

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

Approved 3/16/23 *di*

BOARD OF DIRECTORS

Minutes of the February 16, 2023, STA Board Meeting
1230 W Boone Ave., Spokane
with a WebEx Video Conference Option

MEMBERS PRESENT

Lori Kinnear, City of Spokane, *Chair*
Al French, Spokane County, *Chair Pro Tempore (virtual)*
Dan Dunne, Small Cities Representative (Liberty Lake)
Josh Kerns, Spokane County
Karen Stratton, City of Spokane (*Virtual*)
Chris Grover, Small Cities (Cheney) *Ex Officio*
Dan Sander, Small Cities (Millwood) *Ex Officio*
Don Kennedy, Small Cities (Medical Lake) *Ex Officio*
Hank Bynaker, Small Cities (Airway Heights) *Ex Officio*
Rhonda Bowers, Labor Representative, *Non-Voting*

MEMBERS ABSENT

Pamela Haley, City of Spokane Valley
Tim Hattenburg, City of Spokane Valley
Betsy Wilkerson, City of Spokane
Zack Zappone, City of Spokane

STAFF PRESENT

E. Susan Meyer, Chief Executive Officer
Brandon Rapez-Betty, Chief Operations Officer
Carly Cortright, Chief Communications & Customer
Service Officer
Karl Otterstrom, Chief Planning & Development Officer
Monique Liard, Chief Financial Officer
Nancy Williams, Chief Human Resources Officer
Dana Infalt, Clerk of the Authority

PROVIDING LEGAL COUNSEL

Megan Clark, Etter, McMahon, Lamberson,
Van Wert and Oreskovich, P.C.

1. Call To Order and Roll Call

Chair Kinnear called the meeting to order at 1:30 p.m. and the Clerk conducted roll call. Chair Kinnear mentioned the members absent today were in Olympia doing legislative work on behalf of their jurisdictions and STA.

2. Approve Board Agenda

Mr. Dunne moved to approve the February Board Agenda. Mr. Kerns seconded, and the motion passed unanimously.

3. Public Expressions

Chair Kinnear called for public expressions in person and online. There were none.

Board Consent Agenda item 5 was taken out of order to ensure a quorum for the motion.

5. Board Action – Consent Agenda

Mr. Dunne moved to approve Consent Agenda Items 5A through 5D. Ms. Stratton seconded, and the motion passed unanimously.

A. Minutes of the January 19, 2023, Board Meeting – Corrections/Approval

B. Approval of the following January 2023 Vouchers

DESCRIPTION	VOUCHER/ACH NUMBERS	AMOUNT
Accounts Payable Vouchers (January)	Nos. 620429 – 620806	\$ 8,286,088.18
Worker's Comp Vouchers (January)	ACH – 2286	\$ 116,259.84
Payroll 01/13/2023	ACH – 01/13/2023	\$ 2,881,073.71
Payroll 01/25/2023	ACH – 01/25/2023	\$ 1,834,431.23
WA State – DOR (Excise Tax)	ACH – 1767	\$ 2,223.48
WA State – DOR (Leasehold Tax)	ACH – 1767	\$ 3,247.64
JANUARY TOTAL		\$ 13,123,324.08

- C. Non-Diesel Underground Storage Tank Replacements Contract: Final Acceptance of the contract with Granite Petroleum, Inc. for the Non-Diesel UST Replacements as complete and authorize release of retainage security subject to the receipt of such certificates and releases as are required by law.
- D. Extension of Laundered Uniforms and Supplies Contract #2017-10048 – Approval of a one (1) year extension of Contract 2017-10048 for laundered uniforms and supplies as supplied by AlSCO, Inc.

4. Public Hearing

Chair Kinnear opened the public hearing at 1:33 pm. She advised that Mr. Otterstrom would provide a report, followed by Public Hearing comments and then she would close the public hearing.

A. July 2023 Service Revisions

Mr. Otterstrom provided background on the 12% growth in service included in the 2023-2028 Transit Development Plan the intention to implement Phase 2 of the May 2022 Service Revisions Plan, and the near-term investments approved in December 2021. He noted the operator staffing shortage challenge and the proposed response to recommend service revisions that right-size service growth relative to projected workforce availability. He said STA continues to recruit and grow the workforce.

