

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

CITIZEN ADVISORY COMMITTEE MEETING
Wednesday, September 9, 2020, 5:00 p.m.
Via Video Conference

Committee Members: [Click here to join meeting](#)
General Public: [Click here to join the meeting](#)
Audio Conference: Call the number below and enter the access code
+1-408-418-9388 | Access Code: 146 607 2564

AGENDA

Estimated meeting time: 90 minutes

1. Call to Order & Roll Call
2. Public Expressions – *(Michelle Rasmussen) – 3 minutes per person*
3. Committee Action: Review of Citizen Advisory Committee Minutes - Corrections or Approval
 - A. Minutes of the June 10, 2020 meeting – *(Michelle Rasmussen) – 5 minutes*
 - B. Election of Committee Chair – *(Michelle Rasmussen) – 10 minutes*
4. Committee Reports:
 - A. Transit Development Plan (TDP) – *(Karl Otterstrom) – 15 minutes*
 - B. Community Access Pass (CAP) Pilot Program Update – *(Brandon Rapez-Betty) – 10 minutes*
 - C. ‘Community Essentials’ Marketing Campaign for Public Awareness Update – *(Brandon Rapez-Betty) – 10 minutes*
 - D. Rules of Conduct – *(Emily Arneson) – 5 minutes*
 - E. City Line Update – *(Brandon Rapez-Betty) – 10 minutes*
 - F. Recruitment/Orientation – *(Michelle Rasmussen) – 5 minutes*
5. Committee Member Expressions - *(Michelle Rasmussen) – 5 minutes*
6. Committee Information – *no action or discussion*
7. Set agenda items for future CAC meetings – *(Michelle Rasmussen) – 5 minutes*
8. Adjourn

Next Committee Meeting: **Next meeting is November 11th, 2020.** STA Conference Room, 1229 W. Boone Avenue, Spokane, WA 99201

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
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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.

SPOKANE TRANSIT AUTHORITY
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AGENDA ITEM 3: **MINUTES OF THE JUNE 10, 2020 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 June 10, 2020 Citizen Advisory Committee meeting.

RECOMMENDATION TO COMMITTEE: Corrections and/or approval.

CITIZEN ADVISORY COMMITTEE MEETING (CAC)

Meeting Minutes for June 10, 2020

Video Conference Call

MEMBERS PRESENT

Dennis Anderson
Susan Gray
Brian Kamp
Larry Lapidus
Caleb McDougall
Michelle Rasmussen, Committee Chair

MEMBERS ABSENT

Ann Campeau
Dick Denenny
Charles Howell
Larry Luton

STAFF PRESENT

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

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 February 12, 2020 meeting. The minutes were approved.

4. COMMITTEE REPORTS:

a. Agency Response to Coronavirus:

Steve Blaska reported that Spokane Transit Authority (STA) has equipped employees with gloves, hand sanitizer, wipes and face coverings along with increased disinfection of vehicles and facilities. STA has been sharing information to employees, riders and the public through social media, video posts, signs, newsletters, and website updates. Mr. Blaska noted that himself and Mike Toole are in constant contact with Emergency Coordination Center and briefed the committee on the different service levels and the STA service level plans and encouraging mask compliance on buses. He indicated that ridership in Fixed Route and Paratransit is down significantly. Paratransit capacity has been responding to additional missions such as Rides for Seniors, Meals on Wheels, 2nd Harvest, Personal Protective Equipment (PPE) deliveries, Fixed Route driver relief, and Fixed Route vehicle disinfecting. Mr. Blaska announced that fare collection and front door boarding will begin on July 1st.

b. City Line Construction Communications Plan:

Brandon Rapez-Betty provided information on the City Line Construction Communication Plan. The goal of the plan is to introduce the City Line brand and service to the public, educate the general public and stakeholders of

immediate construction plans, and lay the foundation for a ridership campaign in 2021. STA will communicate construction through the website, social media, mailers, online virtual open house, newsletters, video and signage. Brandon noted the Brand Communication message is for riders to experience a new level of transit and he shared recent ads. The City Line Ridership Campaign is scheduled May 2021 – May 2022.

