

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

## BOARD OPERATIONS COMMITTEE MEETING

Wednesday, December 10, 2025

1:30 p.m. – 3:00 p.m.

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

### AGENDA

1. Call to Order and Roll Call
  2. Approve Committee Agenda (*Haley*)
  3. Chair's Comments (*Haley*) (*5 minutes*)
  4. Committee Action/Discussion (*5 minutes*)
    - A. Minutes of the November 12, 2025, Committee Meeting – Corrections/Approval
  5. Committee Action/Discussion (*20 minutes*)
    - A. Consent Agenda
      - i. 2026 Board & Committee Meeting Calendar (*Infalt*)
      - ii. Proposed CEO Performance Evaluation Framework (*Otterstrom*)
  6. Board Attendance Review (*Otterstrom*) (*5 minutes*)
  7. 2026 Board Operations Committee Work Program (*Otterstrom*) (*5 minutes*)
  8. New Board Member Orientation Plan (*Otterstrom*) (*15 minutes*)
  9. Committee Chair Reports (*10 minutes*)
    - A. Tim Hattenburg, Planning & Development
    - B. Lance Speirs, Performance Monitoring & External Relations
  10. Board of Directors Draft December 18, 2025, Meeting Agenda – Corrections/Approval (*Otterstrom*) (*5 minutes*)
  11. Board Operations Committee Draft January 7, 2026, Meeting Agenda – Information (*Otterstrom*) (*5 minutes*)
  12. CEO Report (*Otterstrom*) (*5 minutes*)
  13. New Business
  14. Executive Session (*Etter, McMahon*) (*10 minutes*)

*RCW 42.30.110(1)(b) To consider 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;*
  15. Adjourn
- Next Committee Meeting: Wednesday, January 7, 2026, at 1:30 p.m. in person with virtual public viewing option.

Virtual Link: Join [here](#)

Meeting ID: 290 126 207 271 6

Password: km6jY76T

Call-in Number: 1-509-824-1714

Conference ID: 401 522 887#

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting at the STA's website: [www.spokanetransit.com](http://www.spokanetransit.com). Discussions concerning matters to be brought to the Board are held in Committee meetings. The public is welcome to attend and participate. Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act. For more information, see [www.spokanetransit.com](http://www.spokanetransit.com). Upon request, alternative formats of this information will be produced for people who are disabled. The meeting facility is accessible for people using wheelchairs. For other accommodations, please call 325-6094 (TTY Relay 711) at least forty-eight (48) hours in advance.

**SPOKANE TRANSIT AUTHORITY**  
**BOARD OPERATIONS COMMITTEE MEETING**

December 10, 2025

**AGENDA ITEM 2 :** APPROVE COMMITTEE AGENDA

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Pam Haley, STA Board Chair

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**SUMMARY:** At this time, the Board Operations Committee will review and approve the meeting agenda with any revisions provided.

**RECOMMENDATION TO COMMITTEE:** Approve Board Operations Committee agenda.

**SPOKANE TRANSIT AUTHORITY**  
**BOARD OPERATIONS COMMITTEE MEETING**

December 10, 2025

**AGENDA ITEM 3 :** BOARD OPERATIONS COMMITTEE CHAIR'S COMMENTS

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Pam Haley, STA Board Chair

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**SUMMARY:** At this time, the Committee Chair will have an opportunity to comment on various topics of interest regarding Spokane Transit.

**RECOMMENDATION TO COMMITTEE:** Information only.

**SPOKANE TRANSIT AUTHORITY**  
**BOARD OPERATIONS COMMITTEE MEETING**

December 10, 2025

**AGENDA ITEM 4A :** MINUTES OF THE NOVEMBER 12, 2025, COMMITTEE MEETING –  
CORRECTIONS AND/OR APPROVAL

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Amie Blain, Executive Assistant to the Chief Financial Officer and Chief  
Information Officer

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**SUMMARY:** The November 12, 2025, meeting minutes are attached for your information and correction and/or approval.

**RECOMMENDATION TO COMMITTEE:** Corrections and/or approval.

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

**BOARD OPERATIONS COMMITTEE MEETING**

Draft 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.