He reviewed the recommended revisions that included a right-size growth rate to 6.3% from current service levels (based on August 2022 service changes). He shared the public outreach and implementation timeline and reviewed the key to planned and proposed changes.

The City Line implementation service span and frequency comparison was explained, noting the changes to frequency of 15 minutes on Weekday AM Peak, Weekday Midday, and Weekday PM Peak, as well as service to 12:15 AM on weekday nights and Saturday service being 30 minutes between 10 and 11PM.

He reviewed revisions in Browne's Addition, Route 39 on Mission, Route 14 on South Adams/Napa, Route 11 the Plaza/Arena Shuttle, Route 12 the Southside Medical Shuttle, Routes 26 and 28 in the Logan Neighborhood, Routes 27, 38, 94, and 95 in Northeast Spokane, East Central, Millwood and Spokane Valley, Airway Heights & West Plains, Swoop Loop Route 67, and the 247 Lincoln Park/Ferris Highschool routes.

He discussed other considerations and shared the public outreach: awareness activities, neighborhood councils and community centers, and the public input survey. He shared other public input opportunities STA hosted, along with the timeline for public outreach and implementation.

Mr. Otterstrom offered to answer questions.

Ms. Stratten commented to say she wanted to make sure the changes were being put out for the public.

Mr. French said he had no concerns and congratulated staff on a job well done.

Mr. Dunne echoed the sentiment that a good job was done in the outreach. He asked for confirmation that the neighborhood councils haven't wanted to host any events. Mr. Otterstrom confirmed and noted the scale of changes may not be significant enough for them to feel it is warranted.

Ms. Kinnear talked about a recent trip to the Thrive Center which is housing Ukrainian refugees. She noted the housing and new arrivals coming to Spokane and wanted STA to look for ways to reach out to them and the other refugees. She talked about adding language to the website. Mr. Otterstrom said staff have added the translator service to the website and also recently added Ukrainian language to that.

Chair Kinnear called three times for public testimony/comments. There were none. She closed this public hearing at 1:50 pm.

B. Draft Title VI Program and Public Outreach

Chair Kinnear opened the public hearing at 1:50 pm. She advised that Mr. Otterstrom would provide a report, followed by Public Hearing comments.

Mr. Otterstrom thanked Chair Kinnear for the introduction. He reviewed Section 601 of Title VI of Civil Rights Act of 1964 which states: *No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.*

He reviewed the reasons STA has a Title VI program, the systemwide policies adopted in Connect Spokane, STA's Comprehensive Plan, and the Major Service Change policy, and how STA assesses whether changes meet the threshold of Cost and Ridership impacts. He talked about the effects of disparate impact and disproportionate burden of service change policies and fare change policies and how they are reviewed and evaluated for mitigation.

Mr. Otterstrom reviewed STA strategies for inclusive public participation. He talked about knowing who rides STA and knowing the Public Transportation Benefit Area (PTBA) demographics, noting the demographic data came from the American Community Survey 5-year summary. He shared maps indicating the PTBA minority and low-income population percentages.

He advised program update engagement methods included a rider census survey, a stakeholder/provider survey, the STA website, STA newsletter, and STA social media. He went on to discuss key findings in the rider census and the provider survey.

Mr. Otterstrom discussed monitoring transit service and the board's role in considering and approving the results of the transit service monitoring as part of the program. He advised transit service monitoring checks the performance of STA's transit system relative to the system-wide service standards and service policies. It also determines whether a disparate impact exists within STA's system wide level of service on the basis of race, color, or national origin. He reviewed the findings for vehicle load, vehicle headway, on-time performance (OTP), service accessibility, vehicle assignment, distribution of transit amenities. All routes met the standard and no performance difference between minority/non-minority routes or low income/non-low-income routes OTP were found. Distribution of transit amenities found standards for signage, benches, and bicycle facilities were met.

