

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

**CITIZEN ADVISORY COMMITTEE MEETING**  
**Wednesday, April 12, 2023**  
**5:00 – 6:30 p.m.**  
**Via Hybrid 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: 865 6381 8309  
**STA Conference location:** 2<sup>nd</sup> Floor, Northside Conference Room

**AGENDA**

1. Call to Order and Roll Call (*Dan Brown*) – 5 minutes
2. Committee Chair Report (*Dan Brown*) – 5 minutes
3. Public Expressions (*Dan Brown*) – 5 minutes per person
4. Committee Action
  - A. Minutes of February 8, 2023 (*Dan Brown*) – 5 minutes
  - B. Charter Review Update (*Carly Cortright*) – 10 minutes
5. Committee Reports
  - A. City Line Testing Rider Recruitment (*Carly Cortright*) – 5 minutes
  - B. City Line Implementation Update (*Carly Cortright*) – 10 minutes
  - C. Connect 2035 Strategic Planning Update (*Karl Otterstrom*) – 10 minutes
  - D. Division Street Bus Rapid Transit Update (*Karl Otterstrom*) – 10 minutes
6. CEO Report (*E. Susan Meyer*) – 10 minutes
7. Committee Information – no action or discussion
  - A. 2022 Year-End Performance Measures – (Brandon Rapez-Betty)
  - B. *STA Moving Forward* Quarterly Project Delivery Report (Karl Otterstrom)  
Attachment: STA Moving Forward Status Report Q1 2023
8. Committee Member Expressions (*Dan Brown*) – 10 minutes
9. Review Agenda Items for June 7, 2023, Meeting – 5 minutes
10. Adjourn

**Next Citizen Advisory Committee Meeting: June 7, 2023**

*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.*

**SPOKANE TRANSIT AUTHORITY  
CITIZEN ADVISORY COMMITTEE MEETING**

April 12, 2023

**AGENDA ITEM 02 :** COMMITTEE CHAIR REPORT

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Dianne Peach, 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:** N/A

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

April 12, 2023

**AGENDA ITEM 03 :** PUBLIC EXPRESSIONS

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Dianne Peach, 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:** N/A

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

April 12, 2023

**AGENDA ITEM 04A :** MINUTES OF THE FEBRUARY 8, 2023 COMMITTEE MEETING

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Dianne Peach, Executive Assistant

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**SUMMARY:** Attached for your information, corrections, and/or approval are the minutes of the February 8, 2023, Citizen Advisory Committee meeting.

**RECOMMENDATION TO COMMITTEE:** Corrections and/or approval

**CITIZEN ADVISORY COMMITTEE**

**DRAFT**

Minutes of the February 8, 2023, Committee Meeting  
Via Video Conference

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

1. Call To Order and Roll Call

Mr. Brown, Committee Chair was having technical difficulties, therefore Dr. Cortright, Chief Communications and Customer Service Officer, called the meeting to order at 5:02 p.m. and roll call was conducted.

2. Committee Chair Report

Mr. Dan Brown apologized for the technical difficulties that he experienced and went on to introduce the two new CAC members, Mr. Tino Andrade and Mr. Konrad Capeller. He also introduced Dianne Peach, the new Executive Assistant to the Chief Communication and Customer Service Officer and welcomed them all aboard.

3. Public Expressions

There were no expressions.

4. Committee Action

A. Minutes of November 9, 2022, Meeting

Ms. Carroll moved to approve the minutes as presented. Mr. Kamp seconded, and the motion passed unanimously.

B. Reappointment of Caleb McDougall

Dr. Cortright indicated that Mr. Caleb McDougall has finished his first 3-year term as a CAC member and is eligible for a second term. She spoke with Mr. McDougall and he stated that he is very interested in renewing his membership. Dr. Cortright recommended that the CAC approve the confirmation of Caleb's second 3-year term. Mr. Kamp moved to approve the reappointment and Ms. Carroll seconded the motion, and the motion was passed unanimously. This recommendation will be made to the PMER Committee for approval.

