

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

CITIZEN ADVISORY COMMITTEE MEETING

Wednesday, June 11, 2025

5:00 p.m. – 6:30 p.m.

Northside Conference Room
Spokane Transit Authority
1230 W Boone Ave, Spokane, WA
w/Virtual Public Viewing Option

AGENDA

1. Call to Order and Roll Call (*Chair Brown*)
2. Committee Chair Report (*Chair Brown*) (5 minutes)
3. Committee Action (5 minutes)
 - A. Minutes of May 7, 2025, Meeting — *Corrections/Approval*
4. Committee Reports (60 minutes)
 - A. CEO Search Update (*Williams*)
 - B. 2026–2031 Transit Development Plan: Complete Draft (Public Hearing) (*Otterstrom*)
(*Public Hearing at the June 26, 2025, Board meeting*)
 - C. Division Street Bus Rapid Transit: Locally Preferred Alternative Amendment (*Otterstrom*)
 - D. 2025 First Quarter Year-to-Date Performance Measures (*Rapez-Betty*)
5. CEO Report — (*Otterstrom/Rapez-Betty*) (15 minutes)
6. Committee Information — *no action or discussion*
7. Committee Member Expressions (*Chair Brown*) (3 minutes)
8. Review DRAFT Agenda Items for July 16, 2025, Meeting (2 minutes)
9. Adjourn

Virtual Link:	Join here
Call-in Number:	1-253-215-8782
Meeting ID:	843 4388 9962

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting at the STA's website: www.spokanetransit.com. Discussions concerning matters to be brought to the Board are held in Committee meetings. The public is welcome to attend and participate. Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act. For more information, see www.spokanetransit.com. 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

June 11, 2025

AGENDA ITEM 2 : COMMITTEE CHAIR REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Yolanda Montes, Administrative Assistant to the Chief Communications &
Customer Service Officer

SUMMARY: At this time, the Committee Chair will have an opportunity to comment on various topics of interest regarding Spokane Transit.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

June 11, 2025

AGENDA ITEM 3A: MINUTES OF THE MAY 7, 2025 COMMITTEE MEETING CORRECTIONS
AND/OR APPROVAL

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Yolanda Montes, Administrative Assistant to the
Chief Communications & Customer Service Officer

SUMMARY: Attached for your information, corrections, and/or approval are the minutes of the May 7, 2025, Citizen Advisory Committee meeting.

RECOMMENDATION TO COMMITTEE: Receive report.

Spokane Transit Authority
1230 W Boone Ave
Spokane, WA 99201-2686
509-325-6000

CITIZEN ADVISORY COMMITTEE

Draft Minutes of the May 7, 2025, Meeting

Spokane Transit Authority, 1230 W. Boone Avenue, Spokane, WA

w/ Virtual Public Viewing Option

MEMBERS PRESENT

Dan Brown, *Chair*
Tino Andrade
Linda Carroll
Perry Crandall
Chris Fortensky
John Lemus
Tyler Salyer
Andrew Tse

STAFF PRESENT

Karl Otterstrom, Interim Co-CEO & Chief Planning & Development Officer
Brandon Rapez-Betty, Interim Co-CEO & Chief Operations Officer
Kade Peterson, Chief Information Officer
Tammy Johnston, Interim Chief Financial Officer
Carly Cortright, Chief Communications & Customer Service Officer
Delana Combs, Ombudsman and Accessibility Officer
Yolanda Montes, Administrative Assistant to the Chief Communications & Customer Service Officer

MEMBERS ABSENT

Konrad Capeller
Julie Corpuz
Jackson Deese
Caleb McDougall
Kinzie Michael
Rhonda Young

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

Chair Dan Brown, called the meeting to order at 5:00 p.m. Roll call was conducted and a quorum was established.

2. **COMMITTEE CHAIR REPORT**

Chair Brown stated he attended the State Education Conference held in Spokane with approximately one thousand attendees, and he educated participants about utilizing public transportation, specifically highlighting Route 11, which was deemed very useful for attendees. Questions were raised about parking for an upcoming Community Assembly summit at Gonzaga, and it was noted that there are multiple ways to access the location via public transportation, with buses arriving every 7.5 minutes. Chair Brown mentioned an incident where a bus did not stop for him and another individual. Investigations are ongoing to address the issue.

3. **COMMITTEE ACTION**

A. **Minutes of April 9, 2025, Committee Meeting**

Mr. Fortensky moved to approve the minutes presented. Dr. Carroll seconded, and the motion passed unanimously.

