

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

CITIZEN ADVISORY COMMITTEE MEETING
Wednesday, December 12, 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 October 10, 2018 –Meeting – *(Charlie Howell) – 5 minutes*
 - b. Minutes of November 14, 2018 –Meeting – *(Charlie Howell) – 5 minutes*
4. Committee Reports:
 - a. Snow Plan Update - *(Roger Watkins) – 15 minutes*
 - b. Fare Collection System Update - *(Lynda Warren) – 10 minutes*
 - c. Final Proposed 2019 Budget - *(Lynda Warren) – 10 minutes*
 - d. Legislative Update - *(Brandon Ropez-Betty) – 10 minutes*
 - e. Recruitment/Orientation – *(Charlie Howell) – 5 minutes*
5. Committee Information – *no action or discussion*
6. General Business - *(Chair) – 5 minutes*
7. Set agenda items for future CAC meetings – *(Chair) – 5 minutes*
8. Adjourn

Next Committee Meeting: **NO MEETING IN JANUARY Next meeting is February 13, 2019
STA Conference Room, 1229 W. Boone Avenue, Spokane, WA 99201**

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SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

December 12, 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

December 12, 2018

AGENDA ITEM 3: MINUTES OF THE OCTOBER 10, 2018 AND NOVEMBER 14, 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 October 10, 2018 and November 14, 2018, Citizen Advisory Committee meeting.

RECOMMENDATION TO COMMITTEE: Corrections and/or approval.

CITIZEN ADVISORY COMMITTEE MEETING (CAC)
Meeting Minutes for October 10, 2018
Southside Conference Room

MEMBERS PRESENT

Dennis Anderson
Dick Denenny
Charles Howell, Committee Chair
Brian Kamp
Larry Lapidus

MEMBERS ABSENT

Ann Campeau
Larry Luton
Madison Leonard
Michelle Rasmussen

STAFF PRESENT

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

GUESTS

1. CALL TO ORDER AND ROLL CALL

Charlie Howell called the meeting to order at 5:03 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 September 12, 2018 meeting. The minutes were approved.

4. COMMITTEE REPORTS:

a. 2019 Proposed Budget:

Lynda Warren presented the narrated video of the proposed 2019 proposed budget, which is available online at <https://vimeo.com/292986529>

b. Communications Update:

Brandon Rapez-Betty updated the committee on a public outreach campaign to increase ridership and improve community perception titled "We've got this".

Mr. Rapez-Betty briefed the committee on the new Kendall Yards bus passes and will have links forwarded to the members.

c. STAMF Performance Tracking:

Karl Otterstrom presented the handout on STAMF projects quarterly progress report as of end of quarter three.

Mr. Otterstrom reported that over 500 surveys have been filled out online.

d. Recruitment/Orientation Update:

Brandon Rapez-Betty informed the committee that a social media post is up and running to recruit members for the Citizen Advisory Committee.

e. PMER Observations:

Brandon Rapez-Betty acknowledged that there is currently not a CAC member available to attend the PMER meetings, but as the committee recruits new people to ask if new members are interested.

5. GENERAL BUSINESS:

Larry Lapidus stated he has forwarded information to Next Door as a means to recruit and to disperse information.

Discussion ensued on the upcoming snow route, digital signage and stop numbers on bus stop signs.

6. SET MEETING SCHEDULE & AGENDA ITEMS:

- Minutes of the October 10, 2018 Committee meeting – *Corrections/Approval*
- CCL Update
- Monroe-Regal Update
- Moran Station Update
- Recruitment/Orientation
- PMER Observations

7. ADJOURN

Respectfully submitted,

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

CITIZEN ADVISORY COMMITTEE MEETING (CAC)
Meeting Minutes for November 14, 2018
Southside Conference Room

MEMBERS PRESENT

Dennis Anderson
Brian Kamp
Larry Lapidus
Madison Leonard

MEMBERS ABSENT

Ann Campeau
Dick Denenny
Charles Howell, Committee Chair
Larry Luton
Michelle Rasmussen

STAFF PRESENT

Emily Arneson, Community Ombudsman and Accessibility Officer
Stacia Bowers, Executive Assistant
Brandon Rapez-Betty, Director of Communications & Customer Service
Roger Watkins, Chief Operations Officer
Kathleen Weinand, Principal Transit Planner
Dan Wells, Deputy Director of Capital Development

GUESTS

1. CALL TO ORDER AND ROLL CALL

Charlie Howell called the meeting to order at 5:03 p.m. and conducted roll call.

