

## PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, October 1, 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 Link Below*

### AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report *(5 minutes)*
3. Committee Action *(15 minutes)*
  - A. Minutes of September 3, 2025, Committee Meeting - *Corrections/Approval*
  - B. High Performance Transit Markers and Light Poles: Scope of Work Approval *(Poole)*
4. Committee Action *(none)*
  - A. Board Consent Agenda
  - B. Board Discussion Agenda
5. Reports to Committee *(45 minutes)*
  - A. Systemwide Security Changes & Enhancements *(Williams)*
  - B. 2025 Rideshare Survey Results Summary *(Cortright)*
  - C. Opportunity Fare Pilot Implementation Update *(Cortright)*
  - D. Citizen Advisory Committee Update *(Cortright)*
6. CEO Report (Otterstrom) *(10 minutes)*
7. Committee Information (no discussion/staff available for questions)
  - A. August 2025 Operating Indicators *(Rapez-Betty)*
  - B. August 2025 Financial Results Summary *(Hamud)*
  - C. September 2025 Sales Tax Revenue *(Hamud)*
8. Review November 5, 2025, Meeting Draft Agenda *(5 minutes)*
9. New Business *(5 minutes)*
10. Committee Members' Expressions *(5 minutes)*
11. Adjourn

Next Committee Meeting: Wednesday, November 5, 2025, at 1:30 p.m.

Optional Virtual Link: [JOIN MEETING HERE](#)

Password:

**Members:** 2025

**Guests:** 1025

Call-in Number:

1-408-418-9388

Event #: 2485 497 8231

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.