

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

CITIZEN ADVISORY COMMITTEE MEETING

Wednesday, July 16, 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*) (3 minutes)
2. Committee Chair Report (*Chair Brown*) (5 minutes)
3. Committee Action (5 minutes)
 - A. Minutes of June 11, 2025, Meeting — *Corrections/Approval*
 - B. Poll of Members (*Chair Brown*)
4. Committee Reports (60 minutes)
 - A. Double Decker Tour (*Cortright*)
5. CEO Report — (*Otterstrom/Rapez-Betty*) (15 minutes)
6. Committee Information — *no action or discussion*
 - A. STA Moving Forward – 2nd Quarter Project Delivery Report (*Otterstrom*)
7. Committee Member Expressions (*Chair Brown*) (3 minutes)
8. Review DRAFT Agenda Items for September 10, 2025, Meeting (3 minutes)
9. Adjourn

Virtual Link:	Join here
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. 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

July 16, 2025

AGENDA ITEM 2 : COMMITTEE CHAIR REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Yolanda Montes, Administrative 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

July 16, 2025

AGENDA ITEM 3A: MINUTES OF THE JUNE 11, 2025 COMMITTEE MEETING CORRECTIONS AND/OR APPROVAL

REFERRAL COMMITTEE: n/a

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

SUMMARY: Attached for your information, corrections, and/or approval are the minutes of the June 11, 2025, Citizen Advisory Committee meeting.

RECOMMENDATION TO COMMITTEE: Receive report.

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

CITIZEN ADVISORY COMMITTEE

Draft Minutes of the June 11, 2025, Meeting

Spokane Transit Authority, 1230 W. Boone Avenue, Spokane, WA

w/ Virtual Public Viewing Option

MEMBERS PRESENT

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

STAFF PRESENT

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

MEMBERS ABSENT

Tino Andrade
Jackson Deese

STAFF ABSENT

Tammy Johnston, Interim Chief Financial Officer

1. CALL TO ORDER AND ROLL CALL

Chair Dan Brown, called the meeting to order at 5:00 p.m. Roll call was conducted, and a quorum was established.

2. COMMITTEE CHAIR REPORT

Chair Brown reported he has exchanged information with Intercity Transit's Dara Dotson, on what other CACs do around the Pacific Northwest. Additionally, he attended the Mirabeau Transit Ribbon Cutting Ceremony held on May 14 and the dedication of the new section of the North-South corridor.

3. COMMITTEE ACTION

A. Minutes of May 7, 2025, Committee Meeting

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

4. COMMITTEE REPORTS

A. CEO Search Update

In Nancy Williams' absence, Mr. Rapez-Betty discussed the ongoing CEO search, highlighting that the hiring process is managed solely by the Board of Directors, separate from STA's typical agency hiring procedures. Community input was sought via public surveys to establish a

candidate profile. A consulting firm has provided a candidate list, and upcoming public and employee engagement sessions are planned to gather feedback before the Board interview.

B. 2026–2031 Transit Development Plan: Complete Draft

Mr. Otterstrom reviewed updates on the 2026-2031 Transit Development Plan (TDP), including outreach efforts and public engagement activities. Key projects discussed included the Wellesley High Performance Transit (HPT) and the Argonne Road Park and Ride Station, both of which aim to improve connectivity and service efficiency.

C. Division Street Bus Rapid Transit: Locally Preferred Alternative Amendment

Mr. Otterstrom addressed implementation challenges and timeline uncertainties. He highlighted the importance of balancing transit-related improvements with other infrastructure needs, while emphasizing the need for flexibility and agility in project delivery. Dr. Young asked for clarification about the future bus stop arrangements on Division Street, highlighting pedestrian crossing concerns. Mr. Otterstrom explained STA is collaborating with the City of Spokane on this project, and they are aware of the pedestrian challenges on Division, which they hope to address with this project.

D. 2025 First Quarter Year-to-Date Performance Measures

Mr. Rapez-Betty reviewed the safety metrics and performance indicators across various departments. The preventable accident rate for the Fixed-Route system was higher than the goal but showed a consistent trend, with a reduction strategy involving telematics in place. Workers' compensation data revealed underperformance in some areas, while ridership increased in Fixed-Route and Paratransit services. Service effectiveness and on-time performance metrics exceeded goals. The Paratransit reservation call center struggled due to technological changes and understaffing, which have since been addressed. Training goals were discussed, with Fixed-Route operators and Maintenance personnel receiving double-decker training. Training goals are expected to be met by year-end.

