

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

CITIZEN ADVISORY COMMITTEE MEETING
Wednesday, February 7, 2024
5:00 – 6:30 p.m.
Meeting via Virtual Conference
w/In person option
Spokane Transit Authority, 1230 W. Boone Avenue, Spokane, WA

Optional Virtual Link: CAC Meeting		
Password: XXXX	Members: XXXX	Guests: +1 253 215 8782
Call-in Number:	+1 253 215 8782	

1. Call to Order and Roll Call (*Dan Brown*) – 5 minutes
2. Committee Chair Report (*Dan Brown*) – 5 minutes
3. Committee Action
 - A. Minutes – November 8, 2023 (*Carly Cortright and Dan Brown*) – 5 minutes
 - B. Consideration of Applicant for Membership (*Dan Brown*) – 5 minutes
4. Committee Reports
 - A. *Connect 2035* Strategic Planning Update – (*Karl Otterstrom*) – 15 minutes
 - B. Update from CAC Members on Activities (*Carly Cortright*) - 20 minutes
5. CEO Report – (*E. Susan Meyer*) – 10 minutes
6. Committee Information – no action or discussion
 - A. 4th Qtr. STA Moving Forward Update – (*Karl Otterstrom*)
7. Committee Member Expressions (*Dan Brown*) – 5 minutes
8. Review DRAFT Agenda Items for April 10, 2024, Meeting – 5 minutes
9. Adjourn

Next Citizen Advisory Committee Meeting: April 10, 2024

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**

February 7, 2024

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

February 7, 2024

AGENDA ITEM: **03A** : MINUTES OF THE NOVEMBER 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 November 8, 2023, Citizen Advisory Committee meeting.

RECOMMENDATION TO COMMITTEE: Corrections and/or approval

CITIZEN ADVISORY COMMITTEE

DRAFT

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

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

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 there have been some very good applicants for the Citizen Advisory Committee open positions and interviews have been conducted.

3. Public Expressions

There were no public expressions.

4. Committee Action

A. Minutes of September 13, 2023, Meeting

Mr. Chris Fortensky moved to approve the minutes as presented. Dr. Linda Carroll seconded, and the motion passed unanimously.

B. Consideration of Applicants for Membership

Dr. Carly Cortright reiterated that the mission of the CAC is to represent a wide range of stakeholders from the STA Public Transportation Benefit Area. The CAC's purpose is to increase public participation in the functions of STA to act as a focused, educated forum for public input and feedback, to ensure accountability and to act as an educational arm of the organization to the public. Dr. Cortright and Mr. Brown have interviewed two applicants, Andrew Tse and Rhonda Young, who both have a background in public transportation. Dr. Cortright asked that the CAC recommend to the PMER Committee the appointment of both applicants for a three-year term commencing on January 1, 2024. Chris Fortensky moved to approve the motion. Dr. Linda Carroll seconded the motion. Dr. Cortright will update the applicants on the PMER Committee decision.

C. Member Reappointments

Dr. Cortright reported that per the CAC Charter, all members whose terms are expiring are eligible to renew for a second term. There are three members whose terms expire at the end of 2023 and one member in the first quarter of 2024. Staff will recommend to the PMER the re-appointment of all four based on their contributions to the CAC during their first term. The members that are recommended for renewal are Mr. Brown, Dr. Carroll, Mr. Fortensky and Ms. Michael. Mr. Ramsey moved to approve the recommendation as shown, Dr. Carroll seconded, and the recommendation passed unanimously.

D. Election of Committee Chair

Dr. Cortright asked for a nomination from the floor regarding the Committee Chair election. She stated that she has talked to Mr. Brown, and he is willing to continue as chair for a second term. Mr. Ramsey moved to elect Mr. Brown as committee chair and Mr. Andrade seconded. Mr. Brown was unanimously voted Citizen Advisory Committee Chair to a second term.

5. Committee Reports

A. Proposed 2024 Budget

Ms. Liard reported an overview of the 2024 Proposed Budget. The Proposed Core Actions are to elevate the customer experience, lead and collaborate with community partners to enhance the quality of life in the region and to strengthen STA's capacity to anticipate and respond to the demands of the region.

