

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

CITIZEN ADVISORY COMMITTEE MEETING

Wednesday, December 11, 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 (10 minutes)
 - A. Minutes – November 13, 2024 – *Corrections/Approval*
 - B. Election of Committee Chair (*Chair Brown/Cortright*)
4. Committee Reports (55 minutes)
 - A. 2024 STA Outreach Activities (*Cortright*)
 - B. Federal Transit Administration Section 5310: Program Overview (*Otterstrom*)
 - C. 2024 Third Quarter Year-To-Date Performance Measures (*Rapez-Betty*)
5. CEO Report – (*Meyer*) (15 minutes)
6. Committee Information (***no action or discussion***)
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***)

Optional Virtual Link: [JOIN HERE](#)

Call-in Number: 1-253-215-8782

Meeting ID: 856 7618 8149

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting at the STA website: 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. 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

December 11, 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

December 11, 2024

AGENDA ITEM: 3A: MINUTES OF THE NOVEMBER 13, 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 November 13, 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 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

Dianne Peach

Executive Assistant to the Chief Communications & Customer Service Officer

**SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING**

December 11, 2024

AGENDA ITEM: **3B** ELECTION OF COMMITTEE CHAIR

REFERRAL COMMITTEE: n/a

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

SUMMARY: Per the CAC Charter, a new Chair will be selected annually in December. The Committee will nominate and elect a Chair for the next year to be seated at the February meeting.

RECOMMENDATION TO COMMITTEE: For discussion and vote.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

December 11, 2024

AGENDA ITEM: **4A** 2024 STA OUTREACH ACTIVITIES

REFERRAL COMMITTEE: n/a

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

SUMMARY: The Business Development group in the Communications department is responsible for outreach to introduce community members to Spokane Transit services, including Fixed Route, Paratransit, and Rideshare. A presentation will be provided at the meeting detailing the outreach activities and audiences reached in 2024.

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY

CITIZEN ADVISORY COMMITTEE MEETING

December 11, 2024

AGENDA ITEM 4B: FEDERAL TRANSIT ADMINISTRATION SECTION 5310: PROGRAM OVERVIEW

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Planning & Development Officer
Emilio Bustos, Associate Transit Planner

SUMMARY: The Federal Transit Administration (FTA) Section 5310 program provides formula funding to Spokane Transit for the purpose of assisting organizations in meeting the transportation needs of older adults and people with disabilities when other transportation services provided are unavailable, insufficient, or inappropriate to meet these needs. The program is intended to support the mobility of seniors and individuals with disabilities by increasing or expanding transportation options throughout the community. Staff will provide an overview of STA's role in the program and how it is implemented in the Spokane region by featuring several local initiatives funded by the program.

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY

CITIZEN ADVISORY COMMITTEE MEETING

December 11, 2024

AGENDA ITEM 4C: 2024 THIRD QUARTER YEAR-TO-DATE PERFORMANCE MEASURES

REFERRAL COMMITTEE: Performance Monitoring & External Relations (Kerns)

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: The complete report has been posted to the STA website:

[2024 Third Quarter Year-to-Date Performance Measures](#)

The following is a summary of significant measures that are of particular interest, or the committee has provided guidance for staff to highlight on a routine basis.

Ensure Safety

Preventable Accident Rate

- At 0.15, Fixed Route was higher than STA's goal of 0.08 preventable accidents per 10,000 miles.
- At 0.11, Paratransit was higher than STA's goal of 0.10 preventable accidents per 10,000 miles.

Earn and Retain the Community's Trust

Ridership

- Fixed Route 2024 third quarter year-to-date ridership was 7,525,246, up 15% compared to third quarter ridership in 2023 with 6,543,543 trips.
- Paratransit 2024 third quarter year-to-date ridership was 289,872, up 8.4% compared to third quarter ridership in 2023 with 267,410 trips.
- Rideshare 2024 third quarter year-to-date ridership was 77,050, up 7.6% compared to third quarter ridership in 2023 with 71,627 trips.

Passengers per Revenue Hour (PPRH)

- Fixed Route PPRH was 19.34. The goal is to transport 15 or more passengers.
- Paratransit PPRH was 2.4. The goal was to transport 2.4 or more passengers.

Provide Excellent Customer Service

On-Time Performance: Fixed Route

On-time performance is measured as a bus departing between 0 to 5 minutes after the scheduled departure time.

- Fixed Route year-to-date on-time performance was 91.7%, below STA's goal of 93%.

On-Time Performance: Paratransit

On-time performance is measured as a van arriving no more than 30 minutes after the scheduled arrival time.

- Paratransit year-to-date on-time performance was 94.2%, above STA's goal of 93%.

Operator Ride Checks

- There were 212 out of 333 ride checks completed for Fixed Route.
- There were 40 out of 65 ride checks completed for Paratransit.

Exemplify Financial Stewardship

Cost per Passenger

Fixed Route and Paratransit continue to exceed STA's goal to keep the cost per passenger less than 95% of the average cost of the urban systems in Washington State.

- Fixed Route cost per passenger was \$9.37. This was 68.8% of the urban systems' average.
- Paratransit cost per passenger was \$58.70. This was 76.8% of the urban systems' average.

Cost Recovery from User Fees (Farebox Recovery)

- Fixed Route farebox recovery was 26.2%, above the goal of 20%.
- Paratransit farebox recovery was 4.7%, below the goal of 5%.

****New Board-approved methodology began third quarter 2024. Standard fare rate (\$2) divided by operational cost per passenger.***

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

December 11, 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

December 11, 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

December 11, 2024

AGENDA ITEM 8: REVIEW DRAFT AGENDA ITEMS FOR FEBRUARY 12, 2025, 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 February 12, 2025, Committee meeting.

DRAFT AGENDA

1. Call to Order and Roll Call (*Chair*)
2. Committee Chair Report (*Chair*) (5 minutes)
3. Committee Action (5 minutes)
 - A. Minutes – December 11, 2024 – *Corrections/Approval*
4. Committee Reports (40 minutes)
 - A. Update from CAC Members on Activities (*Cortright*)
 - B. 2024 Fixed Route Rider Survey Results Summary (*Cortright*)
5. CEO Report – (*Otterstrom/Rapez-Betty*) (15 minutes)
6. Committee Information (**no action or discussion**)
 - A. Q4 2024 STA Moving Forward Update (*Otterstrom/Tresidder*)
7. Committee Member Expressions (*Chair Brown*) (3 minutes)
8. Review DRAFT Agenda Items for March 12, 2025, Meeting (2 minutes)
9. Adjourn

Next Committee Meeting: Wednesday, March 12, 2025, at 5:00 p.m.

RECOMMENDATION TO COMMITTEE: Review and discuss