

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*

### **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 July 16, 2025, Meeting – *Corrections/Approval*
  - B. Review CAC Candidate Applications (*Chair Brown/Cortright*)
4. Committee Reports (*60 minutes*)
  - A. 2026-2029 Title VI Program Update (*Poole*)
  - B. 2025 Second Quarter Year-to-Date Performance Measures (*Rapez-Betty*)
  - C. 2025 Paratransit Survey Results Summary (*Cortright*)
  - D. September Service Change (*Poole*)
5. CEO Report – (*Otterstrom*) (*10 minutes*)
6. Committee Information – *no action or discussion*
  - A. 2024 State Audit Report (*Hamud*)
7. Committee Member Expressions (*Chair Brown*) (*3 minutes*)
8. Review DRAFT Agenda Items for October 8, 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**

September 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

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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**

September 10, 2025

**AGENDA ITEM 3A:** MINUTES OF THE JULY 16, 2025 COMMITTEE MEETING CORRECTIONS AND/OR APPROVAL

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Yolanda Montes, Executive 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 July 16, 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 July 16, 2025, Meeting

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

*w/ Virtual Public Viewing Option*

### **MEMBERS PRESENT**

Dan Brown, *Chair*  
Linda Carroll  
Perry Crandall  
Jackson Deese  
Chris Fortensky  
John Lemus  
Kinzie Michael  
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  
Tammy Johnston, Interim Chief Financial 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**

Julie Corpuz  
Caleb McDougall

### **STAFF ABSENT**

Tammy Johnston, Interim 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 attended the Division BRT presentation at Gonzaga and the STA CEO hiring process and found it very informative. In addition, Eastern Magazine had an article on the new STA double-decker buses.

### 3. **COMMITTEE ACTION**

#### A. **Minutes of June 11, 2025, Committee Meeting**

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

#### B. **Poll of Members**

Dr. Cortright discussed the annual Poll of Members and Chair Brown conducted the poll regarding members' interest in continuing their service on the committee. Mr. Fortensky, Dr. Carroll, Mr. Tse, Dr. Young, Ms. Micheal, Mr. Lemus indicated they plan to continue their terms while the other absentees' interests are yet to be determined.

#### 4. COMMITTEE REPORTS

##### A. Double Decker Tour

Dr. Cortright will lead a tour on a double-decker bus that will include viewing construction on the West Plains Transit Center and improvements in Cheney and will provide members with first-hand experience of ongoing projects.

#### 5. CEO REPORT

Mr. Rapez-Betty reported on recent emergency evacuations involving fires near the Spokane Falls Community College (SFCC). STA responded to a fire call by deploying 16 employees, six buses and paratransit vans, and supervisor vehicles to assist with evacuations and traffic control under a Mutual Aid Agreement with Spokane City Fire and Police Departments. Approximately 230 people were evacuated within three hours, including a girls' volleyball camp, early learning center children, and residents of nearby apartments.

A notable incident involved a coach operator who assisted a physically struggling woman and her two children with disabilities across a challenging barrier on a bridge to ensure their safe evacuation. Mr. Rapez-Betty highlighted the dedication and courage of frontline employees during emergencies.

Mr. Rapez-Betty also announced promotional efforts, including the release of themed videos featuring double-decker buses which garnered significant social media engagement. One video was Jaws-themed, and another had a fall action movie theme, both praised for their creativity and impact.

Dr. Cortright spoke about the Golden Ticket Scavenger Hunt social media contest held in June, rewarding engaged transit riders with a chance to ride in the Cheney rodeo parade. Despite initial concerns about the event's excitement level, participants enjoyed the experience, which helped strengthen community engagement.

Mr. Otterstrom reported the highest ridership ever recorded on the 4th of July, attributed to enhanced service schedules and better communication efforts, although some challenges remain in ensuring that new riders are aware of these changes. Upcoming service changes and improvements are planned for fall, with the introduction of the double-decker buses and details will be discussed in September.

