

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Minutes of September 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*
Josh Kerns, Spokane County
Zack Zappone, City of Spokane
Michael Cathcart, City of Spokane
Hank Bynaker, City of Airway Heights (*Ex-Officio*)
Dan Sander, City of Millwood (*Ex-Officio*)
Brandon Rapez-Betty, Interim Co-CEO
Karl Otterstrom, Interim Co-CEO

**Committee Chairman*

STAFF PRESENT

Nancy Williams, Chief Human Resources Officer
Carly Cortright, Chief Communications and Customer Service Officer
Kade Peterson, Chief Information Officer
Tammy Johnston, Interim Chief Financial Officer
Molly Fricano, Executive Assistant to the COO

PROVIDING LEGAL COUNSEL

Patrick Keefe, Etter, McMahon, Lamberson, Van Wert & Oreskovich, P.C.

GUESTS PRESENT

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 July 9, 2025, Committee Meeting**

Mr. Cathcart moved to approve the July 9, 2025, committee meeting minutes. Mr. Speirs seconded, and the motion passed unanimously.

B. **Enterprise Asset Management – Scope of Work Approval**

Mr. Rapez-Betty provided background on the proposed Enterprise Asset Management (EAM) system, explaining that the goal is to enhance how the agency tracks and maintains its vehicles, facilities, and other assets. Key benefits include enabling better decision-making, reducing costs, and improving service reliability using real-time data and automated tools.

He noted that the current systems are outdated, leading to delays and inefficiencies. A new system would address these issues and improve customer experience by minimizing service disruptions. The proposed investment is approximately \$10 million over 10 years, with savings anticipated to begin in the third year. The timeline includes selecting a vendor in early 2026 and launching the system in 2028.

Discussion followed regarding operational decisions not being subject to union approval, although collaboration with employees remains a priority. Financial considerations related to long-term technology investment were also addressed.

Mr. Cathcart moved to approve, by motion, the general scope of work and authorize staff to release a Request for Proposals (RFP) for the Enterprise Asset Management system. Mr. Zappone seconded, and the motion passed unanimously.

4. COMMITTEE ACTION

A. Board Consent Agenda

1. Millwood Transit Improvements Interlocal Agreement

Ms. Poole provided background on the proposed Master Design and Construction Interlocal Agreement between STA and the City of Millwood. The agreement supports the Argonne Congestion Relief Project, which includes pedestrian and traffic signal improvements. Project Order #1, titled “Argonne Bus Stop Improvements,” outlines infrastructure upgrades for future northbound and southbound stops, with a total compensation not to exceed \$200,000.

Mr. Zappone moved to recommend the Review and recommend the Board approve, by motion, the CEO to execute the Master Design and Construction Interlocal Agreement with the City of Millwood, along with Project Order #1, “Millwood Bus Stop Infrastructure.” Mr. Cathcart seconded, and the motion passed unanimously.

2. Safety Telematics Services – Award of Contract

Mr. Rapez-Betty presented the proposed Safety Telematics Services Award of Contract and outlined the scope of work provided by Samsara, Inc. under a Sourcewell cooperative contract. He noted a significant increase in STA’s preventable accident rate since 2019. In response, a strategic initiative involving telematics technology was proposed to monitor driving behavior and support targeted coaching. This approach aligns with STA’s strategic goals and leverages existing procurement contracts. The total estimated cost is \$1.2 million over five years, funded through the operating budget.

Mr. Cathcart moved to Recommend the Board approve, by motion, the award of contract for Safety Telematics Services and authorize the CEO to execute a five-year contract with Samsara, Inc. using Sourcewell contract 102924 for a total estimated cost of \$1.2 million. Mr. Zappone seconded, and the motion passed unanimously.

B. Board Discussion Agenda (*none*)

5. REPORTS TO COMMITTEE

A. 2025 Second Quarter Year-to-Date Performance Measures

Mr. Rapez-Betty presented the 2025 Second Quarter Year-to-Date Performance Measures Summary and advised the full presentation 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.

B. 2025 Paratransit Survey Results Summary

Dr. Cortright provided background on the 2025 Paratransit Survey, conducted in January and February by ETC Institute. The purpose of the survey was to identify the transportation habits and opinions of Paratransit riders. Surveys were randomly mailed to Paratransit customers,

with a virtual option also available. The goal was to receive 400 responses, which was exceeded by a total of 445 completed surveys.

Dr. Cortright presented the survey results, which showed consistently high satisfaction among riders. Respondents reported high satisfaction with the service provided, customer service, booking accuracy, and ease of scheduling. Riders also gave high marks for safety, driver courtesy, and overall experience, with results largely consistent with prior years.

C. 2024 State Audit Report

Mr. Hamud introduced Weston Fink, Audit Supervisor, to present the 2024 State Audit Report. Mr. Fink explained on July 23, 2025, the Washington State Auditor's Office held an Audit Exit Conference with STA staff regarding the 2024 Audit results and reported STA received a clean audit. He presented the 2024 Audit results to the committee and shared that the State Auditor's Office determined STA's financial statements were fairly presented as of December 31, 2024.

D. Citizen Advisory Committee Update

Dr. Cortright shared the Citizen Advisory Committee (CAC) has recently received several STA staff reports during their meetings. In July, CAC members toured the West Plains Transit Center and Cheney aboard a double-decker bus, showing strong interest in the Division Street BRT and pedestrian safety. Chair Pro Tem Lance Speirs and Councilmember Dan Sander joined the tour. There was also significant interest in the May Service Change. Dr. Cortright informed the committee that there are several vacancies on the CAC and they will be holding interviews. Discussion ensued about the process of holding interviews and the decision process.

6. CEO REPORT

Mr. Otterstrom reported on the upcoming ribbon-cutting event for the new double-decker buses at Eagle Station in Cheney, scheduled for Saturday, September 20. The event will include remarks, refreshments, and a fleet showcase. The buses will begin service that afternoon to support EWU Football's first home game. Mr. Otterstrom encouraged all committee members and their families to attend.

7. OCTOBER 1, 2025 – 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 3:11p.m.

The next committee meeting will be held on Wednesday, October 1, 2025, at 1:30 p.m. in person with a WebEx option.

Respectfully submitted,

Molly Fricano

Molly Fricano

Executive Assistant to the Chief Operations Officer