

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

CITIZEN ADVISORY COMMITTEE MEETING
Wednesday, March 13, 2019
5:00 p.m.
Southside Conference Rooms

AGENDA

1. Call to Order & Roll Call
2. Public Expressions – *(Charlie Howell) – 3 minutes per person*
3. Committee Action: Review of Citizen Advisory Committee Minutes - Corrections or Approval
 - a. Minutes of December 12, 2018 –Meeting – *(Charlie Howell) – 5 minutes*
 - b. Minutes of February 13, 2019 –Meeting – *(Charlie Howell) – 5 minutes*
 - c. Recommendation to PMER for new CAC member - *(Charlie Howell) – 5 minutes*
4. Committee Reports:
 - a. Low Income Fare Discussion – *(Emily Arneson) – 5 minutes*
 - b. I-90/Valley Line - *(Karl Otterstrom) – 15 minutes*
 - c. STA Moving Forward Project Progress Delivery Report – *(Karl Otterstrom) – 15 minutes*
 - d. Community Perception Survey Results - *(Brandon Ropez-Betty) – 10 minutes*
 - e. Recruitment/Orientation – *(Charlie Howell) – 10 minutes*
5. Committee Information – *no action or discussion*
6. General Business - *(Chair) – 5 minutes*
7. Set agenda items for future CAC meetings – *(Chair) – 5 minutes*
8. Adjourn

Next Committee Meeting: Next meeting is April 10, 2019
STA Conference Room, 1229 W. Boone Avenue, Spokane, WA 99201

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SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

March 13, 2019

AGENDA ITEM 2: PUBLIC EXPRESSIONS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Stacia Bowers, Executive Assistant

At this time, the Citizens Advisory Committee will give the public the opportunity to express comments or opinions.

Anyone wishing to speak should sign in on the sheet provided and indicate the subject of interest. Comments will be limited to three minutes per person and, if requested, answers will be provided by staff at a later date.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

March 13, 2019

AGENDA ITEM 3: MINUTES OF THE DECEMBER 12, 2018 AND FEBRUARY 13, 2019 COMMITTEE MEETINGS - CORRECTIONS AND/OR APPROVAL

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Stacia Bowers, Executive Assistant

SUMMARY: Attached for your information, corrections, and/or approval are the minutes of the December 12, 2018 and February 13, 2019 Citizen Advisory Committee meetings.

RECOMMENDATION TO COMMITTEE: Corrections and/or approval.

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 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

CITIZEN ADVISORY COMMITTEE MEETING (CAC)
Meeting Minutes for February 13, 2019
Southside Conference Room

MEMBERS PRESENT

Dennis Anderson
Ann Campeau
Brian Kamp

MEMBERS ABSENT

Dick Denenny
Charles Howell, Committee Chair
Larry Lapidus
Madison Leonard
Larry Luton
Michelle Rasmussen

STAFF PRESENT

Stacia Bowers, Executive Assistant
Karl Otterstrom, Director of Planning & Development
Brandon Rapez-Betty, Director of Communications &
Customer Service
Roger Watkins, Chief Operations Officer
Emily Arneson, Community Ombudsman and Accessibility
Officer

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 table the minutes of the December 12, 2018 meeting until the March meeting. There is not a quorum present at this meeting.

4. COMMITTEE REPORTS:

a. September 2019 Service Revisions – Draft Recommendation:

Karl Otterstrom presented the draft recommendation of the September 2019 Service Revisions to the committee. Mr. Otterstrom noted the 2019 changes mainly focused on south Spokane with the Monroe-Regal Line, Moran Station Park and Ride, the new South Commuter Express route and the new Transit Center at Spokane Community College. Mr. Otterstrom also discussed other 2019 revisions, the service revision planning process, High Performance Transit, Grand and Bernard Ridership, and West Plains. There will be a Public Hearing at the February Board meeting and Final recommendation will be prepared for STA Board Action in March.

b. Cheney Local Route Revisions:

