

Spokane Transit Authority
1230 West Boone Avenue
Spokane, Washington 99201-2686
(509) 325-6000

CITIZEN ADVISORY COMMITTEE MEETING
Wednesday, February 8, 2023
5:00 – 6:30 p.m.
Via Video Conference

Committee Members: [Committee Members Join Here](#)
General Public: [Public Attendees Join Here](#)
Audio Conference: Call the number below and enter the Meeting ID
1-253-215-8782 | Meeting ID: 847 2783 5321

AGENDA

1. Call to Order and Roll Call (*Dan Brown*) – 5 minutes
 - A. Introduction of New Members
 - B. Introduction of Dianne Peach, Executive Assistant to the Chief Communications & Customer Service Officer
2. Committee Chair Report (*Dan Brown*) – 5 minutes
3. Public Expressions (*Dan Brown*) – 3 minutes per person
4. Committee Action
 - A. Minutes of November 9, 2022, Meeting (*Dan Brown*) – 3 minutes
 - B. Reappointment of Caleb McDougall (*Dan Brown*) – 3 minutes
 - C. CAC Charter Review (*Carly Cortright*) – 10 minutes
5. Committee Reports
 - A. Sprague High Performance Transit Line Update (*Karl Otterstrom*) – 10 minutes
 - B. City Line Implementation Update (*Karl Otterstrom*) – 10 minutes
 - C. Fleet Transition Plan Update (*Brandon Rapez-Betty*) – 10 minutes
 - D. Connect Fare System Update (*Monique Liard & Carly Cortright*) – 10 minutes
 - E. New Customer Notification System (*Carly Cortright*) – 5 minutes
 - F. Ridership Demographics (*Carly Cortright*) – 5 minutes
6. Committee Information – no action or discussion
 - A. Q4 2022 STA Moving Forward Update (*Karl Otterstrom*)
 - B. July 2023 Service Revisions (*Karl Otterstrom*)
7. Committee Member Expressions (*Dan Brown*) – 5 minutes
8. Review Draft Agenda Items for April 12, 2023, Meeting – 4 minutes
9. Adjourn

Next Citizen Advisory Committee Meeting: April 12, 2023

Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964. 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 325-6094 (TTY Relay 711) at least forty-eight (48) hours in advance.

SPOKANE TRANSIT AUTHORITY
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AGENDA ITEM 02 : COMMITTEE CHAIR REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Dianne Peach, Executive Assistant

SUMMARY: At this time, the Committee Chair will have an opportunity to comment on various topics of interest regarding Spokane Transit.

RECOMMENDATION TO COMMITTEE: N/A

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AGENDA ITEM 03 : PUBLIC EXPRESSIONS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Dianne Peach, Executive Assistant

SUMMARY: At this time, the Citizen Advisory Committee will give the public the opportunity to express comments or opinions.

The Chair will ask if any member of the public is present and would like to speak. All meeting attendees will be unmuted by the host. Comments will be limited to three minutes per person and, if requested, answers will be provided by staff at a later date.

RECOMMENDATION TO COMMITTEE: N/A

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AGENDA ITEM 04A : MINUTES OF THE NOVEMBER 9, 2022, COMMITTEE MEETING –
CORRECTIONS AND/OR APPROVAL

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Dianne Peach, Executive Assistant

SUMMARY: Attached for your information, corrections, and/or approval are the minutes of the November 9, 2022, Citizen Advisory Committee meeting.

RECOMMENDATION TO COMMITTEE: Corrections and/or approval.

