

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Minutes of September 2, 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
Tammy Johnston, Director of Financial Services
Molly Fricano, Executive Assistant to the COO

PROVIDING LEGAL COUNSEL

Megan Clark, Etter, McMahon, Lamberson, Van Wert & Oreskovich, P.C.

STAFF ABSENT

Robert Hamud, Chief Financial Officer

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. Zappone moved to approve the July 1, 2026, committee meeting minutes. Mr. Hattenburg seconded, and the motion passed unanimously.

B. **Downtown Charging & Layover Facility Design and Engineering Services: Scope of Work Approval**

Ms. Poole introduced Mr. Dan Wells, Director of Capital Development, to present the proposed scope of work for the Downtown Charging and Layover Facility Design and Engineering Services project. Mr. Wells explained the need for additional charging infrastructure to support the agency's growing electric bus fleet and noted that multiple downtown locations are under evaluation.

Mr. Wells reviewed the general scope of work, including design, engineering, and other professional services necessary to advance the project. The committee reviewed the project

budget of approximately \$10.45 million and discussed the anticipated project timeline, project milestones, and next steps.

Committee members discussed site selection and operational considerations for the proposed facility and requested that future mixed-use development opportunities be considered during the design process.

Mr. Zappone moved to approve, by motion, the general scope of work and authorize staff to release the request for qualifications for the Downtown Charging & Layover Facility. Mr. Hattenburg seconded, and the motion passed unanimously.

C. Argonne Station Park & Ride: Scope of Work Approval

Ms. Poole introduced Mr. Dan Wells, Director of Capital Development, to present the scope of work for the Argonne Station Park & Ride project. Mr. Wells provided an overview of the project and its role in the I-90/Valley High Performance Transit Corridor. He reviewed the proposed scope of work and key project elements necessary to construct the new transit station and park-and-ride facility. Mr. Wells also reviewed the project budget of approximately \$13 million, including estimated project costs of \$12.3 million, and discussed the anticipated project timeline and key milestones.

Discussion ensued about the proposed 20-year lease with WSDOT for the project site and raised questions regarding property ownership and long-term investment in leased property. Staff explained that leasing is the only option available and that future lease valuation, rather than site control, represents the primary long-term risk.

Mr. Zappone moved to approve, by motion, the general scope of work and authorize staff to release an Invitation for Bid for the Argonne Station Park & Ride project. Mr. Cathcart seconded, and the motion passed unanimously.

D. Diesel, Renewable Diesel & Unleaded Fuel: Scope of Work Approval

Mr. Rapez-Betty presented an overview of the fuel services contract and scope of work for the supply of diesel, renewable diesel, and unleaded fuel used to support STA's internal combustion fleet. He emphasized that renewable diesel is the preferred fuel option when available at a comparable cost. Mr. Rapez-Betty reviewed the estimated five-year contract value of approximately \$37 million and discussed the planned contract term beginning February 1, 2027.

Mr. Cathcart moved to approve, by motion, the general scope of work for Diesel, Renewable Diesel & Unleaded Fuel. Mr. Zappone seconded, and the motion passed unanimously.

4. COMMITTEE ACTION

A. Board Consent Agenda

1. Spokane Chiefs Partnership

Dr. Cortright presented an overview of the proposed partnership between Spokane Transit and the Spokane Chiefs Hockey Club to pilot a "Chiefs Fans Ride Free" initiative during the 2026-2027 hockey season. She reviewed the proposed agreement, including free transit access for game ticket holders, reimbursement terms, and operational support for Route 4 service during home games. Dr. Cortright also discussed the associated sponsorship package, anticipated ridership and revenue impacts, and the opportunity to pilot event ticket integration with the Connect fare system.

There was discussion about implementation of the pilot program, including ridership tracking, ticket access parameters, and opportunities for future event-based partnerships.

Mr. Zappone moved to approve, by motion, the partnership agreement with the Spokane Chiefs Hockey Club and to take it to the September Board meeting as a Board Action item. Mr. Cathcart seconded, and the motion passed unanimously.

5. REPORTS TO COMMITTEE

A. 2026 Second Quarter Year-to-Date Performance Measures

Mr. Rapez-Betty presented the 2026 Second Quarter Year-to-Date Performance Measures Summary and advised the full presentation is on the STA website. Each Performance Measure relates to a specific Spokane Transit priority. These quantifiable benchmarks demonstrate the agency's commitment to accountability.

Mr. Rapez-Betty noted that construction-related traffic impacts contributed to lower on-time performance and higher preventable accident rates during the quarter. He also reported that telematics data show improvements in driving behavior, including reductions in speeding, harsh braking, and distracted driving. He also stated that implementation of the INIT system has increased the complexity of some paratransit reservation calls, impacting call center performance measures and prompting staff to monitor the service levels closely.

B. STA Link (Mobility on Demand) Launch Update

Ms. Poole presented the launch of STA Link, a mobility-on-demand pilot program being implemented as part of the Connect 2035 initiative. She provided an overview of the initial pilot service areas in Latah Valley and North Spokane Valley and noted that major project milestones had been completed. Ms. Poole reviewed upcoming activities and key milestones leading to the launch of service as part of the September 2026 service change.

C. Opportunity Fare Program Update

Dr. Cortright provided an update on the Opportunity Fare Program, including participation, ridership, costs, and overall program performance. She reported that 510 customers had enrolled in the program as of August 15, 2026, and reviewed ongoing outreach efforts and performance metrics. Dr. Cortright also provided an overview of pilot costs and discussed the addition of Washington Apple Health as an accepted method of eligibility verification, effective September 1, 2026.

Discussion ensued about enrollment levels, potential participation barriers, the addition of Apple Health as an eligibility verification method, and outreach opportunities through community partners. Staff also agreed to explore additional data and survey questions to better understand why eligible individuals may not enroll in the program.

6. CEO REPORT

Mr. Otterstrom reported on the following topics:

- Mr. Otterstrom provided an overview of Route 342 fair shuttle service, noting its operation during the Interstate Fair, frequent service schedule, free park-and-ride access at Spokane Community College, and discounted fair admission for transit riders.
- Mr. Otterstrom reported on ongoing discussions with Spokane Valley regarding transit support for The Course and upcoming regional cross-country events. He noted potential partnerships to provide shuttle service and park-and-ride accommodations, consistent with Connect 2035 goals of improving access to community events and supporting regional economic activity.

7. SEPTEMBER 30, 2026 (OCTOBER MEETING) – COMMITTEE MEETING DRAFT AGENDA REVIEW

There were questions and comments from committee members about what the focus of the discussion will be on the Bus Wrap Discussion agenda item at the October PMER meeting.

8. NEW BUSINESS

9. COMMITTEE MEMBERS' EXPRESSIONS

10. ADJOURN

With no further business to come before the committee, Chair Hattenburg adjourned the meeting at 3:17pm.

The next committee meeting will be held on Wednesday, September 30, 2026, at 1:30 p.m. in person with a virtual Teams joining option. This is the October meeting.

Respectfully submitted,

Molly Fricano
Executive Assistant to the Chief Operations Officer