

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Minutes of December 3, 2025, Meeting
Northside Conference Room
1230 W Boone Avenue, Spokane, WA

In person meeting with optional virtual link

COMMITTEE MEMBERS' PRESENT

Lance Speirs, City of Medical Lake*
Dan Sander, City of Millwood (*Ex-Officio*)
Hank Bynaker, City of Airway Heights (*Ex-Officio*)
Josh Kerns, Spokane County
Michael Cathcart, City of Spokane
Zack Zappone, City of Spokane
Karl Otterstrom, Chief Executive Officer

**Committee Chairman*

STAFF PRESENT

Brandon Rapez-Betty, Chief Operations Officer
Carly Cortright, Chief Communications and 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
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

Chair Speirs called the meeting to order at 1:30 p.m. and roll call was conducted.

2. COMMITTEE CHAIR REPORT

Chair Speirs had no report at this time.

3. COMMITTEE APPROVAL

A. Minutes of November 5, 2025, Committee Meeting

Mr. Kerns moved to approve the November 5, 2025, committee meeting minutes. Mr. Speirs seconded, and the motion passed unanimously.

B. Draft 2026 Performance Monitoring & External Relations Committee Work Program - Finalize and Approve

Mr. Brandon Rapez-Betty presented the 2026 Performance Monitoring & External Relations (PMER) Committee Work Program. This second version has been updated since the draft shared at the November PMER Committee meeting. Items and timelines are subject to change, and new items will be added as they arise.

Discussion ensued about updating Performance Measures and KPIs to better align with organizational goals. Committee members emphasized keeping meetings manageable, focusing on actionable information, and making the work plan more policy driven. They agreed to include communication engagement updates and KPI review as new items on the work program.

Mr. Zappone moved to approve, by motion, the 2026 Performance Monitoring & External Relations Committee Work Program as presented, with the addition of Communication Engagement Updates and KPI Review. Mr. Cathcart seconded, and the motion passed unanimously.

4. COMMITTEE ACTION

A. Board Consent Agenda

1. 2026 Performance Measures

Mr. Rapez-Betty presented the 2026 Performance Measures Summary and advised that the full 2026 Performance Measures list is included in the Committee packet. Each Performance Measure relates to a specific Spokane Transit priority. These quantifiable benchmarks demonstrate the agency's commitment to accountability.

Several adjustments were proposed to set higher standards in areas where strong performance has been achieved, such as injury rates, customer service response times, and complaint metrics. Some goals were modified to be more attainable based on recent data, including community perception and financial responsibility scores. New metrics were introduced for verified complaints, and maintenance cost targets were updated to reflect supply chain challenges. The discussion also touched on aligning performance measures with Connect 2035 strategic goals and ensuring future updates reflect organizational priorities.

Mr. Zappone moved to approve, by motion, the 2026 Performance Measures as presented. Mr. Cathcart seconded, and the motion passed unanimously.

2. Farebox Replacement - Award of Contract

Dr. Cortright provided background on the proposal to replace STA's aging GenFare cash fareboxes, which have reached end of life. After evaluation, LECIP INC was selected as the best value provider. Dr. Cortright shared the project deliverables. The contract terms included a 5-year agreement totaling \$3.69M, with hardware, installation, acceptance testing, and training under CIP 1070, and software and warranty costs charged to the operating budget.

Discussion ensued about the aging fareboxes, which require extensive maintenance, and the importance of retaining cash payment for equity despite relatively lower usage. The new system is expected to reduce failures, support smart card use, and pay for itself within three years.

Mr. Zappone moved to approve, by motion, the award of contract for Farebox Replacement and authorize the CEO to execute a five-year contract with LECIP INC. for a total estimated cost of \$3,692,502.87. Mr. Cathcart seconded, and the motion passed unanimously.

B. Board Discussion Agenda

1. 2026 State Legislative Focus and Priorities Approval

Dr. Cortright presented the 2026 State Legislative Focus and Priorities, noting that the general focus is to monitor and provide information on legislation that may impact Spokane Transit Authority and regional jurisdictions. She shared key legislative and

policy priorities which focused on sustaining transit funding, protecting local decision-making authority, enhancing system safety, and supporting land-use strategies that promote transit-oriented development. Funding priorities were also reviewed, covering ongoing projects, grant programs, and electric vehicle initiatives.

Mr. Zappone moved to approve, by motion, the 2026 Legislative Focus and Priorities as presented. Mr. Cathcart seconded, and the motion passed unanimously.

5. REPORTS TO COMMITTEE

A. Connect 2035 Funding Requirements Public Outreach Plan Update

Dr. Cortright presented the Connect 2035 Funding Requirements Public Outreach Plan. She discussed the importance of raising public awareness about future transit needs and the sales tax reauthorization timeline. Key outreach strategies include presentations, surveys, and community forums. Initial efforts will begin in December with the Citizen Advisory Committee and local organizations. The meeting concluded with plans for ongoing updates.

B. Review of Shelter Installs

Ms. Poole provided an update on the shelter installation project, noting progress to date and outlining plans for completion. Funding is supported by multiple CIP projects, and timelines and next steps were discussed.

C. STA Plaza Smoking Area Pilot Closure

Mr. Rapez-Betty discussed the pilot closure of the STA Plaza smoking area and its implications for operations, safety, and customer experience. Key objectives included fostering a healthier and safer environment, enhancing accessibility, and reducing maintenance demands. The pilot timeline was presented, detailing phases for communication, closure, and evaluation. Partnerships with local organizations and law enforcement were highlighted as critical for outreach and monitoring. Staff committed to providing ongoing reporting and evaluation for the committee's review.

D. 2025 Third Quarter Year-to-Date Performance Measures

Given the length of the meeting, Mr. Rapez-Betty noted that he had already addressed many of the trends from the 2025 Third Quarter Year-to-Date Performance Measures during his presentation of the 2026 Performance Measures. The committee agreed to refer to the packet for full details.

6. CEO REPORT

Mr. Otterstrom did not provide a CEO report due to time constraints.

7. FEBRUARY 4, 2026 – COMMITTEE MEETING DRAFT AGENDA REVIEW

8. NEW BUSINESS

9. COMMITTEE MEMBERS' EXPRESSIONS

10. ADJOURN

With no further business to come before the committee, Chair Speirs adjourned the meeting at 3:13 p.m.

The next committee meeting will be held on Wednesday, February 4, 2026, at 1:30 p.m. in person with a virtual WebEx joining option.

Respectfully submitted,

Molly Fricano
Executive Assistant to the Chief Operations Officer