

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

November 8, 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

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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

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AGENDA ITEM: **04A** : MINUTES OF THE SEPTEMBER 13, 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 September 13, 2023, Citizen Advisory Committee meeting.

RECOMMENDATION TO COMMITTEE: Corrections and/or approval

CITIZEN ADVISORY COMMITTEE

DRAFT

Minutes of the September 13, 2023, Committee Meeting
 Via Video/Hybrid Conference
 w/optional in-person attendance

<p><u>MEMBERS PRESENT</u> Dan Brown, Chair Konrad Capeller JT Ramsey Chris Fortensky Kinzie Michael Steve Faust Caleb McDougall Tino Andrade Dr. Linda Carroll</p>	<p><u>STAFF PRESENT</u> Carly Cortright, Chief Communications & Customer Service Officer Dianne Peach, Executive Assistant to the Chief Communications & Customer Service Officer E. Susan Meyer, Chief Executive Officer Brian Jennings, Deputy Director for Community Development</p>
<p><u>MEMBERS ABSENT</u> Susan Gray</p>	<p><u>GUESTS</u></p>

1. Call To Order and Roll Call

Mr. Dan Brown, Committee Chair, called the meeting to order at 5:00 p.m.

2. Committee Chair Report

Mr. Brown stated that the City Line launch was a great success, he has never seen any bus line as busy as on July 15th for the kickoff events. He stated that the ribbon cutting ceremony was also amazing and well attended. Chair Brown and Dr. Carly Cortright are working to increase membership of the CAC Committee with high school students as well as regular commuters.

3. Public Expressions

There were no public expressions.

4. Committee Action

A. Minutes of September 13, 2023, Meeting

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

5. Committee Reports

A. City Line Launch Recap

Dr. Cortright reported a recap of the City Line launch. She reiterated that the day was very successful and that approximately 4500 people rode the City Line on the first day of service. The Ribbon Cutting ceremony, that included dignitaries, had approximately 200-300 people in attendance. Overall, the City Line launch was an outstanding success. Dr. Cortright reported that post launch, there was funding remaining, so shelters were upgraded near Coeur D’Alene Park and Misson Park, digital monitors and stop ladders were fine-tuned, riders continued to enjoy fare free service and during the first seven weeks in service, City Line was consistently one of the top four most popular routes.

B. Connect 2035 Strategic Planning Update

Mr. Brian Jennings reported that the board adopted Phase I of the Connect 2035 plan in December 2022. Phase II focuses on questions such as what programs, projects and supporting investments are needed to deliver on the Phase I Strategic Foundation. How should STA's service, modes and network evolve? How can desired new investments align with funding and what will be required to successfully deliver the Connect 2035 strategic plan? The goals for this project are to communicate, be transparent and seek support. STA will gather input from the broadest representation of our communities, especially those typically underrepresented, and discuss transit priorities and resource allocation to maximize outcome of thriving communities. STA will deliver a strategic plan that has broad support built on the foundation of Phase 1. Ms. Meyer stated that the CAC members will be engaged in Connect 2035.

C. Youth Zero Fare Update

Dr. Cortright stated that Youth Zero Fare was approved by the STA board in 2022 for youth 18 and younger and by providing this zero-fare option STA is eligible for a state transit support grant. Zero Fare was launched October 2022 along with Connect fare collection system. All high school students will have access to a joint school ID and transit pass. Youth can also apply online or in person with a valid school ID to get the pass. STA has also partnered with local libraries to help distribute Rider's licenses to youth. Statistics show that this is a very successful program.

D. Member Terms and Recruitment

Dr. Cortright reported that the CAC Charter states that there will be no more than 15 members on the CAC Committee and that annual recruitment will occur every September. Currently there are 10 members with 3 terms expiring at the end of 2023 and one ending in 2024. Dr. Cortright asked the current members, who would like to renew their memberships, to let her or Chair Brown, know. Renewals and new members will be approved by the CAC at the November meeting and forward to PMER in December. Discussion ensued on recruitment ideas.

