

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

CITIZEN ADVISORY COMMITTEE MEETING
Wednesday, September 14, 2022
5:00 – 6:30 p.m.
Via Video Conference

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: 874 4103 0389

AGENDA

1. Call to Order and Roll Call
 - A. Introductions (*Susan Meyer*) – 3 minutes
2. Committee Chair Report (*Brian Kamp*) – 3 minutes
3. Public Expressions (*Brian Kamp*) - 3 minutes per person
4. Committee Action
 - A. Minutes of June 8, 2022, Meeting (*Brian Kamp*) – 2 minutes
 - B. Election of Committee Chair (*Carly Cortright/Brian Kamp*) – 2 minutes
5. Committee Reports:
 - A. Spokane Regional Transportation Council Human Services Transportation Plan Update (*Karl Otterstrom*) – 15 minutes
6. Committee Discussion
 - A. Strategic Plan Workshop (*Monique Liard*) – 60 minutes
7. Committee Information – *no action or discussion*
 - A. STA Moving Forward Performance Tracking
 - B. 2nd Quarter 2022 Performance Measures
8. Committee Member Expressions (*Brian Kamp*) – 3 minutes
9. Review Agenda Items for November 9, 2022, Meeting – 3 minutes
10. Adjourn

Next Citizen Advisory Committee Meeting: November 9, 2022

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 14, 2022

AGENDA ITEM 02 : COMMITTEE CHAIR REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Kate Kelly, 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: Information only.

SPOKANE TRANSIT AUTHORITY
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AGENDA ITEM 03 : PUBLIC EXPRESSIONS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Kate Kelly, 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: Information only.

SPOKANE TRANSIT AUTHORITY
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September 14, 2022

AGENDA ITEM 04A : MINUTES OF THE JUNE 8, 2022, COMMITTEE MEETING – CORRECTIONS
AND/OR APPROVAL

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Kate Kelly, Executive Assistant

SUMMARY: Attached for your information, corrections, and/or approval are the minutes of the June 8, 2022, Citizen Advisory Committee meeting.

RECOMMENDATION TO COMMITTEE: Information only.

CITIZEN ADVISORY COMMITTEE

DRAFT Minutes of the June 8, 2022, Committee Meeting
Via Video Conference

<u>MEMBERS PRESENT</u> Brian Kamp, Chair Dennis Anderson Dan Brown Linda Carroll Steve Faust Chris Fortensky Susan Gray Kinzie Michael JT Ramsey Michelle Rasmussen	<u>STAFF PRESENT</u> E. Susan Meyer, Chief Executive Officer Brandon Rapez-Betty, Chief Operations Officer Monique Liard, Chief Financial Services Officer Karl Otterstrom, Chief Planning & Development Officer Emily Arneson, Community Ombudsman & Accessibility Officer Kate Kelly, Executive Assistant to the Chief Human Resources Officer
<u>MEMBERS ABSENT</u> Caleb McDougall	<u>GUESTS</u> None

1. Call To Order and Roll Call

The Chair, Mr. Brian Kamp, called the meeting to order at 5:00 p.m. Roll call was conducted after the Committee Chair Report.

2. Committee Chair Report

The Chair commented on the unique challenges of coming out of the COVID-19 pandemic and staffing and employment conditions for STA.

3. Public Expressions

None.

4. Committee Action

A. Minutes of April 13, 2022, Meeting

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

5. Committee Reports

A. State of the Agency

STA CEO Ms. Susan Meyer commented that the state of the agency is good: ridership is growing, applications are being submitted for competitive grants, Senator Liias will be visiting STA on June 10, 2022, STA's Recruitment and Retention Incentive program is producing more candidates than in the past. Ms. Meyer also shared that Ms. Emily Arneson is leaving STA to pursue another opportunity.

Ms. Monique Liard joined at 5:06 p.m.

B. August 2022 Service Revisions

Mr. Karl Otterstrom provided the committee with information regarding the service changes coming to routes in August 2022. These changes are considered “Package 1” of a two-step implementation of changes as part of *STA Moving Forward*. The second round of changes will align with the launch of the City Line in July 2023.

