

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

**CITIZEN ADVISORY COMMITTEE MEETING**  
**Wednesday, July 10, 2019**  
**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 12, 2019 –Meeting – *(Charlie Howell) – 5 minutes*
4. Committee Reports:
  - a. STA Moving Forward (STAMF) Performance Tracking - *(Karl Otterstrom) – 10 minutes*
  - b. Central City Line (CCL) Update – *(Karl Otterstrom) – 10 minutes*
  - c. I-90/Valley HPT Line Field Trip – *(Karl Otterstrom) – 5 minutes*
  - d. 2021 Service Change: Public Participation Plan – *(Karl Otterstrom) – 10 minutes*
  - e. Marketing Plan September Service Change – *(Brandon Rapez-Betty) – 10 minutes*
  - f. Shuttle Park Re-brand – *(Brandon Rapez-Betty) – 10 minutes*
  - g. Recruitment/Orientation – *(Charlie Howell) – 5 minutes*
5. Committee Information – *no action*
6. General Business - *(Chair) – 10 minutes*
7. Set agenda items for future CAC meetings – *(Chair) – 5 minutes*
8. Adjourn

Next Committee Meeting: Next meeting is September 11, 2019 **\*\*NO MEETING IN AUGUST\*\***  
STA Conference Room, 1229 W. Boone Avenue, Spokane, WA 99201

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**SPOKANE TRANSIT AUTHORITY**  
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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 12, 2019 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 12, 2019 Citizen Advisory Committee meeting.

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

**CITIZEN ADVISORY COMMITTEE MEETING (CAC)**

Meeting Minutes for June 12, 2019  
Southside Conference Room

**MEMBERS PRESENT**

Dennis Anderson  
Ann Campeau  
Susan Gray  
Charles Howell, Committee Chair  
Brian Kamp  
Larry Lapidus  
Larry Luton  
Michelle Rasmussen

**STAFF PRESENT**

Stacia Bowers, Executive Assistant  
Karl Otterstrom, Director of Planning and  
Development  
Lynda Warren, Director of Finance & Information  
Systems

**GUESTS**

Mikias Getnet

**MEMBERS ABSENT**

Dick Denenny

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

Charlie Howell 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**

The Chair asked the committee to address the minutes of the May 8, 2019 meetings. The minutes were approved.

**b. Poll of Members**

The Chair asked if any committee member was leaving early before his or her term. Members in attendance will remain for their term.

**4. COMMITTEE REPORTS:**

**a. Transit Development Plan (TDP):**

Karl Otterstrom reported on the TDP, which is a six-year plan updated annually. The TDP falls between Connect Spokane and the Annual Strategic Plan/Budget. The process starts in February with the draft plan recommended to the Board in July and delivered to Spokane Regional Transportation Council (SRTC) in August and Washington State Department of Transportation (WSDOT) in September. There will be a Public Hearing the June 20<sup>th</sup> Board Meeting.

**b. Mobile Ticketing:**

Lynda Warren provided a review on mobile ticketing process to date. When STA went out for Request for Proposals (RFP), the fare technology was changing and there were only two responders and they were big fare collection companies. STA pulled out the portion on ticket vending machines and did a separate RFP for the

vending machines. The ticket vending machines should be ready this fall. STA wanted the ability for customers to go online and add money to their card. STA talked to seven different mobile ticketing vendors to discuss managing programs and they updated the RFP and specifications. STA will still have fare boxes for those who want to pay cash and it is very expensive to replace those. The biggest component is the validators that will use your phone and they will have to be installed on every bus and in every door as well as enforcement. The RFP should go out this month and to the Board in September.

**c. Recruitment/Orientation:**

Charlie Howell informed the committee one application was received and was awaiting an interview. The applicant Mikias Getnet arrived at the end of the meeting and was introduced to the committee as a guest.

**5. COMMITTEE INFORMATION:**

None.

**6. GENERAL BUSINESS:**

The CAC requested Roger Watkins report on the Fleet Transition Plan for the November meeting.

Karl Otterstrom invited committee to the Northwest Boone Garage (NWBG) ribbon cutting next Thursday, June 20, 2019 at 12:30 p.m.