CITIZEN ADVISORY COMMITTEE

DRAFT Minutes of the November 9, 2022, Committee Meeting
Via Video Conference

<u>MEMBERS PRESENT</u> Brian Kamp—Chair Dan Brown Linda Carroll Steve Faust Chris Fortensky Susan Gray Caleb McDougall Kinzie Michael Michelle Rasmussen	<u>STAFF PRESENT</u> E. Susan Meyer, Chief Executive Officer Brandon Ropez-Betty, Chief Operations Officer Monique Liard, Chief Financial Officer Karl Otterstrom, Chief Planning & Development Officer Carly Cortright, Chief Communications & Customer Service Officer Kate Kelly, Executive Assistant to the Chief Human Resources Officer
<u>MEMBERS ABSENT</u> JT Ramsey	<u>GUESTS</u> Konrad Capeller

1. Call To Order and Roll Call

The Chair called the meeting to order at 5:01 p.m. and roll call was conducted.

Ms. Michelle Rasmussen joined the meeting at 5:03 p.m.

2. Committee Chair Report

Chair Kamp expressed excitement that the committee would be voting to add two new numbers during the meeting and thanked the committee for their support during his tenure as committee chair.

3. Public Expressions

There were no expressions.

4. Committee Action

A. Minutes of June 8, 2022, Meeting

Mr. Chris Fortensky moved to approve the minutes as presented. Ms. Susan Gray seconded, and the motion passed unanimously.

B. Election of Committee Chair

Chair Kamp indicated that his term as Chair ends with the conclusion of today's meeting and therefore a new chair needs to be elected. Mr. Dan Brown volunteered to run for the chair position. Chair Kamp asked for other nominations; there were none. The Chair asked for a vote and it was carried unanimously.

C. Consideration of Applicant for Membership

Mr. Konrad Capeller left the meeting for this agenda item.

Chair Kamp shared that the committee had two applicants for membership, Mr. Konrad Capeller and Mr. Tino Andrade, and stated that he and Dr. Carly Cortright had interviewed both

candidates and would provide the committee with a summary of the interviews and their recommendation regarding each candidate. They began with Mr. Capeller.

Dr. Cortright shared that Mr. Capeller shared many positive thoughts about STA in his interview as well as areas where the organization could improve. He is well informed about public transportation and has a large network of individuals with which he can share information to and from the CAC. Chair Kamp echoed Dr. Cortright's comments. Chair Kamp asked all those in favor of recommending Mr. Capeller to the Performance Monitoring and External Relations Committee for approval of membership to vote by saying, "aye;" there was no opposition and the vote passed unanimously.

The discussion moved next to Mr. Andrade. Again, Dr. Cortright shared her perspective of their interview. Mr. Andrade relies heavily on STA and therefore has been very interested in being a member of the committee. She believes he would offer a unique voice to the committee based on his community network and that his age would help ensure the committee remains diverse in generational perspective. Chair Kamp shared he was taken by Mr. Andrade's sincerity and echoed Dr. Cortright's opinion that he would bring a unique voice to the committee that it currently lacks. Chair Kamp asked all those in favor of recommending Mr. Andrade to the Performance Monitoring and External Relations Committee for approval of membership to vote by saying, "aye;" there was no opposition and the vote passed unanimously.

Mr. Caleb McDougall joined the meeting at 5:11 p.m.

5. Committee Reports

Mr. Capeller rejoined the meeting at 5:13 p.m.

E. Winter Operations

A last-minute adjustment was made to review item 5E out of order to accommodate Mr. Rapez-Betty's schedule. Mr. Brandon Rapez-Betty outlined the preparations STA has been taking to ensure the system is prepared for winter weather and shared tips that riders should utilize to ensure safe and efficient use of transit during extreme weather. Mr. Rapez-Betty detailed the coordination with various jurisdictions in the region and the team effort that is required to prepare for and respond to winter weather. Helpful customer tips he shared included monitoring traffic reports, checking the STA website or calling 328-RIDE, and being aware of route detours. Lastly, he outlined the many ways in which snow is cleared from bus stop areas.

A. Proposed 2023 Operating & Capital Budgets

Ms. Monique Liard shared a video that provided an overview of the proposed 2023 Operating and Capital Budgets. A public hearing regarding the proposed budgets will be held at the November 17, 2022, Board of Directors meeting at 1:30 p.m. at STA's offices and via Webex.

