

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

**CITIZEN ADVISORY COMMITTEE MEETING**  
**Wednesday, June 8, 2022**  
**5:00 – 6:30 p.m.**  
**Via Video Conference**

**Committee Members:** [Committee Members Join Here](#)  
**General Public:** [Public Attendees Join Here](#)  
**Audio Conference:** Call the number below and enter the Meeting ID  
1-253-215-8782 | Meeting ID: 824 9854 4696

**AGENDA**

1. Call to Order and Roll Call
2. Committee Chair Report (*Brian Kamp*)
3. Public Expressions (*Brian Kamp*) – 3 minutes per person
4. Committee Action:
  - A. Minutes of April 13, 2022, Meeting (*Brian Kamp*) – 5 minutes
5. Committee Reports:
  - A. State of the Agency (*Susan Meyer*) – 15 minutes
  - B. August 2022 Service Revisions (*Karl Otterstrom*) – 10 minutes
  - C. 2023-2028 Transit Development Plan: Complete Draft (*Karl Otterstrom*) – 10 minutes
  - D. Website Redevelopment Update (*Brandon Rapez-Betty*) – 5 minutes
  - E. I-90/Valley High Performance Transit Line: Corridor Update (*Karl Otterstrom*) – 10 minutes
  - F. Fare Collection System Update (*Monique Liard*) – 10 minutes
  - G. STA Board Strategic Planning Update (*Monique Liard*) – 10 minutes
6. Committee Information – *no action or discussion*
7. Committee Member Expressions (*Brian Kamp*) – 5 minutes
8. Set Agenda Items for Future CAC meetings – 5 minutes
9. Adjourn

**Next Citizen Advisory Committee Meeting: September 14, 2022**

*Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964. For more information, see [www.spokanetransit.com](http://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.*

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**AGENDA ITEM 02 :** COMMITTEE CHAIR REPORT

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Kate Kelly, Executive Assistant

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**SUMMARY:** At this time, the Committee Chair will have an opportunity to comment on various topics of interest regarding Spokane Transit.

**RECOMMENDATION TO COMMITTEE:** Information only.

**SPOKANE TRANSIT AUTHORITY**  
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**AGENDA ITEM 03 :** PUBLIC EXPRESSIONS

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Kate Kelly, Executive Assistant

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**SUMMARY:** At this time, the Citizen Advisory Committee will give the public the opportunity to express comments or opinions.

The Chair will ask if any member of the public is present and would like to speak. All meeting attendees will be unmuted by the host. Comments will be limited to three minutes per person and, if requested, answers will be provided by staff at a later date.

**RECOMMENDATION TO COMMITTEE:** Information only.

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**AGENDA ITEM 04 :** MINUTES OF THE APRIL 13 2022, COMMITTEE MEETING – CORRECTIONS AND/OR APPROVAL

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Kate Kelly, Executive Assistant

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**SUMMARY:** Attached for your information, corrections, and/or approval are the minutes of the April 13, 2022, Citizen Advisory Committee meeting.

**RECOMMENDATION TO COMMITTEE:** Information only.

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**CITIZEN ADVISORY COMMITTEE**

**Draft** Minutes of the April 13, 2022, Committee Meeting  
Via Video Conference

<b><u>MEMBERS PRESENT</u></b> Brian Kamp, Committee Chair Dennis Anderson Dan Brown Linda Carroll Chris Fortensky Susan Gray Caleb McDougall JT Ramsey	<b><u>STAFF PRESENT</u></b> E. Susan Meyer, Chief Executive Officer Monique Liard, Chief Financial Officer Karl Otterstrom, Chief Planning & Development Officer Emily Arneson, Community Ombudsman & Accessibility Officer Kate Kelly, Executive Assistant to the Chief People Officer Janet Stowe, Sr Transportation Manager-Paratransit
<b><u>MEMBERS ABSENT</u></b> Steve Faust Kinzie Michael Michelle Rasmussen	<b><u>GUESTS</u></b>

1. Call To Order and Roll Call

The chair called the meeting to order at 5:00 p.m. Roll call was conducted after the Committee Chair Report.

2. Committee Chair Report

Mr. Brian Kamp reminded committee members to interact with community organizations, such as neighborhood committees, to report on current events at Spokane Transit.

3. Public Expression

There were no expressions at this time.

4. Committee Action

A. Minutes of February 9, 2022, Meeting

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

5. Committee Reports

A. State of the Agency

STA CEO Ms. Susan Meyer provided agency updates, including:

- Changes to the public transportation mask mandate,
- An update to the May service change,
- The adoption of a Recruitment & Retention Incentive Policy.

