

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

CITIZEN ADVISORY COMMITTEE MEETING
Wednesday, February 13, 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 December 12, 2018 –Meeting – *(Charlie Howell) – 5 minutes*
4. Committee Reports:
 - a. September 2019 Service Revisions – Draft Recommendation - *(Karl Otterstrom) – 20 minutes*
 - b. Cheney Local Route Revisions – *(Karl Otterstrom) – 10 minutes*
 - c. STAMF Performance Matrix and 2019 Performance Measures - *(Roger Watkins) – 10 minutes*
 - d. Paratransit Survey Results - *(Brandon Rapez-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: Next meeting is March 13, 2019
STA Conference Room, 1229 W. Boone Avenue, Spokane, WA 99201

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SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

February 13, 2019

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

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AGENDA ITEM 3: MINUTES OF THE DECEMBER 12, 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 December 12, 2018, Citizen Advisory Committee meeting.

RECOMMENDATION TO COMMITTEE: Corrections and/or approval.

CITIZEN ADVISORY COMMITTEE MEETING (CAC)
Meeting Minutes for December 12, 2018
Southside Conference Room

MEMBERS PRESENT

Dennis Anderson
Dick Denenny
Brian Kamp
Larry Lapidus
Larry Luton
Michelle Rasmussen

STAFF PRESENT

Stacia Bowers, Executive Assistant
Brandon Rapez-Betty, Director of Communications &
Customer Service
Lynda Warren, Director of Finance & Information Systems
Roger Watkins, Chief Operations Officer

MEMBERS ABSENT

Ann Campeau
Charles Howell, Committee Chair
Madison Leonard

GUESTS

1. CALL TO ORDER AND ROLL CALL

Brandon Rapez-Betty called the meeting to order at 5:02 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 October 10, 2018 and November 14, 2018 meetings. The minutes were approved.

4. COMMITTEE REPORTS:

a. Snow Plan Update:

Roger Watkins updated the committee on the overall 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. Under most conditions, the jurisdictions' snow removal operations allow STA to maintain service on the regular routes without detours. All 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 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. Facilities and Grounds Department work schedule shifts to support up to five simultaneous snow removal / plowing operations to prepare for morning and afternoon commutes. Vehicle Maintenance Department has recovery vehicles for buses or vans that may get stuck and there is a contingency plan to chain select vehicles if necessary. Fixed Route Operations has additional operators planned to augment regular service when delays occur and 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 and 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 and the Planning Department provides personnel to augment this operation as needed. Paratransit Operations has a contingency plan in place to augment Reservationists to notify customers if changes to service is required while Customer Service and Communications provides on call personnel to disseminate information. STA's main effort is to do their 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 STA is able to communicate.

b. Fare Collection System Update:

Lynda Warren presented the current conditions on the fare collection system including; fare types, fare instrument distribution and fare equipment & software. Spokane Transit is looking for self-service features for the customer with a mix of payment options and fare types to meet the needs of all customers; starting with mobile ticketing which enables customers to use their smart phones for fare payment. STA would like to maintain existing fareboxes for cash collection and would need to have validators that can read smart cards, bar codes and mobile devices. Ms. Warren noted the timeline and it is estimated by March 2019 STA will be looking for proposals due with June 2019 to begin system implementation.

c. Final Proposed 2019 Budget:

Lynda Warren updated the committee on the areas that changed on the final adopted 2019 budget, which included a small increase in labor due to additional layover time at EWU. There were savings on Premera due to increase being less than originally budgeted, Washington Dental did not increase and fuel costs did not change. There were no changes to capital. The budget was adopted November 15, 2018.

d. Legislative Update:

Brandon Rapez-Betty provided information on the yearly draft legislative. The specific priorities are:

- Maintain decision making for public transportation by local, elected public officials.
- Preserve the Connecting Washington commitment for the Central City Line. \$15 million was committed in the Connecting Washington Plan.
- Preserve the \$7.7M in committed Regional Mobility Grant Funds for 2019-2021.
- Fund the Regional Mobility Grant (RMG) request for the Cheney High Performance Transit Line and double-decker bus purchase.
- Support additional state funding for public transportation capital and operating grants.

