

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

CITIZEN ADVISORY COMMITTEE MEETING
Wednesday, June 7, 2023
5:00 – 6:30 p.m.
Virtual
w/In person option
1230 West Boone Avenue, Spokane, WA

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: 843 8616 5007
STA Conference location: 2nd Floor, Northside Conference Room

AGENDA

1. Call to Order and Roll Call (*Dan Brown*) – 5 minutes
2. Committee Chair Report (*Dan Brown*) – 5 minutes
 - A. Recognize Michelle Rasmussen for her years of service.
3. Public Expressions (*Dan Brown*) – 3 minutes per person
4. Committee Action – 10 minutes
 - A. Minutes - February 8, 2023 (*Dan Brown*)
 - B. Minutes - April 12, 2023 (*Dan Brown*)
 - C. Charter Review - (*Carly Cortright*)
5. Committee Reports
 - A. City Line Update (*Carly Cortright*) – 15 minutes
 - B. Strategic Planning Update – (*Karl Otterstrom*) – 10 minutes
 - C. Transit Development Plan - (*Karl Otterstrom*) – 15 minutes
 - D. July Service Change – (*Karl Otterstrom*) – 10 minutes
6. CEO Report – (*E. Susan Meyer*) – 10 minutes
7. Committee Information – no action or discussion
 - A. Q1 2023 Year-End Performance Measures – (*Brandon Rapez-Betty*)
8. Committee Member Expressions (*Dan Brown*) – 5 minutes
9. Review Agenda Items for September 13, 2023, Meeting – 2 minutes
10. Adjourn

Next Citizen Advisory Committee Meeting: September 13, 2023

Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964. For more information, see 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**

June 7, 2023

AGENDA ITEM 02 : COMMITTEE CHAIR REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Dianne Peach, Executive Assistant

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

June 7, 2023

AGENDA ITEM 03 : PUBLIC EXPRESSIONS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Dianne Peach, Executive Assistant

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 virtual 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

June 7, 2023

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

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Dianne Peach, Executive Assistant

SUMMARY: Attached for your information, corrections, and/or approval are the minutes of the February 8, 2023, Citizen Advisory Committee meetings. The February 8th minutes were not approved at the April 12, 2023 CAC meeting due to lack of quorum.

RECOMMENDATION TO COMMITTEE: Corrections and/or approval

CITIZEN ADVISORY COMMITTEE

DRAFT

Minutes of the February 8, 2023, Committee Meeting
 Via Video Conference
 w/optional in-person attendance

<p style="text-align: center;"><u>MEMBERS PRESENT</u></p> <p>Dan Brown —Chair Brian Kamp Dr. Linda Carroll Chris Fortensky Susan Gray Michelle Rasmussen JT Ramsey Konrad Capeller Tino Andrade</p>	<p style="text-align: center;"><u>STAFF PRESENT</u></p> <p>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</p>
<p style="text-align: center;"><u>MEMBERS ABSENT</u></p> <p>Steve Faust Caleb McDougall Kinzie Michael</p>	<p style="text-align: center;"><u>GUESTS</u></p>

1. Call To Order and Roll Call

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

2. Committee Chair Report

Mr. Dan Brown introduced 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 Mr. Caleb McDougall has finished his first 3-year term as a CAC member and is eligible for a second term. Mr. McDougall stated he is 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 is required to be reviewed every three years. The last review was completed in October 2019. STA staff made some recommendations on the structure of the Charter as well as some language changes which were included in the CAC packet. Mr. Ramsey, Mr. Capeller, and Mr. Kamp offered additional recommendations which 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 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 on the 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 confirmed that with all the enhancements 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 about changes in frequency or extension in times the buses will run into the night. Mr. Otterstrom reported 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 the project is currently 90% complete. Mr. Otterstrom also presented the financial update stating that he expects the project will come in under budget. He noted projects currently underway and said work on the Brown's Addition shelters will begin this spring. The launch of City Line begins 15-minute frequency most hours of operation with the opportunity to increase frequency based on 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. Rapez-Betty stated that the training is complete for all the City Line coach operators regarding wheelchairs but regarding scooters, he will investigate this and report back. 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. Mr. Rapez-Betty thanked the committee for their commitment and dedication to Spokane Transit Authority.

