

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

CITIZEN ADVISORY COMMITTEE MEETING

Wednesday, June 12, 2024

5:00 – 6:30 pm

Spokane Transit Authority
1230 W. Boone Avenue, Spokane, WA
2nd Floor, Northside Conference Room
w/virtual public viewing option

Optional Virtual Link: [CAC Meeting](#)
Call-in Number: +1 253 215 8782

AGENDA

1. Call to Order and Roll Call (*Chair Brown*)
2. Committee Chair Report (*Chair Brown*) (5 minutes)
3. Committee Action (15 minutes)
 - A. Minutes of the April 10, 2024, Citizen Advisory Committee meeting – *Corrections/Approval*
 - B. Citizen Advisory Committee Charter Update (*Cortright*)
 - C. Citizen Advisory Committee Membership Application Review (*Cortright*)
4. Committee Reports (50 minutes)
 - A. Connect 2035 Strategic Planning Update (*Otterstrom/Tresidder*)
 - B. Transit Development Plan (*Otterstrom/Tresidder*)
 - C. 2023 Community Perception Survey Results Summary (*Cortright*)
5. CEO Report – (*Meyer*) (10 minutes)
6. Committee Information - NONE (**no action or discussion**)
7. Committee Member Expressions (*Chair Brown*) (5 minutes)
8. Review DRAFT Agenda Items for the July 17, 2024, Meeting (5 minutes)
9. Adjourn

Next Citizen Advisory Committee Meeting: July 17, 2024

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
CITIZEN ADVISORY COMMITTEE MEETING**

June 12, 2024

AGENDA ITEM 2 : COMMITTEE CHAIR REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Dianne Peach, Executive Assistant to the Chief Communications & Customer Service Officer

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

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

June 12, 2024

AGENDA ITEM: 3A : MINUTES OF THE APRIL 10, 2024, COMMITTEE MEETING-
CORRECTIONS AND/OR APPROVAL

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Dianne Peach, Executive Assistant to the Chief Communications & Customer
Service Officer

SUMMARY: Attached for your information, corrections, and/or approval are the minutes of the
April 10, 2024, Citizen Advisory Committee meeting.

RECOMMENDATION TO COMMITTEE: Corrections and/or approval

Spokane Transit Authority
1230 W Boone Ave
Spokane, WA 99201-2686
509-325-6000

CITIZEN ADVISORY COMMITTEE

Minutes of the April 10, 2024, Committee Meeting

DRAFT

<u>MEMBERS PRESENT</u> Dan Brown, Chair Linda Carroll Susan Gray JT Ramsey Chris Fortensky Caleb McDougall Andrew Tse Rhonda Young Kinzie Michael Perry Crandall	<u>STAFF PRESENT</u> E. Susan Meyer, Chief Executive Officer Carly Cortright, Chief Communications & Customer Service Officer Dianne Peach, Executive Assistant to the Chief Communications & Customer Service Officer Monique Liard, Chief Financial Officer Karl Otterstrom, Chief Planning & Development Officer Brandon Ropez-Betty, Chief Operations Officer
<u>MEMBERS ABSENT</u> Steve Faust Tino Andrade Konrad Capeller	<u>GUESTS</u> Madeline Arrendondo

1. Call To Order and Roll Call

Mr. Dan Brown, Committee Chair, called the meeting to order at 5:00 p.m.

2. Committee Chair Report

Chair Dan Brown reported that the State Conference for the Education Association begins on April 11, 2024. Chair Brown made sure everyone knew how to use Spokane Transit as parking is always an issue at the Convention Center.

3. Committee Action

A. Minutes of April 10, 2024, Meeting

Mr. Fortensky moved to approve the minutes as presented. Dr. Carroll seconded, and the motion passed unanimously.

B. Poll of Members

Dr. Carly Cortright reported that per Article VII of the Citizen Advisory Committee (CAC) Charter, the CAC Chair will poll the members each April as to their desire to remain on the Citizen Advisory Committee. If a member cannot fulfill their term, a new candidate may be selected to serve out the remainder of the term. The CAC Chair went on to poll each member. All members stated that they will fulfill their terms of service except Steve Faust who has resigned due to other commitments. JT Ramsey will not renew his service after his first term as he is moving out of the area.

