

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

CITIZEN ADVISORY COMMITTEE MEETING (CAC)
Meeting Minutes for April 11, 2018
Southside Conference Room

MEMBERS PRESENT

Dennis Anderson
Charles Hansen
Charles Howell, Committee Chair
Brian Kamp
Larry Lapidus
Larry Luton
Michelle Rasmussen

STAFF PRESENT

Beth Bousley, Director of Communications & Customer Service
Stacia Bowers, Executive Assistant
Emily Arneson, Community Ombudsman and Accessibility Officer
Karl Otterstrom, Director of Planning and Development

MEMBERS ABSENT

Ann Campeau
Dick Denenny
Victor Frazier
Resa Hayes
Madison Leonard

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 asked the Committee to address the minutes of the March 14, 2018 meeting. The minutes were approved.

4. COMMITTEE REPORTS:

a. Plaza Operations Study Overview:

Karl Otterstrom reported on the future of the Plaza which included the purpose and background information. The Plaza has Paratransit loading, a Mobility Center and currently 28 of 36 routes serve the Plaza. Planning efforts over the last 10 years identified the need to change the way the Plaza operates. STA engaged a consulting team led by Nelson\Nygaard to define the technical details of transit operations at the Plaza over the next 5 years. Mr. Otterstrom explained the use of thematic alternatives in order to obtain information to offer better alternatives and briefly reviewed the following draft alternatives:

- Keep operations mostly the same
- Fewer boarding zones used more intensely
- Fewer boarding zones fewer routes serve the plaza
- Super zones all routes board and go

Mr. Otterstrom discussed the alternative evaluation criteria for regional community, downtown community, environment and efficiency. The next steps include analysis of alternatives, drafting preferred alternative, implementation strategy and finalizing the plan.

b. Community Perception Survey Results:

Beth Bousley relayed the results of the community perception results. Community interviews were performed using executive style telephone interviews with residents over the age of 18. Critical Data performed the study from November to December 2017. 400 residents within the PTBA were interviewed with a margin of error +/- 5.1%.

There was discussion and questions regarding the questions of the survey. The questions will be provided to the CAC.

The survey results were positive and show favorable ratings have increased each year in the overall job STA is doing providing public transportation service.

c. CAC Charter Review:

Discussion ensued on the mission of the CAC and membership on the Board along with the reporting structure. Beth Bousley asked for volunteers for a subcommittee and Larry Luton volunteered.

Charlie Howell asked members to review the Charter and turn in any comments to Stacia.

d. Recruitment/Orientation Update:

The committee discussed the lack of diversity in the current makeup of the committee. Charlie Howell asked members to reach out to the networks and encourage people to apply.

e. PMER Observations:

Charles Hansen informed the committee of items covered at the last PMER meetings. PMER discussed plaza operations study, annual passenger facilities report, CEO report, and sales tax report. Next month the CAC is on the PMER agenda for a quarterly report. The committee voted to delay report to PMER until June.

5. GENERAL BUSINESS:

The committee would like to discuss adding committee member expressions to the agenda as a standing item.

6. SET MEETING SCHEDULE & AGENDA ITEMS:

- Minutes of the April 11, 2018, Committee meeting – *Corrections/Approval*
- 2017 Unaudited Financial Report
- Upriver Transit Center Project Overview
- SFCC Transit Station Project Overview
- STAMF Performance Tracking – Beth said to delay in order to keep charter
- Charter review
- Recruitment/Orientation /Poll of CAC member to stay on Committee
- PMER Observations
- Paratransit Update requested by Charlie Howell

7. ADJOURN

Respectfully submitted,



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