C. CAC Charter Review

Dr. Cortright reported that the Citizen's Advisory Committee's Charter Review is required to be reviewed every three years. The last review was completed in October 2019. STA staff have made some recommendations on the structure of the charter as well as some language changes (see CAC packet). Mr. Ramsey recommended the removal of "at the end of their term a member may reapply for a second term" from Article VII paragraph 2. Mr. Capeller recommended that the language in Article III include "The CAC's actions are always in accordance with the input of the public and its stakeholders". Mr. Kamp stated that in Article VII paragraph 3 the language stating, "that if a member cannot fulfill their term, a new candidate will be selected to serve out the remainder of the term" is currently not how the CAC is operating. He stated that the language should change to "If a person cannot fulfill their term their seat is vacated until there is a new member that can fill their position". These recommendations will be reviewed by the legal department and brought back to the CAC meeting for review, then taken to the PMER meeting for approval.

5. Committee Reports

A. Sprague High Performance Transit Line Update

Mr. Otterstrom, Chief Planning & Development Officer, presented a report on the Sprague High Performance Transit Line (HPT) which is a reformulation of the existing Route 90 that runs between the STA plaza and Spokane Valley Transit Center. This route is being renamed Route 9 and will offer 15-minute service frequency on weekdays and 30-minute frequency on weekends and holidays. Mr. Otterstrom reported the current STA project schedule planned for 2023. In phase I there will be five stations and nine enhanced stops added as well as a bus only entrance that saves in turns and traffic light wait times. In Phase II there will be eight stations and ten enhanced stops added as well as HPT platform improvements. Spokane Valley Couplet-Business Access and Transit lanes, Improved Pedestrian Crossings and Transit Signal Priorities are also being analyzed for implementation in phase II. Mr. Kamp asked if there has been an uptick in ridership due to the improvements that have been made. Mr. Otterstrom has confirmed that with all the enhancements that have been made the ridership has improved. Ms. Rasmussen stated that the reduction of lanes was placed on a ballot measure and was voted down in Spokane Valley. She asked what barriers there are for getting this passed. Mr. Otterstrom stated that the Spokane Valley City Council is supportive of this initiative and that it might be other commercial developers that have issues with moving this forward. Mr. Ramsey asked if there will be any changes in frequency or extension in times the busses will run later into the

night. There will be no change in bus times and frequency. The current levels of service will be maintained.

B. City Line Implementation Update

Mr. Otterstrom gave an update on the City Line implementation. This service launches on July 15, 2023 and that the project is currently 90% complete. Mr. Otterstrom also presented the financial update stating that he expects the project will come in under budget by about \$10 million. Projects currently underway include installing the railing panels at the shelters and placement of ticket vending machines in high ridership areas and where the buses board on the left side. Work on the Browne's Addition shelters will begin this spring. Mr. Otterstrom stated that STA is looking forward to the substantial completion of all stations, the delivery of the shelters in Browne's Addition, the Transit Signal Priority testing and the Main Avenue angled parking and lane revisions. The launch of City Line begins 15-minute frequency, most hours of operation with the opportunity to increase frequency to accommodate workforce availability. Mr. Kapeller asked what the CAC members can do to promote City Line and asked to have a "field trip" to see and ride the new coaches especially the City Line. Dr. Cortright will call on all the CAC members to be the first riders of City Line. Mr. Fortensky asked if scooters/wheelchairs have been on the new buses? Mr. Ropez-Betty stated that the training is complete for all the City Line coach operators regarding wheelchairs but regarding scooters, he will look into this and report back. He stated that if a coach operator is not giving good customer service he wants to hear about those incidences. Mr. Andrade asked if the train going down mission would affect the City Line route. Mr. Otterstrom stated that the train schedule will have a relatively minor impact on the City Line but will explore further. Mr. Ropez-Betty thanked the committee for their commitment and dedication to Spokane Transit Authority.

