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

# CITIZEN ADVISORY COMMITTEE MEETING Wednesday, February 12, 2020 5:00 p.m. Southside Conference Rooms

#### **AGENDA**

Estimated meeting time: 90 minutes

- 1. Call to Order & Roll Call
- 2. Public Expressions (Michelle Rasmussen) 3 minutes per person
- 3. Committee Action: Review of Citizen Advisory Committee Minutes Corrections or Approval
  - A. Minutes of the October 9, 2019 and November 13, 2019 meetings (Michelle Rasmussen) 5 minutes
- 4. Committee Reports:
  - A. Fare System Upgrade (Monique Liard) 10 minutes
  - B. Cheney High Performance Transit (HPT) Line (Hanson/Weinand) 10 minutes
  - C. September 2020-2022 Service Revisions Preliminary Proposal (Kathleen Weinand) 10 minutes
  - D. Legislative Update (Brandon Rapez-Betty) 10 minutes
  - E. Paratransit Update (Janet Stowe/COO) 10 minutes
  - F. Recruitment/Orientation (Michelle Rasmussen) 5 minutes
- 5. Committee Information *no action*
- 6. General Business (Michelle Rasmussen) 5 minutes
- 7. Set agenda items for future CAC meetings (Michelle Rasmussen) 5 minutes
- 8. Adjourn

Next Committee Meeting: Next meeting is April 8th, 2020. STA Conference Room, 1229 W. Boone Avenue, Spokane, WA 99201

Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964. For more information, see <a href="www.spokanetransit.com">www.spokanetransit.com</a>. Upon request, alternative formats of this information will be produced for people who are disabled. The meeting facility is accessible for people using wheelchairs. For other accommodations, please call 325-6094 (TTY Relay 711) at least forty-eight (48) hours in advance.

## CITIZEN ADVISORY COMMITTEE MEETING

February 12, 2020

AGENDA ITEM <u>2</u>: 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.

## CITIZEN ADVISORY COMMITTEE MEETING

February 12, 2020

AGENDA ITEM 3: MINUTES OF THE OCTOBER 9, 2019 & NOVEMBER 13, 2019

COMMITTEE MEETINGS - CORRECTIONS AND/OR

APPROVAL

**REFERRAL COMMITTEE: N/A** 

**SUBMITTED BY:** Stacia Bowers, Executive Assistant

**<u>SUMMARY</u>**: Attached for your information, corrections, and/or approval are the minutes of the October 9, 2019 and November 13, 2019 Citizen Advisory Committee meetings.

**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 October 9, 2019 Southside Conference Room

#### MEMBERS PRESENT

Dennis Anderson
Ann Campeau
Susan Gray
Brian Kamp
Larry Lapidus
Michelle Rasmussen, Committee Chair

#### **MEMBERS ABSENT**

Dick Denenny Charles Howell Larry Luton

#### **STAFF PRESENT**

Emily Arneson, Community Ombudsman and Accessibility Officer Stacia Bowers, Executive Assistant Monique Liard, Chief Financial Officer Karl Otterstrom, Director of Planning and Development Lynda Palmer, Chief Financial Officer (retiring) Brandon Rapez-Betty Director of Communications & Customer Service

## **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 September 11, 2019 meetings. The minutes were approved.

#### b. Committee Frequency:

Michelle Rasmussen addressed the committee regarding meeting frequency. The Chair reviewed the votes which were mostly quarterly and every other month.

There are currently no CAC meetings in August and January as it mirrors the Performance Monitoring and External Relations Committee (PMER) meeting months.

Brandon Rapez-Betty reviewed the Open Public Meetings Act (OPMA) handout. Discussion ensued.

A motion was made for the Bylaws to have language added stating that special meetings can be called if necessary. The motion passed.

A motion was made to change the meetings to an every other month schedule. The motion passed.

The frequency of the CAC meetings is now in February, April, June, September and November.

#### 4. COMMITTEE REPORTS:

#### a. Budget Presentation:

Lynda Palmer presented the automated budget.

#### c. Shared Mobility:

Karl Otterstrom briefed the committee on Shared Mobility and the major Shared Mobility concepts; Mobility on Demand (MOD), and Mobility Hubs. STA is looking at this per the 2019 Strategic Plan, Strategy 4 – Explore Mobility Management.