6. CEO Report

Ms. E. Susan Meyer reported the preliminary ridership of the City Line. She stated that City Line is in the top 4 routes in Spokane representing 37% of all system ridership. Kudos were given to Dr. Cortright and the Communications team for all the hard work put in regarding the launch.

7. Committee Information – *no action or discussion*

8. Committee Member Expressions

Mr. Caleb McDougall stated that he went to Whitworth and met with staff at the new student orientation. There was interest shown by students in using the bus system if passes were easier to obtain. Discussion ensued on issues related to bus routes, STOP flags, and bus identifications.

9. Review Agenda Items for November 8, 2023, Meeting

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

10. Adjourn

With no further business, Chair Brown adjourned the meeting at 6:05 p.m.

Respectfully submitted,



[Dianne Peach](#)

Executive Assistant to the Chief Communication and Customer Service Officer

DRAFT

SPOKANE TRANSIT AUTHORITY
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AGENDA ITEM 04B : CONSIDERATION OF APPLICANT FOR MEMBERSHIP

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Dianne Peach, Executive Assistant

SUMMARY: The Committee will discuss and vote on CAC applicants.

RECOMMENDATION TO COMMITTEE: For discussion and vote.

SPOKANE TRANSIT AUTHORITY

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AGENDA ITEM : 04C: REAPPOINTMENT OF DAN BROWN, CHRIS FORTENSKY, LINDA CARROLL, AND KINZIE MICHAEL TO THE CAC

REFERRAL COMMITTEE: Citizen Advisory Committee

SUBMITTED BY: Dianne Peach, Executive Assistant

SUMMARY: Per its charter, the Citizen Advisory Committee shall be composed of no more than 15 members who are appointed by the Performance Monitoring and External Relations Committee. Terms are for three (3) years, and Members may serve up to two (2) terms. Membership shall reflect the STA service area and strive for regional representation and diversity of opinion. Selection of members is through an application process followed by a vote from the PMER Committee to appoint members of the CAC. Currently, the CAC has ten (10) members.

CAC Chair Dan Brown's first term is expiring in December 2023. Mr. Brown has been a valuable committee member, providing consistent and useful input on STA operations and plans during his first term and taking information back to his networks. Chris Fortensky and Linda Carroll's first terms are also expiring December 2023. Both Mr. Fortensky and Dr. Carroll have also been valuable committee members, providing consistent and useful input during their first term. Kinzie Michael's first term does not expire until March 2024, but she has indicated she would like to serve another term as well. Ms. Michael has also been a significant contributor to the CAC.

Staff recommends that the Committee approve a second-term appointment for Mr. Brown, Mr. Fortensky, Dr. Carroll, and Ms. Michael with recommendation for final approval by the Performance Monitoring and External Relations Committee.

RECOMMENDATION TO COMMITTEE: Recommend the PMER committee approve the reappointment of Dan Brown, Chris Fortensky, and Linda Carroll to the Citizen Advisory Committee, for a second term of three years, commencing January 1, 2024, and the reappointment of Kinzie Michael for a second term of three years, commencing April 1, 2024.

SPOKANE TRANSIT AUTHORITY
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AGENDA ITEM 04D : ELECTION OF COMMITTEE CHAIR

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Dianne Peach, Executive Assistant

SUMMARY: The Committee will nominate and elect a Chair for the next year.

RECOMMENDATION TO COMMITTEE: For discussion and vote.

SPOKANE TRANSIT AUTHORITY
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AGENDA ITEM 05A : PROPOSED 2024 BUDGET

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Monique Liard, Chief Financial Officer

SUMMARY: For 2024, staff has combined the action plan and the operating and capital budget into one comprehensive report. The Draft 2024 Budget was reviewed at the October 2023 Planning and Development Committee and STA Board of Directors meetings.

