

CITIZEN ADVISORY COMMITTEE
 Minutes of the June 12, 2024, Committee Meeting

<p><u>MEMBERS PRESENT</u> Dan Brown, Chair Susan Gray JT Ramsey Chris Fortensky Andrew Tse Rhonda Young Kinzie Michael Perry Crandall Tino Andrade Konrad Capeller Julie Corpuz Jackson Deese</p>	<p><u>STAFF PRESENT</u> E. Susan Meyer, Chief Executive Officer Carly Cortright, Chief Communications & Customer Service Officer Delana Combs, Ombudsman and Accessibility Officer Karl Otterstrom, Chief Planning & Development Officer Brandon Rapez-Betty, Chief Operations Officer Dianne Peach, Executive Assistant to the Chief Communications & Customer Service Officer</p>
<p><u>MEMBERS ABSENT</u> Caleb McDougall Linda Carroll</p>	<p><u>GUESTS</u> Mike Tresidder, Senior Transit Planner</p>

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 Brown reported that he met with the North Hill neighborhood and the Corbin Senior Center and gave them information on free weekend rides during the Expo '74 50th Anniversary Celebration. He also reported that the Connect Insight Network that participates in periodic surveys has received the results of STA's Survey #5. Chair Brown reported that the top two significant results for the question "What makes transit useful to you?" show that transit saves on gas and car maintenance and gives a feeling of community. The top benefit of using transit is saving money.

3. Committee Action

A. Minutes of April 10, 2024, Meeting

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

B. Citizen Advisory Committee Charter Update

Citizen Advisory Committee Charter Update Dr. Cortright reviewed the requested changes drafted to the CAC Charter. The language was updated throughout the Charter to be more concise and revised for accuracy. One of the more significant updates to the Charter include a conflict-of-interest section added under Article V- Membership Qualifications and Responsibilities. Under Article VII- Membership Rotations Process, the CAC Committee will select a new Chair in December rather than November and the language regarding member terms was updated. Under Article VIII- Vacancies and Removal, there were recommended language changes regarding vacant positions and polling of members, plus new language on the removal of members and suspension if excluded from STA service because of Rules of Conduct violation. Under Article IX- Operating Guidelines, the CAC Committee will now meet monthly, except in January and August. Discussion ensued.

Mr. Fortensky moved to recommend PMER approve the Charter as presented. Ms. Michael seconded, and the motion passed unanimously.

C. Citizen Advisory Committee Membership Application Review

Citizen Advisory Committee Membership Application Review Dr. Cortright provided background on Article VI of the Charter regarding the member selection process for the Citizen Advisory Committee (CAC). She reviewed an application of a potential new member. Because of the August break, the September PMER meeting will be the first opportunity to confirm any candidate, so this applicant would complete an unfilled term that expires in November 2024, if selected. The options include interviewing her and offer a partial term of three months, or wait and interview her, as well as any additional applicants, to potentially fill both positions for the upcoming vacancy of JT Ramsey when his term ends in October.

Mr. Fortensky moved to delay the consideration of new applicants until there are full, threeyear term openings. Dr. Young seconded, and the motion passed unanimously.

4. Committee Reports

A. 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 June 5th Board Workshop objectives. Mr. Otterstrom reviewed the preliminary initiatives and sorted them into three categories of customer experience, community partnerships, and capacity. Ideas that were deemed infeasible or that could be implemented through STA's normal budget were screened out. Mr. Otterstrom reviewed the proposed actions for each Connect 2035 goal and asked the CAC members to rank up to three initiatives in order of importance that they believe would best support STA's mission over the next 10 years. Under Goal 1, the most votes submitted were to improve travel time and reliability. Ideas were shared by the committee to help Elevate the Customer Experience. Under Goal 2, the most votes submitted were to develop new avenues to regularly engage riders and the general public around STA services. Ideas were shared by the committee to help lead and collaborate with community partners to enhance the quality of life in the region. Finally, under Goal 3, the most votes submitted were to continue to monitor and preserve long-term opportunities for high-capacity transit in the Spokane region. Ideas were shared by the committee to help strengthen capacity to anticipate and respond to demands of the region

B. Transit Development Plan

Mr. Otterstrom shared a list of outreach activities that have taken place since the draft 2025-2030 Transit Development Plan (TDP) was presented in April 2024.

C. 2023 Community Perception Survey Results Summary

Postponed to July 11, 2024, Citizen Advisory Committee meeting

5. CEO Report

Ms. Meyer reported that free fare service on Saturdays and Sundays has proven to be most successful when there are large events occurring. She stated that there has been a slight increase in security issues. Transit Officers are riding the buses more and observing more incidences. The goal is that the riders and coach operators have a safe experience.

Ms. Meyer stated that Spokane Transit Authority (STA) is currently recruiting a Chief Financial Officer (CFO) and encouraged CAC members to reach out if they know someone who is interested and qualified to apply.

She reported on voter-approved sales tax.

Finally, Initiative 2117, to repeal the Climate Commitment Act, will be on the ballot in November. If this legislation is repealed, STA would lose approximately \$9M per year of state funding used for operations and the \$50M grand for the Division BRT project.

To conclude her report on a positive note, Ms. Meyer stated that STA is hiring coach operators and paratransit drivers.

6. Committee Member Expressions

Dr. Cortright read an expression from Caleb McDougall stating that people are happy about the free rides on the weekends and the opportunities it brings to engage in community events. There is still emphasis on wanting better connection to the valley. Overall, people are pleased with the direction STA is going with their development plans. Mr. Fortensky asked if the Ombudsman and CEO could ride with him on the bus and observe how his scooter fits on the bus. Ms. Combs agreed to schedule a ride with Mr. Fortensky.

7. Review Agenda Items for September 11, 2024, Meeting

The committee reviewed the proposed agenda items for the September 11th meeting. There were no suggested additions.

8. Adjourn

With no further business, Chair Brown adjourned the meeting at 6:38 p.m.

Respectfully submitted,



Dianne Peach

Executive Assistant to the Chief Communications & Customer Service Officer