4. COMMITTEE REPORTS

A. 2025 Community Perception Survey Results Summary

Dr. Cortright, Chief Communications & Customer Service Officer, discussed the annual Community Perception Survey to gauge public opinion on transportation services. This year, 447 surveys were returned, exceeding the goal of 400. The demographics of the respondents were consistent with previous years, with a balanced distribution of genders and age groups. Notably, 68% of respondents reported having used STA services before.

The survey results indicated that 31% of respondents rated Spokane's overall transportation system as excellent or good, while 47% rated it as fair. In contrast, 56% rated Spokane Transit positively, reflecting a 6% increase from 2023. The survey also revealed a general agreement on the value of STA in providing transportation options, especially for individuals with special mobility needs.

The survey results showed strong public support for funding public transportation, with 67% of respondents deeming it very important. Furthermore, 56% believed the current funding levels should increase over the next five years.

B. Service Change – May 2025

Mr. Otterstrom outlined minor changes to Route 11, scheduled for the 3rd Sunday of May, in response to a decline in ridership primarily due to downtown employers relocating or reducing their workforce. The proposed adjustments on Route 11 aim to create a loop that provides a more direct service to the Arena, including stops on Mallon and Monroe Streets to enhance accessibility for event attendees. Mr. Otterstrom acknowledged challenges in attracting riders for events despite having service near key locations, and emphasized the need for closer stops to improve convenience.

Dr. Carroll mentioned reaching out to Spokane Civic Theatre or other event venues to enhance communications about public transport routes on their websites and in pre-event notifications. Mr. Otterstrom added that there are efforts to work with the Public Facilities District and Spokane Police Department to ensure buses can navigate traffic during major events, particularly when roads are closed.

Clarifications from Mr. Otterstrom regarding the changes to Route 11 and 12, explained that the routes operate separately and do not affect each other's service.

C. Low Income Fare Pilot Discussions

Dr. Cortright updated the committee on the Low-Income Fare Pilot program, which aims to provide reduced fares for eligible individuals as part of Connect 2035. Dr. Cortright reviewed best practices from other transit agencies, and noted considering the threshold of 200% of the federal poverty level for eligibility. The proposed discount level is set to 50%, similar to existing programs for seniors and veterans. The program will be presented to the Board in June and launched in the fall of 2025 for a time frame of 36 months.

Mr. Lemus emphasized simplifying the verification processes by showing existing assistance program documentation that easily identifies funding sources, which can reduce the administrative burden.

5. CEO REPORT

Mr. Rapez-Betty announced that Spokane Transit's Bloomsday service was a success. Bloomsday service saw ridership of nearly 11,00 for extra services, marking a 10.7% increase from the previous year, while regular Sunday routes also experienced a 7.2% increase. Overall, there was an 8.7% rise in the service provided.

Mr. Otterstrom said the ribbon-cutting ceremony for the newly upgraded Mirabeau Transit Center that will take place on Wednesday at 10 AM. The Mirabeau Transit Center is designed to enhance transit services running from Liberty Lake to the airport.

Mr. Fortensky asked about the upcoming Lilac Parade, particularly about bus service and crowd management compared to the previous year. He highlighted issues experienced during last year's event and expressed hope for improved organization this year. Mr. Rapez-Betty acknowledged the issues and Mr. Fortensky's concerns by emphasizing the importance of Supervisors and Security being present to support attendees and ensure smooth operations.

6. COMMITTEE INFORMATION

No action or discussion.

7. COMMITTEE MEMBER EXPRESSIONS

Mr. Fortensky shared that he distributed STA flyers at an American Legion Riders event, which generated interest, and he plans to distribute more at an upcoming event. Mr. Fortensky raised a question about Paratransit operations and training regarding securement of three-wheeled scooters. Delana Combs reiterated Mr. Rapez-Betty's point that rider and driver safety is the highest priority at Spokane Transit. While it is not mandatory for the owner of the three-wheeled scooter to take a seat on the bus, this feedback is valuable for training purposes to ensure the proper securement of the three-wheeled scooter and the safety of the rider.

Dr. Carroll proposed that STA information should be included in public announcements about community meetings to improve accessibility for riders.

Mr. Crandall expressed his gratitude to STA, which made it easier for him to graduate from high school despite challenges such as a car breakdown and busy parents. He emphasized the importance of STA in helping him get to and from school and acknowledged that graduating would have been harder without the bus system.

Mr. Lemus inquired about the utilization of the Youth Ride Free program in Cheney, highlighting the need for further outreach. Dr. Cortright responded that outreach has been conducted across various school districts and regions, including Cheney. However, exact registration numbers for Cheney are not available, and it is suspected that it is lower due to lower utilization.

