

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

**CITIZEN ADVISORY COMMITTEE MEETING**

Wednesday, November 13, 2024

5:00 pm – 6:30 pm

**Northside Conference Room**  
**Spokane Transit Authority**  
**1230 W. Boone Avenue, Spokane, WA**  
*w/Virtual Public Viewing Option Link Below*

**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 – October 9, 2024 – *Corrections/Approval*
4. Committee Reports (65 minutes)
  - A. Winter Operations (*Rapez-Betty*)
  - B. Connect 2035 Strategic Plan Update (*Otterstrom/Tresidder*)
  - C. 2024 Paratransit Survey Results (*Cortright*)
  - D. Update from CAC Members on Activities (*Cortright*)
5. CEO Report – (*Meyer*) (10 minutes)
6. Committee Information (***no action or discussion***)
7. Committee Member Expressions (*Chair Brown*) (3 minutes)
8. Review DRAFT Agenda Items for December 11, 2024, Meeting (2 minutes)
9. Adjourn

Next Committee Meeting: Wednesday, December 11, 2024, at 5:00 p.m.

Optional Virtual Link: [JOIN HERE](#)  
Call-in Number: 1-253-215-8782  
Meeting ID: 830 6630 5923

*Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting at the STA website: [www.spokanetransit.com](http://www.spokanetransit.com). Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964. For more information, see [www.spokanetransit.com](http://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**

November 13, 2024

**AGENDA ITEM 2 :** COMMITTEE CHAIR REPORT

**REFERRAL COMMITTEE:** n/a

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

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**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**

November 13, 2024

**AGENDA ITEM: 3A:** MINUTES OF THE OCTOBER 9, 2024, COMMITTEE MEETING-  
CORRECTIONS AND/OR APPROVAL

**REFERRAL COMMITTEE:** n/a

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

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**SUMMARY:** Attached for your information, corrections, and/or approval are the minutes of the October 9, 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 MEETING**  
**DRAFT** Minutes of the October 9, 2024, Meeting  
5:00 p.m. – 6:30 p.m.

**STA Northside Conference Room**  
**1230 W Boone Avenue, Spokane, WA**  
*In person w/ Virtual Public Viewing Option*

**COMMITTEE MEMBERS PRESENT**

Dan Brown, Chair  
JT Ramsey  
Chris Fortensky  
Andrew Tse  
Tino Andrade  
Jackson Deese  
Linda Carroll  
Caleb McDougall  
Perry Crandall  
Julie Corpuz  
Kinzie Michael  
Rhonda Young

**STAFF MEMBERS PRESENT**

E. Susan Meyer, Chief Executive Officer  
Karl Otterstrom, Chief Planning & Development Officer  
Carly Cortright, Chief Communications & Customer Service Officer  
Delana Combs, Ombudsman & Accessibility Officer  
Brandon Rapez-Betty, Chief Operations Officer  
Tammy Johnston, Sr. Financial Services Manager  
Dianne Peach, Executive Assistant to the Chief Communications & Customer Service Officer

**COMMITTEE MEMBERS ABSENT**

Susan Gray  
Konrad Capeller

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1. **CALL TO ORDER AND ROLL CALL**

Mr. Dan Brown, Committee Chair, called the meeting to order at 5:00 p.m. and roll call was conducted.

2. **COMMITTEE CHAIR REPORT**

Chair Brown reported that he had a brief problem with his Connect Card, but the issue was corrected immediately with no further issues noted.

3. **COMMITTEE ACTION**

A. **Minutes of September 11, 2024, Committee Meeting**

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

B. CAC Consideration for Membership

Dr. Cortright reviewed the process for committee member selection to the Citizen Advisory Committee (CAC) noting that the CAC evaluates applications, interviews and recommends members to the Performance Monitoring & External Relations (PMER) Committee. There can be up to fifteen members on the committee. Chair Brown, Mr. Andrade, and Mr. Deese all volunteered to participate with Dr. Cortright in the interview process. Mr. Fortensky offered to be a backup. Ultimately Mr. Andrade and Mr. Fortensky were not available, so Mr. Tse volunteered. Chair Brown reported the reference findings of the two recommended applicants to be able to move forward to the PMER committee for approval. The two applicants that are recommended are Tyler Salyer and John Lemus.

