

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

CITIZEN ADVISORY COMMITTEE MEETING
Wednesday, September 13, 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
1 253 205 0468 | Meeting ID: 833 4198 5662
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
3. Public Expressions (*Dan Brown*) – 5 minutes per person
4. Committee Action – 10 minutes
 - A. Minutes – June 7, 2023 (*Dan Brown*) – 5 minutes
5. Committee Reports
 - A. City Line Launch Recap (*Carly Cortright*) – 10 minutes
 - B. *Connect 2035* Strategic Planning Update – (*Karl Otterstrom*) – 15 minutes
 - C. Youth Zero Fare Update – (*Carly Cortright*) - 10 minutes
 - D. Member Terms and Recruitment – (*Carly Cortright*) – 5 minutes
6. CEO Report – (*E. Susan Meyer*) – 10 minutes
7. Committee Information – no action or discussion
 - A. Q2 2023 Performance Measures – (*Brandon Rapez-Betty*)
 - B. 2022 Audited Year-End Financial Report – (*Monique Liard*)
8. Committee Member Expressions (*Dan Brown*) – 5 minutes
9. Review Agenda Items for November 8, 2023, Meeting – 2 minutes
10. Adjourn

Next Citizen Advisory Committee Meeting: November 8, 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**

September 13, 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
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September 13, 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 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

September 13, 2023

AGENDA ITEM: **04A** : MINUTES OF THE JUNE 7, 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 June 7, 2023, Citizen Advisory Committee meeting.

RECOMMENDATION TO COMMITTEE: Corrections and/or approval

CITIZEN ADVISORY COMMITTEE

DRAFT

Minutes of the June 7, 2023, Committee Meeting
Via Video/Hybrid Conference
w/optional in-person attendance

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

1. Call To Order and Roll Call

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

2. Committee Chair Report

Mr. Brown recognized Michelle Rasmussen's years of service to the Citizen Advisory Committee.

3. Public Expressions

There were no expressions.

4. Committee Action

A. Minutes of February 8, 2023, Meeting

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

B. Minutes of April 12, 2023, Meeting

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

C. Charter Review Update

Dr. Cortright reviewed the requested changes made to the CAC Charter. The language was updated throughout the charter to be more concise and updated for accuracy. Changes were made to the selection process for the committee members to include the Composition article, where demographic representation was added. Dr. Cortright stated that the selection process has been broken into two articles: Selection Process and Qualifications and Responsibilities. There were no substantive changes made beyond breaking into two articles. Changes in the

Member Rotation Process were also made to be consistent with practice. The Chair is elected in November and seated in February; members must take one year break before reapplying following serving two consecutive three-year terms. If a member leaves before the term is over, a new candidate will be selected.

Mr. Fortensky moved to recommend approval of the Charter and send it to the PMER Committee as presented. Ms. Michael seconded, and the motion passed unanimously.

5. Committee Reports

A. City Line Update

Dr. Cortright reported that City Line will launch on July 15, 2023, and all riders will ride for free until Labor Day. Spokane Transit's City Line is currently 95% complete and has come in under budget with some forecasted expenses. Final corrections have been implemented regarding all rider survey feedback. Dr. Cortright announced the details for each of the five celebrations being held on the 15th as well as the Ribbon Cutting ceremony to be held on the 18th.

B. Strategic Planning Update

Mr. Otterstrom reported that Phase 1 strategic foundation was adopted in December 2022. This phase approved the development of a new 10-year strategic plan through 2035 following the completion of *STA Moving Forward*. He explained that Phase 2 for Strategic Planning *Connect 2035* will be built on the goals, strategies, and performance measures established in Phase 1. Mr. Otterstrom reported the *Connect 2035* potential timeline for delivery that includes the core objectives for *Connect 2035*. These objectives include gaining effective stakeholder engagement, build a comprehensive technical analysis of STA's organizational capacity and transit system, develop a 10-year strategic plan, project organization and CAC involvement.