The Proposed 2024 Budget is attached for the Committee’s review and staff will provide an overview of the report at the Committee meeting. Additionally, an informational video of the Proposed 2024 Budget has been created for public viewing and can be found on the STA website.

A public hearing will be held at the November 16, 2023, Board of Directors meeting at 1:30 p.m. at STA’s offices and via WebEx. The 2024 Budget is proposed to be adopted in December 2023.

RECOMMENDATION TO COMMITTEE: Information only.

**SPOKANE TRANSIT AUTHORITY
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AGENDA ITEM 05B : WINTER OPERATIONS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: Staff will present the 2023-2024 Extreme Weather Emergency Operations Plan.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

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AGENDA ITEM 05C : CONNECT SPOKANE COMPREHENSIVE PLAN UPDATE

REFERRAL COMMITTEE: n/a

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

SUMMARY: STA is beginning a second phase to a major update (Phase 2 Update) to *Connect Spokane*, STA’s comprehensive plan for public transportation. Staff will present a project schedule and outreach plan for discussion.

BACKGROUND: *Connect Spokane* is STA’s Comprehensive Plan that sets forth a planning vision and policy framework to help guide decisions made by the Board of Directors, staff, and partnering agencies for at least the next 30 years. The *Connect Spokane* Comprehensive Plan Phase 2 Update was included in the 2023 Work Program that was approved at the December 2022 Planning & Development Committee meeting. Staff anticipated beginning the effort in July and continuing into 2024. Based on past plans and recent input from board members, including during the July 5, 2023, Planning and Development Committee meeting, staff propose to include the elements in the following table into the Phase 2 Update. The table also identifies the proposed Committee meeting when presentations and discussion on that element will occur.

PHASE 2:

Element	Proposed Scope	Why	Committee Meeting Review & Discussion
Communications and Public Input	Recognize public participation spectrum, update outreach tools to reflect current best practices. Potentially add policies related to better/consistent partner coordination	Provide policy clarity for activities. Opportunity to identify missing policies related to coordinating with community-based organizations (CBOs), which is of interest to STA Board members	October 2023 November 2023
Annex 2: Title VI	Create new Title VI element, instead of Annex, possibly expand to larger equity and environmental justice element, explore updating policies within element	Time to revisit, have not been updated since adoption. Expressed interest from STA Board Members	October 2023 November 2023 February 2024

Element	Proposed Scope	Why	Committee Meeting Review & Discussion
Fares and Revenues	Exploration of low-income fare policy. Explore farebox recovery implementation. Programmatic elements and evaluation of policy to be explored in the Strategic Plan-Connect 2035	Expressed interest by STA Board members	December 2023 February 2024 March 2024
Fixed Route	Evaluate policy benchmark for geographic extent, considering needs for service beyond the current limits of the transit network	Expressed interest by STA Board members	March 2024
HPT	Table and map of HPT routes. May be informed by <i>Connect 2035</i> Network evaluation	Was not updated in Phase 1	March 2024
Sustainability	Minor updates to chapter language, minor re-organization	Organize to provide greater clarity to reader, make more relevant to grant applications	March 2024
Flexible Services	Update with new shared mobility language, and distinction STA has between Shared Mobility/Mobility Hubs/Mobility on Demand	Provide policy basis for broader flexible services	March 2024
Paratransit	Service Area definition (no change to boundary)	Provide consistency in definitions of Paratransit service area	March 2024
Regional Transportation & Land Use	TOD and land acquisition policies	Opportunity to expand efforts, given new STA Community Development department. Potentially identify strategies for <i>Connect 2035</i>	March 2024

Outreach Strategy & Timeline

Outreach has been broken into four different levels, depending on the proposed scope of the update and the schedule duration needed to hold meaningful discussions with the appropriate audiences. Each subsequent level of outreach will include that level and all levels preceding it.

