

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

BOARD OPERATIONS COMMITTEE MEETING

Minutes of the November 12, 2025, Meeting

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

MEMBERS PRESENT

Pam Haley, City of Spokane Valley, *Chair*
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, STA CEO, *Ex Officio*

STAFF PRESENT

Brandon Rapez-Betty, Chief Operations Officer
Carly Cortright, Chief Communications &
Customer Service Officer
Emily Poole, Interim Chief Planning &
Development Officer
Kade Peterson, Chief Information Officer
Nancy Williams, Chief Human Resources Officer
Robert Hamud, Chief Financial Officer
Dana Infalt, Clerk of the Authority
Amie Blain, Executive Assistant to the Chief Financial
Officer and Chief Information Officer

MEMBERS ABSENT

None

STAFF ABSENT

None

PROVIDING LEGAL COUNSEL

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

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

Chair Haley called the meeting to order at 1:30 p.m. Ms. Infalt conducted roll call.

2. **APPROVE COMMITTEE AGENDA**

**Mr. Speirs moved to approve the agenda as amended with the removal of the Executive Session.
Ms. Klitzke seconded, and the motion passed unanimously.**

3. **CHAIR'S COMMENTS**

None

4. COMMITTEE ACTION

A. October 8, 2025, Committee Meeting Minutes

Mr. Speirs moved to approve the October 8, 2025, Committee meeting minutes as submitted. Ms. Klitzke seconded, and the motion passed unanimously.

5. BOARD OPERATIONS COMMITTEE WORK PROGRAM

Mr. Otterstrom presented the Draft 2026 Work Program to the Committee. The proposal involves organizing the work program into “buckets” as follows: Board Governance, CEO Performance, Board Leadership, and Other Activities. The work program will be reviewed and updated based upon committee member feedback, presented to the Committee at the Board Operations Committee meeting in December 2025, and finalized in February 2026.

6. CEO ANNUAL PERFORMANCE MEASURES

Chair Haley facilitated a discussion of the Committee to gather input on key elements of the CEO performance evaluation process and annual performance measures. The Committee focused on aligning CEO expectations with the agency’s strategic plan and overall goals. Committee members discussed key areas such as operational efficiency, financial stewardship, community and employee engagement, organizational culture, workforce leadership, and innovation. Committee members also noted the importance of integrating CEO performance measures with agency-wide measures and balancing quantitative data with qualitative indicators. The Committee noted that any review of the CEO’s performance should be conducted in an executive session. Mr. Otterstrom will bring back a proposed evaluation framework for Committee consideration at the Board Operations Committee meeting on December 10, 2025.

7. CONNECT 2035 FUNDING REQUIREMENTS PUBLIC OUTREACH PLAN

Dr. Cortright presented the Connect 2035 Funding Requirements Outreach Plan to the Committee. She discussed the funding requirements and the next steps following the recent Board workshop, including a formal outreach plan to the community with outreach strategies and goals. Dr. Cortright also explained the three scenarios of STA’s sales tax initiative. Members emphasized the importance of accurate media engagement and suggested approaches such as editorial board meetings and creating official podcasts or short video updates to ensure consistent messaging. The outreach effort will begin with the Citizen Advisory Committee on December 10, followed by committee reviews and updates through early 2026. The Board of Directors will receive a final report on outreach outcomes and approve any adjustments to the Connect 2035 plan.

8. COMMITTEE CHAIR REPORTS

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

Mr. Hattenburg shared the items presented at the Performance Monitoring & External Relations meeting on November 5, 2025.

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

Mr. Speirs shared the items presented at the Performance Monitoring & External Relations meeting on November 5, 2025.

9. BOARD OF DIRECTORS DRAFT AGENDA NOVEMBER 20, 2025

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

10. BOARD OPERATIONS COMMITTEE DRAFT AGENDA DECEMBER 10, 2025

Mr. Otterstrom noted the addition of the agenda items including the Board Attendance Review, the New Board Member Orientation Plan, and the CEO Annual Performance Measures in lieu of the removal of the Executive Session – CEO Annual Performance Measures.

11. CEO REPORT

Mr. Otterstrom presented the CEO report, noting that sales tax revenue was 0.9% above budget YTD at \$0.9M, 2.8% above the October 2024 actuals at \$0.3M, and 1.9% above 2024 actuals at \$1.9M. Mr. Hamud explained that the construction category was impacted by the concrete strike in August 2025, but it is expected to recover.

12. NEW BUSINESS

None

13. EXECUTIVE SESSION

The Executive Session was cancelled.

14. ADJOURN

With no further business to come before the Committee, Chair Haley adjourned the meeting at 2:51 p.m.

Respectfully submitted,

Amie Blain

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