

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

CITIZEN ADVISORY COMMITTEE MEETING
Wednesday, October 11, 2017
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 13, 2017 – Regular Meeting – *(Charlie Howell) – 5 minutes*
4. Committee Reports:
 - a. 2018 Proposed Budget – *(Lynda Warren) – 15 minutes*
 - b. 2018 Service Improvements – Preliminary Proposal - *(Gordon Howell) – 20 minutes*
 - c. Connect Spokane Plan Amendments Review - *(Mike Tresidder) – 15 minutes*
 - d. Ridership/Communications Update - *(Beth Bousley) – 10 minutes*
 - e. Recruitment/Orientation Update– *(Charlie Howell) – 5 minutes*
 - f. PMER Observations – *(Charles Hansen) – 5 minutes*
5. General Business - *(Charlie Howell) – 5 minutes*
6. Set agenda items for future CAC meetings - *(Charlie Howell) – 5 minutes*
7. Adjourn

Next Citizen Advisory Meeting: November 8, 2017
STA Conference Room, 1229 W. Boone Avenue, Spokane, WA 99201

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SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING OF

October 11, 2017

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 OF**

October 11, 2017

**AGENDA ITEM 3: MINUTES OF THE SEPTEMBER 13, 2017 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 13, 2017, Citizen Advisory Committee meeting.

RECOMMENDATION TO COMMITTEE: Corrections and/or approval

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

CITIZEN ADVISORY COMMITTEE MEETING (CAC)
Meeting Minutes for September 13, 2017
Southside Conference Room

MEMBERS PRESENT

Dennis Anderson
Ann Campeau
Victor Frazier
Charles Hansen
Charles Howell, Committee Chair
Brian Kamp
Larry Lapidus
Larry Luton
Michelle Rasmussen

MEMBERS ABSENT

Dick Denenny
Resa Hayes
Madison Leonard

STAFF PRESENT

Beth Bousley, Director of Communications & Customer Service
Stacia Bowers, Executive Assistant
Karl Otterstrom, Director of Planning & Development

GUESTS

1. CALL TO ORDER AND ROLL CALL

Charlie Howell 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

Charlie Howell asked the Committee to address the minutes of the July 12, 2017 meeting.

The minutes were approved.

4. COMMITTEE REPORTS:

a. Charter Update:

Beth Bousley reported that the Performance Monitoring and External Relations (PMER) Committee is aligning the CAC charter with current bylaws and resolutions regarding compensation for the CAC meeting. PMER voted to support the staff recommendation to change the compensation to the bus pass only. The committee motioned and approved to accept the amendment from PMER.

b. CCL Outreach Update:

Karl Otterstrom provided a CCL project update. The Small Starts Rating package has been submitted, engineering design is ongoing, environmental documentation was submitted and the Board is to review and approve a station customization policy framework. There will be an open house focused on station design and placement at Gonzaga University on October 18th from 4:30-6:30 pm at Cataldo Hall and the CAC members are invited. This open house will be advertised in the Spokesman-Review and to residents and property owners in the Central City Line corridor. Mr. Otterstrom reviewed different station concepts. The project should be complete in 2021. Mr. Otterstrom directed citizens that have input on this project to email Don Skillingstad at dskillingstad@spokanetransit.com or visit www.spokanetransit.com <feedback> and there is also the option of mailing written comments to Spokane Transit.

c. Fixed Route (FR) Passenger Survey Results:

Beth Bousley reviewed the survey results for the FR survey results. The survey showed overall satisfaction has remained very consistent and very good over five replications and further evidence by consistency and admirable ratings in the measuring of 11 service attributes. Passengers gave high ratings on how likely they were to recommend STA. Ms. Bousley reported that Driver driving safely, Driver courtesy, and Passenger personal safety on the bus rated the highest while the only attribute rated below 4.00 out of five points with 3.83 was Freedom from obnoxious behavior from other riders. Ms. Bousley reminded the committee of the successful courtesy campaign in conjunction with Eastern Washington University (EWU).

d. Recruitment/Orientation Update/Chair Vote:

Beth Bousley noted that new CAC member Michelle Rasmussen completed her orientation prior the meeting. Ms. Bousley mentioned Desautel Hege was working on widening the net in CAC recruitment efforts.

