

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

AGENDA

CITIZEN ADVISORY COMMITTEE MEETING Wednesday, March 9, 2016 5:00 p.m. Southside Conference Rooms

1. Call to Order & Roll Call
2. Public Expressions – *(Dean Lynch) – 3 minutes per person*
3. Committee Action: Review of Citizen Advisory Committee Minutes - Corrections or Approval
 - a. Minutes of February 10, 2016 – Regular Meeting – *(Dean Lynch) – 5 minutes*
4. Committee Reports:
 - a. STA Moving Forward Update - *(Karl Otterstrom) – 20 minutes*
 - b. Fare Analysis Public Outreach Plan - *(Beth Bousley) – 20 minutes*
 - c. Recruitment/Orientation Update – *(Dean Lynch) – 5 minutes*
 - d. Communications Plan Recap - *(Beth Bousley) – 20 minutes*
5. General Business - *(Dean Lynch) – 5 minutes*
6. Set agenda items for future CAC meetings - *(Dean Lynch) – 10 minutes*
7. Adjourn

Next Citizen Advisory Meeting: April 13, 2016
STA Conference Room, 1229 W. Boone Avenue, Spokane, WA 99201

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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.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING OF

March 9, 2016

AGENDA ITEM 2: 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.

**SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING OF**

March 9, 2016

**AGENDA ITEM 3: MINUTES OF THE JANUARY 13, 2015 COMMITTEE MEETING
- CORRECTIONS AND/OR APPROVAL**

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Stacia Bowers, Executive Assistant

SUMMARY: Attached for your information, corrections, and/or approval are the minutes of the February 10, 2016, Citizen Advisory Committee meeting.

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 February 10, 2016
Southside Conference Room

MEMBERS PRESENT

Dean Lynch - Committee Chair
Fyrne Bemiller
Victor Frazier
Larry Lapidus
Larry Luton
Fran Papenleur
Philip Rudy

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

MEMBERS ABSENT

Ann Campeau
David Driscoll
Charles Hansen
Resa Hayes
Charles Howell
Margaret Jones
Brenda Smits

GUESTS

Kathlyn Kinney

1. CALL TO ORDER AND ROLL CALL

Chair Lynch 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

Mr. Lynch asked the Committee to address the minutes of the January 13, 2015 meeting.
The minutes were approved.

4. COMMITTEE REPORTS:

a. 2016 Performance Measures:

Mr. Blaska informed committee that the 2016 performance measures were adopted.

Mr. Blaska explained that STA's performance measures are related to specific STA priorities and that these quantifiable benchmarks demonstrate the agency's commitment to accountability. These are reevaluated annually. Ridership goals reflect those set forth in the annual Strategic Plan:

- Fixed Route: 1.5% growth. Lower gas prices contributed to an approximate 4% decrease in ridership from the 2014 record. The 2016 goal will be to partially recover some of that lost ridership, which is aggressive considering that there is no funding for service increases in 2016.
- Paratransit: Sustain current level of ridership. The continued success of Mobility Training, In-Person Assessments, and the Van Grant Program are expected to continue to control demand for this service.
- Vanpool: 7% growth. Lower gas prices had a negative effect in Vanpool which contributed to an approximate 10% decrease in ridership from 2014. The goal in 2016 is to reverse that trend and achieve 7% growth over where STA ends 2015.

Mr. Blaska added that there were also minor changes to the Fixed Route maintenance cost goal and to the Paratransit/Vanpool maintenance cost goal.

Mr. Blaska reported that the Preventable accident rate last year, goal.08 and STA got .06

b. High Performance Transit (HPT):

Mr. Blaska updated the CAC on High Performance Transit (HPT). He showed the Committee the Preliminary design concepts for future station amenities and branding schemes have been prepared that will be presented to the public to gather input prior to preparing the final draft manuals. The upcoming events include:

- Neighborhood meetings January – March
- West Downtown/Browne’s Addition Open House – March 1 (Tentative)
- Additional downtown outreach events

The anticipated completion date for this project is March 31, 2016. These new standards will be implemented on future HPT corridors including the Cheney, Monroe-Regal, Division, Sprague and Valley corridors as well as the Liberty Lake Express and the Central City Line. There was much discussion regarding which designs were practical and functional.

c. Fare Analysis:

Mr. Blaska updated the committee on the fare analysis. Spokane Transit Authority (STA) is currently evaluating its fares and fare structure, as it does on a periodic basis. The last major review of its fare structure was conducted in 2009 which resulted in a phase in of fare changes for the years 2010, 2011 and 2012. Since that time, farebox recovery has fallen below the Board policy of 20%. As part of the process, public outreach is conducted to ensure stakeholder participation and adherence to Title VI (federal) requirements. If the preliminary proposed fare structure is accepted and implemented, it will result in a farebox return of 22.7%. A final recommendation for Board decision is anticipated in July 2016. If approved, actual fare changes wouldn’t take effect until July 2017.

d. Recruitment/Orientation:

Mr. Lynch reminded the committee that a community involvement form was sent out to all members and was also included in the packet. He asked for the members to fill it out. This form will help to identify where the committee could focus on special recruitment for a more diversified committee.

