

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

CITIZEN ADVISORY COMMITTEE MEETING
Wednesday, October 9, 2024
5:00 – 6:30 pm

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

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 – September 11, 2024 – *Corrections/Approval*
 - B. CAC Consideration for Membership (*Chair Brown/Cortright*)
4. Committee Reports (*50 minutes*)
 - A. 2025 DRAFT Budget (*Otterstrom/Johnston*)
 - B. 2023 Fixed Route Rider Survey Results Summary (*Cortright*)
 - C. Technology Options for Trip Planning (*Cortright*)
5. CEO Report – (*Meyer*) (*10 minutes*)
6. Committee Information
 - A. STA Moving Forward Performance Tracking (*Otterstrom*)
7. Committee Member Expressions (*Chair Brown*) (*5 minutes*)
8. Review DRAFT Agenda Items for the November 13, 2024, Meeting (*5 minutes*)
9. Adjourn

Optional Virtual Link: [CAC Meeting](#)
Call-in Number: 1-253-215-8782
Meeting ID: 893 3080 0432

Next Citizen Advisory Committee Meeting: November 13, 2024

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

October 9, 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

October 9, 2024

AGENDA ITEM: 3A: MINUTES OF THE SEPTEMBER 11, 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
September 11, 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 September 11, 2024, Meeting
5:00 p.m. – 6:30 p.m.

STA Northside Conference Room
Spokane Transit Authority, 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

STAFF MEMBERS PRESENT

E. Susan Meyer, Chief Executive Officer
Karl Otterstrom, Chief Planning & Development Officer
Carly Cortright, Chief Communications & Customer
Service Officer
Dianne Peach, Executive Assistant to the Chief
Communications & Customer Service Officer

COMMITTEE MEMBERS ABSENT

Susan Gray
Konrad Capeller
Julie Corpuz
Kinzie Michael
Rhonda Young

STAFF MEMBERS ABSENT

Delana Combs, Ombudsman and Accessibility Officer
Brandon Rapez-Betty, Chief Operations Officer

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 announced that his neighborhood had their annual summer picnic where he distributed STA brochures that helped answer several questions regarding how to take the bus and where the bus stops are located in that specific community. He will continue to spread the word and educate his neighbors.

3. **COMMITTEE ACTION**

A. **Minutes of July 17, 2024, Committee Meeting**

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

B. CAC Candidate Application Review

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. Dr. Cortright briefly reviewed each application as well, before the committee made their motions to move forward applicants to the interview process. Dr. Cortright reminded the committee that it was decided at the June meeting that Nikki Davis would move forward for an interview.

Collin Campbell

Ms. Carroll moved to bring Mr. Campbell forward for an interview. Mr. Deese seconded, and the motion passed unanimously.

Colleen Gardner

Ms. Carroll moved to bring Ms. Gardner forward for an interview. Mr. Deese seconded, and the motion passed unanimously.

John Lemus

Mr. Deese moved to bring Mr. Lemus forward for an interview. Mr. Crandall seconded, and the motion passed unanimously.

Tyler Salyer

Mr. Ramsey moved to bring Mr. Salyer forward for an interview. Mr. Fortensky seconded, and the motion passed unanimously.

Chair Brown asked for volunteers from the CAC to participate on the interview committee. Chair Brown, Mr. Andrade and Mr. Deese all volunteered to participate with Mr. Fortensky as backup, if needed.

