revenue, collected on April 2023 sales, against a budget of \$9,223,669. The actual receipts were \$9,336,760 which is 1.1% below budget with a variance totaling \$103,091. Year-to-date is 2.0% above budget and totaling approximately \$1.1M. Further discussion ensued about the budget.
- Ms. Meyer discussed the details and itineraries for the City Line Launch events on July 15th and July 23rd. On Saturday, July 15th there will be community celebrations in five locations from 11am -2pm. Board members are invited to ride on the first City Line bus in service which will launch from Coeur d' Alene Park in Browne's Addition and will stop at each

celebration. Tuesday, July 18th there is breakfast and a ribbon cutting. Ms. Meyer provided a schedule of events and a list of the confirmed speakers.

7. SEPTEMBER 6, 2023 – COMMITTEE MEETING DRAFT AGENDA REVIEW

The September 6, 2023, Performance Monitoring & External Relations Committee Meeting draft agenda was reviewed and there were no changes.

8. NEW BUSINESS

- There was a request to add a high-level overview of the Employee Engagement Survey to the September PMER Committee meeting agenda.
- Discussion ensued about the agreement STA has with Spokane Public Schools regarding the new student passes and the agreement to split the cost of the student passes.
- There was discussion about how grant funding works for Zero-Fare for Youth and the requirements necessary to obtain the funding. It was also noted the importance of using cards to assist with reporting Zero-Fare for Youth ridership to the State as accurately as possible. Counting student ridership is also a benefit for Spokane Public Schools.
- The following items were requested to be further discussed at future PMER Committee meetings and Staff will schedule accordingly in the next few months.
 - Update on the City Line promotional period.
 - Inclement Weather Policy.
 - Monitor relations with Community Access Pass and UTAP partners by providing surveys.
 - North bank shuttle update.

9. COMMITTEE MEMBERS' EXPRESSIONS

10. ADJOURN

With no further business to come before the Committee, Commissioner Kerns adjourned the meeting at 3:00 p.m.

The next committee meeting will be held on Wednesday, September 6, 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