

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Minutes of the September 6, 2023, Meeting
Via Virtual WebEx

COMMITTEE MEMBERS PRESENT

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

COMMITTEE MEMBERS ABSENT

*Committee Chairwoman

STAFF PRESENT

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.

STAFF MEMBERS ABSENT

Brandon Rapez-Betty, Chief Operations Officer

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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 May 3, 2023, Committee Meeting
Ms. Wilkerson moved to approve the July 5, 2023, Committee meeting minutes. Mr. Kerns seconded, and the motion passed unanimously.
 4. COMMITTEE ACTION
 - A. Board Consent Agenda
 1. Laundered Uniforms and Related Supplies Award of Contract
Ms. Liard provided background on the Request for Proposals (RFP) process and explained the solicitation closed with no bidders. Staff is recommending a direct contract with Unifirst Via Sourcewell Cooperative Purchasing Agreement. Ms. Liard explained the contract will begin on October 2, 2023, and end on February 28, 2029. The contract price totals \$794,026. There will be an overlap with the current AlSCO contract to allow for a transition period to prepare and measure garments.

Mr. Kerns moved to recommend the Board of Directors authorize the CEO to execute a five-year and five-month contract with Unifirst Corporation for Laundered Uniforms and Related Supplies, using Sourcewell Contract 040920, for a total value of \$794,026. Ms. Wilkerson seconded, and the motion passed unanimously.

B. Board Discussion Agenda (none)

5. REPORTS TO COMMITTEE

A. 2022 State Audit Exit Briefing

Ms. Liard explained on August 30, 2023, the Washington State Auditor's Office held an Audit Exit Conference with STA staff regarding the 2022 Audit results.

Alex Lycan, Audit Supervisor, and Walter Green, Audit Lead, briefed the Committee on the 2022 Audit results. The State Auditor's Office determined STA's financial statements were fairly presented as of December 31, 2022.

B. 2022 Employee Engagement Survey

Dr. Cortright explained the Employee Engagement Survey was conducted by Critical Data at the last all-employee meeting in October 2022 which was the first survey since 2020 due to the pandemic. Dr. Cortright discussed the satisfaction ratings, levels, and the main takeaways of the survey. She noted soon after the survey, a contract extension for 1015 was proposed by management and approved by employees, and a wage reopener took place with ATU 1598 and AFSCME 3939 which resulted in pay increases for staff. Dr. Cortright also discussed the new ways the Communications Team is helping employees to stay more informed.

Discussion ensued about the historical comparison of previous surveys and whether the request to see previous surveys should go to the Board.

Ms. Wilkerson moved to recommend the Board review the most current Employee Engagement Survey and review surveys from the past five years. Ms. Wilkerson and Mr. Zappone voted yes. Mr. Kerns and Ms. Haley voted no. The vote was tied. The motion failed.

Since the motion did not pass, further discussion about the Employment Engagement Survey will go to the Board Operations Committee.

C. Zero-Fare for Youth Update

Dr. Cortright provided background on the Board Approved Zero-Fare for Youth program and explained the options youth can use to ride the bus. She discussed the STA partnerships with Spokane Public Library, Spokane County Library, and Liberty Lake Municipal Library to distribute Rider's Licenses to youth. Dr. Cortright provided an update on the new Spokane Public School (SPS) combined Connect card which is also a SPS District identification card. October through June there were an average of 117,454 youth rides per month and approximately 76% used a Connect card.

Discussion ensued about how to better communicate the Zero-Fare for youth program and the necessity of using connect cards.

D. Extreme Conditions Procedure Report

Ms. Meyer explained the STA Extreme Conditions Procedure which enables coach operators to make fare exceptions for customers who are traveling to and from cooling, safe air and warming centers, and cannot afford fare payment. This unique fare exception will be available when temperatures reach 95 degrees or higher, and air quality index is 201 or above. For warming centers, STA is reviewing what makes most sense operationally, but a determination has not been made yet.

E. Potential North Bank Shuttle Update

Mr. Otterstrom provided an update on the potential North Bank Shuttle which included explaining existing conditions, existing service, and planned improvements and revisions. He also discussed possible enhancements which could be implemented as early as 2024. The next update will be later in the fall.

6. CEO REPORT

- Ms. Meyer reported the August 2023 voter-approved sales tax revenue, collected on June 2023 sales, against a budget of \$10,291,837. The actual receipts were \$10,624,848 which is 3.2% above budget with a variance totaling \$333,011. Year-to-date is 2.6% above budget and totaling approximately \$1.9M.
- Ms. Meyer provided an update on City Line ridership from July 16, 2023, through September 2, 2023, which showed ridership is trending up. The comparison included the top four routes; 25 Division, 4 Monroe-Regal, 90 Sprague and City Line which represent 37% of all system ridership. Ms. Meyer explained software for Automatic Passenger Counters (APCs) is still being calibrated and validated.

Mr. Otterstrom reported the top ten locations for riders to get on and off the bus from August 28, 2023 through September 1, 2023, which was data from a preliminary APC report. The Spokane Community College City line station has the highest activity for both arrivals and departures.

7. OCTOBER 4, 2023 – COMMITTEE MEETING DRAFT AGENDA REVIEW

The October 4, 2023, Performance Monitoring & External Relations Committee Meeting draft agenda was reviewed and there were no changes.

8. NEW BUSINESS

There was discussion about the Community Access Pass (CAP) survey and the plan to have it completed before the end of the year. Conducting a UTAP survey will be discussed.

COMMITTEE MEMBERS' EXPRESSIONS

Ms. Liard was congratulated on a successful state audit, and Mr. Rapez-Betty was commended for the way he handled STA's involvement with the Medical Lake fire evacuations.

9. ADJOURN

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

The next committee meeting will be held on Wednesday, October 4, 2023, at 1:30 p.m. via WebEx with an in-person option.

Respectfully submitted,

Molly Fricano

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Executive Assistant to the Chief Operations Officer