These priorities will be presented to the Board tomorrow to review and recommend approval.

e. Recruitment/Orientation:

Brandon Rapez-Betty reached out to Ben Cabildo with Community Minded Enterprises and wrote up a description of CAC for them to send out to their networks. Mr. Rapez-Betty also sent out a CAC application to the Davenport Hotel Employee Transportation Coordinator. Michelle Rasmussen reported sharing the CAC information at a Valley meeting to encourage recruitment.

5. COMMITTEE INFORMATION:

None.

6. GENERAL BUSINESS:

Dennis Anderson requested route proposal information and gave feedback on a show ID message.

Brian Kamp stated he is on the next-door application and asked his neighbors to give him feedback on STA due to his involvement on this committee.

Larry Lapidus suggested STA have liaison with DR Horton, a Fortune 500 construction company.

Larry Luton requested a legislative update after Greater Spokane Incorporated fly in to Olympia in late January.

7. SET MEETING SCHEDULE & AGENDA ITEMS:

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

February 13, 2019

AGENDA ITEM 4a: SEPTEMBER 2019 SERVICE REVISIONS – DRAFT RECOMMENDATION

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning and Development

SUMMARY:

The September 2019 Service Revisions-Draft Recommendation report outlines recommended service revisions that if approved, would go into effect September 15, 2019. The revisions are intended to implement *STA Moving Forward* enhancements along with other route adjustments. The complete report is online at: https://www.spokanetransit.com/files/content/Sept_2019_Draft_Recommendation.pdf

The following lists the major recommended service revisions included in the report. See the report for additional detail.

- Monroe-Regal High Performance Transit (HPT) Line
- New South Commuter Express
- South Spokane Network Adjustments (Routes 34 Freya, 43 Lincoln/37th and 45 Regal)
- Route Adjustments to accommodate the coming new SCC Transit Center and Spokane Falls Station
- New service between the West Plains Transit Center and Airway Heights via Geiger Blvd (coming Amazon Distribution Center)

This Draft Recommendation has been developed in accordance with the principles and policies of *Connect Spokane*, STA’s comprehensive plan for public transportation, while meeting the commitments set forth in the *STA Moving Forward* plan. Staff presented the Preliminary Proposal for the September 2019 Service Revisions to the Board in July 2018 and sought input on the proposal through December 2018. The preliminary proposal was refined through consultation with stakeholders, including an online survey, and additional technical and policy analysis resulting in this Draft Recommendation. A public hearing on the Draft Recommendation is scheduled for the February STA Board meeting. The Board will be asked to take action at their March meeting. The table below shows how the Draft Recommendation fits into the service change decision-making and implementation process.

Inventory Opportunities	
May-June 2018	Conditions & Opportunities Discussions with Neighborhood Councils
Preliminary Proposal & Outreach	
July 2018	Publish Preliminary Proposal
October 2018	Online Survey
	Stakeholder Outreach
Draft Recommendation	
January 2019	Publish Draft Recommendation
	Follow-Up Online Survey https://www.surveymonkey.com/r/2019follow-up
February 2019	Public Hearing
Final Recommendation	
March 2019	Final Recommendation Published

	STA Board Action
Implementation	
September 15, 2019	Service Change

Staff will review the recommendation with the CAC including discussion brought forward in recent correspondence regarding the new routes 4 and 144.

RECOMMENDATION TO COMMITTEE: Information only

SPOKANE TRANSIT AUTHORITY
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AGENDA ITEM 4b: CHENEY LOCAL ROUTE REVISIONS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning and Development

SUMMARY: Spokane Transit has observed an unanticipated negative ridership trend on the Route 68 Cheney Local following the September 2018 service change. Average weekday ridership in October of 2018 compared to October 2017 was down approximately 33%. While a small portion of the ridership has shifted to the routes 64 and 66, the increase in ridership for these routes does not make up the difference in ridership lost. Additionally, negative feedback has been greater than typical for a service change of this magnitude. While service changes can be disruptive and negative feedback is often submitted no matter the change, staff believes there are opportunities to improve the route in September 2019 and has coordinating with the City of Cheney and Eastern Washington University stakeholders to identify those opportunities and make a recommendation.