C. Fleet Transition Plan Update

Mr. Rapez-Betty reported STA has been investigating alternative fuel options for more than a decade and has committed to a zero emissions footprint and have been exploring new technologies, buses and

charging infrastructures. STA hired The Center for Transportation and the Environment Consulting (CTE) to conduct a follow up study that builds on the initial Fleet Transition Plan conducted in 2020. Mr. Ropez-Betty reported that by the end of 2024 STA will have 40 battery electric buses which will account for about 20% of the fleet. New buses will arrive this year. 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. Staff will be looking at updates and technology to determine if there is more range per bus and if we are able to apply zero emissions to more routes in the system. Discussion ensued.

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 stated about 11% of Connect users were using the virtual Connect on their phone. 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 2nd 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. City Line coaches all have the validators and will incorporate all door boarding. Station validators are being installed on some City Line platforms. Dr. Cortright stated that overall, the Connect Program has had a very successful launch with a few refinements needed. She stated that The Connect Fare Collection System project won the WTS Project of Year award. Discussion ensued. 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, the STA customer notification system. An 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. This new functionality enhances customer service as the commuter can sign up to receive news and special event notifications in addition to regular service alerts, and they can customize the time of day to receive the alerts. The next steps are to work with Zipline, STA's 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 requested 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 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 STA's benchmarking group; out of 16 participating agencies, 11 reported that most riders made less than \$50,000 per year. Spokane has a slightly higher population of riders making \$15,000 per year and are living below the poverty level. Dr. Cortright explained the various techniques used to attract higher income rides, 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 legal and engineering firms. STA is mindful of marketing to all demographics, for example: the Connect advertisements were developed to target young professionals, youth, 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 \$2,000 more per year than single car drivers. Washington Statewide, riders make on average \$9,000 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 to help them use the public transit system to plan trips. Mr. Fortensky stated that he calls STA bus line, dials 0 and the operator helps 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 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 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 4th Qtr. is an agenda item at the April meeting. Mr. Kamp thanked STA for all it's 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 calendar format. Dr. Cortright also stated that if the CAC members would like to present to PMER and ask for a calendar of events then 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 7:02 p.m.

Respectfully submitted,



Executive Assistant to the Chief Communication and Customer Service Officer

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

June 7, 2023

AGENDA ITEM 04B : MINUTES OF THE APRIL 12, 2023 COMMITTEE MEETING

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Dianne Peach, Executive Assistant

SUMMARY: Attached for your information, corrections, and/or approval are the minutes of the April 12, 2023, Citizen Advisory Committee meetings.

RECOMMENDATION TO COMMITTEE: Corrections and/or approval

CITIZEN ADVISORY COMMITTEE

DRAFT

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 June 7, 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

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

June 7, 2023

AGENDA ITEM 04C : CHARTER REVIEW UPDATE

REFERRAL COMMITTEE: n/a

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

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. After previous presentations to CAC, feedback has been incorporated and final draft is ready for recommendation to PMER to approve.

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

CHARTER
SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE
June 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
June 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 and demographic 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
June 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 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 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
CITIZEN ADVISORY COMMITTEE
June 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.

CHARTER

SPOKANE TRANSIT AUTHORITY CITIZEN ADVISORY COMMITTEE

~~October-June 2019~~2023

ARTICLE I – NAME OF GROUP

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

ARTICLE II – PURPOSE

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

~~The mission of the STA Citizen Advisory Committee, hereinafter referred to as 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 ~~STA Board of Directors~~ 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 ~~making the region proud of its public transportation system.~~

ARTICLE III- SCOPE OF WORK

The CAC will:

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

When requested and for new members, Staff will provide an information packet and

orientations 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.

