



1230 W. Boone Avenue, Spokane, WA 99201
(509) 328-RIDE | www.spokanetransit.com

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, April 1, 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

AGENDA

1. Call to Order and Roll Call (*Chair*)
2. Committee Chair Report
3. Committee Action (*20 minutes*)
 - A. Minutes of February 4, 2026, Committee Meeting - *Corrections/Approval*
 - B. Mobility on Demand Pilot Service Operations: Scope of Work Approval (*Poole*)
4. Committee Action – Recommendation (*none*)
 - A. Board Action - Consent Agenda
 - B. Board Action – Other/Committee Recommendation (*none*)
5. Reports to Committee (*45 minutes*)
 - A. 2026-2027 Workforce Development Plan (*Williams*)
 - B. Safety & Security/STA Security Direct App Update (*Williams*)
 - C. STA Plaza Smoking Section Pilot Closure (*Williams*)
6. CEO Report (Otterstrom) (*10 minutes*)
7. Committee Information (*no discussion/staff available for questions*)
 - A. February 2026 Operating Indicators (*Rapez-Betty*)
 - B. February 2026 Financial Results Summary (*Hamud*)
 - C. March Sale Tax Revenue (*Hamud*)
 - D. May 2026 Service Change (*Poole*)
 - E. 2026 Communications Plan Update (*Cortright*)
 - F. Legislative Update (*Cortright/Poole*)
 - G. 2026 Community Engagement Event Update (*Cortright*)
8. Review May 6, 2026, Meeting Draft Agenda (*5 minutes*)
9. New Business (*5 minutes*)
10. Committee Members' Expressions (*5 minutes*)
11. Adjourn
12. Next PMER Committee Meeting: Wednesday, May 6, 2026, at 1:30 p.m.

Virtual Link: [April PMER Committee Meeting](#)

Meeting ID: 261 057 756 795 96

Password: yY7rk3Rr |

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

Conference ID: 220 371 401#

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting at the STA's website: 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. 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.