

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

CITIZEN ADVISORY COMMITTEE MEETING
Wednesday, February 10, 2021, 5:00 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: 146 651 2635

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 September 9, 2020 and November 11, 2020 meetings – *(Brian Kamp) – 5 minutes*
4. Committee Reports:
 - A. Customer Information Systems – *(Brandon Rapez-Betty) – 10 minutes*
 - B. Cheney High Performance Transit (HPT) Line – *(Karl Otterstrom) – 10 minutes*
 - C. May 2022 Service Change Update – *(Karl Otterstrom) – 10 minutes*
 - D. Legislative Update – *(Brandon Rapez-Betty) – 10 minutes*
 - E. 3rd Quarter Performance Measures – *(Fred Nelson) – 10 minutes*
 - F. Recruitment/Orientation – *(Emily Arneson/ Brian Kamp) – 5 minutes*
5. Committee Member Expressions - *(Brian Kamp) – 5 minutes*
6. Committee Information – *no action or discussion*
7. Set agenda items for future CAC meetings – *5 minutes*
8. Adjourn

Next Committee Meeting: Next meeting is April 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

February 10, 2021

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

February 10, 2021

AGENDA ITEM 3: **MINUTES OF THE SEPTEMBER 9, 2020 AND NOVEMBER 11, 2020 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 September 9, 2020 and November 11, 2020 Citizen Advisory Committee meetings.

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 September 17, 2020.

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

CITIZEN ADVISORY COMMITTEE MEETING (CAC)
Meeting Minutes for November 11, 2020
Video Conference Call

MEMBERS PRESENT

Dennis Anderson
Brian Kamp, Committee Chair
Larry Lapidus

MEMBERS ABSENT

Dick Denenny
Charles Howell
Susan Gray
Caleb McDougall
Michelle Rasmussen

STAFF PRESENT

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

GUESTS

Dan Brown
Linda Carroll

1. CALL TO ORDER AND ROLL CALL

The Chair called the meeting to order at 5:05 p.m. and conducted roll call.

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 meeting. The minutes were tabled until a quorum can approve them.

B. Recommendation to PMER for new CAC members

Brandon Rapez-Betty has served as the staff liaison for the CAC for the last couple years. He announced that he will be serving as the interim liaison for the Performance, Monitoring and Relations (PMER) Committee, and is transitioning the CAC liaison role over to Emily Arneson, the Community Ombudsman and Accessibility Officer. He noted that Stacia Bowers will still be the administrative support for this committee.

Mr. Rapez-Betty and the Chair identified three new candidates for the CAC. The CAC Charter requires that new members be approved by PMER, and historically the CAC has offered recommendations for approval. The recommendations for candidates Dan Brown, Linda Carroll and Chris Fortensky are tabled due to lack of quorum.

4. COMMITTEE REPORTS:

A. Proposed 2021 Operating & Capital Budgets:

Monique Liard presented a video on the proposed 2021 Operating and Capital Budgets. Ms. Liard invited the CAC to a Public Hearing on the proposed budget at 1.30pm, November 19, 2020 at the Board Meeting.

For the 2021 budget, Spokane Transit Authority (STA) will continue to strive to foster & sustain quality, maintain a state of good repair, recover ridership, partner in the community, implement High Performance Transit (HPT) and continue with a sustainable plan that avoids debt.

The presentation can be found on the STA website at the following link:

<https://www.spokanetransit.com/about-sta/financial-information>

Larry Lapidus asked about the jump in the capital investment in technology, which Ms. Liard responded the funds are for updating the network and digital monitors, enhancements to Trapeze, security cameras, and the Fare Collection System.

B. STA Moving Forward (STAMF) Amendment Update:

Karl Otterstrom provided an update on STAMF and proposed modifications which include amending the timelines for 12 projects and description for two projects due to the economic impacts of the pandemic and other factors. The project targets will still be delivered within the ten-year timeline.

More information on STA Moving Forward can be found at:

<http://stamovingforward.com/plan/documents>

C. DivisionConnects Update:

Karl Otterstrom gave an overview on DivisionConnects, a multi-jurisdictional project, which includes bus rapid transit study and implementation. The study was funded in 2015 to identify bus rapid transit opportunities on the corridor.

Mr. Otterstrom addressed the following:

- Business Access and Transit (BAT) Lanes versus Bus Only Lanes
- Center-running Transit
- Existing Conditions
- Division Alternatives Approach
- Technical Work

Mr. Otterstrom noted extensive public outreach for this project starts the beginning of next year.