Operating Budget – The draft 2024 budget assumes \$142,983,582 in operating revenues, a decrease of \$14,060,562 (9.0%) compared to the 2023 adopted budget of \$157,044,144. The absence of stimulus funding is the biggest contributor to the revenue changes. For 2024, staff recommends budgeted sales tax revenue be kept flat to 2023 actual through August 2023 and then use the 2023 budgeted revenue for September to December. Sales tax revenue growth in 2024 is projected to be 1.7% over 2023 budgets.

Capital Budget – The 2023 capital budget is forecasted to be \$75,281,079 plus a fleet replacement contribution of \$19,367,716, for a total of \$92,310,089. Funding sources include federal (\$14,654,539 – 24.6% of the total), state (\$11,516,779 – 6.0% of the total), and local (\$49,109,761 – 69.4%). It was noted that the 2024 Capital Budget was decreased by \$16,318,843 from 2024-2029 CIP which was included in the Transit Development Plan to account for timing of projects and updates to costs – 2024 capital in the CIP was \$91,599,922. Next steps for the 2024 budget were reviewed.

B. Winter Operations

Dr. Cortright reviewed the overall preparations for STA's winter operations. STA has coordinated with other jurisdictions regarding snow removal and has an Extreme Weather Emergency Operations Plan and an Emergency Communication Plan in place, in the event of severe weather conditions. She reviewed helpful tips for the public to keep in mind regarding their commute trip plans.

C. Connect Spokane Comprehensive Plan Update

Mr. Otterstrom reported that the Connect Spokane Comprehensive Plan is currently being updated. He reviewed the proposed changes of replacing the table of specific tools at the beginning of the element with more general tactics that are broad-based and universal and to update principles to reflect equitable communication and identify need to reach out to vulnerable communities. He also reviewed the Communications and Public input of adding policy related to designing public engagement and outreach that references the public participation spectrum and to organize public engagement policies by activity type. Mr. Otterstrom proposed new Transit Equity and Inclusion policies. The objective is to develop language specific to STA that identifies equity and inclusion in the context of the larger STA vision, mission, and goals.

D. Connect 2035 Strategic Planning Update

Mr. Otterstrom reviewed the highlights of the board workshop and the Connect Insight Network introduction. The objectives are to establish a shared understanding of STA's current position regarding delivery of STA Moving Forward commitments, Fixed-route network performance and opportunities and financial sustainability, and to understand the impacts and implications of availability and level of revenue sources and to gain concurrence from the Board on funding and investment principles for Connect 2035. The Connect 2035 Funding and Investment principles are to ensure that STA can deliver and maintain the improvements made since 2016. The agency is positioned to seek reauthorization of the 0.2% sales tax in advance of 2028 sunset (possibly as early as 2025), to leverage STA's current financial position to deliver strategic, one-time investments aligned with *Connect 2035*, and that any potential future service expansions will require a new revenue source. Mr. Otterstrom reviewed the Connect Insight Network where the agency is building a community centered around current and future STA riders. Community members will have the chance to share about their interests in transit and explain their use as it relates to STA's mission as a public transit agency. Mr. Otterstrom asked each CAC member to nominate 5 additional community members who may or may not currently use transit. They should be selected based on experience or past usage with transit. The idea is to have 50 people at launch and he would like it to grow to 100 people by end of Q1 2024 with continued, moderated growth thereafter. STA will be conducting surveys and asking for participation. There will be two communications per month – 1 with poll, 1 with follow-up reporting. The questions will be aligned with *Connect Spokane*, *Connect 2035*, and other planning initiatives.

6. CEO Report

Ms. E. Susan Meyer reported that STA is continuing to recruit new employees with a \$3000.00 sign-on bonus and employees receiving a bonus for every viable referral given. Ms. Meyer reiterated that the 1st floor restrooms at the Plaza have been closed and the 2nd floor restrooms are currently monitored for illicit activity and drug use. This procedure has been very effective and will continue indefinitely. There is also a new cleaning procedure in place for the Plaza. Ms. Meyer reported that there will be fare exceptions when there is weather colder than 32 degrees, and a passenger gets on the bus and tells the driver that they are on their way to a warming center, and that they can't afford to pay the fare. In that case, the passenger will not be required to pay for the bus ride.

7. Committee Information – no action or discussion

- A. 2023 Third Quarter Year to Date Performance Measures
- B. STA Moving Forward Performance Tracking

8. Committee Member Expressions

- Chris Fortensky reported that this week is a big week for veterans, he stated that several vendors are honoring veterans and that the transit system will get a lot of use.
- Dr. Linda Carroll asked that routes that run roughly parallel with each other be staggered for better time management.
- Dr. Linda Carroll also asked that all event publications (i.e. City of Spokane resource fair) announce the transit routes that can be used to get to said event.

