



1230 W. Boone Avenue, Spokane, WA 99201
(509) 328-RIDE | www.spokanetransit.com

CITIZEN ADVISORY COMMITTEE MEETING

Wednesday, April 8, 2026
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 March 11, 2026, Meeting – *Corrections/Approval*
4. Reports to Committee (*60 minutes*)
 - A. Connect 2035 Funding Requirements Update (*Cortright/Otterstrom*)
 - B. 2027-2032 Transit Development Plan: Overview (*Poole*)
 - C. Safety and Security/STA Security Direct App Update (*Williams/Williams*)
 - D. 2026 Community Engagement Event Update (*Cortright*)
5. CEO Report – (*Otterstrom*) (*10 minutes*)
6. Committee Information – *no action or discussion*
 - A. STA Moving Forward 1st Quarter Project Delivery Report – (*Poole*)
7. Committee Member Expressions (*Chair Brown*) (*5 minutes*)
8. Review DRAFT CAC Agenda for May 13, 2026, Meeting
9. Adjourn

Virtual Link:	Click here to join meeting virtually
Meeting ID:	236 046 399 745 80
Passcode:	PR3Ut3pN
Call-in Number:	1-509-824-1714
Conference ID:	914 487 536#

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.



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Chair Report
Meeting Date: April 8, 2026
Agenda Item: 2

Presented To: Citizen Advisory Committee
Referral Committee: n/a
Title: COMMITTEE CHAIR REPORT
Submitted by: Yolanda Montes, Executive Assistant to the Chief Communications and Customer Service Officer

Purpose: For information.
Recommendation: n/a
Attachments and/or Online Links: n/a

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



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Committee Action
Meeting Date: April 8, 2026
Agenda Item: 3A

Presented To: Citizen Advisory Committee
Referral Committee: n/a
Title: MINUTES OF THE MARCH 11, 2026, COMMITTEE MEETING – CORRECTIONS AND/OR APPROVAL
Submitted by: Yolanda Montes, Executive Assistant to the Chief Communications and Customer Service Officer

Purpose: For decision.
Recommendation: Corrections and/or approval
Attachments and/or Online Links: n/a

SUMMARY: Attached for your information, corrections, and/or approval are the minutes of the March 11, 2026, Citizen Advisory Committee meeting.

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

CITIZEN ADVISORY COMMITTEE

Draft Minutes of the March 11, 2026, 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
Michelle Johnson
Kinzie Michael
Pablo Monsivais
Tyler Salyer
Eileen Shurtz
Andrew Tse
Connor Williams
Rhonda Young

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, 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
Caleb McDougall

1. CALL TO ORDER AND ROLL CALL

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

Pablo Monsivais joined virtually at 5:02 p.m.

Michelle Johnson joined virtually at 5:04 p.m.

2. COMMITTEE ACTION

Minutes of February 11, 2026, Committee Meeting

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

3. COMMITTEE CHAIR REPORT

Chair Brown reported he took another group on a field trip downtown to obtain Connect cards which included a diverse age group and planned outreach with neighborhood councils next month.

4. COMMITTEE REPORTS

A. 2025 Year-End Performance Measures

Mr. Rapez-Betty summarized the [2025 Year-End Performance Measures](#), highlighting that the full presentation could be found on the STA website. Every measure reflects a specific Spokane

Transit priority and objective, and these measurable benchmarks demonstrate the agency's commitment to accountability. Mr. Monsivais asked about the metrics trending in the wrong direction (cost efficiency, farebox recovery) and received explanations on goal adjustments, methodology updates, inflation/cost structure differences, and electric bus impacts.

B. Connect 2035 Update

Dr. Cortright outlined outreach around the expiring sales tax that funded STA Moving Forward and the need for voter reauthorization to implement Connect 2035 projects and avoid potential service cuts. Stakeholders praised recent accomplishments and expressed interest in future service, ridership, and Mobility on Demand (MOD) pilots. A public survey is underway to guide Board decisions.