2. PUBLIC EXPRESSIONS

None.

3. COMMITTEE ACTION

a. Minutes of the Citizen Advisory Committee - Corrections or Approval

The minutes of the October 10, 2018 meeting were tabled for approval at the next meeting.

4. COMMITTEE REPORTS:

a. Central City Line (CCL) Update:

Dan Wells presented the CCL milestones for 2018. January through March will be very busy with design, online open houses, risk assessments, final draft, and the small starts grant. The Federal Transit Administration (FTA) will assign project management oversight consultants for the PMOC risk assessment.

b. Monroe-Regal Line Update:

Dan Wells reviewed recent milestones and outreach for the Monroe-Regal Line, which included the completion of the online open house. Mr. Wells stated that STA has completed a great deal of public outreach, including several presentations and an in person open house. More information for the project, HPT bus shelter renderings, current timelines, etc., can be found at <http://stamovingforward.com/plan/projects>.

c. Plaza Operations Update:

Kathleen Weinand gave a refresher on the Plaza Operations project. Ms. Weinand reported the purpose of the project is to deliver STAMF improvements and reduce the passenger-loading impacts on adjoining building and businesses. She reviewed the project timeline and stated that STA used a lot of stakeholder consultation and hired a consultant that did a detailed analysis of strategies. The consultant is now drafting the preferred plan.

d. Zero Emission Technology Fleet Transition Evaluation Update:

Roger Watkins provided information on battery operated bus fleet. Mr. Watkins informed the committee that there was a kickoff meeting with members from CTE and WSP (global engineering firm). The staff from CTE and WSP met with STA division experts, performed data collection, facility site visits and created a tentative output timeline. Mr. Watkins briefed the committee on the key project milestones.

The consultants looked at CCL and 16 of our routes and collected data to evaluate routes that were best suited for battery operated buses. They developed an output timeline with deliverables.

The four major key tasks are:

- CCL and Monroe – Regal Line HPT
- System wide service and cost assessment
- Lifecycle economic analysis
- Recommendation to CEO and Board of Directors

e. Recruitment/Orientation:

Brandon Rapez-Betty advised the committee of a social media post published to generate applications, but there was no interest. He stated that STA would try again. He also was in touch with Community Minded Enterprises and is waiting to hear back. Mr. Rapez-Betty added that he would like to attend the passenger panel with Kathy Barnes. Mr. Rapez-Betty will also work with HR Recruiters and the Planning department to provide them information in order to recruit CAC members.

5. COMMITTEE INFORMATION:

None.

6. GENERAL BUSINESS:

Brandon Rapez-Betty will email out an exercise in an email along with instructions asking for the three best ways to improve customer paying fares and requests committee feedback.

Mr. Rapez-Betty reviewed the 2019 Meeting schedule. There were no objections to the schedule.

7. SET MEETING SCHEDULE & AGENDA ITEMS:

- Minutes of the October 10, 2018 and November 14, 2018 Committee meeting – *Corrections/Approval*
- Snow Plan
- Communications/Survey Update
- Legislative Update
- Recruitment/Orientation

7. ADJOURN

Respectfully submitted,

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

SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING

December 12, 2018

AGENDA ITEM 4a: SNOW PLAN UPDATE

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Roger Watkins, Chief Operations Officer

SUMMARY: Spokane Transit (STA) has a standing Emergency Operations Plan that outlines the measures staff implement in the event of extreme weather conditions.

The bulk of the plan consists of a set of standing detours if snow and ice conditions force STA to modify the normal bus routes. The concept of this plan is:

- Under most conditions, the jurisdictions' snow removal operations allow STA to maintain service on the regular routes without detours. All of the routes are prioritized in coordination with the street plowing priorities/plans of the jurisdictions.
- However, despite the best efforts of the jurisdictions, there are segments of routes that are known problem areas where traffic becomes blocked. On each route where one or more of these segments have been identified, STA has constructed a standing detour. The snow detours are reflected on the respective passenger schedules and are also integrated into the jurisdictions' snow plowing plans. These detours are designed to be reliable even under extreme conditions.
- If conditions deteriorate to the degree that even a standing detour cannot be used, then service must be temporarily suspended on that route.

By standardizing the contingency plan to these options, it allows STA to communicate very simply to the public. The result is greater reliability for our customers.