C. Fleet Transition Plan Update

Mr. Ropez-Betty, Chief Operations Officer, reported that STA has been investigating alternative fuel options for more than a decade and has committed to a zero emissions footprint. The company has been exploring new technologies, buses and charging infrastructures and hired The Center for Transportation and the Environment Consulting (CTE) firm to conduct a follow up study that builds on the initial Fleet Transition Plan conducted in 2020. Mr. Ropez-Betty reported to the committee that by the end of 2024 STA will have 40 battery electric buses which will account for about 20% of the fleet. New busses will arrive this year after STA was awarded a Green Transportation Grant from the state which is an 80/20 match with the state providing 80% of the funds and STA providing 20% local match. The final product of the plan will be looking at updates and technology to see if there is more range per bus and are we able to apply zero emissions to more routes in our system. Mr. Kamp stated that each BEB is quiet and a joy to ride. Mr. Ramsey asked how the charging infrastructure will accommodate the new buses. Mr. Ropez-Betty reported that there is no new infrastructure immediately available for the additional fleet and options are being explored. CTE will help develop strategy for the future with a potential option of Hydrogen Fuel cell with a hydrogen storage facility. Mr. Ramsey also asked how the range of the electric vehicles fared in the winter months. Mr. Ropez-Betty stated that the analytic capabilities of the BEB buses is detailed and shows that a significant portion of the battery life is lost in cold weather conditions. A hybrid option is a consideration. Mr. Ramsey asked if there is a consideration on the which buses are used for commuters that live

closer to the freeway and have a higher risk of health-related issues due to pollution. Mr. Rapez-Betty stated the grant was specifically written that the Proterra buses would be used primarily in underserved communities. Mr. Kapeller asked what the torque ratio is in the BEB to be able to climb the steep hills. Mr. Rapez-Betty will get back to him on that issue but stated that the Proterra buses are built with dual axels and are impressive on hills. The vehicle performance is monitored and evaluated before it is assigned to each route to ensure success.

#### D. Connect Fare System Update

Dr. Cortright provided an update on the Connect Fare system that went live in October 2022. Dr. Cortright reported that by January 2023 the adoption rate was 48.5%. She also provided a breakdown of use by fare category and that only about 11% of Connect users were using the virtual Connect on their phone. Some users are still struggling so we have produced videos that provide hints for success. Starting in March 2023, STA will begin charging \$5 for a physical card. Once the card is registered, a one-time \$5 credit will be applied to the card-holder account and lost cards will be charged \$5 replacement fee. Safeway and Albertsons are currently selling Connect cards with other retailers coming online in the 2nd quarter 2023. Contactless credit cards and Apple and Google Pay will also be coming online in the 2<sup>nd</sup> quarter. Rear Door Validator installation is underway on coaches, while STA is not switching to all-door boarding at this time, this capability will be ready in the future. All City Line coaches have the validators and will be doing all door boarding. Station validators are also being installed on some City Line platforms. Off-board validation will reduce loading time. Dr. Cortright stated that overall, the Connect Program has had a very successful launch with a few refinements needed which largely have been addressed with the vendor, though a few tickets are still open. She stated that The Connect Fare Collection System project won the WTS Project of Year award. Mr. Fortensky asked if his CAC card will transfer over to the Connect card program. Dr. Cortright stated that a ticket is in process to correct this but that there is no update at this time, she will report back to Mr. Fortensky regarding this issue. Mr. Capeller stated that he is excited to see the tutorials on the use of the app. Mr. Ransey asked if the pass can be added to your wallet where you can tap your phone even if it is off. Dr. Cortright to follow up on report back to Mr. Ransey. Mr. Fortensky asked if a booth can be set up at the plaza to help commuters with any technology issues they may have. Dr. Cortright stated that there will be a booth set up for the City Line launch to help instruct people on how to use the all-door boarding, app usage and set up.

#### E. New Customer Notification System

Dr. Cortright provided a report on the update to STA Linked, our customer notification system. Our current system is outdated and requires many manual touches. The updated system is currently in beta testing and is almost seamless to customers, with very little change to the sign up process. CAC members can test at [www.spokanetransit.com/notifications](http://www.spokanetransit.com/notifications). This the new functionality enhances customer service as the commuter can now sign up to receive news and special event notifications in addition to regular service alerts. Customers can also customize the time of day they receive the alerts. While the changes are aimed at improving the customer experience, the new system will also be improved on the internal side as well. There will be more automation results in less staff involvement, the notifications will be sent quicker and with less error. The next steps are to work with Zipline, our vendor, conducting internal testing, migrate to the new system and then release public announcements of the change.



