

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

SPECIAL CITIZEN ADVISORY COMMITTEE(CAC) MEETING

Meeting Minutes for June 15, 2021
Video Conference Call

MEMBERS PRESENT

Linda Carroll
Chris Fortensky
Susan Gray
Charles Howell
Brian Kamp, Committee Chair
Larry Lapidus
Caleb McDougall
Michelle Rasmussen

MEMBERS ABSENT

Dennis Anderson
Dan Brown
Dick Denenny

STAFF PRESENT

Emily Arneson, Community Ombudsman &
Accessibility Officer
Stacia Bowers, Executive Assistant
Monique Liard, Chief Financial Officer
E. Susan Meyer, Chief Executive Officer
Karl Otterstrom, Director of Planning & Development

GUESTS

1. CALL TO ORDER AND ROLL CALL

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

2. CHAIR REPORT

The Chair thanked Larry Lapidus and Charlie Howell for their service on the committee. They have served their maximum term limits, and this is their last meeting.

The Chair stated the security doors recently installed on every coach to provide a barrier around the driver can make boarding in some mobility devices y difficult.

The Chair asked the members to contemplate how the committee might be more useful and valuable to the agency and its Board.

3. PUBLIC EXPRESSIONS

None.

4. COMMITTEE ACTION

A. Minutes of the Citizen Advisory Committee - Corrections or Approval

The Chair asked the committee to review the minutes of the April 14, 2021, meeting. The minutes were approved.

5. COMMITTEE REPORTS:

A. Community Perception Survey:

Emily Arneson presented the results of the latest Community Perception Survey performed by Critical Data. The survey used data collected from 400 completed interviews in November 2020 through January 2021 via landline and cell phone. Overall, the approval ratings for Spokane Transit services were very similar to previous survey findings, and the agency received high marks regarding its response to the pandemic. The top issues of general concern among

the respondents were traffic congestion and condition of the roads. With respect to STA services, most respondents (57.5%) had no complaints at all. Of those who had concerns, the top issue (10%) was the need for additional routes.

B. 2022 Service Revisions:

Karl Otterstrom provided an update on the 2022 service changes. STA conducted a Title VI Analysis and identified no potential disparate impacts or disproportionate burdens on minority and low-income populations. The Board approved the proposed changes.

The 2022 service changes include a new Route 36 that will operate between SFCC and Market Street at Garland Avenue, via the West Central Community Center, North Central High School, and the Northeast Community Center. Route 42 South Adams will be replaced with new Route 14. Crestline Route 27 will be revised to operate on North Foothills Drive rather than Mission Avenue.

These route changes will expand the Paratransit service area into new neighborhoods in Northeast Spokane, Northwood, and small expansions of service in southeast Spokane, Spokane Valley, Liberty Lake, and around Airway Heights.

C. Transit Development Plan (TDP):

Karl Otterstrom reviewed:

- The hierarchy of Spokane Transit plans
- The project timeline
- Contents of the TDP
- The Board guidance
- The Service Improvement Program
- Requests for new service
- The Capital Improvement Program
- The 2022-2027 TDP Financial Forecast

There will be a public hearing on the TDP on June 17, 2021, with a committee recommendation at the end of June and Board action in July 2021.

D. 2020 Year-End Performance Measures & 2021 Performance Measure Goals:

Monique Liard reminded the committee of the profound impact that COVID had on Spokane Transit's metrics. She reviewed the priorities and objectives. Ridership measures were significantly impacted by COVID for Fixed Route, Paratransit and Vanpool. Both Fixed Route and Paratransit did better than the goal of 0.08 and 0.10 preventable accidents per 10,000 miles, respectively. Ridership in 2021 on Fixed Route is starting to flatten out and Paratransit is showing slight ridership gains. On Time Performance will remain strong due to fewer passengers and less traffic. STA has continued to meet its goal of keeping the Cost per Passenger on Fixed Route and Paratransit less than 95% of the average cost of the urban systems in Washington State. The CEO reported that ridership in Fixed Route, Paratransit and Vanpool have all increased based off May 2020 and May 2021.