C. Consideration of Applicants for Membership

Dr. Cortright provided background on Article VI of the Charter regarding the member selection process for the Citizen Advisory Committee (CAC). A special CAC meeting was conducted on March 12, 2024, to review three applications received for advancement to the interview process. All three applicants were unanimously selected to be interviewed. CAC Chair Brown, CAC members Kinzie Michael and JT Ramsey along with STA staff representative Carly Cortright met with each applicant. The Chair then called the applicants' references for review. There are two vacant positions available on the CAC; of the three applicants, the CAC can recommend that the Performance Monitoring and External Relations (PMER) Committee appoint up to two of them. There is no obligation to recommend; the Charter only dictates up to 15 members, not that it is required to have 15 members.

Mr. Fortensky moved to approve the recommendation of Ms. Julie Corpuz to the Performance Monitoring and External Relations Committee for membership approval on the Citizen Advisory Committee. Ms. Michael seconded, and the motion passed unanimously.

Dr. Carroll moved to approve the recommendation of Mr. Jackson Deese to the Performance Monitoring and External Relations Committee for membership on the Citizen Advisory Committee. Ms. Michael seconded, and the motion passed unanimously.

D. Change to Monthly Meetings

Dr. Cortright reported that in the past the CAC met on a monthly schedule that aligned with the PMER Committee. PMER meets every month except January and August. To allow more time for full presentations and discussions, plus avoid unnecessary delays on topical items, STA proposed moving back to a monthly cadence to align with the PMER committee. The CAC would meet monthly except the months of January and August.

Mr. Fortensky moved to approve the motion to change the CAC meetings back to a monthly cadence. Ms. Michael seconded, and the motion passed unanimously.

Dr. Cortright left the meeting at 5:34 pm.

4. Committee Reports

A. Service Change-May 2024

Mr. Karl Otterstrom reported that most of the service changes take place on Sunday May 26, 2024, with new schedules planned to be available before changes take effect. City Line frequency will increase to 7.5-minutes at peak and 10-minutes midday, with other night and weekend improvements, as previously approved and to increase service span on Route 11 Downtown/North Bank Shuttle to run on nights and weekends. This change to Route 11 takes effect May 3, 2024, to support the *Expo '74 50th Anniversary celebrations*.

B. Connect 2035 Strategic Plan Update

Mr. Otterstrom discussed the three goals in Phase 1 of *Connect 2035*. He then reviewed the key points of the March 6th Board Workshop and the results of the Insight Network's Survey 3, which focused on transit and technology. Mr. Otterstrom stated that Survey 4 is in process and focuses on how riders travel to and from their bus stops, with the results to be completed by the end of April. There have been three out of four Board engagement tours completed, with the fourth in Paratransit to be completed by the end of April 2024. Upcoming as well as completed outreach for *Connect 2035* updates were reported. Mr. Otterstrom reviewed the schedule for Phase 2 and stated that the goal is to complete this project by the end of 2024.

C. 2025-2030 Transit Development Plan Overview

Mr. Otterstrom provided background on the six-year Transit Development Plan (TDP). There are standard public outreach activities for the development of the TDP: a public notice to issue the draft plan, a public hearing, and the adoption of the plan. In addition to the standard outreach activities, STA staff are implementing a TDP overview, upcoming public open house, a draft TDP, and an upcoming public hearing notification. Staff will return in June 2024 with the Draft TDP and information on the upcoming public hearing.

D. I-90 Valley High Performance Transit: Public Outreach Update

Mr. Otterstrom provided background for the I-90/Valley High Performance Transit (HPT) Corridor. The main public focus is the implementation of Route 7 as it embodies the transformation of existing Route 74 Mirabeau/Liberty Lake to align with *STA Moving Forward's* commitment for night and weekend service in 2025. Given the Corridor Development Plan (CDP) vision, Route 7 is also planned to incorporate Route 60 Airport, thus providing a single route from the Spokane Airport to Liberty Lake. This aligns with the implementation of other HPT investments in *STA Moving Forward*. Current planning and public outreach efforts are focused on defining locations and scope of improvements at stations and stops.

E. Expo '74 50th Anniversary Celebration Update

Ms. Meyer reported. See CEO report.

5. CEO Report

Ms. Meyer stated that the 50th Anniversary of Expo '74 launch is not far off on May 4, 2024, STA was asked to support the events of the Expo celebrations. In response, STA proposed a \$0.50 fare in connection with the 50th anniversary of the Expo for the Downtown/ North Bank shuttle between the Arena and Downtown. The proposal went to the Performance Monitoring & External Relations (PMER) committee which resulted in a tied vote. It then moved on to the Board Operations Committee where it passed. In the meantime, the City of Spokane proposed that STA offer free transit service system-wide for nine weeks. The Board Chair advised that staff would conduct an analysis of each of the alternatives and report back to the Board on April 18, 2024. The draft options are as follows for May 4-July 4, 2024.