#### 6. COMMITTEE INFORMATION

A. STA Moving Forward – 2<sup>nd</sup> Quarter Project Delivery Report

#### 7. COMMITTEE MEMBER EXPRESSIONS

Dr. Carroll was elected to a Neighborhood Council position, providing her with the opportunity to promote Spokane Transit.

Mr. Lemus shared he reached out to the Mason Jar, a popular coffee shop in Cheney, to promote and talk about STA events.

Mr. Fortensky mentioned that he attended the Blinded Veterans Association in Texas where they talked about a technology initiative involving a program that uses color-coded signs to provide audio information accessible via smartphones, automatically translating content in the user's preferred language.

8. COMMITTEE MEETING DRAFT AGENDA REVIEW

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

9. ADJOURN

With no further business, and to commence the double-decker tour, Chair Brown adjourned the meeting at 5:21 p.m.

Respectfully submitted,

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

Yolanda Montes

Administrative Assistant to the Chief Communications & Customer Service Officer

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

September 10, 2025

**AGENDA ITEM 3B:** CITIZEN ADVISORY COMMITTEE APPLICATION REVIEW

**REFERRAL COMMITTEE:** n/a

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

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**SUMMARY:** Per the Citizen Advisory Committee (CAC) Charter, Article VI, the CAC will review applicants and select potential candidates. At that time, staff and at least one CAC representative will meet with potential candidates and may recommend them to the CAC for further consideration.

There are currently eight (8) new applications for CAC appointment to consider. There are currently four (4) vacancies on the CAC; 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. There is also another pending vacancy in March 2026 as a committee member second term ends that month.

Applicants selected to move forward to the interview process will be brought forward for CAC consideration at the October 8, 2025 meeting. The candidates selected at that time will be presented to the Performance Monitoring and External Relations Committee at their November 5, 2025 meeting. Two candidates selected could start effective December 1, 2025, with one serving the remainder of the term until March 2027. The other two candidates would start January 1, 2026. The CAC could also choose to leave positions unfilled.

Candidate applications will be emailed to CAC members for their review prior to the meeting.

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

**SPOKANE TRANSIT AUTHORITY**

**CITIZEN ADVISORY COMMITTEE MEETING**

September 10, 2025

**AGENDA ITEM 4A :** 2026-2029 TITLE VI PROGRAM UPDATE

**REFERRAL COMMITTEE:** n/a

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

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**SUMMARY:** As a recipient of federal funds, the Federal Transit Administration (FTA) requires public transit agencies to update their Title VI Programs every three years. Spokane Transit Authority (STA) is in the process of updating the agency’s Title VI program which must be approved by the Board of Directors and submitted to FTA by February 1, 2026. Staff will provide an overview of the program update, survey results, and public engagement efforts.

**BACKGROUND:** Title VI of the Civil Rights Act of 1964 is a federal statute that states “no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” Outreach and engagement with the community are necessary to fulfill several requirements of the Title VI program. Those requirements include a public participation plan that contains an outreach plan to engage minority and limited English proficient populations, and survey data regarding customer demographic and travel patterns.

The 2025 Rider Census was conducted from April 28, 2025, to May 9, 2025, to gather data regarding travel patterns, as well as key demographic characteristics related to Title VI. The 2025 Provider Survey was conducted in July 2025 to further identify their clients’ perceived transportation needs and gaps. Key findings from both surveys will be presented by staff. To ensure that engagement is targeted at minority, low-income, and LEP populations, STA staff will also conduct targeted interviews with a focused group of community-based organizations.

For more information on outreach activities and how to engage, please visit:

<https://www.spokanetransit.com/title6update>

Staff will provide an update at the November 2025 Citizen Advisory Committee meeting including a draft plan for public comment. Below is a table that outlines the project timeline for the 2026-2029 Title VI Program update.