B. Fare Collection System Update

Ms. Liard provided the committee with an update on the Connect fare collection system which launched on October 1, 2022. She reviewed the highlights of the new system and the implementation timeline, both of which have been shared at previous meetings. Ms. Liard shared details regarding the "No Fare November!" promotion which enables anyone with a Connect card to ride for free in the month of November. Overall, Connect has seen a strong adoption rate, approximately 60 days ahead of what other transits have experienced when

going through the same process, and in October 2022, Connect ridership represented 27% of total STA ridership.

C. Connect 2035 Executive Summary

Ms. Liard's final agenda item was regarding the upcoming strategic plan which has been named Connect 2035. This plan serves as the strategic roadmap for the organization through 2035. This plan includes a mission and vision refresh, engagement and outreach with the community, feedback about STA and the future, and three key goals. A draft of the plan is available online for review and there will be a public hearing regarding the plan at the November 17, 2022, Board of Directors meeting at 1:30 p.m. at STA's offices and via Webex.

Mr. Steve Faust joined the meeting at 5:52 p.m.

D. Cheney High Performance Transit Line

Mr. Karl Otterstrom provided an overview of the Cheney Line. He began by reviewing the completed projects and phases and outlined future projects and phases that have yet to be completed, which include corridor improvements and the procurement of double decker buses.

F. 2023 CAC Work Plan

Dr. Cortright introduced the committee to the 2023 CAC Work Plan which outlines topics the committee will discuss throughout the upcoming year. She noted that this is an outline and items may be added or removed and the committee is welcome to make suggestions. Dr. Cortright expressed her appreciation for each of the committee members that took time to meet with her over the past few weeks and shared that one of her key takeaways from those meetings was the committee's desire for meetings to be more discussion based, rather than presentation based. Chair Kemp echoed this and encouraged members to be creative in thinking of ways to make meetings more conversational.

6. Committee Information – no action or discussion

A. *STA Moving Forward* Quarterly Project Delivery Report

7. Committee Member Expressions

Mr. Chris Fortensky thanked Chair Kamp for his service as committee chair.

Ms. Gray suggested a "check-in" at each meeting as an opportunity for committee members to provide feedback to STA.

Chair Kamp asked members if they felt virtual meetings led to less interactive meetings. Many members provided feedback and some agreed that a hybrid option, offering both in-person and virtual attendance, would suit the needs of the committee.

Mr. Brown suggested recruiting a high school student to be a member of the committee.

Chair Kamp asked members to consider if the current meeting date and time works well for them and if not, propose other options as part of the virtual or in-person meeting discussion.

Mr. Fortensky announced that the Blind Veterans Association, which he is part of, is having a fundraiser on December 21, 2022, from 4 p.m. to 8 p.m., that all committee members are invited to.

Mr. Steve Faust apologized for joining the meeting late.

Ms. Michelle Rasmussen thanked Chair Kamp for his leadership as committee chair.

8. Review Agenda Items for February 8, 2022, Meeting

Chair Kamp provided a quick review of the items slated for the February meeting, which were already presented as part of the 2023 CAC Work Plan overview.

9. Adjourn

With no further business, Chair Kamp adjourned the meeting at 6:24 p.m.

Respectfully submitted,



Kate Kelly
Executive Assistant to the Chief Human Resources Officer

DRAFT

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AGENDA ITEM 04B : REAPPOINTMENT OF CALEB MCDOUGALL TO CAC

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Dianne Peach, Executive Assistant

SUMMARY: Per its charter, the Citizen Advisory Committee shall be composed of no more than 15 members who are appointed by the Performance Monitoring and External Relations Committee. Terms are for three (3) years, and Members may serve up to two (2) terms. Membership shall reflect the STA service area and strive for regional representation and diversity of opinion. Selection of members is through an application process followed by a vote from the PMER Committee to appoint members of the CAC. Currently, the CAC has twelve (12) members.