F. Ridership Demographic

Dr. Cortright reported that Mr. Kamp had requested that the CAC get an update on what STA is doing to attract a higher income level demographic of riders. She reported our rider demographics from the most recent customer satisfaction survey that was completed through the American Bus Benchmarking Group (ABBG), where only 14% of riders had an annual income of \$50,000 or higher. This is comparable to our benchmarking group; out of 16 participating agencies, 11 reported that the majority of riders made less than \$50,000 per year. Spokane has a slightly higher population of riders making \$15,000 per year and live below the poverty level. Dr. Cortright explained the various techniques used to attract higher income riders, including the Universal Transit Access Pass (UTAP) which serves local higher education institutions, both students and staff, as well as Spokane City and County in addition to the Employee Sponsored Bus Pass program, which does include law and engineering firms. STA is mindful of the marketing that goes out to all demographics, for example: the Connect advertisements were developed to target young professionals, youth and Honored Riders and Stars and Stripes reduced fare customers. Dr. Cortright stated that the introduction of zero-fare for youth is normalizing public transit in Spokane and the next generation of adult riders. As City Line launches and Transit-Oriented Development projects are completed within the region, the demographics will evolve. Mr. Kamp stated that nationwide on average, public transit riders make approximately \$2000.00 more per year than single car drivers. Washington Statewide, riders make on average \$9000.00 more per year than single car drivers. However, in Spokane County the single car driver makes on average \$14,000 per year more than the transit rider. This is a huge flip in demographics. Ms. Gray stated that the retired population is a demographic that would benefit from having a person that can help them use the public transit system to plan trips. Mr. Fortensky stated that he calls STA busline, dials 0 and the operator will help plan your trip. Mr. Capeller stated that the demographics will not change overnight but targeting the future higher income earners such as college students will be effective long term. Ms. Rasmussen stated that she would like to see advertisements that show customers talking to the STA Operator to show that there is help for riders to maneuver the transit system as people sometimes think that riding the bus is a too complicated.

6. Committee Information – *no action or discussion*

- A. Q4 2022 STA Moving Forward
- B. July 2023 Service Revisions

7. Committee Member Expressions

Chair Brown stated that he would like to possibly have hybrid meetings in the future. Mr. Ramsey asked when the Performance Report 2022 will be available. Ms. Kelly stated that the Performance Measures report for the 4<sup>th</sup> Qtr. is an agenda item at the April meeting, so the entire year's compilation should be included. Mr. Kamp thanked STA for all its hard work and forward thinking and expressed what a pleasure it has been for him to serve as a CAC member for the last six years. Dr. Cortright and Chair Brown expressed their thanks and appreciation for the years served by Mr. Kamp. Mr. Capeller asked if there is a centralized social calendar available so the CAC members can attend and be the eyes and ears for leadership at community functions. Dr. Cortright stated that on the website, all Board meetings are posted and that she will check to see if these meetings can be posted in a calendar format. Dr. Cortright also stated that if the CAC members would like to present to PMER and ask for a calendar of events than they are more than welcome to do so.

8. Review Agenda Items for April 12, 2023, Meeting

Chair Brown motioned for adjournment.

9. Adjourn

With no further business, Chair Brown adjourned the meeting at 7:00 p.m.

Respectfully submitted,

A handwritten signature in blue ink that reads "Dianne Peach". The signature is written in a cursive style with a large, looped initial "D".

[Dianne Peach](#)

Executive Assistant to the Chief Communication and Customer Service Officer

DRAFT

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

April 12, 2023

**AGENDA ITEM 04B :** CHARTER REVIEW UPDATE

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Carly Cortright, Chief Communications & Customer Service Officer

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**SUMMARY:** The Citizen Advisory Committee Charter needs to be updated once every three years. The CAC is a subcommittee of the Performance Monitoring and External Relations (PMER) committee, therefore PMER approves the CAC Charter. Staff has solicited CAC feedback on the recommended changes before presenting them to PMER.

**RECOMMENDATION TO COMMITTEE:** Recommend the PMER committee approve the updated CAC Charter as presented.

**CHARTER**  
**SPOKANE TRANSIT AUTHORITY**  
**CITIZEN ADVISORY COMMITTEE**  
~~February~~ April 2023

**ARTICLE I – NAME OF GROUP**

The name of this group shall be Spokane Transit Authority (STA) Citizen Advisory Committee.

