

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

## **CITIZEN ADVISORY COMMITTEE MEETING**

Wednesday, May 7, 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 April 9, 2025, Meeting – *Corrections/Approval*
4. Committee Reports (60 minutes)
  - A. 2025 Community Perception Survey Results Summary (*Cortright*)
  - B. Service Change – May 2025 (*Otterstrom*)
  - C. Low Income Fare Pilot Discussion (*Cortright*)
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 June 11, 2025, Meeting (2 minutes)
9. Adjourn

Next Committee Meeting: Wednesday, June 11, 2025, at 5:00 p.m. in person with a virtual public viewing option.

Virtual Link:	<a href="#">Join here</a>
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](http://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](http://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**

May 7, 2025

**AGENDA ITEM 2:** COMMITTEE CHAIR REPORT

**REFERRAL COMMITTEE:** n/a

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

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**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**

May 7, 2025

**AGENDA ITEM: 3A:** MINUTES OF THE April 9, 2025, COMMITTEE MEETING-  
CORRECTIONS AND/OR APPROVAL

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Dianne Peach, Executive Assistant to the Chief Communications &  
Customer Service Officer

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**SUMMARY:** Attached for your information, corrections, and/or approval are the minutes of the April 9, 2025, Citizen Advisory Committee meeting.

**RECOMMENDATION TO COMMITTEE:** Corrections and/or approval

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

**CITIZEN ADVISORY COMMITTEE MEETING**

Minutes of April 9, 2025, Meeting

5:00 p.m. – 6:30 p.m.

**DRAFT**

**STA Northside Conference Room**

**1230 W Boone Avenue, Spokane, WA**

*In person w/ Virtual Public Viewing Option*

**COMMITTEE MEMBERS PRESENT**

Dan Brown, Chair  
Jackson Deese  
Andrew Tse  
Linda Carroll  
Perry Crandall  
Julie Corpuz  
Rhonda Young  
Chris Fortensky  
Caleb McDougall  
Kinzie Michael  
Tyler Salyer

**STAFF MEMBERS PRESENT**

Karl Otterstrom, Interim Co-Chief Executive Officer  
Carly Cortright, Chief Communications & Customer  
Service Officer  
Kade Peterson, Chief Information Officer  
Delana Combs, Ombudsman and Accessibility Officer  
Dianne Peach, Executive Assistant to the Chief  
Communications & Customer Service Officer

**COMMITTEE MEMBERS ABSENT**

Konrad Capeller  
John Lemus

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

Mr. Dan Brown, Committee Chair, called the meeting to order at 5:00 p.m. and roll call was conducted.

2. **COMMITTEE CHAIR REPORT**

Chair Brown shared that he continues to attend the neighborhood meetings to present STA initiatives. He also reported that on April 2, 2025, he attended the PMER Committee to update them on CAC activities.

3. **COMMITTEE ACTION**

A. **Minutes of February 12, 2025, Committee Meeting**

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

B. **Minutes of March 12, 2025, Committee Meeting**

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

#### 4. COMMITTEE REPORTS

##### A. Facilities Master Plan Phase 1 Update

Ms. Kelch, Sr. Project Manager, Capital Development, reported that the goal of the Facilities Master Plan update is to create a tool that continues to enable STA decision makers to initiate plans to remedy near and long-term needs with future facility builds in view. The plan builds off the foundation started by the Zero Emissions Transition Plan and Connect 2035. This update will project potential scenarios through to 2050. Ms. Kelch reported on four draft development scenarios — a Clean Energy Building, Public Meeting Space, Operational and Administrative Training Center, and Facility & Grounds Warehouse — and noted that initial evaluations and due diligence are being finalized, along with cost estimating and refinement of near-term needs.