C. 2023-2028 Transit Development Plan: Complete Draft

Mr. Otterstrom shared a summary of the Transit Development Plan including how it fits in with other STA plans, how it is organized, and the Board’s guidance. Mr. Otterstrom outlined the Service Improvement Program and the Capital Improvement Program, which are part of the Transit Development Plan, as well as the Financial Forecast associated with the Transit Development Plan.

D. Website Redevelopment Update

Mr. Brandon Rapez-Betty highlighted a few of the key features of STA’s new website.

E. I-90/Valley High Performance Transit line: Corridor Update

Mr. Otterstrom provided an update regarding the Corridor Development Plan for the I-90/Valley High Performance Transit Line. It included an overview of the timeline, planning effort, preferred architecture and site concepts, how it aligns with *STA Moving Forward*, public and agency outreach, other recommendations, and next steps.

F. Fare Collection System Update

Ms. Monique Liard offered the committee tangible updates regarding the upcoming changes to the Fare Collection System. This included a reminder of the modernized system, the implementation schedule, testing objectives, and the testing schedule. New information shared outlined the communication plan and displayed card packaging, the customer website, and the mobile app.

G. STA Board Strategic Planning Update

Ms. Liard presented a summary of the Board’s May Strategic Planning Workshop. The summary outlined the Strategic Plan Overview, project timeline, and discovery outreach. Key emerging trends that were illuminated as a result of the outreach were categorized into two groups—Context and Policy. Context trends include population and employment growth, housing affordability and supply, regional travel patterns, demographic shifts, and homelessness. Policy emerging trends include equity and accessibility, frequency and reliability, transit priority and infrastructure, demand-based services, and workforce and organizational development. Ms. Liard closed by indicating what the next steps for the Board are and an invitation for committee members to participate in a workshop later in the summer.

6. Committee Information

None.

7. Committee Member Expressions

Mr. Kamp expressed his appreciation to committee members for their participation in committee meetings. He encouraged members to reflect and consider how they can help the CAC become

more valuable to STA and the constituencies the committee serves. Mr. Kamp also thanked Ms. Arneson for her service to the CAC.

Mr. Fortensky supported Mr. Kamp's appreciation of Ms. Arneson. He also expressed that there is less space for scooters on STA's newer buses with plastic seats.

8. Set Agenda Items for Future Meetings

Proposed agenda items for future meetings were shared.

9. Adjourn

With no further business, the Chair adjourned the meeting at 6:31 p.m.

Respectfully submitted,

A handwritten signature in cursive script that reads "Kate Kelly".

Kate Kelly
Executive Assistant to the Chief Human Resources Officer

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

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Kate Kelly, Executive Assistant

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

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY
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AGENDA ITEM 05A : SPOKANE REGIONAL TRANSPORTATION COUNCIL HUMAN SERVICES
TRANSPORTATION PLAN UPDATE

REFERRAL COMMITTEE: n/a

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

SUMMARY: The Coordinated Public Transit-Human Services Transportation Plan (CPT-HSTP) addresses human services transportation within the planning area of Spokane County, with emphasis on projects and programs that serve persons with disabilities, older adults, and individuals with lower incomes. The plan's goals are to identify unmet needs, minimize duplication of services, and enhance public transportation access. It also identifies strategies and projects to meet the plan's goals.

The CPT-HSTP is the guiding document for programming Human Services Transportation funding. Organizations seeking financial assistance must apply to WSDOT's Consolidated Grant Program and cite a "need" they are addressing that is identified in the local CPT-HSTP. Human Services Transportation planning is also a required component of FTA's Section 5310 grant program – Enhanced Mobility for Seniors and Individuals with Disabilities. STA is issuing a new 5310 Call for Projects this fall.