4. COMMITTEE REPORTS

A. Connect 2035 Strategic Plan Update

Mr. Otterstrom provided a recap on the Board Workshop Objectives where STA gathered direction on alternative packages and key initiatives. He also described the next steps on public outreach. Connect 2035 is STA's newest strategic plan to elevate customer experience, lead and collaborate with community partners to enhance quality of life and to strengthen capacity to anticipate and respond to the demands of the region. To date, STA has had 2,613 interactions with the community that include, direct emails, phone calls, letters, newsletter, presentations, community events, listening sessions, check ins, open houses and surveys. Mr. Otterstrom stated that identifying investment packages and using evaluation results and additional factors to develop them will lead to sequenced initiatives and investments over the next 10 years. The long term forecast is \$85M will be available for strategic investments, which is contingent on renewal of 0.2% sales tax rate by the end of 2028, (along with outside grants). Of that, \$55M will be dedicated from available resources to the clean energy campus, with \$30M available for Enhancements. Within the \$30M in Enhancements, \$20M will be include enhancements in all packages and \$10M will be available for additional enhancements beyond those that are included in all packages. Mr. Otterstrom reviewed all three packages and reported the numerous community engagement activities that are scheduled in September. Discussion ensued.

B. September Service Change

Mr. Otterstrom reported that there were many schedules printed regarding the September 2024 Service Change. This service change includes several adjustments being made in NE Spokane, the Route 90 Sprague into Route 9, increased frequency for Spokane Valley/Millwood and the Holiday Service schedule. Mr. Otterstrom reviewed the trip planning option on Google maps and shared details of the upcoming Street Team activities. The Street Team concept is meant to pro-actively engage with riders at designated locations to “push” information; 25 STA employees from 4 departments have volunteered at the STA Plaza, SCC Transit Center and West Plains Transit Center to engage with riders. Discussion ensued.

5. CEO REPORT

Ms. Meyer reported that sales tax fares, as well as state and federal grants are STA’s primary sources of funding. STA receives sales tax from the jurisdictions inside the Public Transportation Benefit Area (PTBA), that include City of Spokane, Spokane Valley, Liberty Lake, Cheney, Airway Heights, Millwood, and Medical Lake as well as parts of unincorporated Spokane County. The monthly sales tax revenue was slightly lower than the budget. The draft 2025 STA budget is being prepared for review by the Board in October 2024. Ms. Meyer reported that Dr. Grant Forsyth, an economist with Avista, was consulted and gave his recommendations for sales tax projections.

Ms. Meyer reported that the Plaza 1st floor restroom renovations are complete. The 1st floor restrooms will continue to be monitored. Vandalism and drug use has declined at the Plaza with the restroom policy changes. Discussion ensued.

Ms. Meyer reported that the Spokane County Fair shuttle provides service from SCC to the fairgrounds for \$2.00 round trip. The Spokane County Fair also offers a discount on fair admission for people that ride the bus. In 2024 the first Saturday ridership to the Fair on the shuttle showed approximately 540 rides; in 2023 there were 360, in 2022 there were 193, and in 2021 there were 134 rides.

Ms. Meyer reminded the committee that she is retiring at the end of 2024. The Board appointed four of their members to a CEO Search Task Force. If there is no one hired by the time Ms. Meyer departs, the board could appoint an interim CEO. Discussion ensued.

7. COMMITTEE MEMBER EXPRESSIONS

Mr. Ramsey took this time to thank the staff for a job well done during his tenure and that he has enjoyed his time on the Citizen Advisory Committee.

8. October 9, 2024 – COMMITTEE MEETING DRAFT AGENDA REVIEW

The committee reviewed the proposed agenda items for the October 9, 2024, meeting. There were no suggested corrections or additions.

9. ADJOURN

With no further business, Chair Brown adjourned the meeting at 6:31 p.m.

The next committee meeting will be held on Wednesday, October 9, 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

DRAFT

SPOKANE TRANSIT AUTHORITY

CITIZEN ADVISORY COMMITTEE MEETING

October 9, 2024

AGENDA ITEM: **3B** CITIZEN ADVISORY COMMITTEE CONSIDERATION FOR MEMBERSHIP

REFERRAL COMMITTEE: n/a

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

SUMMARY: The Citizen Advisory Committee (CAC) was established in 2004 to represent the interests of the community and assist STA staff and the Board of Directors in making the region proud of its public transportation system. Members serve as conduits of information between the agency and the community by both relaying STA-related information to their networks and by providing input to STA. In 2015, the Citizen Advisory Committee became a subcommittee to Performance Monitoring and External Relations (PMER) Committee.

