

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

## CITIZEN ADVISORY COMMITTEE MEETING

Wednesday, October 8, 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 (15 minutes)
  - A. Minutes of September 10, 2025, Meeting – *Corrections/Approval*
  - B. Consideration of Applicants for Membership (*Chair Brown/Cortright*)
4. Committee Reports (50 minutes)
  - A. Draft 2026 Budget (*Hamud*)
  - B. Rideshare Survey Results (*Cortright*)
  - C. Update from CAC Members on Activities (*Cortright*)
5. CEO Report – (*Otterstrom*) (15 minutes)
6. Committee Information – *no action or discussion*
  - A. STA Moving Forward Performance Tracking (*Poole*)
7. Committee Member Expressions (*Chair Brown*) (3 minutes)
8. Review DRAFT Agenda Items for November 12, 2025, Meeting (2 minutes)
9. Adjourn

Virtual Link:	<a href="#">Join here</a>
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](http://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](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 accommodations, please call 325-6094 (TTY Relay 711) at least forty-eight (48) hours in advance.*

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

October 8, 2025

**AGENDA ITEM 2 :** COMMITTEE CHAIR REPORT

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Yolanda Montes, Administrative 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:** Information only.

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

October 8, 2025

**AGENDA ITEM 3A:** MINUTES OF THE SEPTEMBER 10, 2025 COMMITTEE MEETING  
CORRECTIONS AND/OR APPROVAL

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Yolanda Montes, Administrative 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 September 10, 2025, Citizen Advisory Committee meeting.

**RECOMMENDATION TO COMMITTEE:** Receive report.

**CITIZEN ADVISORY COMMITTEE**

Draft Minutes of the September 10, 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  
Tyler Salyer  
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  
Rhonda Young

**STAFF ABSENT**

Robert Hamud, Chief Financial Officer

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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 stated he participated in summer events at North Hill and Bemiss to name a few. He mentioned Communication's bus flyer for first time riders sparked meaningful conversations and offered valuable support. Chair Brown acknowledged the video starring Mr. Rapez-Betty of STA's Medical Lake wildfire evacuation.

3. **COMMITTEE ACTION**

A. **Minutes of July 16, 2025, Committee Meeting**

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

B. **Review CAC Candidate Applications**

Dr. Cortright provided an overview of the procedure for selecting members to the Citizen Advisory Committee (CAC). The committee permits a maximum of 15 members, each of whom is formally appointed by the Performance Monitoring & External Relations (PMER) Committee; at present, there are 11 filled positions, with several vacancies due to term expirations and resignations. Some positions will be permanently vacant by December, with new appointments

effective in January. Dr. Cortright emphasized the importance of diverse backgrounds in CAC membership, explaining that the CAC reviews, conducts interviews, and recommends members to the Performance Monitoring & External Relations (PMER) Committee. Dr. Cortright collaborated with Chair Brown to present the applications before the committee. After group discussion, the following applicants were voted to move forward to interview:

Michelle Johnson  
Pablo Monsivais  
Mary Naber  
Ben Parrish  
Conner Williams  
David Mckinney

Chair Brown asked the CAC for volunteers to join the interview committee. Chair Brown, Dr. Carroll, Mr. Lemus, Ms. Michael, and Mr. Deese all offered to serve on the panel.

*Mr. Tse joined at 5:12 p.m.*

#### 4. COMMITTEE REPORTS

##### A. 2026-2029 Title VI Program

Tara Limon presented an update on the 2026-2029 Title VI program, which requires transit agencies receiving federal funding to update their plans every three years. STA conducted a rider census survey and a provider survey to gather feedback from minority, low-income, and limited English populations. Key findings included high transit usage among surveyed populations, with challenges such as fare costs and language barriers. Ms. Limon outlined upcoming outreach activities and scheduled a public hearing for November, with final adoption anticipated in December.

