

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

## STA BOARD MEETING

**Approved** Minutes of November 20, 2025, Meeting  
*STA Boardroom with Virtual Joining Option*

### MEMBERS PRESENT

Pam Haley, City of Spokane Valley, *Chair*  
Lance Speirs, Small Cities Medical Lake (*Chair pro tem*)  
Al French, Spokane County  
Betsy Wilkerson, City of Spokane  
Josh Kerns, Spokane County  
Kitty Klitzke, City of Spokane  
Michael Cathcart, City of Spokane  
Tim Hattenburg, City of Spokane Valley  
Zack Zappone, City of Spokane  
Chris Grover, Small Cities Cheney-*ex-officio*  
Dan Dunne, Small Cities Liberty Lake *ex-officio*  
Dan Sander, Small Cities Millwood-*ex-officio*  
Hank Bynaker, Small Cities Airway Heights-*ex-officio*  
Rhonda Bowers, Labor Representative, *Non-Voting*

### MEMBERS ABSENT

None

### STAFF PRESENT

Karl Otterstrom, Chief Executive Officer  
Brandon Rapez-Betty, Chief Operations Officer  
Emily Poole, Interim Chief Planning & Development Officer  
Carly Cortright, Chief Communications & Customer Service Officer  
Nancy Williams, Chief Human Resources Officer  
Robert Hamud, Chief Financial Officer  
Kade Peterson, Chief Information Officer  
Dana Infalt, Clerk of the Authority

### PROVIDING LEGAL COUNSEL

Megan Clark, Etter, McMahon, Lamberson,  
VanWert and Oreskovich, P.C.

### GUESTS

Bill Campbell, Council Member, Airway Heights

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1. Call to Order and Roll Call – The Chair called the meeting to order at 1:32 pm and the Clerk conducted roll call.
  2. Pledge of Allegiance - Board Members, staff, and guests stood for the Pledge of Allegiance.
  3. Excused Absences – **Mr. Cathcart moved to approve an excused absence for Mr. Chris Grover for the October STA Board Workshop and Board Meeting. Mr. French seconded, and the motion passed unanimously.**
  4. Approve Board Agenda  
Staff advised of a change to the agenda to remove the Executive Session.  
**Mr. French moved to approve the agenda as amended. Mr. Cathcart seconded, and the motion passed unanimously.**
  5. Public Expressions – Mr. Erik Lowe spoke in favor of the City of Spokane’s parking tax proposal, and expressed his desire for STA to explore fare-free transit; Ms. Kathy Thamm, Ms. Jan Loux, and Mr. Bill Foreman spoke in support of continuing service in the Peaceful Valley area; Ms. Sara Rose spoke in support of the City’s parking tax and requested STA offer free fares to all riders, even if it meant cutting service.

*At 1:39 Mr. Zappone arrived*

*At 1:41 Ms. Bowers arrived*

*At 1:42, Ms. Klitzke arrived*

6. Recognitions and Presentations

- A. Rahfel Hairston, Fixed Route Supervisor, Retirement – Mr. Rapez-Betty provided background on Raf’s service, his humor, and how he will be missed. The Board and staff wished Mr. Hairston all the best in his retirement.

7. Public Hearing

- A. Proposed 2026 Budget – The Chair opened the public hearing at 1:48.

Mr. Hamud introduced the 2026 Proposed Budget video. Following the video presentation of the proposed budget, Chair Haley asked for questions or comments from Board Members.

Mr. Zappone requested the Board slides be sent electronically. Mr. Otterstrom advised staff will send them and reminded everyone that the link to the Proposed Budget Video and Draft Budget Report were included in the November Board packet and on the STA website.

The Chair asked for comments from the public.

Mr. Lowe commented that STA should add bus benches to stops without a shelter and partner with the City of Spokane on raising on-street parking fees to help fund fare-free transit across the PTBA.

The Chair called three times for additional comments from the public. There were none.

With no additional comments or questions from the Board or the public, the Chair announced the public hearing closed at 2:03.