CAC member Caleb McDougall's first term is expiring in March 2023. Mr. McDougall has been a valuable committee member, providing consistent and useful input on STA operations and plans during his first term. Staff recommends that the Committee approve a second-term appointment for Mr. McDougall, with recommendation for final approval by the Performance Monitoring and External Relations Committee.

RECOMMENDATION TO COMMITTEE: Recommend the PMER committee approve the reappointment of Caleb McDougall to the CAC for a second three-year term.

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AGENDA ITEM 04C : CAC CHARTER REVIEW

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Carly Cortright, Chief Communications & Customer Service Officer

SUMMARY: The Citizen Advisory Committee Charter needs to be updated once every three years. The CAC is a subcommittee of the Performance Monitoring and External Relations (PMER) committee, therefore PMER approves the CAC Charter. Staff is soliciting CAC feedback on the recommended changes before presenting them to PMER.

RECOMMENDATION TO COMMITTEE: Recommend the PMER committee approve the updated CAC Charter as presented.

CHARTER

SPOKANE TRANSIT AUTHORITY CITIZEN ADVISORY COMMITTEE

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ARTICLE I – NAME OF GROUP

The name of this group shall be Spokane Transit Authority (STA) Citizen Advisory Committee.

ARTICLE II – PURPOSE

The mission of the STA Citizen Advisory Committee (“CAC”) is to:

- Represent a wide range of stakeholders from the STA Public Transportation Benefit Area (PTBA).
- Increase public participation in the functions of STA and act as a focused, educated forum for public input and feedback to the organization.
- Ensure accountability of the organization’s actions.
- Act as an educational arm of the organization to reach out to the public.

The CAC is advisory to the STA Performance Monitoring and External Relations Committee and not to the agency itself.

The CAC will represent the interests of the community and assist staff and STA in furthering STA’s stated mission, vision, and goals.

ARTICLE III- SCOPE OF WORK

The CAC will:

- Review and assess STA’s performance measurements.
- Review and assess STA’s progress in achieving its measurable goals and objectives.
- Explore and advise STA of emerging public transportation issues.
- Make recommendations, at its discretion, and present them to the Performance Monitoring and External Relations Committee, for review and potential recommendation to the STA Board of Directors.

When requested and for new members, Staff will provide an information packet and orientation to CAC members in specific areas including, but not limited to, defined responsibilities and legal requirements, nomenclature, history, mission, vision, services, policies, budget, strategic communications plan, Transit Development Plan, partnerships, and community outreach practices.

ARTICLE IV – COMPOSITION

The CAC shall be composed of no more than 15 members appointed by the Performance Monitoring and External Relations Committee. Membership shall reflect the PTBA service area and strive for regional representation and diversity of opinion.

ARTICLE V – MEMBERSHIP QUALIFICATIONS AND RESPONSIBILITIES

Members of the CAC must reside within the PTBA service area. The residency requirement may be waived if the applicant or member demonstrates in their application that they are a consistent user of STA’s fixed route buses, paratransit, or vanpool service. We strive to have a good geographic representation.

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CAC members are expected to introduce and discuss STA in as many venues as are open to the member. The following list represents groups from which participation may be sought:

- Business Owners
- Chambers of Commerce
- College Students
- Faith Community
- Higher Education/Administration/Faculty
- Medical Community/ Public Health
- Neighborhood Associations/Councils
- Persons with Disabilities
- Public Agencies/Law Enforcement
- Rotary, Kiwanis, AHANA, Martin Luther King Jr. Family Outreach Center and/or other Fraternal and Civic Associations
- Rural Community
- Senior Citizens
- Service Users (Fixed Route, Paratransit, Vanpool)
- Social Service Agencies
- Youth

ARTICLE VI – MEMBERSHIP SELECTION PROCESS

Selection of the members of the CAC shall be through an application process:

- The CAC will review applicants and select potential candidates.
 - Weighted value will be given to those who are active participants in other organizations within the PTBA service area.
- Staff and a CAC representative will meet with potential candidates and may recommend them to the CAC for further consideration.
- The CAC may vote to recommend candidates to the Performance Monitoring and External Relations Committee to be CAC committee members.
- The Performance Monitoring and External Relations Committee will vote to appoint members of the CAC.