**ARTICLE II – PURPOSE**

The mission of the STA Citizen Advisory Committee (“CAC”) is to:

- Represent a wide range of stakeholders from the STA Public Transportation Benefit Area (PTBA).
- Increase public participation in the functions of STA and act as a focused, educated forum for public input and feedback to the organization.
- Ensure accountability of the organization’s actions.
- Act as an educational arm of the organization to reach out to the public.

The CAC is advisory to the STA Performance Monitoring and External Relations Committee and not to the agency itself.

The CAC will represent the interests of the community and assist staff and STA in furthering STA’s stated mission, vision, and goals ~~;~~ in accordance with the regular input received from the public and stakeholders.

**ARTICLE III- SCOPE OF WORK**

The CAC will:

- Review and assess STA’s performance measurements.
- Review and assess STA’s progress in achieving its measurable goals and objectives.
- Explore and advise STA of emerging public transportation issues.
- Make recommendations, at its discretion, and present them to the Performance Monitoring and External Relations Committee, for review and potential recommendation to the STA Board of Directors.

When requested and for new members, Staff will provide an information packet and orientation to CAC members in specific areas including, but not limited to, defined responsibilities and legal requirements, nomenclature, history, mission, vision, services, policies, budget, strategic communications plan, Transit Development Plan, partnerships, and community outreach practices.

**CHARTER**  
**SPOKANE TRANSIT AUTHORITY**  
**CITIZEN ADVISORY COMMITTEE**  
~~February~~ April 2023

**ARTICLE IV – COMPOSITION**

The CAC shall be composed of no more than 15 members appointed by the Performance Monitoring and External Relations Committee. Membership shall reflect the PTBA service area and strive for regional representation and diversity of opinion.

**ARTICLE V – MEMBERSHIP QUALIFICATIONS AND RESPONSIBILITIES**

Members of the CAC must reside within the PTBA service area. The residency requirement may be waived if the applicant or member demonstrates in their application that they are a consistent user of STA's fixed route buses, paratransit, or vanpool service. We strive to have a good geographic representation.

CAC members are expected to introduce and discuss STA in as many venues as are open to the member. The following list represents groups from which participation may be sought:

- Business Owners
- Chambers of Commerce
- College Students
- Faith Community
- Higher Education/Administration/Faculty
- Medical Community/ Public Health
- Neighborhood Associations/Councils
- Persons with Disabilities
- Public Agencies/Law Enforcement
- Rotary, Kiwanis, AHANA, Martin Luther King Jr. Family Outreach Center and/or other Fraternal and Civic Associations
- Rural Community
- Senior Citizens
- Service Users (Fixed Route, Paratransit, Vanpool)
- Social Service Agencies
- Youth

**ARTICLE VI – MEMBERSHIP SELECTION PROCESS**

Selection of the members of the CAC shall be through an application process:

- The CAC will review applicants and select potential candidates.
  - Weighted value will be given to those who are active participants in other organizations within the PTBA service area.

**CHARTER**  
**SPOKANE TRANSIT AUTHORITY**  
**CITIZEN ADVISORY COMMITTEE**  
~~February~~ April 2023

- Staff and a CAC representative will meet with potential candidates and may recommend them to the CAC for further consideration.
- The CAC may vote to recommend candidates to the Performance Monitoring and External Relations Committee to be CAC committee members.
- The Performance Monitoring and External Relations Committee will vote to appoint members of the CAC.

**ARTICLE VII – MEMBERSHIP ROTATION PROCESS**

Annually, in November, the CAC members will select the Chair of the CAC. The new chair shall be seated at the February meeting. Annual membership recruitment will occur each September, or as needed from time to time ~~in~~at the discretion of the PMER Committee. Membership recruitment and filling vacancies is an ongoing process.

Membership on the CAC is for a three-year term. At the end of their term, a member can reapply to serve a second term for a total of two consecutive three-year terms. Following the expiration of a member's second consecutive three-year term, a member must wait one full year before reapplying for a new three-year term.

If a member cannot fulfill their term, a new candidate ~~will~~may be selected to serve out the remainder of the term. The CAC Chair will poll the members each April as to their desire to remain on the Citizen Advisory Committee. Any member who has three consecutive unexcused absences will be called by the CAC Chair or staff representative to determine their interest in continuing on the committee.

Membership applications may be sent to all who have requested an application, to people recommended by current or former CAC members, other citizens, and/or to groups representing the previously stated participation list.