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 STA service area and strive for regional and demographic representation and diversity of opinion.

ARTICLE V – MEMBERSHIP SELECTION PROCESS

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:

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

- ~~● CAC will review applicants and select potential candidates.~~
- ~~● Staff and a CAC representative will meet with 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.~~

~~Members of the CAC must reside within the STA boundaries. The residency requirement is waived if the applicant or member is a consistent user of STA’s fixed route buses, paratransit, or vanpool service. We strive to have a good geographic representation.~~

~~The STA Board of Directors expects CAC members to introduce and talk about STA in as many venues as are open to the member. To this end, during the membership selection process, weighted value will be given to those who are active participants in other area organizations.~~

~~The following list represents groups from which participation will be sought:~~

- Business Owners
- Chambers of Commerce
- College Students
- Faith Community

- Groups interested in multi-modal transportation
- 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.
- 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~~September, 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 at the discretion of the PMER Committee.~~An annual membership recruitment will follow.~~ 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.~~Membership on the CAC is for a three-year term with at least five members appointed/reappointed each year. At the end of their term, members can serve a second term for a total of two three-year terms.~~

If a member cannot fulfill their term, a new candidate may be selected to serve out the remainder of the term.~~If a member needs to leave the CAC prior to the end of their term, a new candidate will be selected to serve out the remainder of their term.~~ The CAC Chair will poll the members each April as to their desire to remain on the Citizen Advisory

~~Committee. The chair of the CAC will poll the members each May 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. Annual membership terms shall begin at the September CAC meeting.~~

Membership applications will be sent to all who have requested an application, to people suggested by CAC members, other citizens, and to groups representing the previously stated participation list.

Attendance

~~Committee members missing three consecutive meetings without an excuse will be called by the CAC Chair or staff representative to determine their interest in continuing on the committee.~~

ARTICLE VIII – OPERATING GUIDELINES

The CAC will conduct 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 procedures:

- The CAC shall meet five times a year: ~~in~~ February, April, June, September, and November.
- Special meetings can be called if necessary.
- The Chair, or the Chair’s designee, will be the appointed spokesperson for the CAC.
- 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 the STA Board of Directors. ~~All CAC records will be open to public review.~~
- 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 is reimbursed according to STA Bylaws.

ARTICLE VIII-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

June 7, 2023

AGENDA ITEM 05A : CITY LINE UPDATE

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Carly Cortright, Chief Communications and Customer Service Officer

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

June 7, 2023

AGENDA ITEM 05B : STRATEGIC PLANNING UPDATE

REFERRAL COMMITTEE: n/a

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

SUMMARY: Staff will provide an overview of the scope of work and proposed schedule for the *Connect 2035 Phase II* strategic planning efforts that will start in July 2023.

BACKGROUND: During 2022, STA developed Phase 1 of its next 10-year strategic plan, Connect 2035. This first phase of the strategic plan included reviewing regional and national conditions and trends, completing an agency mission and vision refresh, conducting scenario planning, and developing goals, strategies, and performance measures, supported by a comprehensive and robust outreach and engagement campaign across the region. After a series of workshops, held in May, July, September, and October, and a public hearing held in November 2022, the Board adopted the *Connect 2035 Phase 1 Strategic Foundation* document and the Technical Report by resolution on December 15, 2022. Phase 2 of *Connect 2035* will be built on the goals, strategies, and performance measures established in Phase 1.

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

June 7, 2023

AGENDA ITEM 05C : TRANSIT DEVELOPMENT PLAN

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Planning and 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 2024-2029 Transit Development Plan is in draft form. A public hearing is scheduled for the June 15, 2023, Board Meeting. Subject to board direction, staff anticipates preparing a final draft of the plan for board approval in July. The draft Transit Development Plan: 2024-2029 can be found here:

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

Staff will provide an overview of the 2024-2029 Transit Development Plan.

