PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Minutes of July 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 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 July 1, 2026, Committee Meeting
   Mr. Hattenburg moved to approve the July 1, 2026, committee meeting minutes. Mr. Kerns seconded, and the motion passed unanimously.

   B. Citizen Advisory Committee Member Appointment
   Dr. Cortright reviewed the process for appointing members to the Spokane Transit Authority Citizen Advisory Committee (CAC), which currently has 12 of 15 positions filled. She noted two current vacancies, additional anticipated resignations, and upcoming term expirations, making recruitment a priority. To help address membership needs, the CAC considered a previously interviewed candidate, Ben Parrish. Following a recommendation from the interview panel and approval by the CAC at its June 10, 2026, meeting, Ben Parrish was recommended to fill a vacant position with a term ending in October 2027. Ben is an Eastern Washington University Planning student who commutes between Spokane Valley and Cheney. The committee was asked to approve the appointment of Ben Parrish to the CAC, effective immediately, for a first term ending in October 2027.

Mr. Kerns moved to approve, by motion, the appointment of Ben Parrish to the CAC effective immediately for a first term to end October 2027. Mr. Hattenburg seconded, and the motion passed unanimously.

4. COMMITTEE ACTION

A. Board Consent Agenda

1. Community Van Pilot Program Adoption (Resolution)

Mr. Rapez-Betty presented the Community Van Pilot Program and explained that its purpose is to help address transportation gaps when Fixed-Route services or Rideshare options cannot meet the needs of community partners. Eligible organizations would be able to use retired STA Rideshare vehicles to provide alternative transportation services. Participation eligibility would follow the same criteria and application process as the Community Access Pass Program. Vehicles would be operated by participating organizations' employees or volunteers.
Key program elements were discussed, including eligibility requirements, user group requirements, trip and usage parameters, insurance requirements, leasing options, and the rate structure. Program reporting requirements and performance measures were also reviewed.

Results of community outreach efforts were shared. Staff distributed a survey to more than 400 community partners and stakeholders, receiving 30 responses. Most respondents reported relying on transportation services regularly and identified unmet needs, particularly in rural and specialized transportation. Approximately 75–80% indicated they would likely use the program if barriers such as driver availability, insurance requirements, and administrative complexity could be addressed. Overall, survey results indicated strong support for the program concept.

Mr. Kerns moved to approve, by resolution, to adopt and implement the Community Van Pilot Program and authorize STA staff to administer, evaluate, and refine the program. Mr. Cathcart seconded, and the motion passed unanimously.

2. Battery Electric Bus On-Route Charging: Award of Contract

Ms. Poole introduced Dan Wells, Director of Capital Development, to present the Battery Electric Bus (BEB) On-Route Charging Infrastructure project, which will add charging equipment at the Valley Transit Center and Liberty Lake Park and Ride to support the zero-emission fleet. Mr. Wells explained that the project includes the installation of four depot-style pantograph chargers and supporting infrastructure to enhance charging capacity and improve operational resilience.

Mr. Wells provided an overview of the bid process, noting that the Invitation for Bid was advertised in May 2026 and three responsive bids were received. Following evaluation, Colvico, Inc. was identified as the lowest responsive and responsible bidder. The proposed contract award is $1,536,686, with a recommended 30% contingency. Construction is expected to begin shortly after contract execution and continue for approximately twelve months. The project supports the agency's Connect 2035 goals and Zero Emission Fleet Transition Plan while expanding on-route charging capabilities on several routes.

Mr. Cathcart moved to approve, by motion, the award of contract for the BEB On-Route Charging Infrastructure project to Colvico, Inc. for $1,536,686 and authorize the CEO to apply contingency funds, as necessary. Mr. Hattenburg seconded, and the motion passed unanimously.