Internally, STA has assigned responsibilities to augment key areas at the Plaza, Park & Ride lots, and Dispatch. Additionally, extra operators are called in to "stand by" to fill critical gaps in service.

Internal preparations include:

- Facilities and Grounds.
 - Department work schedule shifts to support up to five simultaneous snow removal / plowing operations to prepare for morning and afternoon commutes.
 - First priority is to support buses in service. STA personnel receive snowplowing certification from City of Spokane to plow specific, known problem areas.
 - Next in sequence/priority is park and ride parking lots
 - Next in sequence/priority are pedestrian access and waiting areas at park and ride lots
 - Next in sequence/priority are STA bus shelters
 - Stops with advertising benches and regular bus stops are part of the public right of way and the responsibility of the jurisdiction or property owners to

clear. However, STA has a plan to enlist Department of Corrections' work crews to assist at these locations.

- Vehicle Maintenance.
 - Maintenance department has recovery vehicles for buses or vans that may get stuck
 - There is a contingency plan to chain select vehicles if necessary
- Fixed Route Operations
 - Additional operators are planned to augment regular service when delays occur
 - A third dispatch position is staffed for morning and evening commute
 - All supervisor road trucks are equipped with de-ice and the ability to push stuck buses
 - An individual is assigned to pass information updates to customer service and communications and monitor status of real time location information on buses
 - A contingency plan is in place to augment the Plaza with personnel in zones to provide bus location information and help manage the insertion of additional buses if available. Planning Department provides personnel to augment this operation as needed.
- Paratransit Operations
 - A contingency plan is in place to augment Reservationists to notify customers if changes to service is required
- Customer Service and Communications
 - Communications provides on call personnel to disseminate information
 - STA's main effort is to do our best to inform customers of changing conditions. Depending on the situation, staff will publish reports from one to three times a day to update customers on expected conditions for the upcoming commute times. Customers have the ability, through STA LINKED, to sign up to get messages pushed to them as we are able to communicate

Staff will provide a short presentation on the plan.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY
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AGENDA ITEM 4b: **FARE COLLECTION SYSTEM PROJECT UPDATE**
REFERRAL COMMITTEE: N/A
SUBMITTED BY: Lynda Warren, Director of Finance & Information Services

SUMMARY: An update will be provided at the meeting.

RECOMMENDATION TO COMMITTEE: Information only

SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING

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AGENDA ITEM 4c: **FINAL PROPOSED 2019 OPERATING & CAPITAL BUDGETS**

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Lynda Warren, Director of Finance & Information Services

SUMMARY:

The Draft 2019 Operating and Capital Budgets were presented as follows:

September 5, 2018	Planning and Development Committee Meeting
September 20, 2018	Board of Directors Meeting

The narrated public presentation of the Proposed 2019 Operating and Capital Budgets was available on the Spokane Transit website beginning October 5 and presented at the following meetings:

October 3, 2018	Planning and Development Committee Meeting
October 10, 2018	Citizen Advisory Committee Meeting
October 17, 2017	STA All Employee Meetings
October 18, 2018	Public Hearing at the Board of Directors Meeting

The Planning and Development Committee reviewed the final proposed 2019 Operating and Capital Budgets on October 31, 2018.

The Board of Directors adopted the Final Proposed 2019 Operating and Capital Budgets at their meeting on November 15, 2018.

RECOMMENDATION TO COMMITTEE: Information only

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AGENDA ITEM 4d: **LEGISLATIVE UPDATE**

REFERRAL COMMITTEE: N/A

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

SUMMARY:

Each year the Board of Directors adopts a Legislative agenda to guide the CEO during the session as she communicates Spokane Transit (STA) interests and priorities to the legislature. During the session, staff will watch for and analyze legislation that may pose a threat or offer new opportunities to Spokane Transit.

RECOMMENDATION TO COMMITTEE: Information only.

**SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING**

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AGENDA ITEM 4e: 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.

SPOKANE TRANSIT AUTHORITY
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AGENDA ITEM 5: GENERAL BUSINESS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Stacia Bowers, Executive Assistant

SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING

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AGENDA ITEM 6: **REVIEW FEBRUARY 13, 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 February 13, 2019 Committee meeting.

Proposed agenda items include:

- Minutes of the December 12, 2018, Committee meeting – *Corrections/Approval*
- September 2019 Service Revisions – Draft Recommendation
- Paratransit Survey Results
- Performance Measures
- Recruitment/Orientation

RECOMMENDATION TO COMMITTEE: Review and discuss.