Ms. Poole reported on proposed amendments to Connect 2035 to advance MOD pilot zones, launch a Community Van program, expand Spokane Valley High Performance Transit (HPT) options, continue zero-emission bus acquisitions, and realign plans for essential support facilities. Board review, a public hearing, and adoption are upcoming. Mr. Williams inquired about MOD and what it is. Ms. Poole clarified MOD as a zone-based shared-ride service, with pilots focusing on accessibility.

5. CEO REPORT

Mr. Otterstrom relayed on March 1, the agency recorded its highest Sunday ridership, about 15,000 rides—thanks to better weekend service. Annual totals are now above pre-pandemic levels overall, though weekdays are still a bit lower. The Citizen Advisory Committee will receive updates on a Board workshop and Connect 2035 funding requirements at its April meeting.

7. COMMITTEE MEMBER EXPRESSIONS

Mr. Fortensky shared positive community feedback on new bus stops. Dr. Carroll reported on work with Planning Commission and council members to include additional transit-served streets in higher-density housing areas. Ms. Shurtz promoted an upcoming transit-focused event, and Mr. Monsivais suggested a commute savings calculator for the STA website. Ms. Combs agreed to verify if training materials related to autism or neurodivergence could be provided to Coach Operators, following Mr. Monsivais's inquiry about disability training.

8. COMMITTEE MEETING DRAFT AGENDA REVIEW

The committee reviewed the draft agenda for the April 8, 2026, meeting. There were no suggested corrections or additions.

9. ADJOURN

With no further business, Chair Brown adjourned the meeting at 6:16 p.m.

Respectfully submitted,



Yolanda P. Montes

Executive Assistant to the Chief Communications & Customer Service Officer



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Report to Committee
Meeting Date: April 8, 2026
Agenda Item: 4A

Presented To: Citizen Advisory Committee
Referral Committee: n/a
Title: CONNECT 2035 FUNDING REQUIREMENTS UPDATE
Submitted by: Carly Cortright, Chief Communications & Customer Service Officer
Karl Otterstrom, Chief Executive Officer

Purpose: Receive report.
Recommendation: n/a
Attachments and/or Online Links: n/a

SUMMARY: At a workshop on April 1, the STA Board of Directors engaged in robust discussion to place a measure on an upcoming ballot to permanently renew the 0.02% sales tax set to expire December 31, 2028. The STA Board Operations Committee will be providing further guidance at the meeting on April 8 preceding the CAC meeting.

At the CAC meeting, staff will provide an update on the Board’s discussion and possible next steps.



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Report to Committee
Meeting Date: April 8, 2026
Agenda Item: 4B

Presented To: Citizen Advisory Committee
Referral Committee: n/a
Title: 2027-2032 TRANSIT DEVELOPMENT PLAN: OVERVIEW
Submitted by: Emily S. Poole, Chief Planning & Development Officer
 Madeline Arredondo, Associate Transit Planner

Purpose: Receive report.
Recommendation: n/a
Attachments and/or Online Links: <https://www.spokanetransit.com/projects/transit-development-plan/>

SUMMARY: The agency’s primary mid-range planning document is the Transit Development Plan (TDP). The 2027-2032 TDP is expected to be adopted by the Board of Directors in July 2026 and will include the six-year Capital Improvement Program and the three-year Service Improvement Program. The current TDP may be viewed on STA’s website.

The Transit Development Plan translates the policies of Connect Spokane Comprehensive Plan and the strategies and objectives of the strategic plan into an implementation program, identifying the projects and service STA will provide over the following six years. Spokane Transit developed a proposed stakeholder outreach approach to include presentations to the STA Citizen Advisory Committee (CAC), SRTC’s Transportation Technical Committee (TTC) and Transportation Advisory Committee (TAC), the City of Spokane’s Pedestrian Transportation and Traffic Committee (PeTTC), City of Spokane Community Assembly, Washington State Department of Transportation (WSDOT), as well as in-person and hybrid public meetings. This approach goes beyond the required public hearing held in June and is intended to involve more stakeholders in the development of the plan. In June, the CAC will receive an update on the preparation of the draft TDP and upcoming public hearing.