##### B. 2025 Second Quarter Year-to-Date Performance Measures

Mr. Rapez-Betty presented the second quarter year-to-date performance metrics, highlighting key areas such as safety, ridership, customer service, and financial stewardship. Each measure aligns with STA'S priorities and shows the agency's accountability.

Mr. Deese asked about STA's ridership goals. Mr. Otterstrom and Mr. Rapez-Betty agreed that annual actual figures provide the most reliable ridership projections.

Mr. Fortensky asked about the replacement cost for the paratransit vans. Mr. Rapez-Betty confirmed STA owns all paratransit vans, and contractual agreements are in place to ensure vehicles are maintained properly. Older, high-mileage vans are replaced to maintain an average of 119,000 miles per vehicle across the fleet.

##### C. 2025 Paratransit Survey Results Summary

Dr. Cortright discussed the Paratransit Survey, which aimed to gather feedback from riders on their transportation habits and opinions. Conducted in early 2025 by the ETC institute through mailed and virtual surveys, it received 445 responses, surpassing its goal of 400.

##### D. September Service Change

Ms. Poole outlined the September service changes, covering new and discontinued routes, frequency updates, and the introduction of high-performance transit routes and double-decker buses. She explained these adjustments were based on public input, staff feedback, and partnerships. A street team composed of STA staff volunteers will be notifying riders about the upcoming service changes.

Mr. Fortensky inquired about routes that could affect him, and Ms. Poole responded that she would supply additional information for him to share at events he participates in.

5. CEO REPORT

Mr. Otterstrom addressed the committee as the new Chief Executive Officer of STA by acknowledging new appointments in the company. Mr. Otterstrom introduced Ms. Poole as the Interim Chief Planning Development Officer and Mr. Robert Hamud as the new Chief Financial Officer. Mr. Rapez-Betty introduced Mr. Andrew Casper as the Deputy Chief Operations Officer. Mr. Otterstrom concluded his report by announcing the double decker ribbon cutting on September 20.

6. COMMITTEE INFORMATION

A. 2024 State Audit Report

7. COMMITTEE MEMBER EXPRESSIONS

Dr. Carroll recommended that the city share essential bus transit details at events and highlight City Line benefits, including pollution reduction, in a recent survey.

Mr. Fortensky stated that continued promotion is needed, as many veterans and soldiers remain unaware of the VA shuttle service.

Mr. McDougall managed a table at Whitworth's new student orientation and noted that interest in transit matched parking permit demand for the first time. He is collaborating with the Info Desk Director and President to promote transit and develop a webpage for it on the Whitworth website.

8. COMMITTEE MEETING DRAFT AGENDA REVIEW

The committee reviewed the proposed agenda for the October 8, 2025, meeting. There were no suggested corrections or additions.

9. ADJOURN

With no further business, Chair Brown adjourned the meeting at 6:29 p.m.

Respectfully submitted,



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

**SPOKANE TRANSIT AUTHORITY**  
**CITIZENS ADVISORY COMMITTEE MEETING**

October 8, 2025

**AGENDA ITEM 3B:** CONSIDERATION OF APPLICANTS FOR MEMBERSHIP

**REFERRAL COMMITTEE:** n/a

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

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**SUMMARY:**

The Citizen Advisory Committee (CAC) was established in 2004 to represent the interests of the community and assist STA staff and the Board of Directors in making the region proud of its public transportation system. Members serve as conduits of information between the agency and the community by both relaying STA-related information to their networks and by providing input to STA. In 2015, the Citizen Advisory Committee became a subcommittee to Performance Monitoring and External Relations (PMER) Committee.

Per its charter, the CAC shall be composed of no more than 15 members who are appointed by the PMER Committee. Terms are for three (3) years, and Members may serve up to two (2) terms. Membership shall reflect the STA service area and strive for regional representation and diversity of opinion. Selection of members is through an application process followed by a vote from the PMER Committee to appoint members of the CAC. Currently, the CAC has eleven members (11) members. There are four (4) vacancies; three (3) of these are unfilled terms and per the CAC charter, appointees are to serve the remainder of that term. Two of these terms end in December 2025; the other ends in March 2027 (there would be approximately 17 months to serve on that appointment). There is also one true vacancy to fill.

