

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

CITIZEN ADVISORY COMMITTEE MEETING
Wednesday, April 14, 2021
5:00 – 6:30 p.m.
Via Video Conference

Committee Members: [Committee Members Join Here](#)
General Public: [Public Attendees Join Here](#)
Audio Conference: Call the number below and enter the access code
+1-408-418-9388 | Access Code: 187 575 4968

AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report (*Brian Kamp*)
3. Public Expressions – (*Brian Kamp*) – 3 minutes per person
4. Committee Action: Review of Citizen Advisory Committee Minutes - Corrections or Approval
 - A. Minutes of February 10, 2021 meeting – (*Brian Kamp*) – 5 minutes
5. Committee Reports:
 - A. COVID Update – (*Nancy Williams*) – 5 minutes
 - B. Fare System Upgrade – (*Monique Liard*) – 10 minutes
 - C. 2020 Unaudited Year-End Financial Report – (*Monique Liard*) – 10 minutes
 - D. DivisionConnects – (*Karl Otterstrom*) – 10 minutes
 - E. STA Moving Forward Quarterly Project Delivery Report (*Karl Otterstrom*) – 10 minutes
 - F. Legislative Update – (*Brandon Rapez-Betty/ E. Susan Meyer*) – 10 minutes
 - G. Recruitment – (*Emily Arneson/ Brian Kamp*) – 5 minutes
6. Committee Member Expressions - (*Brian Kamp*) – 5 minutes
7. Committee Information – *no action or discussion*
8. Set agenda items for future CAC meetings – 5 minutes
9. Adjourn

Next Committee Meeting: Next meeting is June 14th, 2021.

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.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

April 14, 2021

AGENDA ITEM 2 : COMMITTEE CHAIR REPORT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Stacia Bowers, Executive Assistant

SUMMARY: At this time, the Committee Chair will have an opportunity to comment on various topics of interest regarding Spokane Transit.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

April 14, 2021

AGENDA ITEM 3: PUBLIC EXPRESSIONS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Stacia Bowers, Executive Assistant

SUMMARY: 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

April 14, 2021

AGENDA ITEM 4 : MINUTES OF THE FEBRUARY 10, 2021 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 February 10, 2021 Citizen Advisory Committee meeting.

RECOMMENDATION TO COMMITTEE: Corrections and/or approval.

CITIZEN ADVISORY COMMITTEE MEETING (CAC)
Meeting Minutes for February 10, 2021
Video Conference Call

MEMBERS PRESENT

Dennis Anderson
Dan Brown
Linda Carroll
Chris Fortensky
Susan Gray
Brian Kamp, Committee Chair
Larry Lapidus
Caleb McDougall
Michelle Rasmussen

STAFF PRESENT

Emily Arneson, Community Ombudsman &
Accessibility Officer
Stacia Bowers, Executive Assistant
E. Susan Meyer, Chief Executive Officer
Fred Nelson, Chief Operations Officer
Karl Otterstrom, Director of Planning & Development
Brandon Rapez-Betty Director of Communications &
Customer Service

MEMBERS ABSENT

Dick Denenny
Charles Howell

GUESTS

1. CALL TO ORDER AND ROLL CALL

The Chair called the meeting to order at 5:00 p.m. and roll call was conducted.

2. PUBLIC EXPRESSIONS

None.

3. COMMITTEE ACTION

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

The Chair asked the committee to review the minutes of the September 9, 2020 and November 11, 2020 meetings. The minutes were approved.

4. COMMITTEE REPORTS:

A. Customer Information Systems:

Brandon Rapez-Betty presented a high-level overview on a new program being rolled out. Digital monitors being implemented will be 200 displaying important information to riders and tips.

Nano nation was selected through the RFP process. CMS – content management system which customizes targeted information to specific signs. First phase of Installation is underway.

Application Programmers Interface (API) was developed for digital signs but hope to expand its role eventually to send text and email updates to customers as well as web updates. The goal is to have one central person at STA that will Input important timely information and have it automatically appear everywhere through the use of the API. The next phase is to replace Trapeze signs.