**ARTICLE VIII – OPERATING GUIDELINES**

The CAC conducts its business in accordance with Washington State's Open Public Meetings Act, RCW 42.30 and Public Disclosure Laws RCW 42.56. The CAC has adopted the following operating guidelines:

- The CAC shall meet five times a year: February, April, June, September, and November.
- Special meetings may be called if necessary.
- The Chair, or the Chair's designee, will be the appointed spokesperson for the CAC.

**CHARTER**  
**SPOKANE TRANSIT AUTHORITY**  
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~~February~~ April 2023

- As designated on the Performance Monitoring and External Relations Committee agenda, the CAC Chair, or a delegated CAC member, may provide the STA Board of Directors with the CAC's input and advice.
- The CAC shall provide meeting minutes to the Clerk of the Authority to be forwarded to the Performance Monitoring and External Relations Committee and STA Board of Directors.
- A charter review will be conducted at least once every three years, or as necessary from time to time at the discretion of the CAC or Performance Monitoring and External Relations Committee.
- The members of the CAC serve in a voluntary role and without salary. Travel may be reimbursed according to STA policies and procedures.

**ARTICLE IX– STAFFING**

As authorized by the Board, the CEO shall appoint staff members to serve as the CAC Staff Liaisons. Staff shall acquire meeting facilities and equipment, record, transcribe, and distribute minutes, and distribute other materials, including the agenda. Other duties include preparation of agenda forms and attachments to communicate CAC issues and recommendations to the Performance Monitoring and External Relations Committee and/or the STA Board of Directors.

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

April 12, 2023

**AGENDA ITEM 05A:** CITY LINE TESTING RIDER RECRUITMENT

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Carly Cortright, Chief Communications & Customer Service Officer

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**SUMMARY:** As part of the testing of City Line, Spokane Transit will be recruiting volunteers to help us test real world conditions and the passenger experience. During three-hour blocks over a two day timeframe, volunteers are asked to ride City Line for one-hour and fill out a survey of their experience regarding such items as ease of boarding and digital display content. The feedback will assist Spokane Transit in making final fine-tuning as we prepare for launch. As part of this testing, we invite CAC members to participate.

**RECOMMENDATION TO COMMITTEE:** Receive report.



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

April 12, 2023

**AGENDA ITEM 05B:** CITY LINE IMPLEMENTATION UPDATE

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Carly Cortright, Chief Communications & Customer Service Officer

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**SUMMARY:** Staff will provide an update on the implementation of the City Line.

**RECOMMENDATION TO COMMITTEE:** Receive report.

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

April 12, 2023

**AGENDA ITEM 05C :** CONNECT 2035 STRATEGIC PLANNING UPDATE

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Karl Otterstrom, Chief Planning & Development Officer  
Kathleen Weinand, Senior Project Manager

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**SUMMARY:** Staff will provide an update on Connect 2035 Strategic Planning.

**RECOMMENDATION TO COMMITTEE:** Receive report.

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

April 12, 2023

**AGENDA ITEM 05D :** DIVISION STREET BUS RAPID TRANSIT UPDATE

**REFERRAL COMMITTEE:** n/a

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

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**SUMMARY:** Staff will provide an overview of the Division Street Bus Rapid Transit (BRT) Line project.

**RECOMMENDATION TO COMMITTEE:** Receive report.

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

April 12, 2023

**AGENDA ITEM 06 :** CHIEF EXECUTIVE OFFICER REPORT

**REFERRAL COMMITTEE:** n/a

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

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

**RECOMMENDATION TO COMMITTEE:** Receive Report.

**SPOKANE TRANSIT AUTHORITY**

**CITIZEN ADVISORY COMMITTEE MEETING**

April 12, 2023

**AGENDA ITEM 07A:** 2022 YEAR-END PERFORMANCE MEASURES

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Brandon Rapez-Betty, Chief Operations

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**SUMMARY:** A complete set of the ~~2021~~ 2022 Year-End Performance Measures is attached to the end of this packet. The complete report has also been posted to the STA website: [2022 YEAR-END PERFORMANCE MEASURES](#)

The following is a summary of significant measures that are of particular interest, or the committee has provided guidance for staff to highlight on a routine basis.

