

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

**CITIZEN ADVISORY COMMITTEE MEETING**

Minutes of February 12, 2025, Meeting  
5:00 p.m. – 6:30 p.m.

**STA Northside Conference Room**  
**1230 W Boone Avenue, Spokane, WA**  
*In person w/ Virtual Public Viewing Option*

**COMMITTEE MEMBERS PRESENT**

Dan Brown, Chair  
Andrew Tse  
Tino Andrade  
Linda Carroll  
Caleb McDougall  
Perry Crandall  
Julie Corpuz  
Kinzie Michael  
John Lemus  
Tyler Salyer  
Chris Fortensky  
Konrad Capeller  
Rhonda Young

**STAFF MEMBERS PRESENT**

Karl Otterstrom, Interim Co-Chief Executive Officer  
Brandon Rapez-Betty, Interim Co-Chief Executive Officer  
Carly Cortright, Chief Communications & Customer  
Service Officer  
Kade Peterson, Chief Information Officer  
Tammy Johnston, Interim Chief Financial Officer  
Dianne Peach, Executive Assistant to the Chief  
Communications & Customer Service Officer

**Guests**

Michelle Trotchie, Customer Service Manager

**COMMITTEE MEMBERS ABSENT**

Jackson Deese  
Susan Gray

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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 stated he has attended community council meetings in the North Hill, Audubon, Downriver, Hilliard, Bemiss, Logan, and Whitman neighborhoods. He has been sharing information on the new double-decker buses and helping them figure out how to get to their selected destinations. He will continue to attend the surrounding neighborhood meetings.

3. **COMMITTEE ACTION**

A. **Minutes of December 11, 2024, Committee Meeting**

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

#### 4. COMMITTEE REPORTS

##### A. 2024 Fixed Route Rider Survey Results Summary

Dr. Cortright reported the 2024 Rider Survey was conducted in October 2024 by the ETC Institute. The survey interviewers spoke to participants riding the buses as well as provided the option of a QR code to be able to conduct the survey virtually, if preferred. This survey was used to collect feedback from riders regarding their perception of the services provided by STA. Dr. Cortright reviewed several indicators but most notably the demographics of the riders, including race, employment status, gender, and household income. Dr. Cortright reported that 86% of respondents said they were “Satisfied” or “Very Satisfied” with Spokane Transit bus service, and 32% reported that not having a car was one of their main reasons for riding the bus. Riders primarily either purchased their bus pass at the Plaza or they were provided through their school, with only 15% purchasing online. Respondents were asked to rate certain aspects of STA’s bus service, including Driver Courtesy at 79% satisfaction, Driver Driving Safely at 81% satisfaction, and Bus Operators Are Helpful at 81% satisfaction. In 2024 the riders were asked about Connect 2035 projects with 48% most interested in improvements to existing routes and bus stops and 22% interested in late night service.

##### B. Update from CAC Members on Activities

Dr. Cortright reported that per the Charter, one of the purposes of the Citizen Advisory Committee (CAC) is to “act as an educational arm of the organization to reach out to the public.” To meet this purpose, from time to time, the CAC will be asking for an update from each CAC member asking what organizations or groups they have recently met with or what information they have shared about Spokane Transit. This will help Spokane Transit gauge what groups are missing in overall outreach efforts.

- Tino Andrade – Educated his workplace on how to ride the bus so their parking issues will decrease.
- Dan Brown – See committee chair report.
- Linda Carroll – Talked to 350 Spokane, on transit-oriented development along the north side of Division St. She also talks to everyone she knows on how to ride the bus.
- Julie Corpuz – Has been talking to fellow nurses on how to ride the bus to work.
- Perry Crandall – Working with Ferris High School news network to get information and safety tips regarding STA in their newsletter that goes out to the student body.
- Chris Fortensky – Worked with blind veterans and veterans at the VA hospital on how to ride the bus and where the bus stops are located.
- John Lemus – Educated Spokane County Development Disability with Delana Combs on how to ride Paratransit buses and how the whole system works.
- Caleb McDougall - Received a copy of STA Rider Survey and is working with the Whitworth President to revise a similar survey for their student body. The survey will be sent out in approximately two weeks.
- Kinzie Michael – Working with her union on the opportunities on riding STA buses for shift workers.
- Tyler Salyer – Working with the Gonzaga Law School students to educate them on the Safety and Security initiatives that STA has in place and that it is an affordable and affective option for travel. He has also been working with families at Family Promise to help them ride the bus.
- Andrew Tse – Now that 60-foot buses are in Cheney it has reduced the crowds and fixed the travel issues for the Amazon employees. Double decker buses will soon be in Cheney.
- Rhonda Young – Working with the Manito Cannon Hill Council regarding the Lewis and Clark students who are using the buses, especially after sporting and extracurricular activities in the evenings. She also has conversations with Gonzaga and the Climate Institute on climate

resiliency and upgrading the community centers filtration and cooling systems and how people can get to these locations by transit. Ms. Young also teaches her students how to use transit.

5. CEO REPORT

- Mr. Otterstrom reported that STA is in a strong financial position to get through any uncertainty regarding federal government aid and current executive orders. He reported there are some interesting changes to federal policy regarding grant programs.
- Mr. Otterstrom also stated that there has been some community concern regarding sales tax renewal. The *Connect 2035* project relies on STA savings to continue to make investments in clean energy campus infrastructure, Division Street BRT and maintain operations. Even though STA is currently financially sound, a sales tax revenue stream is still required to maintain and continue operations.
- Mr. Rapez-Betty stated that the STA Board will decide when to present to the voters regarding the sales tax renewal reauthorization.
- Mr. Rapez-Betty reported that there were four All Employee outreach meetings held to provide information directly to employees. These were interactive meetings focused on the Interim co-Chief Executive Officer's priorities list, as well as wellness programs, culture and capacity building, employee affinity groups, and enhanced system security strategies.
- Mr. Rapez-Betty also stated that there could be potential for the Federal Immigration and Customs Enforcement (ICE) presence at STA at some point in the future. Therefore, STA's Ombudsman and Accessibility Officer and legal counsel researched relevant guidance and information. Mr. Rapez-Betty stated that in the event of ICE presence, no employee is to interfere with or assist in ICE activities. STA's responsibility is to provide a welcoming, safe, comfortable environment for people to get to their destinations.
- Ms. Young asked about potential short- and long-term impacts on federal grants due to the current administration's shift away from electric vehicles and how this might affect STA's strategic direction. Mr. Otterstrom responded that STA has successfully secured federal and state grants for key initiatives, including charging stations and a future clean energy campus. While STA has allocated \$55 million for the project, additional grants will likely be needed. He noted that challenges could arise if the state loses federal funding or faces budget constraints.

6. COMMITTEE INFORMATION

There was no Committee Information provided.

7. COMMITTEE MEMBER EXPRESSIONS

There were no expressions shared.

8. March 12, 2025 – COMMITTEE MEETING DRAFT AGENDA REVIEW

The committee reviewed the proposed agenda items for the March 12, 2025, meeting. There were no suggested corrections or additions.

9. ADJOURN

With no further business, Chair Brown adjourned the meeting at 5:59 p.m.

Respectfully submitted,

*Dianne Peach*

Dianne Peach

Executive Assistant to the Chief Communications & Customer Service Officer