

CITIZEN ADVISORY COMMITTEE

Minutes of the April 12, 2023, Committee Meeting
Via Video/Hybrid Conference
w/optional in-person attendance

<u>MEMBERS PRESENT</u> Dan Brown, Chair Dr. Linda Carroll Susan Gray JT Ramsey Konrad Capeller	<u>STAFF PRESENT</u> E. Susan Meyer, Chief Executive Officer 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
<u>MEMBERS ABSENT</u> Steve Faust Caleb McDougall Kinzie Michael Chris Fortensky Michelle Rasmussen Tino Andrade	<u>GUESTS</u>

1. Call To Order and Roll Call

Mr. Dan Brown, Committee Chair, called the meeting to order at 5:02 p.m.

2. Committee Chair Report

Mr. Brown announced that in 2022 he helped coordinate the Garland Summer Market. The STA Electric bus was unable to be on display due to a shortage of drivers but the 2023 market is already scheduled and hopefully the bus will be in attendance.

3. Public Expressions

There were no expressions.

4. Committee Action

A. Minutes of February 8, 2023, Meeting

The minutes could not be approved as there was no quorum.

B. Charter Review Update

Dr. Carly Cortright reiterated that the CAC Charter is reviewed every three years and clarified the recommended changes made by the CAC Committee in the February 2023 meeting. After legal review the revised Charter was brought forward to the committee with changes suggested by CAC members at the February meeting. Ms. Susan Meyer asked the Committee about the Charter language regarding diversity. Ms. Linda Carroll stated that there are several community centers/associations that may be able to reach diverse populations that use public transportation. A discussion ensued on where/what language could be used in the Charter to address demographic diversity. The CAC Committee was not able to recommend that the PMER Committee approve the Charter update as presented, as there was no meeting quorum. This issue will be discussed again at the CAC June 2023 Committee meeting and will incorporate the suggested changes regarding diversity.

5. Committee Reports

A. City Line Testing Rider Recruitment

Dr. Cortright updated the Committee on the City Line Testing. She stated that staff have been testing many elements of City Line since January 2023 and one of the last phases before moving into coach operator training is a dry run with actual passengers. She extended an invitation and encouraged all CAC members to participate. Spokane Transit is seeking feedback on ease of boarding and alighting, digital monitors, stations, and signage. All participating volunteers will receive a City Line ball cap in appreciation for their time and to designate that they are a testing volunteer. This rider testing will be running the same route as when in full service.

B. City Line Implementation Update

Dr. Cortright provided an update on City Line implementation and celebration planning. City Line launches on July 15, 2023, is 95% complete and approximately \$1 Million under budget. There was a public hearing conducted on the service revisions that will take place in July 2023. The STA Board approved these changes. There was also an online open house conducted regarding these same changes. Dr. Cortright also reported on shelter fabrication and painting conducted to resemble the historical stations in Browne's Addition, the railing panel pilot installation, and the first round of system testing. Second phase planning is underway. Service changes normally occur three times a year (January, May, and September), in 2023 there will be an additional service change in July. Dr. Cortright advised the City Line Launch celebration events are intended to express gratitude and appreciation to all funders, project partners and staff for the effort and hard work dedicated to this historic milestone, in addition to informing and celebrating with the community and riders. There will be a free Community Celebration and Outreach event on July 15 with five simultaneous parties in Browne's Addition, University District, Riverside, Logan, and Chief Gary Park neighborhoods. These parties are scheduled from 11:00 am – 2:00 pm. Each party will have family activities, food, music, and informational tables staffed by both STA and partners. There will be neighborhood councils, Spokane Arts, Station Artists, and other businesses in attendance at each party. The official Ribbon Cutting ceremony will be held July 18th at the Gonzaga Campus with guest speakers and a ceremonial City Line bus driving into service. There

will be a private breakfast for the speakers and board members before this event in the Hemmingsen Center. Dr. Cortright stated that there are only 94 days until the City Line launch.

C. Connect 2035 Strategic Planning Update

Mr. Karl Otterstrom reported on STA's next 10-year strategic plan. He said Phase I Strategic Foundation was completed in 2022. With community engagement the Board revised its mission and vision statements and established goals, strategies, and performance measures to guide the rest of the planned development. During Phase I there was extensive outreach including interviewing the STA Board members and 27 community leaders; collecting 849 online surveys; conducting 6 listening sessions (including CAC); three summer events; four STA Board of Director workshops and obtaining STA employee feedback. The results of this feedback gleaned that people would like to have the buses come more often, have service to more places, have expanded hours, and for STA to be a leader in sustainability and climate change. The updated Vision and Mission statement was presented. He noted all Phase I goals are supported by strategies, actions, and performance measures.

Phase II officially kicks off in July 2023. STA intends to identify, evaluate, and prioritize the program and project initiatives and actions and will continue extensive community engagement. Mr. Otterstrom presented the Connect 2035 Phase II DRAFT timeline and discussed the tasks involved. The next steps in this phase are to review the consultant's proposals and for the STA Board to authorize the contract with the chosen team. The CAC Committee will be engaged throughout Phase II.

D. Division Street Bus Rapid Transit Update

Mr. Otterstrom reiterated the background of the Division Street Bus Rapid Transit. He stated that beginning in late 2019 STA and SRTC conducted the *DivisionConnects* study, in partnership with City of Spokane, WSDOT and Spokane County, which explored the potential for bus rapid transit (BRT) service on Division Street. In March 2021, the STA Board of Directors adopted Resolution No. 785.21, establishing the Division Street BRT Locally Preferred Alternative (LPA). STA is currently building on the work completed as part of *DivisionConnects* and developing the Preliminary Engineering and Environmental Scoping phase. The team is preparing to apply for FTA entry into the Project Development phase of the Capital Investment Grants program by mid-2023. Mr. Otterstrom reviewed all preferred alternative and approved routes. Through the effort of Preferred Refinement, STA conducted an online survey with 300 participants, 11 meetings with local communities (Neighborhood Councils, Virtual Open House), bi-weekly Technical Advisory Committee meetings and two Executive Committee meetings, two meetings with Downtown Spokane Partnership, downtown walking tour with City of Spokane representatives and direct mail letters to 1,283 property and business owners. In April 2023 there was a public hearing on refinements to the Locally Preferred Alternative (LPA). In May 2023 there will be a Board resolution adopting northern and southern terminal and updated station locations and in Summer 2023 STA will prepare to enter into the FTA Project Development for Capital Investment Grant (CIG) projects.

6. CEO Report

Ms. Meyer reported on the restroom (both men and women) situation at the STA Plaza. The effective solution taken to curb this situation, is to close the first-floor restrooms and open the second-floor restrooms with Security monitoring who and how long a person uses it. This policy is successful and was initiated in March 2023. It was requested that the CAC members be updated in the June 2023 meeting.

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*

6. Committee Member Expressions

Ms. Susan Gray stated that there was an article in the Spokesman Review that reported that there are pre-job preparation classes offered at the NE Community Center and it is difficult for the homeless to get from The Residence to the offered classes. She was wondering if STA could work with the Community Center to offer free passes to the people enrolled in this program and a few months after while looking for a job. Dr. Cortright stated that the NE Community Center is already a partner to receive the reduced access pass.

7. Review Agenda Items for June7, 2023, Meeting

Chair Brown motioned for adjournment.

8. Adjourn

With no further business, Chair Brown adjourned the meeting at 6:25 p.m.

Respectfully submitted,



Dianne Peach

Executive Assistant to the Chief Communication and Customer Service Officer