

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

CITIZEN ADVISORY COMMITTEE MEETING
Wednesday, May 8, 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 April 10, 2019 –Meeting – *(Charlie Howell) – 5 minutes*
4. Committee Reports:
 - a. I-90 HPT Field Trip Planning - *(Karl Otterstrom) – 15 minutes*
 - b. Kendall Yards Update - *(Karl Otterstrom) – 10 minutes*
 - c. Communications Update –*(Brandon Rapez-Betty) – 15 minutes*
 - d. Recruitment/Orientation – *(Charlie Howell) – 5 minutes*
5. Committee Information – *no action*
 - a. Approved Bus Stop Design
 - b. Board Action on Sprague Avenue
6. General Business - *(Chair) – 10 minutes*
 - a. Bus Passes – CAC Members
7. Set agenda items for future CAC meetings – *(Chair) – 5 minutes*
8. Adjourn

Next Committee Meeting: Next meeting is June 12, 2019
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

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 APRIL 10, 2019 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 April 10, 2019 Citizen Advisory Committee meetings.

RECOMMENDATION TO COMMITTEE: Corrections and/or approval.

CITIZEN ADVISORY COMMITTEE MEETING (CAC)
Meeting Minutes for April 10, 2019
Southside Conference Room

MEMBERS PRESENT

Susan Gray
Brian Kamp
Larry Lapidus
Larry Luton
Michelle Rasmussen

MEMBERS ABSENT

Ann Campeau
Dennis Anderson
Dick Denenny
Charles Howell, Committee Chair

STAFF PRESENT

Emily Arneson, Community Ombudsman and Accessibility Officer
Stacia Bowers, Executive Assistant
Karl Otterstrom, Director of Planning & Development
Brandon Rapez-Betty, Director of Communications & Customer Service
Lynda Warren, Director of Finance & Information Systems

GUESTS

1. CALL TO ORDER AND ROLL CALL

Brandon Rapez-Betty 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

Brandon Rapez-Betty asked the committee to address the minutes of the March 13, 2019 meetings. The minutes were approved.

4. COMMITTEE REPORTS:

a. 2018 Unaudited Year-End Financial Report:

Lynda Warren presented the 2018 unaudited year-end financial report.

The report included revenue, expenses, grant report, and the cash and reserve analysis.

Revenue was above budget. Expenses came in under budget. STA has reserves for risk, right of way acquisition, 15% of operating expense budget .and fleet replacement.

b. Cheney HPT Line Overview:

Karl Otterstrom provided information on the Cheney HPT corridor service, which includes high frequency service when EWU is in regular session with heavy ridership during those times. Current ridership activity is largely focused at the STA Plaza, Jefferson Lot Park and Ride (under the I-90 viaduct in downtown Spokane) and on the EWU campus. The purpose of the corridor is to improve service quality and capacity to Cheney and the West Plains, support economic development and job access, accommodate increased travel demand in the I-90 corridor, strengthen pedestrian-supportive growth and efficiently connect to the rest of the region.

Mr. Otterstrom noted possible Cheney Line Corridor improvements to include Jefferson lot, Four Lakes Station, Eagle Station, Station/stop improvements, 15-minute service during peak travel times and 30-60minute frequency at other times.

b. Fixed Route Survey Results:

Brandon Rapez-Betty provided the results of the Fixed Route Survey. Robinson Research conducted the annual survey in 2018. The survey gathers input and data from fixed-route passengers about reasons for riding public transit, evaluations of service and performance levels, and provides an update of the demographic profile of STA's riders. Paper surveys were given on board the bus and 1700 were fully completed. The key findings were that nearly 7 out of 10 rated their satisfaction with bus service from STA as excellent or good and customers rated most bus service categories as good or higher. The survey respondent demographics included gender, student, ethnicity, age, employment, language, income, and driver's license. The survey also captured travel characteristics, customer service, how they paid, and what type of pass. The survey also notes how they get information from Spokane Transit Authority (STA). Nearly 70 % of respondents get their information from STA digitally.

c. Recruitment/Orientation:

Brandon Rapez-Betty welcomed the newest member Susan Gray.