Mr. Lapidus discussed an orientation form that the task force created. This form will explain to members the pattern of replacement, the terms, and rotations of the committee so positions are not vacant all at once. This form should help improve the process.

Mr. Lynch informed the committee that he has created a layout on how to identify the committee terms and vacancies. Mr. Lynch will have it at the next meeting, if not before.

Mr. Lynch stated that the CAC currently has 14 members with one vacancy. He informed the CAC that Brenda Smits is resigning, but she is welcome to serve through her term if she is available.

e. Communications Plan:

Ms. Bousley reported that Public transportation ridership has decreased nationally and that STA fixed route ridership decreased 4.5% in 2015.

She indicated that trends show that Spokane County is growing as a destination for visitors. In 2015, Spokane was voted #2 out of the top 10 Best American Riverfront Cities (USA TODAY), and 7 out of the 10 most efficient airports.

She noted that STA continues to be the leader among Washington State Urban Systems in providing the lowest cost per passenger for fixed route and paratransit, the highest passenger per hour for Paratransit, and the second highest passenger per hour for fixed route. Ms. Bousley shared STA’s 2016 Communication Objectives, which are aligned with STA’s Organizational Priorities and share the ultimate goal of increasing ridership and improving community perception:

- Ensure Safety
 - Enhance user education and information services
- Earn and Retain the Community’s Trust
 - Enhance brand and identity
 - Communicate/engage key audiences

- Improve/control STA image
- Improve online access to information
- Provide Outstanding Customer Service
 - Improve customer experience
- Enable Organizational Development
 - Improve internal communications
- Exemplify Financial Stewardship
 - Communicate financial information to demonstrate accountability and transparency

5. GENERAL BUSINESS:

Mr. Lynch expressed concern regarding a social media post on a page called next-door. He requested that the Communications Department have a staff person that CAC members can contact for questions and concerns on social media. Ms. Bousley stated that she will discuss this with her team and communicate back to CAC.

6. SET MEETING SCHEDULE & AGENDA ITEMS:

- West Plains Transit Center Update (April)
- Recruitment/Orientation
- Update on STA Moving forward
- Fare analysis public outreach update
- Communications Plan
- HPT update

7. ADJOURN

Respectfully submitted,

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

**SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING**

March 9, 2016

AGENDA ITEM 4a: STA MOVING FORWARD UPDATE

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning

SUMMARY:

Staff will provide an update on recent activities and Board discussions related to the STA Moving Forward plan and funding.

RECOMMENDATION TO COMMITTEE: Discussion.

**SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING**

March 9, 2016

AGENDA ITEM 4b: FARE ANALYSIS PUBLIC OUTREACH PLAN - OVERVIEW

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Beth Bousley, Director of Communications and Customer Service

SUMMARY: Our sustainable plan for the next 6 years requires a minimum farebox recovery of 20%. Subject to STA Board approval, STA intends to implement a fare increase in July, 2017. This document provides an overview of the public outreach plan that will be implemented to ensure input from key stakeholders to the preliminary fare proposal before it is finalized.

BACKGROUND: STA evaluates its fares on a periodic basis. The last major review of its fare structure was conducted in 2009, which resulted in a phase-in of fare changes for the years 2010, 2011, and 2012. As part of the fare change process, public outreach will be conducted to ensure stakeholder participation.

OBJECTIVE: Gather input to the fare increase proposal from stakeholders who represent the residents of the Spokane Transit Public Transportation Benefit Area (PTBA). Create opportunities for public input from key stakeholders.

RECOMMENDATION TO COMMITTEE: Review and discuss.

SPOKANE TRANSIT AUTHORITY

Date: March 9, 2016

SUBJECT: FARE ANALYSIS– PUBLIC OUTREACH PLAN - OVERVIEW

Public Outreach Period: March 2016 – July 2016

Summary: Our sustainable plan for the next 6 years requires a minimum farebox recovery of 20%. Subject to STA Board approval, STA intends to implement a Fare Increase in July, 2017. This document provides an overview of the public outreach plan that will be implemented to ensure input from key stakeholders to the preliminary fare proposal before it is finalized.