##### B. 2024 Year-End Performance Measures

Dr. Cortright presented the summary of the 2024 Year-End Performance Measures. The report outlined key priorities and objectives across five strategic areas:

- Ensure Safety by monitoring the preventable accident and injury rates.
- Earn and Retain the Community's Trust through metrics such as ridership, service effectiveness (passengers per revenue hour), customer security, and public outreach efforts.
- Provide Excellent Customer Service by tracking on-time performance, call center and Paratransit reservation responsiveness, abandoned calls, customer service response times, complaint rates, and maintenance reliability.
- Enable Organizational Success with a focus on employee training, supervisor ride checks, and governance practices.
- Exemplify Financial Stewardship by measuring cost efficiency, cost effectiveness, cost recovery from user fees, maintenance costs, and overall financial capacity. This includes financial management, maintaining stable service levels, sustaining essential capital investments, and gauging public perception.
- Many metrics either achieved or exceeded goals; for under-performing areas, a plan to address was shared.

##### C. Division Bus Rapid Transit: Implementation Strategy Update

Mr. Otterstrom reported that STA continues to coordinate with partner agencies on project implementation. Currently, 30% of design has been completed for 25 of the 43 planned stations. Traffic modeling has been finalized, and several key environmental approvals have been achieved. A Cultural Resources Study is actively underway. Progress is being made on the Capital Investment Grant (CIG) application package, and property acquisition for the Mead Transit Center is in process. Project updates have been shared with all affected neighborhood councils. Several project risks have been identified, which are impacting on the overall project schedule. In response, the team has reviewed the key project attributes and developed a phasing plan that maintains the multimodal vision of *DivisionConnects*.

- Phase I will include:
  - Design and construction of all BRT stations from downtown to Hastings Park & Ride
  - Reconfiguration of the Ruby Street alignment to support the sequencing improvements
  - Implementation of BAT (Business Access and Transit) lanes along the Division/Ruby couplet
  - Implementation of the Minimal Operable Segment (MOS) as a "Corridor-based BRT" project to maintain eligibility for the federal Small Starts program
- Future Phase II will include:
  - Extension of BRT along Division Street
  - Additional *DivisionConnects* - related activities

D. 2026-2031 Transit Development Plan: Overview

Mr. Otterstrom provided background on the six-year Transit Development Plan (TDP). The Transit Development Plan is broken down into six sections to include Section 1: Introduction and Agency System Overview; Section 2: 2024 in Review; Section 3: Mid-Range Tactical Framework (2026-2031); Section 4: Service Improvement Program (2026-2028); Section 5: Capital Improvement Program (2026-2031); Section 6: Operating and Financial Projections with Appendices: Annual Action Plan (Board Approved December 19, 2024) and the Asset Management Plan, among others. Mr. Otterstrom reviewed the proposed outreach for 2025.

5. CEO REPORT

Mr. Otterstrom reported that STA has received the latest version of the state budget proposal now adopted by both the House and Senate. Funding for the Division Street BRT project has been preserved. A battery-electric bus charging infrastructure project, which was not funded in the governor's initial budget despite a high ranking, is now included in both legislative budgets. Some existing grants will move to the conference process. Mr. Otterstrom related some concerns with the Senate Tax Bill that proposes various tax increases. The Senate version, though allocating more money to transit, introduces new fees for transit agencies and a policy requiring transit to pay tolls on state roads, bridges, and tunnels. While this doesn't impact STA immediately, it sets a concerning precedent and a proposed registration fee on public fleet vehicles, which are currently exempt in Washington state. The estimated cost to STA is \$26 million over six years.

Dr. Cortright reported that Bloomsday is May 4, 2025. STA will sell \$2.00 all-day Bloomsday passes at the Trade Show booth located in the Convention Center for two days prior to the event or they are available when you register for the race. There are five park and ride locations to commute to the race. Special service begins at 6:30 AM with the last pickup at 9:00 AM from Northtown Mall, Spokane Valley Mall, Cheney/EWU, Ferris High School and the West Plains Transit Center. The STA Plaza will be closed due to the race route, with alternative drop-off bays set up just south of the Plaza. Regular service will still run. STA staff support will be available to help direct riders.

