

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

**CITIZEN ADVISORY COMMITTEE MEETING (CAC)**  
Meeting Minutes for April 13, 2016  
Southside Conference Room

**MEMBERS PRESENT**

Dean Lynch - Committee Chair  
Fyrne Bemiller  
Charles Howell  
Resa Hayes  
Margaret Jones  
Larry Lapidus  
Larry Luton  
Fran Papenleur  
Philip Rudy

**STAFF PRESENT**

Beth Bousley, Director of Communications & Customer Service  
Stacia Bowers, Executive Assistant to the Director of Communications & Customer Service  
Karl Otterstrom, Director of Planning  
Don Skillingstad, Capital Projects Manager

**GUESTS**

Rich Duncan

**MEMBERS ABSENT**

Ann Campeau (approved extended absence)  
David Driscoll  
Victor Frazier  
Charles Hansen

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

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

**2. PUBLIC EXPRESSIONS**

None.

**3. COMMITTEE ACTION:**

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

Mr. Lynch asked the Committee to address the minutes of the March 9, 2016 meeting.

*The minutes were approved.*

**4. COMMITTEE REPORTS:**

**a. West Plains Transit Center Update (WPTC):**

Mr. Otterstrom reported that Spokane Transit Authority (STA) is in the design phase for the WPTC. The WPTC project will expand connectivity to the West Plains communities and improve travel times to and from the City of Cheney and Eastern Washington University by providing improved high quality, higher performance and cost effective transit services that will address mobility needs for an expanding population and employment base west of Spokane. The WPTC introduces fixed-route bus service to the south side for the first time ever, allows for a convenient place to connect between communities on the West Plains, provides the first park and ride lot along I-90 for commuters approaching Spokane from the west and creates the opportunity for intercity buses originating from other parts of Washington State.

STA is currently working with Washington State Department of Transportation (WSDOT) to keep the project moving forward. STA has \$9.8 million reserved for this project and is looking for grant opportunities and hopes to secure full funding for the project.

**b. Fare Analysis Public Outreach Plan:**

Ms. Bousley reported that STA's Fare Philosophy is to encourage increased ridership by providing a convenient and reasonably priced method for citizens to enjoy the advantages of public transportation. STA has completed an evaluation of its current fares and fare structure and is proposing changes to the amount and types of fare that, if approved, would be implemented in 2017. STA's passenger fare policy aims to have riders share at least 20% of the cost to run the buses, 3% less than the national average of 23%. In recent years, inflation and the cost to run the buses have increased, which means the riders are paying a smaller portion of the overall cost. If implemented in 2017, the proposed increase would bring the

portion STA riders pay back up to about 22%, still under the national average of 23%. STA is offering options to the public for their feedback, including a survey on their website, opportunities for staff to give a presentation for businesses as well as invitations to public meetings.

**c. Central City Line (CCL) Update:**

Mr. Otterstrom reported that the CCL Steering Committee met on March 29, 2016 and passed a motion to recommend the Main Ave./Riverside Ave. alignment through downtown Spokane. The north-south alignments near the Plaza will be determined through further engineering design and analysis. The Committee also recommended that the vehicle mode be defined as "Bus Rapid Transit vehicle using electric propulsion."

**d. Plaza Renovation & Communications Update:**

Mr. Otterstrom gave the CAC a brief background on the Plaza Renovation. This renovation is a commitment made by community request in 2008. Its goal is to support downtown Spokane with a vibrant, functional and convenient transit facility for customers and the community. The Bboard approved Walker Construction and there is a pre-construction meeting on April 14, 2016. Project construction is scheduled to begin in mid-2016, with completion expected in summer 2017. Customer service will be improved by relocating these services to the first floor: closer to bus zones and convenient waiting area inside for customers. Phase I construction will begin in the April/May timeframe with no significant impacts to customers or downtown neighborhoods anticipated. More substantive construction in Phase II will begin in the June/July timeframe.

Ms. Bousley informed the committee of the communication objectives for this project, including communicating the fundamental logistics and timing of the renovation and also reviewed the messaging themes. Ms. Bousley shared the wayfinding signage that will be used for the plaza during construction and reported that there will be fact sheets and multiple forms of communication used for updates during the renovation.

**e. Recruitment/Orientation Update:**

Chair Lynch discussed the CAC members terms and proposed terms that will encourage a steady influx of new members without leaving the committee in a shortage of members. Chair Lynch informed the committee that there were a handful of people interested in joining and requested that Stacia Bowers and Charlie Howell follow up and request completed applications from the parties. Mr. Lynch requested that STA staff have CAC applications on hand at community meetings, listed on the website and sent to all CAC members for distribution.

Ms. Bousley offered to have the CAC application on social media and to advertise for recruitment of CAC members locally.

Mr. Lynch asked the committee to consider electing the next chair in June rather than September. This will allow for a warm handoff before terms expire. The committee motioned and approved moving the Chair election to June.

**f. Discuss CAC Update for May Performance, Monitoring and External Relations (PMER) Agenda:**

The next PMER meeting is scheduled for May 4, 2016, at 1330. The CAC is on the agenda to give a quarterly update. Chair Lynch asked the committee for a representative for the PMER meetings. Charlie Howell agreed to be the CAC representative for PMER.

**5. GENERAL BUSINESS:**

Larry Luton advised the committee that he had volunteered to become a trained mobility mentor to help people who don't know the bus very well. Mr. Luton requested that members interested in volunteering for this opportunity contact him.

**6. SET MEETING SCHEDULE & AGENDA ITEMS:**

- Minutes of the April 13, 2016, Committee meeting – *Corrections/Approval*
- High Performance Transit Update
- Plaza Renovation Communications Update

- Chair election schedule
- Recruitment/Orientation
- STAMF – Board Vote
- Fare Analysis

7. **ADJOURN**

Respectfully submitted,



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