

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

CITIZEN ADVISORY COMMITTEE MEETING (CAC)
Meeting Minutes for May 10, 2017
Southside Conference Room

MEMBERS PRESENT

Dennis Anderson
Ann Campeau
Victor Frazier
Charles Hansen
Resa Hayes
Brian Kamp
Larry Lapidus
Larry Luton
Fran Papenleur

MEMBERS ABSENT

Dick Denenny
Charles Howell, Committee Chair
Margaret Jones

STAFF PRESENT

Beth Bousley, Director of Communications & Customer Service
Stacia Bowers, Executive Assistant to the Director of Communications & Customer Service
Karl Otterstrom, Director of Planning
Lynda Warren, Director of Finance and Information Systems

GUESTS

Michelle Rasmussen

1. CALL TO ORDER AND ROLL CALL

Victor Frazier called the meeting to order at 5:03 p.m. and conducted roll call.

2. PUBLIC EXPRESSIONS

Brian Kamp (CAC member) expressed his appreciation for how modern STA has become and customer service improvements from his childhood days of riding the bus.

3. COMMITTEE ACTION:

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

Mr. Frazier asked the Committee to address the minutes of the April 12, 2017 meeting.

The minutes were approved.

4. COMMITTEE REPORTS:

a. 2016 Year End Financials:

Lynda Warren gave an update on the Year End 2016 Unaudited Financial Report:

Revenue

Fares:	\$1M below budget (decline in ridership in 2016 so fares also declined).
Sales tax:	\$3.8M above budget.
Federal/State grants:	\$29K below budget.
Misc. revenue:	\$164K above budget.
Total:	104% of budget at \$73M

Expenses

Government Accounting Standards Board (GASB) issued standards on how pensions should be reported and it depends on the market regarding what is reported. This resulted in a credit of \$1.2M in 2016 expenses. Without GASB, the 2016 expenses would have been \$61M.

Fixed Route:	\$3.4M under budget
Paratransit:	\$900K under budget
Vanpool:	\$148K under budget
Plaza:	\$51K under budget
Administrative:	\$913K under budget (includes Information Services-related expenses such as licenses and also the mobility mentoring program)

Actual budget:	\$59.8M
Total Favorable Budget:	\$8.3M

Capital Budget

Several major projects are now complete e.g., the Smart Bus Program and the Business Enterprise Program. The remaining balance is approximately \$1.5M which rolls over into 2017.

Federal Grants

These are multi-year grants which total \$18M.

Cash Balance

\$61.1M including Board designated reserves; future capital and operating funds; and, the fleet replacement fund.

b. Recruitment/Orientation Update:

The committee voted and approved the nomination of Michelle Rasmussen to be forwarded to PMER for approval.

Beth Bousley gave a status update on CAC members and candidates. She reviewed recruitment priorities, asked CAC members to continue to reach out to their contacts, distribute/post recruitment materials, and encouraged diversity in recruitment.

c. 2017 Communications Update:

Beth Bousley reviewed the priorities, objectives and accomplishments of her team over the 2016 year which included several awards.

d. Community Perception and Paratransit Survey Results:

Beth Bousley reviewed the results of the Community Perception Survey which was conducted November-December 2016 and the Paratransit Survey conducted October-November 2016.

e. STAMF Progress:

Karl Otterstrom reviewed the Communications Plan for STA Moving Forward.

The Plan framework includes:

- Goals (community awareness, earn/retain community trust and grow ridership)

- Audiences

- Key messages

- Strategies (educate/engage, develop/implement community plans for projects, show progress/demonstrate STA is fulfilling promises and engage the CAC in measuring implementation and public outreach performance)

- Tactics

Mr. Otterstrom reported the draft Service Implementation Plan (SIP) guides the delivery of fixed route service over the next three years. He reviewed the draft 2018 -2020 service changes. He provided a draft initial framework sheet with CAC role strategies and upcoming projects for members to review.

5. **GENERAL BUSINESS:**

None.

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

- Minutes of the May 10, 2017, Committee meeting – *Corrections/Approval*
- STAMF
- Recruitment/Orientation
- Chair discussion
- PMER Observations

7. **ADJOURN**

Respectfully submitted,



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