7. COMMITTEE MEMBER EXPRESSIONS

- Mr. Crandall reported that he will be moving to Germany in four months so must resign after he graduates high school.
- Mr. Fortensky reported that he will be participating in an amateur radio festival at Pines Middle School where he will be presenting information on different committees and clubs that he belongs to, including STA.
- Mr. McDougall stated that he has worked with the president at Whitworth to conduct a survey of the students regarding student needs for STA
- Dr. Carroll reported that she attended a recent Climate Future meeting held at the Central Library. A representative from the state's Buildings Department was present. The discussion highlighted that HVAC systems and transportation collectively account for approximately 95% of greenhouse gas emissions. During the meeting, she raised questions about transportation and transit developments. While much of the attention was on electric vehicles, there was noticeable interest in public transit among attendees.

8. COMMITTEE MEETING DRAFT AGENDA REVIEW

The committee verbally reviewed the proposed agenda items for the May 7, 2025, meeting. There were no suggested corrections or additions.

9. ADJOURN

With no further business, Chair Brown adjourned the meeting at 6:19 p.m.

Respectfully submitted,

*Dianne Peach*

Dianne Peach

Executive Assistant to the Chief Communications & Customer Service Officer

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

May 7, 2025

**AGENDA ITEM 4A :** 2025 Community Perception Survey Results Summary

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Carly Cortright, Chief Communications & Customer Service Officer

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**SUMMARY:** In March 2025, ETC Institute conducted a community perception survey with the intended purpose of Spokane Transit gaining an understanding of the public perception, familiarity, and impact of our system, along with the transit needs of our growing and changing population. The survey was mailed to random households within the Public Transportation Benefit Area, with postage-paid return envelopes included. An online option was also provided. The desired sample size of 400 was reached with 447 surveys completed. The last community perception survey was completed in the fall of 2023. Key results will be shared during the meeting.

**RECOMMENDATION TO COMMITTEE:** Receive report.

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

May 7, 2025

**AGENDA ITEM 4B :** MAY 2025 SERVICE CHANGE

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Karl Otterstrom, Interim Co-Chief Executive Officer/Chief Planning & Development Officer  
Emily Poole, Principal Planner, Service Development Department

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**SUMMARY:** The May 2025 Service Change, in effect beginning Sunday, May 18, 2025, is a routing adjustment to Route 11 North Bank/Downtown Shuttle to operate in a counterclockwise loop and service the North Bank along the Monroe Street corridor. Adjustments have also been made to the assigned bus sizes for several routes and trips to better match passenger demand with bus capacity. However, none of these adjustments represented a change to public-facing schedules or customer information.

The new schedule for Route 11 will be available in print and online at [www.spokanetransit.com](http://www.spokanetransit.com) in the weeks leading up to the change.

**RECOMMENDATION TO COMMITTEE:** Receive report.

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

May 7, 2025

**AGENDA ITEM 4C :** LOW INCOME FARE PILOT DISCUSSION

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Carly Cortright, Chief Communications & Customer Service Officer  
Mike Tresidder, Senior Transit Planner, Planning and Grants Department

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**SUMMARY:** As part of *Connect 2035*, Spokane Transit will be launching a low-income fare pilot later this year. Staff will provide a brief update.

**RECOMMENDATION TO COMMITTEE:** Receive report.

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

May 7, 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

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

**RECOMMENDATION TO COMMITTEE:** Receive report.

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

May 7, 2025

**AGENDA ITEM 6:** COMMITTEE INFORMATION

**REFERRAL COMMITTEE:** n/a

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

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**SUMMARY:** No action or discussion.

**RECOMMENDATION TO COMMITTEE:** Receive report.

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

May 7, 2025

**AGENDA ITEM 7:** COMMITTEE MEMBER EXPRESSIONS

**REFERRAL COMMITTEE:** n/a

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

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**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**

May 7, 2025

**AGENDA ITEM 8:** REVIEW DRAFT AGENDA ITEMS FOR JUNE 11, 2025, MEETING

**REFERRAL COMMITTEE:** n/a

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

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**SUMMARY:** The draft Citizens Advisory Committee meeting agenda for June 11, 2025, is attached for your information.

**RECOMMENDATION TO COMMITTEE:** For information and discussion.

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### **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 May 7, 2025, Meeting – *Corrections/Approval*
4. Committee Reports (60 minutes)
  - A. Transit Development Plan (*Otterstrom/Arrendondo*)
  - B. 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

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