

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

**CITIZEN ADVISORY COMMITTEE MEETING (CAC)**  
Meeting Minutes for December 14, 2016  
Southside Conference Room

**MEMBERS PRESENT**

Charles Howell, Committee Chair  
Dennis Anderson  
Ann Campeau  
Victor Frazier  
Charles Hansen  
Fran Papenleur  
Larry Lapidus

**MEMBERS ABSENT**

Dick Denenny  
Resa Hayes  
Margaret Jones  
Larry Luton

**STAFF PRESENT**

Steve Blaska, Director of Operations  
Beth Bousley, Director of Communications & Customer Service  
Stacia Bowers, Executive Assistant to the Director of Communications & Customer Service

**GUESTS**

Brian Kamp

**1. CALL TO ORDER AND ROLL CALL**

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

**2. PUBLIC EXPRESSIONS**

CAC applicant Brian Kamp introduced himself to the committee.

**3. COMMITTEE ACTION:**

**a. Minutes of the Citizen Advisory Committee - Corrections or Approval**

Mr. Howell asked the Committee to address the minutes of the October 12, 2016 meeting.

Ms. Papenleur noted that on page 2 the word clinical needed to be changed to citizen.

The minutes were approved as corrected.

**4. COMMITTEE REPORTS:**

**a. Performance Measures:**

Steve Blaska informed the committee that they can go to the STA webpage and search for performance measures which are posted quarterly. The priorities and objectives are:

1. Earn and retain the community's trust
2. Provide excellent customer service
3. Enable organizational success
4. Exemplify financial stewardship
5. Ensure safety

Mr. Blaska reported that ridership for Fixed Route is falling short of our goal to exceed last year's ridership. As of September, Fixed Route ridership was down 5.1% and these trends continue to generally track overall national ridership trends. Most assert a large reason for ridership decline is the relatively low cost of gasoline. He noted that specific decrease remains largely due to lower ridership in post-secondary school market; Community College Program and EWU

specifically. Detours are also having an effect and through the summer construction season, STA has routinely had more than 25 active detours in place each day.

Mr. Blaska indicated that STA's goal in Paratransit is to manage growth and maintain the 2015 ridership level. As of September, Paratransit ridership is 0.8% higher than in 2015 and this continues to indicate that STA should be prepared as the ridership reductions in the last few years may have bottomed out and STA should expect modest growth going forward.

Vanpool is not on track to meet its 2016 goal (7% increase over 2015). As of September, the year-to-date decrease is 11.7%. Vanpool participation is very heavily affected by fuel prices, so STA is experiencing the same challenge in Fixed Route in that regard. Vanpool ridership is still being affected by lack of ridership at Triumph due to overtime conflicting with ridership. STA had 50 vanpool customers from Triumph temporarily quit using vanpool.

Mr. Blaska briefed the committee on the quality counts survey program which is a mystery shopper program by Trendsourc. The company-wide average of 4.78 is above the goal of a 4.5 average (on a 5 point scale) from customer observations in our Quality Counts survey program.

Trendsourc does approximately 36-39 fixed route rides amongst other observables.

At 90%, Fixed Route exceeded STA's goal of 85% of surveyed trips running on time with Paratransit at 92.2% (just short of STA's goal of 95%) trips picking up customers on time. On time is measured as a bus departing between 0 to 5 minutes from the scheduled departure time and Paratransit is measured as a van picking up a customer from 0 to 30 minutes of the estimated pick up time.

Mr. Blaska emphasized that the American Bus Benchmarking Group (ABBG is a consortium of mid-sized bus agencies in North America) has rated STA's cost effectiveness in the top 3.

He indicated Fixed Route did better than STA's standard of 0.08 preventable accidents per 10,000 miles by constraining their preventable accident rate to 0.7 and Paratransit's preventable accident rate is 0.11 preventable accidents per 10,000 miles which is just above the STA standard of 0.10.

**b. Demographics of Ridership:**

Beth Bousley briefed the committee on the demographics of ridership which included the following:

- valid driver's license
- households with working cars
- gender
- age
- ethnicity
- student status
- number of people in household
- employment status
- language
- income

Mr. Blaska briefed the committee on the mobility mentor program.

**c. Budget:**

A handout of the budget was provided to committee members and any questions regarding the budget were directed to contact Lynda Warren.

**d. Plaza Renovation Update:**

Beth Bousley presented an update on the plaza renovation, which is just past the mid-point of construction within the budget and on-time. The project should be completed by summer 2017.

**e. Snow Plan:**

Mr. Blaska informed the committee that the STA's snow operations plan is in coordination with the Downtown Spokane Partnership plan which has approved select areas for snow removal by STA. The snow emergency plan includes pre-planned detours, changes in levels of Paratransit service, additional staffing and an emergency communications plan. Mr. Blaska also shared some helpful tips. He reminded everyone to monitor traffic reports, know your detour, check the STA website, try to wear light colored or reflective clothing and sign up for STA Linked on the website.

**f. Recruitment/Orientation Update:**

Beth Bousley and CAC Chair Charlie Howell interviewed CAC applicant Brian Kamp.

The Chair briefed the committee on the applicant's qualifications.

The committee voted to recommend Brian Kamp through PMER to be appointed as a member of the CAC.

**g. PMER Observations:**

Tabled until next meeting.

**5. GENERAL BUSINESS:**

None.

**6. SET MEETING SCHEDULE & AGENDA ITEMS:**

- Minutes of the December 14, 2016, Committee meeting – *Corrections/Approval*
- Legislative Priorities
- Recruitment/Orientation
- PMER Observations
- STAMF progress and CAC role in accountability
- Public outreach on STAMF – CAC role
- CAC promoting Trapeze version 16 (customer interface responsive web design)
- Budget (if there are questions)

**7. ADJOURN**

Respectfully submitted,



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