

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

CITIZEN ADVISORY COMMITTEE MEETING
Wednesday, October 10, 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 September 12, 2018 –Meeting – *(Charlie Howell) – 5 minutes*
4. Committee Reports:
 - a. Communications Update - *(Brandon Rapez-Betty) – 15 minutes*
 - b. 2019 Proposed Budget - *(Lynda Warren) – 20 minutes*
 - c. STAMF Performance Tracking - *(Karl Otterstrom) – 10 minutes*
 - d. Recruitment/Orientation – *(Charlie Howell) – 10 minutes*
 - e. PMER Observations – *(Brandon Rapez-Betty) – 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: November 14, 2018

STA Conference Room, 1229 W. Boone Avenue, Spokane, WA 99201

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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.

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AGENDA ITEM 3: MINUTES OF THE SEPTEMBER 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 September 12, 2018, Citizen Advisory Committee meeting.

RECOMMENDATION TO COMMITTEE: Corrections and/or approval.

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

MEMBERS PRESENT

Ann Campeau
Charles Howell, Committee Chair
Brian Kamp
Larry Lapidus
Larry Luton
Michelle Rasmussen

MEMBERS ABSENT

Dennis Anderson
Dick Denenny
Madison Leonard

STAFF PRESENT

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

GUESTS

1. CALL TO ORDER AND ROLL CALL

Charlie Howell 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

Charlie Howell asked the Committee to address the minutes of the July 11, 2018 meeting. The minutes were approved with a correction to E. Susan Meyer's name.

b. Selection of Committee Chair

Michelle Rasmussen made a motion for Charlie Howell to continue as chair of the CAC. The committee voted and approved Charlie Howell to continue as the Chair for the CAC.

4. COMMITTEE REPORTS:

a. CAC 2018/2019 Agenda Plan:

Brandon Rapez-Betty reviewed the 2018/2019 agenda plan. Mr. Rapez-Betty suggested using this plan to assist in recruitment and asked the committee to provide any requests of additional items to add.

b. Monroe-Regal Corridor Update:

Karl Otterstrom provided the link to the project website for the Monroe Regal Corridor:

www.Spokanetransit.com/monroeregal

Mr. Otterstrom announced last month STA sent around 8,000 postcards to addresses around the corridor to provide feedback. He noted and they have a map of the online open house. Mr. Otterstrom reported that the consultants have started survey work on the corridor and provided an overview of project and schedule, interactive map and feedback. The Monroe Regal survey is located under the 'What's New' tab on www.Spokanetransit.com.

c. STA Moving Forward (STAMF) Performance Tracking:

Karl Otterstrom presented the handout on STAMF projects quarterly progress report as of end of quarter two. Mr. Otterstrom invited members of the CAC to the West Plains Transit Center ribbon cutting Tuesday at 0930. Mr. Otterstrom reviewed projects from 2017-2025.

d. CAC Charter Update:

Brandon Rapez-Betty reported to the CAC that PMER approved the CAC Charter in their July meeting.

e. Recruitment/Orientation Update:

Charlie Howell, Brandon Rapez-Betty and E. Susan met to discuss CAC recruitment. The Chair and staff would like a specific plan in place developed by a subcommittee of three or four members that would include outreach, work plan and timeline. Larry Lapidus volunteered for committee and Brandon Rapez-Betty will be a staff support and offered to do presentations to suggested groups. Larry Luton suggested that 5 pm CAC meeting time is difficult. Mr. Luton suggested 5.30 pm might be easier. Brian Kamp reported that AHANA is starting again and he would contact Ben Capildo. Charlie Howell and Larry Lapidus offered to reach out to the absent members and see if they are interested in participating in the recruitment subcommittee.

f. PMER Observations:

No one from CAC attended the PMER meeting and no one interested in being a PMER representative at this time.

5. GENERAL BUSINESS:

The committee discussed marketing Eastern Washington University (EWU) football games and riding the bus on game days. Michelle Rasmussen has been actively marketing this with Brandon Rapez-Betty. Mr. Rapez-Betty will check with the sports program to see if they can do an announcement during the games to promote taking the bus to the games. Michelle Rasmussen reported additional bus pass recipients for EWU including EWU Retirees association members and student employees during summer break who are working but not in class.

Larry Luton asked if STA was taking advantage of LIME bikes. Mr. Rapez-Betty responded that STA is watching the progress and looking at the possibility of designating as a bike friendly business. He noted at the Plaza bikes need to be in a bike rack due to safety concerns, but this is changing the way people think about biking.

Larry Lapidus interested in sharing his story about his three weeks taking the bus and suggested doing a free ride promotion.

Brandon Rapez-Betty asked the committee to consider meeting frequency and if the committee needs to meet every month or do an activity or a presentation somewhere rather than a meeting.

6. SET MEETING SCHEDULE & AGENDA ITEMS:

- Minutes of the September 12, 2018 Committee meeting – *Corrections/Approval*
- Budget Timeline Review
- Communications Update
- STAMF Performance Tracking?
- How we process complaints – Emily Arneson
- Recruitment/Orientation
- PMER Observations

7. ADJOURN

Respectfully submitted,

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

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AGENDA ITEM 4a: COMMUNICATIONS UPDATE

REFERRAL COMMITTEE: N/A

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

SUMMARY:

Staff will provide a recap of Communications system-wide marketing efforts. When possible, staff leverages outreach opportunities to promote all of STA's services. This report provides an update on current outreach efforts.

RECOMMENDATION TO COMMITTEE: Information only.

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AGENDA ITEM 4b: PROPOSED 2019 OPERATING AND CAPITAL BUDGETS

REFERRAL COMMITTEE: N/A

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

SUMMARY:

At this time, staff will present an automated video regarding the proposed 2019 Operating and Capital Budgets.

A public hearing on the proposed 2019 Operating and Capital Budgets will be held at the October 18, 2018, Board of Directors meeting at 1:30 p.m. at 1229 W. Boone Avenue in the South Side conference room.

RECOMMENDATION TO COMMITTEE: Information only

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AGENDA ITEM 4c: **STAMF PERFORMANCE TRACKING**
REFERRAL COMMITTEE: N/A
SUBMITTED BY: Karl Otterstrom, Director of Planning and Development

SUMMARY:

Staff will report on the STA Moving Forward (STAMF) Performance Tracking for the committee's review and discussion.

RECOMMENDATION TO COMMITTEE: Committee review and discussion.

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AGENDA ITEM 4d: 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.

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AGENDA ITEM 4e: PMER OBSERVATIONS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: CAC Chair or CAC PMER Representative

SUMMARY:

CAC Representative to give a summary of recent PMER meeting.

RECOMMENDATION TO COMMITTEE: Information only.

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AGENDA ITEM 5: GENERAL BUSINESS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Stacia Bowers, Executive Assistant

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AGENDA ITEM 6: **REVIEW NOVEMBER 14, 2018, 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 14, 2018 Committee meeting.

Proposed agenda items include:

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

RECOMMENDATION TO COMMITTEE: Review and discuss.