- A. A. \$0.50 Route 11 from May 3 through July 7 (all days)
- B. Free Fare Systemwide May 4 through July 7 (all days)
- C. \$0.50 Fare Systemwide May 4 through July 7 (all days)
- D. Free Fare Systemwide Saturdays Only May 4 through July 4
- E. \$0.50 Systemwide Weekends and Holidays May 4 through July 4
- F. Free fare system wide May 4 and July 4 only

STA is assessing the impact/risk to the drivers and cleaning crew of free rides, the nexus to Expo '74 events, passengers' comfort (cleanliness and security), foregone revenue, the implementation requirements such as farebox, validators and pass programs purchased by universities and colleges, etc., as these issues pose a problem in application during this timeframe. The results will be voted on at the April 18, 2024, Board meeting. Ms. Meyer also reported that the Expo '74 battery electric bus on Route 11 is currently in service with new decals commemorating the celebration.

6. Committee Member Expressions

Mr. Perry Crandall expressed his satisfaction with the City-Line, how nice, fast, quiet, and convenient it is. Dr. Linda Carroll expressed her happiness with the enhanced shelters and signage downtown and that there is extra security on the buses. Mr. JT Ramsey expressed excitement that Mr. Perry Crandall is on the CAC and welcomed him on board. Mr. Caleb McDougall reported that Whitworth students are happy overall with STA services.

7. Review Agenda Items for June 12, 2024, Meeting

The committee reviewed the proposed agenda items for the June 12th meeting. There were no suggested additions.

8. Adjourn

With no further business, Chair Brown adjourned the meeting at 6:45 p.m.

Respectfully submitted,



[Dianne Peach](#)

Executive Assistant to the Chief Communications & Customer Service Officer

DRAFT

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

June 12, 2024

AGENDA ITEM: **3B** CITIZEN ADVISORY COMMITTEE CHARTER UPDATE

REFERRAL COMMITTEE: n/a

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

SUMMARY: The Citizen Advisory Committee (CAC) Charter needs to be updated to reflect the change to monthly rather than every other month meetings. Changes to the chair election from November to December are also recommended to reflect this change. Additional changes are being recommended to add clarity to the member selection process and length of term as well as a conflict-of-interest provision.

The CAC is a subcommittee of the Performance Monitoring and External Relations (PMER) committee, therefore PMER approves the CAC Charter. If the proposed changes are recommended to move forward to PMER, they will be presented at the next meeting, July 17, 2024.

The redlined and clean versions of the Charter are attached.

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

DRAFT CHARTER
SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE
June 2023

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, in accordance with the regular input received from the public and stakeholders.

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, comprehensive and strategic plans, ~~strategie~~ communications plan, Transit Development Plan, partnerships, and community outreach practices.

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SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE
June 2023

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 and demographic representation and diversity of opinion. [Not all positions of the CAC are required to be filled.](#)

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~~ [rideshare](#) service. STA strives to have varied geographic and socioeconomic representation, and also seeks applicants with demonstrated lived experience.

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
- Community Based Organizations such as Rotary, Kiwanis, AHANA, and Martin Luther King Jr. Family Outreach Center
- Faith Community
- Higher Education/Administration/Faculty
- Medical Community/ Public Health
- Neighborhood Associations/Councils
- Persons with Disabilities
- Public Agencies/Law Enforcement
- Rural Community
- Senior Citizens
- Service Users (Fixed Route, Paratransit, ~~Vanpool~~[Rideshare](#))
- Social Service Agencies
- Youth

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 [above previously stated participation list](#). [By applying to be a member or accepting a membership position, all members certify they do not have an actual or perceived conflict of interest. If a member becomes aware of an actual or perceived conflict](#)

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SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE
June 2023

of interest, the Member must notify the Chair, and may be required to recuse themselves from any vote that presents an actual or perceived conflict of interest.

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.
- Staff and at least one 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 & TERM

A. Chair. Annually, in ~~November~~December, the CAC members will select ~~the a new~~ Chair of the CAC. The new chair shall be seated at the following February meeting. The CAC is encouraged to select a new Chair each calendar year.

B. Recruitment & Term. Annual membership recruitment ~~will~~may occur ~~each September,~~ ~~or~~ as needed from time to time at the discretion of the PMER Committee or by recommendation of the CAC. ~~Membership recruitment and filling vacancies is an ongoing process.~~

Membership on the CAC is for a three-year term. At the end of ~~their a member's first three-~~year term, a member ~~can~~is eligible to reapply to serve a second three-year term for a total of two consecutive, three-year terms. Following the expiration of a member's second consecutive three-year term, a member must wait one full year before reapplying for a new three-year term.