D. Fare Collection Update:

Monique Liard reviewed the Fare Collection System project. Farebox is approximately 25% cash and the new fare collection system is an opportunity to reduce cash and offer a modernized fare collection system that is account-based. An account-based system with validators on board will enhance passenger convenience and accessibility with the ability to read smart cards, bar codes and mobile devices, resulting in rapid boarding.

In 2018 this project was scoped and solicited, but not awarded. Over the next few years, the scope was refined and enhanced. STA received eight responsive proposals in 2020 and the Evaluation Committee narrowed to three with the final selection made in September 2020. The categories used to evaluate the proposals were:

- Quality of the Technical Solution and Responsiveness to STA Requirements
- Project Management, Schedule & Delivery Approach
- Proposer experience, Qualifications & Financial Stability
- Price Proposal/Cost
- Software License, and Operation and Maintenance Agreements

The evaluation led the committee to recommend INIT, which has over 35 years dedicated to developing solutions for public transportation on a global scale with more than 400 customers. STA is planning to launch the system in Phase Six during December 2021-January 2022, with testing continuing until June 2022.

E. Snow Plan:

Fred Nelson provided the committee with an overview of STA’s Emergency Operations Plan that outlines the measures staff implement in the event of extreme weather conditions. Mr. Nelson noted that the plan is multi-jurisdictional and STA personnel are certified by the City of Spokane.

The bulk of the plan consists of a set of standing, pre-planned detours if snow and ice conditions force STA to modify the normal bus routes and Paratransit service.

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.

He noted that the bus stops should be cleared by the homeowner or business. STA will contract with Geiger at times to clear access to stops in extreme situations.

There is a standardized contingency plan allowing STA to communicate very simply to the public resulting in greater reliability for customers.

Mr. Nelson reminded the committee of helpful tips for customers during adverse weather:

- Monitor traffic reports
- Check www.srtmc.org for camera views
- Check the STA website
 - Real Time
 - Know the detours
 - PassWeb for Paratransit Customers
- Text stop # to 99689
- Call 328-RIDE
- Sign up for STA Linked
- Take an earlier trip
- Stay on and away from the curb until the bus comes to a stop
- Be visible
- Step carefully, use the handrail

Mr. Nelson emphasized safety is the top priority.

F. Website Redesign:

Brandon Rapez-Betty informed the CAC that STA’s website is five years old and in the process of a redesign. The redesign will focus on accessibility language translation, and general ease of use. He noted that most users are accessing from a smart phone with the top three needs: to find out where the bus is, trip planning and to buy a bus pass. The website has multiple functions, and the redesign will address the needs of many different types of users. Currently, the contractor, Zipline, is working on staff needs of the website. There will also be an inventory of the public and how they use the website. STA has data and survey information and as the CAC plays a dynamic role in engaging the public for views, Spokane Transit would like to ask the individual members of the CAC to formally engage at least two local groups with these questions along with responding to them as a CAC member individually. STA will take the data submitted, summarize and review for incorporating into the design plans.

5. COMMITTEE MEMBERS EXPRESSIONS:

Brian Kamp noted it was Veteran’s Day and thanked any Veterans.

6. COMMITTEE INFORMATION:

Information only. No discussion.

7. SET MEETING SCHEDULE & AGENDA ITEMS FOR THE FEBRUARY 10, 2021 MEETING:

- Minutes of the minutes of the September 9, 2020 and November 11, 2020, Committee meetings – *Corrections/Approval*
- Customer Information Systems
- Cheney HPT Line
- May 2022 Service Change
- Performance Measures
- Legislative Update
- Recruitment/Orientation

8. ADJOURN

Respectfully submitted,

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

SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING

February 10, 2021

AGENDA ITEM 4A : **CUSTOMER INFORMATION SYSTEMS**

REFERRAL COMMITTEE: N/A

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

SUMMARY: Staff will provide a an update on agency Customer Information Systems.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING

February 10, 2021

AGENDA ITEM 4B: CHENEY HIGH PERFORMANCE TRANSIT (HPT) LINE

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning and Development

SUMMARY: Staff will provide a verbal update on the Cheney Line.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING

February 10, 2021

AGENDA ITEM 4C: MAY 2022 SERVICE CHANGE UPDATE

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning and Development
Kathleen Weinand, Principal Transit Planner

SUMMARY: Staff will present the preliminary proposal for service revisions. The preliminary proposal includes the launch of the City Line, improved routes and frequency to Hillyard/Northeast Spokane and many other changes and improvements around the region to reflect ongoing customer feedback, system performance and community growth.