Karl Otterstrom updated the committee on the Cheney local route revisions and proposed Cheney modifications. Mr. Otterstrom reported with the recent Cheney route revisions there was more negative feedback and unanticipated negative ridership trend on the route 68 Cheney Local. This decline in ridership led to consultation, online survey and ultimately a draft recommendation to modify the route. The next steps are to receive public feedback, a public hearing, STA Board action in March and begin new routes in September 2019.

c. STA Moving Forward Performance Matrix and 2019 Performance Measures:

Roger Watkins gave an update to the committee on the STA Moving Forward projects SCC Transit Center, Spokane Falls Station, Moran Station Park and Ride and the new Boone NW Garage. Mr. Watkins briefed the committee on the 2019

ridership goals and changes, which included increasing our goal of fixed route ridership and vanpool to increase 1%. Mr. Watkins informed the committee that Paratransit vans would need to upgrade/replace the Mobile Data Computers, which will be a large overall expense, which caused the increase in operational expenses for 2019.

d. Paratransit Survey Results:

Brandon Rapez-Betty provided the results of the Paratransit Survey, conducted every other year. Mr. Rapez-Betty explained the methodology, demographics and key finding. The survey showed that 84% of customers indicated an overall satisfaction, but noted on time performance issues and levels of service throughout the week.

e. Recruitment/Orientation:

Brandon Rapez-Betty asked Brian Kamp to contact Ben Cabildo. Stacia Bowers will schedule an interview with the CAC applicant and Brandon Rapez-Betty, Charlie Howell and/or Dennis Anderson.

5. COMMITTEE INFORMATION:

None.

6. GENERAL BUSINESS:

Roger Watkins responded to a question asked during a previous meeting and informed the committee that the Valley Transit Center (VTC) heaters were removed over five years ago due to cost and vandalism. Mr. Watkins relayed that VTC electrical is now used for IT purposes and the shelters do not have tops, so it would be inefficient at this time to install heaters. Facilities and Grounds will look at the possibility of installing heat when they replace the shelters.

Brandon Rapez-Betty announced Kate Burke is new to the STA Board and relayed her wish to have strong citizen engagement. Mr. Rapez-Betty asked CAC members again to consider attending PMER in order to ensure a reporting to CAC on the PMER meeting.

Dennis Anderson reported a case manager at SNAP asked him for two-hour bus pass donations for the homeless. Brandon Rapez-Betty informed the committee that PMER would be looking at low-income fare subsidization and try to find the gap of those not being served by the social services.

7. SET MEETING SCHEDULE & AGENDA ITEMS:

- Minutes of the December 12, 2018 and February 13, 2019, Committee meeting – *Corrections/Approval*
- Cheney HPT Line
- STA Moving Forward Project Progress Delivery Report
- Community Perception Survey Results
- Low Income Fare Discussion
- Recruitment/Orientation

7. ADJOURN

Respectfully submitted,

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

SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING

March 13, 2019

AGENDA ITEM 4a: LOW INCOME FARE DISCUSSION

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Emily Arneson, Community Ombudsman and Accessibility Officer

SUMMARY:

Staff will update the CAC on low-income fare policy research requested by the Performance Monitoring and External Relations Committee.

RECOMMENDATION TO COMMITTEE: Information only

SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING

March 13, 2019

AGENDA ITEM 4b: **I-90/VALLEY HIGH PERFORMANCE TRANSIT (HPT) LINE**

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning and Development

SUMMARY: The vision for the I-90/Valley HPT corridor is two-way, all-day transit service traveling from Spokane eastward to Spokane Valley and Liberty Lake, with the possibility of a future extension to Coeur d’Alene along Interstate 90.

The STA Moving Forward Plan includes funding for additional service on I-90, introducing some elements of High Performance Transit (HPT); replacing or expanding the current Mirabeau Park and Ride to include transit center infrastructure; and building a new Liberty Lake Park and Ride that offers greater capacity than the current facility. These improvements are to be completed by or before 2023. Additionally, the final distinct project in the plan called for a pilot extension of bus service into Kootenai County. The expectation is that it may be feasible to make permanent with cost sharing with other agencies.