~~If a member cannot fulfill their term, a new candidate may 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 called by the CAC Chair or staff representative to determine their interest in continuing on the committee.~~

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SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE
June 2023

~~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 – VACANCIES & REMOVAL

If any member cannot complete their term, a new candidate may be selected to serve the remainder of the incomplete term, which shall constitute that member’s first term. The CAC is not required to select a candidate to fill an incomplete term.

The CAC Chair will poll the members annually as to their desire to remain on the CAC. Any member who has three consecutive unexcused absences will be called by the CAC Chair or staff representative to determine their interest in remaining on the committee.

The CAC may recommend to the Performance Monitoring and External Relations Committee the removal of any member for any reason, by majority vote. Any removed CAC member is ineligible to serve on the CAC for one full year.

Should a CAC member be excluded from STA Transit Vehicles, Facilities, or Properties due to a Rules of Conduct violation, that member will also be suspended from serving on the CAC during the time period of the exclusion.

ARTICLE VIII-IX – 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 ten~~ times a year: February, April, June, September, and November.every month, except January and August.
- Special meetings may be called if necessary.
- The Chair, or the Chair’s designee, will be ~~the appointed spokesperson for the CAC~~responsible from time to time for representing CAC at Performance Monitoring and External Relations Committee meetings, when requested by the Committee or STA’s Chief Executive Officer.
- As designated ~~on the~~by 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.~~

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SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE
June 2023

- 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~~Committee or as recommended by staff.
- The members of the CAC serve in a voluntary role and without salary. With pre-approval, travel is reimbursed according to STA policies and procedures.

ARTICLE IX– STAFFING

~~As authorized by the Board, t~~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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SPOKANE TRANSIT AUTHORITY

CITIZEN ADVISORY COMMITTEE

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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, comprehensive and strategic plans, communications plan, Transit Development Plan, partnerships, and community outreach practices.

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CITIZEN ADVISORY COMMITTEE

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DRAFT CHARTER
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Member must notify the Chair, and may be required to recuse themselves from any vote that presents an actual or perceived conflict of interest.

ARTICLE VI – MEMBERSHIP SELECTION PROCESS

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- 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 & TERM

A. Chair. Annually, in December, the CAC members will select a new Chair of the CAC. The new chair shall be seated at the following February meeting. The CAC is encouraged to select a new Chair each calendar year.

B. Recruitment & Term. Annual membership recruitment may occur as needed from time to time at the discretion of the PMER Committee or by recommendation of the CAC.

Membership on the CAC is for a three-year term. At the end of a member's first three-year term, a member is eligible to reapply to serve a second three-year term for a total of two consecutive, three-year terms. Following the expiration of a member's second consecutive three-year term, a member must wait one full year before reapplying for a new three-year term.

ARTICLE VIII – VACANCIES & REMOVAL

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The CAC Chair will poll the members annually as to their desire to remain on the CAC. Any member who has three consecutive unexcused absences will be called by the CAC Chair or staff representative to determine their interest in remaining on the committee.

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Should a CAC member be excluded from STA Transit Vehicles, Facilities, or Properties due to a Rules of Conduct violation, that member will also be suspended from serving on the CAC during the time period of the exclusion.

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- The CAC shall meet every month, except January and August.
- Special meetings may be called if necessary.
- The Chair, or the Chair’s designee, will be responsible from time to time for representing CAC at Performance Monitoring and External Relations Committee meetings, when requested by the Committee or STA’s Chief Executive Officer.
- As designated by the Performance Monitoring and External Relations Committee, 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.
- 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 or as recommended by staff
- The members of the CAC serve in a voluntary role and without salary. With pre-approval, travel is reimbursed according to STA policies and procedures.

ARTICLE X– STAFFING

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.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

June 12, 2024

AGENDA ITEM: **3C** CITIZEN ADVISORY COMMITTEE MEMBERSHIP APPLICATION REVIEW

REFERRAL COMMITTEE: n/a

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

SUMMARY: Per the CAC Charter, Article VI, the committee will review applicants and select potential candidates. At that time, staff and a CAC representative will meet with potential candidates and may recommend them to the CAC for further consideration.

There is currently one application to consider and one uncompleted term on the CAC. Steve Foust's term ends November 2024. Based on timing of committee meetings, and no meeting in August, any candidate recommended for this vacancy would not go before the Performance Monitoring and External Relations Committee until September 4, 2024.