**Ensure Safety**

**Preventable Accident Rate**

- At 0.15, Fixed Route was higher than STA’s goal of 0.08 preventable accidents per 10,000miles.
  - STA performed below goal due to a change in personnel and methodology, dense construction in the downtown core during the summer months, a significant adjustment to many routes during the August Service Change, and a 10% increase in the number of preventable accidents by operators with less than 1 year on the job.
- At 0.08, Paratransit was below STA’s goal of 0.10 preventable accidents per 10,000miles.

**Earn and Retain the Community’s Trust**

**Ridership**

- Fixed Route 2022 year-end ridership was up 25.9% compared to our ridership in 2021. Fixed Route provided 6,595,319 in 2022 vs. 5,238,135 in 2021. The ridership goal for Fixed Route in 2022 is 20.3% higher than 2021 (approximately 6.3 milliontrips).
- Paratransit 2022 year-end ridership was up 29.8% compared to our ridership in 2021. Paratransit provided 327,327 in 2022 vs. 252,201 in 2021. The ridership goal for Paratransit in 2022 is 11.2% higher than 2021 (approximately 277,000trips).
- Vanpool 2022 year-end ridership was up 28.8% compared to our ridership in 2021. Vanpool provided 90,576 in 2022 vs. 70,298 in 2021. The ridership goal for Vanpool in 2022 is 25.7% higher than 2021 (approximately 88,000 trips).

**Passengers per Revenue Hour (PPRH)**

- Fixed Route PPRH was 15.70. The goal is to transport 15 or more passengers.
- Paratransit PPRH was 2.47. The goal is to transport 2.1 or more passengers.

**Provide Excellent Customer Service**

**On-Time Performance**

On-time is measured as a bus departing between 0 to 5 minutes from the scheduled departure time).

- Fixed Route on-time performance was 92.5%, below STA's goal of 93%
  - STA performed below goal due to new routing associated with STA's partnership with Spokane Public Schools, a significant August Service Change, and dense construction in the downtown core during the summer months.
- Paratransit on-time performance was 91.1%, below STA's goal of 93%.
  - STA performed below goal due to the van operator shortage impacting directly operated and contracted service. Efforts are underway to improve performance by adding multiple new-operator training classes and the procurement of digital navigation tools.

### **Professional and Courteous**

Quality Counts! has been suspended since March 2020 due to the pandemic.

### **Operator Ride Checks**

Paratransit ride checks are completed. The Fixed Route ride check program resumed post-pandemic in mid-October 2022.

### **Exemplify Financial Stewardship**

#### **Cost per Passenger**

Fixed Route and Paratransit continue to exceed STA's goal to keep the cost per passenger less than 95% of the average cost of the urban systems in Washington State.

- Fixed Route cost per passenger was \$11.46. This is 58.6% of the urban systems' average.
- Paratransit cost per passenger was \$55.66. This is 61.7% of the urban systems' average.

#### **Cost Recovery from User Fees (Farebox Recovery)**

Fare collection continued to be significantly down due to ridership levels.

- Fixed Route farebox recovery is 8.2%, below the goal of 20%.
- Paratransit farebox recovery is 2.9%, below the goal of 5%.

**RECOMMENDATION TO COMMITTEE:** Information only.

**SPOKANE TRANSIT AUTHORITY**

**CITIZEN ADVISORY COMMITTEE MEETING**

April 12, 2023

**AGENDA ITEM 07B :** *STA MOVING FORWARD* QUARTERLY PROJECT DELIVERY REPORT

**REFERRAL COMMITTEE:** n/a

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

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**SUMMARY:** The *STA Moving Forward* Quarterly Project Delivery Report is a mechanism to communicate progress in implementing the 10-year plan to the public. Since 2017, the report has been provided to the Citizens Advisory Committee. All the quarterly status reports, including the 2023 Q1 progress report, as well as all historical project reports, can be found here:

<https://stamovingforward.com/plans/sta-documents/>

**RECOMMENDATION TO COMMITTEE:** Information only.




# STA Moving Forward Projects Quarterly Progress Report

Reporting Period: Q1 - 2023 (as of March 31, 2023)

NOTE: TEXT in red are changes from last reporting period.