C. Transit Development Plan

Mr. Otterstrom explained that the Transit Development Plan (TDP) is updated every year and is mandated by the state. He reviewed the mid-range tactical planning framework for future improvement and reiterated that the preliminary draft was distributed on May 26, 2023. He explained the TDP organization: Section 1: Introduction and Agency System Overview; Section 2: 2022 in Review; Section 3: Mid-range tactical Framework (2024-2029); Section 4: Service Improvement Program (2024-2026); Section 5: Capital Improvement Program (2024-2029) and Section 6: Operating and Financial Projections. Mr. Otterstrom reported that the Service Improvement Program (SIP) is also updated annually as part of the TDP and summarizes recent requests for a new service. Service Improvement themes in 2024: Ramping up City Line service levels; 2025: adjusting routes in Greater Spokane Valley and growth in Airway Heights and 2026: pilot extension of STA service in North Idaho.

Ms. Liard reported on the Capital Improvement Program that covers capital expenditures through 2029. Year 1 (2024) the DRAFT Capital budget will be developed to include capital projects and federally required programs of projects for formula fund grants. The most significant change is the addition of *Connect 2035* future initiatives and the Division Bus Rapid Transit. The Capital Improvement Program categories are Connect 2035, Vehicles, High Performance Transit Implementation, Technology, Facilities-passenger and operational and Facilities and Administration. Ms. Liard reviewed the 2024-2029 TDP Financial assumptions-revenue and expenditures.

D. July Service Change

Mr. Otterstrom reported that on July 16, 2023, Spokane Transit will implement major routing and schedule adjustments based on *STA Moving Forward* project commitments and extensive public outreach. The service revisions were approved by the STA Board of Directors in 2023 following an extensive Board approved public outreach plan that started in late 2019. Several bus routes were either renamed or given new names with new route plans and destinations. Some routes have also been discontinued.

6. CEO Report

Mr. Ropez-Betty reported the update on the Plaza bathrooms. The one-person in/one-person out policy is a successful solution to the concerns as complaints and reports have diminished. In the future, there may be some design changes on the 1st floor regarding the bathroom policy.

7. Committee Information – no action or discussion

6. Committee Member Expressions

Mr. Fortensky expressed a concern regarding the fare validator that protrudes out enough for visually impaired passengers to bump into. Mr. Otterstrom to investigate this situation.

Mr. Fortensky also expressed a concern regarding scheduling for route 90 and route 25 that has become a safety concern. Mr. Ropez-Betty to investigate this situation.

Ms. Gray has a concern regarding parking issues to get onto City Line.

7. Review Agenda Items for September 13, 2023, Meeting

- 2022 Audited year-end financial report.
- Member terms and recruitment
- Update on youth zero-fare and Spokane Public School Partnership
- City Line launch recap
- Strategic Planning Update
- Q2 2023 Performance Measures

8. Adjourn

With no further business, Chair Brown adjourned the meeting at 6:26 p.m.

Respectfully submitted,



Dianne Peach

Executive Assistant to the Chief Communication and Customer Service Officer

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

September 13, 2023

AGENDA ITEM 05A : CITY LINE LAUNCH RECAP

REFERRAL COMMITTEE: n/a

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

SUMMARY: City Line service started July 15, 2023. The five launch parties at Coeur d’Alene Park, downtown Spokane, WSU Spokane campus, Mission Park, and Chief Garry Park were well attended, with most locations running out of food and promotional items before the 2 PM conclusion. Nearly 4500 people rode City Line the first day.

On Tuesday July 18 the official ribbon cutting ceremony for City Line was held on the Gonzaga University campus. Over 200 people attended the ceremony, which featured numerous guest speakers, including Governor Jay Inslee, FTA Deputy Administrator Veronica Vanterpool, State Senator Andy Billig, Mayor Nadine Woodward, Gonzaga President Thayne McCulloh, Council President and STA Board Chair Lori Kinnear, County Commissioner and STA Chair Pro Tem Al French, and STA CEO E. Susan Meyer.

