

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

CITIZEN ADVISORY COMMITTEE MEETING
Wednesday, November 11, 2020, 5:00 p.m.
Via Video Conference

Committee Members: [Click here to join meeting](#)
General Public: [Click here to join the meeting](#)
Audio Conference: Call the number below and enter the access code
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AGENDA

Estimated meeting time: 90 minutes

1. Call to Order & Roll Call
2. Public Expressions – *(Brian Kamp) – 3 minutes per person*
3. Committee Action: Review of Citizen Advisory Committee Minutes - Corrections or Approval
 - A. Minutes of the September 9, 2020 meeting – *(Brian Kamp) – 5 minutes*
 - B. Recommendation to PMER for new CAC members - *(Brandon Rapez-Betty) – 10 minutes*
4. Committee Reports:
 - A. Proposed 2021 Operating & Capital Budgets – *(Monique Liard) – 15 minutes*
 - B. STA Moving Forward Amendment Update – *(Karl Otterstrom) – 5 minutes*
 - C. DivisionConnects Update – *(Karl Otterstrom) – 5 minutes*
 - D. Fare Collection Update – *(Monique Liard) – 10 minutes*
 - E. Snow Plan – *(Fred Nelson) – 10 minutes*
 - F. Website Redesign – *(Brandon Rapez-Betty) – 5 minutes*
5. Committee Member Expressions - *(Brian Kamp) – 5 minutes*
6. Committee Information – *no action or discussion*
 - A. CAC Work Plan
 - B. CAC Meeting Schedule for 2021
7. Set agenda items for future CAC meetings – *5 minutes*
8. Adjourn

Next Committee Meeting: **Next meeting is February 10th, 2021.** ** No meeting in December or January**

Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964. For more information, see www.spokanetransit.com. Upon request, alternative formats of this information will be produced for people who are disabled. The meeting facility is accessible for people using wheelchairs. For other accommodations, please call 325-6094 (TTY Relay 711) at least forty-eight (48) hours in advance.

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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.

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AGENDA ITEM 3: **MINUTES OF THE SEPTEMBER 9, 2020 COMMITTEE MEETING - 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 September 9, 2020 Citizen Advisory Committee meeting.

RECOMMENDATION TO COMMITTEE: Corrections and/or approval.

CITIZEN ADVISORY COMMITTEE MEETING (CAC)
Meeting Minutes for September 9, 2020
Video Conference Call

MEMBERS PRESENT

Dennis Anderson
Susan Gray
Charles Howell
Brian Kamp
Larry Lapidus
Caleb McDougall
Michelle Rasmussen, Committee Chair

STAFF PRESENT

Stacia Bowers, Executive Assistant
Delana Combs, Business Development Manager
Brandon Rapez-Betty Director of Communications &
Customer Service
Mike Tresidder, Associate Transit Planner

MEMBERS ABSENT

Dick Denenny

GUESTS

1. CALL TO ORDER AND ROLL CALL

The Chair 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

Michelle Rasmussen asked the committee to review the minutes of the June 10, 2020 meeting. The minutes were approved.

b. Election of the Committee Chair

Brian Kamp was elected as the committee Chair.

4. COMMITTEE REPORTS:

a. Transit Development Plan (TDP):

Mike Tresidder reviewed the TDP requirements, how STA will implement mid-range plans and fund the program. Mr. Tresidder announced that the preliminary plan was distributed on August 27, 2020 and there will be a public hearing at the Board meeting on September 17, 2020. He noted that Connect Spokane is long range planning and TDP is mid-range planning for the next 6 years. Mr. Tresidder mentioned the first version of the Service Improvement Program (SIP) is adopted as part of TDP and identifies conceptual service changes through 2023. The TDP is updated annually and Planning will have a new TDP document in July 2021. Brandon Rapez-Betty provided information on public outreach efforts and will share an online survey with CAC to utilize and share with their networks when it becomes available.

Mr. Tresidder briefed the CAC on the Capital Improvement Program (CIP) which covers programmed capital expenditures for the six-year period through 2026 and includes high performance transit (HPT), Vehicles, facilities, and technology. Mr. Tresidder said the TDP should be adopted by the Board November 19th.

b. Community Access Pass (CAP) Pilot Program Update:

Delana Combs provided information on the CAP program. She noted this is a one-year pilot program in which approved nonprofit human service organizations can purchase discounted 2 hour, day and one ride paratransit passes at 50% to enable them to serve vulnerable populations if they are increasing access to public transit.. Ms. Combs reported the CAP was approved by the Board on July 16, 2020 and the program started on September 1, 2020. The program has been marketed to 427 organizations through several avenues including word of mouth, email, phone, social media, Commute Smart NW, Spokane Transportation Collaborative, the Arc and Giving Back Packs. To date 58 organizations responded, 32 have submitted the online application and are pending more information and 18 are new or have not purchased passes in 2020. She stated that STA will track and report all CAP outreach activity and pass purchase monthly.

c. 'Community Essentials' Marketing Campaign for Public Awareness Update:

Brandon Rapez-Betty presented the Community Essential marketing campaign, a Spokane Transit grassroots campaign to share with the community the steps STA is taking to care for the community during this crisis.

