

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.

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 REPORT

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 of 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 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. COMMITTEE MEETING DRAFT AGENDA REVIEW - February 12, 2025

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

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Executive Assistant to the Chief Communications & Customer Service Officer