

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

CITIZEN ADVISORY COMMITTEE MEETING (CAC)
Meeting Minutes for April 12, 2017
Southside Conference Room

MEMBERS PRESENT

Dennis Anderson
Ann Campeau
Dick Denenny
Victor Frazier
Charles Hansen
Brian Kamp
Larry Luton
Fran Papenleur

MEMBERS ABSENT

Resa Hayes
Charles Howell, Committee Chair
Margaret Jones
Larry Lapidus

STAFF PRESENT

Steve Blaska, Director of Operations
Beth Bousley, Director of Communications & Customer Service
Stacia Bowers, Executive Assistant to the Director of Communications & Customer Service
Karl Otterstrom, Director of Planning

GUESTS

Madison Leonard

1. CALL TO ORDER AND ROLL CALL

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

2. PUBLIC EXPRESSIONS

None.

3. COMMITTEE ACTION:

a. Minutes of the Citizen Advisory Committee - Corrections or Approval

Mr. Frazier asked the Committee to address the minutes of the March 8, 2017 meeting.

The minutes were approved.

4. COMMITTEE REPORTS:

a. Real Time Information:

Steve Blaska provided an update on the upgrade to real time information. Mr. Blaska gave a tour of the web-based application and noted if users turn on their location services on their phone for this site, it can show users the closest bus stops and current bus location. Responsive web design will allow users to see the same view from any device: their smartphone, laptop, tablet or desk computer. Mr. Blaska reported the link will be emailed out to CAC members next week so they can experiment with it.

b. CCL Update:

Karl Otterstrom discussed the Small Starts Grant Application submittal for the Central City Line project. Mr. Otterstrom reviewed the project timeline, cost estimate and proposed service plan. Mr. Otterstrom explained the ratings and local financial commitment criteria and the potential impact on projects for 2018 regarding federal funding and established statutes.

c. STA Moving Forward (STAMF) Progress:

Karl Otterstrom gave an update on the STA Moving Forward project/service delivery and the proposed role for CAC to review and present progress to the Performance Monitoring and External Relations (PMER) Committee. Mr. Otterstrom reviewed a draft scorecard document that STA developed that will be used to help track project performance and completion dates. CAC members reviewed the scorecard and provided feedback to Mr. Otterstrom. Members are welcome to email any other feedback to Beth Bousley.

d. 2017 Communications Update:

Tabled for the next meeting.

e. Community Perception and Paratransit Survey Results:

Tabled for the next meeting.

f. Recruitment/Orientation Update:

Tabled for the next meeting

The CAC still has four vacancies, the Chair urged members to please keep recruiting.

g. PMER Observations:

CAC member did not attend April meeting.

5. GENERAL BUSINESS:

None.

6. SET MEETING SCHEDULE & AGENDA ITEMS:

- Minutes of the April 12, 2017, Committee meeting – *Corrections/Approval*
- 2017 Communications Update
- Community Perception and Paratransit Survey Results
- 2016 Year End Financials
- Plaza Renovation Update
- PMER Observations

7. ADJOURN

Respectfully submitted,



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