

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

**CITIZEN ADVISORY COMMITTEE MEETING**  
**Wednesday, July 11, 2018**  
**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 June 13, 2018 –Meeting – *(Charlie Howell) – 5 minutes*
4. Committee Reports:
  - a. September 2019 Service Revisions: Preliminary Proposal - *(Karl Otterstrom) – 20 minutes*
  - b. CAC 2018/2019 Work Plan - *(Karl Otterstrom/Beth Bousley) – 20 minutes*
  - c. Monroe Regal Field Trip- *(Karl Otterstrom) – 5 minutes*
  - d. Bus Seat Update – *(Roger Watkins) – 10 minutes*
  - e. Recruitment/Orientation – *(Charlie Howell) – 5 minutes*
  - f. PMER Observations – *(TBD) – 5 minutes*
5. Committee Information – *no action or discussion*
6. General Business - *(Charlie Howell) – 5 minutes*
7. Set agenda items for future CAC meetings - *(Charlie Howell) – 5 minutes*
8. Adjourn

**Next Committee Meeting: September 12, 2018 \*\*AUGUST NO MEETING \*\***  
STA Conference Room, 1229 W. Boone Avenue, Spokane, WA 99201

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

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**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.

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**AGENDA ITEM 3: MINUTES OF THE JUNE 13, 2018 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 June 13, 2018, Citizen Advisory Committee meeting.

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

**CITIZEN ADVISORY COMMITTEE MEETING (CAC)**  
Meeting Minutes for June 13, 2018  
Southside Conference Room

**MEMBERS PRESENT**

Dennis Anderson  
Ann Campeau  
Dick Denenny  
Victor Frazier  
Charles Hansen  
Charles Howell, Committee Chair  
Brian Kamp  
Larry Lapidus  
Madison Leonard  
Larry Luton  
Michelle Rasmussen

**MEMBERS ABSENT**

Resa Hayes

**STAFF PRESENT**

Beth Bousley, Director of Communications & Customer Service  
Stacia Bowers, Executive Assistant  
Allison Mitchell, Paratransit Contract Manager  
Karl Otterstrom, Director of Planning and Development  
Janet Stowe, Manager of Paratransit and Vanpool  
Roger Watkins, Chief Operations Officer

**GUESTS**

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

Charlie Howell 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**

Charlie Howell asked the Committee to address the minutes of the May 9, 2018 meeting. The minutes were approved.

**4. COMMITTEE REPORTS:**

**a. Mobility Update:**

Janet Stowe provided information on Vanpool, Paratransit, Vanshare, and Special Use Vehicles (SUV). Ms. Stowe included data for on time performance, passengers per hour and cost per trip mode. Brian Kamp expressed his previous concerns with the contractor MV to Ms. Stowe. Ann Campeau re-emphasized that Paratransit is a ride share and users should manage their expectations to coincide with that particular service.

**b. 2018 Communications Plan Update:**

Beth Bousley presented the goals and priorities of the Communications Plan. The goal is to increase ridership with support in passenger education and information, promotion, and community engagement. The priorities include Ridership, STA Moving Forward (STAMF), Strategic Communications, New Employee Recruitment, Internal and Departmental Communications.

**c. Upriver Transit Center Project Overview:**

Karl Otterstrom updated the committee on the plans for the Upriver Transit Center. The transit center will accommodate approximately 16 buses per hour and will include a transit waiting area, shelters, ticket vending machines, etc. This

project is funded Washington State Regional Mobility Grant and local STA Moving Forward funds and scheduled to be operational in September 2019.

**d. SFCC Transit Station Project Overview:**

Karl Otterstrom updated the committee on the plans for the Spokane Falls Transit Station Project. The station will be an off-street transit station that will improve the safety and comfort of transit riders. The station will be designed to accommodate approximately eight buses per hour with a waiting area and pedestrian pathways. This project is funded through a Washington State Regional Mobility Grant and local match. It is scheduled to be operational in September 2019.

**e. Draft 2018 Transit Development Plan (TDP):**

Karl Otterstrom reported Spokane Transit has a requirement by state law to develop a Transit Development Plan (TDP) for the six-year planning horizon and submit it to Washington State Department of Transportation each year. A draft edition of the TDP has been reviewed by the planning and Development Committee in preparation for a Public Hearing to be held at the June 21, 2018 Board meeting. Mr. Otterstrom reviewed the project timeline and the Plan contents.

**f. Recruitment/Orientation Update:**

Charlie Howell noted that CAC will be down to nine members after this meeting and urged the remaining members to reach out to groups regarding recruitment.

**g. PMER Observations:**

Charles Hansen informed the committee of items covered at the last PMER meetings. PMER discussed the changes to the CAC Charter, approval of the custodial RFP for the Plaza, affirmative action, performance measures, fare increase, and the grant program for low-income to help with the fare increase.

**5. GENERAL BUSINESS:**

Beth Bousley presented letters of recognition to the exiting members of CAC.

Ms. Bousley acknowledged recent media coverage regarding Spokane Transit's Human Resources manager and offered to send a press release to CAC members.

