

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

**CITIZEN ADVISORY COMMITTEE MEETING**  
**Wednesday, September 11, 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 July 10, 2019 –Meeting – *(Charlie Howell) – 5 minutes*
  - b. Committee Frequency – *(Brandon Ropez-Betty) – 5 minutes*
  - c. Election of Committee Chair – *10 minutes*
4. Committee Reports:
  - a. I-90/Valley HPT Line Field Trip – *(Karl Otterstrom) – 5 minutes*
  - b. Construction Project Update – *(Karl Otterstrom) – 10 minutes*
  - c. September Service Change Communication – *(Brandon Ropez-Betty) – 15 minutes*
  - d. CCL Update - *(Karl Otterstrom) – 10 minutes*
  - e. Recruitment/Orientation – *(Chair) – 5 minutes*
5. Committee Information – *no action*
6. General Business - *(Chair) – 10 minutes*
7. Set agenda items for future CAC meetings – *(Chair) – 5 minutes*
8. Adjourn

Next Committee Meeting: **\*\* No meeting in October\*\* Next meeting is November 13<sup>th</sup>, 2019.**  
STA Conference Room, 1229 W. Boone Avenue, Spokane, WA 99201

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**SPOKANE TRANSIT AUTHORITY**  
**CITIZEN ADVISORY COMMITTEE MEETING**

September 11, 2019

**AGENDA ITEM 2: PUBLIC EXPRESSIONS**

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** Stacia Bowers, Executive Assistant

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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**

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**AGENDA ITEM 3:                    MINUTES OF THE JULY 10, 2019 COMMITTEE MEETING -  
CORRECTIONS AND/OR APPROVAL**

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:**                    Stacia Bowers, Executive Assistant

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**SUMMARY:** Attached for your information, corrections, and/or approval are the minutes of the July 10, 2019 Citizen Advisory Committee meeting.

**RECOMMENDATION TO COMMITTEE:** Corrections and/or approval.

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

**MEMBERS PRESENT**

Dennis Anderson  
Susan Gray  
Brian Kamp  
Larry Lapidus  
Larry Luton

**STAFF PRESENT**

Stacia Bowers, Executive Assistant  
Karl Otterstrom, Director of Planning and  
Development  
Brandon Rapez-Betty Director of Communications &  
Customer Service

**MEMBERS ABSENT**

Ann Campeau  
Dick Denenny  
Charles Howell, Committee Chair  
Michelle Rasmussen

**GUESTS**

**1. CALL TO ORDER AND ROLL CALL**

Brandon Rapez-Betty 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**

Brandon Rapez-Betty asked the committee to review the minutes of the June 12, 2019 meetings. The minutes were approved.

**4. COMMITTEE REPORTS:**

**a. STA Moving Forward (STAMF) Performance Tracking:**

Karl Otterstrom reviewed the latest version of the STAMF Performance Tracker. The only outstanding project from 2017 is the Division sidewalks project, which carried over based on extra work and grant availability. This grant allows STA to improve bus stops, shelters, and sidewalks. One of the 2021 projects (improved service to West Central) was delivered three years early. All projects in 2019 and 2020 are in progress.

**b. Central City Line (CCL) Update:**

Karl Otterstrom provided an overview on the CCL, which is a 5.8-mile, corridor-based bus rapid transit (BRT) line that will feature a battery electric bus and operate between Browne's Addition and Spokane Community College, via downtown Spokane and the University District. This is a critical project within the STA Moving Forward plan to improve and expand transit to the region and partner in economic development. The 2019 milestones for the CCL include:

- Completion of 60% design package (January)
- Final station open house (February)

- Risk Assessment Workshop (May)
- Completion of 90% design package (June)
- Completion of all critical third-party agreements
- Begin utility relocation work
- Property and easement acquisitions
- Completion of design and bid package
- Procurements
  - Buses (state contract)
  - Station amenities (request for proposals)
  - Construction (invitation for bids)
- Project Management Oversight Contractor (PMOC) completes risk and readiness review reports and submits to FTA
- Authorization to enter Small Starts single year grant agreement
- Award of federal Small Starts Capital Investment Grant funds

**c. I-90/Valley HPT Line Field Trip Discussion:**

Karl Otterstrom discussed scheduling a field trip late September early October on a Saturday beginning at 10 am. The choices for the dates of the field trip were narrowed down to September 28, October 5 and October 19. Stacia Bowers will check on logistics, and reach out to CAC members to determine the dates via email.

**d. 2021 Service Change: Public Participation Plan:**

Some of the major changes in 2021 are the Central City Line (CCL), improvements of service in Airway Heights and Fairchild AFB, the introduction of the Cheney High Performance line, improvements of service in Hillyard and other parts of northeast Spokane, and other adjustments and improvements in Spokane Valley. Part of the plan includes targeted outreach. STA will reach out to organizations that serve minorities, low-income, persons with limited English proficiency, and persons with disabilities. There will be targeted advertising on social media, and fully ADA accessible meetings.

