

CITIZEN ADVISORY COMMITTEE

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

<p><u>MEMBERS PRESENT</u> Brian Kamp, Committee Chair Dennis Anderson Dan Brown Linda Carroll Chris Fortensky Susan Gray Caleb McDougall JT Ramsey</p>	<p><u>STAFF PRESENT</u> 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</p>
<p><u>MEMBERS ABSENT</u> Steve Faust Kinzie Michael Michelle Rasmussen</p>	<p><u>GUESTS</u></p>

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.

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.

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.

Priority & Objective	Performance Measure(s)
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. 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