Last adopted in 2018, the CPT-HSTP is currently being updated. The Spokane Regional Transportation Council (SRTC), the lead agency for transportation planning for the area covered by Spokane County, is leading this CPT-HSTP planning process, in partnership with STA. Principal Transit Planner, Jason Lien, of SRTC will provide an update on the Human Services Transportation Plan (HSTP).

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY
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AGENDA ITEM 06A : STRATEGIC PLAN WORKSHOP

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Monique Liard, Chief Financial Officer
Kathleen Weinand, Senior Project Planner

SUMMARY: Staff will provide information for discussion regarding STA's strategic planning efforts.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY
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AGENDA ITEM 07A : *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 2022 Q2 progress report as well as all historical project reports, can be found here:

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

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY
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AGENDA ITEM 07B : 2ND QUARTER 2022 PERFORMANCE MEASURES

REFERRAL COMMITTEE: n/a

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. The complete report has been posted to the STA website at: [2nd Quarter 2022 Performance Measures](#).

Ensure Safety

Preventable Accident Rate

- At 0.11, Fixed Route was lower than STA's goal of 0.08 preventable accidents per 10,000 miles.
- At 0.06, Paratransit was significantly below STA's goal of 0.10 preventable accidents per 10,000 miles.

Earn and Retain the Community's Trust

Ridership

- Ridership for Fixed Route ended the quarter up 41.0% compared to our ridership year in 2021. Fixed Route provided 3,083,782 in 2022 vs. 2,470,537 in 2021. The ridership goal for Fixed Route in 2022 is 20.3% increase from 2021 (approximately 6.3 million trips).
- Ridership for Paratransit ended the quarter up 3.4% compared to our ridership year in 2021. Paratransit provided 156,193 in 2022 vs. 110,737 in 2021. The ridership goal for Paratransit in 2022 is 11.2% increase from 2021 (approximately 277,000 trips).
- Ridership for Vanpool ended the quarter up 21.7% compared to our ridership year in 2021. Vanpool provided 42,210 in 2022 vs. 34,695 in 2021. The ridership goal for Vanpool in 2022 is 25.7% increase from 2021 (approximately 88,000 trips).

Passengers per Revenue Hour (PPRH)

- Fixed Route PPRH was 13.75
- Paratransit PPRH was 2.45

Provide Excellent Customer Service

On-Time Performance

Fixed Route on-time performance was 93%, meeting STA's goal of 93% of trips running on-time (on-time is measured as a bus departing between 0 to 5 minutes from the scheduled departure time).

- Paratransit on-time performance was 93%, meeting STA's goal of 93%.

Professional and Courteous

Quality Counts! has been suspended since March 2020. Suspended due to the pandemic.

Operator Ride Checks

Fixed Route and Paratransit both are on target.

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 \$11.07. This is 61.7% of the urban systems' average.
- Paratransit cost per passenger was \$52.05. This is 67% of the urban systems' average.

Cost Recovery from User Fees (Farebox Recovery)

Fare collection continued to be significantly down due to ridership.

- Fixed Route farebox recovery is 11.07%, below the goal of 20%.
- Paratransit farebox recovery is 4.05%, below the goal of 5%.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY
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AGENDA ITEM 08 : COMMITTEE MEMBER EXPRESSIONS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Kate Kelly, Executive Assistant

SUMMARY: At this time, members of the Citizen Advisory Committee will have an opportunity to express comments or opinions.

RECOMMENDATION TO COMMITTEE: Information only.

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AGENDA ITEM 09 : REVIEW NOVEMBER 9, 2022, DRAFT AGENDA ITEMS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Kate Kelly, Executive Assistant

SUMMARY: At this time, members of the Citizens Advisory Committee will have an opportunity to review and discuss the items proposed to be included on the agenda for the November 9, 2022, Committee meeting.

Proposed agenda items include:

- Snow Plan
- Sprague High Performance Transit
- Cheney High Performance Transit Line
- Website Redevelopment Update
- CAC 2023 Workplan
- 2023 Draft Budget
- Public Records/Open Public Meetings training requirement

RECOMMENDATION TO COMMITTEE: Review and discuss.