

CITIZEN ADVISORY COMMITTEE

Minutes of the November 9, 2022, Committee Meeting
Via Video Conference

<u>MEMBERS PRESENT</u> Brian Kamp—Chair Dan Brown Linda Carroll Steve Faust Chris Fortensky Susan Gray Caleb McDougall Kinzie Michael Michelle Rasmussen	<u>STAFF PRESENT</u> E. Susan Meyer, Chief Executive Officer Brandon Ropez-Betty, Chief Operations Officer Monique Liard, Chief Financial Officer Karl Otterstrom, Chief Planning & Development Officer Carly Cortright, Chief Communications & Customer Service Officer Kate Kelly, Executive Assistant to the Chief Human Resources Officer
<u>MEMBERS ABSENT</u> JT Ramsey	<u>GUESTS</u> Konrad Capeller

1. Call To Order and Roll Call

The Chair called the meeting to order at 5:01 p.m. and roll call was conducted.

Ms. Michelle Rasmussen joined the meeting at 5:03 p.m.

2. Committee Chair Report

Chair Kamp expressed excitement that the committee would be voting to add two new numbers during the meeting and thanked the committee for their support during his tenure as committee chair.

3. Public Expressions

There were no expressions.

4. Committee Action

A. Minutes of June 8, 2022, Meeting

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

B. Election of Committee Chair

Chair Kamp indicated that his term as Chair ends with the conclusion of today's meeting and therefore a new chair needs to be elected. Mr. Dan Brown volunteered to run for the chair position. Chair Kamp asked for other nominations; there were none. The Chair asked for a vote and it was carried unanimously.

C. Consideration of Applicant for Membership

Mr. Konrad Capeller left the meeting for this agenda item.

Chair Kamp shared that the committee had two applicants for membership, Mr. Konrad Capeller and Mr. Tino Andrade, and stated that he and Dr. Carly Cortright had interviewed both

candidates and would provide the committee with a summary of the interviews and their recommendation regarding each candidate. They began with Mr. Capeller.

Dr. Cortright shared that Mr. Capeller shared many positive thoughts about STA in his interview as well as areas where the organization could improve. He is well informed about public transportation and has a large network of individuals with which he can share information to and from the CAC. Chair Kamp echoed Dr. Cortright's comments. Chair Kamp asked all those in favor of recommending Mr. Capeller to the Performance Monitoring and External Relations Committee for approval of membership to vote by saying, "aye;" there was no opposition and the vote passed unanimously.

The discussion moved next to Mr. Andrade. Again, Dr. Cortright shared her perspective of their interview. Mr. Andrade relies heavily on STA and therefore has been very interested in being a member of the committee. She believes he would offer a unique voice to the committee based on his community network and that his age would help ensure the committee remains diverse in generational perspective. Chair Kamp shared he was taken by Mr. Andrade's sincerity and echoed Dr. Cortright's opinion that he would bring a unique voice to the committee that it currently lacks. Chair Kamp asked all those in favor of recommending Mr. Andrade to the Performance Monitoring and External Relations Committee for approval of membership to vote by saying, "aye;" there was no opposition and the vote passed unanimously.

Mr. Caleb McDougall joined the meeting at 5:11 p.m.

5. Committee Reports

Mr. Capeller rejoined the meeting at 5:13 p.m.

E. Winter Operations

A last-minute adjustment was made to review item 5E out of order to accommodate Mr. Rapez-Betty's schedule. Mr. Brandon Rapez-Betty outlined the preparations STA has been taking to ensure the system is prepared for winter weather and shared tips that riders should utilize to ensure safe and efficient use of transit during extreme weather. Mr. Rapez-Betty detailed the coordination with various jurisdictions in the region and the team effort that is required to prepare for and respond to winter weather. Helpful customer tips he shared included monitoring traffic reports, checking the STA website or calling 328-RIDE, and being aware of route detours. Lastly, he outlined the many ways in which snow is cleared from bus stop areas.

A. Proposed 2023 Operating & Capital Budgets

Ms. Monique Liard shared a video that provided an overview of the proposed 2023 Operating and Capital Budgets. A public hearing regarding the proposed budgets will be held at the November 17, 2022, Board of Directors meeting at 1:30 p.m. at STA's offices and via Webex.

B. Fare Collection System Update

Ms. Liard provided the committee with an update on the Connect fare collection system which launched on October 1, 2022. She reviewed the highlights of the new system and the implementation timeline, both of which have been shared at previous meetings. Ms. Liard shared details regarding the "No Fare November!" promotion which enables anyone with a Connect card to ride for free in the month of November. Overall, Connect has seen a strong adoption rate, approximately 60 days ahead of what other transits have experienced when

going through the same process, and in October 2022, Connect ridership represented 27% of total STA ridership.

C. Connect 2035 Executive Summary

Ms. Liard's final agenda item was regarding the upcoming strategic plan which has been named Connect 2035. This plan serves as the strategic roadmap for the organization through 2035. This plan includes a mission and vision refresh, engagement and outreach with the community, feedback about STA and the future, and three key goals. A draft of the plan is available online for review and there will be a public hearing regarding the plan at the November 17, 2022, Board of Directors meeting at 1:30 p.m. at STA's offices and via Webex.

Mr. Steve Faust joined the meeting at 5:52 p.m.

D. Cheney High Performance Transit Line

Mr. Karl Otterstrom provided an overview of the Cheney Line. He began by reviewing the completed projects and phases and outlined future projects and phases that have yet to be completed, which include corridor improvements and the procurement of double decker buses.

F. 2023 CAC Work Plan

Dr. Cortright introduced the committee to the 2023 CAC Work Plan which outlines topics the committee will discuss throughout the upcoming year. She noted that this is an outline and items may be added or removed and the committee is welcome to make suggestions. Dr. Cortright expressed her appreciation for each of the committee members that took time to meet with her over the past few weeks and shared that one of her key takeaways from those meetings was the committee's desire for meetings to be more discussion based, rather than presentation based. Chair Kemp echoed this and encouraged members to be creative in thinking of ways to make meetings more conversational.

6. Committee Information – *no action or discussion*

A. *STA Moving Forward* Quarterly Project Delivery Report

7. Committee Member Expressions

Mr. Chris Fortensky thanked Chair Kamp for his service as committee chair.

Ms. Gray suggested a "check-in" at each meeting as an opportunity for committee members to provide feedback to STA.

Chair Kamp asked members if they felt virtual meetings led to less interactive meetings. Many members provided feedback and some agreed that a hybrid option, offering both in-person and virtual attendance, would suit the needs of the committee.

Mr. Brown suggested recruiting a high school student to be a member of the committee.

Chair Kamp asked members to consider if the current meeting date and time works well for them and if not, propose other options as part of the virtual or in-person meeting discussion.

Mr. Fortensky announced that the Blind Veterans Association, which he is part of, is having a fundraiser on December 21, 2022, from 4 p.m. to 8 p.m., that all committee members are invited to.

Mr. Steve Faust apologized for joining the meeting late.

Ms. Michelle Rasmussen thanked Chair Kamp for his leadership as committee chair.

8. Review Agenda Items for February 8, 2022, Meeting

Chair Kamp provided a quick review of the items slated for the February meeting, which were already presented as part of the 2023 CAC Work Plan overview.

9. Adjourn

With no further business, Chair Kamp adjourned the meeting at 6:24 p.m.

Respectfully submitted,

A handwritten signature in cursive script that reads "Kate Kelly". The signature is written in black ink and is contained within a thin black rectangular border.

Kate Kelly

Executive Assistant to the Chief Human Resources Officer