E. 2019-2020 Annual System Performance Report:

Karl Otterstrom noted that for at least ten years, STA has published both a route performance and facilities combined performance report annually with data focused on Fixed Route service and passenger facilities. The COVID-19 Global Pandemic had a dramatic impact on 2020 ridership, resulting in STA's lowest fixed route ridership since 1981, a 42% decline over 2019. Highway 2 via Browne's Addition lost the smallest proportion of ridership (-22.91%) while the Liberty Lake Express lost the largest proportion (-71.71%). At the end of 2020 STA had 1,610 bus stops. All transit centers and park & ride lots offer passenger shelters, and 128 other bus stops throughout the system also have transit shelters. In 2020, approximately 51% of all passenger boardings took place at a stop or facility where shelter was provided by year's end.

2020 Passenger Facility Improvements included:

- Installed 31 shelters
 - 25 new shelters
 - 6 replacements
- Cheney
 - Improved 8 stops for accessibility
 - 2 shelters
- Monroe-Regal Line
 - Improved 16 stops for accessibility
 - 11 shelters
- Division
 - Improved 16 stops
 - 11 shelters

2020 Operational Facility Improvements included:

- University District Gateway Bridge
 - Layover for Route 12
 - New stop
 - Access to restrooms for operators
- Moran Station Park & Ride
 - Shelters, operator restrooms and break room
 - Preliminary utilities for battery eclectic bus charging
 - 100 parking spaces
 - Access to Ben Burr Trail

Mr. Otterstrom also reviewed the top five boarding locations without shelters and park & ride lots and directed members to the website for further information on route profiles.

F. COVID-19 Update:

Susan Meyer gave the committee a high-level overview on COVID-19 safety protocols and the Governor's announcement that he intends to lift restrictions on June 30, 2021, if Washington state attains a 70% adult vaccination rate. Ms. Meyer further explained that there is a Transportation Security Administration Directive in place that requires individuals to wear masks in planes, trains, buses, and stations until at least September 13, 2021, and that Spokane Transit must comply with this Directive.

G. Recruitment/Orientation:

Emily Arneson thanked Charlie Howell and Larry Lapidus for all their input during their time on the committee and encouraged members to keep looking to recruit people who would offer valuable perspectives to the committee. The Chair suggested that committee members attend neighborhood association meetings, and he also thanked Mr. Howell and Mr. Lapidus for their service.

5. COMMITTEE MEMBERS EXPRESSIONS:

Linda Carroll shared some thoughts:

- On the route maps, list each stop number, list all stops, their number and corner on each route map
- Routes 4 and 25 are parallel and leave at the same time, if routes are parallel check for their times
- Bikes on buses – every 2 months on a Saturday have a bus at Plaza for a bike demo
- Construction update – put alerts for every line involved

Michelle Rasmussen reminded the committee they can sign up on the website for text and/or email alerts for the routes they use. Karl Otterstrom also recommended Transit App for notifications that are very specific.

Christopher Fortensky shared:

- The new plastic screens are great, but he believes bus drivers cannot hear passengers very well
- He thinks the ADA audible announcements are sometimes not loud enough

He would like STA to encourage the City to enforce the responsibility of property owners to maintain accessible access to bus stops

Emily Arneson explained that the ADA announcements on buses are programmed to respond to ambient noise on the coach, and if riders cannot adequately hear the announcements, they should report the issue to 328-RIDE so the coach can be checked for compliance.

Karl Otterstrom responded there are over 1600 bus stops and STA works hard to maintain the shelters.

6. COMMITTEE INFORMATION:

Information only. No discussion.

7. SET MEETING SCHEDULE & AGENDA ITEMS FOR THE SEPTEMBER 8, 2021, MEETING:

- Minutes of June 15, 2021, *Special* Committee meeting – Corrections/Approval
- May 2022 Service Change
- STA Moving Forward Performance Tracking
- Chair Election
- Review Charter
- Recruitment

8. ADJOURN

Respectfully submitted,



Stacia Bowers

Executive Assistant to the Director of Communication & Customer Service