



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

CITIZEN ADVISORY COMMITTEE MEETING

Wednesday, June 10, 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 May 13, 2026, Meeting – *Corrections/Approval*
 - B. Consideration of Applicant for Membership (*Cortright*)
4. Reports to Committee (*60 minutes*)
 - A. 2027-2032 Transit Development Plan: Complete Draft (Public Hearing at the June 18, 2026, Board meeting) (*Poole*)
 - B. 2026 First Quarter Year-to-Date Performance Measures (*Rapez-Betty*)
 - C. ADA Title II/Web Content Accessibility Guidelines (*Peterson*)
 - D. STA Proposition 1 Education (*Cortright*)
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 July 8, 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#

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Chair Report
Meeting Date: June 10, 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: June 10, 2026
Agenda Item: 3A

Presented To: Citizen Advisory Committee
Referral Committee: n/a
Title: MINUTES OF THE MAY 13, 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: Correction and/or approval
Attachments and/or Online Links: n/a

SUMMARY: Attached for your information, corrections, and/or approval are the minutes of the May 13, 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 May 13, 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
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, Chief Planning & Development Officer
Delana Combs, Ombudsman & Accessibility Officer
Yolanda Montes, Executive Assistant to the Chief Communications & Customer Service Officer

MEMBERS ABSENT

Eileen Shurtz
Connor Williams
Rhonda Young

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.

2. **COMMITTEE CHAIR REPORT**

Chair Brown shared updates on recent outreach to neighborhood councils, including Nevada Heights and Manito. He addressed questions about Connect Cards and onboard Wi-Fi, and Mr. Peterson later confirmed that the double-decker buses already have Wi-Fi.

3. **COMMITTEE ACTION**

A. **Minutes of April 8, 2026, Committee Meeting**

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

B. **Poll of Members**

Dr. Cortright discussed the annual Poll of Members, and Chair Brown asked members about their interest in continuing committee service. Dr. Cortright reported three vacancies, including two unfilled terms that expire in May and October 2027. She also noted that additional terms will expire later this year and early next year, requiring further recruitment. Mr. Salyer, Mr. Monsivais, Ms. Michael, and Ms. Johnson said they plan to remain on the committee. Mr. Tse and Mr. Deese said they plan to resign or not seek renewal for personal or professional reasons. The intentions of absent members are unknown. Recruitment will begin immediately, including follow-up with prior interview panel members and applicants, and recommendations to fill the vacancies will be presented in June. In response to Mr. Monsivais' question, Dr. Cortright said

vacancies are promoted through the STA website, social media, the transit app, local newsletters, and neighborhood council outreach.

4. COMMITTEE REPORTS

A. FIFA Planning

Dr. Cortright presented plans for Spokane Transit support of the Summer of Soccer activities connected to the 2026 World Cup fan zone in Spokane. Service changes from June 1 through July 25 will include increased Saturday frequency on City Line to every 10 minutes and expanded frequency to 30 minutes on nights and weekends on Routes 7 and 63 to support airport, downtown, and event travel. Additional support includes promotion of park-and-ride options, fan zone access via Route 11, transit ambassador and security presence, special promotional items, a special edition Connect card, and partnerships with Visit Spokane and Spokane Sports.

B. May 2026 Service Change

Ms. Poole provided an update on the upcoming May service change, highlighting a minor routing adjustment to Route 12 Southside Medical Shuttle to improve safety and operations near Lewis and Clark High School. Other changes were limited to minor schedule adjustments. The World Cup-related supplemental service will begin June 1 and is funded through the Washington State World Cup grant.

5. CEO REPORT

In his CEO report, Mr. Otterstrom said the STA Board approved a resolution to preserve the current sales tax measure in August and support full implementation of the Connect 2035 plan. He said public education materials will be provided soon. Mr. Otterstrom also reported continued ridership growth, including strong Bloomsday performance and higher ridership than during the same period last year, and addressed Mr. Monsivais' questions by emphasizing STA's commitment to sound financial stewardship and thoughtful fare policies.