He stated the campaign started in late February on the coronavirus page on STA website, then turned multimedia. The campaign spotlights how jobs and/or work routines have changed during COVID-19, rides for seniors, and some of the workers keeping STA running during the pandemic. The Public awareness campaign will run September through October 2020.

www.Spokanetransit.com/communityessentials

d. Rules of Conduct:

Tabled until the November meeting.

e. City Line Update:

Brandon Rapez-Betty gave a brief project overview on the City Line. Mr. Rapez-Betty reviewed key purposes of the City Line, maps budget, brand, livery, stations, and the timeline. He noted constructions activities, landscaping plans, testing phase activities and reviewed the online interactive map. The goal is to be in service by May 2022.

Project website; www.Citylinespokane.com

f. Recruitment/Orientation:

The CAC has seven vacancies currently.

5. COMMITTEE MEMBERS EXPRESSIONS:

Michelle Rasmussen informed the committee that Steve Blaska is returning to full-time retirement after serving as STA's interim Chief Operating Officer (COO) and Fred Nelson, STA's former Senior Transportation Manager of Fixed Route, has agreed to return as our second interim COO.

6. COMMITTEE INFORMATION:

7. SET MEETING SCHEDULE & AGENDA ITEMS FOR THE SEPTEMBER 9, 2020 MEETING:

- Minutes of the September 9, 2020, Committee meeting – *Corrections/Approval*
- Budget Presentation
- Snow Plan

- Performance Measures
- 2021-2022 CAC Work Plan
- Rules of Conduct
- Recruitment/Orientation

8. **ADJOURN**

Respectfully submitted,

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

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**AGENDA ITEM 3B: RECOMMENDATION TO PMER TO APPOINT NEW
MEMBERS TO THE CITIZEN ADVISORY COMMITTEE**

REFERRAL COMMITTEE: N/A

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

SUMMARY: The Citizen Advisory Committee (CAC) was established in 2004 to represent the interests of the community and assist STA staff and the Board of Directors in making the region proud of its public transportation system. In 2015, the Citizen Advisory Committee became a subcommittee to Performance Monitoring and External Relations (PMER) Committee. The CAC shall be composed of no more than 15 members appointed by the Performance Monitoring and External Relations Committee. Membership shall reflect the STA service area and strive for regional representation and diversity of opinion. Selection of members is through an application process followed by a vote from the PMER Committee to appoint members of the CAC.

The CAC would like to recommend for consideration the appointment of Dan Brown, Linda Carroll and Chris Fortensky to the CAC.

Mr. Brown is a retired school psychologist, former president of the Spokane AIDS Network and (Youth Family Adult) YFA Connection, a chapter chair of the Washington Education Association- Retired nonprofit organization and the Chair of the North Hill Neighborhood Council.

Ms. Carroll is a former Gonzaga University professor, member of the Committee on Academic Freedom and Professionally Responsibility, Sustainability Action subcommittee of the Spokane City Council and a member of the Emerson-Garfield Neighborhood Council.

Mr. Fortensky is medically retired, an avid transit rider, has served as a member of the Amateur Radio Emergency Services, Sports for the Blind and assists other blind transit riders.

RECOMMENDATION TO COMMITTEE: Recommend approval.

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AGENDA ITEM 4A: PROPOSED 2021 OPERATING & CAPITAL BUDGETS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Monique Liard, Chief Financial Officer

SUMMARY: Staff will present an automated video regarding the proposed 2021 Operating and Capital Budgets.

A public hearing on the proposed 2021 Operating and Capital Budgets will be held at the November 19th, 2021 Board of Directors meeting at 1:30pm via Webex.

RECOMMENDATION TO COMMITTEE: Information only.