**Dr. Carroll moved to approve the recommendation of Mr. Tyler Salyer to the Performance Monitoring and External Relations Committee for membership approval of the Citizen Advisory Committee. Mr. Deese seconded, and the motion passed unanimously.**

**Dr. Carroll moved to approve the recommendation of Mr. John Lemus to the Performance Monitoring and External Relations Committee for membership approval of the Citizen Advisory Committee. Mr. Deese seconded, and the motion passed unanimously.**

4. COMMITTEE REPORTS

A. 2025 DRAFT Budget

Ms. Tammy Johnston reported an overview of the 2025 Proposed Budget. The proposed core actions that are aligned with *Connect 2035* Strategic Plan Goals are to elevate the customer experience, lead and collaborate with community partners to enhance the quality of life in the region and to strengthen STA's capacity to anticipate and respond to the demands of the region.

Operating Revenue Budget – The draft 2025 Operating Revenue Budget assumes \$155,352,619 in revenues, an increase of \$12,155,087 (8.5%) compared to the 2024 adopted budget of \$143,197,532. The sales tax collection is the biggest contributor to the revenue changes.

Operating Expense Budget – The draft 2025 Operating Expense Budget is forecasted to be \$131,473,981, an increase of \$9,283,934 (7.6%) compared to the 2024 operating budget of \$122,190,047. Fixed Route is the largest expense at \$86,199,499, with Paratransit at \$21,893,956, Administration at \$18,284,439, Plaza at \$4,144,634, and Rideshare at \$951,453.

2025 Capital Budget and Budgeted Fleet Replacement Contribution – The draft 2025 Capital Budget is forecasted to be \$79,022,143. The Fleet Replacement will be \$16,478,723. The Capital Budget sources include Federal funding of \$5,030,159 (8.1%), State funding of \$17,216,175 (27.5%) and local funding of \$40,297,086 (64.4%).

Next steps for the 2025 budget process were reviewed.

B. 2023 Fixed Route Rider Survey Results Summary

Dr. Cortright reported that the Rider Survey was conducted during October 2023 by the ETC Institute. The survey collected feedback from riders regarding their perceptions of the services provided by STA. Dr. Cortright reviewed the demographics of the riders, including race, employment status, gender, and household income. Twenty-one percent of riders reported riding the bus less than one year ago and 42% reported they are riding the bus more, which is consistent with prior surveys. Dr. Cortright went on to report that 82% of respondents said they were "Satisfied" or "Very Satisfied" with Spokane Transit bus service, and 32% of respondents reported that not having a car was one of their main reasons for riding the bus. Riders primarily either purchased their bus pass at the Plaza or it was provided through their school with only 15% purchasing online. Seventy percent reported using a Connect card. Like the Community Perception Survey, the ETC Institute asked riders if they were aware that youth 18 and under ride free, finding that 74% were aware compared to 48% who were aware on the Community Perception Survey. Respondents were asked to rate certain aspects of STA's bus service, including driver courtesy, driving safely, personal safety on the bus, and cleanliness of bus interior; 75% reporting that they "Agreed" or "Strongly Agreed" with the statement "Bus operators operate the vehicle safely"; 74% reported they "Agreed" or "Strongly Agreed" with the statement "Bus operators are helpful" and 74% reported they "Agreed" or "Strongly Agreed" with the statement "Bus operators are courteous." Finally, when rating STA's customer service, all five areas (call center, customer service, staff, coach operators/supervisors, and security) were ranked as "Excellent" or "Good" by most respondents.