BACKGROUND:

The *STA Moving Forward* plan and the board-adopted Transit Development Plan (TDP): 2021-2026, identify several significant service changes and improvements, including the City Line, that will go into effect in 2022. In June 2019, the STA Board of directors approved a public outreach plan to guide these service changes, along with changes that were to take place in advance of 2022. Informed by input gathered during the first phase of the outreach plan, STA staff presented a preliminary proposal report in February 2020 that proposed route revisions that would take place in 2021 and 2022. STA disseminated the proposal widely and received significant public and customer input.

Under normal circumstances, a draft recommendation would have followed the preliminary proposal a few months later. However, COVID-19 changed both the timeframe for developing the service revisions and the scope of changes. On July 16, 2020, the STA Board of Directors approved updated planning assumptions to shape annual and multi-year planning documents. Informed by the feedback gathered in previous phases of the project and updated assumptions, staff prepared a revised preliminary proposal for stakeholder feedback.

https://www.spokanetransit.com/files/content/2022_Service_Revisions_Revised_Preliminary_Proposal.pdf

STA gathered input on the preliminary proposal via an online survey in October and November of 2020. Staff also discussed the proposal at several neighborhood councils.

A draft recommendation informed by the gathered feedback is now being reviewed by a 3rd party consultant and will be published in March of 2021.

The following table outlines the updated planning scheduled for the May 2022 Service Revisions.

May 2022 Service Revision Planning Schedule	
Phase/Task	Date
Revise Assumptions	May - July 2020
CEO reported that COVID-19 to change planning conditions at May Board Meeting	May 21, 2020
Board endorsed assumptions and planning framework – Board Workshop	July 1, 2020
Revised Preliminary Proposal	July - November
Staff developed a revised Preliminary Proposal	July - September 2020
Preliminary Proposal published	September 30, 2020
Public and stakeholder feedback	October 1 - November 13
Draft Recommendation	November 2020 - March 2021
Staff reviewed feedback and developed Draft Recommendation	November - December 2020
Peer review (consultant)	December 2020 - January 2021
Title VI Equity Analysis (consultant)	December 2020 - January 2021
Staff revise Draft Recommendation	February 2021
Draft Recommendation published	March 1, 2021
Public and stakeholder feedback	March 2021
Public hearing	April 15, 2021
Final Recommendation	April - May 2021
Staff Review feedback and develop a Final Recommendation	April 2021
Final Recommendation published	May 1, 2021
Board Action	May 20, 2021
Implementation	May 2021-May 2022
Design and construct bus stop and layover improvements	May 2021-May 2022
Route changes start including the City Line	May 2022

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING

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AGENDA ITEM 4D : LEGISLATIVE UPDATE

REFERRAL COMMITTEE: N/A

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

SUMMARY: Each year the Board of Directors adopts a Legislative agenda to guide the CEO during the session as she communicates Spokane Transit (STA) interests and priorities to the legislature. During the session, staff will watch for and analyze legislation that may pose a threat or offer new opportunities to Spokane Transit. Because legislation affecting STA's operations and/or service on the street may come forward at any time, the CEO requests authority from the Board to determine STA's interest on specific pieces of legislation, convey those interests to legislators and others, and report to the Performance Monitoring and External Relations Committee and the Board during the legislative session. The draft Spokane Transit Priorities for the 2021 Legislative session will be provided at the meeting. Staff will provide a an update on State Legislative focus and priorities.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING

February 10, 2021

AGENDA ITEM 4E: 3rd QUARTER 2020 PERFORMANCE MEASURES

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Fred Nelson, Chief Operations Officer

SUMMARY: A complete set of the 3rd Quarter 2020 Performance Measures are attached to the end of this packet. Staff will be prepared to address any questions about any measure. The complete report has also been posted to the STA website at: <https://www.spokanetransit.com/about-sta/mission-priorities-performance-measures>

The following is a summary of significant measures that are of particular interest or the committee has provided guidance for staff to highlight on a routine basis.

Ensure Safety

Preventable Accident Rate

- At 0.07, Fixed Route was lower than STA's goal of 0.08 preventable accidents per 10,000 miles.
- At 0.04, Paratransit was substantially below STA's goal of 0.10 preventable accidents per 10,000 miles.