Background

STA evaluates its fares on a periodic basis. The last major review of its fare structure was conducted in 2009 which resulted in a phase-in of fare changes for the years 2010, 2011, and 2012. As part of the fare change process, public outreach will be conducted to ensure stakeholder participation and to comply with Title VI requirements which state that during major service reductions and fare increases, STA will conduct an analysis to verify that no discrimination to protected classes takes place. Title VI of the Civil Rights Act provides that “no person in the United States shall, on the ground 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.”

Objective

Gather input to the fare increase proposal from stakeholders who represent the residents of the Spokane County Public Transportation Benefit Area (PTBA). Create opportunities for public input from key stakeholders.

Strategies

Create opportunities for public input from key stakeholders.

Collateral

Fare Analysis Fact Sheet and FAQ for use in presentations, meetings, on website

Feedback Mechanism?

Survey?

Press Release

Social media – visual that quickly shows how we’re funded and why we’re raising fares

Messaging

Simple, consistent - process - draft to directors for input, developed by Communications.

Audience	Tactic
General public	Social media, press release
Title VI	Present at advocacy/representative member group meetings, engage social service agencies that serve target groups, tactics to reach other audiences will also serve to reach these groups.
Riders	Bulkheads, Plaza Open House, Website
Non-Riders	Traditional media/press release announcing Fare Analysis Open House at Plaza
Neighborhoods	Community Assembly
Social service agencies	ARC, Catholic Charities, Union Gospel Mission, Valley Support Network

Employers	DSP, GSI, GSVC, West Plains Chamber
Educational Institutions	University District, Non-UTAP Schools
STA CAC	CAC Meetings, member networks; equip members with fare analysis fact sheet to share with network
STA Employees	All employee meeting, STA Informed
Elected Officials	City Council Meetings, Board of County Commissioners
Advocacy Agencies	Spokane Alliance, Valley Support Network, Independent Living, Aging and Long Term Care of Eastern Washington (ALTCEW)
Faith Community	Variety of churches across the region
Limited English Proficiency	Organizations and churches serving those with limited English proficiency, such as Slavic Churches

Performance Metrics:

- In-person outreach to 25 organizations
- Regional Open Houses (3 - 10-20 people at each)
- Media (print and radio)
- Social Media impressions
- 1 Press release

Tactics and Timing Overview

- **January**
 - Finalize key stakeholder list
 - Create schedule of public outreach events to attend/schedule in March-May, including:
 - community meetings
 - presentations to key stakeholder groups
 - one on one meetings
 - Begin developing supporting materials
- **February**
 - Finalize messaging and develop supporting materials once Preliminary Proposal is drafted:
 - Social media schedule
 - Printed materials
 - Presentations
 - Email blasts, letters and invitations to public outreach events
 - Posters on buses, shelters and transit centers
- **March-May**
 - Implement public outreach
 - Gather and finalize input
- **June**
 - Hold public hearing on draft of final fare increase plan at June 16th STA Board Meeting
- **July**
 - Final recommendation for Board decision at July 21st Board Meeting

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING OF

March 9, 2016

AGENDA ITEM 4c : RECRUITMENT/ORIENTATION UPDATE

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Citizen Advisory Committee Workgroup

SUMMARY: Provide update on CAC recruitment efforts and orientation development.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING OF

March 9, 2016

AGENDA ITEM 4d : 2016 COMMUNICATIONS PLAN

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Beth Bousley, Director of Communications and Customer Service

SUMMARY: The Spokane Transit Communications Plan for 2016 provides the following:

- National and local population growth and ridership trends and statistics
- Overview of organizational priorities
- Audience definition
- Communications objectives and strategies for 2016

Detailed information on the Plan for the upcoming year is attached.

RECOMMENDATION TO COMMITTEE: Information only.

2016 Communications Plan

Situation Analysis

Public transportation ridership has decreased locally and nationwide:

- STA fixed route ridership decreased 4.5% in 2015
- During the first 9 months of 2015:
- Bus ridership decreased nationally by 2.7%
- Average gas price was \$2.42, a 30% drop
- Trips taken on U.S. Public Transportation decreased 1.2% YOY
- Light rail ridership increased .3%; commuter rail ridership .2%; heavy rail .3%

Source: APTA

APTA President and CEO Michael Melaniphy forecasts a bright year ahead for public transit:

“Today, we have the strength and stability of a fully funded, five-year authorization. Ridership has declined only marginally (not anywhere close to 2008 levels when the price of gasoline was as low as it is today). Transit tax parity has become a permanent part of the tax code and tax credits have been extended to promote alternative fuels. More than 7 out of 10 transit-related ballot initiatives were approved because people know that where transit goes, communities grow.”

