

4 PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Minutes of April 1, 2026, Meeting

**Northside Conference Room
1230 W Boone Avenue, Spokane, WA**

In person meeting with optional virtual link

COMMITTEE MEMBERS' PRESENT

Tim Hattenburg, City of Spokane Valley*
Bill Campbell, 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*

COMMITTEE MEMBERS' ABSENT

Dan Sander, City of Millwood (*Ex-Officio*)

STAFF PRESENT

Brandon Rapez-Betty, Chief Operations Officer
Carly Cortright, Chief Communications and Customer Service Officer
Emily Poole, 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 Hattenburg called the meeting to order at 2:30 p.m. and roll call was conducted. The meeting start time was delayed due to a Special Board Workshop held immediately prior.

2. COMMITTEE CHAIR REPORT

Chair Hattenburg had no report at this time.

3. COMMITTEE APPROVAL

A. Minutes of March 4, 2026, Committee Meeting

Mr. Zappone moved to approve the March 4, 2026, committee meeting minutes. Mr. Kerns seconded, and the motion passed unanimously.

B. Mobility on Demand Pilot Service Operations: Scope of Work Approval

Ms. Poole provided background on the scope of work approval for the Mobility on Demand (MOD) pilot service. She explained the shared-ride concept, which offers a mix of curbside trip options and flexible, on-demand transit service designed to complement existing fixed-route transit. She shared planning efforts focused on the development of five service zones which took into consideration population density, income levels, and proximity to existing or planned fixed-route transit service.

Ms. Poole noted that collaboration with local transit agencies has occurred throughout the development of the MOD pilot programs which are planned to begin in 2026 and conclude in 2030. The estimated total cost for the MOD pilot program ranges from approximately \$3.2

million to \$4.16 million. Costs for individual zones will vary based on service area, hours of operation, and days of service. \$1M has already been approved in the 2026 budget to support the initiative.

A committee member requested that Seven Mile and Five Mile be considered for potential inclusion following completion of the pilot program and in the event of future service expansion.

Mr. Zappone moved to approve, by motion, the general scope of work and authorize staff to advertise the Request for Proposals for Mobility on Demand Pilot Service Operations. Mr. Cathcart seconded, and the motion passed unanimously.

4. COMMITTEE ACTION

- A. Board Consent Agenda (*none*)

5. REPORTS TO COMMITTEE

- A. 2026-2027 Workforce Development Plan

This item was postponed due to time constraints.

- B. Safety & Security/STA Security Direct App Update

Ms. Williams introduced Kelly Williams, Director of Security, who presented a Safety and Security update, including an overview of the Security Direct App. The app enables customers and employees to report concerns directly to Security staff, supports real-time response, and collects data used to inform security deployment decisions. The program aligns with the agency's mission and the Connect 2035 strategic plan to enhance safety and improve the customer experience.

Staff highlighted recent improvements, including increased security staffing levels, expanded Transit Ambassador coverage, annual incident analysis, and other operational changes. Security metrics indicated a reduction in serious incidents system-wide compared to the previous year. Transit Ambassadors continue to provide daily coverage across all routes, with deployment guided by data-driven analysis.

Committee members requested raw totals for assaults be provided, rather than the current method of data presentation.

- C. STA Plaza Smoking Section Pilot Closure

Ms. Williams introduced Kelly Williams, Director of Security, to present an update on the STA Plaza Smoking Section Pilot closure. Mr. Williams highlighted the positive outcomes of the pilot closure, including improved accessibility, public health benefits, reduced crime and security concerns, and increased operational efficiency.

The timeline for the pilot closure was reviewed, noting that the final evaluation and recommendation period took place from March 20, 2026, through April 4, 2026. Continued collaboration with the Downtown Spokane Partnership and the Spokane Police Department was emphasized in support of outreach, monitoring, and evaluation efforts. Reporting measures and evaluation methods were outlined, including regular updates and trend analysis. A final consolidated report was submitted to Mr. Otterstrom with a recommendation for permanent closure of the STA Plaza smoking section.

6. CEO REPORT

Mr. Otterstrom indicated he intends to accept the recommendation to permanently close the STA Plaza smoking section.

7. MAY 5, 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 Hattenburg adjourned the meeting at 3:22pm.

The next committee meeting will be held on Wednesday, May 6, 2026, at 1:30 p.m. in person with a virtual Teams joining option.

Respectfully submitted,

Molly Fricano

Molly Fricano

Executive Assistant to the Chief Operations Officer