

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

CITIZEN ADVISORY COMMITTEE MEETING

Wednesday, December 10, 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 (*10 minutes*)
 - A. Minutes of November 12, 2025, Meeting – *Corrections/Approval*
 - B. Election of Committee Chair (*Chair Brown/Cortright*)
4. Committee Reports (*60 minutes*)
 - A. 2025 Third Quarter Year-to-Date Performance Measures – (*Rapez-Betty*)
 - B. Connect 2035 Funding Requirements Public Outreach Plan – (*Cortright*)
 - C. Transit App Demonstration – (*Cortright*)
5. CEO Report – (*Otterstrom*) (*10 minutes*)
6. Committee Information – *no action or discussion*
7. Committee Member Expressions (*Chair Brown*) (*3 minutes*)
8. Review DRAFT Agenda Items for February 11, 2026, Meeting (*2 minutes*)
9. Adjourn

Virtual Link:	Join here
Meeting ID:	257 703 515 926 5
Passcode:	GQ6B4Jj2
Call-in Number:	1-509-824-1714
Conference ID:	636 542 240#

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

December 10, 2025

AGENDA ITEM 2 : COMMITTEE CHAIR REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Yolanda Montes, Executive 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

December 10, 2025

AGENDA ITEM 3A: MINUTES OF THE NOVEMBER 12, 2025 COMMITTEE MEETING
CORRECTIONS AND/OR APPROVAL

REFERRAL COMMITTEE: n/a

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

SUMMARY: Attached for your information, corrections, and/or approval are the minutes of the November 12, 2025, Citizen Advisory Committee meeting.

RECOMMENDATION TO COMMITTEE: Receive report.

CITIZEN ADVISORY COMMITTEE

Draft Minutes of the November 12, 2025, Meeting

Spokane Transit Authority, 1230 W. Boone Avenue, Spokane, WA
w/ Virtual Public Viewing Option

MEMBERS PRESENT

Dan Brown, Chair
Linda Carroll
Jackson Deese
Chris Fortensky
John Lemus
Caleb McDougall
Kinzie Michael
Andrew Tse

STAFF PRESENT

Karl Otterstrom, Chief Executive Officer
Brandon Rapez-Betty, Chief Operations Officer
Carly Cortright, Chief Communications & Customer Service Officer
Kade Peterson, Chief Information Officer
Emily Poole, Interim Chief Planning & Development Officer
Delana Combs, Ombudsman and Accessibility Officer
Yolanda Montes, Executive Assistant to the Chief Communications & Customer Service Officer

MEMBERS ABSENT

Julie Corpuz
Tyler Salyer
Rhonda Young

STAFF ABSENT

GUESTS

Tara Limon, Principal Planner

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

Chair Dan Brown called the meeting to order at 5:01 p.m. Roll call was conducted, and a quorum was established.

2. **COMMITTEE CHAIR REPORT**

Chair Brown stated that he attended a neighborhood summit held along the City Line, which facilitated convenient access for attendees via public transit and served to promote the use of the bus service.

3. **COMMITTEE ACTION**

A. **Minutes of October 8, 2025, Committee Meeting**

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

4. **COMMITTEE REPORTS**

A. **Connect Spokane Comprehensive Plan: Minor Update Redline Review**

Mrs. Poole presented the proposed minor revisions to the Connect Spokane Comprehensive Plan to ensure alignment with the recently adopted 10-year strategic plan, Connect 2035. The updates include removing outdated language, updating the high-performance transit network, and aligning fixed route performance standards. Mrs. Poole introduced the concept of community hubs, which are important locations in the community that are not on high-performance transit lines but still require investment. These hubs will have amenities similar to high-performance transit stations and will be identified based on community input and criteria.

Mr. Fortensky joined at 5:08 p.m.

B. 2026-2029 Title VI Program Draft

Mrs. Limon presented the updates to the Title VI program, which includes public engagement activities, demographic data collection, and service monitoring to ensure compliance with the Civil Rights Act. The program is currently open for public comment and will be presented to the Board for adoption in December.

C. 2025-2026 Winter Operations

Mr. Rapez-Betty discussed the winter operations plan, which includes opening the STA Emergency Operations Center, coordinating with regional emergency management, and ensuring all departments are prepared for snow events. The plan involves increased staffing, vehicle maintenance, and customer support to ensure safe and efficient transit operations during winter conditions.

5. CEO REPORT

Mr. Otterstrom announced that, for the first time in ten years, the fixed route system provided over one million rides in October. Mr. Otterstrom also described current outreach initiatives connected to Connect 2035 and preparations for the upcoming sales tax renewal, emphasizing the Citizen Advisory Committee's role in collecting feedback from the community.

6. COMMITTEE INFORMATION

No action or discussion.

7. COMMITTEE MEMBER EXPRESSIONS

Dr. Carroll observed more passengers standing in the door well during trips and suggested automated announcements.

Mr. Tse expressed appreciation for efforts to keep riders informed and highlighted opportunities to enhance bus departure updates.

Mr. Fortensky reported on a successful event for the Meals on Wheels for Vets, where he promoted transit service.

8. COMMITTEE MEETING DRAFT AGENDA REVIEW

The committee reviewed the proposed agenda for the December 10, 2025, meeting. There were no suggested corrections or additions.

9. ADJOURN

With no further business, Chair Brown adjourned the meeting at 5:41 p.m.

Respectfully submitted,



Yolanda Montes
Executive Assistant to the Chief Communications & Customer Service Officer

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

December 10, 2025

AGENDA ITEM 3B: ELECTION OF COMMITTEE CHAIR

REFERRAL COMMITTEE: n/a

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

SUMMARY: Per the CAC Charter, a new Chair will be selected annually in December. The Committee will nominate and elect a Chair for the next year to be seated at the February meeting.

