

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

CITIZEN ADVISORY COMMITTEE MEETING

Wednesday, February 12, 2025

5:00 pm – 6:30 pm

Northside Conference Room
Spokane Transit Authority
1230 W. Boone Avenue, Spokane, WA
w/Virtual Public Viewing Option Link Below

AGENDA

1. Call to Order and Roll Call (*Chair Brown*)
2. Committee Chair Report (*Chair Brown*) (*5 minutes*)
3. Committee Action (*5 minutes*)
 - A. Minutes – December 11, 2024 – *Corrections/Approval*
4. Committee Reports (*60 minutes*)
 - A. 2024 Fixed Route Rider Survey Results Summary (*Cortright*)
 - B. Update from CAC Members on Activities (*Cortright*)
5. Interim Co-CEO Report – (*Otterstrom/Rapez-Betty*) (*15 minutes*)
6. Committee Information (***no action or discussion***)
 - A. Q4 2024 STA Moving Forward Update (*Otterstrom/Tresidder*)
7. Committee Member Expressions (*Chair Brown*) (*3 minutes*)
8. Review DRAFT Agenda Items for March 12, 2025, Meeting (*2 minutes*)
9. Adjourn

Next Committee Meeting: Wednesday, March 12, 2025, at 5:00 p.m.

Optional Virtual Link: [JOIN HERE](#)

Call-in Number: 669 444 9171

Meeting ID: 873 1440 7188

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting at the STA website: www.spokanetransit.com. 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 12, 2025

AGENDA ITEM 2:

COMMITTEE CHAIR REPORT

REFERRAL COMMITTEE:

n/a

SUBMITTED BY:

Dianne Peach, Executive Assistant to the Chief Communications &
Customer Service Officer

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 12, 2025

AGENDA ITEM: 3A: MINUTES OF THE DECEMBER 11, COMMITTEE MEETING-
CORRECTIONS AND/OR APPROVAL

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Dianne Peach, Executive Assistant to the Chief Communications &
Customer Service Officer

SUMMARY: Attached for your information, corrections, and/or approval are the minutes of the December 11, 2024, Citizen Advisory Committee meeting.

RECOMMENDATION TO COMMITTEE: Corrections and/or approval

Spokane Transit Authority
1230 W Boone Ave
Spokane, WA 99201-2686
509-325-6000

CITIZEN ADVISORY COMMITTEE MEETING

Minutes of the December 11, 2024, Meeting
5:00 p.m. – 6:30 p.m.

DRAFT

STA Northside Conference Room
1230 W Boone Avenue, Spokane, WA
In person w/ Virtual Public Viewing Option

COMMITTEE MEMBERS PRESENT

Dan Brown, Chair
Andrew Tse
Tino Andrade
Jackson Deese
Linda Carroll
Caleb McDougall
Perry Crandall
Julie Corpuz
Kinzie Michael
John Lemus
Tyler Salyer
Susan Gray
Chris Fortensky

STAFF MEMBERS PRESENT

E. Susan Meyer, Chief Executive Officer
Karl Otterstrom, Chief Planning & Development Officer
Brandon Rapez-Betty, Chief Operations Officer
Carly Cortright, Chief Communications & Customer
Service Officer
Dianne Peach, Executive Assistant to the Chief
Communications & Customer Service Officer

Guests

Kade Peterson, Sr. Information Services Manager

COMMITTEE MEMBERS ABSENT

Konrad Capeller
Rhonda Young

1. **CALL TO ORDER AND ROLL CALL**

Mr. Dan Brown, Committee Chair, called the meeting to order at 5:00 p.m. and roll call was conducted.

2. **COMMITTEE CHAIR REPORT**

Chair Brown stated that he has been trying to attend all 29 neighborhood council meetings and give a report on Spokane Transit Authority updates.

3. **COMMITTEE ACTION**

A. **Minutes of November 13, 2024, Committee Meeting**

Ms. Gray moved to approve the minutes as presented. Ms. Carroll seconded, and the motion passed unanimously.

B. Election of Committee Chair

Dr. Cortright reviewed the rules of the Charter regarding the Citizen Advisory Committee's (CAC) Chair election. Mr. Brown had agreed to act as chair for another year if unanimously voted on by the CAC. Dr. Cortright asked the committee for Chair nominees, with none given, Mr. Brown was re-elected Chair for the CAC 2025 term.

Mr. Fortensky moved to approve the re-election of Mr. Brown for the position of CAC Chair. Mr. Deese seconded, and the motion passed unanimously.

4. Committee Reports

A. 2024 STA Outreach Activities

Dr. Cortright reviewed the numerous STA Outreach activities that occurred throughout 2024. The outreach categories include Youth Ride Free; Riding 101; Community Based Organizations (CBO's), especially for limited English proficiency populations; schools and Commute Smart NW. Within these categories, the STA Business Development team attended dozens of events to educate the public on how to utilize all the numerous STA resources.

B. Federal Transit Administration Section 5310: Program Overview

Mr. Otterstrom reported that FTA Section 5310 aims to improve mobility for seniors and individuals with disabilities. This program is open primarily to local, private nonprofit organizations and operators of human services public transportation. STA is the designated recipient of FTA 5310 funding for the Spokane Urban Area. Mr. Otterstrom reviewed with the committee the funding requirements for Section 5310 Projects as "traditional" projects, such as ADA vehicle purchases and "other" projects such as transportation services. Mr. Otterstrom went on to review this year's FTA Section 5310 recipients as Cancer Can't, who provides transportation support for cancer patients by coordinating pre-scheduled rides and same-day services; Special Mobility Services (SMS) who's project connects community members in the Spokane region that are having difficulty accessing transportation resources and COAST Transportation who serves seniors and individuals with disabilities who live generally south of Spokane with transportation into-or-from the Spokane area.