9. Review Agenda Items for February 7, 2024, Meeting

Fleet Transition Plan
Q4 2023 STA Moving Forward Update
2024 State Legislative Priorities
Community Perception Survey Results
Rider Survey Results
Connect 2035 Strategic Plan Update

10. 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

February 7, 2024

AGENDA ITEM 03B : CONSIDERATION OF APPLICANT FOR MEMBERSHIP

REFERRAL COMMITTEE: n/a

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

SUMMARY:

The Citizen Advisory Committee (CAC) was established in 2004 to represent the interests of the community and assist STA staff and the Board of Directors in making the region proud of its public transportation system. Members serve as conduits of information between the agency and the community by both relaying STA-related information to their networks and by providing input to STA. In 2015, the Citizen Advisory Committee became a subcommittee to Performance Monitoring and External Relations (PMER) Committee.

Per its charter, the CAC shall be composed of no more than 15 members who are appointed by the PMER 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 twelve (12) members.

The CAC Chair, Dan Brown, and Dr. Carly Cortright interviewed a CAC applicant last month, Mr. Perry Crandall. Mr. Crandall is currently a sophomore at Ferris High School and an active STA fixed-route rider. He is passionate about public transportation and offers a youth perspective not currently represented on the CAC. Staff recommends that the Citizen Advisory Committee recommend to the Performance Monitoring and External Relations Committee they appoint Mr. Crandall to his first three-year term, beginning April 1, 2024.

RECOMMENDATION TO COMMITTEE: Recommend, by motion, the appointment by the Performance Monitoring and External Relations Committee of Perry Crandall to the Citizen Advisory Committee, for a first term of three years, commencing April 1, 2024.

SPOKANE TRANSIT AUTHORITY
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February 7, 2024

AGENDA ITEM 04A : CONNECT 2035 STRATEGIC PLAN: PHASE 2 UPDATE

REFERRAL COMMITTEE: n/a

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

SUMMARY: Staff will review activities associated with Phase 2 of Connect 2035 Strategic Plan, including those completed since the last CAC meeting and activities planned over the next several months. Documents and communication materials on the strategic planning effort can be accessed online at <https://staconnect2035.com>.

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY
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AGENDA ITEM 04B : UPDATE FROM CAC MEMBERS ON ACTIVITIES

REFERRAL COMMITTEE: n/a

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

SUMMARY:

Per the CAC Charter, one of the purposes of the CAC is to “act as an educational arm of the organization to reach out to the public.” To help keep the Performance Monitoring and External Relations Committee apprised of CAC member activity out in the public, from time to time, we will be asking for an update from each CAC member on what organizations or groups they have recently met with and what information you have shared with them about what Spokane Transit is working on.

RECOMMENDATION TO COMMITTEE: For discussion.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

February 7, 2024

AGENDA ITEM 05: 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

February 7, 2024

AGENDA ITEM 06A : Q4 STA MOVING FORWARD UPDATE

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 Q4 progress report, as well as all historical project reports, can be found here:

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

RECOMMENDATION TO COMMITTEE: Receive report.

STA Moving Forward Projects Quarterly Progress Report

Reporting Period: Q4 - 2023 (as of December 31, 2023)

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

Updated to reflect amended timeline and project descriptions approved November 2020

[STA Moving Forward November 2020](#)

<input checked="" type="checkbox"/>	Project Completed
<input style="background-color: #00a0e3; color: white; border: none;" type="checkbox"/>	Project in Progress
<input type="checkbox"/>	Project Not Started