Mr. Otterstrom expressed the term Shared Mobility is being used as a standard description. Shared Mobility is transportation services and resources that are shared among users, either concurrently or one after another.

Infrastructure - Mobility On-Demand (MOD) are services that do not operate on a fixed route or fixed schedule, but rather are requested by the customer and only then deployed for pick-up. They can provide service to area not currently served by fixed route transit, be an alternative to low performing fixed route or expand service span.

Systems - Mobility Hub is a place where people can seamlessly connect with multiple modes of transportation in a safe, comfortable and accessible environment. Provides physical integration among modes by co-locating car sharing, bike sharing, and other shared mobility services at/near public transit. Possible shared mobility concept locations include City of Spokane, Airway Heights, and City of Liberty Lake.

Using a Service Area Scoring Matrix, Five Mile Prairie scored the highest for New Service and Fairchild Air Force Base for Replacement Service.

The next step is guidance from the Board and concurrence on priority projects and timelines for implementation.

#### b. I-976 Education:

social media.

Brandon Rapez-Betty shared the I-976 guide with the committee members. He also directed the committee to go to online voter guide spokanecounty.org/elections for more information.

A public educational brochure was reviewed which is the one form of communication STA will be using. STA will print 15K of these brochures and they will be available at the Plaza, through the October newsletter and on

#### d. Recruitment/Orientation:

There is nothing to report at this time.

## 5. **COMMITTEE INFORMATION:**

Karl Otterstrom reminded the members to meet at STA Administration Offices on October 19, 2019 for the I-90/Valley HPT Line Field Trip.

Karl Otterstrom responded to the last month's question regarding the logistics of the Reader Board & Audible Announcements. Dennis Anderson had requested that buses have audible stops at every stop especially on the express buses. Mr. Otterstrom explained that it is a matter of bandwidth, coding, staff, etc. Mr. Otterstrom agreed that the 144 and other express routes with longer lengths between stops would work, but not other routes as it is also a strain on our staff.

Brandon Rapez-Betty reviewed the standard convention for Flag Post Sign Information which is to create consistency. STA's standard convention is Route Number, Route Name, Travel Direction, Stop Number and Schedule Information and You can text, call, or go online to find the next bus.

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Karl Otterstrom addressed the concern of 29th & Garfield Crosswalk in great detail. If there is a stop for inbound, the stop is at Hatch and there are no plans to change the stop at Spokane Teachers Credit Union (STCU). There is no signal, it would be expensive and would need city approval. Planning is looking at Arthur and 29th for a walk signal. Problems at the intersection include turn lanes and no refuge, pockets and a retaining wall, it would also need ADA accessible. Overall 29th is problematic.

## 6. **GENERAL BUSINESS:**

None.

## 7. SET MEETING SCHEDULE & AGENDA ITEMS FOR THE NOVEMBER 13, 2019 MEETING:

- Minutes of the October 9, 2019, Committee meeting Corrections/Approval
- CAC 2019/2020 Work Plan
- STAMF Performance Tracking
- 2020 Performance Measures
- Snow Plan
- Fleet Transition Plan
- Recruitment/Orientation

## 8. ADJOURN

Respectfully submitted,

Stacia Bowers

Executive Assistant to the Director of Communication & Customer Service

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:**

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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 1976.

## 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

# CITIZENS ADVISORY COMMITTEE MEETING

February 12, 2020

AGENDA ITEM 4A: FARE SYSTEM UPGRADE

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** Monique Liard, Chief Financial Officer

**SUMMARY:** Staff will give an update on the Fare System Upgrade.

#### CITIZENS ADVISORY COMMITTEE MEETING

February 12, 2020

AGENDA ITEM  $\underline{4B}$ : Cheney high performance transit (hpt) line

PUBLIC OUTREACH UPDATE

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** Nick Hanson, Capital Projects Manager

Kathleen Weinand, Principal Transit Planner

**SUMMARY:** The Cheney Line is an important element of the envisioned High Performance Transit (HPT) Network and a commitment of the *STA Moving Forward* plan. Fostering greater ridership in Cheney and the West Plains supports regional economic development and access to jobs and services. The overall project includes state and federal funds and is programmed to have infrastructure in place by late 2021 and new buses in 2022. Risks to state funding due to the passage of Initiative 976, newer station strategies and an opportunity to extend the project length, are reasons to conduct additional public outreach for purposes of bringing forward a revised project plan to the board later this spring for approval.