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Report to Committee

Meeting Date: April 8, 2026

Agenda Item: **4C**

Presented To: Citizen Advisory Committee
Referral Committee: n/a
Title: SAFETY AND SECURITY/STA SECURITY DIRECT APP UPDATE
Submitted by: Nancy Williams, Chief Human Resources Officer

Purpose: Receive report.
Recommendation: n/a
**Attachments and/or
Online Links:** n/a

SUMMARY: Staff will provide an update on Spokane Transit Authority's ongoing safety and security initiatives, including current efforts to support a safe environment for employees, riders, and facilities. The update will also include an overview of the new STA Security Direct App, which will offer an additional tool for reporting concerns and enhancing real-time communication related to safety and security across the system.



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Report to Committee
Meeting Date: April 8, 2026
Agenda Item: 4D

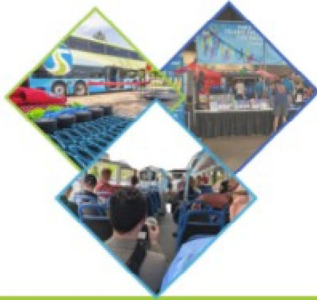
Presented To: Citizen Advisory Committee
Referral Committee: n/a
Title: 2026 COMMUNITY ENGAGEMENT EVENT UPDATE
Submitted by: Carly Cortright, Chief Communications & Customer Service Officer

Purpose: Receive report.
Recommendation: n/a
Attachments and/or Online Links: 2026 Community Events Outreach Calendar

SUMMARY: The Business Development department has multiple outreach activities planned for 2026, focusing on rider education and community engagement regarding STA programs and programs. Besides presence at major community events (see attached calendar), the outreach team has been focused on collaboration with Spokane Housing Authority to increase enrollment in the Opportunity reduced fare (low-income) pilot. Additionally, targeted outreach has begun with other community-based organizations (CBOs) to promote Opportunity fare, including: Spokane County Library District, West Central Community Center, Northeast Community Center, MLK Jr. Community Center, Spokane Public Schools, and Cheney School District. Staff are actively working on connecting with Spokane Public Libraries, and West Valley and Central Valley School Districts as well.

Beginning in April, monthly pop-ups or workshops will be scheduled at libraries in Spokane County and at the West Central Community Center. Initial topic will be on Opportunity fare, but following months will be topical (how to ride basics, World Cup Fan Zone access, trip planning and Transit App, etc.). The goal is to provide targeted and promoted topics that appeal to people while meeting them where they are at.

Additional outreach activities scheduled in quarter include: Spokane Bike Swap, Mica Peak Wellness Day, EWU Earth Day Event, Earth Day Block Party (West Central Abbey), Bloomsday Trade Show, ANHPI Heritage Festival, SPS 5th Grade Career Exploration Fair (Spokane County Fairgrounds), Active Living Expo, West Central Neighbor Day, Bus Bike Bonanza (North Bank Shuttle Lot), and Summer Parkways.



Spokane Transit

COMMUNITY EVENTS

2026



JANUARY



FEBRUARY



MARCH



APRIL



MAY



JUNE



JULY



AUGUST



SEPTEMBER



OCTOBER



NOVEMBER



DECEMBER

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Airway Heights								*				
Cheney												
Liberty Lake					*		*	*				
Medical Lake												*
Millwood								*				*
City of Spokane									*			
Spokane County												
Spokane Valley												

1/19: MLK March

3/14: St. Patrick's Day Parade
3/4: Valley Chamber Business Awards

4/3: SNAP Spring Break Carnival
4/11: Active Living Expo
4/28: Bike Swap

5/3-5/5: 50th Bloomsday
5/5: EWU Basic Needs Fair
5/9: Junior Lilac Parade
5/14: NE FYSPT Passages Resource Day
5/16: Torchlight Parade
* 5/25: Memorial Day Ceremony w/ Rotary Club
5/30: West Valley Block Party

