

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:

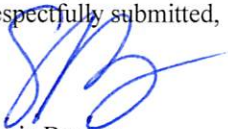
None.

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