

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

CITIZEN ADVISORY COMMITTEE MEETING
Wednesday, May 9, 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 April 11, 2018 –Meeting – *(Charlie Howell) – 5 minutes*
4. Committee Reports:
 - a. September 2019 Service Revisions: Conditions & Opportunities - *(Karl Otterstrom) – 20 minutes*
 - b. Monroe Regal HPT & Moran Prairie P&R Field Trip - *(Karl Otterstrom) – 5 minutes*
 - c. CAC Charter Review - *(Beth Bousley) – 20 minutes*
 - d. Recruitment/Orientation – *(Charlie Howell) – 5 minutes*
 - e. Poll of CAC Members to remain on committee – *(Charlie Howell) – 5 minutes*
 - f. PMER Observations – *(Charles Hansen) – 5 minutes*
5. Committee Information – *no action or discussion*
 - a. STAMF Performance Tracking
6. General Business - *(Charlie Howell) – 5 minutes*
7. Set agenda items for future CAC meetings - *(Charlie Howell) – 5 minutes*
8. Adjourn

Next Committee Meeting: June 13, 2018

STA Conference Room, 1229 W. Boone Avenue, Spokane, WA 99201

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SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING OF

May 9, 2018

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 OF**

May 9, 2018

**AGENDA ITEM 3: MINUTES OF THE APRIL 11, 2018 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 April 11, 2018, Citizen Advisory Committee meeting.

RECOMMENDATION TO COMMITTEE: Corrections and/or approval.

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CITIZEN ADVISORY COMMITTEE MEETING (CAC)

Meeting Minutes for April 11, 2018

Southside Conference Room

MEMBERS PRESENT

Dennis Anderson
Charles Hansen
Charles Howell, Committee Chair
Brian Kamp
Larry Lapidus
Larry Luton
Michelle Rasmussen

STAFF PRESENT

Beth Bousley, Director of Communications & Customer Service
Stacia Bowers, Executive Assistant
Emily Arneson, Community Ombudsman and Accessibility Officer
Karl Otterstrom, Director of Planning and Development

MEMBERS ABSENT

Ann Campeau
Dick Denenny
Victor Frazier
Resa Hayes
Madison Leonard

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 asked the Committee to address the minutes of the March 14, 2018 meeting. The minutes were approved.

4. COMMITTEE REPORTS:

a. Plaza Operations Study Overview:

Karl Otterstrom reported on the future of the Plaza which included the purpose and background information. The Plaza has Paratransit loading, a Mobility Center and currently 28 of 36 routes serve the Plaza. Planning efforts over the last 10 years identified the need to change the way the Plaza operates. STA engaged a consulting team led by Nelson\Nygaard to define the technical details of transit operations at the Plaza over the next 5 years. Mr. Otterstrom explained the use of thematic alternatives in order to obtain information to offer better alternatives and briefly reviewed the following draft alternatives:

- Keep operations mostly the same
- Fewer boarding zones used more intensely
- Fewer boarding zones fewer routes serve the plaza
- Super zones all routes board and go

Mr. Otterstrom discussed the alternative evaluation criteria for regional community, downtown community, environment and efficiency. The next steps include analysis of alternatives, drafting preferred alternative, implementation strategy and finalizing the plan.

b. Community Perception Survey Results:

Beth Bousley relayed the results of the community perception results. Community interviews were performed using executive style telephone interviews with residents over the age of 18. Critical Data performed the study from November to December 2017. 400 residents within the PTBA were interviewed with a margin of error +/- 5.1%.

There was discussion and questions regarding the questions of the survey. The questions will be provided to the CAC.

The survey results were positive and show favorable ratings have increased each year in the overall job STA is doing providing public transportation service.

c. CAC Charter Review:

Discussion ensued on the mission of the CAC and membership on the Board along with the reporting structure. Beth Bousley asked for volunteers for a subcommittee and Larry Luton volunteered.

Charlie Howell asked members to review the Charter and turn in any comments to Stacia.

d. Recruitment/Orientation Update:

The committee discussed the lack of diversity in the current makeup of the committee. Charlie Howell asked members to reach out to the networks and encourage people to apply.

e. PMER Observations:

Charles Hansen informed the committee of items covered at the last PMER meetings. PMER discussed plaza operations study, annual passenger facilities report, CEO report, and sales tax report. Next month the CAC is on the PMER agenda for a quarterly report. The committee voted to delay report to PMER until June.

5. GENERAL BUSINESS:

The committee would like to discuss adding committee member expressions to the agenda as a standing item.

