

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

CITIZEN ADVISORY COMMITTEE MEETING

Minutes of the November 13, 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
Andrew Tse
Tino Andrade
Jackson Deese
Linda Carroll
Caleb McDougall
Perry Crandall
Julie Corpuz
Kinzie Michael
Konrad Capeller
John Lemus
Tyler Salyer

STAFF MEMBERS PRESENT

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

Guests

Tammy Johnston, Sr. Financial Services Manager
Kade Peterson, Sr. Information Services Manager

COMMITTEE MEMBERS ABSENT

Susan Gray
Chris Fortensky
Rhonda Young

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 stated that he reports to his neighborhood council on a regular basis. He shared with them the results of the 2023 Rider Survey and observed that there is a definite increase in ridership.

3. **COMMITTEE ACTION**

A. **Minutes of October 9, 2024, Committee Meeting**

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

4. A. Winter Operations

Mr. Rapez-Betty reported on the Spokane Transit Authority Winter Operations Preparation and Response Measures noting everything STA does is rooted in public safety and providing service. In extreme snow events the Chief Operations Officer (COO) acts as the Incident Commander with winter operations being an all-hands-on deck coordination. Mr. Rapez-Betty reviewed important customer tips and snow clearing procedures at bus stops, as well as explaining the different snow procedure levels: general, extreme and critical.

B. Connect 2035 Strategic Planning Update

Mr. Otterstrom reviewed the 2035 Strategic Plan Outline. He presented Goal 1, 2, and 3 recommended initiatives with a Draft plan outline for tracking progress. Mr. Otterstrom reported the following initiative list with the project delivery timeframe. In the next 2-3 years, STA will implement the fixed route network optimization (additional night/weekend service on high performing routes, updating service in Spokane Valley, reaching new job centers), install lighting at all sheltered stops and install shelters at all stops with more than 25 daily boardings. In the next 3-5 years, STA will conduct planning and design for future high performance transit corridors: Route 61-Highway 2/Fairchild; extend Division Street Bus Rapid Transit to a potential new transit center in Mead; extend Route 9 Sprague to the Appleway Park-&-Ride and upgrade Route 33-Wellesley to High Performance Transit (infrastructure). Mr. Otterstrom then reviewed the remaining 2024-2025 key dates working toward the sequencing timeline of the plan.

C. 2024 Paratransit Survey Results Summary

Dr. Cortright reported that the Paratransit Survey was conducted in January and February 2024 by the ETC Institute. This survey was conducted by mail with a postage paid envelope included as well as a link to complete the survey online. STA provided a list of Paratransit customers who were randomly selected to participate in the survey with 412 survey respondents. This survey aimed to identify the transportation habits and opinions of STA Paratransit riders. Dr. Cortright reviewed the results of the survey.

D. Update from CAC Members on Activities

Dr. Cortright reported that per the CAC Charter, one of the purposes of the committee is to act as an educational arm of the organization. The members are tasked to reach out to the public as part of STA's overall outreach efforts. Dr. Cortright asked members to report on their efforts.

- Chair Brown reported that he regularly reports to the North Hill Neighborhood Council with general knowledge of STA and how the system works.
- Mr. Crandall reported that he is working on getting information on bus riding and upcoming bus changes onto his high school's news video for all students.
- Mr. Andrade reported that he is teaching his coworkers how to ride the bus and save on parking.
- Mr. Tse is educating his friends on how to maximize bus use in Cheney.
- Mr. McDougall reported that he regularly communicates with students at Whitworth, who want more connections from the Northside to the Valley.
- Mr. Salyer stated that he is a law student at Gonzaga and new to Spokane. He reported that he has talked to other students regarding the BRT lines.
- Mr. Lemus reported that he wants to get the word out regarding STA to developmentally disabled riders.
- Dr. Carroll reported that she placed a comment on the city's environmentally friendly bulletin board saying to ride the bus as it decreases pollution, and she participated in STA videos oriented toward senior citizens.

- Ms. Michael attended a statewide conference for her union and spoke about how to utilize the bus system.
- Ms. Corpus stated that she regularly educates her co-workers and residents about STA.
- Mr. Capeller said he is happy to be back and participating in the CAC.

5. CEO REPORT

Ms. Meyer reminded the group that she is retiring in December 2024, and that since the Board will not hire a new CEO by that time, they will be appointing an Interim CEO and may do that at the next Board meeting. Their focus will be to keep STA running smoothly.

Ms. Meyer also stated that when a complaint is submitted to STA, CAC members can be assured that each incident is investigated.

7. COMMITTEE MEMBER EXPRESSIONS

There were no expressions shared.

8. December 11, 2024 – COMMITTEE MEETING DRAFT AGENDA REVIEW

The committee reviewed the proposed agenda items for the December 11, 2024, meeting. There were no suggested corrections or additions.

9. ADJOURN

With no further business, Chair Brown adjourned the meeting at 6:14 p.m.

Respectfully submitted,

Dianne Peach

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Executive Assistant to the Chief Communications & Customer Service Officer