#### **BACKGROUND:**

The Regional Mobility Grant application submitted in 2018 was founded on the original 2013 *STA Moving Forward* corridor planning effort with corridor infrastructure improvements and the purchase of the region's first double decker buses to enhance speed and reliability. Improvements were planned to be made at Four Lakes (SR 904), the Jefferson Lot Park and Ride (I-90), the new West Plains Transit Center and at locations throughout the city of Cheney. Existing stops and stations (approximately 15 locations) throughout the corridor would be upgraded with the HPT Brand, shelters, improved lighting, real-time arrival information signs and improved accessibility. The purchase of up to seven (7) double decker buses was also included to streamline service, expand capacity and replace existing vehicles as part of STA's agency-wide Fleet Management Plan.

As plans further developed, more accurate cost values became available in 2019 and additional route planning developed, STA has identified potential revisions to the original scope:

- Extension of HPT service from K Street Station to the U District to improve scheduling efficiency and customer requests. A new layover location in the University District would need to be furnished for this concept to be realized
- The use of standard STA shelters at most stop locations where warranted while investing in a significantly larger shelter and station footprint at the proposed Eagle Station next to EWU.
- Additional geometric and pedestrian improvements to increase safety, reliability and speed.

• Possible scope and budget cuts in the event state funds are permanently eliminated from the project budget.

## ADDITIONAL PUBLIC OUTREACH:

Given the possible changes to project implementation, STA proposes to update its outreach plan on the corridor to reflect both outreach on design and construction activities for 2021 improvements as well as outreach and input on revisions to the overall project plan identified above. The updated public outreach plan is attached for review. Key to the plan is a corridor update outreach to be conducted in February and March. Because of the significance of the prominence of the corridor in the *STA Moving Forward* plan, staff will seek board approval of any project definition, including possible changes listed above, subject to a public hearing.

# SPOKANE TRANSIT AUTHORITY CITIZENS ADVISORY COMMITTEE MEETING

February 12, 2020

AGENDA ITEM <u>4C:</u> SEPTEMBER 2021-2022 SERVICE REVISIONS PRELIMINARY PROPOSAL

**REFERRAL COMMITTEE: N/A** 

**SUBMITTED BY:** Kathleen Weinand, Principal Transit Planner

SUMMARY: The STA Moving Forward plan, as amended, and the board-adopted 2019 Transit Development Plan (TDP) identify several significant service changes and improvements that would go into effect in 2021 and 2022. As required by Connect Spokane: A Comprehensive Plan for Public Transit the STA Board of directors has adopted a public outreach plan to guide these service changes in June of 2019. Shortly after the outreach plan was adopted STA began the planned outreach to vet goals and identify opportunities for the service revisions including conducting rider round table discussions over the summer, engaging STA employees at the All Employee Meeting in fall, and conducting an online workshop. Informed by the collected input STA staff has prepared a Preliminary Proposal report that outlines proposed concepts for route changes that implement STA Moving Forward and make network adjustments called for in the 2019 TDP. The proposed concepts are focused in three areas for which changes would be made in two phases in May of 2021 and May of 2022. The changes in 2022 are predicated on the start of revenue service on the City Line and are generally focused in Airway Heights and Northeast Spokane, delivering on additional commitments made in STA Moving Forward.

## May 2021 - Greater Spokane Valley Network Adjustments

Route changes are proposed in Spokane Valley, Millwood, Liberty Lake and unincorporated Spokane County in order to serve new requested destinations. The proposed changes preserve service to destinations identified in *STA Moving Forward* while addressing under-performing segments of the existing Route 95 Mid Valley.

# **May 2022 - Increased Service to Airway Heights**

Two different concepts are proposed to increase service to Airway Heights consistent with STA Moving Forward.

## May 2022 - Expand Hillyard and Northeast Spokane Routes

Two different concepts are proposed to increase service, improve connections to other parts of the region and serve new destinations in northeast Spokane and enhance connectivity to other markets. These changes include discontinuing existing routes or route segments that duplicate the City Line.

