

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

CITIZEN ADVISORY COMMITTEE MEETING (CAC)
Meeting Minutes for September 11, 2019
Southside Conference Room

MEMBERS PRESENT

Dennis Anderson
Ann Campeau
Brian Kamp
Larry Lapidus
Larry Luton
Michelle Rasmussen

MEMBERS ABSENT

Dick Denenny
Charles Howell, Committee Chair
Susan Gray

STAFF PRESENT

Emily Arneson, Community Ombudsman and
Accessibility Officer
Stacia Bowers, Executive Assistant
Karl Otterstrom, Director of Planning and
Development
Lynda Palmer, Director of Finance and Information
Systems
Brandon Rapez-Betty Director of Communications &
Customer Service
GUESTS
Robert Gower

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 July 10, 2019 meetings. The minutes were approved.

b. Committee Frequency:

Brandon Rapez-Betty addressed the email Stacia Bowers sent to the committee regarding committee meeting frequency. The votes were mostly quarterly and every other month. There are currently no CAC meetings in August and January because of no PMER months, so going to an every other month schedule would mean having CAC meetings in February, April, June, September and November.

Larry Luton expressed his opposition to the reduction.

Discussion ensued.

A motion was made for the bylaws to have language stating that special meetings can be called if needed. Motion passed.

A motion was made to table the vote on meeting frequency until the October meeting.

c. Election of Committee Chair:

Michelle Rasmussen was nominated and accepted the nomination. The committee voted and unanimously approved Michelle Rasmussen as the Chair of the CAC.

4. COMMITTEE REPORTS:

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

Karl Otterstrom discussed the logistics of requesting a Promo Bus. Brandon Ropez-Betty and Karl Otterstrom requested that Stacia Bowers send out one last email requesting interest and confirming availability for October 5th and October 19th and if at least six CAC members are interested in and committed to going, the Field Trip will be scheduled.

b. Construction Project Update:

Karl Otterstrom provided an overview on the construction of the SCC Transit Center Spokane Falls Station, Moran Station Park and Ride, Monroe Regal High Performance Transit (HPT) Improvements, Plaza Sprague Avenue Zones, and Division Street bus stops and sidewalks.

c. September Service Change Communications Plan:

Brandon Ropez-Betty presented the September Service Change (SSC) Communication Plan. Mr. Ropez-Betty covered the tactics which included:

- new service change schedules
- stanchions
- user guides
- handouts
- website
- zone map
- employee info
- STA Informed
- Bulkheads
- STA Moving Forward
- Posters
- video content
- promoted posts

d. Central City Line (CCL) Update:

Karl Otterstrom updated the CAC on the two activities: 1) activities related to obligating the \$53.4 million Small Starts grant and 2) preparations for going out to bid for the bulk of construction in December.

e. Recruitment/Orientation:

Brandon Ropez-Betty indicated that STA had one application request. Dennis Anderson talked a potential recruit.

It was suggested to invite people from the Kendall Yards UTAP program.

5. COMMITTEE INFORMATION:

None.

6. GENERAL BUSINESS:

The meeting space at the Plaza was discussed as a potential location for CAC meetings. Due to parking and possible tenants it is not viable at this time.

Dennis Anderson reported on the 144 there is a bus closure on 14th.

Mr. Anderson also asked if there has been any feedback on Bernard regarding the stop on 19th and access to the park. Emily Arneson and Brandon Rapez-Betty both responded they had not received feedback specific to the park.

Mr. Anderson asked if there is a possibility that the reader boards could flash all the upcoming stops. Staff will look into whether the bus can do both auditory and visual together or if you can break them out. Additionally, Mr. Anderson asked if Route signs for Express Routes could have "Mon-Fri Only" posted on them to avoid rider confusion. Staff will follow up at next meeting. Lastly, Mr. Anderson asked about plans for a crosswalk at 29th and Garfield.

Lynda Palmer reported that a link sent to the CAC with the budget information. Lynda Palmer announced that she is retiring October 31, 2019 and thanked CAC members for their insight and input. She asked that any budget thoughts should be sent to the Budget email or Brandon Rapez-Betty.

Brian Kamp revealed a rider application called One Bus Away has been linked for Spokane Transit Authority. Mr. Kamp's and his class spent the last three months in testing. They did a link from STA and API and the OneBusAway application is free and also has an amazon Alexa OneBusAway real-time information. STA will need to do internal announcement educationally before CAC members can announce the application.

7. SET MEETING SCHEDULE & AGENDA ITEMS:

- 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

8. ADJOURN

Respectfully submitted,



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