Program Adoption Timeline		
Date	Meeting	Description
Nov 5, 2025	Planning & Development Committee	Upcoming public hearing
Nov 20, 2025	Board of Directors	Public Hearing
Dec 3, 2025	Planning & Development Committee	Recommend adoption
Dec 18, 2025	Board of Directors	Adoption and resolution

**RECOMMENDATION TO COMMITTEE:** Receive report.

**SPOKANE TRANSIT AUTHORITY**

**CITIZEN ADVISORY COMMITTEE MEETING**

September 10, 2025

**AGENDA ITEM 4B :** 2025 SECOND QUARTER YEAR-TO-DATE PERFORMANCE MEASURES

**REFERRAL COMMITTEE:** Performance Monitoring & External Relations (Speirs)

**SUBMITTED BY:** Brandon Rapez-Betty, Chief Operations Officer

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**SUMMARY:** The complete report has been posted to the STA website:

[2025 Second Quarter Year-to-Date 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 0.16 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 second quarter, year-to-date ridership was up 4.0% compared to our ridership in 2024. Fixed Route provided 5,289,822 rides in 2025 vs. 5,087,270 in 2024. The ridership goal for Fixed Route in 2025 is 10.39 million trips; 2.2% higher than 2024.
- Paratransit 2025 second quarter, year-to-date ridership was up 4.7% compared to our ridership in 2024. Paratransit provided 203,335 rides in 2025 vs. 194,269 in 2024. The ridership goal for Paratransit in 2025 is 404,960 trips; 3.8% higher than 2024.
- Rideshare 2025 first quarter year-to-date ridership was down 0.1% compared to our ridership in 2024. Rideshare provided 52,256 rides in 2025 vs. 52,286 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 19.72. The goal was to transport 19.18 or more passengers per revenue hour.
- Paratransit PPRH was 2.49. 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 92.9%, 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 94.3%, above STA's goal of 93%.

### **Operator Ride Checks**

- There were 204 ride checks completed for Fixed Route, on track to achieve the annual goal of 330.
- There were 45 ride checks completed for Paratransit, on track to achieve the annual goal of 63.

## **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 \$9.51. This was 67.1% of the urban systems' average.
- Paratransit cost per passenger was \$58.06. This was 87.3% of the urban systems' average.

### **Cost Recovery from User Fees (Farebox Recovery)**

- Fixed Route farebox recovery was 25.3%, above the goal of 20% as calculated using the new farebox recovery methodology set forth for establishing the standard fare.
- Paratransit farebox recovery was 4.1%, below the goal of 5%, as calculated using the new farebox recovery methodology set forth for establishing the standard fare.

**RECOMMENDATION TO COMMITTEE:** Receive Report.

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

September 10, 2025

**AGENDA ITEM 4C:** 2025 PARATRANSIT SURVEY RESULTS SUMMARY

**REFERRAL COMMITTEE:** n/a

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

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**SUMMARY:** In February 2025, ETC Institute initiated a customer satisfaction survey for Paratransit customers. Using a list of Paratransit customers provided by STA, ETC Institute randomly selected customers to mail the survey with a goal of completing a sample of 400. Respondents were provided a postage-paid envelope to return the survey, or there was a link to an online option also provided. There were 445 responses to the survey returned.

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

**RECOMMENDATION TO COMMITTEE:** Receive report.

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

September 10, 2025

**AGENDA ITEM 4D :**                    SEPTEMBER 2025 SERVICE CHANGE

**REFERRAL COMMITTEE:**            n/a

**SUBMITTED BY:**                    Emily S. Poole, Interim Chief Planning & Development Officer

**SUMMARY:** The September 2025 Service Change marks the final installment of the service investments promised in STA Moving Forward with the exception of pilot service to Kootenai County. In effect beginning Sunday, September 21, 2025, the service change is comprised of the modifications to the fixed route network described in the table below. These adjustments include the introduction of a new regional High Performance Transit Route from Spokane Valley to Spokane International Airport, implementation of the double decker buses, and other route and frequency adjustments as outlined.