Spokane population has increased 1.01% YOY, and Spokane County is expected to grow to 592,969 by 2040. The growth trends show a decline in households with children, and an increase in households without children and two workers households, and denser regional development. (Source U.S. Census, *Horizon 2040*). 58% of STA Riders are between 16-34, and 37% are students, indicating that STA should focus on establishing loyalty among younger audiences. (Source: *2015 STA Fixed Route Passenger Survey*.)

Trends also show that Spokane County is growing as a destination for visitors. In 2015, Spokane was voted #2 out of the top 10 Best American Riverfront Cities (USA TODAY), and 7 out of the 10 most efficient Airports (smartasset.com). There was \$893 million in visitor spending in 2014, up \$27 million over 2013.

STA continues to be the leader among Washington State Urban Systems, providing the lowest cost per passenger for fixed route and paratransit, highest passenger per hour for Paratransit, and second highest passenger per hour for fixed route.

2016 Communication Objectives

The communication objectives are aligned with STA’s Priorities with the ultimate goal of increasing ridership and improving community perception:

STA Priority	Communication Objective
Ensure Safety	<ul style="list-style-type: none"> ▪ Enhance user education and information services
Earn and Retain the Community’s Trust	<ul style="list-style-type: none"> ▪ Enhance brand and identity ▪ Communicate/engage key audiences ▪ Improve/control STA image ▪ Improve online access to information
Provide Outstanding Customer Service	<ul style="list-style-type: none"> ▪ Improve customer experience
Enable Organizational Development	<ul style="list-style-type: none"> ▪ Improve internal communications
Exemplify Financial Stewardship	<ul style="list-style-type: none"> ▪ Communicate financial information to demonstrate accountability and transparency

Audience

- **Riders, emphasizing**
 - Commuters, students, millennials, visitors/tourists
- **STA employees**
- **Community leaders and influencers:**
 - STA Board members, Citizen Advisory Committee members, employers, business leaders, neighborhood groups, community leaders and influencers
- **Taxpayers**
 - Prospective and Current Riders
 - Non-riders

OBJECTIVE 1: INCREASE STA BRAND AWARENESS AND AFFINITY AWARENESS AND AFFINITY

Strategies

- Define and build out STA brand (how STA creates and delivers value) including development/refinement of brand promise (what STA commits to the public) and guidelines (how it's used)
- Develop brand marketing/advertising strategy

Tactics

- Define and build out STA brand guidelines
- Develop brand marketing/advertising strategy, including targeted paid media strategy, video, digital strategy (social, web)

Metrics

- STA Priority
 - Increase the mean score for: Does STA do a good job of listening to the public - score 4.5 out of 5
- Communications
 - Complete revised branding guidelines and brand marketing program

OBJECTIVE 2: IMPROVE INTERNAL COMMUNICATIONS

Strategies

- Ensure employees understand and are invested in STA

Tactics

- Continue to test and refine communication/feedback tools
- Improve quality of employee engagement survey

Metrics

- STA Priority
 - Increase employee satisfaction as ranked on the employee engagement survey to 85%
- Communications
 - Implement revised employee engagement survey
 - Implement revised feedback and communications tools

OBJECTIVE 3: ENHANCE USER EDUCATION AND INFORMATION SERVICES

Strategies

- Improve public education
- Simplify use of STA Services

Tactics

- Test/implement new methods to help potential and current riders understand how to use our services, such as video series, social media, information kiosks

- Support implementation of mobility mentor program; conduct bus demonstrations and events, targeting younger audiences to develop brand loyalty
- Ensure that information is placed throughout the STA system to help all riders navigate with ease; phasing in digital tools and leveraging Real Time information
- Implement Courtesy Campaign

Metrics

- STA Priority
 - Community Trust: Increase STA Community Perception mean score rating to 4.5 on 5 point scale for the question “Does a good job of listening to the public”
 - Safety: Improve rating: freedom from obnoxious behavior from 3.76
- Communication Goals
 - Implement two new digital tools and 6 demos/events
 - Support implementation of mobility mentor program

OBJECTIVE 4: IMPROVE COMMUNICATION AND ENGAGEMENT WITH PRIORITY AUDIENCES

Strategies

- Develop external communication strategy
- Continue to build relationships, leverage opportunities with strategic partners
- Identify and empower advocates
- Create targeted marketing campaigns for key programs and audiences