6. SET MEETING SCHEDULE & AGENDA ITEMS:

- Minutes of the April 11, 2018, Committee meeting – *Corrections/Approval*
- 2017 Unaudited Financial Report
- Upriver Transit Center Project Overview
- SFCC Transit Station Project Overview
- STAMF Performance Tracking – Beth said to delay in order to keep charter
- Charter review
- Recruitment/Orientation /Poll of CAC member to stay on Committee
- PMER Observations
- Paratransit Update requested by Charlie Howell

7. ADJOURN

Respectfully submitted,

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

SPOKANE TRANSIT AUTHORITY

CITIZENS ADVISORY COMMITTEE MEETING

May 9, 2018

AGENDA ITEM 4a: SEPTEMBER 2019 SERVICE REVISIONS: CONDITIONS & OPPORTUNITIES

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning and Development

SUMMARY: The first step in the September 2019 Service Revisions planning process is to review conditions & opportunities for improvements to the bus network. The September 2019 Service Revisions will primarily focus on changes to the south Spokane network in conjunction with the implementation of the Monroe-Regal High Performance Transit (HPT) Line and the relocated and expanded Upriver Transit Center at Spokane Community College. These programed improvements provide the opportunity to consider the south Spokane bus network comprehensively and review other opportunities for improvements. Many factors are taken into account when designing fixed routes bus service. The September 2019 Service Revision planning process provides a chance to reflect and adjust to changing conditions. Staff will review with the Committee the conditions and opportunities related to existing bus service, locations served and other factors that affect service planning during the committee meeting. Some of these conditions and opportunities include:

- Ridership by stop location
- Recent and upcoming multifamily development in south Spokane
- Proposed new public library locations
- Ridership and route performance trends
- South Commuter Service
- Lack of night and weekend service on Bernard Street
- Opportunities to streamline routes for more direct travel while maintaining service to key destinations

RECOMMENDATION TO COMMITTEE: Information only.

**SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING**

May 9, 2018

AGENDA ITEM 4c: CAC CHARTER REVIEW

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Beth Bousley, Director of Communications and Customer Service

SUMMARY: Staff and CAC members will review and update the CAC Charter as required every three years.

RECOMMENDATION TO COMMITTEE: Information only.

CHARTER

SPOKANE TRANSIT AUTHORITY PERFORMANCE MONITORING AND EXTERNAL RELATIONS COMMITTEE

Citizen Advisory Committee
December 2015

ARTICLE I – NAME OF GROUP

The name of this group shall be Spokane Transit Authority (STA) Citizen Advisory Committee (CAC).

ARTICLE II – PURPOSE

The mission of the STA Citizen Advisory Committee, hereinafter referred to as CAC, is to:

- Increase public participation in the functions of STA.
- Ensure accountability of the organization's actions.
- Act as an educational arm of the organization to reach out to the public.
- Act as a focused, educated forum for public input and feedback to the organization.
- Represent a wide range of stakeholders from the STA Public Transportation Benefit Area (PTBA).

The CAC is advisory to the STA Board of Directors and not to the agency itself.

The CAC will represent the interests of the community and assist staff and STA in making the region proud of its public transportation system.

ARTICLE III- SCOPE OF WORK

The CAC will:

- Assess performance of STA.
- Examine where STA is heading.
- Explore emerging public transportation issues.
- Assess STA's progress in achieving its measurable goals and objectives.
- Make recommendations, at its discretion, and present them to the Performance Monitoring and External Relations Committee, for recommendation to the STA Board of Directors.

When requested and for new members, Staff will provide an information packet and orientations to CAC members in specific areas including, but not limited to, defined responsibilities and legal requirements, nomenclature, history, mission, vision, services, policies, budget, strategic communications plan, Transit Development Plan, partnerships, and community outreach practices.

ARTICLE IV – COMPOSITION

- The CAC shall be composed of no more than 15 members appointed by the Performance Monitoring and External Relations Committee. Membership shall reflect the STA service area and strive for regional representation and diversity of opinion.

ARTICLE V – MEMBERSHIP SELECTION PROCESS

Selection of the members of the CAC shall be through an application process:

- CAC will review applicants and select potential candidates.
- Staff and a CAC representative will meet with candidates and may recommend them to the CAC for further consideration.
- The CAC may vote to recommend candidates to the Performance Monitoring and External Relations Committee to be CAC committee members.
- The Performance Monitoring and External Relations Committee will vote to appoint members of the CAC.

Members of the CAC must reside within the STA boundaries. The residency requirement is waived if the applicant or member is a consistent user of STA's fixed route buses, paratransit, or vanpool service. We strive to have a good geographic representation.

The STA Board of Directors expects CAC members to introduce and talk about STA in as many venues as are open to the member. To this end, during the membership selection process, weighted value will be given to those who are active participants in other area organizations.