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*Karl Otterstrom joined the meeting at approximately 5:12 p.m.*

B. I-90/Valley High Performance Transit Line: Scenarios Evaluation

Mr. Karl Otterstrom, Chief Planning & Development Officer, presented information regarding the High Performance Transit line for the I-90/Valley corridor. As part of the greater STA Moving Forward plan, these projects include a new transit center, expanded commuter parking east of Sullivan Road, direct, non-stop peak hour service between Liberty Lake and Spokane, night and weekend service, and extended service to Post Falls and Coeur d'Alene on a two-year pilot basis. Mr. Otterstrom shared the Plan Objectives and Plan Process that pertain to this corridor development. Finally, he outlined the three primary routes that are the preferred architecture for the I-90/Valley High Performance Transit line.

For project information and updates, individuals may reference [www.spokanetransit.com/i90](http://www.spokanetransit.com/i90).

C. 2021 Unaudited Year-End Financial Report

Ms. Monique Liard, Chief Financial Officer, gave a summary of STA's 2021 Unaudited Year-End Financial Report. The summary covered revenue, expenses, capital, cash, and next steps. Actual 2021 revenues were 49.4% over budget while actual 2021 expenses were 16.4% under budget. Approximately 20% of the capital budget will be carried over to 2022 for projects that began in 2021 but are not yet finished. STA's year-end cash balance is approximately \$184.5 million. To close, Ms. Liard provided information on the next steps in the auditing process in which the unaudited report will be presented to the Board of Directors, then results will be audited by the Office of the Washington State Auditor, and finalized with an exit conference to the Performance Monitoring & External Relations Committee.

D. 2021 Year-End Performance Measures & Proposed 2022 Goals

Ms. Liard presented on STA's Performance Measures for 2021 and the goals for 2022. STA's priorities and objectives are to ensure safety, earn and retain the community's trust, provide excellent customer service, enable organizational success, and exemplify financial stewardship. For each priority and objective, there are several attached performance measures which are used to determine whether the priority or objective is being achieved. The table below outlines the performance measure(s) for each priority and objective selected for review with the Committee.

<b>Priority &amp; Objective</b>	<b>Performance Measure(s)</b>
Ensure Safety	Preventable Accident Rate
Earn & Retain the Community's Trust	Ridership; Service Effectiveness
Provide Excellent Customer Service	On-Time Performance
Enable Organizational Success	Training Rates
Exemplify Financial Stewardship	Cost Effectiveness; Cost Recovery from User Fees

E. STA Moving Forward Quarterly Project Delivery Report

Mr. Otterstrom provided the quarterly report regarding STA Moving Forward.

F. STA Paratransit Services

Ms. Emily Arneson outlined STA's Paratransit services to provide information and context on the Paratransit experience for committee members who do not utilize Paratransit services.

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Important characteristics of Paratransit services are: shared ride, door-to-door, wheelchair-accessible, defined service area, and has the same fare, hours of service, and approximate trip time as fixed route service. Information on how to become eligible for Paratransit service was also provided. Lastly, Ms. Arneson reviewed Paratransit's performance measures.

6. Committee Information

There was no committee information presented.

7. Committee Member Expressions

Mr. Kamp shared that two community members have approached him with requests for service in the Five Mile Prairie area.

Mr. Fortensky expressed that coach operators on fixed route service need to provide more boarding time for individuals in wheelchairs or scooters.

Ms. Linda Carroll communicated her excitement and appreciation for the new beta website.

Mr. JT Ramsey shared that as a medical provider, the Paratransit application is easy and clear to fill out and prompted good dialogue between the provider and the patient.

8. Set Agenda Items for Future Meetings

Proposed agenda items for future meetings were shared.

9. Adjourn

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

Respectfully submitted,



Kate Kelly  
Executive Assistant to the Chief Human Resources Officer

**SPOKANE TRANSIT AUTHORITY**  
**CITIZEN ADVISORY COMMITTEE MEETING**

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**AGENDA ITEM 05A :** STATE OF THE AGENCY

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Susan Meyer, Chief Executive Officer

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**SUMMARY:** The CEO will update the committee on topics concerning Spokane Transit.

**RECOMMENDATION TO COMMITTEE:** Information only.



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**AGENDA ITEM 05B :** AUGUST 2022 SERVICE REVISIONS

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Karl Otterstrom, Chief Planning & Development Officer  
Matt Kenney, Senior Transit Planner/Scheduler

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**SUMMARY:** On August 28, 2022, STA will implement major routing and schedule adjustments based on *STA Moving Forward* project commitments and extensive public outreach. Staff will provide an overview of the changes and plans to communicate them to riders later this summer.