ARTICLE VII – MEMBERSHIP ROTATION PROCESS

Annually, in November, the CAC members will select the Chair of the CAC. The new chair shall be seated at the February meeting. Annual membership recruitment will occur each September, or as needed from time to time in the discretion of the PMER Committee. Membership recruitment and filling vacancies is an ongoing process.

Membership on the CAC is for a three-year term. At the end of their term, a member can reapply to serve a second term for a total of two three-year terms.

If a member cannot fulfill their term, a new candidate will be selected to serve out the remainder of the term. The CAC Chair will poll the members each April as to their desire to remain on the Citizen Advisory Committee. Any member who has three consecutive unexcused absences will be

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called by the CAC Chair or staff representative to determine their interest in continuing on the committee.

Membership applications may be sent to all who have requested an application, to people recommended by current or former CAC members, other citizens, and/or to groups representing the previously stated participation list.

ARTICLE VIII – OPERATING GUIDELINES

The CAC conducts its business in accordance with Washington State’s Open Public Meetings Act, RCW 42.30 and Public Disclosure Laws RCW 42.56. The CAC has adopted the following operating guidelines:

- The CAC shall meet five times a year: February, April, June, September, and November.
- Special meetings may be called if necessary.
- The Chair, or the Chair’s designee, will be the appointed spokesperson for the CAC.
- As designated on the Performance Monitoring and External Relations Committee agenda, the CAC Chair, or a delegated CAC member, may provide the STA Board of Directors with the CAC’s input and advice.
- The CAC shall provide meeting minutes to the Clerk of the Authority to be forwarded to the Performance Monitoring and External Relations Committee and STA Board of Directors.
- A charter review will be conducted at least once every three years, or as necessary from time to time at the discretion of the CAC or Performance Monitoring and External Relations Committee.
- The members of the CAC serve in a voluntary role and without salary. Travel may be reimbursed according to STA policies and procedures.

ARTICLE IX – STAFFING

As authorized by the Board, the CEO shall appoint staff members to serve as the CAC Staff Liaisons. Staff shall acquire meeting facilities and equipment, record, transcribe, and distribute minutes, and distribute other materials, including the agenda. Other duties include preparation of agenda forms and attachments to communicate CAC issues and recommendations to the Performance Monitoring and External Relations Committee and/or the STA Board of Directors.

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AGENDA ITEM 05A : SPRAGUE HIGH PERFORMANCE TRANSIT LINE UPDATE

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Planning & Development Officer
Ryan Brodwater, Capital Projects Manager

SUMMARY: Staff will provide an overview of the Sprague High Performance Transit (HPT) Line project and 2023 planned improvements.

RECOMMENDATION TO COMMITTEE: Receive report.

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AGENDA ITEM 05B : CITY LINE IMPLEMENTATION UPDATE

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Planning & Development Officer
Dan Wells, Deputy Director of Capital Development

SUMMARY: Staff will provide an update on the implementation of the City Line.

RECOMMENDATION TO COMMITTEE: Receive report.

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AGENDA ITEM 05C : FLEET TRANSITION PLAN UPDATE

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: Earlier in 2022, the Washington State Department of Transportation (WSDOT) awarded supplemental state grant funding to develop zero-emission fleet transition plans. STA was awarded \$160,000 as part of this funding opportunity with a 20% local match requirement.