Earn and Retain the Community's Trust

Ridership

Ridership for Fixed Route ended the 3rd quarter down 37.8% compared to our ridership in 2019. Fixed Route provided 4,650,277 in 2020 vs. 7,481,372 in 2019. The ridership goal for Fixed Route in 2020 is a 5.0% increase from 2019 (approximately 10.6 million trips).

- The ridership decline has been felt across the system. This can be seen especially in the Universal Transit Access Pass (UTAP) program which is currently down 62.3%. With Eastern Washington University (EWU) and the Community Colleges of Spokane (CCS) canceling in-person classes, ridership recovery will continue to be a challenge.

STA's goal for Paratransit is to manage growth and maintain a 1.5% increase over 2019 ridership level. At the end of the 3rd Quarter, Paratransit ridership has decreased 59.6% compared to 2019 (163,644 vs. 331,175).

- Since Paratransit serves a vulnerable population, many regular customers have not been inclined to book rides.
- Record on-time performance was achieved when the service shifted to only transporting one customer per vehicle.
- To keep operators engaged and to better serve the community, Paratransit has taken on several extra missions including Meals on Wheels deliveries, implementing a Senior Ride Program, and assisting with on route disinfecting of coaches.

Vanpool ridership is also down, ending the 3rd quarter 37.8% lower than 2019 (72,632 vs. 116,862). STA's goal is to realize a 1.0% increase in ridership from 2019 (approximately 163,000 trips).

- 24 Vans are operating with 5 or more passengers
- 37 Vans are temporarily operating with less than 5 passengers

- 5 Van groups are on hold
- 15 Van groups have folded

Passengers per Revenue Hour (PPRH)

Fixed Route PPRH was 13.89

- This is below the goal of 25. Our normal PPRH is higher than any other agency outside of King County Metro.

Paratransit PPRH was 1.98

- This is below the goal of 2.8 PPRH. While our PPRH goal is down, it has allowed us to maintain a single person ride.

Provide Excellent Customer Service

On-Time Performance

- At 96.0% Fixed Route exceeded STA's goal of 93% of trips running on time (on time is measured as a bus departing between 0 to 5 minutes from the scheduled departure time).
- Paratransit's on-time performance was 97.0%, surpassing the goal of 93%. Lower ridership has allowed for excellent OTP.

Professional and Courteous

- The company-wide average for "professional and courteous" rating exceeded the goal of a 4.5 (or above) average (on a 5-point scale) from customer observations in our Quality Counts! Survey Program. STA's overall average was 4.84. The Quality Counts! Program has been suspended since March due to COVID.

Enable Organizational Success

Operator Ride Checks

- Year to date Fixed Route has completed 88 of 285 ride checks, and Paratransit has completed 40 of 53. Fixed Route ride checks were suspended in March due to the pandemic.

Exemplify Financial Stewardship

Cost per Passenger

- Fixed Route and Paratransit both continue to surpass STA's goal to keep the cost per passenger less than 95% of the average cost of the urban systems in Washington State. Fixed Route cost per passenger was \$9.96. This is 78.3% of the urban systems' average.
- Paratransit cost per passenger was \$68.56. This is 78.3% of the urban systems' average.

Cost Recovery from User Fees (Farebox Recovery).

The suspension of fare collection from March 30th to July 1st had a significant impact on the recovery percent.

- Fixed Route farebox recovery is 7.8%, below the goal of 20%.
- Paratransit farebox recovery is 2.2%, which is below the goal of 5%.

RECOMMENDATION TO COMMITTEE: Information only.

**SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING**

February 10, 2021

AGENDA ITEM 4F: RECRUITMENT/ORIENTATION UPDATE

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Emily Arneson, Community Ombudsman & Accessibility Officer

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

RECOMMENDATION TO COMMITTEE: Information only.

**SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING**

February 10, 2021

AGENDA ITEM 5: COMMITTEE MEMBER EXPRESSIONS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Stacia Bowers, Executive Assistant

**SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING**

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AGENDA ITEM 6: COMMITTEE INFORMATION

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Stacia Bowers, Executive Assistant

SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING

February 10, 2021

AGENDA ITEM 7: **REVIEW APRIL 14, 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 April 14, 2021 Committee meeting.

Proposed agenda items include:

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

RECOMMENDATION TO COMMITTEE: Review and discuss.