c. Electric Bus Strategy:

Steve Blaska covered the strategy of the STA Zero Emission Bus Program, the timeline, and its challenges. For at least a decade, Spokane Transit analyzed prospects to reduce greenhouse gas emissions and migrate to cleaner fuels. A seminal study, “Alternate Fuel Evaluation for Spokane Transit Fixed Route Bus Fleet” was published in 2015. That study provided a blueprint for STA’s long-term fleet replacement vision. It also identified opportunities and challenges to introduce alternate fuels when economically feasible. Planning and implementation of our fleet replacement remains consistent with the 2015 blueprint.

Mr. Blaska reviewed the routes/blocks, electricity, battery replacement, degradation, and infrastructure footprint. Spokane Transit short term plan is committed to an all-electric Bus Rapid Transit service, The City Line. Currently, STA is using 40-foot Battery Electric Buses (BEB) to test and train on the Monroe-Regal route. The long-range strategy lays out how STA will address opportunities for emerging technology bound by solid fiscal responsibility. The strategy also identifies subsequent decision points where the vision can be validated or modified. A key element of this effort is a detailed study STA commissioned with the Center for Transportation and Environment (CTE) – a national expert on emerging transportation technology. Mr. Blaska shared the timeline which has the City Line fully operational with BEB in May 2022.

d. 2019 Financial Report:

Monique Liard presented 2019 year-end financial results. Ms. Liard noted the key takeaways from 2019:

- Annual revenues exceeded budget by \$13.1 million.
- Annual operating expenses were \$8.6 million below budget. Fuel expenses comprised \$2.2 million of this difference.
- Due to the timing of projects, approximately \$31.1 million of the adopted capital budget remained unexpended in 2019. The majority of this was incorporated into the 2020 capital budget.

The next step is the 2019 Audit Exit Conference in July 2020.

e. STA Moving Forward (STAMF) Performance Tracking:

Karl Otterstrom reviewed the STAMF Performance Tracker to the committee.

Highlights included:

- (2017) North Division additional sidewalks and shelters phase 2 under construction Spring 2020
- (2019) Moran Station Park & Ride facility is in service and construction is complete
- (2019) Monroe-Regal design work is in progress for Phase II construction
- (2020) West Plains Transit Center interchange is preparing for WSDOT construction to begin
- (2022) City Line construction set to begin May 1, 2022

f. Recruitment/Orientation:

Michelle Rasmussen introduced new committee member Caleb McDougall.

g. Poll of Members:

Michelle Rasmussen polled the members and determined all members whose first term of three years is ending will be staying on for a second term.

5. COMMITTEE MEMBERS EXPRESSIONS:

Brian Kamp requested a Paratransit ride along.

6. COMMITTEE INFORMATION:

A. The link to the 2020 Performance Measures was shared with the committee.

7. SET MEETING SCHEDULE & AGENDA ITEMS FOR THE SEPTEMBER 9, 2020 MEETING:

- Minutes of the June 10, 2020, Committee meeting – *Corrections/Approval*
- Transit Development Plan
- 2021-2022 Service Change
- Rules of Conduct
- Chair Election
- Recruitment/Orientation

8. 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: TRANSIT DEVELOPMENT PLAN (TDP)

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning and Development

SUMMARY: The Transit Development Plan (TDP) is a state-required plan that is prepared annually to convey how STA intends to implement public transportation service and related capital and operating projects over a six-year period. The Transit Development Plan: 2021-2026 is in final draft form. During the committee meeting, staff will review with committee members the main contents of the plan

The draft Transit Development Plan: 2021-2026 can be found here:
https://www.spokanetransit.com/files/content/draft_tdp_2021-2026.pdf

BACKGROUND:

At Spokane Transit, work on the Transit Development Plan begins in early January each year, and 2020 was no exception. The calendar for the committee and Board discussions, presentations, and adoption were set, and discussions about the Board guidance for the TDP: 2021-2026 had begun. Then COVID-19 swept the world, and everything changed. As an agency, STA paused the development of the TDP so the agency and the board of directors could revisit base assumptions and re-develop the Service Improvement Program (SIP) and Capital Improvement Program (CIP) to address changed conditions.

