

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

BOARD OPERATIONS COMMITTEE MEETING

Minutes of the July 16, 2025, Meeting

Spokane Transit Authority, 1230 W. Boone Avenue, Spokane, WA
w/ Virtual Public Viewing Option

MEMBERS PRESENT

Lance Speirs, Small Cities Representative
(Medical Lake), *Chair Pro Tempore*
Kitty Klitzke, City of Spokane
Al French, Spokane County
Tim Hattenburg, City of Spokane Valley
Non-Voting
Karl Otterstrom, Interim Co-CEO,
Ex Officio
Brandon Rapez-Betty, Interim Co-CEO,
Ex Officio

MEMBERS ABSENT

Pam Haley, City of Spokane Valley, *Chair*

STAFF PRESENT

Carly Cortright, Chief Communications &
Customer Service Officer
Kade Peterson, Chief Information Officer
Nancy Williams, Chief Human Resources Officer
Tammy Johnston, Interim Chief Financial Officer
Dana Infalt, Clerk of the Authority
Amie Blain, Executive Assistant to the Chief Financial
Officer and Chief Information Officer

STAFF ABSENT

None

PROVIDING LEGAL COUNSEL

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

1. **CALL TO ORDER AND ROLL CALL**

In the absence of Chair Haley, Chair Pro Tempore Speirs called the meeting to order at 1:30 p.m. Ms. Infalt conducted roll call.

2. **APPROVE COMMITTEE AGENDA**

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

3. **CHAIR'S COMMENTS**

None

4. COMMITTEE ACTION

A. June 11, 2025, Committee Meeting Minutes

Mr. French moved to approve the June 11, 2025, Committee meeting minutes as submitted. Mr. Speirs seconded, and the motion passed unanimously.

5. BOARD ATTENDANCE REVIEW

The attendance report was reviewed, and no major issues were identified.

6. LOW-INCOME FARE PILOT PROGRAM (RESOLUTION)

Dr. Cortright presented this item to the Board Operations Committee. On July 9, 2025, the PMER Committee reviewed a proposal for a Low-Income Fare Pilot Program intended to make transit more affordable and increase ridership. Staff explained that the program would provide a 50% fare discount for eligible riders and presented four implementation options with different eligibility criteria and verification methods. Cost estimates and potential ridership impacts were discussed for each option.

The recommendation at the PMER Committee meeting was to move forward with an approach combining Alternatives 1 & 2, starting with a small pilot and expanding to a broader enrollment option. The PMER Committee also discussed an amendment to include additional eligibility categories. After discussion, the PMER Committee agreed to forward the proposal to the full Board for consideration, with the understanding that the program will be monitored and adjusted as needed.

During the Board Operations Committee meeting, there was a detailed discussion on the program including presentation of alternatives, cost analysis, and recommendations. Concerns and support were expressed by various members regarding fare equity, public safety, and socioeconomic benefits. The Board Operations Committee recommended combining Alternatives 1 & 2 for implementation.

Ms. Klitzke moved to recommend Alternatives 1 & 2 to the full Board with annual review by PMER. Mr. Speirs seconded. Mr. Speirs and Ms. Klitzke voted yes, Mr. French voted no, and the motion passed 2-1.

7. APPOINTMENT OF VOTING MEMBER TO BOARD OPERATIONS COMMITTEE

Mr. Otterstrom explained that the STA Board Chair, Ms. Haley, will be on a temporary leave of absence. Under STA's governance structure, the Board Operations Committee must include representation from each jurisdiction as voting members. During the Chair's absence, the Chair Pro Tem, Lance Speirs, will preside over Board and Board Operations Committee meetings. To maintain representation for the City of Spokane Valley, staff recommended appointing Councilmember Tim Hattenburg as a voting member of the Board Operations Committee during this temporary period.

Mr. French moved to recommend the Board approve, by motion, Councilmember Tim Hattenburg as a voting Member of the 2025 Board Operations Committee on behalf of the City of Spokane Valley during the temporary absence of Mayor Pam Haley. Mr. Speirs seconded, and the motion passed unanimously.

8. COMMITTEE CHAIR REPORTS

A. Tim Hattenburg, Chair, Planning & Development (P&D)

Mr. Hattenburg shared the items presented at the Planning & Development Committee meeting on July 9, 2025.

B. Lance Speirs, Chair, Performance Monitoring & External Relations

Chair Pro Tempore Speirs shared the items presented at the Performance Monitoring & External Relations meeting on July 9, 2025.

9. BOARD OF DIRECTORS DRAFT AGENDA JULY 24, 2025

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

10. BOARD OPERATIONS COMMITTEE DRAFT AGENDA SEPTEMBER 10, 2025

There were no questions or comments.

11. CEO REPORT

Mr. Rapez-Betty introduced the new Deputy Chief of Operations, Andrew Casper, and announced a Hydrogen Fuel Cell Bus Demo opportunity for the Board Members.

Mr. Otterstrom shared the June 2025 voter-approved sales tax revenues representing April 2025 sales. Actual was \$9.3M, compared to the budget of \$9.6M, for a 3.0% difference, or \$0.3M. Year-to-date results are 0.6% below budget.

The Co-CEOs provided updates on several key areas. Ridership highlights included strong performance during Hoopfest, with over 31,000 system rides and 1,163 Hoop Loop rides, and record-breaking Independence Day ridership, the highest in STA's history.

The Co-CEOs announced that T. Robert Hamud will join STA as Chief Financial Officer on August 1, bringing extensive municipal finance experience. Appreciation was expressed to the Interim CFO, Tammy Johnston, and staff for their efforts during the vacancy.

The report also covered STA's emergency response to a wildfire near Spokane Falls Community College, where STA assisted in evacuating approximately 150 people and several animals using multiple buses, vans, and supervisor vehicles. Service impacts were managed with detours and temporary route adjustments.

Marketing and outreach updates included the success of the Double-Decker "Jaws" promotional campaign, which generated significant engagement across social media platforms, and the Golden Ticket scavenger hunt leading to a public debut of the double-decker bus at the Cheney Rodeo Parade. Social media analytics showed strong engagement, with nearly one million impressions across platforms in the past 90 days.

12. NEW BUSINESS

None

13. EXECUTIVE SESSION

Ms. Clark advised the purpose of the Executive Session was in accordance with RCW 42.30.110(1)(b); *“considering the selection of a site or the acquisition of real estate by lease or purchase when public knowledge regarding such consideration would cause a likelihood of increased price.”*

The Committee entered Executive Session at 2:59 p.m., with a 10-minute projected timeframe. At 3:07 p.m., the Executive Session ended, and the meeting was called back into open session.

14. ADJOURN

With no further business to come before the Committee, Chair Pro Tempore Speirs adjourned the meeting at 3:07 p.m.

Respectfully submitted,

Amie Blain

Amie Blain
Executive Assistant to the Chief Financial Officer and Chief Information Officer