- B. 2026-2029 Title VI Program Draft – The Chair opened the public hearing at 2:03

Ms. Poole presented the draft 2026–2029 Title VI Program update, which ensures compliance with the Civil Rights Act of 1964 by prohibiting discrimination based on race, color, or national origin in programs receiving federal financial assistance. Larger transit agencies like STA have additional requirements, including service and fare equity analyses, demographic data reviews, and ongoing service monitoring. The program update reflects new thresholds for minority (16.4%) and low-income (12.5%) populations within the PTBA, which will guide equity analyses for major service changes, fare adjustments, and facility locations.

The Title VI update was informed by multiple sources, including census data, rider surveys, and outreach to 105 community-based organizations, with 45 responses and 10 follow-up meetings for deeper engagement. STA also revised its safe harbor language list, requiring translation for Spanish, Russian, and Vietnamese, and identified additional languages such as Ukrainian, Marshallese, and Arabic for meaningful access. STA emphasized its practice of providing translation upon request for any language, beyond federal requirements.

Ms. Poole noted the draft program includes policies for major service changes and fare adjustments, requiring equity analysis if impacts on Title VI populations exceed 10% compared to others. STA reported strong compliance in recent analyses, including those tied to the City Line project, property acquisitions, and the upcoming Opportunity Fare program.

Ms. Poole advised the final draft will incorporate public comments and equity analyses before returning to the Planning & Development Committee on December 3 for recommendation and being brought to the Board on December 18 for adoption.

Chair Haley asked for questions or comments from Board Members.

Ms. Wilkerson expressed her disappointment in the outreach directed toward Spokane Public Schools. She hoped additional effort would be put towards this prior to December.

The Chair called three times for comments from the public. There were none.

With no additional comments or questions from the Board or the public, the Chair announced the public hearing closed at 2:14.

8. Board Action - Consent Agenda

Board members had a brief discussion and received clarification from staff on Agenda Items 8L and 8E.

**Mr. Hattenburg moved to approve Consent Agenda Items 8A-8L as presented. Ms. Klitzke seconded, and the motion passed unanimously.**

- A. Minutes of October 16, 2025, STA Special Board Workshop – Approval
- B. Minutes of October 16, 2025, STA Board Meeting – Approval
- C. Approval of October 2025 Vouchers – approved claims as listed.
- D. Public Works Contracts Under \$35,000: Final Acceptance – Approved, by motion, acceptance of the contracts listed as complete and authorize release of retainage security subject to receipt of Department of Labor & Industries approved prevailing wage affidavits.
- E. Legislative & Government Consulting Services: Award of Contract – Approved, by motion, the award of contract for Legislative & Government Consulting Services and authorize CEO to execute a five-year contract with Jennifer Ziegler Public Affairs Corporation for a total estimated cost of \$397,616.
- F. Mirabeau Park & Ride Camera & Badge Installation: Final Acceptance – Approved, by motion, to accept the contract with Everon, LLC for the Mirabeau Park & Ride Camera & Badge Installation Project as complete and authorize release of retainage security subject to the receipt of such certificates and releases as are required by law.
- G. Boone Electrical Systems Upgrade: Award of Contract - Approved, by motion, the award of contract for the Boone Electrical Systems Upgrade project to Colvico, Inc. for \$2,551,319 and authorize the CEO to apply contingency funds, as necessary.
- H. Customer Safety & Security Reporting Solution: Award of Contract - Approved, by motion, the award of contract for the Customer Safety & Security Reporting Solution and authorize the CEO to execute a five-year contract with ELERTS Corporation for a total estimated cost of \$510,678.
- I. Fleck Fuel Facility Replacement: Final Acceptance - Approved, by motion, to accept the contract with Granite Petroleum, Inc. for the Fleck Fuel Facility Replacement contract as complete and authorize release of retainage security to the receipt of such certificates and releases as are required by law.
- J. Division Street Bus Rapid Transit Boring Repairs & Paving: Final Acceptance - Approve, by motion, to accept the contract with D-McP Construction, LLC. for the Division Bus Rapid Transit Boring Repairs & Paving contract as complete and authorize release of retainage security to the receipt of such certificates and releases as are required by law.
- K. Plaza First Floor Rotunda Tenant Improvements: Final Acceptance - Approve, by motion, to accept the contract with M J Takisaki, Inc. for the Plaza 1<sup>st</sup> Floor Rotunda Tenant Improvement contract as complete and authorize release of retainage security to the receipt of such certificates and releases as are required by law.
- L. Federal Transit Administration Section 5310: Recommend Funding Awards - Approve, by motion, the funding recommendations for Federal Transit Administration Section 5310 Funding, as listed in Exhibit A “Funding Recommendations 2025 FTA Section 5310 Call for Projects,” and authorize staff to make administrative adjustments to the final grant awards as necessary to address minor revisions to project costs, local match percentages and schedule.