Through a sole source contract with the Center for Transportation and the Environment (“CTE”), the Zero Emission Fleet Transition Plan Update will build upon CTE’s 2020 work found in STA’s Analysis of Alternatives for Fleet Conversion to Zero-Emission Technologies (“ZETAA”) plan, which provides a baseline for STA’s current and proposed fleet, including an assessment of routes, scheduling blocks, and maintenance needs. The update will explore evolving propulsion systems, facility needs, and update original projections based on actuals.

Per the terms of the WSDOT grant award, the funds must be used by June of this year.

Funding Breakdown:

Description	Current % Match	Cost
Green Transportation Funds	80%	\$120,000
STA Funds	20%	\$30,000
Total Project Cost per application	100%	\$150,000
Total Contract Value		\$150,000

RECOMMENDATION TO COMMITTEE: Receive report.

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AGENDA ITEM 05D : CONNECT FARE SYSTEM UPDATE

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Monique Liard, Chief Financial Officer
Carly Cortright, Chief Communications & Customer Service Officer

SUMMARY: Staff will provide an update on the Connect Fare System.

RECOMMENDATION TO COMMITTEE: Receive report.

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AGENDA ITEM 05E : NEW CUSTOMER NOTIFICATION SYSTEM

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Carly Cortright, Chief Communications & Customer Service Officer

SUMMARY: Spokane Transit is updating the STA Linked platform for an improved customer experience.

RECOMMENDATION TO COMMITTEE: Receive report.

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AGENDA ITEM 05F : RIDERSHIP DEMOGRAPHICS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Carly Cortright, Chief Communications & Customer Service Officer

SUMMARY: Per Chair Brown's request, staff will present the latest STA ridership demographics as provided in STA's most recent rider survey along with an update on STA's efforts to increase ridership.

RECOMMENDATION TO COMMITTEE: Receive report.

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AGENDA ITEM 06A : Q4 2022 *STA MOVING FORWARD* UPDATE

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Planning & Development Officer
Mike Tresidder, Associate Transit Planner

SUMMARY: The *STA Moving Forward* Quarterly Project Delivery Report is a mechanism to communicate progress in implementing the 10-year plan to the public. Since 2017, the report has been provided to the Citizens Advisory Committee. All the quarterly status reports, including the 2022 Q4 progress report, as well as all historical project reports, can be found here:

<https://stamovingforward.com/plans/sta-documents/>

RECOMMENDATION TO COMMITTEE: Information only.

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AGENDA ITEM 06B : JULY 2023 SERVICE REVISIONS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Planning & Development Officer

SUMMARY: STA is preparing to launch the City Line and various service changes to better serve the community. In January 2023, STA released the July 2023 Service Revisions Draft Recommendation report as found here: <https://www.spokanetransit.com/projects/july-2023-service-revisions/>. The report outlines a proposal for service investments and changes, and details how the proposal differs from current service and previously Board approved service investments. This includes delaying and deferring some planned changes in order to align service growth with projected staffing.

RECOMMENDATION TO COMMITTEE: Information only.

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AGENDA ITEM 07 : COMMITTEE MEMBER EXPRESSIONS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Dianne Peach, Executive Assistant

SUMMARY: At this time, members of the Citizen Advisory Committee will have an opportunity to express comments or opinions.

RECOMMENDATION TO COMMITTEE: N/A

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AGENDA ITEM 08 : REVIEW DRAFT AGENDA ITEMS FOR APRIL 12, 2023, MEETING

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Dianne Peach, Executive Assistant

SUMMARY: At this time, members of the Citizen Advisory Committee will have an opportunity to review and discuss the items proposed to be included on the agenda for the April 12, 2023, Committee meeting.

Proposed agenda items include:

- STA Moving Forward Quarterly Project Delivery Report
- Communications/Survey Updates
- Division Street BRT Update
- City Line Update
- Q1 2023 Performance Measures
- Poll of Members

RECOMMENDATION TO COMMITTEE: Review and discuss.