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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

**SPOKANE TRANSIT AUTHORITY**

**BOARD OPERATIONS COMMITTEE MEETING**

December 10, 2025

**AGENDA ITEM 5Ai :** 2026 BOARD & COMMITTEE MEETING CALENDAR – RECOMMENDATION

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** Dana Infalt, Clerk of the Authority

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**SUMMARY:** Attached for review is the proposed schedule for the 2026 STA Board and Committee meetings. All meetings will be held in person at Spokane Transit Authority (STA), 1230 West Boone Avenue and will include an option to join virtually.

The proposed meeting schedule is summarized as follows:

- **Planning and Development (P&D) Committee** meets the first Wednesday of each month at 10:00 a.m.
- **Performance Monitoring and External Relations (PMER) Committee** meets the first Wednesday of each month at 1:30 p.m.
- **Board Operations Committee** meets the second Wednesday of each month at 1:30 p.m.
- **Citizen Advisory Committee** meets on the second Wednesday of each month at 5:00 p.m.
- **Board of Directors** meets on the third Thursday of each month at 1:30 p.m.

**Exceptions to the Schedule** (noted in red on the attached calendar):

- **January:** Board of Directors will meet the 4<sup>th</sup> Thursday (1/22, one week later than usual).  
There are no P&D, PMER, or CAC committee meetings scheduled in January.
- **August:** There are no Board or Committee meetings scheduled in August.
- **September:** Committee meetings will be held one week early with P&D and PMER being September 30 and Board Operations being October 7.

**RECOMMENDATION TO COMMITTEE:** Review and recommend the Board approve, by motion, the 2026 Board and Committee Meeting calendar.

**SPOKANE TRANSIT AUTHORITY**

**DRAFT 2026 BOARD & COMMITTEE MEETING SCHEDULE**

**All Committee and Board Meetings to be held in person at Spokane Transit.**

*A virtual joining option will be available.*

<b>Board Meetings (Third Thursday) 1:30pm-3:00pm</b>	<b>Planning &amp; Development Committee (First Wednesday) 10:00am-11:30am</b>
<i>January 22 (1 Week late)</i>	<i>January – No meeting scheduled</i>
February 19	February 4
March 19	March 4
April 16	April 1
May 21	May 6
June 18	June 3
July 16	July 1
<i>August - No meeting scheduled</i>	<i>August – No meeting scheduled</i>
September 17	September 2
October 15	<i>September 30 (1 week early)</i>
November 19	November 4
December 17	December 2
<b>Board Operations Committee (Second Wednesday) 1:30pm-3:00pm</b>	<b>Performance Monitoring &amp; External Relations (First Wednesday) 1:30pm-3:00pm</b>
January 14	<i>January – No meeting scheduled</i>
February 11	February 4
March 11	March 4
April 8	April 1
May 13	May 6
June 10	June 3
July 8	July 1
<i>August - No meeting scheduled</i>	<i>August – No meeting scheduled</i>
September 9	September 2
<i>October 7 (one week early)</i>	<i>September 30 (1 week early)</i>
November 11	November 4
December 9	December 2
<b>Citizen Advisory Committee (Second Wednesday) 5:00pm-6:30pm</b>	
<i>January - No meeting scheduled</i>	July 8
February 11	<i>August - No meeting scheduled</i>
March 11	September 9
April 8	<i>October 7 (one week early)</i>
May 13	November 11
June 10	December 9
<b>2026 Board Workshop Schedule</b>	
1 <sup>st</sup> Quarter 2025 – TBD	
2 <sup>nd</sup> Quarter 2025 - TBD	
3 <sup>rd</sup> Quarter 2025 - TBD	
4 <sup>th</sup> Quarter 2025 - TBD	

**SPOKANE TRANSIT AUTHORITY**  
**BOARD OPERATIONS COMMITTEE MEETING**

December 10, 2025

**AGENDA ITEM 5Aii :** PROPOSED CEO PERFORMANCE EVALUTION FRAMEWORK

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Karl Otterstrom, Chief Executive Officer

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**SUMMARY:** At the November 12, 2025, Board Operations Committee meeting, members discussed key performance categories and priorities for CEO evaluation. Feedback and suggestions have informed the draft framework for CEO performance review that, subject to Committee refinement and action, could be forwarded to the Board of Directors for approval.

