

Spokane Transit Authority
1230 West Boone Avenue
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CITIZEN ADVISORY COMMITTEE MEETING (CAC)
Meeting Minutes for February 10, 2021
Video Conference Call

MEMBERS PRESENT

Dennis Anderson
Dan Brown
Linda Carroll
Chris Fortensky
Susan Gray
Brian Kamp, Committee Chair
Larry Lapidus
Caleb McDougall
Michelle Rasmussen

STAFF PRESENT

Emily Arneson, Community Ombudsman &
Accessibility Officer
Stacia Bowers, Executive Assistant
E. Susan Meyer, Chief Executive Officer
Fred Nelson, Chief Operations Officer
Karl Otterstrom, Director of Planning & Development
Brandon Ropez-Betty Director of Communications &
Customer Service

MEMBERS ABSENT

Dick Denenny
Charles Howell

GUESTS

1. CALL TO ORDER AND ROLL CALL

The Chair called the meeting to order at 5:00 p.m. and roll call was conducted.

2. PUBLIC EXPRESSIONS

None.

3. COMMITTEE ACTION

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

The Chair asked the committee to review the minutes of the September 9, 2020 and November 11, 2020 meetings. The minutes were approved.

4. COMMITTEE REPORTS:

A. Customer Information Systems:

Brandon Ropez-Betty presented a high-level overview on a new program being rolled out. Digital monitors being implemented will be 200 displaying important information to riders and tips.

Nano nation was selected through the RFP process. CMS – content management system which customizes targeted information to specific signs. First phase of Installation is underway.

Application Programmers Interface (API) was developed for digital signs but hope to expand its role eventually to send text and email updates to customers as well as web updates. The goal is to have one central person at STA that will Input important timely information and have it automatically appear everywhere through the use of the API. The next phase is to replace Trapeze signs.

B. Cheney High Performance Transit (HPT) Line:

Karl Otterstrom provided a brief update on the Cheney HPT Line that will replace the 64, revise the 66 and extend to the University District (UD). Both the 6 and the 66 will serve the West Plains Transit Center (WPTC), Eastern Washington University (EWU) and the Plaza.

Mr. Otterstrom provided project updates on the following:

- Medical Lake Interchange (transit only lanes)
- Four Lakes Station (construction begins this spring)
- Eagle Station Site Plan (construction this summer)
- University District Layover (2021 construction)
- Double Decker Coaches (delivered by 2023)
- Work to be completed 2022-2023
 - Betz Road Station
 - K Street Station upgrades
 - Other stations, stops and corridor enhancements

C. May 2022 Service Change Update:

Karl Otterstrom provided a refresher on the planned STA Moving Forward service improvements. There are several projects for 2022 including the City Line. Planning and Public Outreach included an online survey and several neighborhood council meetings until the project was put on hold in the spring of 2020 due to the pandemic. Mr. Otterstrom shared the revised preliminary proposal for the City of Spokane, Airway Heights/West Plains and the Spokane Valley. Also proposed was reducing the span of service and Sunday/Holiday service on a handful of routes during times when they are not very well used. A consultant is currently reviewing the Draft Recommendation, there will be a public hearing on April 15th with final recommendation and Board action in May.

D. Legislative Update:

Brandon Rapez-Betty presented Board approved Legislative priorities in December legislature is still considering licensing structures and fee changes there is uncertainty around state funding due to the pandemic. The CEO monitors positive and negative impacts on the agency and reports those to the Board. This year a priority is to maintain and preserving funding for City Line, Cheney Line, Special Needs (Paratransit), and the Vanpool Investment Grant. STA is looking for new funding for the I-90 Valley Line, Sprague Line, Green Transportation Grant and a Vanpool Program Update. Developing priorities include Division Line, Zero-Emission Transit Vehicles.

E. Susan Meyer reported on the last legislative session that the transportation revenue has been significantly impacted by the pandemic and gas tax revenues aren't producing what they used to, so there is a great deal of interest in generating additional revenue for transportation. Two packages have been introduced in the House and Senate for transportation and transit in the state, this includes special needs and funds that STA can compete for, however, they also include gas tax increases which excludes transit. Local approved sales tax provides the vast majority of our funding. STA is a member of WSTA who is advocating on other bills of interest.

E. 3rd Quarter Performance Measures:

Fred Nelson provided the committee with an overview of STA's 3rd Quarter 2020 Performance Measures which were significantly impacted by COVID-19. Mr. Nelson discussed the Priorities and Objectives which are:

- Ensure Safety
- Earn and Retain the Community's Trust
- Provide Excellent Customer Service
- Enable Organizational Success
- Exemplify Financial Stewardship

Preventable accidents and On Time Performance have improved and STA is still below the urban average in cost effectiveness. Ridership has decreased in Fixed Route, Paratransit and Vanpool. The decrease in ridership, it allowed Paratransit to deliver approximately 45,000 Meals on Wheels to the community and STA started Senior

Rides during the pandemic. The Quality Counts program is suspended during the pandemic. The Cost Recovery was affected from fare suspension during the pandemic but is starting to recover with the installation of shields in all the buses.

F. Recruitment/Orientation:

Emily Arneson reminded the CAC to keep recruitment in mind for interested parties and direct them to the application on the STA website. Orientation folders were sent to the three new members and Stacia will be scheduling a meeting with the new members and Emily to review these.

The Chair encouraged members to keep recruiting for the committee.

5. COMMITTEE MEMBERS EXPRESSIONS:

The Chair asked if the coach operators are in an elevated group for vaccinations. E. Susan Meyer responded Transit Operators are in the level 1B group which is the next group dependent on vaccine availability. STA is working mass vaccination site to advocate for staff. STA has also offered an incentive of two hours of paid time for each vaccination shot.

Larry Lapidus recommended the committee members view the Division presentation on the web.

Brandon Rapez-Betty reminded members to respond to the questions provided to the CAC regarding website redevelopment project throughout the month of February.

Chris Fortensky asked for Planning to respond to a particular bus stop.

6. COMMITTEE INFORMATION:

Information only. No discussion.

7. SET MEETING SCHEDULE & AGENDA ITEMS FOR THE APRIL 14, 2021 MEETING:

- Minutes of the minutes of the February 10, 2021 Committee meeting – *Corrections/Approval*
- Budget Presentation
- Fare System Upgrade
- 2020 Year End & 2021 Performance Measures
- Recruitment
- DivisionConnects
- COVID Update
- Legislative Update

8. ADJOURN

Respectfully submitted,



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