An online survey is collecting feedback on the recent changes as well as concepts for potential revisions to the routes 64 and 68. It is available at: spokanetransit.com/cheneysurvey. The survey will close February 11th. Route modifications could be approved at the time of a final recommendation for September 2019 Service Changes or through a separate board action later this spring.

RECOMMENDATION TO COMMITTEE: Information only

SPOKANE TRANSIT AUTHORITY
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AGENDA ITEM 4c: STAMF PERFORMANCE MATRIX AND 2019 PERFORMANCE MEASURES

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Roger Watkins, Chief Operations Officer

SUMMARY:

STA Moving Forward Performance Matrix

The implementation of STA Moving Forward (STAMF) is essential to STA fulfilling its commitment to voters, and improving and expanding public transportation for the region. Measuring performance and tracking progress is key. Staff will share how projects are being tracked and progress reported via the web, to include a project-tracking matrix. During 2019 the following projects, or operable project phases, are expected to be complete:

- Spokane Community College Transit Center
- Spokane Falls Community College Transit Station
- Moran Station Park and Ride
- Boone Northwest Garage

Additionally, we expect to implement new service with a South Commuter Express and the Monroe-Regal High Performance Transit Line.

These projects, along with all other STA Moving Forward projects that have milestones in 2019, will be subject to ongoing tracking on the web and through quarterly reports.

2019 Performance Measures

The attached Staff Report presents the 2019 update to STA's key operational Performance Measures. As in the past, each performance measure relates to a specific Spokane Transit priority. These quantifiable benchmarks demonstrate the agency's commitment to accountability. These goals are aspirational in that staff set a high bar, which represents excellent performance.

The report lists STA's proposed 2019 Performance Measures with annotations comparing each measure with what was adopted for 2018 and the status as of the end of 3rd Quarter. Items printed in red are new measures or updates for 2019.

Staff will provide more complete review of how STA performed against each 2019 measure in March when financial data for the year has been finalized.

Specific changes to current 2018 Performance Measures include:

- The Ridership goals reflect the goals set forth in the Annual Strategic Plan:
 - Fixed Route: 2.0% growth from 2018 ridership.
 - Vanpool: 1.0% growth from 2018 ridership.
- Paratransit: 2.8 Passengers per revenue hour (down from 3.0 PRH)

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY
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AGENDA ITEM 4d: **PARATRANSIT SURVEY RESULTS**

REFERRAL COMMITTEE: N/A

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

SUMMARY: Staff will provide an update on the Paratransit Survey results.

Critical Data, Inc. was procured through a bidding process to conduct a telephone survey of paratransit riders (320) or their specific caregivers (80) from a list provided by Spokane Transit. The interviews were performed using landline and cell phone interviews.

Critical Data was successful in obtaining STA's goal to complete 400 interviews. The margin of error for this study is +/- 2.8%.

This study followed seven similar studies implemented in 2006, 2007, 2008, 2010, 2012, 2014 and 2016. Survey respondents spent on average 18 minutes with Critical Data interviewers.

RECOMMENDATION TO COMMITTEE: Information only

**SPOKANE TRANSIT AUTHORITY
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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
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AGENDA ITEM 6: **REVIEW MARCH 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 March 13, 2019 Committee meeting.

Proposed agenda items include:

- Minutes of the February 13, 2019, Committee meeting – *Corrections/Approval*
- Cheney HPT Line
- STA Moving Forward Project Progress Delivery Report
- Fixed Route Survey Results
- Recruitment/Orientation

RECOMMENDATION TO COMMITTEE: Review and discuss.