The draft framework is attached for review, including the proposed purpose, goal, and objectives. The general framework of performance measures is also included.

**RECOMMENDATION TO COMMITTEE:** Review and recommend the Board approve, by motion, the proposed CEO performance evaluation framework.

# CEO Performance Evaluation Framework

Draft 12/5/2025

<b>Purpose</b>
Establish a framework for evaluating the performance of the Chief Executive Officer to ensure he provides the highest level of service to STA.
<b>Performance Goal</b>
The CEO advances the vision and mission of STA by delivering progress on agency priorities, moving forward on strategic plans and initiatives, and leading in a way that cultivates a vibrant work culture and collaborative community influence.
<b>Performance Objective #1</b>
Deliver on STA's organizational priorities to ensure safety, earn and retain the community's trust, provide outstanding customer service, enable organizational success, and exemplify financial stewardship.
<b>Associated Measures:</b> Annual Performance Measures as approved each year by the STA Board of Directors (typically in December for the following year).
<b>Performance Objective #2</b>
Move STA's strategic goals forward by implementing projects and initiatives identified in agency plans and programs.
<b>Associated Measures:</b> <i>STA Moving Forward</i> Project Delivery tracking, <i>Connect 2035</i> headline performance measures and initiatives delivery.
<b>Performance Objective #3</b>
Lead in a way that enhances the agency's culture, cultivating trust, belonging, respect, engagement, and learning. Energetically invest time and attention into building collaborative relationships, contributing positive to the region as a leader and public servant.
<b>Associated Measures:</b> <i>In development. Proposed to be reviewed during the Committee meeting.</i>
<b>Evaluation Process</b>
The annual evaluation process is formally conducted near the end of each calendar year, with a mid-year check-in.
<b>Year-end evaluation and measurement development:</b>
<ul style="list-style-type: none"><li>• October: The CEO provides a confidential report to STA Board members, reflecting on the measures and results represented.</li><li>• November: Board Operations Committee evaluates the CEO based on the performance results and the CEO's accompanying reflections.</li><li>• December: The CEO works with Board Operations Committee to confirm/update performance measures for the coming year for Board approval.</li></ul>
<b>Semi-annual check-in:</b>
<ul style="list-style-type: none"><li>• May-June: The CEO provides a confidential report to STA Board members on progress toward the annual performance measures. The Board Operations Committee may gather feedback to share with the CEO.</li></ul>

**SPOKANE TRANSIT AUTHORITY**  
**BOARD OPERATIONS COMMITTEE MEETING**

December 10, 2025

**AGENDA ITEM 6 :** BOARD ATTENDANCE REVIEW – INFORMATION

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Karl Otterstrom, Chief Executive Officer

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**SUMMARY:** Board member attendance is tracked at Committee and Board meetings throughout the year. The attendance records from July 1, 2025, through November 30, 2025, have been reviewed and reveal no issues. The attendance records will be available at the meeting.

**RECOMMENDATION TO COMMITTEE:** Information only.

**SPOKANE TRANSIT AUTHORITY**  
**BOARD OPERATIONS COMMITTEE MEETING**

December 10, 2025

**AGENDA ITEM 7 :** 2026 BOARD OPERATIONS COMMITTEE WORK PROGRAM

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Karl Otterstrom, Chief Executive Officer  
Pam Haley, Chair

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**SUMMARY:** The CEO will present a draft 2026 Board Operations Committee work program. While it is not expected to be approved until February 2026, the Committee will have an opportunity to provide additional input at this time.

**BACKGROUND:** According to Board Resolution No. 832-24, the Board Operations Committee is responsible for the effective functioning of the Board of Directors and the Board-CEO working relationship, among other duties assigned therein. In 2024, the Committee approved a work program to aid in calendaring its activities and ensuring key activities are considered. While not required, Committee members have continued to express a desire to have an annual work program.

