

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

**CITIZEN ADVISORY COMMITTEE MEETING (CAC)**  
Meeting Minutes for April 14, 2021  
Video Conference Call

**MEMBERS PRESENT**

Dennis Anderson  
Dan Brown  
Linda Carroll  
Chris Fortensky  
Susan Gray  
Brian Kamp, Committee Chair  
Larry Lapidus  
Caleb McDougall  
Michelle Rasmussen

**STAFF PRESENT**

Emily Arneson, Community Ombudsman &  
Accessibility Officer  
Stacia Bowers, Executive Assistant  
Monique Liard, Chief Financial Officer  
E. Susan Meyer, Chief Executive Officer  
Fred Nelson, Chief Operations Officer  
Karl Otterstrom, Director of Planning & Development  
Brandon Rapez-Betty Director of Communications &  
Customer Service

**MEMBERS ABSENT**

Dick Denenny  
Charles Howell

**GUESTS**

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

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

**2. PUBLIC EXPRESSIONS**

None.

**3. COMMITTEE ACTION**

**A. Minutes of the Citizen Advisory Committee - Corrections or Approval**

The Chair asked the committee to review the minutes of the February 10, 2021 meeting. The minutes were approved.

**4. COMMITTEE REPORTS:**

**A. COVID-19 Update:**

Nancy Williams gave the committee a high-level overview on COVID-19 safety protocols, vaccine incentives, employee concerns, a one-year review, week of gratitude and protocols looking forward. Since the beginning of the pandemic, Spokane Transit Authority (STA) has had 45 employees test positive for COVID, and there are no staff that are positive at this time. So far, STA has had 128 employees participate in the vaccine incentive program.

**B. Fare System Upgrade:**

Monique Liard presented the Modernized Fare Collection System to the committee. The Fare Collection System Architecture includes the Fare Media and Fare Validation Equipment, Point of Sale, Customer Service Systems, and the Central System. The project is currently in Phase 2, Preliminary Design, and looking at vehicle installation beginning in approximately January 2022. Ms. Liard shared the design for the fare cards that will be available at retail stores in gift card racks and will be reloadable at the register. The fare system upgrade is designed to

enhance the customer experience to include customer website, mobile app, new fare card design, fare policy and fare validation.

**C. 2020 Unaudited Year-End Financial Report:**

Monique Liard reviewed the 2020 Year-End Financial Report which included:

- Revenue – 17.2% over budget (CARES Act Funding included)
- Expenses – 14% under budget (lower fuel costs and pension liability credit)
- Capital
- Grants
- Cash
- Next steps – Single Audit by Office of the Washington State Auditor, April 2021

**D. DivisionConnects:**

Karl Otterstrom provided the DivisionConnects study draft recommendation for the locally preferred alternatives. Public input started in January and eventually the alternatives were cut back from nine to four scenarios on the Mainline, Division and Ruby. The draft recommendation includes zero emission buses, dedicated bus lanes known as “business access and transit” (BAT) lanes through a majority of the corridor, bicycle and pedestrian improvements, high frequency service and strategies to improve service speed and reliability. The lane configuration of the alternative through the Division/Ruby couplet includes two general purpose lanes on each street, a BAT lane on each street and a protected bicycle facility on Ruby Street. The four scenarios were Center Running, Side Running A, Side Running B and Side Running C. Side Running C ranked the highest among alternative and Center Running was the lowest performing alternative. The Corridor Development Plan will go for Board approval in May.

**E. STA Moving Forward Quarterly Project Delivery Report:**

Karl Otterstrom reviewed the most recent STA Moving Forward Projects Quarterly Progress Report. Projects through 2021 have been completed. Improved routes/frequency to Hillyard and City Line projects will begin in 2022.

**F. Legislative Update:**

E. Susan Meyer briefed the committee on three bills that passed the Senate Transportation Committee today. If approved, it will be layered onto the biennial budget and is a 16-year transportation package. It is funded by a combination of fuel tax increase, a cap-and-trade bill and bond funding equaling 17.8 billion dollars. The Division Bus Rapid Transit (BRT) is in this package for \$50 million. STA will continue to monitor and report back to the committee.

The Chair encouraged committee members as citizens to speak to their representatives on transportation matters.

**G. Recruitment/Orientation:**

Emily Arneson encouraged members to keep looking for a broad range of people to recruit for the committee.

**5. COMMITTEE MEMBERS EXPRESSIONS:**

None.

**6. COMMITTEE INFORMATION:**

Information only. No discussion.

7. **SET MEETING SCHEDULE & AGENDA ITEMS FOR THE JUNE 9, 2021 MEETING:**

- Minutes of the April 14, 2021, Committee meeting – Corrections/Approval
- May 2022 Service Change
- Transit Development Plan
- STA Moving Forward Performance Tracking
- 2020 Year End & 2021 Performance Measures
- Poll of Members
- Recruitment/Orientation

8. **ADJOURN**

Respectfully submitted,



Stacia Bowers  
Executive Assistant to the Director of Communication & Customer Service