

**CITIZEN ADVISORY COMMITTEE MEETING (CAC)**

Meeting Minutes for June 13, 2018

Southside Conference Room

**MEMBERS PRESENT**

Dennis Anderson  
Ann Campeau  
Dick Denenny  
Victor Frazier  
Charles Hansen  
Charles Howell, Committee Chair  
Brian Kamp  
Larry Lapidus  
Madison Leonard  
Larry Luton  
Michelle Rasmussen

**STAFF PRESENT**

Beth Bousley, Director of Communications & Customer Service  
Stacia Bowers, Executive Assistant  
Allison Mitchell, Paratransit Contract Manager  
Karl Otterstrom, Director of Planning and Development  
Janet Stowe, Manager of Paratransit and Vanpool  
Roger Watkins, Chief Operations Officer

**GUESTS**

**MEMBERS ABSENT**

Resa Hayes

**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 Howell asked the Committee to address the minutes of the May 9, 2018 meeting. The minutes were approved.

**4. COMMITTEE REPORTS:**

**a. Mobility Update:**

Janet Stowe provided information on Vanpool, Paratransit, Vanshare, and Special Use Vehicles (SUV). Ms. Stowe included data for on time performance, passengers per hour and cost per trip mode. Brian Kamp expressed his previous concerns with the contractor MV to Ms. Stowe. Ann Campeau re-emphasized that Paratransit is a ride share and users should manage their expectations to coincide with that particular service.

**b. 2018 Communications Plan Update:**

Beth Bousley presented the goals and priorities of the Communications Plan. The goal is to increase ridership with support in passenger education and information, promotion, and community engagement. The priorities include Ridership, STA Moving Forward (STAMF), Strategic Communications, New Employee Recruitment, Internal and Departmental Communications.

**c. Upriver Transit Center Project Overview:**

Karl Otterstrom updated the committee on the plans for the Upriver Transit Center. The transit center will accommodate approximately 16 buses per hour and will include a transit waiting area, shelters, ticket vending machines, etc. This

project is funded Washington State Regional Mobility Grant and local STA Moving Forward funds and scheduled to be operational in September 2019.

**d. SFCC Transit Station Project Overview:**

Karl Otterstrom updated the committee on the plans for the Spokane Falls Transit Station Project. The station will be an off-street transit station that will improve the safety and comfort of transit riders. The station will be designed to accommodate approximately eight buses per hour with a waiting area and pedestrian pathways. This project is funded through a Washington State Regional Mobility Grant and local match. It is scheduled to be operational in September 2019.

**e. Draft 2018 Transit Development Plan (TDP):**

Karl Otterstrom reported Spokane Transit has a requirement by state law to develop a Transit Development Plan (TDP) for the six-year planning horizon and submit it to Washington State Department of Transportation each year. A draft edition of the TDP has been reviewed by the planning and Development Committee in preparation for a Public Hearing to be held at the June 21, 2018 Board meeting. Mr. Otterstrom reviewed the project timeline and the Plan contents.

**f. Recruitment/Orientation Update:**

Charlie Howell noted that CAC will be down to nine members after this meeting and urged the remaining members to reach out to groups regarding recruitment.

**g. PMER Observations:**

Charles Hansen informed the committee of items covered at the last PMER meetings. PMER discussed the changes to the CAC Charter, approval of the custodial RFP for the Plaza, affirmative action, performance measures, fare increase, and the grant program for low-income to help with the fare increase.

**5. GENERAL BUSINESS:**

Beth Bousley presented letters of recognition to the exiting members of CAC.

Ms. Bousley acknowledged recent media coverage regarding Spokane Transit's Human Resources manager and offered to send a press release to CAC members.

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

- Minutes of the June 13, 2018 Committee meeting – *Corrections/Approval*
- September 2019 Preliminary Proposal
- CAC 2018/2019 Work Plan
- Monroe Regal Field Trip
- Recruitment/Orientation
- Chair and PMER selections
- PMER Observations
- Bus Seat update
- **\*\*No meeting in August\*\***

**7. ADJOURN**

Respectfully submitted,



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