

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

CITIZEN ADVISORY SPECIAL COMMITTEE MEETING (CAC)

Meeting Minutes for February 7, 2018
Southside Conference Room

MEMBERS PRESENT

Dennis Anderson
Charles Hansen
Resa Hayes
Charles Howell, Committee Chair
Brian Kamp
Madison Leonard
Larry Luton

MEMBERS ABSENT

Ann Campeau
Dick Denenny
Victor Frazier
Larry Lapidus
Michelle Rasmussen

STAFF PRESENT

Beth Bousley, Director of Communications & Customer Service
Stacia Bowers, Executive Assistant
Emily Arneson, Community Ombudsman and Accessibility Officer
Ryan Brodwater, Capital Project Manager
Kathleen Weinand, Principal Transit Planner

GUESTS

1. CALL TO ORDER AND ROLL CALL

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

2. PUBLIC EXPRESSIONS

Brian Kamp asked about STA policy on service and companion animals. Emily Arneson briefed the committee on the STA policy on service animals, which are animals individually trained to assist a person with a disability (not companion or emotional support animals). Service animals are permitted on all STA properties and vehicles, but non-service animals must be in a carrier with an absorbent bottom. Ms. Arneson also informed the committee of ADA regulations, state law and federal law requirements for accommodating service animals, and that service animals are not required to wear vests or other identification. She reported a local group is trying to raise awareness about the impact of misrepresenting an animal as a service animal and there is a proposed bill in state legislature regarding the same. Service animals must remain under the control of their handler at all times, and STA does exclude animals from service for dangerous or threatening behavior. Riders may report animals that are unreasonably disturbing others or not under their handler's control.

3. COMMITTEE ACTION

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

Charlie Howell asked the Committee to address the minutes of the December 13, 2017 meeting. The minutes were approved.

4. COMMITTEE REPORTS:

a. September 2018 Service Revision Draft Recommendation:

Kathleen Weinand reviewed the service change timeline, planning process and outreach for the September 2018 service revision. The improvements are categorized as more service in existing routes, modify/add service and modify existing routes to improve service effectiveness. Ms. Weinand noted the following recommendations:

- Sprague Board & Go at the Plaza
- Route 23 Maple/Ash

- West Plains Option A
- Convert the 173 VTC Express to two new routes, the 190 and 194
- Route 2 Medical Shuttle Extension
- 25 Division Reliability Improvements and Board and Go
- Route 27 Hillyard Reliability
- Route 124 recommended changes

Ms. Weinand announced there will be a public hearing on March 15, 2018 with final recommendation and Board action in April 2018.

b. Central City Line (CCL) Public Involvement Plan:

Beth Bousley reported the Central City Line project is moving forward through the design process. The project Steering Committee and STA Board affirmed the general station locations. The STA Board also approved, through the approval of the Comprehensive Plan, a station identification and customization policy which allows neighborhoods the option to provide for identification elements to be incorporated into the station design. Ms. Bousley also reported that over the past 12 months a considerable amount of public outreach has been completed and a public involvement plan has been prepared.

c. Fixed Route Passenger Survey Update:

Beth Bousley reported that the feedback from people surveyed for the Fixed Route Passenger survey was consistent with past surveys and good. The passengers rate their satisfaction with STA bus service as 4.12 on a scale from 1-5 and are very likely to recommend STA. Passengers rated STA highest in the categories of driver driving safely and driver courtesy. Community perception survey results will be presented at the April CAC meeting.

d. Monroe-Regal HPT Corridor Overview:

Ryan Brodwater updated the committee on the plans for the Monroe-Regal Corridor including the general route, budget, and timeline. Mr. Brodwater indicated that service should start September 2019. He also provided an update on the Moran Station Park and Ride.

e. Recruitment/Orientation Update:

Stacia Bowers reported that a link to the application and charter was sent out to a potential CAC applicant on 2/5/18.

f. PMER Observations:

Charles Hansen informed the committee of items covered at the last PMER meeting. PMER discussed scope of work for the paint booth, the award of contract for fluid mgmt. systems, 2018 service revisions, communications recap, and the CEO report. The CEO report included a remark on legislature bill to make representation more proportional to PBTA as the little cities have more representation on the board than the City of Spokane and that would change the board dynamics/membership.

5. GENERAL BUSINESS:

The Chair shared an article on the Audubon Neighborhood which included a picture of a previous CAC member and current members.

Larry Luton reported that Blog 350 mentioned STA and had positive feedback.

6. SET MEETING SCHEDULE & AGENDA ITEMS:

- Minutes of the March 14, 2018, Committee meeting – *Corrections/Approval*
- STA Moving Forward Update
- Legislative Update
- 2018 Communications Plan Review & 2017 Recap
- Recruitment/Orientation
- PMER Observations\

7. **ADJOURN**

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'SB', is written over the typed name.

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