As a result of these improvements to the STA fixed route network, overall revenue service hours are estimated at approximately 540,000 (annualized).

New schedules will be available in print and online at [www.spokanetransit.com](http://www.spokanetransit.com) in the weeks leading up to the change.

September 2025 Service Changes

Route	Planned Adjustment	Rationale
<b>4 Monroe/Regal</b>	Addition of one AM trip and reduction of one partial PM trip	AM trip is part of an increase of early morning trips on select HPT routes to offer connections at the Plaza to routes departing at 5:20am
<b>6 Cheney</b>	Removal of Salnave loop routing, serve new WPTC Bays, addition of one AM trip on Saturday, and implement double decker buses	Route adjustment is due to increased capacity from double decker buses and working with Route 66 to provide a more consistent schedule between Spokane and Cheney
<b>7 Valley/Airport</b>	New route	Implementation of new regional HPT route as approved in the I-90/Valley Corridor Development Plan (CDP) and supplemental report

<b>Route</b>	<b>Planned Adjustment</b>	<b>Rationale</b>
<b>9 Sprague</b>	Addition of one AM weekday trip and minor schedule adjustments	AM trip is part of an increase of early morning trips on HPT routes to offer connections at the Plaza to routes departing at 5:20am and time adjustments for on time performance at the VTC
<b>11 North Bank/Downtown Shutte</b>	Removal of one trip at 11:50pm on weekdays and Saturdays	Trip removed due to consistently low ridership
<b>14 Napa/Adams</b>	Route adjustment to Monroe Street via 13th Avenue and Cedar Street via 11th Avenue	Increase service to sheltered stop at 14 <sup>th</sup> Avenue and Lincoln Street, a shared stop with Route 43; adjust routing in response to permanent closure of Cedar Street slip lane
<b>22 NW Blvd</b>	Weekday trip arriving at 5:30pm is planned to continue as Route 144 instead of Route 45	Interline adjustment will reduce bus bay congestion with timed offset efficiency in Plaza Bay 4 between routes 45, 94, and 144
<b>23 Maple/Ash</b>	Interline adjustment for select trips on nights and weekends	Adjustments are necessary based on increased frequency for Route 45
<b>25 Division</b>	Interline adjustment for three weekday AM trips	Trips will no longer interline with Route 6 due to double decker bus implementation as routing does not allow for height clearance of new buses
<b>27 Crestline</b>	Interline adjustments to weekday trips	Scheduling efficiency
<b>31 Minnehaha/Lidgerwood</b>	Schedule adjustments and consolidation of two late night trips on weeknights and Saturday nights to one trip	Adjustments are necessary to accommodate schedule changes for Route 32. Consolidated trips are for simplification.
<b>32 Trent/Montgomery</b>	Schedule adjustments	Adjustments provide better connections with Route 7 at MTC

<b>Route</b>	<b>Planned Adjustment</b>	<b>Rationale</b>
<b>45 Perry District</b>	Frequency increase to 30-minute service on weeknights and Saturdays	Frequency increased is the delivered promise in STA Moving Forward as amended in June 2024
<b>60 Airport</b>	Route discontinued	Superseded by new regional HPT Route 7
<b>61 Highway 2/Fairchild</b>	Route adjustment to Deer Heights Road. Addition of one weekday AM and PM inbound trip and timepoint adjustments	Route adjustment creates closer access to the MultiCare Clinic in Airway Heights. Additional trips are targeted to improve access to employment opportunities.
<b>62 Medical Lake</b>	Route adjustment to one inbound and one outbound pattern; new bay assignment at WPTC	Route adjustment simplifies pattern and schedule for riders
<b>Route 63 Geiger/Airport</b>	Schedule adjustments and new bay assignment at WPTC	Schedule adjustments are necessary based on interline with new HPT Route 7.
<b>65 Hayford</b>	Route adjustment to 10th Avenue, 6 <sup>th</sup> Avenue, and Craig Road. Frequency increase to 30-minute service on weekdays	Route adjustment included in 2021 Near-Term Investments. Frequency increase delivers phase II of STA Moving Forward project in Airway Heights
<b>66 EWU</b>	Implement double decker buses and new bay assignments at WPTC	Increase capacity on the route and work in concert with Route 6
<b>67 Swoop Loop</b>	Route discontinued	Consistently low ridership
<b>68 Cheney Loop</b>	Schedule adjustment	Improve schedule and routing consistency
<b>74 Mirabeau/Liberty Lake</b>	Route discontinued	Superseded by new regional HPT Route 7
<b>Route 93 Molter Loop</b>	New Route	Local route in Liberty Lake to maintain access to employment sites