Per its charter, the CAC shall be composed of no more than 15 members who are appointed by the PMER 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 fourteen members (14) members, with one position whose term expires in October and one unfilled position due to a resignation, creating two vacant positions.

On September 25, 2024, the CAC Chair, Dan Brown, and CAC members Jackson Deese and Andrew Tse along with STA staff representative Carly Cortright interviewed five CAC applicants recommended by the CAC at their September 2024 meeting. The Chair will share the references he called for each applicant and the interview panel will make their recommendation to the CAC at the meeting.

RECOMMENDATION TO COMMITTEE: For discussion and vote

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

October 9, 2024

AGENDA ITEM 4A : DRAFT 2025 BUDGET

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Tammy Johnston, Senior Financial Services Manager
Karl Otterstrom, Chief Planning & Development Officer

SUMMARY: Staff will review the draft 2025 Budget at the Committee meeting, including the draft 2025 action plan and the draft 2025 operating and capital budgets. This report is posted on the STA website, at this link:

<https://www.spokanetransit.com/financial-information/>

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

October 9, 2024

AGENDA ITEM: **4B** 2023 FIXED ROUTE RIDER SURVEY RESULTS SUMMARY

REFERRAL COMMITTEE: n/a

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

SUMMARY: In October 2023, ETC Institute conducted an on-board customer satisfaction survey of fixed route riders. Survey takers conducted the survey in-person on the bus; a quota sampling approach was utilized to ensure the sample was representative of ridership by route.

The last two fixed route customer satisfaction surveys (2021 and 2022) were conducted by a different vendor and were done online due to COVID safety concerns. No survey was conducted in 2020, and prior to that a third vendor conducted the surveys in-person. New features to this report include benchmarking ETC's national database of other transit agencies. A summary of the results will be presented at the meeting.

RECOMMENDATION TO COMMITTEE: Receive Report

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

October 9, 2024

AGENDA ITEM: **4C** TECHNOLOGY OPTIONS FOR TRIP PLANNING

REFERRAL COMMITTEE: n/a

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

SUMMARY: There are multiple options for trip planning on fixed route using mobile or desktop devices. On Spokane Transit’s website, there is a trip planning function built-in allowing a user to enter a starting point and destination, and either a leave now or a different departure time (for future trip planning). The solution will be provided in Google Maps. Alternatively, Google Maps and Apple Maps have similar functionality if a user prefers to start there via those websites on their preferred browser.

If a user prefers to use a mobile application for their cell phone, there are multiple companies that access Spokane Transit’s GTFS data as open source. While Spokane Transit does not endorse these companies, they include Transit App, OneBusAway, and Moovit App. These apps provide trip planning functionality as well as real time information on bus arrival time

Riders also have the option to text their stop to determine when the next bus will arrive. While at a stop, texting the 4-digit stop code printed on the bus flag (sign) to 99689 will result in a text message listing the next scheduled departure times.

These options will be demonstrated during the meeting.

RECOMMENDATION TO COMMITTEE: Receive Report

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

October 9, 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

October 9, 2024

AGENDA ITEM 6A : STA MOVING FORWARD PERFORMANCE TRACKING

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 Citizen Advisory Committee. All the quarterly status reports, including the 2024 Q3 progress report, as well as all historical project reports, can be found here:

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

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

October 9, 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

October 9, 2024

AGENDA ITEM 8 : REVIEW DRAFT AGENDA ITEMS FOR NOVEMBER 13, 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 November 13, 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 – 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***)
 - A. Q3 2024 Performance Measures (*Rapez-Betty*)
7. Committee Member Expressions (*Chair Brown*) (*3 minutes*)
8. Review DRAFT Agenda Items for December 11, 2024, Meeting (*2 minutes*)
9. Adjourn

RECOMMENDATION TO COMMITTEE: Review and discuss.