C. Technology Options for Trip Planning

Dr. Cortright demonstrated the variety of technological options for STA Trip Planning. She demonstrated the Spokane Transit Website as well as Google Maps and Apple Maps and described how Transit App and Moovit mobile applications work. She also went over the Text Your Stop (99689) option or calling 509-328-RIDE (7433) that can all be used to plan a bus trip. Discussion ensued.

5. CEO REPORT

Ms. Meyer reported that STA has three funding sources. The first is local voters approved sales tax at 0.8% of a cent, the second is customer fares at approximately \$7.5 million per year and the third is federal and state funding. The federal funding is used for preventative maintenance and is calculated by formula funding. Since *Move Ahead Washington* was passed by the WA State legislature in 2021, STA also receives approximately \$10 million per year in state funding, but this is at risk with Initiative 2117 on the November 2024 ballot. There is a small amount of revenue that is made from three vendor leases at the Plaza. In September, from the July 2024 sales, there was \$10 million dollars from sales tax revenue compared to the budget of \$8.5 million, with \$1.5 million revenue over budget bringing the YTD sales tax collection to 2.4% above budget. Ms. Meyer reported that Dr. Grant Forsyth, an economist with Avista, was consulted and gave his recommendations for 2025 sales tax projections of between 1.5 and 2% growth.

Ms. Meyer reported that she along with five Board members and STA leadership all attended the American Public Transportation Association (APTA) Transform Conference in Anaheim CA. The conference was very productive. The STA team met with the Federal Transit Administration (FTA) including the Executive Director and Region 10 Administrator from the WA, OR, ID, and AK region. The team spoke to them regarding City Line ridership and reported that STA is \$12-14 million under budget, and the board voted to dedicate the local funds to the Division BRT project. The team also talked about the Division BRT project status and overall agency update. They were very complimentary about the STA Board and staff and the work that has been done.

Ms. Meyer reported that Mr. Otterstrom and the Planning team hosted the Northwest Transit Planning Exchange meeting in Spokane where two large transit systems from Canada and large and small transit systems from six states participated. The CEO from the Boise transit system was also in attendance.

Ms. Meyer stated that she is preparing for the CEO Search Task Force meeting scheduled on October 16, 2024, to see what recommendations on next steps for the CEO search they may have.

Ms. Meyer reported to the board that there are two new members that will be brought forward to the PMER Committee to be considered for membership on the Citizen Advisory Committee. She stated that STA conducted four 2-hour workshops for employees regarding Connect 2035 to gather input on the long-range plan.

6. COMMITTEE MEMBER EXPRESSIONS

Dr. Carroll stated that she has heard very positive remarks regarding the new route between Airway Heights and Cheney as many students commute every day. She also said that when people asked her where she parked downtown, she was happy to say that she didn't need to park as she rode the bus, but also asked if the northeast routes could be staggered for better 15-minute availability.

8. November 13, 2024 – COMMITTEE MEETING DRAFT AGENDA REVIEW

The committee reviewed the proposed agenda items for the November 13, 2024, meeting. There were no suggested corrections or additions.

9. ADJOURN

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

**The next committee meeting will be held on Wednesday, November 13, 2024, at 5:00 p.m. in person at STA Northside Conference Room with a virtual viewing option.**

Respectfully submitted,

*Dianne Peach*

Dianne Peach

Executive Assistant to the Chief Communications & Customer Service Officer

**SPOKANE TRANSIT AUTHORITY**  
**CITIZEN ADVISORY COMMITTEE MEETING**

November 13, 2024

**AGENDA ITEM 4A :** WINTER OPERATIONS

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Brandon Rapez-Betty, Chief Operations Officer

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**SUMMARY:** Staff will present the 2024-2025 Extreme Weather Emergency Operations Plan.