B. Cheney High Performance Transit (HPT) Line:

Karl Otterstrom provided a brief update on the Cheney HPT Line that will replace the 64, revise the 66 and extend to the University District (UD). Both the 6 and the 66 will serve the West Plains Transit Center (WPTC), Eastern Washington University (EWU) and the Plaza.

Mr. Otterstrom provided project updates on the following:

- Medical Lake Interchange (transit only lanes)
- Four Lakes Station (construction begins this spring)
- Eagle Station Site Plan (construction this summer)
- University District Layover (2021 construction)
- Double Decker Coaches (delivered by 2023)
- Work to be completed 2022-2023
 - Betz Road Station
 - K Street Station upgrades
 - Other stations, stops and corridor enhancements

C. May 2022 Service Change Update:

Karl Otterstrom provided a refresher on the planned STA Moving Forward service improvements. There are several projects for 2022 including the City Line. Planning and Public Outreach included an online survey and several neighborhood council meetings until the project was put on hold in the spring of 2020 due to the pandemic. Mr. Otterstrom shared the revised preliminary proposal for the City of Spokane, Airway Heights/West Plains and the Spokane Valley. Also proposed was reducing the span of service and Sunday/Holiday service on a handful of routes during times when they are not very well used. A consultant is currently reviewing the Draft Recommendation, there will be a public hearing on April 15th with final recommendation and Board action in May.

D. Legislative Update:

Brandon Rapez-Betty presented Board approved Legislative priorities in December legislature is still considering licensing structures and fee changes there is uncertainty around state funding due to the pandemic. The CEO monitors positive and negative impacts on the agency and reports those to the Board. This year a priority is to maintain and preserving funding for City Line, Cheney Line, Special Needs (Paratransit), and the Vanpool Investment Grant. STA is looking for new funding for the I-90 Valley Line, Sprague Line, Green Transportation Grant and a Vanpool Program Update. Developing priorities include Division Line, Zero-Emission Transit Vehicles.

E. Susan Meyer reported on the last legislative session that the transportation revenue has been significantly impacted by the pandemic and gas tax revenues aren't producing what they used to, so there is a great deal of interest in generating additional revenue for transportation. Two packages have been introduced in the House and Senate for transportation and transit in the state, this includes special needs and funds that STA can compete for, however, they also include gas tax increases which excludes transit. Local approved sales tax provides the vast majority of our funding. STA is a member of WSTA who is advocating on other bills of interest.

E. 3rd Quarter Performance Measures:

Fred Nelson provided the committee with an overview of STA's 3rd Quarter 2020 Performance Measures which were significantly impacted by COVID-19. Mr. Nelson discussed the Priorities and Objectives which are:

- Ensure Safety
- Earn and Retain the Community's Trust
- Provide Excellent Customer Service
- Enable Organizational Success
- Exemplify Financial Stewardship

Preventable accidents and On Time Performance have improved and STA is still below the urban average in cost effectiveness. Ridership has decreased in Fixed Route, Paratransit and Vanpool. The decrease in ridership, it allowed Paratransit to deliver approximately 45,000 Meals on Wheels to the community and STA started Senior

Rides during the pandemic. The Quality Counts program is suspended during the pandemic. The Cost Recovery was affected from fare suspension during the pandemic but is starting to recover with the installation of shields in all the buses.

F. Recruitment/Orientation:

Emily Arneson reminded the CAC to keep recruitment in mind for interested parties and direct them to the application on the STA website. Orientation folders were sent to the three new members and Stacia will be scheduling a meeting with the new members and Emily to review these.

The Chair encouraged members to keep recruiting for the committee.

5. COMMITTEE MEMBERS EXPRESSIONS:

The Chair asked if the coach operators are in an elevated group for vaccinations. E. Susan Meyer responded Transit Operators are in the level 1B group which is the next group dependent on vaccine availability. STA is working mass vaccination site to advocate for staff. STA has also offered an incentive of two hours of paid time for each vaccination shot.

Larry Lapidus recommended the committee members view the Division presentation on the web.