Some of the strategies include:

- Rider roundtable
- Online open house
- Online survey
- Follow-up online survey
- Public Hearing
- STA Board and Committee involvement

The preliminary proposal is presented this winter (Nov 2019-Jan 2020) and the final recommendation will be presented to the Board in September 2020; allowing for a year of implementation time before the service change takes effect. Since this process is ahead of the standard one-year window, there may be ideas that come out that would make sense to do sooner rather than later. If that is the case, certain small improvements may be brought forward and not require Board action. Such improvements would be identified early in the process.

**e. Marketing Plan September Service Change:**

Brandon Rapez-Betty reviewed the communication and marketing plan for the upcoming service change.

1. Standard communications channels – social media, bulkheads, street teams, system map, etc.
2. Paid advertising – print radio and digital, mailings, We've Got This campaign
3. Rider education topics – reduced wait time and know your zone

**f. Shuttle Park Re-Brand:**

Brandon Rapez-Betty presented the new name for the former city ticket program. As parking in downtown Spokane becomes more challenging, a brand family of parking services, Park Spokane, will highlight the parking options available. Shuttle Park at the arena better describes the convenience of STA's service; arena parking and a shuttle ride to downtown. A flag will be added to the bus stop signpost to signify a shuttle park stop. The parking includes arena lots C, D and E approximately 750 spots. Shuttle Park Routes include routes 11, 27 and 39 with 10-minute peak frequency.

**g. Recruitment/Orientation:**

Brandon Rapez-Betty indicated that STA is in the process of scheduling an interview.

**5. COMMITTEE INFORMATION:**

Brandon Rapez-Betty asked the members to think over meetings every other month model to meetings.

**6. GENERAL BUSINESS:**

Brian Kamp brought up a concern with buses and zipper merging at the bus stop around 44<sup>th</sup> and Regal.

Larry Luton asked about STA's guiding principles and how Sustainability is incorporated into the agency's actions.

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

- Minutes of the July 10, 2019, Committee meeting – *Corrections/Approval*
- Upriver Transit Center Milestone Event
- Monroe-Regal HPT Line and Moran Prairie Park & Ride Milestone Event
- I-90/Valley HPT Line Field Trip
- Chair Election
- Recruitment/Orientation

**8. ADJOURN**

Respectfully submitted,

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

**SPOKANE TRANSIT AUTHORITY**  
**CITIZENS ADVISORY COMMITTEE MEETING**

September 11, 2019

**AGENDA ITEM 4a:**            **I-90 VALLEY HIGH PERFORMANCE TRANSIT (HPT) LINE  
FIELD TRIP**

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:**            Karl Otterstrom, Director of Planning and Development

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**SUMMARY:** Discuss logistics of potential field trip.

**RECOMMENDATION TO COMMITTEE:** Information only.

**SPOKANE TRANSIT AUTHORITY**  
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**AGENDA ITEM 4b: CONSTRUCTION PROJECT UPDATE**

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** Karl Otterstrom, Director of Planning and Development

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**SUMMARY:** Staff will provide an update on current construction projects.

**RECOMMENDATION TO COMMITTEE:** Information only.



**SPOKANE TRANSIT AUTHORITY**  
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**AGENDA ITEM 4c:           SEPTEMBER SERVICE CHANGE COMMUNICATION**

**REFERRAL COMMITTEE:**   N/A

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

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**SUMMARY:** Staff will give a report on the September Service Change Communication.

**RECOMMENDATION TO COMMITTEE:** Information only.

**SPOKANE TRANSIT AUTHORITY**  
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**AGENDA ITEM 4d: CENTRAL CITY LINE UPDATE**

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** Karl Otterstrom, Director of Planning and Development

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**SUMMARY:** The Central City Line is a 5.8-mile, corridor-based bus rapid transit (BRT) line that will operate between Browne's Addition and Spokane Community College, via downtown Spokane and the University District. This is a critical project within the STA Moving Forward plan to improve and expand transit to the region and partner in economic development.  
Staff will provide an update on the project during the committee meeting.

**RECOMMENDATION TO COMMITTEE:** Information only.

**SPOKANE TRANSIT AUTHORITY  
CITIZENS ADVISORY COMMITTEE MEETING**

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**AGENDA ITEM 4e: RECRUITMENT/ORIENTATION UPDATE**

**REFERRAL COMMITTEE:** N/A

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

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**SUMMARY:** Staff will provide an update on recruitment and orientation.

**RECOMMENDATION TO COMMITTEE:** Information only.

**SPOKANE TRANSIT AUTHORITY**  
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**AGENDA ITEM 6:           GENERAL BUSINESS**

**REFERRAL COMMITTEE: N/A**

**SUBMITTED BY:           Stacia Bowers, Executive Assistant**

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**SPOKANE TRANSIT AUTHORITY**  
**CITIZENS ADVISORY COMMITTEE MEETING**

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**AGENDA ITEM 7:**                   **REVIEW NOVEMBER 13, 2019 DRAFT AGENDA ITEMS**

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:**                   Stacia Bowers, Executive Assistant

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**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 November 13, 2019 Committee meeting.

Proposed agenda items include:

- Minutes of the September 11, 2019, Committee meeting – *Corrections/Approval*
- CAC 2019/2020 Work Plan
- STAMF Performance Tracking
- 2020 Performance Measures
- Snow Plan
- Fleet Transition Plan
- Recruitment/Orientation

**RECOMMENDATION TO COMMITTEE:** Review and discuss.