Updated to reflect amended timeline and project descriptions approved November 2020

[STA Moving Forward November 2020](#)

	Project Completed
	Project in Progress
	Project Not Started

Target Completion Estimate	STAMF Project	Status	Notes
2017	Extend Saturday night service past 11 pm	✓	
	Better weekend service on Wellesley Avenue in North Spokane	✓	
	Add weekday service on Indiana Avenue between Spokane Valley Mall and Greenacres (Phase 1)	✓	
	Additional weekend trips and buses to Airway Heights (Phase 1)	✓	
	New Sunday service on North Nevada	✓	
	Improve reliability for bus service on Division and Sprague	✓	
	Add sidewalks and shelters along North Division (Phase 1)	✓	
2018	Introduce more mid-day weekday trips along I-90 between Spokane and Liberty Lake (Phase 1)	✓	
	Nights and weekend service on Indiana Avenue between Spokane Valley Mall and Greenacres (Phase 2)	✓	
	New night and weekend service to Indian Trail	✓	
	Expand and upgrade maintenance facilities to meet existing and projected growth requirements	✓	
2019	Construct West Plains Transit Center with Park & Ride at exit 272 on I-90 (Phase 1)	✓	
	Construct Moran Station Park & Ride	✓	
	Implement initial HPT: Monroe-Regal Line improvements with more sheltered stops	✓	Amenity installation is scheduled to begin in May 2023 with early summer completion.
2020	Create new south commuter express from Moran Station Park & Ride	✓	
	Plan and construct Spokane Community College Transit Center at SCC	✓	
2021	Construct West Plains Transit Center interchange improvements (Phase 2)	✓	
	Direct service between Airway Heights and Medical Lake via WPTC	✓	
2022	Add larger buses to North Division routes (Phase 2)	✓	
	Improved routes/frequency to Hillyard	🏠	Increased frequency on Sundays/Holidays on Route 27 taking place in July 2023.
2023	Add and improve service in West Central Spokane	✓	
	Central City Line (CCL) opens and Plaza bus operations are streamlined	🏠	The Browne's Addition shelter and marker fabrication is complete, with installation starting in March. A group of operators have been hired and are currently training on the route. Phase I of the systems testing will be complete in March.
2024	Implement HPT: Cheney Line service	🏠	Obtained local permitting approvals and issued Invitation for Bids (IFB) mid-January. Bids received Feb. 7, 2023, low bidder selected for contract Award. Award of Contract approved March 2023.
	Improve West Plains Rural Highway Stops	🏠	
2025	Provide improved amenities and infrastructure for HPT: Sprague Line service	🏠	Phase 1 design is being finalized for bidding in April 2023. Phase 1 Construction anticipated to start early summer.
	Direct, non-stop peak hour service between Liberty Lake and Spokane (I-90/Valley HPT service element)	🏠	
	Additional weekday trips and buses to Airway Heights (Phase 2)	☐	
	Direct service between Logan and Lincoln Heights neighborhoods	☐	
	Construct a new Mirabeau Transit Center (I-90/Valley HPT Infrastructure)	🏠	Corridor development plan approved by STA Board.
2026	Expand commuter parking capacity east of Sullivan Road (Barker to Stateline) (I-90/Valley HPT Infrastructure)	🏠	Corridor development plan approved by STA Board.
	Introduce more nights and weekend service along I-90 between Spokane and Liberty Lake (Phase 2)(I-90/Valley HPT service element)	☐	
	As a cross-state partnership, create an extension of HPT: I-90/Valley to Post Falls (ID) and Coeur d'Alene (ID) on a two-year pilot basis	☐	



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

April 12, 2023

**AGENDA ITEM 08:** COMMITTEE MEMBERS EXPRESSIONS

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Dianne Peach, 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:** N/A

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

April 12, 2023

**AGENDA ITEM 09:** REVIEW DRAFT AGENDA ITEMS FOR JUNE 7, 2023 MEETING

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Dianne Peach, Executive Assistant

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**SUMMARY:** At this time, members of the Citizen Advisory Committee will have an opportunity to review and discuss the items proposed to be included on the agenda for the June 7, 2023, Committee meeting.

Proposed agenda items include:

- Q1 2023 Performance Measures
- Budget/Financial Update
- Service Change
- Strategic Planning Update
- Transit Development Plan
- City Line Update
- City Line Launch Activities

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