The following have been identified as potential station locations:

- The STA Plaza located in downtown Spokane
- Spokane Falls Boulevard Station, University District
- “Flyer” stations adjacent to the frontage roads or interchange areas at these locations
 - Freya/Thor streets couplet
 - Argonne/Mullan Roads couplet
- Mirabeau Transit Center in the general vicinity of Evergreen Road (*STA Moving Forward* commitment)
- New Park and Ride near Barker Road
- New Liberty Lake Park and Ride (*STA Moving Forward* commitment)

Additionally, general station locations have been conceived in Kootenai County.

- Post Falls near the Seltice Way interchange
- An area west of Huetter Road
- Riverstone Transit Center in Coeur d’Alene

In 2015 the Spokane Regional Transportation Council awarded \$650,000 in Congestion Mitigation Air Quality funds to the preliminary engineering phase of the I-90/Valley HPT line. This was to include a feasibility analysis of future possible elements and stations along the corridor and begin design on elements that may be fully funded in the future. The initiation of the I-90/Valley HPT project will require STA to hire a consultant to perform this feasibility analysis and preliminary engineering. In April, STA will issue a request for qualifications (RFQ) for qualified engineering consultants to launch the planning and design efforts. Staff will provide an overview of the project during the committee meeting.

RECOMMENDATION TO COMMITTEE: Information only

SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING

March 13, 2019

AGENDA ITEM 4c: **STA MOVING FORWARD PROJECT PROGRESS
DELIVERY REPORT**

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning and Development

SUMMARY: Staff will provide an updated *STA Moving Forward* progress delivery report at the meeting for review and discussion.

RECOMMENDATION TO COMMITTEE: Information only.

**SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING**

March 13, 2019

AGENDA ITEM 4d: **COMMUNITY PERCEPTION SURVEY RESULTS**

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Brandon Rapez-Betty, Director of Communications & Customer Service

SUMMARY: Critical Data, Inc. was procured through a bidding process to conduct a telephone survey of 400 adults who reside within Spokane Transit Authority's Public Transportation Benefit Area during November and December of 2018. The community interviews were performed using landline and cell phone interviews with residents over the age of 18.

At a 95% confidence level, the margin of error for this study is +/- 2.6% which represents a random survey of 400 adults within the specific STA service area.

This study followed similar studies implemented in 2005, 2006, 2007, 2011, 2013, 2014, 2016 and 2017. Survey respondents spent on average 17.5 minutes with Critical Data interviewers.

The report is favorable: Residents participating in this study rated the overall job Spokane Transit is doing higher than all previous studies.

RECOMMENDATION TO COMMITTEE: Information only

**SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING**

March 13, 2019

AGENDA ITEM 4e: RECRUITMENT/ORIENTATION UPDATE

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Charlie Howell, CAC Chair

SUMMARY:

Chair will provide an update on recruitment and orientation.

RECOMMENDATION TO COMMITTEE: Information only

**SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING**

March 13, 2019

AGENDA ITEM 5: GENERAL BUSINESS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Stacia Bowers, Executive Assistant

SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING

March 13, 2019

AGENDA ITEM 6: **REVIEW APRIL 10, 2019 DRAFT AGENDA ITEMS**

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Stacia Bowers, Executive Assistant

SUMMARY:

At this time, members of the Citizens Advisory Committee will have an opportunity to review and discuss the items proposed to be included on the agenda for the March 13, 2019 Committee meeting.

Proposed agenda items include:

- Minutes of the March 13, 2019, Committee meeting – *Corrections/Approval*
- Cheney HPT Line
- Budget
- Fixed Route Survey Results
- Recruitment/Orientation

RECOMMENDATION TO COMMITTEE: Review and discuss