The 2023 timeline was reviewed and Mr. Otterstrom shared a link to the STA website for the full Title VI program at: <https://www.spokanetransit.com/projects/title-vi-non-discrimination-policy-and-plan/>

Following his in-depth review of the Title VI Plan, Chair Kinnear asked if any Board members had questions for Mr. Otterstrom.

Mr. French and Ms. Stratton commended Mr. Otterstrom on a great presentation.

Mr. Dunne asked about the PTBA map and for clarification of what it covers. Mr. Otterstrom advised the PTBA is the area depicted on the map. The PTBA includes the cities of Airway Heights, Cheney, Medical Lake, Millwood, Liberty Lake, Spokane, and Spokane Valley, as well as portions of the unincorporated county surrounding those municipalities (248 square miles).

Chair Kinnear called three times for public testimony/comments. There were none. She closed this public hearing at 2:10 pm.

Chair Kinnear noted the Board will see this item for approval at the March 16th meeting and that additional comments may be directed to Lyanni@spokanetransit.com.

6. Board Report

A. City Line Implementation Update

Each month leading up to the City Line launch on July 15, 2023, staff presents an update on implementation progress. Mr. Otterstrom reviewed the detail of the schedule, noting the project is 95% complete. He offered a financial update and shared the recently completed, underway, and upcoming elements of the project.

Mr. Otterstrom discussed the service design and integration. He noted the top three of seven demands of useful transit per Jarrett Walker in his book *Human Transit* are: It takes me **where I want to go**; It take me **when I want to go**; It is a **good use of my time**.

The City Line will enhance accessibility in its travel corridor and in the network with frequent, reliable service that is integrated in a broad network. STA's Comprehensive Plan establishes principles and policies for all Fixed Route service as well High-Performance Transit to maximize usefulness of service to the community.

Where I want to go...

- Within ½ mile of the City Line:
 - 24,000 people
 - 25,000 jobs
 - 25% of households are car-free
 - 28% of people are non-white

When I want to go...

- The launch of the City Line begins with 15-minute frequency most hours of operation and will increase to full-service levels no later than May 2024
- According to the 2017 National Household Travel Survey, over 95% of all person vehicle trips occur between 6am-10pm

He reviewed the City Line Service Span and frequency comparison chart.

Good use of my time...

- Transit travel time has three major components
 - Walk time to and from the bus stop

- Wait time at the stop (including for transfers)
- In-vehicle time
- Wait time is perceived to be twice as costly as in-vehicle time
 - Hourly bus service has an average wait time of 30 minutes, perceived as 60 minutes
 - 15-minute service has an average wait time of 7.5 minutes, perceived as 15 minutes
- Evening weekend frequency increases will have a dramatic reduction in perceived wait time, as much as 75% for parts of the corridor
 - May 2024 improvements at peak period will cut wait times again in half

He shared how the City Line will integrate with other services, and the multiple connection opportunities. He also discussed High Performance Transit Network as outlined in Connect Spokane. He said Connect Spokane envisions a network of High-Performance Transit (HPT): frequent lines and regional corridors that offer easy to use, all-day reliable service. The City Line will connect with every existing and envisioned HPT corridor, enabling freedom of mobility to the region on a whole new platform.

Mr. Otterstrom concluded his report by advising only 149 days until launch!

Ms. Kinnear noted the City Line training and buses going around town have unintended benefits – noting the excitement it is creating with the public. Ms. Meyer advised that was indeed a benefit.

Mr. French left the meeting at 2:30 pm.

7. Board Operations Committee

A. Chair Report

Chair Kinnear shared that the Board Operations Committee had a lively discussion of a potential Board Member retreat as suggested by Mr. French to aid in Board Development. She advised she was offering that to STA staff to see if they wanted to try to do something in March or April. She said she wasn't wanting to create more work for staff but thought it might help address some of the questions board members are having.

Ms. Meyer advised that would be direction staff would take from the Board, saying if the Board wanted staff to plan a retreat, with direction on the agenda, staff will pursue.