The following list represents groups from which participation will be sought:

- Business Owners
- Chambers of Commerce
- College Students
- Faith Community
- Higher Education/Administration/Faculty
- Medical Community/ Public Health
- Neighborhood Associations/Councils
- Persons with Disabilities
- Public Agencies/Law Enforcement
- Rotary, Kiwanis, AHANA, Martin Luther King Jr. Family Outreach Center and/or other Fraternal and Civic Associations
- Rural Community
- Senior Citizens
- Service Users (Fixed Route, Paratransit, Vanpool)
- Social Service Agencies

- Youth

ARTICLE VI – MEMBERSHIP ROTATION PROCESS

Annually, in September, the CAC members will select the Chair of the CAC. An annual membership recruitment will follow. Membership recruitment and filling vacancies is an ongoing process.

Membership on the CAC is for a three-year term with at least five members appointed/reappointed each year. At the end of their term, members can reapply to serve a second term for a total of two three-year terms. If a member needs to leave the CAC prior to the end of their term, a new candidate will be selected to serve out the remainder of their term. The chair of the CAC will poll the members each May as to their desire to remain on the Citizen Advisory Committee. Annual membership terms shall begin at the September CAC meeting.

Membership applications will be sent to all who have requested an application, to people suggested by CAC members, other citizens, and to groups representing the previously stated participation list.

Attendance

Committee members missing three consecutive meetings without an excuse will be called by the CAC Chair or staff representative to determine their interest in continuing on the committee.

ARTICLE VII – OPERATING GUIDELINES

The CAC will conduct its business in accordance with Washington State's Open Public Meetings Act, RCW 42.30 and Public Disclosure Laws RCW 42.56. The CAC has adopted the following operating procedures:

- The CAC shall meet monthly except for the month of August.
- The Chair, or the Chair's designee, will be the appointed spokesperson for the CAC.
- As designated on the Performance Monitoring and External Relations Committee agenda, the CAC Chair, or a delegated CAC member, may provide the STA Board of Directors with the CAC's input and advice.
- The CAC shall provide meeting minutes to the Clerk of the Authority to be forwarded to the Performance Monitoring and External Relations Committee and the STA Board of Directors. All CAC records will be open to public review.
- A charter review will be conducted at least once every three years.

The members of the CAC serve in a voluntary role and without salary.

- The members of the CAC will continue to receive a bus pass during their tenure.

ARTICLE VIII – STAFFING

As authorized by the Board, the CEO shall appoint staff members to serve as the CAC Staff Liaisons. Staff shall acquire meeting facilities and equipment, record, transcribe, and distribute minutes, and distribute other materials, including the agenda. Other duties include preparation of agenda forms and attachments to communicate CAC issues and recommendations to the Performance Monitoring and External Relations Committee and/or the STA Board of Directors.

**SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING**

May 9, 2018

AGENDA ITEM 4d: RECRUITMENT/ORIENTATION UPDATE

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Charlie Howell, CAC Chair

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

- 12 members/15 member maximum
- June 2018 three members term out (second term expires)
- June 2018 two members first term expires

RECOMMENDATION TO COMMITTEE: Information only.

**SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING**

May 9, 2018

AGENDA ITEM 4e: POLL OF CAC MEMBERS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Charlie Howell, CAC Chair

SUMMARY: Chair will poll the members to determine how many vacancies.

- CAC currently has 12 members
- There is a 15 member limit. CAC is not required to have the maximum (15) members
- June 2018 three members term out (second term expires)
Victor Frazier
Charles Hansen
Resa Hayes
- June 2018 two members first term expires
Charlie Howell
Larry Lapidus

RECOMMENDATION TO COMMITTEE: Information only.

**SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING**

May 9, 2018

AGENDA ITEM 4f: PMER OBSERVATIONS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Charles Hansen, CAC PMER Representative

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

RECOMMENDATION TO COMMITTEE: Information only.

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

May 9, 2018

AGENDA ITEM 5: GENERAL BUSINESS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Stacia Bowers, Executive Assistant

SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING

May 9, 2018

AGENDA ITEM 5a: STAMF PERFORMANCE TRACKING

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning and Development

SUMMARY: Staff will provide the latest copy of the STA Moving Forward (STAMF) Quarterly Project Delivery report.

RECOMMENDATION TO COMMITTEE: Information only.

**SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING**

MAY 9, 2018

AGENDA ITEM 6: REVIEW APRIL 11, 2018, 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 May 9, 2018 Committee meeting.

Proposed agenda items include:

- Minutes of the April 11, 2018, Committee meeting – *Corrections/Approval*
- 2018 Communications Plan Update
- Upriver Transit Center Project Overview
- SFCC Transit Station Project Overview
- 2018 Draft TDP
- Mobility Update
- Recruitment/Orientation
- PMER Observations

RECOMMENDATION TO COMMITTEE: Review and discuss.