Mr. Andrade also commented regarding the Youth Ride Free program, mentioning individuals over 18 falsely claiming to be students to avoid paying fare. Mr. Rapez-Betty responded that under the State Legislature, youth 18 and under are eligible for free rides, and operators are instructed to verify age rather than accept "student" as a valid claim. The emphasis is placed on de-escalation and operator discretion to prevent conflicts.

Dr. Cortright mentioned that Mr. McDougall expressed his regrets for missing the meeting and provided an update that Whitworth is collaborating with the ASW President on a survey, considering the addition of a digital display board for bus departure times and a dedicated webpage for students regarding bus information.

8. COMMITTEE MEETING DRAFT AGENDA REVIEW

The committee reviewed the proposed agenda for the June 11, 2025, meeting. There were no suggested corrections or additions.

9. ADJOURN

With no further business, Chair Brown adjourned the meeting at 6:13 p.m.

Respectfully submitted,



Yolanda Montes

Administrative Assistant to the Chief Communications & Customer Service Officer

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

June 11, 2025

AGENDA ITEM 4A: CEO SEARCH UPDATE

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Nancy Williams, Chief Human Resources Officer

SUMMARY: Staff will provide an update on the CEO search process at the meeting.

RECOMMENDATION TO COMMITTEE: Receive Report

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

June 11, 2025

AGENDA ITEM 4B : 2026–2031 TRANSIT DEVELOPMENT PLAN: COMPLETE DRAFT (PUBLIC HEARING) *(Public Hearing at the June 26, 2025, Board meeting)*

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Interim Co-CEO Executive Officer/Chief Planning & Development Officer
Madeline Arredondo, Associate Transit Planner

SUMMARY: An overview of the agency’s primary mid-range planning document, the Transit Development Plan (TDP), was presented to the Citizen’s Advisory Committee in April 2025.

BACKGROUND: The 2026-2031 Transit Development Plan is in draft form and is available online at the following link:

[https://www.spokanetransit.com/projects/transit-development-plan/.](https://www.spokanetransit.com/projects/transit-development-plan/)

A public hearing is scheduled for the June 26, 2025, Board of Directors meeting. Staff will review highlights of the plan and provide an update on the planning process during the committee meeting.

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

June 11, 2025

AGENDA ITEM 4C : DIVISION STREET BUS RAPID TRANSIT: LOCALLY PREFERRED
ALTERNATIVE AMENDMENT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Interim Co-CEO Executive Officer/Chief Planning &
Development Officer
Don Skillingstad, Senior Project Manager

SUMMARY: Staff will provide an update on the project status and a new strategy to implement Bus Rapid Transit (BRT) service throughout the Division Street corridor. This new implementation strategy addresses risks to the project and proposes completing a revised project as currently scheduled. As presented to the STA Board, this new strategy would include four key elements:

- Maintain the comprehensive multimodal vision of *DivisionConnects*
- Explore feasibility of completing the project in phases including a minimum operable segment
- Develop a schedule and funding strategy for completion of all phases of the project
- Update the Locally Preferred Alternative (LPA) as needed
- Execute a memorandum of agreement with partner agencies

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

June 11, 2025

AGENDA ITEM 4D : 2025 FIRST QUARTER YEAR-TO-DATE PERFORMANCE MEASURES

REFERRAL COMMITTEE: Performance Monitoring & External Relations (Speirs)

SUBMITTED BY: Brandon Rapez-Betty, Interim Co-CEO & Chief Operations Officer
Michael Ketterer, Business & Performance Data Analyst

SUMMARY: The complete report has been posted to the STA website:

[2025 First Quarter Year-to-Date Performance Measures](#)

The following is a summary of significant measures that are of particular interest, or the committee has provided guidance for staff to highlight on a routine basis.

Ensure Safety

Preventable Accident Rate

- At 0.17, Fixed Route was higher than STA's goal of 0.11 preventable accidents per 10,000 miles.
- At 0.14, Paratransit exceeded STA's goal of 0.10 preventable accidents per 10,000 miles.

Earn and Retain the Community's Trust

Ridership

- Fixed Route 2025 first quarter year-to-date ridership was up 5.3% compared to our ridership in 2024. Fixed Route provided 2,593,782 rides in 2025 vs. 2,464,123 in 2024. The ridership goal for Fixed Route in 2025 is 10.39 million trips; 2.2% higher than 2024.
- Paratransit 2025 first quarter year-to-date ridership was up 5.1% compared to our ridership in 2024. Paratransit provided 100,142 rides in 2025 vs. 94,987 in 2024. The ridership goal for Paratransit in 2025 is 404,960 trips; 3.8% higher than 2024.
- Rideshare 2025 first quarter year-to-date ridership was down 8% compared to our ridership in 2024. Rideshare provided 24,903 rides in 2025 vs. 27,054 in 2024. The ridership goal for Rideshare in 2025 is 109,000; 4.7% higher than 2024.