Charlie Howell announced it was time for election of the new chair. Victor Frazier moved to nominate Charlie Howell.

Beth Bousley suggested a substitute plan in case of his health and addressed the charter which states that the Chair or Chair's designee will be the appointed spokesperson for the CAC.

The committee voted and approved Charlie Howell to continue on as the Chair for the CAC.

e. PMER Observations:

Charles Hansen attended the PMER meeting and gave a brief update of what the meeting covered which included the NW Boone Bus garage, the stipend pay to board/committee members, STA comprehensive review, safety of drivers and advertising on buses. Mr. Hansen noted the CEO stopped all advertising on buses and that all ads will expire at the end of 2017. Discussion ensued. The committee requested the PMER presentation on the safety of drivers for a future CAC meeting.

5. GENERAL BUSINESS:

None.

6. SET MEETING SCHEDULE & AGENDA ITEMS:

- Minutes of the September 13, 2017, Committee meeting – *Corrections/Approval*
- Budget Review
- 2018 Service Improvements – Preliminary Proposal
- Connect Spokane Plan Amendments Review
- Ridership/Communications Update
- Recruitment/Orientation
- PMER Observations\
- Assaults if timely

7. ADJOURN

Respectfully submitted,

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

**SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING**

October 11, 2017

AGENDA ITEM 4a: PROPOSED 2018 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 2018 Operating and Capital Budgets.

A public hearing on the proposed 2018 Operating and Capital Budgets will be held at the October 19, 2017, 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

SPOKANE TRANSIT AUTHORITY

CITIZEN ADVISORY COMMITTEE MEETING

October 11, 2017

AGENDA ITEM 4b: 2018 SERVICE IMPROVEMENTS – PRELIMINARY PROPOSAL

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning and Development
Gordon Howell, Principal Transit Planner

SUMMARY: Based on years of input from citizens and technical preparation, the Spokane Transit Board of Directors approved a plan that aims to maintain the existing transit system while adding more resources where needed to improve service levels throughout the region. The *STA Moving Forward* plan, which is the basis of the voter approved STA Proposition 1 ballot measure, includes more than 25 projects to provide more and better transit service throughout the region.

With the voter approval of the STA Proposition 1, STA’s service has made a number of service improvements in 2017. The multi-year implementation of *STA Moving Forward* projects began with some of the basic service improvements that were implemented in May and September of 2017. STA will bring even more *STA Moving Forward* enhancements to the transit system in 2018 as well as other individual route improvements not listed in *STA Moving Forward* in conjunction with ongoing scheduling adjustments as provided for in the board-adopted 2017 Transit Development Plan (TDP). Subsequent phases of the *STA Moving Forward* plan will be implemented throughout a ten-year plan horizon. Virtually every improvement in the *STA Moving Forward* plan will have an appropriately scaled public input process that precedes the implementation of the service or as specific design considerations are under evaluation. Voters’ approval of the funding for *STA Moving Forward* represents more of a beginning to public input rather than the final decision.

Although many of the concepts listed in this Preliminary Proposal have been outlined in the *STA Moving Forward* plan or in the TDP, this September 2018 service change will be brought forward through a public process to receive public input before service can begin. The changes are considered moderate (between 1.0% and 5.0% growth or reduction in revenue hours of service in any calendar year) according to Policy 1.1 of the Communications and Public Input Element of STA’s Comprehensive Plan. Required Board action is to be preceded by public outreach and a public hearing. The Preliminary Proposal represents a beginning point for public dialogue and input which will be critical for development of the Draft and Final Recommendations that will be published in February and April of 2018 respectively. The timeline for receiving public input, refining, approving, and implementing the proposal is provided below.