Target Completion Estimate	STAMF Project	Status	Notes
2017	Extend Saturday night service past 11 pm	<input checked="" type="checkbox"/>	
	Better weekend service on Wellesley Avenue in North Spokane	<input checked="" type="checkbox"/>	
	Add weekday service on Indiana Avenue between Spokane Valley Mall and Greenacres (Phase 1)	<input checked="" type="checkbox"/>	
	Additional weekend trips and buses to Airway Heights (Phase 1)	<input checked="" type="checkbox"/>	
	New Sunday service on North Nevada	<input checked="" type="checkbox"/>	
	Improve reliability for bus service on Division and Sprague	<input checked="" type="checkbox"/>	
	Add sidewalks and shelters along North Division (Phase 1)	<input checked="" type="checkbox"/>	
2018	Introduce more mid-day weekday trips along I-90 between Spokane and Liberty Lake (Phase 1)	<input checked="" type="checkbox"/>	
	Nights and weekend service on Indiana Avenue between Spokane Valley Mall and Greenacres (Phase 2)	<input checked="" type="checkbox"/>	
	New night and weekend service to Indian Trail	<input checked="" type="checkbox"/>	
	Expand and upgrade maintenance facilities to meet existing and projected growth requirements	<input checked="" type="checkbox"/>	
2019	Construct West Plains Transit Center with Park & Ride at exit 272 on I-90 (Phase 1)	<input checked="" type="checkbox"/>	
	Construct Moran Station Park & Ride	<input checked="" type="checkbox"/>	
	Implement initial HPT: Monroe-Regal Line improvements with more sheltered stops	<input checked="" type="checkbox"/>	
	Create new south commuter express from Moran Station Park & Ride	<input checked="" type="checkbox"/>	
2020	Plan and construct Spokane Community College Transit Center at SCC	<input checked="" type="checkbox"/>	
	Construct West Plains Transit Center interchange improvements (Phase 2)	<input checked="" type="checkbox"/>	
2021	Direct service between Airway Heights and Medical Lake via WPTC	<input checked="" type="checkbox"/>	
	Add larger buses to North Division routes (Phase 2)	<input checked="" type="checkbox"/>	
2022	Improved routes/frequency to Hillyard	<input checked="" type="checkbox"/>	
	Add and improve service in West Central Spokane	<input checked="" type="checkbox"/>	
2023	Central City Line (CCL) opens and Plaza bus operations are streamlined	<input checked="" type="checkbox"/>	Coordinating with City of Spokane on transit signal priority. Planning for increased frequency beginning in January 2024.
	Implement HPT: Cheney Line service	<input style="background-color: #00a0e3; color: white; border: none;" type="checkbox"/>	Cheney stop construction mostly completed, amenity work to be completed in January. Jefferson Park & Ride civil work completed.
2024	Improve West Plains Rural Highway Stops	<input style="background-color: #00a0e3; color: white; border: none;" type="checkbox"/>	
	Provide improved amenities and infrastructure for HPT: Sprague Line service	<input style="background-color: #00a0e3; color: white; border: none;" type="checkbox"/>	Phase 1 construction underway. Phase 2 plans submitted to cities of Spokane and Spokane Valley for review.
2025	Direct, non-stop peak hour service between Liberty Lake and Spokane (I-90/Valley HPT service element)	<input style="background-color: #00a0e3; color: white; border: none;" type="checkbox"/>	
	Additional weekday trips and buses to Airway Heights (Phase 2)	<input type="checkbox"/>	
	Direct service between Logan and Lincoln Heights neighborhoods	<input type="checkbox"/>	
	Construct a new Mirabeau Transit Center (I-90/Valley HPT Infrastructure)	<input style="background-color: #00a0e3; color: white; border: none;" type="checkbox"/>	Finalized 100% design.
	Expand commuter parking capacity east of Sullivan Road (Barker to Stateline) (I-90/Valley HPT Infrastructure)	<input style="background-color: #00a0e3; color: white; border: none;" type="checkbox"/>	Phase I environmental review underway.
2026	Introduce more nights and weekend service along I-90 between Spokane and Liberty Lake (Phase 2)(I-90/Valley HPT service element)	<input type="checkbox"/>	
	As a cross-state partnership, create an extension of HPT: I-90/Valley to Post Falls (ID) and Coeur d'Alene (ID) on a two-year pilot basis	<input type="checkbox"/>	

**SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING**

February 7, 2024

AGENDA ITEM 07 : COMMITTEE MEMBER 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

February 7, 2024

AGENDA ITEM 08 : REVIEW DRAFT AGENDA ITEMS FOR APRIL 10, 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 April 10, 2024, Committee meeting.

Proposed agenda items include:

Fleet Transition Update
Service Change – May 2024
Poll of Members
STA Moving Forward 1st Quarter Project Delivery Report
Q4 2023 Performance Measures
Division Street BRT Update
Connect 2035 Strategic Planning Update
2023 Fixed Route Rider Survey Results
2023 Community Perception Survey Results Summary

RECOMMENDATION TO COMMITTEE: Review and Discuss.