Passengers per Revenue Hour (PPRH)

- Fixed Route PPRH was 19.52. The goal was to transport 19.18 or more passengers.
- Paratransit PPRH was 2.48. The goal was to transport 2.42 or more passengers.

Provide Excellent Customer Service

On-Time Performance: Fixed Route

On-time performance is measured as a bus departing between 0 to 5 minutes after the scheduled departure time.

- Fixed Route on-time performance was 93.7%, above STA's goal of 93%.

On-Time Performance: Paratransit

On-time performance is measured as a van arriving no more than 30 minutes after the scheduled arrival time.

- Paratransit on-time performance was 95.2%, above STA's goal of 93%.

Operator Ride Checks

- There were 151 out of 335 ride checks completed for Fixed Route.
- There were 10 out of 58 ride checks completed for Paratransit.

Exemplify Financial Stewardship

Cost per Passenger

Fixed Route and Paratransit continue to exceed STA's goal to keep the cost per passenger less than 95% of the average cost of the urban systems in Washington State.

- Fixed Route cost per passenger was \$9.39. This was 63% of the urban systems' average.
- Paratransit cost per passenger was \$58.75. This was 86.7% of the urban systems' average.

Cost Recovery from User Fees (Farebox Recovery)

- Fixed Route farebox recovery was 25.9%, above the goal of 20%.
- Paratransit farebox recovery was 4.2%, below the goal of 5%.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

June 11, 2025

AGENDA ITEM 5 : CHIEF EXECUTIVE OFFICER REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Interim Co-CEO & Chief Operating Officer
Karl Otterstrom, Interim Co-CEO & Chief Planning & Development Officer

SUMMARY: At this time, the interim Co-CEOs will have an opportunity to comment on various topics of interest regarding Spokane.

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

June 11, 2025

AGENDA ITEM 6 : COMMITTEE INFORMATION

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Yolanda Montes, Administrative Assistant to the
Chief Communications & Customer Service Officer

SUMMARY: No action or discussion.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

June 11, 2025

AGENDA ITEM 7 : COMMITTEE MEMBER EXPRESSIONS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Yolanda Montes, Administrative Assistant to the
Chief Communications & Customer Service Officer

SUMMARY: At this time, members of the Citizens Advisory Committee will have the opportunity to express comments or opinions.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

June 11, 2025

AGENDA ITEM 8 : REVIEW DRAFT AGENDA ITEMS FOR JULY 16, 2025, MEETING

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Yolanda Montes, Administrative Assistant to the
Chief Communications & Customer Service Officer

SUMMARY: The draft Citizens Advisory Committee meeting agenda for July 16, 2025, is attached for your information.

RECOMMENDATION TO COMMITTEE: For information and discussion.

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

CITIZEN ADVISORY COMMITTEE MEETING

Wednesday, July 16, 2025

5:00 p.m. – 6:30 p.m.

Northside Conference Room
Spokane Transit Authority
1230 W Boone Ave, Spokane, WA
w/Virtual Public Viewing Option

DRAFT AGENDA

1. Call to Order and Roll Call (*Chair Brown*)
2. Committee Chair Report (*Chair Brown*) (*5 minutes*)
3. Committee Action (*5 minutes*)
 - A. Minutes of June 11, 2025, Meeting – *Corrections/Approval*
 - B. Poll of Members (*Cortright/Chair Brown*)
4. Committee Reports (*60 minutes*)
 - A. 2024 State Audit Report (*Johnston*)
 - B. 2025 Paratransit Survey Results (*Cortright*)
5. CEO Report – (*Otterstrom/Rapez-Betty*) (*15 minutes*)
6. Committee Information – *no action or discussion*
 - A. STA Moving Forward – 2nd Quarter Project Delivery Report (*Otterstrom/Tresidder*)
7. Committee Member Expressions (*Chair Brown*) (*3 minutes*)
8. Review DRAFT Agenda Items for September 10, 2025, Meeting (*2 minutes*)
9. Adjourn

Virtual Link:	Join here
Call-in Number:	1-253-215-8782
Meeting ID:	843 4388 9962

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting at the STA's website: www.spokanetransit.com. Discussions concerning matters to be brought to the Board are held in Committee meetings. The public is welcome to attend and participate. Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act. For more information, see www.spokanetransit.com. 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.