3. STA Moving Forward Conclusion (Resolution)
   Ms. Poole presented the *STA Moving Forward* Conclusion and provided a brief history of the 10-year *STA Moving Forward* strategic plan, noting that it was adopted in 2014 and updated several times to refine project plans and timelines. Voter approval of Proposition 1 in 2016 provided funding support for implementation. Since 2017, STA has delivered 26 of 27 planned projects. The only project not completed was the proposed North Idaho pilot service after Kootenai County declined to participate.

   Ms. Poole reported that *STA Moving Forward* has successfully met its intended plan objectives, and she shared information on the outcomes and the benefits realized through implementation.

   Council Member Cathcart expressed concern that STA did not achieve the 20% farebox recovery target and that the report should transparently acknowledge this failure. He stated that he recalled seeing references to the 20% target in materials provided to the public and offered to provide supporting documentation if he was able to find it.

   Mr. Otterstrom responded that the 20% farebox recovery rate was a policy objective identified in STA's Comprehensive Plan, not a commitment made to voters as part of the 2016 sales tax proposition. He noted that STA's public commitment specific to the ballot measure was to increase fares to help fund the plan, which was fulfilled through fare increases implemented in 2017 and 2018. Discussion ensued about whether voters were ever led to believe that STA would work toward achieving a 20% farebox recovery and relying only on documented facts rather than interpretations of the 2016 campaign. Council Member Cathcart will support this resolution but will follow up at the Board level if he finds the documentation he was referring to.

   Mr. Zappone moved to recommend the Board adopt, by resolution, an acknowledgment of the completion of *STA Moving Forward: A Plan for More and Better Transit Services*. Mr. Hattenburg seconded, and the motion passed unanimously.

4. Minor Fare Table Update (Resolution)
   Ms. Poole presented the Minor Fare Table Update and explained the change is related to the upcoming launch of STA Link, STA's mobility-on-demand pilot program. STA Link is scheduled to begin service in Fall 2026, beginning with two pilots, located in Latah Valley and North Spokane Valley. Additional changes include clarifying fare payment through Connect fare system and incorporating Rideshare and Special Events fare categories to fix a scrivener's error.

   Mr. Zappone moved to recommend the Board adopt, by resolution, the minor updates to the Spokane Transit Authority fare structure for Fixed Route, Paratransit, STA Link, Rideshare and Special Events. Mr. Hattenburg seconded, and the motion passed unanimously.

5. REPORTS TO COMMITTEE (*none)*

6. CEO REPORT
   Mr. Otterstrom reported on the following topics:

   - **Community Transportation Services Performance Reporting**: Mr. Otterstrom noted a minor revision to the *STA Moving Forward* resolution and explained that the Community Van Pilot Program is a new community transportation service that will be tracked and reported separately from federally recognized transit modes. Staff also plan to enhance performance reporting for community-based transportation programs, including the Special Use Van Program and Section 5310 partnerships.
   - **STA's Financial Stewardship Practices:** Mr. Otterstrom presented an overview of STA's financial stewardship practices and long-term financial planning in response to community questions regarding the agency's financial position and reserve balances. He shared a draft infographic explaining STA's zero-debt financial strategy and capital funding approach. Mr. Otterstrom noted that maintaining reserves and avoiding debt have contributed to the agency's ability to sustain operations, with no staff layoffs, through periods of economic disruption.

7. SEPTEMBER 2, 2026 – COMMITTEE MEETING DRAFT AGENDA REVIEW

8. NEW BUSINESS
   Council Member Zack Zappone requested a future discussion this fall on a policy for bus wraps and potential partnerships related to major community events. In response to his earlier request, Dr. Cortright reviewed the PMER schedule and noted that October is the next available opportunity to place the item on the agenda.

9. COMMITTEE MEMBERS' EXPRESSIONS
   Council Member Zappone thanked STA staff for their support at the Association of Washington Cities (AWC) Conference. He also informed committee members that, during a conversation with Pierce Transit staff, he learned that board members receive a per diem for meeting attendance to encourage board engagement and participation.

10. ADJOURN
    With no further business to come before the committee, Chair Hattenburg adjourned the meeting at 2:31pm.

The next committee meeting will be held on Wednesday, September 2, 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