Tactics

- Create targeted marketing campaigns for UTAP, ESBP, Vanpool
- Implement advertising program highlighting STA’s 35th anniversary
- Implement Destination campaign: Spokesman Neighborhood Connect, Spokane County Parks partnership
- Implement promotion for Real Time information
- Implement monthly community newsletter
- Provide engaging and entertaining events at the Plaza

Metrics

- STA Priority
 - Increase STA Community Perception mean score rating to 4.5 on 5 point scale for the question “Does a good job of listening to the public”
 - Increase ridership
- Communications
 - Increase participation in UTAP, ESBP, Vanpool,
 - Real Time Information engagement
 - Implementation of newsletter

OBJECTIVE 5: IMPROVE AND CONTROL IMAGE OF STA

Strategies

- Improve public understanding of STA initiatives through outreach and communications
- Improve public perception of STA leadership and Board

Tactics

- Engage in consistent media relations/editorial board outreach/media tours
- Conduct Public outreach: plaza renovation, Central City Line and HPT, Real Time Information, Fare Analysis, STA Moving Forward
- Engage media to develop transit focused series to celebrate 35th anniversary
- Implement media training for STA leadership and Board; identify speaker opportunities
- Develop consistent talking points for STA speakers

Metrics

- Support STA Goals
 - Increase STA Community Perception mean score rating to 4.5 on 5 point scale for the question “Does a good job of listening to the public”
- Communications Goals
 - Implementation of media training and speakers opportunities
 - Implementation of media tours
 - Implementation of public outreach

OBJECTIVE 6: IMPROVE CUSTOMER EXPERIENCE

Strategies

- Improve quality and responsiveness of customer service
- Ensure customers feel valued by enabling them to provide both positive and negative feedback

Tactics

- Implement customer service training
- Equip customer service reps to serve as travel ambassadors, proactively helping customer navigate the system
- Provide comment cards, passenger surveys; online contact methods: email, website, comment form, social media, electronic kiosks

Metrics

- Support STA Goals
 - Increase STA Community Perception mean score rating to 4.5 on 5 point scale for the question “Does a good job of listening to the public”
- Customer Service Goals
 - Increase excellent, professional, and courteous Quality Counts! Score to 5 on a scale of 1 to 5 (Standard: 4.5 average); meet service goal of 90% answered in < 30 seconds, abandon rate of < 4%
 - Conduct two training sessions, implement travel ambassador pilot, test 1 new method for feedback

OBJECTIVE 7: IMPROVE ONLINE ACCESS TO INFORMATION

Strategies

- Facilitate and enhance access to online information
- Leverage social media to gather feedback, reach new audiences, promote closer relationships with customers
- Enable the development of online tools and applications
- Facilitate online payment mechanisms

Tactics

- Continue to improve quality of the website
- Implement social media strategy including editorial calendar and video series to educate the public on how to ride the bus, key events, important dates, and fun trivia
- Promote Real Time information; and provide operational data to the public and developers to fuel the development of applications
- Continue enhancement of online payment mechanisms such as the vanpool payment center, and STA online store

Metrics

- Support STA Goals
 - Increase STA Community Perception mean score rating to 4.5 on 5 point scale for the question “Does a good job of listening to the public”
- Communication Goals
 - Increase Facebook engagement, web traffic, Real Time Information engagement
 - Increase online payments
 - Establish 3rd party app development

OBJECTIVE 8: COMMUNICATE FINANCIAL INFORMATION TO DEMONSTRATE TRANSPARENCY AND ACCOUNTABILITY

Strategies

- Communicate financial information to the public in effective and timely manner

Tactics

- Update financial performance metrics on the website as they become available
- Facilitate communication of financial budget through presentations, website, press releases, as appropriate

Metrics

- Support STA Goals
 - Improve public perception of financial responsibility towards standard of 4.5 (3.54 in 2014 Community Perception survey)
- Communication Goals
 - Timely communication of financial information including performance metrics and budget

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING OF

March 9, 2016

AGENDA ITEM 5: GENERAL BUSINESS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Stacia Bowers, Executive Assistant

**SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING**

March 9, 2016

**AGENDA ITEM 6: REVIEW APRIL 13, 2016, DRAFT AGENDA ITEMS –
INFORMATION**

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 13, 2016 Committee meeting.

Proposed agenda items include:

- Minutes of the March 9, 2016, Committee meeting – *Corrections/Approval*
- West Plains Transit Center Update
- Recruitment/Orientation
- Legislative Update
- High Performance Transit Update
- Plaza Renovation Communications Update

RECOMMENDATION TO COMMITTEE: Review and discuss.