

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

CITIZEN ADVISORY COMMITTEE MEETING (CAC)
Meeting Minutes for November 13, 2019
Southside Conference Room

MEMBERS PRESENT

Ann Campeau
Susan Gray
Brian Kamp
Michelle Rasmussen, Committee Chair

MEMBERS ABSENT

Dennis Anderson
Dick Denenny
Charles Howell
Larry Lapidus
Larry Luton

STAFF PRESENT

Emily Arneson, Community Ombudsman and
Accessibility Officer
Stacia Bowers, Executive Assistant
Karl Otterstrom, Director of Planning and Development
Brandon Rapez-Betty Director of Communications &
Customer Service
Roger Watkins, Chief Operating Officer

GUESTS

1. CALL TO ORDER AND ROLL CALL

The Chair 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

Michelle Rasmussen asked the committee to review the minutes of the October 9, 2019 meetings. The minutes were tabled until February meeting for a quorum present to approve.

4. COMMITTEE REPORTS:

a. Title VI Update:

Emily Arneson briefed the committee on the Title VI of the Civil Rights Act of 1964, which is a federal nondiscrimination statute that states, "No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." 42 U.S.C. §2000d.

As a recipient of federal financial assistance, STA is required to create and publish a Title VI Program and update that Program every three years. Spokane Transit's current Title VI Program was adopted on March 23, 2017 and must be updated and approved by the Board of Directors by March 31, 2020.

STA will request public input in updating the Title VI Program. Staff will seek the approval of the strategies for public outreach from the Planning & Development Committee and the Board of Directors in December 2019. During the public outreach process, staff will send the draft Title VI update to the members of this committee for comment. There will be a public hearing on the draft 2020 Title VI Program in February 2020.

b. STA Moving Forward (STAMF) Performance Tracking:

Karl Otterstrom presented the STAMF Project Quarterly progress report. Projects in progress included:

- Sidewalks and shelters along North Division construction Spring 2020
- Moran Station Park & Ride anticipated completion March 2020
- Monroe-Regal Line Improvements construction in progress
- South commuter express is in service
- Spokane Community College (SCC) Transit Center is near completion
- West Plains Transit Center (WPTC) interchange improvements is under construction
- Direct service between Airway Heights and Medical Lake via WPTC is in service
- Four Lakes station and corridor improvements consultant contract is finalized
- Central City Line (CCL) project completion moved to Spring 2022 based on FTA feedback
- Sprague Line service stops at Pride Prep in service

c. CAC 2019/2020 Work Plan:

Brandon Rapez-Betty shared the 2019/2020 CAC work plan with the committee members.

d. 3rd Quarter 2019 Performance Measures:

Roger Watkins reviewed 2019 performance measures. The complete report has also been posted to the STA website at: <https://www.spokanetransit.com/about-sta/mission-priorities-performance-measures>

The five performance measures include Earn and Retain the Community's Trust, Provide Excellent Customer Service, Enable Organizational Success, Exemplify Financial Stewardship and Ensure Safety. Mr. Watkins noted the Summer Youth pass was very successful with 132,000 rides on 5,000 cards at an 80% utilization rate and every single route had youth card utilization. Fixed Route was down about 50,000 rides, mostly non-revenue rides. Paratransit was down about 7% and we are now changing contractors from MV to First Transit in January which should improve operations. STA plans on expanding the Vanpool program and will be adding vans. Professional and courteous scores are 4.8 overall out of 5 and Fixed Route is doing its best year yet for preventable vehicle accidents.

e. Snow Plan:

Roger Watkins briefed the committee on the snow response plan. This included a description of the process of snow removal and route prioritization, detours when routes become impassable, additional snow removal operations conducted by Facilities and Grounds personnel, Fixed Route procedures for ensuring additional coach operator and supervisor coverage, Paratransit snow operations and Customer Service and Communications efforts to inform the public of the most up to date information during snow emergency operations.

f. Recruitment/Orientation:

Brian Kamp reported that he talked to brother in law, Ben Cabildo, who started Unity in the Community, and Ben is interested in becoming a member. Brian will invite him to the next meeting. Michelle Rasmussen invited some people from a coffee group to attend or apply. There have been no applications received.

5. COMMITTEE INFORMATION:

Brandon Rapez-Betty reported that the updated Charter was approved, and a copy was given to members at the meeting.

6. GENERAL BUSINESS:

Brandon Rapez-Betty gave a brief on the effects of I-976 in regard to the CCL project which was a primary concern, but WSDOT is considering it a project underway and STA has been drawing on those funds. STA is moving forward on this project. Notification of Paratransit funding of 1.6 million from state was just received. Projects that could be deferred are Cheney HPT line and Vanpool and updates will be in the newsletter. Currently, Washington State Transportation Association (WSTA) has filed suit against I976.

7. **SET MEETING SCHEDULE & AGENDA ITEMS FOR THE FEBRUARY 12, 2020 MEETING:**

- Minutes of the October 9, 2019 and November 13, 2019, Committee meeting – *Corrections/Approval*
- Fare System Upgrade
- Communication Update
- Cheney HPT Line
- Performance Measures 2019 Year End
- Legislative Update
- Recruitment/Orientation
- Paratransit Update and or a Paratransit experience instead of field trip

8. **ADJOURN**

Respectfully submitted,



Stacia Bowers

Executive Assistant to the Director of Communication & Customer Service