



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

CITIZEN ADVISORY COMMITTEE MEETING

Wednesday, February 11, 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 December 10, 2025, Meeting – *Corrections/Approval*
4. Reports to Committee (*60 minutes*)
 - A. 2025 Fixed Route Rider Survey Results (*Cortright*)
 - B. Wellesley Corridor Development Plan: Report on Existing Conditions and Upcoming Engagement (*Poole*)
 - C. Update from CAC Members on Activities (*Cortright*)
5. CEO Report – (*Otterstrom*) (*10 minutes*)
6. Committee Information – *no action or discussion*
 - A. Q4 2025 STA Moving Forward Update – (*Poole*)
7. Committee Member Expressions (*Chair Brown*)
8. Review DRAFT CAC Agenda for March 11, 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: February 11, 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 & 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: February 11, 2026
AGENDA ITEM: 3A

Presented To: Citizen Advisory Committee
Referral Committee: n/a
Title: MINUTES OF THE DECEMBER 10, 2025, COMMITTEE MEETING – CORRECTIONS AND/OR APPROVAL
Submitted by: Yolanda Montes, Executive Assistant to the Chief Communications & 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 December 10, 2025, Citizen Advisory Committee meeting.

CITIZEN ADVISORY COMMITTEE

Draft Minutes of the December 10, 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
Michelle Johnson
John Lemus
Caleb McDougall
Kinzie Michael
Pablo Monsivais
Andrew Tse
Rhonda Young

MEMBERS ABSENT

Julie Corpuz
Jackson Deese
John Lemus
Tyler Salyer

STAFF PRESENT

Brandon Rapez-Betty, Chief Operations Officer
Carly Cortright, Chief Communications & Customer Service Officer
Kade Peterson, Chief Information Officer
Delana Combs, Ombudsman and Accessibility Officer
Yolanda Montes, Executive Assistant to the Chief Communications & Customer Service Officer

STAFF ABSENT

Karl Otterstrom, Chief Executive Officer
Emily Poole, Interim Chief Planning & Development Officer

GUESTS

Mike Tressider, Senior Transit Planner

1. **CALL TO ORDER AND ROLL CALL**

Chair Dan Brown called the meeting to order at 5:00 p.m. Roll call was conducted.

Rhonda Young joined at 5:01 p.m.

Michelle Johnson joined virtually at 5:02 p.m.

A quorum was established with the attendance of Ms. Young and Ms. Johnson.

2. **COMMITTEE CHAIR REPORT**

Chair Brown reported on visits to various neighborhoods, including Southgate and Grandview Thorpe, where he highlighted awareness and use of STA services.

3. **COMMITTEE ACTION**

A. **Minutes of November 12, 2025, Committee Meeting**

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

B. **Election of Committee Chair**

Dr. Cortright advised that the committee was seeking a nomination for Chair of the year.

Dan Brown moved to nominate himself as committee chair and Dr. Carroll seconded. Chair Dan Brown accepted the nomination with unanimous support from the committee members.

4. **COMMITTEE REPORTS**

A. 2025 Third Quarter Year-to-Date Performance Measures

Mr. Rapez-Betty presented a comprehensive review of the third quarter performance measures, covering steady gains in agency safety and ridership trends showing continued upward growth across all modes. Discussion ensued by Mr. Monsivais, Mrs. Johnson, and Mr. Fortensky with Mr. Rapez-Betty providing clarifications. Customer service results remain strong. Paratransit and Fixed Route achieved on-time performance despite construction and weather-related delays. Organizational performance indicators showed continued improvement. Overall, STA ended the quarter with strong performance fundamentals, steady customer demand, positive safety momentum in key areas, and continued operational discipline.

B. Connect 2035 Funding Requirements Public Outreach Plan

Dr. Cortright presented an overview of the funding needs for Connect 2035, emphasizing the urgency to renewing STA's sales tax before it expires in 2028. She outlined three possible timelines, or "doors of possibility," each carrying significant implications: an early ballot measure in Q1 2027 would secure Division Street BRT federal funding, a later passage by Q3 2028 that would postpone construction and expose projects to inflation-driven cost risks, or letting the tax lapse, which would threaten major Connect 2035 initiatives forcing STA to rely heavily on reserves and delaying any future ballot attempt. Dr. Cortright outlined outreach goals: sharing progress, collecting feedback, and clarifying how funding timing impacts services. Target groups include riders, taxpayers, officials, businesses, community organizations, and—per CAC recommendation—schools, and PTAs.