Service Improvement Program (SIP)

The Service Improvement Program (SIP) is prepared each year to guide the delivery of fixed-route service changes and improvements during a three-year period within the TDP that immediately follows the year of approval. This year's plan covers the period from 2021 through 2023. The SIP is developed in close coordination with the agency's financial projections. The SIP is updated annually as described in *Connect Spokane* policies MI 3.3.3 and MI 3.4.

Capital Improvement Program (CIP)

The Capital Improvement Program is developed in accordance with *Connect Spokane* policy SI 5.0. The development of a six-year CIP provides a mid-term horizon for prioritizing resources, enhancing the transit system, and maintaining existing assets and resources in good repair. It also includes the program of projects for federal formula funds. The CIP, in companionship with the Service Improvement Program, connects the TDP to the long-range vision, goals and policies of the Comprehensive Plan to the near-term strategies outlined in the Annual Strategic Plan. The CIP includes adjustments in project timing made to mitigate the revenue impacts of the COVID-19 Pandemic.

Remaining TDP Elements

The sections of the TDP have remained consistent in format from 2019, with the exception of moving the 2020 Annual Strategic Plan from integrated within the document (previously Section 3) to Appendix A to make the document more readable and digestible. This includes the financial projections, which, based on the assumptions and revisions that the board approved in July 2020, indicate the agency has the financial capacity to deliver its transit development plan. Similarly, the latest version of the Transit Asset Management Plan is incorporated as an appendix to the TDP.

RECOMMENDATION TO COMMITTEE: Information only.

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AGENDA ITEM 4B: **COMMUNITY ACCESS PASS (CAP) PILOT PROGRAM
UPDATE**

REFERRAL COMMITTEE: N/A

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

SUMMARY: Staff will provide an update on the Community Access Pass (CAP) Pilot Program including the application, verification, and purchase processes, as well as an update on outreach efforts to date.

RECOMMENDATION TO COMMITTEE: Information only.

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AGENDA ITEM 4C: 'COMMUNITY ESSENTIALS' MARKETING CAMPAIGN FOR PUBLIC AWARENESS UPDATE

REFERRAL COMMITTEE: N/A

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

SUMMARY: Staff will provide an update on the Community Essentials Marketing Campaign for public awareness, including media channels of delivery.

RECOMMENDATION TO COMMITTEE: Information only.

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AGENDA ITEM 4D: RULES OF CONDUCT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Emily Arneson, Community Ombudsman & Accessibility Officer

SUMMARY: Staff will provide a brief update on the Rules of Conduct.

RECOMMENDATION TO COMMITTEE: Information only.

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AGENDA ITEM 4E: **CITY LINE UPDATE**

REFERRAL COMMITTEE: N/A

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

SUMMARY: Staff will give an update on the City Line project.

RECOMMENDATION TO COMMITTEE: Information only.

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AGENDA ITEM 4F: RECRUITMENT/ORIENTATION UPDATE

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Michelle Rasmussen, Chair

SUMMARY: Committee will discuss any new leads or ideas.

RECOMMENDATION TO COMMITTEE: For discussion.

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AGENDA ITEM 5: COMMITTEE MEMBER EXPRESSIONS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Stacia Bowers, Executive Assistant

**SPOKANE TRANSIT AUTHORITY
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AGENDA ITEM 6: COMMITTEE INFORMATION

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Stacia Bowers, Executive Assistant

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AGENDA ITEM 7: REVIEW NOVEMBER 11, 2020 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 November 11, 2020 Committee meeting.

Proposed agenda items include:

- Minutes of the September 9, 2020, Committee meeting – *Corrections/Approval*
- Budget Presentation
- Snow Plan
- Performance Measures
- 2021-2022 CAC Work Plan
- Recruitment/Orientation

RECOMMENDATION TO COMMITTEE: Review and discuss.