

Spokane Transit Authority  
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**CITIZEN ADVISORY COMMITTEE MEETING (CAC)**  
Meeting Minutes for November 11, 2020  
Video Conference Call

**MEMBERS PRESENT**

Dennis Anderson  
Brian Kamp, Committee Chair  
Larry Lapidus

**MEMBERS ABSENT**

Dick Denenny  
Charles Howell  
Susan Gray  
Caleb McDougall  
Michelle Rasmussen

**STAFF PRESENT**

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

**GUESTS**

Dan Brown  
Linda Carroll

**1. CALL TO ORDER AND ROLL CALL**

The Chair called the meeting to order at 5:05 p.m. and conducted roll call.

**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 meeting. The minutes were tabled until a quorum can approve them.

**B. Recommendation to PMER for new CAC members**

Brandon Rapez-Betty has served as the staff liaison for the CAC for the last couple years. He announced that he will be serving as the interim liaison for the Performance, Monitoring and Relations (PMER) Committee, and is transitioning the CAC liaison role over to Emily Arneson, the Community Ombudsman and Accessibility Officer. He noted that Stacia Bowers will still be the administrative support for this committee.

Mr. Rapez-Betty and the Chair identified three new candidates for the CAC. The CAC Charter requires that new members be approved by PMER, and historically the CAC has offered recommendations for approval. The recommendations for candidates Dan Brown, Linda Carroll and Chris Fortensky are tabled due to lack of quorum.

**4. COMMITTEE REPORTS:**

**A. Proposed 2021 Operating & Capital Budgets:**

Monique Liard presented a video on the proposed 2021 Operating and Capital Budgets. Ms. Liard invited the CAC to a Public Hearing on the proposed budget at 1.30pm, November 19, 2020 at the Board Meeting.

For the 2021 budget, Spokane Transit Authority (STA) will continue to strive to foster & sustain quality, maintain a state of good repair, recover ridership, partner in the community, implement High Performance Transit (HPT) and continue with a sustainable plan that avoids debt.

The presentation can be found on the STA website at the following link:

<https://www.spokanetransit.com/about-sta/financial-information>

Larry Lapidus asked about the jump in the capital investment in technology, which Ms. Liard responded the funds are for updating the network and digital monitors, enhancements to Trapeze, security cameras, and the Fare Collection System.

**B. STA Moving Forward (STAMF) Amendment Update:**

Karl Otterstrom provided an update on STAMF and proposed modifications which include amending the timelines for 12 projects and description for two projects due to the economic impacts of the pandemic and other factors. The project targets will still be delivered within the ten-year timeline.

More information on STA Moving Forward can be found at:

<http://stamovingforward.com/plan/documents>

**C. DivisionConnects Update:**

Karl Otterstrom gave an overview on DivisionConnects, a multi-jurisdictional project, which includes bus rapid transit study and implementation. The study was funded in 2015 to identify bus rapid transit opportunities on the corridor.

Mr. Otterstrom addressed the following:

- Business Access and Transit (BAT) Lanes versus Bus Only Lanes
- Center-running Transit
- Existing Conditions
- Division Alternatives Approach
- Technical Work

Mr. Otterstrom noted extensive public outreach for this project starts the beginning of next year.

**D. Fare Collection Update:**

Monique Liard reviewed the Fare Collection System project. Farebox is approximately 25% cash and the new fare collection system is an opportunity to reduce cash and offer a modernized fare collection system that is account-based. An account-based system with validators on board will enhance passenger convenience and accessibility with the ability to read smart cards, bar codes and mobile devices, resulting in rapid boarding.

In 2018 this project was scoped and solicited, but not awarded. Over the next few years, the scope was refined and enhanced. STA received eight responsive proposals in 2020 and the Evaluation Committee narrowed to three with the final selection made in September 2020. The categories used to evaluate the proposals were:

- Quality of the Technical Solution and Responsiveness to STA Requirements
- Project Management, Schedule & Delivery Approach
- Proposer experience, Qualifications & Financial Stability
- Price Proposal/Cost
- Software License, and Operation and Maintenance Agreements

The evaluation led the committee to recommend INIT, which has over 35 years dedicated to developing solutions for public transportation on a global scale with more than 400 customers. STA is planning to launch the system in Phase Six during December 2021-January 2022, with testing continuing until June 2022.

**E. Snow Plan:**

Fred Nelson provided the committee with an overview of STA's Emergency Operations Plan that outlines the measures staff implement in the event of extreme weather conditions. Mr. Nelson noted that the plan is multi-jurisdictional and STA personnel are certified by the City of Spokane.

The bulk of the plan consists of a set of standing, pre-planned detours if snow and ice conditions force STA to modify the normal bus routes and Paratransit service.

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.

He noted that the bus stops should be cleared by the homeowner or business. STA will contract with Geiger at times to clear access to stops in extreme situations.

There is a standardized contingency plan allowing STA to communicate very simply to the public resulting in greater reliability for customers.

Mr. Nelson reminded the committee of helpful tips for customers during adverse weather:

- Monitor traffic reports
- Check [www.srtmc.org](http://www.srtmc.org) for camera views
- Check the STA website
  - Real Time
  - Know the detours
  - PassWeb for Paratransit Customers
- Text stop # to 99689
- Call 328-RIDE
- Sign up for STA Linked
- Take an earlier trip
- Stay on and away from the curb until the bus comes to a stop
- Be visible
- Step carefully, use the handrail

Mr. Nelson emphasized safety is the top priority.

**F. Website Redesign:**

Brandon Rapez-Betty informed the CAC that STA's website is five years old and in the process of a redesign. The redesign will focus on accessibility language translation, and general ease of use. He noted that most users are accessing from a smart phone with the top three needs: to find out where the bus is, trip planning and to buy a bus pass. The website has multiple functions, and the redesign will address the needs of many different types of users. Currently, the contractor, Zipline, is working on staff needs of the website. There will also be an inventory of the public and how they use the website. STA has data and survey information and as the CAC plays a dynamic role in engaging the public for views, Spokane Transit would like to ask the individual members of the CAC to formally engage at least two local groups with these questions along with responding to them as a CAC member individually. STA will take the data submitted, summarize and review for incorporating into the design plans.

**5. COMMITTEE MEMBERS EXPRESSIONS:**

Brian Kamp noted it was Veteran's Day and thanked any Veterans.

6. **COMMITTEE INFORMATION:**

Information only. No discussion.

7. **SET MEETING SCHEDULE & AGENDA ITEMS FOR THE FEBRUARY 10, 2021 MEETING:**

- Minutes of the minutes of the September 9, 2020 and November 11, 2020, Committee meetings – *Corrections/Approval*
- Customer Information Systems
- Cheney HPT Line
- May 2022 Service Change
- Performance Measures
- Legislative Update
- Recruitment/Orientation

8. **ADJOURN**

Respectfully submitted,



Stacia Bowers

Executive Assistant to the Director of Communication & Customer Service