C. 2024 Third Quarter Year-To-Date Performance Measures

Mr. Rapez-Betty reported the results of the 2024 Third Quarter Year-to-Date Performance Measures Summary. The performance measures are specific standards that have been defined to which STA evaluates itself to determine if performance is meeting, exceeding or below the established goal. Mr. Rapez-Betty reported the compliance rates for Fixed Route and Paratransit preventable vehicle accidents; Workers Compensation-Time Loss and claims; Ridership for Fixed Route, Paratransit and Rideshare; On-Time Performance for Fixed Route and Paratransit; Call Center Performance for service level and abandoned calls and Cost Efficiency for Fixed Route, Paratransit and Maintenance. All categories are monitored quarterly, and any deficiencies are corrected in a timely manner.

5. CEO REPORT

Ms. Meyer reported that the Board has launched the early stages of the CEO search that will most likely be made public in mid-January 2025. Because the search will take several months to hire a new CEO, the Board has officially offered Mr. Brandon Rapez-Betty and Mr. Karl Otterstrom the positions for co-CEOs on an interim basis. Both Mr. Rapez-Betty and Mr. Otterstrom will not only continue to fulfill their job responsibilities but also, split the CEO responsibilities to keep STA functioning effectively and efficiently. Ms. Meyer stated that both candidates are vying for the CEO position and will take this time to prove their leadership. She reported that a survey will be sent out via news media, email, social media, etc. to collect information on what the “ideal candidate” should look like. When the survey is closed, the search firm KL2 Connects will compile the data and complete the profile, then the nationwide CEO search will begin. Ms. Meyer thanked the committee and stated that she has enjoyed her tenure at STA.

7. COMMITTEE MEMBER EXPRESSIONS

Chris Fortensky asked what the policy is for tying down chairs on the Paratransit buses as he feels his chair is being damaged by the restraints.

Mr. Rapez-Betty will follow up with Mr. Fortensky on the proper procedure for tie down usage and, if needed, retrain the employees on proper handling of restraints.

8. February 12, 2025 – COMMITTEE MEETING DRAFT AGENDA REVIEW

The committee reviewed the proposed agenda items for the February 12, 2025, meeting. There were no suggested corrections or additions.

9. ADJOURN

With no further business, Chair Brown adjourned the meeting at 6:23 p.m.

Respectfully submitted,

Dianne Peach

Dianne Peach

Executive Assistant to the Chief Communications & Customer Service Officer

SPOKANE TRANSIT AUTHORITY
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AGENDA ITEM: **4A** 2024 FIXED ROUTE RIDER SURVEY RESULTS SUMMARY

REFERRAL COMMITTEE: n/a

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

SUMMARY: In October 2024, ETC Institute conducted an on-board customer satisfaction survey of fixed route riders. Survey takers conducted the survey in-person on the bus; a quota sampling approach was utilized to ensure the sample was representative of ridership by route.

A summary of the results will be presented at the meeting.

RECOMMENDATION TO COMMITTEE: Receive Report

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AGENDA ITEM: **4B** 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, staff will be asking for an update from each CAC member on what organizations or groups they have recently met with and what information they have shared with them about what Spokane Transit is working on.

At the meeting, each CAC member will be asked to provide a two minute presentation on what organizations they have met with, how many people they have reached through these organizations, and what topics they presented on.

RECOMMENDATION TO COMMITTEE: Receive Report

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AGENDA ITEM 5: INTERIM CO-CHIEF EXECUTIVE OFFICER REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Interim Co-CEO & Chief Operating Officer
Karl Otterstrom, Interim Co-CEO & Chief Planning & Development Officer

SUMMARY: At this time, the Interim Co-CEOs 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 6A : Q4 2024 STA MOVING FORWARD UPDATE

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Planning & Development Officer
Brian Jennings, Deputy Director for Community Development

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 2024 Q4 progress report, as well as all historical project reports, can be found here:

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

RECOMMENDATION TO COMMITTEE: Information only.

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AGENDA ITEM 7: COMMITTEE MEMBER EXPRESSIONS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Dianne Peach, Executive Assistant to the Chief Communications &
Customer Service Officer

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

RECOMMENDATION TO COMMITTEE: N/A

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AGENDA ITEM 8: REVIEW DRAFT AGENDA ITEMS FOR MARCH 12, 2025, MEETING

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Dianne Peach, Executive Assistant to the Chief Communications & Customer Service Officer

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 March 12, 2025, Committee meeting.

DRAFT AGENDA

1. Call to Order and Roll Call (*Chair Brown*)
2. Committee Chair Report (*Chair Brown*) (*5 minutes*)
3. Committee Action (*5 minutes*)
 - A. Minutes – February 12, 2025 – *Corrections/Approval*
4. Committee Reports (*60 minutes*)
 - A. 2024 Unaudited Year-End Financial Report (*Johnston*)
 - B. 2024 Year-End Performance Measures (*Rapez-Betty*)
5. Interim Co-CEO Report – (*Otterstrom/Rapez-Betty*) (*15 minutes*)
6. Committee Information (***no action or discussion***)
7. Committee Member Expressions (*Chair Brown*) (*3 minutes*)
8. Review DRAFT Agenda Items for April 9, 2025, Meeting (*2 minutes*)
9. Adjourn

Next Committee Meeting: Wednesday, April 9, 2025, at 5:00 p.m.

RECOMMENDATION TO COMMITTEE: Review and discuss