6/6 - 6/7: Skyfest *
6/12: DSP State of Downtown
6/13: Pride Parade
6/20: Medical Lake Founder's Day Parade
6/27-6/28: Hoopfest
Monthlong: FIFA Fan Zones

7/4: July 4th Community Parade *
7/10-7/12: Cheney Rodeo
7/22: Centerplace Senior Resource Fair

8/3: Barefoot in the Park *
8/15: Backpacks for Kids
8/17: Unity in the Community
8/23: Millwood Daze
8/23: Airway Heights Day *
8/29-9/2: Pigout in the Park *

9/11-9/20: County Fair
9/8: Touch-A-Truck
9/12: State of the County
9/14: Cops, Cars & Cruisers
9/26-9/27: Valleyfest
9/19-9/20: Blvd Race
9/27: NDEM Drive Electric Event

10/4: DSP Block Party
10/12: Veteran Stand-Down

11/1: Neighborhood Summit *
11/20: Best of the West Awards

12/5: Millwood Winterfest *
12/11-12/18: Christmas Bureau
12/13: Medical Lake Winter Festival Parade *

- Planned STA Participation
- STA Promo Bus
- Special STA Service
- No previous STA Participation



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Report to Committee

Meeting Date: April 8, 2026

Agenda Item: **5**

Presented To: Citizen Advisory Committee
Referral Committee: n/a
Title: CHIEF EXECUTIVE OFFICER REPORT
Submitted by: Karl Otterstrom, Chief Executive Officer

Purpose: Receive report.
Recommendation: n/a
**Attachments and/or
Online Links:** n/a

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



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Report to Committee

Meeting Date: April 8, 2026

Agenda Item: **6A**

Presented To: Citizen Advisory Committee
Referral Committee: n/a
Title: STA MOVING FORWARD 1ST QUARTER PROJECT DELIVERY REPORT
Submitted by: Emily S. Poole, Chief Planning & Development Officer
Mike Tresidder, Senior Transit Planner

Purpose: For information.

Recommendation: n/a

Attachments and/or

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

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 2026 Q1 progress report, as well as all historical project reports, can be found at the link above.

STA Moving Forward Projects Quarterly Progress Report

Reporting Period: Q1 - 2026 (as of March 31, 2026)

NOTE: TEXT in red are changes from last reporting period.

Updated to reflect amended timeline and project descriptions approved November 2020 and June 2024