In October 2025, the CEO introduced the opportunity to develop a work program for 2026 and received initial input from Committee members. In November 2026, the CEO presented a preliminary work program, proposing to organize activities into four topical areas, or work program “buckets,” as follows:

- Board Governance
- CEO Performance
- Board Leadership
- Other Activities

Based on feedback from the Committee, an updated draft 2026 Board Operations Committee Work program is attached for further consideration. Based on past guidance from the Committee, the final work program is anticipated to be brought forward for approval in February 2026.

**RECOMMENDATION TO COMMITTEE:** For discussion.

## Updated Draft Board Operations Committee Work Program

Month	Agenda Item/Related Activity	
February	2026 Work program approval	● (OA)
	CEO/Chair orientation with new members	● (BL)
	Identify/recommend Board member attendance at APTA and other travel	● (BL)
March	Board member facility tours	● (BL)
April	Board member facility tours	● (BL)
May	HB 1418 Board composition discussion	● (BG)
June	Bylaws Review – Initial draft	● (BG)
July	Bylaws Review – Revised draft for Board review and input	● (BG)
September	Bylaws Review – Proposed Bylaw revisions for recommendation, adoption by Board	● (BG)
October	Board leadership feedback and review discussion	● (BL)
November	CEO performance review	● (CEO)
	2027 Work program draft review	● (OA)
December	CEO Performance review	● (CEO)
	2027 Work program revised draft	● (OA)
January	Committee assignments, including committee chairs	● (BG)

### Board Operations Work Program “Buckets”



Board Governance  
(BG)



CEO Performance  
(CEO)



Board Leadership  
(BL)



Other Activity  
(OA)

**SPOKANE TRANSIT AUTHORITY**  
**BOARD OPERATIONS COMMITTEE MEETING**

December 10, 2025

**AGENDA ITEM 8 :** NEW BOARD MEMBER ORIENTATION PLAN

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Karl Otterstrom, Chief Executive Officer

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**SUMMARY:** In previous years, orientation for new STA Board Members has included a meeting and opportunity to meet STA Executive Staff, review key documents, and a tour of STA facilities.

At this time, staff will seek committee member input on the 2026 Board Member Orientation plan.

**RECOMMENDATION TO COMMITTEE:** For discussion.

**SPOKANE TRANSIT AUTHORITY**  
**BOARD OPERATIONS COMMITTEE MEETING**

December 10, 2025

**AGENDA ITEM 9A :** PLANNING & DEVELOPMENT COMMITTEE CHAIR REPORT

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Tim Hattenburg, Chair, Planning & Development

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**SUMMARY:** At this time, the Committee Chair will review the December 10, 2025, committee meeting and draft February 4, 2026, meeting agenda as part of the report. Agendas are attached.

**RECOMMENDATION TO COMMITTEE:** Receive report.

Spokane Transit Authority  
1230 West Boone Avenue  
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(509) 325-6000

## PLANNING & DEVELOPMENT COMMITTEE MEETING

Wednesday, December 3, 2025

10:00 a.m. – 11:30 a.m.

**Northside Conference Room**  
**Spokane Transit Authority**  
**1230 W. Boone Avenue, Spokane, WA**  
*w/Virtual Public Viewing Option Link Below*

### AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report (5 minutes)
3. Committee Action (15 minutes)
  - A. Minutes of the November 5, 2025, Committee Meeting – *Corrections/Approval*
  - B. Draft 2026 Planning & Development Committee Work Program: Finalize and Approve (Poole)
4. Committee Action
  - A. Board Consent Agenda (15 minutes)
    1. 2026-2029 Title VI Program: Adoption (Resolution) (Poole)
  - B. Board Discussion Agenda (20 minutes)
    1. Final Proposed 2026 Budget (Resolution) (Hamud)
5. Report to Committee (10 minutes)
  - A. Division Street Bus Rapid Transit: Design and Public Outreach Update (Poole)
6. CEO Report (Otterstrom) (15 minutes)
7. Committee Information
8. Review February 4, 2026, Committee Meeting Draft Agenda (*No January meeting*)
9. New Business (5 minutes)
10. Committee Members' Expressions (5 minutes)
11. Adjourn

Next Committee Meeting: Wednesday, February 4, 2026, at 10:00 a.m. in person.