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

- Minutes of the June 13, 2018 Committee meeting – *Corrections/Approval*
- September 2019 Preliminary Proposal
- CAC 2018/2019 Work Plan
- Monroe Regal Field Trip
- Recruitment/Orientation
- Chair and PMER selections
- PMER Observations
- Bus Seat update
- **\*\*No meeting in August\*\***

**7. ADJOURN**

Respectfully submitted,

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

**SPOKANE TRANSIT AUTHORITY  
CITIZENS ADVISORY COMMITTEE MEETING**

July 11, 2018

**AGENDA ITEM 4a:                    SEPTEMBER 2019 SERVICE REVISIONS: PRELIMINARY PROPOSAL**

**REFERRAL COMMITTEE:** N/A

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

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**SUMMARY:** The September 2019 Service Revisions will primarily focus on changes to the south Spokane network in conjunction with the implementation of the following improvements as part of *STA Moving Forward*:

- Monroe-Regal High Performance Transit (HPT) Line
- the relocated and expanded Upriver Transit Center at Spokane Community College
- the new Moran Station Park & Ride
- the new South Commuter Express

These programmed improvements, along with a new transit station at Spokane Fall Community College (SFCC), provide the opportunity to consider the south Spokane bus network comprehensively and review other opportunities for improvements. In addition to a presentation to the PMER Committee in May 2018, staff have discussed the opportunities for improvements with the STA Citizen Advisory Committee, the Spokane Pedestrian, Transportation & Traffic Committee, and various south Spokane neighborhood councils in May and June.

Following these stakeholder discussions, staff has prepared the Preliminary Proposal report that details three alternatives for changes to the south Spokane network in addition to other service changes proposed to take place on September 15, 2019, to include:

- Modifying Route 20 SFCC to use the Riverside Avenue pattern for all trips, discontinuing service on the Clark Avenue pattern due to low ridership.
- Modifying the Route 33 Wellesley Routing to operate on N. Alberta Street instead of N. Driscoll Blvd. between W. Glass Avenue and Wellesley Avenue to reduce out-of-direction travel, providing faster trips to popular destinations.
- Moving up the start of new service between the West Plains Transit Center and the airport programmed for 2020 in *STA Moving Forward* to 2019 in order to serve a proposed distribution center expected to have over 2200 employees that is scheduled to be opened on Geiger Blvd in 2019.

The complete Preliminary Proposal report detailing the three south Spokane network alternatives as well as more information about the above listed proposals is available at the following link:

[https://www.spokanetransit.com/files/content/Sept\\_2019\\_Prelim\\_Proposal\\_Report.pdf](https://www.spokanetransit.com/files/content/Sept_2019_Prelim_Proposal_Report.pdf)

The timeline for receiving further public input, refining, approving, and implementing the service changes provided on the following page.

<b>Inventory Opportunities</b>	
May-June 2018	Conditions & Opportunities Discussions with Neighborhoods
<b>Preliminary Proposal &amp; Outreach</b>	
July 2018	Publish Preliminary Proposal
October 2018	Online Survey
	Stakeholder Outreach
<b>Draft Recommendation</b>	
January 2019	Publish Draft Recommendation
February 2019	Public Hearing
<b>Final Recommendation</b>	
March 2019	Final Recommendation Published
	STA Board Action
<b>Implementation</b>	
September 2019	Service Change

**RECOMMENDATION TO COMMITTEE:** Information only.

**SPOKANE TRANSIT AUTHORITY  
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**AGENDA ITEM 4b: CAC 2018/2019 WORK PLAN**

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** Beth Bousley, Director of Communications and Customer Service  
Karl Otterstrom, Director of Planning and Development

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**SUMMARY:** Staff will present a draft 2018/2019 CAC Work Plan for the committee's review and discussion.

**RECOMMENDATION TO COMMITTEE:** Information only.



**SPOKANE TRANSIT AUTHORITY**  
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**AGENDA ITEM 4c:**                      **MONROE REGAL FIELD TRIP**

**REFERRAL COMMITTEE:**              N/A

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

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**SUMMARY:** Staff will determine who will be participating in the field trip on Saturday and give a brief reminder of time and location.

**RECOMMENDATION TO COMMITTEE:** Information only.

**SPOKANE TRANSIT AUTHORITY**  
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**AGENDA ITEM 4d:**                      **BUS SEAT UPDATE**

**REFERRAL COMMITTEE:**              N/A

**SUBMITTED BY:**                      Roger Watkins, Chief Operations Officer

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**SUMMARY:** Staff will provide an update on the selection of bus seats.

**RECOMMENDATION TO COMMITTEE:** Information only.

**SPOKANE TRANSIT AUTHORITY  
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**AGENDA ITEM 4e: RECRUITMENT/ORIENTATION UPDATE**

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** Charlie Howell, CAC Chair

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

**RECOMMENDATION TO COMMITTEE:** Information only.

**SPOKANE TRANSIT AUTHORITY  
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**AGENDA ITEM 4f: PMER OBSERVATIONS**

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** CAC Chair or CAC PMER Representative

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**SUMMARY:** CAC Representative to give a summary of recent PMER meeting.

**RECOMMENDATION TO COMMITTEE:** Information only.

**SPOKANE TRANSIT AUTHORITY  
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**AGENDA ITEM 5:           GENERAL BUSINESS**

**REFERRAL COMMITTEE:** N/A

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

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**SPOKANE TRANSIT AUTHORITY  
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**AGENDA ITEM 6:                    REVIEW SEPTEMBER 12, 2018, 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 September 12, 2018 Committee meeting.

Proposed agenda items include:

- Minutes of the July 11, 2018, Committee meeting – *Corrections/Approval*
- CAC Charter Update
- Selection of committee Chair
- STAMF Performance Tracking
- Recruitment/Orientation
- PMER Observations

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