<b>Route</b>	<b>Planned Adjustment</b>	<b>Rationale</b>
<b>94 East Central/Millwood</b>	Schedule adjustment on Sundays to depart at :35 versus :40 and one weekday trip adjusted to 5:57pm from 5:50pm	These schedule adjustments will reduce bus bay congestion with timed offset efficiency in Plaza Bay 4 between routes 45, 94, and 144
<b>95 Mid-Valley</b>	Schedule adjustments	Schedule adjustments to accommodate interline Route 97 schedule changes and Amazon facility shift ending at 6:00pm.
<b>96 Pines/Sullivan</b>	Route adjustment for the end of line to Trent Avenue and Evergreen Road	Comfort station amenities no longer available at Progress Road and Trent Avenue
<b>97 South Valley</b>	Schedule adjustments	Adjustments provide better connections with Route 7 at MTC and Routes 190 and 173 at VTC.
<b>98 Greenacres/Liberty Lake</b>	Schedule adjustments and new bay assignment at Liberty Lake Park and Ride	Schedule adjustments to accommodate interline Routes 9 and 93 schedule changes
<b>124 North Express</b>	Interline adjustment to one weekday AM trip	One weekday trip at 7:20am will interline with Route 724 versus Route 661 which will have reduced service
<b>144 South Express</b>	Schedule adjustment for one weekday trip to depart at 5:30pm	This schedule adjustment will reduce bus bay congestion with timed offset efficiency in Plaza Bay 4 between routes 45, 94, and 144
<b>172 Liberty Lake Express</b>	Route discontinued	Superseded by new Route 722.
<b>173 VTC Express</b>	Schedule adjustments	Schedule adjustments provide better connections with Routes 95 and 97 at VTC
<b>190 Valley Express</b>	Schedule adjustments	Schedule adjustments provide better connections with Route 97 at VTC

<b>Route</b>	<b>Planned Adjustment</b>	<b>Rationale</b>
<b>247 Lincoln Park/Ferris</b>	Schedule adjustments	Schedule adjustments to accommodate interline Route 45 schedule changes
<b>633 Geiger Shuttle</b>	Bay assignment change at WPTC	Route will be assigned to depart from Bay 2 at improved WPTC
<b>661 EWU Express</b>	Reduce service to two trips at 7:18am and 8:18am from Jefferson Park and Ride	Implementation of double decker buses increases capacity on Routes 6 and 66 reducing the need for additional Route 661 trips
<b>662 EWU/North Express</b>	Additional stop at Ash Street and Wellesley Avenue	Creates a connection with Route 33 and offers riders in the Shadle area access to Route 662
<b>664 EWU/South Express</b>	Route adjustment to bypass Jefferson Park and Ride and travel on Simpson Parkway and Mike McKeenan Way in Cheney; additional stop in service at 12th Avenue at Cedar Street	Route will assume service of some stops previously served by discontinued Route 67. Increased passenger capacity of Routes 6 and 66 eliminate need for additional routes serving Jefferson Park and Ride
<b>722 Liberty Lake Express</b>	New route	Express service from Liberty Lake to the North Bank in Spokane
<b>724 Liberty Lake Tech Express</b>	Route adjustment no longer serves Liberty Lake Park and Ride, extending service on Appleway Avenue and Country Vista Road	Route adjustment to complement the interline with new Route 722 and network adjustments in Liberty Lake
<b>771 Mirabeau Express</b>	Schedule adjustments	Adjustments provide better offset timing with Route 7 at MTC

**RECOMMENDATION TO COMMITTEE:** Receive report.

**SPOKANE TRANSIT AUTHORITY  
CITIZEN ADVISORY COMMITTEE MEETING**

September 10, 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.