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AGENDA ITEM 4B: **STA MOVING FORWARD (STAMF) AMENDMENT UPDATE**

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning and Development

SUMMARY: The *STA Moving Forward* Quarterly Project Delivery Report is a mechanism to communicate progress in implementing the 10-year plan to the public. Since 2017 it has been provided to the Citizens Advisory Committee. All of the quarterly status reports can be found on stamovingforward.com here: <http://stamovingforward.com/plan/documents>

The latest version of the quarterly report, 3rd quarter 2020, can be found here: https://s3.us-west-2.amazonaws.com/stamovingforward/documents/STAMF-Quarterly-Project-Delivery-Report_Q3_2020.pdf?mtime=20201014102355

Staff will review with the committee the *STA Moving Forward* quarterly project delivery report, updated through 3rd quarter 2020.

Staff will also review the STA Moving Forward Amendment, which modifies the project completion timeline for 12 projects within *STA Moving Forward* due to the economic impacts of the Pandemic and other factors. See the attached Appendix C for information and proposed timelines.

RECOMMENDATION TO COMMITTEE: Information only.

Appendix C – 2020 Amendment to *STA Moving Forward*

If approved, the table below amends the revised the targeted year for completion of the identified projects. The left-most column represents the project descriptions found in Appendix B for reference. The “Project Short Descriptions” are simplified descriptions currently in use, except where proposed revisions are noted in underline.

STA Moving Forward Project Description	Project Short Descriptions (revisions in underline)	Previous Targeted Year for Project Completion (2016 amendment)	Revised Targeted Year for Project Completion
Implement frequent and convenient HPT service on the Central City Line and change how bus loading occurs at the STA Plaza	City Line (CL) opens and STA Plaza bus operations are streamlined*	2021	2022
Improve routes and frequency to Hillyard / Northeast Spokane	Improved routes/frequency to Hillyard	2021	2022
Implement Cheney HPT service to expand capacity, quality and reliability	Implement HPT: Cheney Line service	2021	2023
Improve West Plains Rural Highway Stops	Improve West Plains Rural Highway Stops	2020	2024
Provide improved amenities and infrastructure for a reliable HPT "Lite" bus line on East Sprague Avenue	Provide improved amenities and infrastructure for HPT: Sprague Line service	2023	2024
Add more trips and buses to Airway Heights during busy travel times Phase 2 - Weekdays	Additional weekday trips and buses to Airway Heights (<i>Phase 2</i>)	2021	2025
Add direct service between the Logan and Lincoln Heights neighborhoods	Direct service between Logan and Lincoln Heights neighborhoods	2021	2025
Construct a new Mirabeau Transit Center with expanded passenger and vehicle capacity to allow for a continued service growth in the City of Spokane Valley	Construct a new Mirabeau Transit Center (<i>I-90/Valley HPT Infrastructure</i>)	2022	2025
Relocate and expand the Liberty Lake Park & Ride, providing over 300 parking stalls for commuters	<u>Expand commuter parking capacity east of Sullivan Road (Barker to Stateline)</u> (<i>I-90/Valley HPT Infrastructure</i>)	2023	2025
Provide direct, non-stop service between Liberty Lake and Spokane during peak hours	Direct, non-stop peak hour service between Liberty Lake and Spokane (<i>I-90/Valley HPT service element</i>)	2023	2025
Upgrade to HPT "Lite" service along I-90 between Spokane and Liberty Lake via Spokane Valley including a new night and weekend service Phase 2 - Nights and weekend service	Introduce more nights and weekend service along I-90 between Spokane and Liberty Lake (<i>Phase 2</i>) (<i>I-90/Valley HPT service element</i>)	2024	2025
Create an extension of HPT "Lite" service on I-90 East to Post Falls and Coeur d'Alene on a pilot basis	<u>As a cross-state partnership, create an extension of HPT: I-90/Valley to Post Falls (ID) and Coeur d'Alene (ID) on a two-year pilot basis</u>	2025	2026

*The amendment reflects the updated City Line project timeline as previously stated in STA Board Resolution 774-19.

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AGENDA ITEM 4C: DIVISIONCONNECTS UPDATE

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning and Development

SUMMARY: Staff will provide an update on the DivisionConnects project.

RECOMMENDATION TO COMMITTEE: Information only.

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AGENDA ITEM 4D: FARE COLLECTION PROJECT UPDATE

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Monique Liard, Chief Financial Officer

SUMMARY: Staff will provide a presentation summarizing the latest information on the Fare Collection project.

RECOMMENDATION TO COMMITTEE: Information only.

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AGENDA ITEM 4E : SNOW PLAN UPDATE

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Fred Nelson, Chief Operations Officer

SUMMARY: Spokane Transit Authority (STA) has a 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. The concept of this plan is:

- Under most conditions, the jurisdictions' snow removal operations allow STA to maintain service on the regular routes without detours. All of the 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 are 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.