Virtual Link:	Join <a href="#">here</a>	
Password:	<b>Members:</b> 2025	<b>Guests:</b> Guest
Call-in Number:	1-408-418-9388	Event #: 2486 350 2893

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## PLANNING & DEVELOPMENT COMMITTEE MEETING

Wednesday, February 4, 2026

10:00 a.m. – 11:30 a.m.

**Northside Conference Room**  
**Spokane Transit Authority**  
**1230 W. Boone Avenue, Spokane, WA**  
*w/Virtual Public Viewing Option Link Below*

### DRAFT AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report *(5 minutes)*
3. Committee Action *(5 minutes)*
  - A. Minutes of the December 3, 2025, Committee Meeting – *Corrections/Approval*
4. Committee Action
  - A. Board Consent Agenda
  - B. Board Discussion Agenda
5. Report to Committee *(50 minutes)*
  - A. Draft 2026 Planning & Development Committee Work Program: Review *(Poole)*
  - B. 2026-2031 Transit Development Plan: Overview *(Poole)*
  - C. Wellesley Corridor Development Plan: Report on Existing Conditions & Schedule Engagement *(Poole)*
  - D. Connect Spokane Minor Update: Draft Review *(Poole)*
  - E. Transit Oriented Development Pilot Update *(Poole)*
6. CEO Report *(Otterstrom) (15 minutes)*
7. Committee Information
8. Review March 4, 2026, Committee Meeting Draft Agenda *(5 minutes)*
9. New Business *(5 minutes)*
10. Committee Members' Expressions *(5 minutes)*
11. Adjourn

Next Committee Meeting: Wednesday, March 4, 2026, at 10:00 a.m. in person.

Virtual Link:	Join <a href="#">here</a>	
Password:	<b>Members:</b> 2026	<b>Guests:</b> Guest
Call-in Number:	1-408-418-9388	Event #: XXXX XXX XXXX

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**SPOKANE TRANSIT AUTHORITY**  
**BOARD OPERATIONS COMMITTEE MEETING**

December 10, 2025

**AGENDA ITEM 9B :** PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE  
CHAIR REPORT

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Lance Speirs, Chair, Performance Monitoring & External Relations

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**SUMMARY:** At this time, the Committee Chair will review the December 10, 2025, committee meeting and draft February 4, 2026, meeting agenda as part of the report. Agendas are attached.

**RECOMMENDATION TO COMMITTEE:** Receive report.

## PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, December 3, 2025

1:30 p.m. – 3:00 p.m.

**Northside Conference Room**  
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### AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report (5 minutes)
3. Committee Action (5 minutes)
  - A. Minutes of November 5, 2025, Committee Meeting - *Corrections/Approval*
  - B. Draft 2026 Performance Monitoring & External Relations Committee Work Program - Finalize and Approve (*Rapez-Betty*)
4. Committee Action (15 minutes)
  - A. Board Consent Agenda
    1. 2026 Performance Measures (*Rapez-Betty*)
    2. Farebox Replacement - Award of Contract (*Cortright*)
  - B. Board Discussion Agenda (5 min)
    1. 2026 State Legislative Focus and Priorities Approval (*Cortright*)
5. Reports to Committee (35 minutes)
  - A. Connect 2035 Funding Requirements Public Outreach Plan Update (*Cortright*)
  - B. Review of Shelter Installs (*Poole*)
  - C. STA Plaza Smoking Area Pilot Closure (*Rapez-Betty/Williams*)
  - D. 2025 Third Quarter Year-to-Date Performance Measures (*Rapez-Betty*)
6. CEO Report (Otterstrom) (10 minutes)
7. Committee Information (no discussion/staff available for questions)
  - A. October 2025 Operating Indicators (*Rapez-Betty*)
  - B. October 2025 Financial Results Summary (*Hamud*)
  - C. November 2025 Sales Tax Revenue (*Hamud*)
  - D. 2026 Service Revisions Public Outreach Update (*Poole*)
  - E. January 2026 Service Changes (*Poole*)
8. Review February 4, 2026, Meeting Draft Agenda (5 minutes)
9. New Business (5 minutes)
10. Committee Members' Expressions (5 minutes)
11. Adjourn
12. Next Committee Meeting: Wednesday, February 4, 2026, at 1:30 p.m. (No January 2026 Meeting)

Optional Virtual Link: [JOIN HERE](#)

Password:

Members: 2025

|

Guests: 1225

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**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

Wednesday, February 4, 2026

1:30 p.m. – 3:00 p.m.

