

## **CITIZEN ADVISORY COMMITTEE MEETING**

Meeting Minutes for January 08, 2014

Southside Conference Room

### **MINUTES**

#### **MEMBERS PRESENT**

Fyrne Bemiller  
Mike Brewer  
Victor Frazier, Chair  
Charles Hansen  
Resa Hayes  
Dean Lynch  
Fran Papenleur  
Philip Rudy  
Brenda Smits

#### **MEMBERS ABSENT**

Ann Campeau  
David Driscoll  
Nancy Kelly (tentative member)  
Margaret Jones

#### **STAFF PRESENT**

E. Susan Meyer, Chief Executive Officer  
Steve Blaska, Director of Operations  
Lynda Warren, Director of Finance & Information Services  
Beth Bousley, Director of Communications & Customer Service  
Susan Millbank, Ombudsman

#### **Guests Present**

None

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

Chair Frazier called the meeting to order at 5:00 p.m. and conducted roll call.

#### **2. MINUTES OF THE CITIZEN ADVISORY COMMITTEE - Corrections or Approval**

a. Mr. Frazier asked the Committee to address the meeting minutes of September 12, 2012.

Mr. Rudy joined the meeting at 5:07 p.m.

*Mr. Lynch moved to approve the minutes, Mr. Hansen seconded and the minutes were approved unanimously.*

#### **3. MEMBER EXPRESSIONS**

There were no public expressions at this time.

#### **4. 2014 Budget Presentation**

Ms. Warren made a brief presentation on the Budget including STA's mission, vision, the organizational priorities, 2014 budget guidance, and the outreach process. The final proposed operating and capital expenditure budget for 2014 is \$85,305,405.00. The 2014 Budget can be viewed in detail on STA's website: [www.spokanetransit.com](http://www.spokanetransit.com)

#### **5. 2014 Annual Strategic Plan**

Ms. Meyer said the 2014 Annual Strategic Plan sets the course for the year; it is in the framework of STA's six year plan and STA's Comprehensive Plan. Once it is approved by the Board, the budget is developed to resource it. This document is intended to be brief as to see at a glance what STA is doing.

STA is going into 2014 with a strong financial base, and sales tax has increased, although at the end of 2013 it was still \$2 million lower than 2007. STA is able to sustain itself so did not having to go to the ballot in 2014. Ridership on weekends is now higher than the entire system was ten years ago; the demand for STA services continues to be strong. Passenger fares were increased in 2010 and 2011 and STA's bus advertising agency, Ooh Media, is selling a lot of advertising.

At the board's direction, STA staff is putting together a plan that is being refined into a handful of scenarios that assume two or three tenths of one percent sales tax increase and what STA could purchase with it. Examples are sustaining existing service and adding some Park & Ride facilities, new service, and capital projects. STA's goal is

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to have the Board equipped with the information they need to make a decision about what a ballot measure might include by fall or winter and whether they want to put a measure on the ballot in April 2015.

STA is not adding any bus service; STA's goal is to increase ridership 1% over 2013; in Paratransit STA's goal is to remain the same ridership as 2013; and, Vanpool is projecting a 9% increase. STA is not raising fares but will evaluate the current fare structure and bring any recommendation to the Board for their consideration.

Ms. Meyer continued with other major projects for STA which include the Smart Bus initiative, the Boone facility master plan, and the implementation of a new business system. Ms. Meyer explained that there will be a 1.5% pay increase for the 61 non-union employees; other wages are set in the bargaining units contracts and there will be no rate increase for medical insurance. Ms. Bemiller asked about the corridors. Ms. Meyer said those are part of the packages/scenarios that the Board will be reviewing depending on how much tax is going to be sought. The Moving Forward project, including High Performance Transit projects, will go to the Board by November 2014 and they will decide which corridors are included.

## **6. Customer Service Overview**

Mr. Blaska said his presentation is addressed from a rider's perspective and how they go through the process of preparing to ride the bus. It begins with either calling the call center, going to STA's web page, getting information from STALinked texts, going to the Plaza, or by using mobility training, if appropriate. From there, customers learn about how to pay for a fare, how to catch the bus, and staff also gets customer feedback by tracking complaints/compliments. There are multiple venues for obtaining feedback: call center, website, Ombudsman, customer service counter, management and administrative staff, and also with open houses and CAC panels. Mr. Blaska continued with how the rider prepares to ride Paratransit which begins with an in-person assessment and eligibility determination, and then the reservations department arranges the ride. The customer handbook has more information to help the rider. Unique to Paratransit is the door-to-door service with a 0-30 minute window from scheduled pick-up time and the ability to call for status if after that window. There is also the STA program Quality Counts! Program that keeps track of how the drivers (and all other employee groups) are performing day-to-day. Paratransit also has customer feedback that is tracked monthly, performance measures and supervisor follow-up. There is also the Rider Hotline and the Paratransit Users Group.

At this point Ms. Meyer asked Mr. Frazier to do a time check and asked if it would be alright if staff sent the committee members some questions about what they see the future of the CAC being and start the next meeting's discussion with those questions.

## **8. SET AGENDA FOR NEXT MEETING**

The future of CAC will be on the agenda for the February 12, 2014 meeting.

## **9. ADJOURN**

With there being no further business to come before the Committee, Chairman Frazier adjourned the meeting at 6:30 p.m.

Respectfully submitted,

Terri Putney  
Communications Assistant

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