

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

### **CITIZEN ADVISORY COMMITTEE MEETING**

Wednesday, March 12, 2025

5:00 pm – 6:30 pm

**Northside Conference Room**  
**Spokane Transit Authority**  
**1230 W. Boone Avenue, Spokane, WA**  
*w/Virtual Public Viewing Option Link Below*

### **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 – February 12, 2025 – *Corrections/Approval*
4. Committee Reports (*60 minutes*)
  - A. 2024 Unaudited Year-End Financial Report (*Johnston*)
  - B. Charge Management System Implementation (*Rapez-Betty/Bigger*)
  - C. Connect 2035 Strategic Plan: Sequencing (*Otterstrom/Tresidder*)
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 April 9, 2025, Meeting (*2 minutes*)
9. Adjourn

Next Committee Meeting: Wednesday, April 9, 2025, at 5:00 p.m.

Optional Virtual Link: [JOIN HERE](#)

Call-in Number: 253 205 0468

Meeting ID: 889 7851 2442

*Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting at the STA website: [www.spokanetransit.com](http://www.spokanetransit.com). Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964. 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 accommodation, please call 325-6094 (TTY Relay 711) at least forty-eight (48) hours in advance.*

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

March 12, 2025

**AGENDA ITEM 2:**

COMMITTEE CHAIR REPORT

**REFERRAL COMMITTEE:**

n/a

**SUBMITTED BY:**

Dianne Peach, Executive 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:** N/A

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

March 12, 2025

**AGENDA ITEM: 3A:** MINUTES OF THE FEBRUARY 12, 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 February 12, 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 February 12, 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  
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. INTERIM CO-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.

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

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

March 12, 2025

**AGENDA ITEM 4A :** 2024 UNAUDITED YEAR-END FINANCIAL REPORT

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Tammy Johnston, Interim Chief Financial Officer

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**SUMMARY:** The 2024 unaudited year-end financial report will be provided at the meeting.

**RECOMMENDATION TO COMMITTEE:** Receive Report.

**SPOKANE TRANSIT AUTHORITY**

**CITIZEN ADVISORY COMMITTEE MEETING**

March 12, 2025

**AGENDA ITEM: 4B**

**CHARGE MANAGEMENT SYSTEM IMPLEMENTATION**

**REFERRAL COMMITTEE:**

Performance Monitoring & External Relations Committee (Speirs)

**SUBMITTED BY:**

Brandon Rapez-Betty, Interim Co-Chief Executive Officer /Chief  
Operations Officer  
Christian Bigger, Zero-Emission Fleet & Facilities Manager

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**SUMMARY:**

Staff will provide a brief overview of the Charge Management System (CMS) implementation process and the benefits it delivers. The CMS, powered by smart-logic software, enhances garage safety by reducing unnecessary vehicle movement, optimizing bus pull-in/pull-out operations, lowering utility costs, and providing actionable data insights. The system integrates with STA's existing chargers using the Open Charge Point Protocol (OCPP), an open-source communication standard for electric vehicle (EV) charging stations, enabling seamless smart-software functionality.

In essence, the CMS automates vehicle charging by scheduling and controlling energy use based on operational needs, usage patterns, and utility rates (including on/off-peak pricing). This project was initiated to address emerging operational challenges and improve efficiency in STA's battery-electric bus (BEB) operations.

Early phases involved in-depth technical research to identify opportunities for innovation, efficiency gains, and cost savings. STA issued a Request for Proposals (RFP) and evaluated seven bids before selecting a vendor that best met its technical and industry expertise requirements. The Facilities and Grounds team then prepared and installed the necessary hardware, leading to an on-site commissioning and testing phase.

The charge management software went live on January 21, 2025. Current efforts focus on integrating the CMS with existing STA software and refining dynamic charging strategies to maximize efficiency.

**RECOMMENDATION TO COMMITTEE:** Receive report.



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

March 12, 2025

**AGENDA ITEM:** **4C**

CONNECT 2035 STRATEGIC PLAN: SEQUENCING

**REFERRAL COMMITTEE:**

n/a

**SUBMITTED BY:**

Karl Otterstrom, Interim Co-Chief Executive Officer/Chief Planning &  
Development Officer  
Brian Jennings, Deputy Director for Community Development

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**SUMMARY:** Spokane Transit's Connect 2035 Strategic Plan is the roadmap for investments and initiatives to maintain and improve public transportation infrastructure and services for our region through 2035. Implementation has started as we begin sequencing the plan's initiatives. Staff will present an overview of the proposed sequencing timeline that will be discussed at a Board workshop on March 20, 2025. The objectives of the presentation will be to inform and receive input from members of the Citizen Advisory Committee.

**RECOMMENDATION TO COMMITTEE:** Receive Report

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

March 12, 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**

March 12, 2025

**AGENDA ITEM 7:** COMMITTEE MEMBER EXPRESSIONS

**REFERRAL COMMITTEE:** n/a

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

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

**RECOMMENDATION TO COMMITTEE:** N/A

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

March 12, 2025

**AGENDA ITEM 8:** REVIEW DRAFT AGENDA ITEMS FOR APRIL 9, 2025, MEETING

**REFERRAL COMMITTEE:** n/a

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

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**SUMMARY:** At this time, members of the Citizen Advisory Committee will have an opportunity to review and discuss the items proposed to be included on the agenda for the April 9, 2025, Committee meeting.

**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 – March 12, 2025 – *Corrections/Approval*
4. Committee Reports (*60 minutes*)
  - A. Facilities Master Plan Phase 1 Update (*Rapez-Betty/Kelch*)
  - B. 2024 Year-End Performance Measures (*Rapez-Betty*)
  - C. Service Change - May 2025 (*Otterstrom/Poole*)
  - D. 2026-2031 Transit Development Plan: Overview (*Otterstrom/Arredondo*)
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 May 7, 2025, Meeting (*2 minutes*)
9. Adjourn

**RECOMMENDATION TO COMMITTEE:** Review and discuss