**Northside Conference Room  
Spokane Transit Authority  
1230 W. Boone Avenue, Spokane, WA**  
*w/Virtual Public Viewing Option Link Below*

**DRAFT AGENDA**

1. Call to Order and Roll Call
2. Committee Chair Report (5 minutes)
3. Committee Action (5 minutes)
  - A. Minutes of December 3, 2025, Committee Meeting - *Corrections/Approval*
4. Committee Action (10 minutes)
  - A. Board Consent Agenda
    1. HPT Markers & Light Poles Approval (*Poole*)
  - B. Board Discussion Agenda (*none*)
5. Reports to Committee (40 minutes)
  - A. Legislative Update (*Cortright*)
  - B. 2025 Fixed Route Rider Survey Results (*Cortright*)
  - C. Connect 2035 Funding Requirements Public Outreach Plan Update
  - D. Citizen Advisory Committee Update (*Cortright*)
6. CEO Report (Otterstrom) (10 minutes)
7. Committee Information (no discussion/staff available for questions)
  - A. December 2025 Operating Indicators (*Rapez-Betty*)
  - B. January 2025 Sales Tax Revenue (*Hamud*)
8. Review March 4, 2026, Meeting Draft Agenda (5 minutes)
9. New Business (5 minutes)
10. Committee Members' Expressions (5 minutes)
11. Adjourn

Next Committee Meeting: Wednesday, March 4, 2026, at 1:30 p.m. (No January 2026 Meeting)

Optional Virtual Link:	Join Here		
Password:	<b>Members:</b> 2026		<b>Guests:</b> 0226
Call-in Number:	1-408-418-9388		Event #: XXXX XXX XXXX

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting at the STA's website: [www.spokanetransit.com](http://www.spokanetransit.com). Discussions concerning matters to be brought to the Board are held in Committee meetings. The public is welcome to attend and participate. Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act. For more information, see [www.spokanetransit.com](http://www.spokanetransit.com). Upon request, alternative formats of this information will be produced for people who are disabled. The meeting facility is accessible for people using wheelchairs. For other accommodations, please call (509) 325-6094 (TTY Relay 711) at least forty-eight (48) hours in advance.

**SPOKANE TRANSIT AUTHORITY**  
**BOARD OPERATIONS COMMITTEE MEETING**

December 10, 2025

**AGENDA ITEM 10 :** BOARD OF DIRECTORS MEETING AGENDA DECEMBER 18, 2025 –  
CORRECTIONS AND/OR APPROVAL

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Karl Otterstrom, Chief Executive Officer

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**SUMMARY:** The Board of Directors meeting agenda for December 18, 2025, is attached for the Committee's information, correction and/or approval.

**RECOMMENDATION TO COMMITTEE:** Corrections and/or approval.

Spokane Transit Authority  
1230 West Boone Avenue  
Spokane, WA 99201  
509-325-6000

## BOARD MEETING

Thursday, December 18, 2025  
1:30 – 3:00 p.m.