Current City Line ridership is averaging nearly 12,700 rides per week. The introductory fare free period concluded Monday, September 4. New shelter installations were completed post-launch, and we are installing railing at SCC Transit Center in response to pedestrian safety issues. Rider feedback to Customer Service and on Social Media has been positive.

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

September 13, 2023

AGENDA ITEM 05B : CONNECT 2035 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 draft *Outreach and Engagement Strategies* framework prepared for the Board workshop held the afternoon of September 6, 2023.

BACKGROUND: In December 2022, STA adopted Phase 1 of its next 10-year strategic plan, Connect 2035. During that time, a series of workshops were held in May, July, September, and October, followed by a public hearing held in November. On December 15, 2022, the Board adopted the *Connect 2035 Phase 1 Strategic Foundation* document and the accompanying technical report by resolution.

An initiation meeting with the consultants was held on July 11, followed by two days of meetings for the kick-off with staff and the Sam Schwartz project team on July 26 and July 27. The project is expected to be substantially complete by the end of 2024, with adoption of a complete strategic plan by the STA Board scheduled for November 2024.

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY
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AGENDA ITEM 05C : YOUTH ZERO FARE UPDATE

REFERRAL COMMITTEE: n/a

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

SUMMARY: STA’s Board of Directors adopted a zero-fare policy for youth 18 and younger in 2022, funded through Move Ahead Washington grant funding. The policy went into effect October 1, 2022, in parallel with Connect, STA’s new fare collection system. While STA encourages youth to apply for a Rider’s License Connect card, they can also show the driver a valid school ID, or simply board and tell the driver their age. The application for a Rider’s license is available online, and the card will be mailed to the youth, or they can apply in person at the STA Plaza Customer Service Counter or through STA’s partnerships with local libraries, at any City of Spokane or Liberty Lake library branch, or any local Spokane County library branch. Additionally, new this school year, in partnership with Spokane Public Schools (SPS), all SPS high school students will receive a combined school ID/Connect card. This card is also valid at City of Spokane libraries.

STA staff continue to conduct outreach events throughout the region to distribute Rider’s License cards with the benefit of teaching youth universal transit skills and enabling the collection of data needed for potential service improvements. We will continue to accept valid school ID or having youth simply board as an alternative to the Rider’s License.

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY
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AGENDA ITEM 05D : MEMBER TERMS AND RECRUITMENT

REFERRAL COMMITTEE: n/a

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

SUMMARY: Staff to review CAC member's length of service and term dates.

RECOMMENDATION TO COMMITTEE: N/A

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

September 13, 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

September 13, 2023

AGENDA ITEM 07A : 2023 SECOND QUARTER PERFORMANCE MEASURES

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

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: The complete report has been posted to the STA website: [HERE](#)

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 0.17, Fixed Route was above STA’s goal of 0.08 preventable accidents per 10,000 miles.
- At 0.28, Paratransit was above STA’s goal of 0.10 preventable accidents per 10,000 miles.

STA is working with the Washington State Transit Insurance Pool (WSTIP) to identify “best practices” in addressing this issue for both Fixed Route and Paratransit.

Earn and Retain the Community’s Trust

Ridership

- Fixed Route 2023 second quarter year-to-date ridership was up 35.5% compared to our ridership in 2022. Fixed Route provided 4,197,621 in 2023 vs. 3,083,782 in 2022. The ridership goal for Fixed Route in 2023 is 20.6% higher than 2022 (approximately 7.6M trips).
- Paratransit 2023 second quarter year-to-date ridership was up 20.7% compared to our ridership in 2022. Paratransit provided 178,195 in 2023 vs. 148,319 in 2022. The ridership goal for Paratransit in 2023 is 9.5% higher than 2022 (approximately 344,707 trips).
- Rideshare 2023 second quarter year-to-date ridership was up 13.7% compared to our ridership in 2022. Rideshare provided 48,006 in 2023 vs. 42,210 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 17.67. The goal is to transport 15 or more passengers.
- Paratransit PPRH was 2.46. 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 93.1%, above STA's goal of 93%
- Paratransit on-time performance was 92.8%, below STA's goal of 93%.