Internal preparations include:

Facilities and Grounds

- Department work schedule shifts to support up to five simultaneous snow removal / plowing operations to prepare for morning and afternoon commutes.
 - First priority is to support buses in service. STA personnel receive snowplowing certification from City of Spokane to plow specific, known problem areas.
 - Next in sequence/priority is park and ride parking lots
 - Next in sequence/priority are pedestrian access and waiting areas at park and ride lots
 - Next in sequence/priority are STA bus shelters
 - Stops with advertising benches and regular bus stops are part of the public right of way and the responsibility of the jurisdiction or property owners to clear. However, STA has a plan to enlist Department of Corrections' work crews to assist at these locations.

Vehicle Maintenance

- Maintenance department has recovery vehicles for buses or vans that may get stuck
 - There is a contingency plan to chain select vehicles if necessary

Fixed Route Operations

- Additional operators are planned to augment regular service when delays occur
- 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
- 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. Planning Department provides personnel to augment this operation as needed.

Paratransit Operations

- A contingency plan is in place to augment Reservationists to notify customers if changes to service is required

Customer Service and Communications

- Communications provides on call personnel to disseminate information
- STA's main effort is to do our 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 we are able to communicate

Staff will provide a short presentation on the plan.

RECOMMENDATION TO COMMITTEE: Information only.

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AGENDA ITEM 4F: WEBSITE REDESIGN

REFERRAL COMMITTEE: N/A

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

SUMMARY: The Citizen Advisory Committee (CAC) plays a dynamic role in engaging the public for views on how STA can improve its interactions with the citizens it serves. Spokane Transit's websites provide the public with many opportunities to learn about the agency, interact with staff and management and provide important services such as purchasing passes, planning trips and applying for employment or vendor services. The CAC is known for its work with civic and neighborhood groups as well as social service providers throughout the region.

Spokane Transit would like to ask the individual members of the CAC to formally engage at least two local groups and ask the questions listed below. Open responses that allow for thorough conversations are encouraged. Members can submit their findings in writing to Stacia Bowers at sbowers@spokanetransit.com as they are collected from the group interactions. An acknowledgment and a discussion of those findings will occur at the February CAC meeting.

What features are most important to you in a website for public transportation?

Please expand on your ideas in a way that will help STA prioritize those items.

What aspects of Spokane Transit main website, www.spokanetransit.com, are beneficial to you? What aspects are of little or no use to you and why?

Please include the reasons for your thoughts or provide context about how they could be useful with improvement.

What can Spokane Transit do to enhance the online or digital experience while interacting with STA?

Some thoughts may include the use of apps or mobility as a service options to provide connections to other transportation providers.

If you were designing a new website for STA, what would you focus on and why?

RECOMMENDATION TO COMMITTEE: For discussion.

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AGENDA ITEM 5: COMMITTEE MEMBER EXPRESSIONS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Stacia Bowers, Executive Assistant

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AGENDA ITEM 6: COMMITTEE INFORMATION


REFERRAL COMMITTEE: N/A

SUBMITTED BY: Stacia Bowers, Executive Assistant

CAC WORK PLAN 2021

	January	February	March	April	May	June	July	August	September	October	November	December
Budget (April & November)				★							★	
STAMF Performance Tracking						★						
Division HPT Line/Division Connects												
West Plains												
Monroe-Regal HPT												
Customer Information Systems		★										
Central City Line												
SFCC Transit Station												
Fare System Upgrade				★							★	
Transit Development Plan						★						
Communications/Survey Updates												
Cheney HPT Line		★										
May 2022 Service Change		★				★			★			
Snow Plan (November)											★	
Performance Measures (April & Nov)	→	★		★	→	★					★	
Poll of Members (June)						★						
Legislative Update (February)		★										
Chair Election (September)									★			

CAC Update 

CAC Field Trip 

2021 CAC MEETING SCHEDULE

(Second Wednesday) 5:00pm
January – no meeting
February 10
March – no meeting
April 14
May – no meeting
June 9
July – no meeting
August – no meeting
September 8
October – no meeting
November 10
December – no meeting

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AGENDA ITEM 7: REVIEW FEBRUARY 12, 2021 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 February 12, 2021 Committee meeting.

Proposed agenda items include:

- Minutes of the November 11, 2020, Committee meeting – *Corrections/Approval*
- Customer Information Systems
- Cheney HPT Line
- May 2022 Service Change
- Performance Measures
- Legislative Update
- Recruitment/Orientation

RECOMMENDATION TO COMMITTEE: Review and discuss.