DATE	ACTIVITY
October 4, 2017	Present Preliminary Proposal to Board Committees
October 2017 to January 2018	Includes but is not limited to outreach at neighborhood group meetings, city council meetings; dialogue with area businesses and regional schools/universities; notices on bus stops, flyers at park & ride lots, and online survey
February 7, 2018	Present Draft Recommendation to Performance Monitoring & External Relations Committee
March 15, 2018	Public hearing on Draft Recommendation by Board of Directors (date subject to change)

April 4, 2018	Present Final Recommendation to Performance Monitoring and External Relations Committee
April 19, 2017	Board of Directors action
September 16, 2018	Service revisions go into effect based on Board approval

Proposal Overview

This Preliminary Proposal incorporates several fixed-route projects identified in *STA Moving Forward* to be implemented in 2018 as well as explores objectives listed in the Service Implementation Plan contained within the Transit Development Plan (TDP). The following improvements, in addition to routine service adjustments, have been identified in Appendix B of the *STA Moving Forward* plan:

- Improve weekday reliability for bus service on North Division Street in addition to improvements made in 2017 (Route 25)
- Add service on Indiana Avenue between Spokane Valley Mall and Greenacres Phase 2 – Nights and weekends (*accomplished in 2017*)
- Add new night and weekend service to Indian Trail (Route 23)
- Add and improve service in West Central Spokane (frequency improvement proposed to be moved up from 2021)
- Expand and upgrade maintenance facilities to meet existing and projected growth requirements (no impact to routes)
- Construct the West Plains Transit Center at Exit 272 on I-90, and provide a Park & Ride for commuters (Phase 1 – complete connectivity of West Plains cities is scheduled for 2020)

It should be noted that the Preliminary Proposal contains service concepts that could impact several routes serving the City of Cheney and the West Plains due to the West Plains Transit Center Park & Ride opening and the re-opening of the Eastern Washington University PUB.

Further details on the specific changes listed above, as well as other proposed service revisions, are available for the public to view at the following link:

http://www.spokanetransit.com/files/content/Sept_2018_Preliminary_Proposal.pdf

RECOMMENDATION TO COMMITTEE: Review and provide input on outreach activities.

SPOKANE TRANSIT AUTHORITY
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AGENDA ITEM 4c: CONNECT SPOKANE PLAN AMENDMENTS REVIEW

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning and Development
Mike Tresidder, Associate Transit Planner

SUMMARY:

In December 2016 the STA Board of Directors adopted a work program for the 3-year major update to Connect Spokane, STA's Comprehensive Plan.

Through the spring of 2017, STA has hosted two workshops, conducted an online survey and stakeholder interviews to receive input on changing conditions and community desires that should be reflected in updates to the plan. Staff presented the findings from the outreach efforts to the Board in June and sought guidance on drafting amendments to the plan.

STA hosted an Open House on September 27, 2017 from 4-6 pm at the Plaza to receive feedback on draft amendments.

Additional refinements will be made to the draft amendments, with a Public Hearing at the November Board meeting and Board action in December.

Staff will provide an update on the Connect Spokane plan amendments review.

For your convenience, you can review the adoptive plan online at:
https://www.spokanetransit.com/files/projects-plans/Connect_Spokane_Final_6-18-15.pdf

RECOMMENDATION TO COMMITTEE: Information only.

**SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING**

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AGENDA ITEM 4d: RIDERSHIP/COMMUNICATIONS UPDATE

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Beth Bousley, Director of Communications and Customer Service

SUMMARY: Staff will provide an update on ridership and communications.

RECOMMENDATION TO COMMITTEE: Information only.

**SPOKANE TRANSIT AUTHORITY
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October 11, 2017

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
CITIZENS ADVISORY COMMITTEE MEETING**

October 11, 2017

AGENDA ITEM 4f: PMER OBSERVATIONS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Charles Hansen, CAC PMER Representative

SUMMARY: CAC Representative to give a summary of recent PMER meeting.

RECOMMENDATION TO COMMITTEE: Information only

**SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING OF**

October 11, 2017

AGENDA ITEM 5: GENERAL BUSINESS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Stacia Bowers, Executive Assistant

**SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING**

October 11, 2017

AGENDA ITEM 6: REVIEW NOVEMBER 8, 2017, 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 8, 2017 Committee meeting.

Proposed agenda items include:

- Minutes of the October 11, 2017, Committee meeting – *Corrections/Approval*
- Division Street HPT Lite Field Trip
- Fare System Upgrade Project Update
- Recruitment/Orientation
- PMER Observations

RECOMMENDATION TO COMMITTEE: Review and discuss