

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

CITIZEN ADVISORY COMMITTEE MEETING

Wednesday, November 12, 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 (*5 minutes*)
 - A. Minutes of October 8, 2025, Meeting – *Corrections/Approval*
4. Committee Reports (*60 minutes*)
 - A. Connect Spokane Comprehensive Plan: Minor Update Redline Review (*Poole*)
 - B. 2026-2029 Title VI Program Draft (*Poole*)
 - C. 2025-2026 Winter Operations (*Rapez-Betty*)
5. CEO Report – (*Otterstrom*) (*15 minutes*)
6. Committee Information – *no action or discussion*
7. Committee Member Expressions (*Chair Brown*) (*3 minutes*)
8. Review DRAFT Agenda Items for December 10, 2025, Meeting (*2 minutes*)
9. Adjourn

Virtual Link:	Join here
Meeting ID:	248 344 194 642 1
Passcode:	6ts79HD3
Call-in Number:	1-509-824-1714
Conference ID:	358 994 702#

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

November 12, 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

November 12, 2025

AGENDA ITEM 3A: MINUTES OF THE OCTOBER 8, 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 October 8, 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 October 8, 2025, Meeting

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

MEMBERS PRESENT

Dan Brown, Chair
Linda Carroll
Chris Fortensky
John Lemus
Caleb McDougall
Kinzie Michael
Tyler Salyer
Rhonda Young

STAFF PRESENT

Karl Otterstrom, Chief Executive Officer
Brandon Rapez-Betty, Chief Operations Officer
Robert Hamud, Chief Financial 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
Jackson Deese
Andrew Tse

STAFF ABSENT

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 his volunteer activities with Terrain, which recently held an event at Riverside near the City Line. He was able to address parking limitations and promoted the use of the City Line.

Committee Reports were presented prior to Committee Action items due to initial lack of a quorum

4. **COMMITTEE REPORTS**

A. **Draft 2026 Budget**

Mr. Hamud presented a comparison of the operating revenue budget for 2026 and 2025, indicating a 4.2% increase. He provided details on the changes in the 2026 operating revenue by category and discussed the sales tax revenue growth assumption of 2.1% over the 2025 forecast of \$119.1M. To offer additional context, he presented data comparing 2024 actuals with 2025 projections and 2026 estimates for major sales tax categories. He also listed the top 20 taxpayers year-to-date through July 2025, noting that online services were at the top.

The assumptions for the 2026 operating budget for fare revenue and other transit income, totaling \$8,096,969, were shared, reflecting a 1.2% change compared to the 2025 budget.

Mr. Lemus joined at 5:18 p.m.

B. Rideshare Survey Results

Dr. Cortright presented results from Spokane Transit's March 2025 Rideshare Survey conducted by the ETC Institute, which assessed user needs and areas for improvement. Respondents included current and former users, plus Employee Transportation Coordinators. Current users reported high satisfaction. These insights will guide future planning and communication for the Rideshare program and commute trip reduction efforts.

Dr. Young joined at 5:28 p.m.

3. COMMITTEE ACTION

A. Minutes of September 10, 2025, Committee Meeting

Mr. Fortensky moved to approve of the minutes presented. Mr. Lemus seconded, and the motion passed unanimously.

B. Consideration of Applicants for Membership

Dr. Cortright reviewed the process for membership and reviewed the six applicants who were interviewed. Chair Brown stated that all candidates had direct transit experience and did well in the interviews, but the interview panel recommended Pablo Monsivais, Michelle Johnson, Eileen Schurtz, and Connor Williams move forward. He called all their references, which were all supportive of appointment. Dr. Cortright noted that the rationale was based on the candidates' varied backgrounds and geographic representation as reflected in Article IV and V of the Charter.

Dr. Carroll moved to approve the recommendation of Ms. Michelle Johnson to the Performance Monitoring and External Relations Committee for membership approval on the Citizen Advisory Committee for a term of 17 months to begin December 1. Ms. Michael seconded, and the motion passed unanimously.

Dr. Carroll moved to approve the recommendation of Mr. Pablo Monsivais to the Performance Monitoring and External Relations Committee for membership approval on the Citizen Advisory Committee for membership to begin December 1.. Mr. McDougall seconded, and the motion passed unanimously.

Dr. Carroll moved to approve the recommendation of Ms. Eileen Schurtz and Mr. Connor Williams to the Performance Monitoring and External Relations Committee for membership approval on the Citizen Advisory Committee to begin January 1, 2026. Ms. Michael seconded, and the motion passed unanimously.

C. Update from CAC Members Activities

Dr. Cortright noted that, although the goal was to hear from CAC members quarterly about their outreach activities, only one was held this year back in February because of a busy schedule. Dr. Cortright requested updates from all committee members present.

Chair Brown reported he attended five neighborhood picnics, handed out bus flyers, discussed public transit, and highlighted an event on Riverside with City Line support for access and parking.

Dr. Carroll announced her appointment to the Community Assembly and has been actively preparing for the October summit, promoting the City Line over free parking at Gonzaga.

Mr. Fortensky reported he attended three radio operator picnics, where he set up a tent and distributed flyers. He also helped new veterans access STA services through the Blinded Veterans Association.

Mr. Salyer reported that many new Gonzaga Law students view bus travel as unsafe, especially near unhoused populations. To improve perceptions, he handed out informational pamphlets and promoted transit by sharing examples like Gonzaga's president using public transportation.

