

## PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

**Draft** Minutes of February 4, 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\*  
Dan Sander, City of Millwood (*Ex-Officio*)  
Bill Campbell, City of Airway Heights (*Ex-Officio*)  
Josh Kerns, Spokane County  
Michael Cathcart, City of Spokane  
Karl Otterstrom, Chief Executive Officer

*\*Committee Chairman*

### **COMMITTEE MEMBERS' ABSENT**

Zack Zappone, City of Spokane

### **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.

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1. **CALL TO ORDER AND ROLL CALL**  
Chair Hattenburg called the meeting to order at 1:30 p.m. and roll call was conducted.
  2. **COMMITTEE CHAIR REPORT**  
Chair Hattenburg had no report at this time.
  3. **COMMITTEE APPROVAL**
    - A. **Minutes of December 3, 2025, Committee Meeting**  
**Mr. Kerns moved to approve the December 3, 2025, committee meeting minutes. Mr. Campbell seconded, and the motion passed unanimously.**
  4. **COMMITTEE ACTION**
    - A. Board Consent Agenda
      1. **High Performance Transit Markers & Light Poles: Award of Contract**  
Ms. Poole provided background on the High Performance Transit (HPT) program which includes enhanced customer amenities. She noted that the previous contract had expired, prompting staff to begin a new competitive vendor selection process. The committee selected Future Systems, Inc. as the top-scoring, most qualified, and cost-effective firm. The agreement runs March 2026–February 2029 with two optional renewals, costing up to \$4,132,695 over five years for fabrication and delivery of HPT markers and light poles.

**Mr. Kerns moved to approve, by motion, the award of contract for HPT Markers and Light Poles and authorize the CEO to execute a five-year contract with Future Systems, Inc. for a total estimated cost of up to \$4,132,695. Mr. Campbell seconded, and the motion passed unanimously.**

2. Technology Master Plan Development Services: Award of Contract

Mr. Peterson provided an overview of the need for a Technology Master Plan, which will offer a comprehensive assessment and forward-looking roadmap for STA's technology environment, as well as the need for third-party services to develop it. After the RFP in September 2025, the committee selected Eagle Hill Consulting, LLC as the top-scoring, most qualified and cost-effective firm. The one-year, \$343,669.92 contract provides a current state assessment, SWOT analysis, benchmarking, modernization options, and implementation roadmap.

**Mr. Cathcart moved to approve, by motion, the award of a contract for Technology Master Plan Development Services and authorize the CEO to execute a one-year contract with Eagle Hill Consulting, LLC. for a total estimated cost of \$343,669.92. Mr. Kerns seconded, and the motion passed unanimously.**

5. REPORTS TO COMMITTEE

A. Legislative Update

Ms. Poole provided a 2026 legislative update which included a broad overview of state-level activity affecting public transportation. The Governor's supplemental transportation budget maintains support for current transit projects and reflects continued commitment to regional mobility investments. The legislative session is underway, and STA is monitoring proposals that may influence funding, operations, workforce considerations, and long-term service planning.

Overall, several bills under consideration could impact transit agencies statewide. These proposals touch on topics such as transportation planning, safety policies, fare programs, and administrative requirements for organizations receiving public funding. STA continues to evaluate how emerging legislation may affect agency resources, service delivery, and employee responsibilities.

Mr. Otterstrom and Mr. Rapez-Betty engaged in discussions with policymakers during a recent visit to Olympia, helping ensure that transit needs and priorities remain part of the broader legislative conversation.

B. Fixed Route Rider Survey Results

Dr. Cortright presented the 2025 Fixed Route Rider Survey results conducted in October 2025 by ETC Institute which gathered feedback from residents living within the Public Transportation Benefit Area (PTBA) regarding their perceptions about services provided by STA. Participants were interviewed on the bus, but a virtual option was also available through a QR code. There were four hundred twenty-six participants who completed surveys, which is an increase of nineteen from last year. Dr. Cortright shared the survey demographics and highlighted the results.

Mr. Rapez-Betty added that the Connect program has been increasing in use, with \$3.6M added to the system and a 15.7% increase in use from 2024 to 2025. While many riders still buy passes at the Plaza, 55% of riders now use Connect, showing digital fare options continue to grow alongside in-person purchases.

C. Service Revisions Outreach Update

Ms. Poole provided an update on outreach for the 2026 service revisions which took place from November 4, 2025, to January 14, 2026. She reported that the draft plan reflects previously approved projects and incorporates rider and community input gathered in late 2025 through surveys, online feedback, and meetings with neighborhood and stakeholder groups. Ms. Poole shared the public survey highlights and noted feedback varied by route, with some proposals generating more interest or concern than others. The timeline was reviewed with implementation planned for May and September 2026.

Ms. Poole shared an update on the committee's request to perform further analysis of alternate routing options for the Route 36 extension in Hillyard, specifically along Florida Street and Rebecca Street. STA tested these options and compared them to the current proposal using Freya Street. Testing showed that using Florida Street would nearly double travel time through that segment of the route, reducing operator recovery time at Spokane Falls Community College. In conclusion, Freya Street remains the best choice because it is an arterial with controlled intersections, faster and more reliable travel time, and aligns with city plans and grant efforts.

D. Connect 2035 Funding Requirements Public Outreach Plan Update

Dr. Cortright presented STA's ongoing outreach related to Connect 2035 funding needs, focusing on educating the community about sales tax renewal, reviewing achievements of STA Moving Forward, and gathering input on future priorities. She highlighted three possible ballot timing scenarios and their impacts, and shared next steps including further updates planned for the March PMER Committee meeting.

6. CEO REPORT

- Mr. Otterstrom provided an update on the pilot service proposal to Kootenai County. STA is preparing a letter to the Kootenai County Board of Commissioners outlining the benefits of a cross-county transit connection, the historical context, and a cost-sharing proposal in which the county would reimburse STA for federal funding lost by operating service miles outside Spokane County. STA is also offering to install Connect card fare readers to help Kootenai County collect revenue and reduce its general-fund subsidy. The pilot would connect the Mirabeau Transit Center to Post Falls, with timed transfers to Spokane and Coeur d'Alene, and would include required paratransit service. While the operational impacts are manageable, the partnership remains uncertain due to Kootenai County's longstanding resistance to cross-border transit. If the partnership does not proceed, STA will note that this final *STA Moving Forward* project cannot be completed without a willing partner.
- Mr. Otterstrom shared an update on the Federal funding allocated for Division Street BRT and replayed a voicemail he received from Senator Patty Murry which states Washington's congressional delegation secured \$82M for the Division Street Bus Rapid

Transit project in the recently passed federal appropriations bill. He explained that the bill maintains the expectation of following the established Capital Investment Grant (CIG) requirements and process, and stated Sherry Little of Cardinal Infrastructure will attend a board workshop to speak to CIG requirements and the steps needed to secure the newly allocated federal funds.

7. MARCH 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 Hattenburg adjourned the meeting at 3:02 p.m.

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

Respectfully submitted,

Molly Fricano  
Executive Assistant to the Chief Operations Officer