Chair Kinnear asked for input from members in attendance. Mr. Dunne commented that it might be good for him and others, but that he felt he was able to keep up. Mr. Kerns said he wasn't opposed to a retreat and felt the new members were asking very good questions. He said he believed everyone was keeping up with materials really well but if the newer members wanted to have a retreat, he would not say no. Mr. Bynaker indicated he did not need a retreat. Ms. Stratton said retreats can always be helpful and she was in favor of it.

Ms. Kinnear was going to ask for a motion, but there was no quorum at the time. Ms. Meyer indicated staff will follow the Board's direction to find a date and format an agenda.

8. Planning and Development Committee

A. Chair Report:

Ms. Stratton chaired the Planning & Development (P&D) Committee due to Mr. French's remote participation via telephone at the committee. Ms. Stratton and Mr. Otterstrom discussed the items heard by the P&D committee.

9. Performance Monitoring and External Relations Committee

A. Chair Report

In Ms. Haley's absence, Mr. Rapez-Betty provided the overview of the Performance Monitoring & External Relations Committee meeting.

10. CEO Report

Ms. Meyer reported on January ridership for Fixed Route, Paratransit and Vanpool which saw increases in ridership of 47.2%, 43.7% and 48.5%, respectively.

January 2023 voter-approved sales tax revenue on November sales was \$8,976,504 compared to a budget of \$9,047,047. Year-to-date, sales tax was 0.8% below budget.

Monthly fare revenue by service type was shared and discussed. Ms. Kinnear asked about September 2022 jump in fare revenue. Ms. Liard advised that pass sales to retail outlets can't be predicted and that accounted for the jump in sales.

Ms. Meyer provided slides on the Connect Card that shared Connect rides as a percentage of total monthly ridership and the connect ridership by fare category. It was noted that January Connect cards accounted for 48.54% of ridership. The Standard card accounted for 48% of the ridership by category, followed by Honored Rider 20%, Rider's License 17%, SPS Connect 9%, Paratransit 5%, Stars and Stripes 0.74%, and finally other Student 0.14%.

A review of the retention and recruitment plan was provided, with a coach operator hiring projection of 56 new operators by City Line launch.

A legislative update was shared, and Ms. Meyer discussed the following items:

- PTBA/Limited Authority Washington Law Enforcement (HB 1198/SB 5402)
- PTBA Governing bodies (HB 1219/SB 5575)
- Cut off: February 24 from House fiscal committees, Senate Ways and Means and Transportation Committees

Brief discussion ensued.

Ms. Meyer concluded her report announcing the Women in Transportation Services (WTS) 2022 Project of the Year was awarded to STA for the Fare Collection System Update. She shared a photo of Krissy Ellis, Project Manager, and Monique Liard, Project Champion & CFO, at the WTS Annual Award Gala.

Ms. Meyer offered to answer questions.

Ms. Bowers asked about Ridership and separating youth out of the figure. Dr. Cortright answered that they can certainly work on incorporating that into next month's update. Of the 47% increase in ridership, how much of that increase is accounted for by students. Mr. Otterstrom advised the Operating Indicators for each month summarize the types of ridership. For instance, in the packet, youth ridership in December increased 165% over the year before.

Ms. Meyer also informed that the grace period has been extended for students to have a Connect Card until June, and the coach operators are keying in the farebox #2 for those riders who have not gotten their Connect cards yet.

11. Board Information

- A. Committee Minutes
- B. January 2023 Sales Tax Revenue
- C. Connect Fare System Customer Experience Update
- D. December 2022 Operating Indicators
- E. 2023 Planning & Development Committee Work Program
- F. Transit Development Plan 2024-2029 Overview
- G. July 2023 Service Change Public Outreach (Karl Otterstrom)
- H. Fourth Quarter 2022 Service Planning Public Input Report (Karl Otterstrom)

12. New Business

There was no New Business

13. Board Member Expressions

Mr. Sander commented on the successful and variety of outreach that STA completes and commended staff on their excellent efforts. Discussion ensued. Mr. Dunne echoed the comments regarding the success of STA's outreach efforts.

14. Executive Session

None

15. Adjourned

With no further business to come before the Board, Chair Kinnear adjourned the meeting at 3:14 p.m.

Respectfully submitted,



Dana Infalt

Clerk of the Authority