- **Level 1 – Committee and Board discussion for minor updates**
 - Sustainability
 - Paratransit
- **Level 2 – General Community Outreach**
 - Fixed Route
 - Fares and Revenues: farebox recovery
 - HPT (table and map)
 - Flexible Services
- **Level 3 – Jurisdictional Outreach**
 - Regional Transportation & Land Use
- **Level 4 – Targeted Community Outreach**
 - Fares and Revenues: Low-income fare policy
 - Communications and Public Input
 - Title VI Element

A public open house is tentatively identified for the middle of February.

The proposed timeline runs from September 2023 to March 2024 for outreach and discussion of individual elements of the Comprehensive Plan. The full draft plan would be presented in April 2024 for review, with the final draft plan presented in May 2024 for Planning and Development Committee recommendation and Board action.

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY
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AGENDA ITEM 05D : CONNECT 2035 STRATEGIC PLAN UPDATE

REFERRAL COMMITTEE: n/a

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

SUMMARY: Staff will introduce and discuss the idea of the STA Survey Group as an element of the engagement strategy. Staff will also provide an overview of the key discussion points from the Board workshop held on November 1, 2023.

BACKGROUND: In December 2022, STA adopted Phase 1 of its next 10-year strategic plan, Connect 2035. During that time, a series of board 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.

Connect 2035 Phase 2 kicked-off with a Board workshop on September 6, 2023. That workshop focused on engagement strategies over the next 18 months as STA works towards the adoption of Phase 2 of the strategic plan.

RECOMMENDATION TO COMMITTEE: Receive report.

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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.

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AGENDA ITEM 07A : 2023 THIRD QUARTER YEAR TO DATE PERFORMANCE MEASURES

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

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: 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 0.11, Paratransit was above STA's goal of 0.10 preventable accidents per 10,000 miles.

STA staff are preparing a preventable accident best practices reduction plan to be shared by the CEO to the Board in the coming months.

Earn and Retain the Community's Trust

Ridership

- Fixed Route 2023 third quarter year-to-date ridership was up 34.3% compared to ridership in 2022. Fixed Route provided 6,339,078 rides in 2023 vs. 4,719,604 in 2022. The ridership goal for Fixed Route in 2023 is 20.6% higher than 2022 (approximately 7.6M trips).
- Paratransit 2023 third quarter year-to-date ridership was up 17.3% compared to our ridership in 2022. Paratransit provided 267,018 rides in 2023 vs. 227,658 in 2022. The ridership goal for Paratransit in 2023 is 9.5% higher than 2022 (approximately 344,707 trips).
- Rideshare 2023 third quarter year-to-date ridership was up 7.2% compared to our ridership in 2022. Rideshare provided 71,627 rides in 2023 vs. 66,844 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 17.08. The goal is to transport 15 or more passengers.
- Paratransit PPRH was 2.35. 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 93.3%, above STA's goal of 93%
- Paratransit on-time performance was 92.5%, below STA's goal of 93%.

Professional and Courteous

Operator Ride Checks

- There were 241 out of 324 ride checks completed for Fixed Route YTD.
- There were 65 out of 65 ride checks completed for Paratransit YTD.

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 \$10.07. This is 59.7% of the urban systems' average.
- Paratransit cost per passenger was \$57.72. 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 7.6%, below the goal of 20%.
- Paratransit farebox recovery is 2.7%, below the goal of 5%.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY
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November 1, 2023

AGENDA ITEM 07B: STA MOVING FORWARD PERFORMANCE TRACKING

REFERRAL COMMITTEE: n/a

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

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 Q3 progress report, as well as all historical project reports, can be found here:

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

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY
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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
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AGENDA ITEM 09 : REVIEW DRAFT AGENDA ITEMS FOR FEBRUARY 14, 2024 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 February 14, 2024, Committee meeting.

Proposed agenda items include:

- 2024 State Legislative Priorities
- Community Perception Survey Results
- Rider Survey Results
- Connect 2035 Strategic Plan Update

RECOMMENDATION TO COMMITTEE: Review and Discuss.