- Project Completed
- Project in Progress
- Project Not Started

Target Completion Estimate	STAMF Project	Status	Notes
2017	Extend Saturday night service past 11 pm	✓	
	Better weekend service on Wellesley Avenue in North Spokane	✓	
	Add weekday service on Indiana Avenue between Spokane Valley Mall and Greenacres (Phase 1)	✓	
	Additional weekend trips and buses to Airway Heights (Phase 1)	✓	
	New Sunday service on North Nevada	✓	
	Improve reliability for bus service on Division and Sprague	✓	
	Add sidewalks and shelters along North Division (Phase 1)	✓	
	Direct, non-stop peak hour service between Liberty Lake and Spokane (I-90/Valley HPT service element)	✓	
2018	Introduce more mid-day weekday trips along I-90 between Spokane and Liberty Lake (Phase 1)	✓	
	Nights and weekend service on Indiana Avenue between Spokane Valley Mall and Greenacres (Phase 2)	✓	
	New night and weekend service to Indian Trail	✓	
	Expand and upgrade maintenance facilities to meet existing and projected growth requirements	✓	
2019	Construct West Plains Transit Center with Park & Ride at exit 272 on I-90 (Phase 1)	✓	
	Construct Moran Station Park & Ride	✓	
	Implement initial HPT: Monroe-Regal Line improvements with more sheltered stops	✓	
	Create new south commuter express from Moran Station Park & Ride	✓	
2020	Plan and construct Spokane Community College Transit Center at SCC	✓	
	Construct West Plains Transit Center interchange improvements (Phase 2)	✓	
2021	Direct service between Airway Heights and Medical Lake via WPTC	✓	
	Add larger buses to North Division routes (Phase 2)	✓	
2022	Improved routes/frequency to Hillyard	✓	
	Add and improve service in West Central Spokane	✓	
2023	Central City Line (CCL) opens and Plaza bus operations are streamlined	✓	Submitted updated signal timing plans to the City of Spokane for review, awaiting implementation.
	Implement HPT: Cheney Line service	✓	
2024	Improve West Plains Rural Highway Stops	🔄	Contractor crew out on site beginning mid-March to begin demolition work.
	Provide improved amenities and infrastructure for HPT: Sprague Line service	✓	All Phase 2 HPT amenities are powered up and on, project is substantially complete.
2025	Additional weekday trips and buses to Airway Heights (Phase 2)	✓	Added 30-minute service on weekdays with service on the newly constructed 10th Avenue and 6th Avenue through the center of Airway Heights. Route 61 Highway 2/Fairchild has two additional trips added, one in the AM and one in the PM, targeted to improve access to employment
	Provide improved evening and/or weekend service on Route 45 Perry District in order to increase mobility and access on the South Hill	✓	Added 30-minute service weeknights and Saturdays.
	Construct a new Mirabeau Transit Center (I-90/Valley HPT Infrastructure)	✓	All work completed. Facility went into service late Q1 2025.
	Acquire property for Appleway Station Park & Ride for expansion of commuter parking capacity east of Sullivan Road (Barker to Stateline)	🔄	Staff are coordinating with FHWA and WSDOT to finalize environmental review towards property acquisition and preliminary design.
2026	Introduce more nights and weekend service along I-90 between Spokane and Liberty Lake (Phase 2)(I-90/Valley HPT service element)	✓	Expanded weeknight service and added Sunday service with the launch of Regional HPT Route 7 in September 2025
	As a cross-state partnership, create an extension of HPT: I-90/Valley to Post Falls (ID) and Coeur d'Alene (ID) on a two-year pilot basis	✓	Wrote letter to Kootenai County Commissioners, extending invitation to engage in talks regarding cross-state transit. Commissioners expressed no interest in the proposal for service. Project will not be pursued at this time.



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Committee Member Expressions

Meeting Date: April 8, 2026

Agenda Item: **7**

Presented To: Citizen Advisory Committee
Referral Committee: n/a
Title: COMMITTEE MEMBER EXPRESSIONS
Submitted by: Yolanda Montes, Executive Assistant to the Chief Communications and Customer Service Officer

Purpose: n/a
Recommendation: n/a
Attachments and/or Online Links: n/a

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



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Committee Information
Meeting Date: April 8, 2026
Agenda Item: 8

Presented To: Citizen Advisory Committee
Referral Committee: n/a
Title: REVIEW DRAFT AGENDA ITEMS FOR MAY 13, 2026, MEETING
Submitted by: STA Staff

Purpose: For information.
Recommendation: n/a
Attachments and/or
Online Links: May 13, 2026, Citizen Advisory Committee Draft Agenda

SUMMARY: At this time, members of the Citizen Advisory Committee will have an opportunity to review and discuss the items to be included on the May 13, 2026, draft agenda.



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CITIZEN ADVISORY COMMITTEE MEETING

Wednesday, May 13, 2026
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 April 8, 2026, Meeting – *Corrections/Approval*
4. Reports to Committee (*60 minutes*)
 - A. FIFA Plans (*Rapez-Betty/Cortright*)
 - B. Web Content Accessibility Guidelines/ADA Title II (*Peterson*)
 - C. May 2026 Service Change (*Poole*)
 - D. Division Street Bus Rapid Transit: Design and Public Outreach Update (*Poole*)
5. CEO Report – (*Otterstrom*) (*10 minutes*)
6. Committee Information – *no action or discussion*
7. Committee Member Expressions (*Chair Brown*) (*5 minutes*)
8. Review DRAFT CAC Agenda for June 10, 2026, Meeting
9. Adjourn

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