**RECOMMENDATION TO COMMITTEE:** Information only.

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**AGENDA ITEM 05C :** 2023-2028 TRANSIT DEVELOPMENT PLAN: COMPLETE DRAFT

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Karl Otterstrom, Chief Planning & Development Officer  
Mike Tresidder, Associate Transit Planner

**SUMMARY:** The Transit Development Plan (TDP) is a state-required plan that STA prepares annually to convey how we intend to implement public transportation services and related capital and operating projects over a six-year period. State law stipulates it should be submitted to WSDOT no later than September 1 of each year following approval by the governing board of the agency. The 2023-2028 Transit Development Plan is in draft form. A public hearing is scheduled for the June 16, 2022, Board Meeting. Subject to board direction, staff anticipate preparing a final draft of the plan for board approval in July. The draft Transit Development Plan: 2023-2028 can be found here:

<https://www.spokanetransit.com/projects/transit-development-plan/>

The sections of the TDP, and notes when those sections were reviewed by the Planning & Development Committee or Board of Directors, are shown in the table below.

Sections	Notes
1. Introduction and Overview	Updated from last year and included in the June 2022 packet in the Draft TDP.
2. 2021 in Review	Provided in the draft TDP.
3. Mid-Range Planning Guidance, State Policy Goals and Major Activities	Reviewed and discussed by the Planning and Development Committee in March and May 2022.
4. Service Improvement Program (2023-2028)	A review of major service improvements and opportunities was conducted by the Planning and Development Committee in May 2022.
5. Capital Improvement Program	The committee reviewed the detail list of capital programs and projects in May 2022.
6. Operating and Financial Projections	Key assumptions reviewed and affirmed at the April 6, 2022, Planning and Development Committee meeting. Projections reflect key assumptions, the proposed capital, and operating plans.
Appendix A: 2022 Action Plan	Provided for reference. Approved by the STA Board of Directors on November 18, 2021
Appendices B-F	Includes: 2022 Performance Measures, System Ridership/Miles/Hours Statistics, 2021 Fuel Consumption, 2021 Reportable Collisions/Injuries/Fatalities, Bus Fleet Contingency Plan
Appendix G: Transit Asset Management Plan	New TAM is pending approval. Currently approved TAM can be viewed: <a href="https://www.spokanetransit.com/projects/transit-asset-management-plan/">https://www.spokanetransit.com/projects/transit-asset-management-plan/</a>

**RECOMMENDATION TO COMMITTEE:** Information only.



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**AGENDA ITEM 05D :** WEBSITE REDEVELOPMENT UPDATE

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Brandon Rapez-Betty, Chief Operations Officer and Interim Chief  
Communications & Customer Service Officer

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**SUMMARY:** Staff will provide an update on the website redevelopment project.

**RECOMMENDATION TO COMMITTEE:** Information only.

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**AGENDA ITEM 05E :** I-90 / VALLEY HIGH PERFORMANCE TRANSIT LINE: CORRIDOR UPDATE

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Karl Otterstrom, Chief Planning and Development Officer  
Hamid Hajjafari, Senior Transit Planner

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**SUMMARY:** Staff will provide an update on the I-90 / Valley Corridor project.

**RECOMMENDATION TO COMMITTEE:** Information only.

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**AGENDA ITEM 05F :** FARE COLLECTION SYSTEM UPDATE

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Monique Liard, Chief Financial Officer

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**SUMMARY:** Staff will provide an update on the Fare Collection System project.

**RECOMMENDATION TO COMMITTEE:** Information only.

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**AGENDA ITEM 05G :** STA BOARD STRATEGIC PLANNING UPDATE

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Monique Liard, Chief Financial Officer

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**SUMMARY:** Staff will provide an update relative to the Board's Strategic Planning efforts.

**RECOMMENDATION TO COMMITTEE:** Information only.

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**AGENDA ITEM 06 :** COMMITTEE INFORMATION

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Kate Kelly, Executive Assistant

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**SUMMARY:** None.

**RECOMMENDATION TO COMMITTEE:** Information only.



**SPOKANE TRANSIT AUTHORITY**  
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**AGENDA ITEM 07 :** COMMITTEE MEMBER EXPRESSIONS

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Kate Kelly, Executive Assistant

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**SUMMARY:** At this time, members of the Citizen Advisory Committee will have an opportunity to express comments or opinions.

**RECOMMENDATION TO COMMITTEE:** Information only.

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**AGENDA ITEM 08 :** REVIEW SEPTEMBER 14, 2022, DRAFT AGENDA ITEMS

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Kate Kelly, Executive Assistant

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**SUMMARY:** At this time, members of the Citizens Advisory Committee will have an opportunity to review and discuss the items proposed to be included on the agenda for the September 14, 2022, Committee meeting.

Proposed agenda items include:

- Second Quarter 2022 Performance Measures – Results
- Sprague High Performance Transit
- Cheney High Performance Transit Line
- Division Bus Rapid Transit Project Update
- STA Moving Forward Performance Tracking
- Chair Election

**RECOMMENDATION TO COMMITTEE:** Review and discuss.