Ms. Micheal reported working with the HOA to boost bus commuting among residents. Transportation details will be emailed to HOA members who do not attend meetings.

Mr. Lemus reported that Cheney parents inquired about paratransit eligibility for young adults, and Ms. Combs confirmed there is no age limit. He has also reached out to local centers using Paratransit for feedback and possible improvements.

Dr. Young reported sharing transit details to new Gonzaga students and families and led class trips to sites like the North Spokane Corridor Construction with WSDOT.

4. CEO REPORT

Mr. Otterstrom acknowledged the committee for their engagement and recommendations to the CAC committee. He highlighted a milestone of over 40,000 rides in one day and reminded them that the sales tax measure expires in 2028, requiring voter approval for Connect 2035. He also stressed the importance of community engagement and that financial planning for STA are ongoing.

5. COMMITTEE INFORMATION

A. STA Moving Forward Performance Tracking

6. COMMITTEE MEMBER EXPRESSIONS

Mr. Fortensky requested a meeting with Mr. Rapez-Betty and Paratransit to discuss how he could use his mobility aid on the bus most effectively.

Mr. McDougall reported he trained the info desk management team at Whitworth in how to read bus schedules and access online transit information to better support students and riders.

Mr. Lemus commended Dr. Cortright and her team for a successful double decker launch event, and she expressed her gratitude.

7. COMMITTEE MEETING DRAFT AGENDA REVIEW

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

8. ADJOURN

With no further business, Chair Brown adjourned the meeting at 6:13 p.m.

Respectfully submitted,

A handwritten signature in cursive script that reads "Yolanda Montes".

Yolanda Montes

Executive Assistant to the Chief Communications & Customer Service Officer

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

November 12, 2025

AGENDA ITEM 4A : CONNECT SPOKANE COMPREHENSIVE PLAN: MINOR UPDATE REDLINE REVIEW

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Emily Poole, Interim Chief Planning & Development Officer
Mike Tresidder, Senior Transit Planner

SUMMARY: At the November Planning & Development committee meeting, staff provided an overview of the red line updates, as well as an overall timeline for minor updates to Connect Spokane, STA's comprehensive plan for public transportation. The purpose of the minor updates is to improve overall consistency and clarity of policies and policy-related text in the plan.

The redline version of the elements are available online: [Connect Spokane: A Comprehensive Plan - Spokane Transit Authority](#)

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

November 12, 2025

AGENDA ITEM 4B : 2026-2029 TITLE VI PROGRAM DRAFT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Emily S. Poole, Interim Chief Planning & Development Officer
Madeline Arredondo, Associate Transit Planner

SUMMARY: An overview of the agency’s non-discrimination policy, the Title VI Program, was presented to the Citizen Advisory Committee in September 2025.

BACKGROUND: The 2026-2029 Title VI Program is in draft form and is available online at the following link:

<https://www.spokanetransit.com/projects/title-vi-non-discrimination-policy-and-program/>

A public hearing is scheduled for the November 20, 2025, Board of Directors meeting. Staff will review the requirements of the program, as well as highlight key updates to the 2026-2029 Title VI Program.

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

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AGENDA ITEM 4C : 2025-2026 WINTER OPERATIONS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: Spokane Transit Authority (STA) maintains an Emergency Weather Operations Plan to ensure that public transportation remains as reliable as possible during severe winter weather. Extreme snow and ice events can disrupt the region’s transportation network, so STA’s plan is designed to coordinate resources, prioritize safety, and maintain essential transit services for the community.

STA’s approach is comprehensive and organized, focusing on clear leadership, communication, and operational flexibility. The plan’s key elements include:

- **Incident Command:** The Chief Operations Officer leads as Incident Commander, with an Emergency Operations Center established for centralized decision-making.
- **Departmental Coordination:** All major divisions (Fixed Route, Paratransit, Facilities, Maintenance, Plaza, Customer Service) operate under extended hours and clear points of contact.
- **Service Prioritization:** Routine tasks may be suspended to focus on delivering core transit services and communicating with the public.
- **Operational Adjustments:**
 - Fixed Route and Paratransit services adjust staffing, implement detours, and modify service levels based on weather severity.
 - Facilities and Maintenance prioritize snow removal at Park & Ride lots, bus stops, and key facilities.
- **Customer Communication:** Real-time updates are provided through web, social media, and customer service channels.
- **Staffing Support:** Overtime is authorized, and additional staff are deployed to critical locations as needed.
- **External Coordination:** STA works closely with city, county, and institutional partners for snow removal and emergency response.

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
CITIZEN ADVISORY COMMITTEE MEETING**

November 12, 2025

AGENDA ITEM 6: COMMITTEE INFORMATION

REFERRAL COMMITTEE: n/a

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

SUMMARY: No action or discussion.

RECOMMENDATION TO COMMITTEE: Receive report.

SPOKANE TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE MEETING

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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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DRAFT 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 (*55 minutes*)
 - A. Final Proposed 2026 Budget – (*Otterstrom/Hamud*)
 - B. 2025 Third Quarter Year-to-Date Performance Measures – (*Rapez-Betty*)
 - C. Transit App Training – (*Cortright*)
5. CEO Report – (*Otterstrom*) (*15 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#

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