RECOMMENDATION TO COMMITTEE: For discussion and vote.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

December 10, 2025

AGENDA ITEM 4A : 2025 THIRD QUARTER YEAR-TO-DATE PERFORMANCE MEASURES

REFERRAL COMMITTEE: Performance Monitoring & External Relations (Speirs)

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: The complete report has been posted to the STA website: [2025 Q3 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

- Fixed Route's rate of preventable accidents was 0.15 per 10,000 miles, missing the targeted goal of no greater than 0.11.
- Paratransit's rate of preventable accidents was 0.21 per 10,000 miles, missing the targeted goal of no greater than 0.10.

Earn and Retain the Community's Trust

Ridership

- Fixed Route 2025 third quarter, year-to-date ridership was up 2.7% compared to our ridership in 2024. Fixed Route provided 8,763,313 rides in 2025 vs. 8,530,946 in 2024. The ridership goal for Fixed Route in 2025 is 10.39 million trips; 2.2% higher than 2024.
- Paratransit 2025 third quarter, year-to-date ridership was up 5.2% compared to our ridership in 2024. Paratransit provided 301,463 rides in 2025 vs. 289,872 in 2024. The ridership goal for Paratransit in 2025 is 404,960 trips; 3.8% higher than 2024.
- Rideshare 2025 third quarter year-to-date ridership was up 3.6% compared to our ridership in 2024. Rideshare provided 79,795 rides in 2025 vs. 77,050 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 19.30. The goal was to transport 19.18 or more passengers per revenue hour.
- Paratransit PPRH was 2.26. The goal was to transport 2.4 or more passengers per revenue hour.

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 91.8%, below 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 94.9%, above STA's goal of 93%.

Operator Ride Checks

- There were 295 ride checks completed for Fixed Route, on track to achieve the annual goal of 330.
- There were 63 ride checks completed for Paratransit, the annual goal of 63 has been met.

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 \$10.21. This was 71.8% of the urban systems' average.
- Paratransit cost per passenger was \$59.69. This was 85.2% of the urban systems' average.

Cost Recovery from User Fees (Farebox Recovery)

- Fixed Route farebox recovery was 23.4%, above the goal of 20% as calculated using the new farebox recovery methodology set forth for establishing the standard fare.
- Paratransit farebox recovery was 4.0%, below the goal of 5%, as calculated using the new farebox recovery methodology set forth for establishing the standard fare.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

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AGENDA ITEM 4B : CONNECT 2035 FUNDING REQUIREMENTS PUBLIC OUTREACH PLAN

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Carly Cortright, Chief Communications and Customer Service Officer

SUMMARY: After a multi-year planning and public outreach effort, the STA Board of Directors adopted the *Connect 2035* strategic plan in December 2024; the full plan can be found here: <https://staconnect2035.com/>.

STA has started delivering initiatives in the plan, including launching the Transit Ambassador program and deploying a new real-time transit planning app for customers. However, completion of the plan, in addition to maintaining and sustaining the improvements delivered in the *STA Moving Forward* plan, is reliant on renewal of a 0.2% sales tax authorized by voters in 2016, since the tax will sunset at the end of 2028 unless reauthorized prior to September 2028.

In preparation for a future ballot measure to renew the 0.2% sales tax, Spokane Transit staff propose to conduct outreach with the following key objectives:

- Review the delivery outcomes of the *STA Moving Forward* plan delivered in connection with the 2016 ballot proposition.
- Review the initiatives that are incorporated within *Connect 2035* and receive impact on plan priorities.
- Inform the public on the sales tax reauthorization requirement and review the implications associated with the timing of the successful ballot measure.

STA intends to reach a variety of audiences using multiple outreach tactics with the goal of increasing awareness and community dialog concerning the future of public transportation.

Staff will present the outreach framework and gather committee members' input on what projects from Connect 2035 to highlight during outreach as well as what audiences to target. Outreach efforts are expected to run from early December 2025 to late February 2026.

RECOMMENDATION TO COMMITTEE: For discussion.

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AGENDA ITEM 4C : TRANSIT APP DEMONSTRATION

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Carly Cortright, Chief Communications and Customer Service Officer

SUMMARY: Spokane Transit contracted with Transit to provide a mobile application available for free in the Apple and Google stores for customers to trip plan, track their bus in real time, and pay their fare using tap to pay through the wallet feature on their smartphone.

A demonstration of how the app works will be provided in the meeting.

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY
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AGENDA ITEM 5: CHIEF EXECUTIVE OFFICER REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Executive Officer

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

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY
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AGENDA ITEM 7: COMMITTEE MEMBER EXPRESSIONS

REFERRAL COMMITTEE: n/a

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

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

RECOMMENDATION TO COMMITTEE: N/A

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2. Committee Chair Report (*Chair Brown*) (*5 minutes*)
3. Committee Action (*10 minutes*)
 - A. Minutes of December 10, 2025, Meeting – *Corrections/Approval*
4. Committee Reports (*60 minutes*)
 - A. 2025 Fixed Route Rider Survey Results – (*Cortright*)
 - B. Update from CAC Members on Activities – (*Cortright*)
5. CEO Report – (*Otterstrom*) (*10 minutes*)
6. Committee Information – *no action or discussion*
 - A. Q4 2025 STA Moving Forward Update
7. Committee Member Expressions (*Chair Brown*) (*3 minutes*)
8. Review DRAFT Agenda Items for March 11, 2026, Meeting (*2 minutes*)
9. Adjourn

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