Brandon Rapez-Betty reminded members to respond to the questions provided to the CAC regarding website redevelopment project throughout the month of February.

Chris Fortensky asked for Planning to respond to a particular bus stop.

6. COMMITTEE INFORMATION:

Information only. No discussion.

7. SET MEETING SCHEDULE & AGENDA ITEMS FOR THE APRIL 14, 2021 MEETING:

- Minutes of the minutes of the February 10, 2021 Committee meeting – *Corrections/Approval*
- Budget Presentation
- Fare System Upgrade
- 2020 Year End & 2021 Performance Measures
- Recruitment
- DivisionConnects
- COVID Update
- Legislative Update

8. ADJOURN

Respectfully submitted,

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

SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING

April 14, 2021

AGENDA ITEM 5A : COVID UPDATE

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Nancy Williams, Director of Human Resources, Labor Relations, & EEO
Officer

SUMMARY: Staff will provide an update on COVID protocols and safety measures.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING

April 14, 2021

AGENDA ITEM 5B: FARE SYSTEM UPGRADE

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Monique Liard, Chief Financial Officer

SUMMARY: Staff will give an update on the Fare Collection System project.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING

April 14, 2021

AGENDA ITEM 5C : 2020 UNAUDITED YEAR-END FINANCIAL REPORT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Monique Liard, Chief Financial Officer

SUMMARY: Staff will present the 2020 unaudited year-end financial results.

Below are key takeaways:

- 2020 annual revenues exceeded budget by \$19.1 million.
- 2020 annual operating expenses were \$11.7 million below budget.
Fuel expenses comprised \$3.5 million of this difference.
- Due to the timing of projects, approximately \$37.2 million of the adopted capital budget remained unexpended in 2020. The majority of this was incorporated into the 2021 capital budget.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING

April 14, 2021

AGENDA ITEM 5D : DIVISION*CONNECTS*

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning and Development
Mike Tresidder, Associate Transit Planner

SUMMARY: Phase I of the DivisionConnects sought to inform decisions related to the configuration of bus rapid transit (BRT) on Division Street. The culmination of this phase of study was the preparation of a draft recommendation for a preferred BRT alternative in the busy corridor. During the CAC meeting, staff will review the proposed locally preferred alternative for BRT in the Division corridor.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING

April 14, 2021

AGENDA ITEM 5E : STA MOVING FORWARD QUARTERLY PROJECT DELIVERY REPORT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning and Development
Mike Tresidder, Associate Transit Planner

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 2021 Q1 progress report will be posted at the above link by April 13, 2021.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING

April 14, 2021

AGENDA ITEM 5F : LEGISLATIVE UPDATE

REFERRAL COMMITTEE: N/A

SUBMITTED BY: E. Susan Meyer, Chief Executive Officer (CEO)

SUMMARY: The CEO will provide a an update on State and Federal Legislative focus and priorities.

RECOMMENDATION TO COMMITTEE: Information only.

**SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING**

April 14, 2021

AGENDA ITEM 5G : RECRUITMENT UPDATE

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Emily Arneson, Community Ombudsman & Accessibility Officer

SUMMARY: Staff will provide an update on recruitment.

RECOMMENDATION TO COMMITTEE: Information only.

**SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING**

April 14, 2021

AGENDA ITEM 6 : COMMITTEE MEMBER EXPRESSIONS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Stacia Bowers, Executive Assistant

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

April 14, 2021

AGENDA ITEM 7: COMMITTEE INFORMATION

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Stacia Bowers, Executive Assistant

SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING

April 14, 2021

AGENDA ITEM 8 : REVIEW JUNE 9, 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 June 9, 2021 Committee meeting.

Proposed agenda items include:

- Minutes of the February 10, 2021 Committee meeting – *Corrections/Approval*
- May 2022 Service Change
- Transit Development Plan
- STA Moving Forward Performance Tracking
- 2020 Year End & 2021 Performance Measures
- Poll of Members
- Recruitment/Orientation

RECOMMENDATION TO COMMITTEE: Review and discuss.