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

June 7, 2023

AGENDA ITEM 05D : JULY SERVICE CHANGE

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Planning and Development Officer
Lukas Yanni, Principal Transit Planner

SUMMARY: Staff will provide an overview of the July 2023 Service Change.

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

June 7, 2023

AGENDA ITEM 06 : CHIEF EXECUTIVE OFFICER REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: E. Susan Meyer, Chief Executive Officer

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

June 7, 2023

AGENDA ITEM 07A : 2023 FIRST QUARTER PERFORMANCE MEASURES

REFERRAL COMMITTEE: Performance Monitoring & External Relations (*Haley*)

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: A complete set of the 2023 First Quarter Performance Measures is attached to the end of this packet. Staff will be prepared to address questions about any measure. The complete report has also been posted to the STA website: [2023 First Quarter 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 0.18, Fixed Route was higher than STA’s goal of 0.08 preventable accidents per 10,000 miles.
 - STA is continuing to investigate the rise in preventable accidents. A recent inquiry to fellow members of ABBG identifies this is a trend amongst multiple agencies. These numbers continue to reflect a change in methodology identified earlier in 2023.
- At 0.09, Paratransit was below STA’s goal of 0.10 preventable accidents per 10,000 miles.

Earn and Retain the Community’s Trust

Ridership

- Fixed Route 2023 first quarter year-to-date ridership was up 36.7% compared to our ridership in 2022. Fixed Route provided 2,018,300 in 2023 vs. 1,476,050 in 2022. The ridership goal for Fixed Route in 2023 is 20.6% higher than 2022 (approximately 7.6M trips).
- Paratransit 2023 first quarter year-to-date ridership was up 29.5% compared to our ridership in 2022. Paratransit provided 88,435 in 2023 vs. 68,307 in 2022. The ridership goal for Paratransit in 2023 is 9.5% higher than 2022 (approximately 344,707 trips).
- Rideshare 2023 first quarter year-to-date ridership was up 27.0% compared to our ridership in 2022. Rideshare provided 24,431 in 2023 vs. 19,235 in 2022. The ridership goal for Rideshare in 2023 is 30.1% higher than 2022 (approximately 122,000 trips).

Passengers per Revenue Hour (PPRH)

- Fixed Route PPRH was 16.91. The goal is to transport 15 or more passengers.
- Paratransit PPRH was 2.52. The goal is to transport 2.4 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 94.2%, above STA’s goal of 93%

- Paratransit on-time performance was 89.4%, 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

Operator Ride Checks

- There were 92 out of 299 ride checks completed for Fixed Route.
- There were 14 out of 57 ride checks completed for Paratransit.

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 \$9.90. This is 60.1% of the urban systems' average.
- Paratransit cost per passenger was \$56.03. This is 66.02% of the urban systems' average.

Cost Recovery from User Fees (Farebox Recovery)

Fare collection continued to be down due to ridership levels.

- Fixed Route farebox recovery is 8.2%, below the goal of 20%.
- Paratransit farebox recovery is 2.6%, below the goal of 5%.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

June 7, 2023

AGENDA ITEM 08 : COMMITTEE MEMBERS EXPRESSIONS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Dianne Peach, Executive Assistant

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

June 7, 2023

AGENDA ITEM 09 : REVIEW DRAFT AGENDA ITEMS FOR SEPTEMBER 13, 2023 MEETING

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Dianne Peach, Executive Assistant

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 September 13, 2023, Committee meeting.

Proposed agenda items include:

- 2022 Audited year-end Financial Report
- Member Terms and Recruitment
- Update on Youth Zero-Fare and Spokane Public Schools Partnership
- City Line Launch Recap
- Strategic Planning Update
- Q2 2023 Performance Measures

RECOMMENDATION TO COMMITTEE: Review and Discuss.