9. Board Operations Committee

- A. Chair Report – Ms. Haley provided a brief review of the meeting and mentioned the Committee Work Program which included establishing the CEO Performance Measures for 2026. Brief discussion ensued.

10. Planning & Development Committee (P&D)

- A. Chair Report – Mr. Hattenburg gave an update from the P&D meeting

11. Performance Monitoring & External Relations Committee (PMER)

- A. Chair Report – Mr. Speirs shared an update from the PMER meeting

12. CEO Report – Mr. Otterstrom, provided information on the following items:

- Ridership saw an increase and Fixed-Route service topped 1 million rides in October, up 2.2% for the month and 2.7% year-to-date. STA is on track for 10.36 million rides in 2025. Zero Fare Youth ridership made up 10.3% of ridership. Paratransit ridership dipped slightly in October but is up overall; Rideshare is also up 2.5% year-to-date. On-time performance was 88.8% for Fixed Route and 93% for Paratransit.
- Monthly Fare revenue by service type was reviewed through October 2025.
- October voter approved sales tax was slightly above budget year to date.
- Financial Results Summary for Revenue and Expenses were shared, and members were reminded that the information could be found in the Board packet each month.
- The proposed 2026 Service revisions are receiving public input through December 15. STA has received 203 survey responses to the survey to date. Public presentations have included Peaceful Valley and Hillyard/Bemis Neighborhood Councils, as well as the City of Spokane Transportation Commission. Temporary signs have been posted at all stops on affected routes.
- Information on the Federal Surface Transportation Reauthorization Bill was shared. A proposal to cut transit funding from the Highway Trust Fund could have major impacts nationwide. STA plans to draft a letter, and board members were encouraged to share concerns with Congress.
- A “First 100 days reflection” was provided highlighting recent wins—double-decker buses, new shelters, and stronger employee engagement. Looking ahead, there are plans to move the Mobility on Demand pilot up to 2026 and continue refining Connect 2035 initiatives.

13. Board Information

- A. Committee Minutes
- B. October 2025 Sales Tax Revenue
- C. September 2025 Financial Results Summary
- D. September 2025 Operating Indicators
- E. Draft 2026 Planning & Development Committee Work Program
- F. Draft 2026 Performance Monitoring & External Relations Committee Work Program
- G. Connect Spokane Comprehensive Plan: Minor Update Redline Review
- H. Wellesley Corridor Development Plan
- I. FIFA World Cup Grant
- J. 2026 Service Revisions: Preliminary Proposal
- K. Third Quarter 2025 Service Planning Input Report
- L. Transit Oriented Development Pilot: Input and Guidance
- M. Legislative Focus & Priorities

14. Executive Session - *none*

15. New Business – There was no new business presented.

16. Board Member Expressions

- Mr. Bynaker introduced Mr. Bill Campbell, who is expected to be the Airway Heights representative in 2026.
- Mr. Zappone noted he took his kids on a field trip on the bus – fun for all.
- Ms. Klitzke noted comments she recently heard in an unrelated meeting about the improvements being made by STA and how pleased people seemed to be with the direction of the agency.
- Mr. Hattenburg said his grandson was looking forward to taking the bus to Spokane Falls Community College (SFCC) next session. He noted the bus trip they took to SFCC went through Peaceful Valley, and he commented on how it was an important route. He mentioned how much he and his grandson enjoyed the experience.
- Mr. Dunne said he wished to continue to celebrate and promote Transit Ap. He believes it to be a significant benefit to the rider experience and fun to share with other riders. He offered congratulations and kudos to staff for arranging.

17. Adjourn - With there being no further business to come before the Board, the Chair adjourned the meeting at 2:54 pm.

Respectfully submitted,



Dana Infalt  
Clerk of the Authority