

**CITIZEN ADVISORY COMMITTEE**

Minutes of the September 14, 2022, Committee Meeting  
Via Video Conference

<b><u>MEMBERS PRESENT</u></b> Brian Kamp—Chair Dennis Anderson Dan Brown Linda Carroll Steve Faust Caleb McDougall Kinzie Michael JT Ramsey	<b><u>STAFF PRESENT</u></b> E. Susan Meyer, Chief Executive Officer Monique Liard, Chief Financial Officer Karl Otterstrom, Chief Planning & Development Officer Carly Cortright, Chief Communications & Customer Service Officer Kate Kelly, Executive Assistant to the Chief Human Resources Officer
<b><u>MEMBERS ABSENT</u></b> Chris Fortensky Susan Gray Michelle Rasmussen	<b><u>GUESTS</u></b> Jason Lien, Spokane Regional Transportation Council Jessica Wade, DH

1. Call To Order and Roll Call

The Chair called the meeting to order at 5:01 p.m. and roll call was conducted. Ms. Kinzie Michael joined the meeting at 5:08 p.m. Ms. Susan Meyer introduced Ms. Carly Cortright to the committee, as this is her first Citizen Advisory Committee meeting as Chief Communications & Customer Service Officer.

2. Committee Chair Report

Chair Kamp spoke to the unique agenda of the meeting, noting the 60 minutes set aside for discussion regarding STA's strategic planning process and that overall, it is a very full agenda. As such, he encouraged members and staff to keep contributions concise.

3. Public Expressions

There were no expressions.

4. Committee Action

A. Minutes of June 8, 2022, Meeting

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

B. Election of Committee Chair

The Citizen Advisory Committee Charter states that the election of a committee Chair will happen annually in September. Chair Kamp deferred to Ms. Cortright to explain further. Ms. Cortright recommended that due to the full agenda and to provide ample time for the strategic plan discussion, the election of a new committee Chair be moved to the next committee meeting. Ms. Linda Carroll moved to approve the recommendation. Mr. Dennis Anderson seconded, and the motion passed unanimously.

5. Committee Reports

A. Spokane Regional Transportation Council Human Services Transportation Plan Update

Mr. Karl Otterstrom introduced Mr. Jason Lien, Principal Transportation Planner with Spokane Regional Transportation Council (SRTC). Mr. Lien provided an overview of what the Human Services Transportation Plan provides and its requirements. A draft of the plan was published on September 1, 2022, and is available for public comment on the SRTC website until October 14, 2022. It is scheduled to be taken to the SRTC Board of Directors for action at their November meeting.

6. Committee Discussion

A. Strategic Plan Workshop

Ms. Monique Liard introduced Jessica Wade, a representative from DH, a research and consulting firm in Spokane, who has been acting as the outreach coordinator for STA during the strategic planning process.

The workshop began with Ms. Liard outlining ground rules for the discussion, including the importance of hearing from everyone. Ms. Liard then provided an overview of STA's strategic plan project, which is STA's next long-range plan for 2025-2035. The committee participated in interactive exercises using Mentimeter. Prompts included, "How do you currently use STA services?" "How would you describe STA services?," and ranking twelve priorities for the future of transit (frequency, geography, accessibility, etc.) among others.

Ms. Liard concluded by thanking the committee members for their feedback and noted that a draft of the strategic plan will be presented to the committee when it is prepared.

7. Committee Information – *no action or discussion*

A. *STA Moving Forward Performance Tracking*

B. *2<sup>nd</sup> Quarter 2022 Performance Measures*

8. Committee Member Expressions

Mr. Steve Faust shared that his daughter-in-law has expressed an interest in serving on the committee and that a former city council member has posted on Facebook that he is no longer able to commute to Spokane Community College from his home due to the new service changes.

Ms. Carroll reiterated her appreciation for the new Crestline route.

Mr. Ramsey expressed a lack of advertising to students regarding the UTAP program, particularly students in the medical school programs.

Mr. Caleb McDougall participated in Whitworth's orientation by handing out route schedules to students and answering general questions. He stated that a staff member from STA was scheduled to assist but was not present. He also commented that the current culture at Whitworth does not foster bus ridership, but he has been doing what he can to combat that trend.

Chair Kamp asked members to consider whether they would like to return to in-person meetings and to collect their thoughts for future discussion.

9. Set Agenda Items for Future Meetings

Proposed agenda items for future meetings were shared.

10. Adjourn

With no further business, Chair Kamp adjourned the meeting at 6:19 p.m.

Respectfully submitted,

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

Kate Kelly  
Executive Assistant to the Chief Human Resources Officer