Professional and Courteous

Operator Ride Checks

- There were 229 out of 318 ride checks completed for Fixed Route.
- There were 43 out of 59 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 \$10.10. This is 59.7% of the urban systems' average.
- Paratransit cost per passenger was \$57.47. This is 61.7% of the urban systems' average.

Cost Recovery from User Fees (Farebox Recovery)

Fare collection continued to be down due to a combination of impacts of fare capping and Zero-Fare for youth.

- Fixed Route farebox recovery is 8.0%, below the goal of 20%.
- Paratransit farebox recovery is 2.7%, below the goal of 5%.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

September 13, 2023

AGENDA ITEM 07B : 2022 AUDITED YEAR-END FINANCIAL REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Monique Liard, Chief Financial Officer

SUMMARY: Attached is the presentation given to the PMER Committee on September 6, from the State Auditor's Office.

RECOMMENDATION TO COMMITTEE: Information only.

Exit Conference

Spokane Transit Authority

Brad White, CPA
Program Manager

Alex Lycan
Audit Supervisor

Walter Green
Audit Lead

August 30, 2023



Office of the
Washington
State Auditor
Pat McCarthy

Disclaimer: This presentation is intended to be viewed in conjunction with the complete packet of exit materials provided. A copy of those materials may be requested by contacting the presenters listed or by emailing PublicRecords@sao.wa.gov.

Financial Audit Results

January 1, 2022 through December 31, 2022



Unmodified Opinion Issued

- Opinion issued in accordance with U.S. GAAP
- Audit conducted in accordance with *Government Auditing Standards*

Internal Control and Compliance over Financial Reporting

- We reported no significant deficiencies in internal control
- We identified no deficiencies that we consider to be material weaknesses.
- We noted no instances of noncompliance that were material to the financial statements of the Authority.

Financial Audit Results



Required Communications

- We did not identify any material misstatements during the audit.
- No uncorrected misstatements have been identified.

Financial Audit Results

The audit addressed the following risks, which required special consideration:

Management override of controls



Federal Grant Compliance Audit Results

January 1, 2022 through December 31, 2022



Unmodified Opinion Issued

- Opinion issued on the Authority's compliance with requirements applicable to its major programs.
- Audit conducted in accordance with *Government Auditing Standards* and the Uniform Guidance

Internal Control and Compliance over Major Programs

- We reported no significant deficiencies in internal control
- We identified no deficiencies that we consider to be material weaknesses
- We noted no instances of noncompliance that are required to be reported

Major Programs Selected for Audit



ALN	Program or Cluster Title	Total Amount Expended
20.500	Federal Transit Cluster – COVID-19 Federal Capital Investment Grant	\$3,876,848
20.500	Federal Transit Cluster – Federal Capital Investment Grant	\$7,434,357
20.507	Federal Transit Cluster – COVID-19 Federal Transit Formula Grant	\$19,959,412
20.507	Federal Transit Cluster – Federal Transit Formula Grant	\$11,258,301

These costs amount to approximately 97 percent of the total federal expenditures for 2022

Related Audit Work



National Transit
Database(NTD)
Agreed Upon
Procedures

- January 1, 2022 through December 31, 2022
- Procedures performed: 26



Closing Remarks

- Audit costs are in alignment with our original estimate
- Next audit: 2024
 - Financial statement
 - Federal programs
 - National Transit Database (NTD) Agreed Upon Procedures