5. CEO REPORT

Mr. Otterstrom shared details about the American Public Transportation Association's Legislative Conference in Washington, DC, where he, Mr. Rapez-Betty, and Board members met with senators and representatives and received positive feedback on STA's project progress. Mr. Rapez-Betty highlighted STA's Roadeo competition, which has been refreshed and relocated to a more accessible venue and included family-friendly activities.

6. COMMITTEE INFORMATION

No action or discussion.

7. COMMITTEE MEMBER EXPRESSIONS

Mr. Fortensky announced his upcoming participation in a ham radio swap. Dr. Carrol ended the meeting by stating that a member from an environmental organization she attends was adding transit information for getting to the meetings to encourage ridership.

8. COMMITTEE MEETING DRAFT AGENDA REVIEW

The committee reviewed the proposed agenda for the July 16, 2025, meeting. There were no suggested corrections or additions.

9. ADJOURN

With no further business, Chair Brown adjourned the meeting at 5:52 p.m.

Respectfully submitted,



Yolanda Montes

Administrative Assistant to the Chief Communications & Customer Service Officer

SPOKANE TRANSIT AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING

July 16, 2025

AGENDA ITEM 3B : POLL OF MEMBERS

REFERRAL COMMITTEE: n/a

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

SUMMARY: Per Article VII of the CAC Charter, the CAC Chair will poll the members annually as to their desire to remain on the Citizen Advisory Committee. If a member cannot fulfill their term, a new candidate may be selected to serve out the remainder of the term.

Two members' first term end later this year, but both positions are currently vacant due to resignation (Tino Andrade and Konrad Capeller); Perry Crandall also indicated his intention to resign this summer, leaving an unfilled term. We have one other vacancy and Caleb McDougall's second term ends in March 2026.

Name	Term Ends	First Term End
Caleb McDougall	03/2026	03/2023
Chris Fortensky	12/2026	12/2023
Dan Brown	12/2026	12/2023
Linda Carroll	12/2026	12/2023
Andrew Tse	01/2027	
Rhonda Young	01/2027	
Perry Crandall	03/2027	
Kinzie Michael	03/2027	03/2024
Julie Corpuz	05/2027	
Jackson Deese	05/2027	
John Lemus	11/2027	
Tyler Salyer	11/2027	

RECOMMENDATION TO COMMITTEE: For discussion.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

July 16, 2025

AGENDA ITEM 4A : DOUBLE DECKER TOUR

REFERRAL COMMITTEE: n/a

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

SUMMARY: Committee members will have an opportunity to take a ride on one of STA's new double decker buses out to the West Plains Transit Center (WPTC) and then onto Cheney and back. Staff will share details of the construction taking place at WPTC to accommodate the double deckers, as well as other improvements made on the HPT line 6 to Cheney as part of the STA Moving Forward plan.

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

July 16, 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

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

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

July 16, 2025

AGENDA ITEM 6A : STA MOVING FORWARD – 2ND QUARTER PROJECT DELIVERY REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Interim Co-CEO & Chief Planning & Development Officer
Mike Tresidder, Senior Transit Planner

SUMMARY: The STA Moving Forward Quarterly Project Delivery Report is a mechanism to communicate progress in implementing the 10-year plan to the public. Since 2017, the report has been provided to the Citizens Advisory Committee. All the quarterly status reports, including the 2025 Q2 progress report, as well as all historical project reports, can be found here:

<https://stamovingforward.com/plans/sta-documents/>

RECOMMENDATION TO COMMITTEE: Receive Report

**SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING**

July 16, 2025

AGENDA ITEM 7 : COMMITTEE MEMBER EXPRESSIONS

REFERRAL COMMITTEE: n/a

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

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

July 16, 2025

AGENDA ITEM 8 : REVIEW DRAFT AGENDA ITEMS FOR SEPTEMBER 10, 2025, MEETING

REFERRAL COMMITTEE: n/a

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

SUMMARY: The draft Citizens Advisory Committee meeting agenda for September 10, 2025, is attached for your information.

RECOMMENDATION TO COMMITTEE: For information and discussion.

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

CITIZEN ADVISORY COMMITTEE MEETING

Wednesday, September 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

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 July 16, 2025, Meeting – *Corrections/Approval*
 - B. Review CAC Candidate Applications (*Chair Brown/Cortright*)
4. Committee Reports (60 minutes)
 - A. 2024 State Audit Report (*Johnston*)
 - B. 2026-2029 Title VI Program Update (*Otterstrom*)
 - C. 2025 Second Quarter Year-to-Date Performance Measures (*Rapez-Betty*)
 - D. 2025 Paratransit Survey Results Summary (*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 October 8, 2025, Meeting (2 minutes)
9. Adjourn

Virtual Link:	Join here
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. 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.