

CITIZEN ADVISORY COMMITTEE MEETING

Meeting Minutes for February 9, 2022

Via Video Conference

<p><u>MEMBERS PRESENT</u> Brian Kamp, Committee Chair Dennis Anderson Dan Brown Linda Carroll Steve Faust Chris Fortensky Susan Gray Charles Howell Larry Lapidus Caleb McDougall JT Ramsey Michelle Rasmussen</p> <p><u>MEMBERS ABSENT</u> None</p>	<p><u>STAFF PRESENT</u> E. Susan Meyer, Chief Executive Officer Monique Liard, Chief Financial Officer Karl Otterstrom, Director of Planning & Development Emily Arneson, Community Ombudsman & Accessibility Officer Kate Kelly, Executive Assistant</p> <p><u>GUESTS</u> Kinzie Michael Jason Lien</p>
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1. **CALL TO ORDER AND ROLL CALL**

The Chair called the meeting to order at 5:00 p.m. and roll call was conducted.

2. **COMMITTEE CHAIR REPORT**

Mr. Brian Kamp reminded the committee that their role is as a voice of the people. Their responsibility as a committee member is to address issues that are affecting the population at large, not personal, specific issues.

3. **PUBLIC EXPRESSIONS**

There were no expressions at this time.

4. **COMMITTEE ACTION**

A. **Minutes of October 27, 2021, Special Meeting**

Mr. Brian Kamp asked the committee to review the minutes of the October 27, 2021, **Special Meeting**. Mr. Chris Fortensky moved to approve the October 27, 2021, **Special Meeting** Committee minutes. Mr. Dennis Anderson seconded, and the motion passed unanimously.

B. **Consideration of Applicant for Membership**

Ms. Emily Arneson reported that she and Mr. Kamp interviewed applicant Kinzie Michael, and staff will be recommending that the Performance Monitoring and External Relations Committee approve her as a CAC member. Although no formal action by the CAC is required, Mr. Anderson moved to approve the recommendation of Ms. Michael to the Performance Monitoring & External Relations Committee for appointment. Mr. Fortensky seconded, and the motion passed unanimously.

5. COMMITTEE REPORTS

A. State of the Agency

CEO Ms. Susan Meyer provided agency updates, including:

- The appointment of Brandon Rapez-Betty as Chief Operations Officer,
- The announcement of a transportation revenue package in the Washington state legislature,
- STA is currently recruiting to fill a number of positions, and,
- Updated STA COVID metrics.

B. Spokane Regional Transportation Council, Human Services Transportation Plan, 2022 Update

Mr. Jason Lien, representing the Spokane Regional Transportation Council (SRTC), outlined the Coordinated Public Transit-Human Services Transportation Plan. This Plan is updated every four years and seeks to identify available transportation services, needs, and gaps, and makes recommendations for transportation projects in Spokane County. It focuses on populations with special needs such as low-income individuals, seniors, and people with disabilities. Updating the Plan will take place over the next several months and include various meetings with STA as well as outreach in the Spokane area.

C. Fare Policy Update

Ms. Monique Liard, Chief Financial Officer, provided the committee with an update regarding the upcoming changes to the fare collection system and overall fare policy. The new fare collection system will enhance the customer experience by making the fare payment process easier, more accessible, more convenient, and faster. Changes to the fare policy document included policy simplification, clarification of CEO authority in administration of fares, and the separation of the fare policy from the fare tables. These changes were authorized through Board Resolution 791-22. All fare collection and fare policy changes came after significant community outreach was conducted that included over 1,500 respondents.

D. Website Update

Ms. Arneson introduced the committee to the new Spokane Transit website that was recently launched in beta format. She displayed many of the new attributes including language translation and numerous accessibility options. The committee was encouraged to explore and review the beta version of the website and provide feedback to STA before the formal launch in a few months.

E. Legislative Update

This agenda item was skipped as the CEO provided a legislative update in her State of the Agency presentation.

F. STA Board's Strategic Planning Efforts

Ms. Arneson updated the committee on the Board's ongoing strategic planning efforts. In regard to long-term strategy, the Board elected to hire strategic planning partner firm Nelson Nygaard. Near-term opportunities have provided for the investment of \$18,462,200 into projects to be completed in the next 24 months.

G. Recruitment

Mr. Kamp encouraged committee members to recruit additional members in the community.

6. COMMITTEE INFORMATION

There was no committee information presented.

7. COMMITTEE MEMBER EXPRESSIONS

Mr. Anderson requested information on the status of restoration of service on 29th Avenue.

Mr. Fortensky asked for an update regarding the rolled steel that is part of City Line shelter installation.

Ms. Linda Carroll requested a trash can be installed at a specific stop on Route 25.

Mr. Kamp encouraged committee members to ride a battery electric bus. He also expressed gratitude to Ms. Meyer and her staff for their hard work throughout the pandemic to keep service on the road.

8. SET AGENDA ITEMS FOR FUTURE CAC MEETINGS

9. ADJOURN

The meeting was adjourned at approximately 6:35 p.m.

The next Citizen Advisory Committee meeting is scheduled for April 13, 2022, at 5:00pm via Zoom.

Respectfully submitted,



Kate Kelly
Executive Assistant to the Director of Human Resources & Labor Relations