An estimated cost for the next audit has been provided in our exit packet



Report Publication

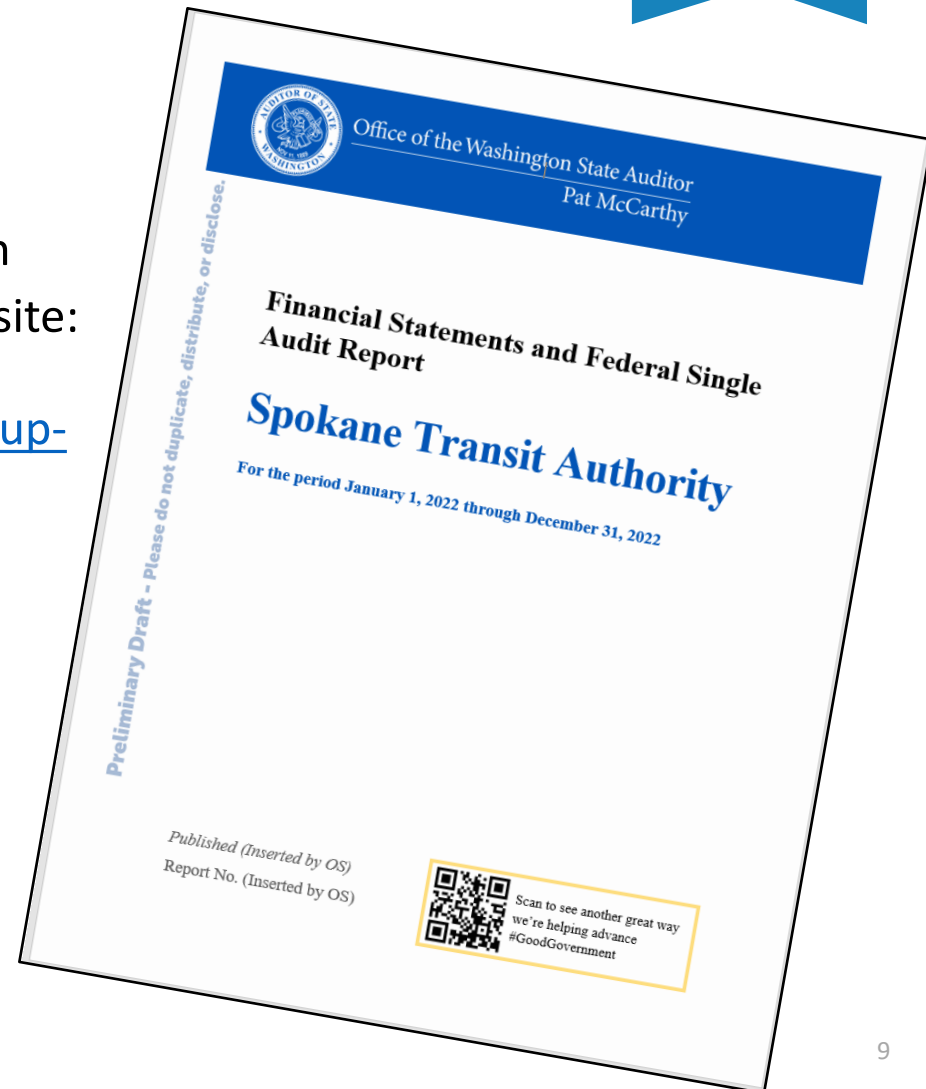


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Thank You!



- We thank Authority officials and staff for timely communications throughout the audit process.
- In particular, we would like to thank of Tammy Johnston, Senior Financial Services Manager, Matt Kenney, Senior Transit Planner (until July 2023), and Monique Liard, Chief Financial Officer to provide appropriate documentation and continue to maintain a quality working relationship with the Authority.

Questions?



Contact Brad White, CPA, Program Manager,

Bradley.D.White@sao.wa.gov

(509) 919-0240

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

September 13, 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

September 13, 2023

AGENDA ITEM 09 : REVIEW DRAFT AGENDA ITEMS FOR NOVEMBER 8, 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 November 8, 2023, Committee meeting.

Proposed agenda items include:

- Chair Election
- Winter Operations
- STA Moving Forward Performance Tracking
- Q3 2023 Performance Measures
- Budget/Financial Update
- *Connect 2035* Update
- Connect Comprehensive Plan Update

RECOMMENDATION TO COMMITTEE: Review and Discuss.