RECOMMENDATION TO COMMITTEE: For review and discussion.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

June 12, 2024

AGENDA ITEM 4A : CONNECT 2035 STRATEGIC PLANNING UPDATE

REFERRAL COMMITTEE: n/a

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

SUMMARY: Staff will review activities associated with Phase 2 of Connect 2035 Strategic Plan, including items completed since the last CAC meeting. Staff will highlight preliminary initiatives that have been identified and reviewed with the Board at their June 5th Workshop. Committee members' input is invited.

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

June 12, 2024

AGENDA ITEM 4B : TRANSIT DEVELOPMENT PLAN

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Planning & Development Officer
Madeline Arredondo, Associate Transit Planner

SUMMARY: An overview of the agency’s primary mid-range planning document, the Transit Development Plan (TDP), was presented to the Citizen Advisory Committee in April 2024. The 2025-2030 Transit Development Plan is in draft form, and is available at the following link:

[https://www.spokanetransit.com/projects/transit-development-plan/.](https://www.spokanetransit.com/projects/transit-development-plan/)

Staff will review highlights of the plan and provide an update on the planning process.

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

June 12, 2024

AGENDA ITEM: 4C 2023 COMMUNITY PERCEPTION SURVEY RESULTS SUMMARY

REFERRAL COMMITTEE: n/a

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

SUMMARY: In September 2023, ETC Institute conducted a community perception survey so Spokane Transit could understand the public perception, familiarity, and impact of the system, along with the transit needs of Spokane’s growing and changing population. The survey was mailed to random households within the Public Transportation Benefit Area, with postage-paid return envelopes included. An online option was also provided. The desired sample size of 400 was reached with 403 surveys completed.

The last community perception survey was completed in 2021 by a different vendor. Methodological changes were made with the 2023 survey, including the switch to mail/online. Prior community perception surveys were conducted by telephone. This change was made to achieve a more representative sample, but did result in the rephrasing of some questions, which makes a strict year-to-year comparison more challenging. New questions were also added in addition to some new features, including benchmarking to ETC’s national database of other transit agencies. Another new feature includes GIS mapping of responses by zip code. A summary of the results will be presented at the meeting.

RECOMMENDATION TO COMMITTEE: Receive Report

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

June 12, 2024

AGENDA ITEM 5: CHIEF EXECUTIVE OFFICER REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: E. Susan Meyer, Chief Executive Officer

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

RECOMMENDATION TO COMMITTEE: Receive Report.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

June 12, 2024

AGENDA ITEM 7: COMMITTEE MEMBER EXPRESSIONS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Dianne Peach, Executive Assistant to the Chief Communications & Customer Service Officer

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

RECOMMENDATION TO COMMITTEE: N/A

SPOKANE TRANSIT AUTHORITY CITIZEN

ADVISORY COMMITTEE MEETING

June 12, 2024

AGENDA ITEM 8: REVIEW DRAFT AGENDA ITEMS FOR JULY 17, 2024, MEETING

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Dianne Peach, Executive Assistant to the Chief Communications & Customer Service Officer

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 July 17, 2024, Committee meeting.

DRAFT AGENDA

1. Call to Order and Roll Call (*Chair Brown*)
2. Committee Chair Report (*Chair Brown*) (5 minutes)
3. Committee Action (5 minutes)
 - A. Minutes – June 12, 2024 – *Corrections/Approval*
4. Committee Reports (60 minutes)
 - A. Connect 2035 Strategic Planning Update (*Otterstrom/Tresidder*)
 - B. 2023 Fixed Route Rider Survey Results (*Cortright*)
 - C. Technology Options for Trip Planning (*Cortright*)
 - D. Division Street Bus Rapid Transit: Design and Public Outreach Update (*Otterstrom/Skillingstad*)
 - E. Zero-Emission Transition Workshop Summary (*Rapez-Betty/Bigger*)
5. CEO Report – (*Meyer*) (10 minutes)
6. Committee Information (**no action or discussion**)
 - A. STA Moving Forward – 2nd Qtr. Project Delivery Report (*Otterstrom/Tresidder*)
 - B. Q1 2024 Performance Measures – (*Rapez-Betty*)
7. Committee Member Expressions (*Chair Brown*) (5 minutes)
8. Review DRAFT Agenda Items for September 11, 2024, Meeting (5 minutes)
9. Adjourn

RECOMMENDATION TO COMMITTEE: Review and discuss.

Next Citizen Advisory Committee Meeting: July 17, 2024