**STA Boardroom**  
**1230 West Boone Avenue, Spokane, WA**  
*w/Virtual Public Viewing Option Link on Page 2*

### DRAFT AGENDA

1. Call to Order and Roll Call (*Chair Haley*)
2. Pledge of Allegiance
3. Excused Absences
4. Approve Board Agenda (*Chair Haley*)
5. Public Expressions
6. Recognitions and Presentations: *5 minutes*
  - A. Don Pierce, Coach Operator – Retirement (*Brandon Rapez-Betty*)
7. Board Action - Consent Agenda: *5 minutes*
  - A. Minutes of November 20, 2025, STA Board Meeting– Corrections/Approval
  - B. Approval of the November 2025 Vouchers (*Tammy Johnston*)
  - C. Public Works Contracts under \$35,000: Final Acceptance (*Jordan Hayes-Horton*)
  - D. Plaza Trash Compactor Replacement: Final Acceptance (*Emily Poole*)
  - E. 2026-2029 Title VI Program: Adoption - Resolution (*Emily Poole*)
  - F. 2026 Performance Measures (*Brandon Rapez-Betty*)
  - G. Farebox Replacement – Award of Contract (*Carly Cortright*)
  - H. 2026 Board & Committee Meeting Calendar (*Dana Infalt*)
8. Board Action – Committee Recommendation: *20 minutes*
  - Planning & Development Committee
    - A. Final Proposed 2026 Budget - Resolution (*Karl Otterstrom*)  
**(Majority vote of five required)**
  - Performance Monitoring & External Relations Committee
    - A. 2026 State Legislative Focus and Priorities (*Carly Cortright*)
9. Board Operations Committee: *5 minutes*
  - A. Chair Report (*Chair Haley*)
    - i. Proposed CEO Performance Evaluation Framework (*Chair*)
10. Planning & Development Committee: *5 minutes*
  - A. Chair Report (*Tim Hattenburg*)
11. Performance Monitoring & External Relations Committee: *20 minutes*
  - A. Chair Report (*Lance Speirs*)
    - i. 3<sup>rd</sup> Quarter Year-to-Date Performance Measures (*Brandon Rapez-Betty*)
    - ii. Connect 2035 Funding Requirements Public Outreach Plan Update (*Carly Cortright*)
12. CEO Report: *15 minutes*

13. Board Information – *no action or discussion*
  - A. Committee Minutes
  - B. November 2025 Sales Tax Revenue (*Tammy Johnston*)
  - C. October 2025 Financial Results Summary (*Tammy Johnston*)
  - D. October 2025 Operating Indicators (*Brandon Rapez-Betty*)
  - E. January 2026 Service Change (*Emily Poole*)
  - F. 2026 Service Revisions Public Outreach Update (*Emily Poole*)
  - G. Review of Shelter Installs (*Emily Poole*)
  - H. STA Plaza Smoking Area Pilot Closure (*Brandon Rapez-Betty*)
  - I. Division Street Bus Rapid Transit: Design & Public Outreach Update (*Emily Poole*)
  - J. 2026 Planning & Development Committee Work Program (*Emily Poole*)
  - K. 2026 Performance Monitoring & External Relations Committee Work Program (*Brandon Rapez-Betty*)
14. Executive Session: *none*
15. New Business: *5 minutes*
  - A. Election of 2026 Board Chair and Presentation of Gavel (*Chair Haley*)  
**(Majority vote of five required)**
16. Board Member Expressions: (*5 minutes*) (*2026 Chair*)
  - A. Presentation of Commendation to Pam Haley - Outgoing Board Chair
  - B. Presentation of Commendation to Chris Grover – Retiring Board Member
  - C. Presentation of Commendation to Hank Bynaker – Retiring Board Member
17. Adjourn (*Chair*)

Optional Virtual link:	<a href="#">Click here to join meeting</a>	
Password:	<b>Board Members:</b> 2025	<b>Guests:</b> <i>Guest</i>
Call-in Number:	1-408-418-9388	Event #: 2487 691 8950

Cable 5 Broadcast Dates and Times of December 18, 2025, Board Meeting:

Saturday, December 20, 2025	4:00 p.m.
Monday, December 21, 2025	10:00 a.m.
Tuesday, December 22, 2025	8:00 p.m.

January Committee Meetings, Wednesday:

Planning & Development	no meeting in January
Performance Monitoring & External Relations	no meeting in January
Board Operations	January 14, 2026, 1:30 p.m.