**RECOMMENDATION TO COMMITTEE:** Receive report.

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

September 10, 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:** Information only.

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

September 10, 2025

**AGENDA ITEM 6A:** 2024 STATE AUDIT REPORT

**REFERRAL COMMITTEE:** n/a

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

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**SUMMARY:** Attached is the presentation given to the PMER Committee on September 3, from the State Auditor's Office.

**RECOMMENDATION TO COMMITTEE:** Information only.

# Exit Conference

Spokane Transit Authority



Office of the  
Washington  
State Auditor  
Pat McCarthy

Weston Fink, CPA  
*Audit Supervisor*

# Accountability Audit Results

January 1, 2024, through December 31, 2024



## Results in Brief

This report describes the overall results and conclusions for the areas we examined.

In those selected areas, Authority operations complied, in all material respects, with applicable state laws, regulations, and its own policies, and provided adequate controls over the safeguarding of public resources.

In keeping with general auditing practices, we do not examine every transaction, activity, policy, internal control, or area. As a result, no information is provided on the areas that were not examined.

# Accountability Audit Results



Using a risk-based audit approach, for the Authority, we examined the following areas during the period:

- Payroll – gross wages
- Accounts payable – credit cards
- Financial condition – reviewing for indications of financial distress
- Open public meetings – compliance with minutes, meetings and executive session requirements

# Financial Audit Results

January 1, 2024, through December 31, 2024



## Unmodified Opinion Issued

- Opinion issued in accordance with U.S. GAAP
- Audit conducted in accordance with *Government Auditing Standards*

## Internal Control and Compliance over Financial Reporting

- We reported no significant deficiencies in internal control
- We identified no deficiencies that we consider to be material weaknesses.
- We noted no instances of noncompliance that were material to the financial statements of the Authority

# Financial Audit Results



## Required Communications

- We did not identify any material misstatements during the audit.
- No uncorrected misstatements have been identified.

# Financial Audit Results

The audit addressed the following risks, which required special consideration:

Management override of controls

Implementation of GASB Statement No. 101:  
Compensated Absences



# Federal Grant Compliance Audit Results

January 1, 2024, through December 31, 2024



## Unmodified Opinion Issued

- Opinion issued on the Authority's compliance with requirements applicable to its major program
- Audit conducted in accordance with *Government Auditing Standards* and the Uniform Guidance

## Internal Control and Compliance over Major Programs

- We reported no significant deficiencies in internal control
- We identified no deficiencies that we consider to be material weaknesses
- We noted no instances of noncompliance that are required to be reported

# Major Programs Selected for Audit



ALN	Program or Cluster Title	Total Amount Expended
20.500 / 507 / 526	Federal Transit Cluster	\$16,422,686

These costs amount to approximately 96 percent of the total federal expenditures for 2024

# Related Audit Work



National Transit Database (NTD)  
Agreed Upon  
Procedures

- January 1, 2024 through December 31, 2024



# Closing Remarks

- Audit costs are in alignment with our original estimate
- Next audit: 2026
  - Accountability for public resources
  - Financial statement
  - Federal programs
  - National Transit Database (NTD) Agreed Upon Procedures