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

- Minutes of the June 12, 2019, Committee meeting – *Corrections/Approval*
- STA Moving Forward (STAMF) Performance Tracking
- Central City Line (CCL) Update
- I-90/Valley HPT Line Field Trip
- 2021 Service Change: Public Participation Plan
- Recruitment/Orientation

**8. ADJOURN**

Respectfully submitted,

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

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**AGENDA ITEM 4a:**           **STA MOVING FORWARD (STAMF) PERFORMANCE TRACKING**

**REFERRAL COMMITTEE:**   N/A

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

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**SUMMARY:** Staff will give an update on the STAMF Performance Tracking matrix.

**RECOMMENDATION TO COMMITTEE:** Information only.

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**AGENDA ITEM 4b: CCL UPDATE**

**REFERRAL COMMITTEE:** N/A

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

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**SUMMARY:** The Central City Line is a 5.8-mile, corridor-based bus rapid transit (BRT) line that will operate between Browne's Addition and Spokane Community College, via downtown Spokane and the University District. This is a critical project within the STA Moving Forward plan to improve and expand transit to the region and partner in economic development.  
Staff will provide an update on the project during the committee meeting.

**RECOMMENDATION TO COMMITTEE:** Information only.

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**AGENDA ITEM 4c: I-90 VALLEY HPT LINE FIELD TRIP**

**REFERRAL COMMITTEE:** N/A

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

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**SUMMARY:** Discuss logistics of potential field trip.

**RECOMMENDATION TO COMMITTEE:** Information only.



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**AGENDA ITEM 4d: 2021 SERVICE CHANGE: PUBLIC PARTICIPATION PLAN**

**REFERRAL COMMITTEE:** N/A

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

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**SUMMARY:** Significant fixed-route service revisions are programmed for 2021 in STA Moving Forward and the adopted 2018 Transit Development Plan including the start of service on the Central City Line. In addition to the Central City Line, the scope of the Preliminary Proposal for 2021 Service Revisions will likely include:

- Implementation of the Cheney HPT Line
- Potential revisions and improvements to routes serving Airway Heights, Spokane International Airport, and Fairchild Air Force Base
- New and revised service to northeast Spokane and routes connected to the area
- Revisions to service in the greater Spokane Valley (Spokane Valley, Millwood, Liberty Lake, unincorporated Spokane Valley)

Communication and Public Input Policy 1.1 Major Service Changes of Connect Spokane: A Comprehensive Plan of Public Transportation mandates that when major service changes are proposed (either a large service reduction, or a restructure of the network) STA will follow federal guidelines for public outreach as well as develop a Public Outreach plan that must receive approval by the STA Board.

The attached STA Board approved Public Outreach Plan serves to fulfill this requirement and outlines strategies to solicit public input on potential service revision recommendations and decisions. The proposed outreach strategies include targeted outreach to organizations that serve low income and minority individuals, rider round table discussions for each focus area, an online workshop, online surveys, communication through social media and the STA Moving Forward newsletter, and a duly noticed public hearing.

**RECOMMENDATION TO COMMITTEE:** Information only.

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**AGENDA ITEM 4e:           MARKETING PLAN SEPTEMBER SERVICE CHANGE**

**REFERRAL COMMITTEE:** N/A

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

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**SUMMARY:** Staff will present September Service change marketing plan.

**RECOMMENDATION TO COMMITTEE:** Information only.

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**AGENDA ITEM 4f: SHUTTLE PARK RE-BRAND**

**REFERRAL COMMITTEE:** N/A

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

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**SUMMARY:** Staff will provide information on the Shuttle Park Re-brand.

**RECOMMENDATION TO COMMITTEE:** Information only.

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**AGENDA ITEM 4g: 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.

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**AGENDA ITEM 6:           GENERAL BUSINESS**

**REFERRAL COMMITTEE: N/A**

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

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**AGENDA ITEM 7:**                    **REVIEW SEPTEMBER 11, 2019 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 11, 2019 Committee meeting.

Proposed agenda items include:

- Minutes of the July 10, 2019, Committee meeting – *Corrections/Approval*
- Upriver Transit Center Milestone Event
- Monroe-Regal HPT Line and Moran Prairie P&R Milestone Event
- I-90/Valley HPT Line Field Trip
- Chair Election
- Recruitment/Orientation

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