**RECOMMENDATION TO COMMITTEE:** Receive Report.

**SPOKANE TRANSIT AUTHORITY**  
**CITIZEN ADVISORY COMMITTEE MEETING**  
November 13, 2024

**AGENDA ITEM 4B :** CONNECT 2035 DRAFT STRATEGIC PLAN

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Karl Otterstrom, Chief Planning & Development Officer  
Brian Jennings, Deputy Director for Community Development

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**SUMMARY:** Staff will provide an overview of the Draft *Connect 2035* strategic plan that will have a public hearing at the STA Board meeting on November 21, 2024.

The draft plan may be viewed here: <https://staconnect2035.com/>

**RECOMMENDATION TO COMMITTEE:** Receive report.

**SPOKANE TRANSIT AUTHORITY  
CITIZEN ADVISORY COMMITTEE MEETING  
November 13, 2024**

**AGENDA ITEM:** **4C**                    2024 PARATRANSIT SURVEY RESULTS

**REFERRAL COMMITTEE:**            n/a

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

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**SUMMARY:** In January 2024, ETC Institute initiated a customer satisfaction survey for Paratransit customers. Using a list of Paratransit customers provided by STA, ETC Institute randomly selected customers to mail the survey with a goal of completing a sample of 400. Respondents were provided a postage-paid envelope to return the survey, or there was a link to an online option also provided. There were 412 responses to the survey returned. The last Paratransit Customer Satisfaction Survey was conducted in 2021 by a different vendor and was completed via telephone. A summary of the results will be presented at the meeting.

**RECOMMENDATION TO COMMITTEE:** Receive Report

**SPOKANE TRANSIT AUTHORITY**  
**CITIZEN ADVISORY COMMITTEE MEETING**

November 13, 2024

**AGENDA ITEM:** **4D** UPDATE FROM CAC MEMBERS ON ACTIVITIES

**REFERRAL COMMITTEE:** n/a

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

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**SUMMARY:** Per the CAC Charter, one of the purposes of the CAC is to “act as an educational arm of the organization to reach out to the public.” To help keep the Performance Monitoring and External Relations Committee apprised of CAC member activity out in the public, from time to time, staff will be asking for an update from each CAC member on what organizations or groups they have recently met with and what information they have shared with them about what Spokane Transit is working on.

**RECOMMENDATION TO COMMITTEE:** Receive Report

**SPOKANE TRANSIT AUTHORITY**  
**CITIZEN ADVISORY COMMITTEE MEETING**

November 13, 2024

**AGENDA ITEM 5:** CHIEF EXECUTIVE OFFICER REPORT

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** E. Susan Meyer, Chief Executive Officer

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**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**

November 13, 2024

**AGENDA ITEM 7 :** COMMITTEE MEMBER EXPRESSIONS

**REFERRAL COMMITTEE:** n/a

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

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**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**

November 13, 2024

**AGENDA ITEM 8:** REVIEW DRAFT AGENDA ITEMS FOR DECEMBER 11, 2024, MEETING

**REFERRAL COMMITTEE:** n/a

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

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**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 December 11, 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 (20 minutes)
  - A. Minutes – November 13, 2024 – *Corrections/Approval*
  - B. Chair Election (*Chair Brown/Cortright*)
4. Committee Reports (45 minutes)
  - A. STA 2024 Outreach Activities (*Cortright*)
  - B. Federal Transit Administration Section 5310: Subrecipient Recognition (*Otterstrom*)
  - C. CEO Search Task Force Update (*Meyer*)
5. CEO Report – (*Meyer*) (15 minutes)
6. Committee Information (**no action or discussion**)
  - A. Q3 2024 Performance Measures (*Rapez-Betty*)
7. Committee Member Expressions (*Chair Brown*) (3 minutes)
8. Review DRAFT Agenda Items for February 12, 2025, Meeting (2 minutes)
9. Adjourn

Next Committee Meeting: Wednesday, February 12, 2025, at 5:00 p.m. (*No meeting in January*)

**RECOMMENDATION TO COMMITTEE:** Review and discuss