On September 26, 2025, the CAC Chair, Dan Brown, and CAC members Linda Carroll and Kinzie Michael, along with STA staff representative Carly Cortright interviewed six CAC applicants recommended by the CAC at their September 2025 meeting. The interview panel will make their recommendation to the CAC at the meeting.

**RECOMMENDATION TO COMMITTEE:** For discussion and vote.

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

October 8, 2025

**AGENDA ITEM 4A :** DRAFT 2026 BUDGET

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Robert Hamud, Chief Financial Officer

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**SUMMARY:** In accordance with STA Board Resolution 681-11, the Planning & Development Committee is accountable for designing and coordinating the Board’s participation in Spokane Transit’s strategic and operational planning. This includes an annual action plan that is operationalized by the annual operating and capital budgets.

For 2026, staff has combined the action plan and the operating and capital budget into one comprehensive report, the Draft 2026 Budget, which is attached.

The Draft 2026 Budget will be reviewed at the Planning & Development Committee meeting on October 1, 2025, and after Committee input and review, it will be forwarded to the Board for review. There will be a subsequent review with the Committee on November 5, 2025, and a public hearing with the Board on November 20, 2025. The 2026 Budget is proposed to be adopted in December 2025.

**RECOMMENDATION TO COMMITTEE:** Receive report.

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

October 8, 2025

**AGENDA ITEM 4B :** RIDESHARE SURVEY RESULTS

**REFERRAL COMMITTEE:** n/a

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

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**SUMMARY:** In the spring of 2025, ETC Institute initiated a market survey for three different groups to gather feedback on Spokane Transit’s Rideshare program. Current users, former users, and Employee Transportation Coordinators (ETCs) were all sent digital links via email or text to an online survey to solicit feedback on both their satisfaction and awareness (in the case of ETCs) of the program.

A summary of the results will be presented at the meeting.

**RECOMMENDATION TO COMMITTEE:** Receive report.

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

October 8, 2025

**AGENDA ITEM 4C :** UPDATE FROM CAC MEMBERS ON ACTIVITIES

**REFERRAL COMMITTEE:** n/a

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

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**SUMMARY:**

Per the CAC Charter, one of the purposes of the CAC is to “act as an educational arm of the organization to reach out to the public.” To help keep the Performance Monitoring and External Relations Committee apprised of CAC member activity out in the public, from time to time, we will be asking for an update from each CAC member on what organizations or groups they have recently met with and what information you have shared with them about what Spokane Transit is working on.

**RECOMMENDATION TO COMMITTEE:** For discussion.

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

October 8, 2025

**AGENDA ITEM 5:** CHIEF EXECUTIVE OFFICER REPORT

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Karl Otterstrom, Chief Executive Officer

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**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**

October 8, 2025

**AGENDA ITEM 6:** COMMITTEE INFORMATION

**REFERRAL COMMITTEE:** n/a

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

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**SUMMARY:** No action or discussion.

**RECOMMENDATION TO COMMITTEE:** Receive report.

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

October 8, 2025

**AGENDA ITEM 7:** COMMITTEE MEMBER EXPRESSIONS

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Yolanda Montes, 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

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## CITIZEN ADVISORY COMMITTEE MEETING

Wednesday, November 12, 2025

5:00 p.m. – 6:30 p.m.

**Northside Conference Room**  
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*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 October 8, 2025, Meeting – *Corrections/Approval*
4. Committee Reports (*60 minutes*)
  - A. Connect Spokane Minor Update Redline Review (*Poole*)
  - B. 2026 – 2029 Title VI Program Draft (*Poole*)
  - C. 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

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