Brandon Rapez-Betty informed committee that Madison Leonard has resigned. Mr. Rapez-Betty shared the CAC information with Mary May, the Board and at events and meetings. The committee should continue to look for potential candidates to recruit for the committee.

5. COMMITTEE INFORMATION:

Brandon Rapez-Betty updated the CAC on bike connectivity and educational information that STA provides. The committee watched the How to Ride video for bikes on buses via the STA website. STA is currently swapping out the two position bike racks for three position bike racks. Mr. Rapez-Betty informed the committee that STA Plaza has applied to become a Bike friendly business. Mr. Rapez-Betty acknowledged STA's involvement in mobility sharing and specifically the City's pilot program Lime scooter and bike sharing program. He noted that STA is looking at how to adjust what STA does to work with the companies to designate an area but not be an obstruction or safety issue for first and last mile.

6. GENERAL BUSINESS:

None.

7. SET MEETING SCHEDULE & AGENDA ITEMS:

- Minutes of the April 10, 2019 Committee meeting – *Corrections/Approval*
- I-90/Valley HPT Line
- Communications Update
- Kendall Yards UTAP
- Approved bus stop redesign
- Board stance on Sprague Ave
- PMER update
- Recruitment/Orientation /PMER Observations

7. ADJOURN

Respectfully submitted,

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

SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING

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AGENDA ITEM 4a: I-90/VALLEY HIGH PERFORMANCE TRANSIT (HPT) LINE

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning and Development
Nick Hanson, Capital Projects Manager

SUMMARY: Staff will discuss potential dates to determine if participation from CAC will warrant a field trip.

RECOMMENDATION TO COMMITTEE: For discussion.

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AGENDA ITEM 4b: KENDALL YARDS UPDATE

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning and Development

SUMMARY: STA launched the Universal Transit Access Pass (UTAP) in 2013 to offer organizations the ability to provide transit passes to all employees, members, or students with a consistent methodology for billing for services used. It was preceded with pass program agreements with Eastern Washington University, City of Spokane and Spokane County. STA has targeted the program toward organizations with more than 500 eligible participants. As of September 2018, there were seven organizations with UTAP contracts: City of Spokane, Community Colleges of Spokane, Eastern Washington University, Gonzaga University, Spokane County, Washington State University Spokane and Whitworth University.

In October 2018, STA initiated its eighth UTAP program, Kendall Yards UTAP program, with Greenstone Corporation. Unique among the current UTAP contracts, Kendall Yards UTAP program is for any resident of the neighborhood as well as anyone employed with commercial tenants in the development. After the first month of the program, an amendment to the contract enabled some cards to be distributed to nearby non-profits serving the West Central neighborhood.

By agreement, 1,600 passes were provided to Kendall Yards to distribute through their own internal process. Currently, those eligible for the passes must complete an online form and pick up their card at the Kendall Yards Welcome Center. A monthly invoice of rides taken and a ridership report are prepared and sent to Kendall Yards to review and submit payment. The program was initiated quicker than any other program to meet an immediate need in the quickly growing area.

With the first six months of the program, there is enough data to examine the initial response by the residents and workers in the neighborhood. Staff will present an analysis at the meeting.

RECOMMENDATION TO COMMITTEE: Information only.

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AGENDA ITEM 4c: 2019 COMMUNICATION PLAN OVERVIEW

REFERRAL COMMITTEE: N/A

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

SUMMARY: This presentation will highlight priority communications objectives for 2019.

RECOMMENDATION TO COMMITTEE: Information only.

**SPOKANE TRANSIT AUTHORITY
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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.

RECOMMENDATION TO COMMITTEE: Information only.

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AGENDA ITEM 5: GENERAL BUSINESS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Stacia Bowers, Executive Assistant

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AGENDA ITEM 6: **REVIEW JUNE 12, 2019 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 12, 2019 Committee meeting.

Proposed agenda items include:

- Minutes of the May 8, 2019, Committee meeting – *Corrections/Approval*
- Draft 2019 Transit Development Plan (TDP)
- I-90/Valley HPT Field Trip
- PMER Update
- Poll of Members
- Recruitment/Orientation

RECOMMENDATION TO COMMITTEE: Review and discuss.