

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

CITIZEN ADVISORY COMMITTEE MEETING (CAC)
Meeting Minutes for December 12, 2018
Southside Conference Room

MEMBERS PRESENT

Dennis Anderson
Dick Denenny
Brian Kamp
Larry Lapidus
Larry Luton
Michelle Rasmussen

STAFF PRESENT

Stacia Bowers, Executive Assistant
Brandon Rapez-Betty, Director of Communications &
Customer Service
Lynda Warren, Director of Finance & Information Systems
Roger Watkins, Chief Operations Officer

MEMBERS ABSENT

Ann Campeau
Charles Howell, Committee Chair
Madison Leonard

GUESTS

1. CALL TO ORDER AND ROLL CALL

Brandon Rapez-Betty called the meeting to order at 5:02 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 October 10, 2018 and November 14, 2018 meetings. The minutes were approved.

4. COMMITTEE REPORTS:

a. Snow Plan Update:

Roger Watkins updated the committee on the overall standing Emergency Operations Plan that outlines the measures staff implement in the event of extreme weather conditions. The bulk of the plan consists of a set of standing detours if snow and ice conditions force STA to modify the normal bus routes. Under most conditions, the jurisdictions' snow removal operations allow STA to maintain service on the regular routes without detours. All routes are prioritized in coordination with the street plowing priorities/plans of the jurisdictions. However, despite the best efforts of the jurisdictions, there are segments of routes that are known problem areas where traffic becomes blocked. On each route where one or more of these segments have been identified, STA has constructed a standing detour. The snow detours are reflected on the respective passenger schedules and also integrated into the jurisdictions' snow plowing plans. These detours are designed to be reliable even under extreme conditions. If conditions deteriorate to the degree that even a standing detour cannot be used, then service must be temporarily suspended on that route. By standardizing the contingency plan to these options, it allows STA to communicate very simply to the public. The result is greater reliability for our customers.

Internally, STA has assigned responsibilities to augment key areas at the Plaza, Park & Ride lots, and Dispatch. Additionally, extra operators are called in to "stand by" to fill critical gaps in service. Facilities and Grounds Department work schedule shifts to support up to five simultaneous snow removal / plowing operations to prepare for morning and afternoon commutes. Vehicle Maintenance Department has recovery vehicles for buses or vans that may get stuck and there is a contingency plan to chain select vehicles if necessary. Fixed Route Operations has additional operators planned to augment regular service when delays occur and a third dispatch position is staffed for morning and evening commute. All supervisor road trucks are equipped with de-ice and the ability to push stuck buses and an individual is assigned to pass information updates to

customer service and communications and monitor status of real time location information on buses. A contingency plan is in place to augment the Plaza with personnel in zones to provide bus location information and help manage the insertion of additional buses if available and the Planning Department provides personnel to augment this operation as needed. Paratransit Operations has a contingency plan is in place to augment Reservationists to notify customers if changes to service is required while Customer Service and Communications provides on call personnel to disseminate information. STA's main effort is to do their best to inform customers of changing conditions. Depending on the situation, staff will publish reports from one to three times a day to update customers on expected conditions for the upcoming commute times. Customers have the ability, through STA LINKED, to sign up to get messages pushed to them as STA is able to communicate.

b. Fare Collection System Update:

Lynda Warren presented the current conditions on the fare collection system including; fare types, fare instrument distribution and fare equipment & software. Spokane Transit is looking for self-service features for the customer with a mix of payment options and fare types to meet the needs of all customers; starting with mobile ticketing which enables customers to use their smart phones for fare payment. STA would like to maintain existing fareboxes for cash collection and would need to have validators that can read smart cards, bar codes and mobile devices. Ms. Warren noted the timeline and it is estimated by March 2019 STA will be looking for proposals due with June 2019 to begin system implementation.

c. Final Proposed 2019 Budget:

Lynda Warren updated the committee on the areas that changed on the final adopted 2019 budget, which included a small increase in labor due to additional layover time at EWU. There were savings on Premera due to increase being less than originally budgeted, Washington Dental did not increase and fuel costs did not change. There were no changes to capital. The budget was adopted November 15, 2018.

d. Legislative Update:

Brandon Rapez-Betty provided information on the yearly draft legislative. The specific priorities are:

- Maintain decision making for public transportation by local, elected public officials.
- Preserve the Connecting Washington commitment for the Central City Line. \$15 million was committed in the Connecting Washington Plan.
- Preserve the \$7.7M in committed Regional Mobility Grant Funds for 2019-2021.
- Fund the Regional Mobility Grant (RMG) request for the Cheney High Performance Transit Line and double-decker bus purchase.
- Support additional state funding for public transportation capital and operating grants.

These priorities will be presented to the Board tomorrow to review and recommend approval.

e. Recruitment/Orientation:

Brandon Rapez-Betty reached out to Ben Cabildo with Community Minded Enterprises and wrote up a description of CAC for them to send out to their networks. Mr. Rapez-Betty also sent out a CAC application to the Davenport Hotel Employee Transportation Coordinator. Michelle Rasmussen reported sharing the CAC information at a Valley meeting to encourage recruitment.

5. COMMITTEE INFORMATION:

None.

6. GENERAL BUSINESS:

Dennis Anderson requested route proposal information and gave feedback on a show ID message.

Brian Kamp stated he is on the next-door application and asked his neighbors to give him feedback on STA due to his involvement on this committee.

Larry Lapidus suggested STA have liaison with DR Horton, a Fortune 500 construction company.

Larry Luton requested a legislative update after Greater Spokane Incorporated fly in to Olympia in late January.

7. **SET MEETING SCHEDULE & AGENDA ITEMS:**

- Minutes of the December 12, 2018 Committee meeting – *Corrections/Approval*
- September 2019 Service Revisions – Draft Recommendation
- Paratransit Survey Results
- Performance Measures
- Legislative Update
- Recruitment/Orientation

7. **ADJOURN**

Respectfully submitted,



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