

CITIZEN ADVISORY COMMITTEE MEETING (CAC)
Meeting Minutes for April 10, 2019
Southside Conference Room

MEMBERS PRESENT

Susan Gray
Brian Kamp
Larry Lapidus
Larry Luton
Michelle Rasmussen

MEMBERS ABSENT

Dennis Anderson
Ann Campeau
Dick Denenny
Charles Howell, Committee Chair

STAFF PRESENT

Emily Arneson, Community Ombudsman and Accessibility Officer
Stacia Bowers, Executive Assistant
Karl Otterstrom, Director of Planning & Development
Brandon Rapez-Betty, Director of Communications & Customer Service
Lynda Warren, Director of Finance & Information Systems

GUESTS

1. CALL TO ORDER AND ROLL CALL

Brandon Rapez-Betty called the meeting to order at 5:01 p.m. and conducted roll call.

2. PUBLIC EXPRESSIONS

None.

3. COMMITTEE ACTION

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

Brandon Rapez-Betty asked the committee to address the minutes of the March 13, 2019 meetings. The minutes were approved.

4. COMMITTEE REPORTS:

a. 2018 Unaudited Year-End Financial Report:

Lynda Warren presented the 2018 unaudited year-end financial report.

The report included revenue, expenses, grant report, and the cash and reserve analysis.

Revenue was above budget. Expenses came in under budget. STA has reserves for risk, right of way acquisition, 15% of operating expense budget and fleet replacement.

b. Cheney HPT Line Overview:

Karl Otterstrom provided information on the Cheney HPT corridor service, which includes high frequency service when EWU is in regular session with heavy ridership during those times. Current ridership activity is largely focused at the STA Plaza, Jefferson Lot Park and Ride (under the I-90 viaduct in downtown Spokane) and on the EWU campus. The purpose of the corridor is to improve service quality and capacity to Cheney and the West Plains, support economic development and job access, accommodate increased travel demand in the I-90 corridor, strengthen pedestrian-supportive growth and efficiently connect to the rest of the region.

Mr. Otterstrom noted possible Cheney Line Corridor improvements to include Jefferson lot, Four Lakes Station, Eagle Station, Station/stop improvements, 15-minute service during peak travel times and 30-60minute frequency at other times.

b. Fixed Route Survey Results:

Brandon Rapez-Betty provided the results of the Fixed Route Survey. Robinson Research conducted the annual survey in 2018. The survey gathers input and data from fixed-route passengers about reasons for riding public transit, evaluations of service and performance levels, and provides an update of the demographic profile of STA's riders. Paper surveys were given on board the bus and 1700 were fully completed. The key findings were that nearly 7 out of 10 rated their satisfaction with bus service from STA as excellent or good and customers rated most bus service categories as good or higher. The survey respondent demographics included gender, student, ethnicity, age, employment, language, income, and driver's license. The survey also captured travel characteristics, customer service, how they paid, and what type of pass. The survey also notes how they get information from Spokane Transit Authority (STA). Nearly 70 % of respondents get their information from STA digitally.

c. Recruitment/Orientation:

Brandon Rapez-Betty welcomed the newest member Susan Gray.

Brandon Rapez-Betty informed committee that Madison Leonard has resigned. Mr. Rapez-Betty shared the CAC information with Mary May, the Board and at events and meetings. The committee should continue to look for potential candidates to recruit for the committee.

5. COMMITTEE INFORMATION:

Brandon Rapez-Betty updated the CAC on bike connectivity and educational information that STA provides. The committee watched the How to Ride video for bikes on buses via the STA website. STA is currently swapping out the two position bike racks for three position bike racks. Mr. Rapez-Betty informed the committee that STA Plaza has applied to become a Bike friendly business. Mr. Rapez-Betty acknowledged STA's involvement in mobility sharing and specifically the City's pilot program Lime scooter and bike sharing program. He noted that STA is looking at how to adjust what STA does to work with the companies to designate an area but not be an obstruction or safety issue for first and last mile.

6. GENERAL BUSINESS:

None.

7. SET MEETING SCHEDULE & AGENDA ITEMS:

- Minutes of the April 10, 2019 Committee meeting – *Corrections/Approval*
- I-90/Valley HPT Line
- Communications Update
- Kendall Yards UTAP
- Approved bus stop redesign
- Board stance on Sprague Ave
- PMER update
- Recruitment/Orientation /PMER Observations

7. ADJOURN

Respectfully submitted,



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