The full preliminary report detailing the proposed concepts is available online here:

https://www.spokanetransit.com/projects-plans/2021-2022-service-revisions

An online survey to get feedback on these concepts is available here and will be open until March 2, 2020.

# https://sta-servicechanges.participate.online/

The table on the next page outlines the service change planning process. Based on the input received from the online survey, adopted policy, and additional analysis, STA will develop a draft recommendation for service changes. A follow-up survey will then be distributed to get feedback on the draft recommendation. The STA Board of Directors will hold a public hearing on the draft recommendation in July 2020. The STA Board of Directors will take action on the changes in October 2020, and route changes will go into effect in two phases in 2021 and 2022.

Earlier outreach efforts sought input from changes that would take effect in 2020, 2021 and 2022. Since that time the scope of possible improvements for 2020 have been reduced to be improvements and adjustments within the CEO's approval authority. This includes making service enhancements as part of the phased implementation of the Cheney Line. The implementation of the service and capital improvements for Cheney HPT will be finalized through a separate process in early 2020, addressing proposed revisions from earlier planning efforts.

Revised September 2021-2022 Service Revision Planning Schedule	
Phase/Task	Date
Inventory Opportunities & Goal Vetting	June 2019 – October 2019
Public Outreach Plan approved by STA Board	June 2019
Rider round table discussions	Summer 2019
All Employee Meeting Workshops	October 2019
Online workshop	October 11, 2019 - November 7, 2019
Preliminary Proposal	November 2019 – March 2020
Staff develop Preliminary Proposal	October 2019- January 2020
Preliminary Proposal presented to CAC	February 2020
Online Survey	February - March 2020
Draft Recommendation	March 2020 – July 2020
Staff Prepare Draft Recommendation report	March 2020 - April 2020
Staff Prepare Title VI Equity report	April- May 2020
Draft Recommendation presented to PMER	June 2020
Follow-up online survey	June 2020
Public Hearing	July 2020
Final Recommendation	July 2020 - October 2020
Staff develop the Final Recommendation	July 2020 - September 2020
STA Board action	October 2020
Implementation	October 2020 – May 2022
First phase of service revisions	May 2021
Second phase of service revisions including the City Line	May 2022

## CITIZENS ADVISORY COMMITTEE MEETING

February 12, 2020

AGENDA ITEM 4D: LEGISLATIVE UPDATE

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** Brandon Rapez-Betty, Director of Communications & Customer Service

**SUMMARY:** Staff will provide a verbal update on the key results of the 2019 legislative session.

**RECOMMENDATION TO COMMITTEE**: Information only.

## CITIZENS ADVISORY COMMITTEE MEETING

February 12, 2020

AGENDA ITEM 4E: PARATRANSIT UPDATE

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** Janet Stowe, Paratransit and Vanpool Manager

**SUMMARY:** Staff will provide a brief overview of the service Paratransit provides, an update on staff and the contractor as well as On Time Performance, Ridership and PASS Web.

**RECOMMENDATION TO COMMITTEE**: Information only.

# SPOKANE TRANSIT AUTHORITY CITIZENS ADVISORY COMMITTEE MEETING

February 12, 2020

AGENDA ITEM 4F: RECRUITMENT/ORIENTATION UPDATE

**REFERRAL COMMITTEE:** N/A

**SUBMITTED BY:** Michelle Rasmussen, Chair

**SUMMARY:** Chair will provide an update on recruitment and orientation.

# CITIZEN ADVISORY COMMITTEE MEETING

February 12, 2020

AGENDA ITEM <u>6</u>: GENERAL BUSINESS

**REFERRAL COMMITTEE: N/A** 

**SUBMITTED BY:** Stacia Bowers, Executive Assistant

## CITIZENS ADVISORY COMMITTEE MEETING

February 12, 2020

AGENDA ITEM 7: REVIEW APRIL 8, 2020 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 April 8, 2020 Committee meeting.

Proposed agenda items include:

- Minutes of the February 12, 2020, Committee meeting Corrections/Approval
- 2019 Year End Financial Report
- Communications Update
- Performance Measures
- Legislative Update
- Recruitment/Orientation

**RECOMMENDATION TO COMMITTEE:** Review and discuss.