January Board Meeting:

Thursday, January 22, 2026, 1:30 p.m. STA Boardroom, 1230 West Boone Avenue, Spokane, Washington  
(A virtual joining option will be available for all Committee and Board meetings)

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting on STA's website: [www.spokanetransit.com](http://www.spokanetransit.com). A video of the Board meeting may be viewed on the website the week after the meeting. Discussions concerning matters to be brought to the Board are held in Committee meetings. The public is welcome to attend and participate. Anyone wishing to address the Board of Directors on a specific subject at a Board meeting may do so by submitting written comments to the STA Chair of the Board (1230 West Boone Avenue, Spokane, WA 99201-2686) 24 hours prior to the Board meeting. Mail addressed to the Board of Directors will be distributed by STA at its next meeting. Mail addressed to a named Board Member will be forwarded to the Board Member, unopened. Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964. For more information, see [www.spokanetransit.com](http://www.spokanetransit.com). Upon request, alternative formats of this information will be produced for people who are disabled. The meeting facility is accessible for people using wheelchairs. For other accommodations, please call 325-6094 (TTY Relay 711) at least forty-eight (48) hours in advance.

**SPOKANE TRANSIT AUTHORITY**  
**BOARD OPERATIONS COMMITTEE MEETING**

December 10, 2025

**AGENDA ITEM 11 :** BOARD OPERATIONS COMMITTEE DRAFT JANUARY 7, 2026, MEETING  
AGENDA – INFORMATION

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Karl Otterstrom, Chief Executive Officer

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**SUMMARY:** The draft Board Operations Committee meeting agenda for January 7, 2026, is attached for your information.

**RECOMMENDATION TO COMMITTEE:** For information and discussion.

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

**BOARD OPERATIONS COMMITTEE MEETING**

Wednesday, January 7, 2026

1:30 p.m. – 3:00 p.m.

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

**DRAFT AGENDA**

1. Call to Order and Roll Call
2. Approve Committee Agenda *(Haley)*
3. Chair’s Comments *(Haley) (5 minutes)*
4. Committee Action/Discussion *(5 minutes)*
  - A. Minutes of the December 10, 2025, Committee Meeting – Corrections/Approval
5. Appointment of Board Members and Chairs to Planning & Development and Performance Monitoring & External Relations Committees *(Haley) (20 minutes)*
6. Appointment of Board Members to Board Operations Committee *(Haley) (5 minutes)*
7. Board Member Travel to 2026 American Public Transportation Association (APTA) Conferences *(Otterstrom) (5 minutes)*
8. Board of Directors Draft January 15, 2026, Meeting Agenda – Corrections/Approval *(Otterstrom) (5 minutes)*
9. Board Operations Committee Draft February 11, 2026, Meeting Agenda – Information *(Otterstrom) (5 minutes)*
10. CEO Report *(Otterstrom) (15 minutes)*
11. New Business
12. Adjourn

Next Committee Meeting: Wednesday, February 11, 2026, at 1:30 p.m. in person with virtual public viewing option.

Virtual Link: Join here		
Meeting ID:		Call-in Number: 1-509-824-1714
Password:		Conference ID:

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**SPOKANE TRANSIT AUTHORITY**  
**BOARD OPERATIONS COMMITTEE MEETING**

December 10, 2025

**AGENDA ITEM 12 :** CEO REPORT

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Karl Otterstrom, Chief Executive Officer

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**SUMMARY:** At this time, the CEO will have an opportunity to comment on various topics of interest regarding Spokane Transit.

**RECOMMENDATION TO COMMITTEE:** Information only.

**SPOKANE TRANSIT AUTHORITY**  
**BOARD OPERATIONS COMMITTEE MEETING**

December 10, 2025

**AGENDA ITEM 13 :** NEW BUSINESS

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** n/a

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**SUMMARY:** At this time, the Committee will have the opportunity to discuss new business relating to Board Operations.

**RECOMMENDATION TO COMMITTEE:** Information only.

# 14.

## EXECUTIVE SESSION

At this time, the STA Board Operations Committee will adjourn to an executive session for the purpose of:

To consider 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.  
(RCW 42.30.110(1)(b))

The STA Board Operations Committee will reconvene in open session after approximately 10 minutes. If it becomes necessary to extend the executive session, a member of the staff will return to announce the time at which the Committee will reconvene.

If any action is to be taken as a result of discussions in the executive session, that action will occur at the open public session.

Estimated time – 10 minutes