C. Transit App Demonstration

Dr. Cortright provided a walkthrough of STA's new Transit app, highlighting features designed to improve real-time awareness, trip planning, and rider experience. The app includes live bus tracking and countdowns, multi-route trip planning, and mobile-wallet payment options. Riders can also access crowding indicators, detour detections, and service-cancellations alerts, helping them make informed travel decisions.

5. CEO REPORT

There was no report.

6. COMMITTEE INFORMATION

No action or discussion.

7. COMMITTEE MEMBER EXPRESSIONS

Dr. Carroll stated she assisted a non-digital influencer, and after demonstrating transit service, she is confident the influencer will share its value with others.

8. COMMITTEE MEETING DRAFT AGENDA REVIEW

The committee reviewed the proposed agenda for the February 11, 2026, meeting. There were no suggested corrections or additions.

9. ADJOURN

With no further business, Chair Brown adjourned the meeting at 5:29 p.m.

Respectfully submitted,

Yolanda P. Montes

Yolanda P. Montes

Executive Assistant to the Chief Communications & Customer Service Officer

DRAFT



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Report to Committee

Meeting Date: February 11, 2026

AGENDA ITEM: **4A**

Presented To: Citizen Advisory Committee
Referral Committee: n/a
Title: 2025 FIXED ROUTE RIDER SURVEY RESULTS
Submitted by: Carly Cortright, Chief Communications & Customer Service Officer

Purpose: Receive report.
Recommendation: n/a
Attachments and/or
Online Links: spokanetransit.com/engagement-surveys

SUMMARY: In October 2025, ETC Institute conducted an on-board customer satisfaction survey of fixed route riders. Survey takers conducted the survey in-person on the bus; a quota sampling approach was utilized to ensure the sample was representative of ridership by route.

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



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Report to Committee
Meeting Date: February 11, 2026
Agenda Item: 4B

Presented To: Citizen Advisory Committee
Referral Committee: n/a
Title: WELLESLEY CORRIDOR DEVELOPMENT PLAN: REPORT ON EXISTING CONDITIONS AND UPCOMING ENGAGEMENT
Submitted by: Emily Poole, Chief Planning & Development Officer
Mike Tressider, Senior Transit Planner

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

SUMMARY: Route 33 Wellesley has been identified as a future High Performance Transit (HPT) investment. The first step in recognizing Route 33 Wellesley as an HPT route is to complete a corridor development plan (CDP) for approval by the Board. Staff will present an overview of background information and existing conditions along the corridor, while also previewing the first round of community engagement, scheduled for February and March 2026.



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Report to Committee

Meeting Date: February 11, 2026

AGENDA ITEM: **4C**

Presented To: Citizen Advisory Committee
Referral Committee: n/a
Title: UPDATE FROM CAC MEMBERS ON ACTIVITIES
Submitted by: Carly Cortright, Chief Communications & Customer Service Officer

Purpose: Receive report.

Recommendation: n/a

Attachments and/or

Online Links: n/a

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.



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Report to Committee
Meeting Date: February 11, 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: February 11, 2026
Agenda Item: 6A

Presented To: Citizen Advisory Committee
Referral Committee: n/a
Title: Q4 2025 STA MOVING FORWARD UPDATE
Submitted by: Emily Poole, Chief Planning & Development Officer
Mike Tresidder, Senior Transit Planner

Purpose: Receive report.
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 2025 Q4 progress report, as well as all historical project reports, can be found at the link above.



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Committee Member Expressions

Meeting Date: February 11, 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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4. Reports to Committee (*60 minutes*)
 - A. 2025 Year-End Performance Measures (*Rapez-Betty*)
 - B. Connect 2035 Update (*Cortright/Poole*)
5. CEO Report – (*Otterstrom*) (*10 minutes*)
6. Committee Information – *no action or discussion*
 - A. 2025 Unaudited Year-End Financial Report – (*Hamud*)
7. Committee Member Expressions (*Chair Brown*)
8. Review DRAFT CAC Agenda for April 8, 2026, Meeting
9. Adjourn

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