An estimated cost for the next audit has been provided in our exit packet





# Report Publication

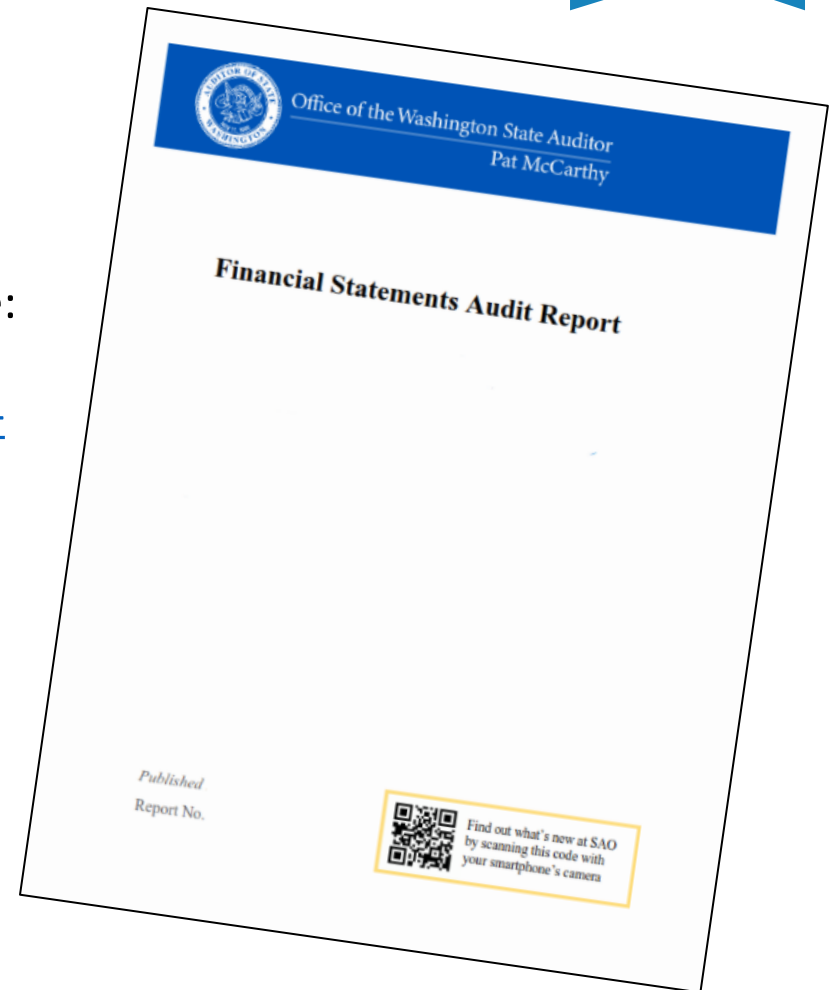
- ✓ Audit reports are published on our website.
- ✓ Sign up to be notified by email when audit reports are posted to our website:

<https://sao.wa.gov/about-sao/sign-up-for-news-alerts/>

## Audit Survey

When your report is released, you will receive an audit survey from us.

We value your opinions on our audit services and hope you provide feedback.



# Thank You!



- We thank Authority officials and staff for timely communications throughout the audit process.
- In particular, we would like to thank Tammy Johnston, Interim Chief Financial Officer/Director of Financial Services for providing documents and answering inquiries throughout the audit to ensure an effective and efficient audit process.

# Questions?



Contact Brad White, CPA, Program Manager

[Bradley.D.White@sao.wa.gov](mailto:Bradley.D.White@sao.wa.gov)

(509) 919-0240

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

September 10, 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 Citizens Advisory Committee will have the opportunity to express comments or opinions.

**RECOMMENDATION TO COMMITTEE:** Information only.

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

September 10, 2025

**AGENDA ITEM 8:** REVIEW DRAFT AGENDA ITEMS FOR OCTOBER 8, 2025, MEETING

**REFERRAL COMMITTEE:** n/a

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

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**SUMMARY:** The draft Citizens Advisory Committee meeting agenda for October 8, 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, 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*

### **DRAFT 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. Appointment of Members to Citizen Advisory Committee (*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*
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.*