7. COMMITTEE MEMBER EXPRESSIONS

Mr. Fortensky announced plans to distribute STA materials at a VA hospital event. Mr. Fortensky also asked whether the Route 11 shuttles will have bigger buses on them because they do not accommodate his scooter. Mr. Rapez-Betty noted that all STA buses are ADA compliant, though the smaller shuttles do have problems with very large scooters. Mr. Otterstrom confirmed for Ms. Johnson that a state grant supports the youth ride free program, offsets lost revenue, and requires continued free youth fares and the current sales tax rate. Mr. Tse asked about weekend use of the double-decker buses, and Mr. Rapez-Betty said deployment depends on ridership.

8. COMMITTEE MEETING DRAFT AGENDA REVIEW

The committee reviewed the draft agenda for the June 10, 2026, meeting. There were no suggested corrections or additions.

9. ADJOURN

With no further business, Chair Brown adjourned the meeting at 5:49 p.m.

Respectfully submitted,

Yolanda P. Montes

Yolanda P. Montes

Executive Assistant to the Chief Communications & Customer Service Officer

DRAFT



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Committee Action- Recommendation
Meeting Date: June 10, 2026
Agenda Item: 3B

Presented To: Citizen Advisory Committee
Referral Committee: n/a
Title: CONSIDERATION OF APPLICANT FOR MEMBERSHIP
Submitted by: Carly Cortright, Chief Communications & Customer Service Officer

Purpose: For decision.
Recommendation: Approve, by motion, the recommendation to the PMER Committee the appointment of Ben Parrish to the CAC effective immediately for a first term to end October 2027
Attachments and/or Online Links: n/a

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 twelve members (12) members. There are three (3) vacancies; two (2) of these are unfilled terms and per the CAC charter, appointees are to serve the remainder of that term. One of these terms ends in May 2027 (a 10-month term for an appointee); the other ends in October 2027 (a 15-month term for an appointee). There is also one true vacancy to fill. Two more resignations are imminent, with terms ending January 2027 and May 2027.

On September 26, 2025, the CAC Chair, Dan Brown, and CAC members Linda Carroll, Kinzie Michael, and John Lemus along with STA staff representative Carly Cortright interviewed Ben Parrish. Ben is an EWU Planning student and commutes to Cheney from Spokane Valley. Staff and interview committee members recommend the appointment of Ben to fulfill the term expiring October 2027.



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Report to Committee
Meeting Date: June 10, 2026
Agenda Item: 4A

Presented To: Citizen Advisory Committee
Referral Committee: n/a
Title: 2027-2032 TRANSIT DEVELOPMENT PLAN: COMPLETE DRAFT
(Public Hearing at the June 18, 2026, Board meeting)
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: [2027-2032 Transit Development Plan Draft Document](#) –
(spokanetransit.com/projects/transit-development-plan)

SUMMARY: An overview of the agency’s primary mid-range planning document, the Transit Development Plan (TDP) and outreach schedule was presented to the Citizen’s Advisory Committee in April 2026. The 2027-2032 Transit Development Plan is in draft form and is available on STA’s website at www.spokanetransit.com/projects/transit-development-plan/.

A public hearing is scheduled for the June 18, 2026, Board of Directors meeting. Staff reviewed highlights of the plan and provided an update on the planning process during the June 3, 2026 Planning & Development committee meeting.



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Report to Committee
Meeting Date: June 10, 2026
Agenda Item: 4B

Presented To: Citizen Advisory Committee
Referral Committee: Performance Monitoring & External Relations Committee
Title: 2026 FIRST QUARTER YEAR-TO-DATE PERFORMANCE MEASURES
Submitted by: Brandon Rapez-Betty, Chief Operations Officer

Purpose: Receive report.
Recommendation: n/a
Attachments and/or Online Links: [2026 First Quarter Year-to-Date Performance Measures – \(spokanetransit.com/wp-content/uploads/2026/05/2026-First-Quarter-Year-to-Date-Performance-Measures-Full.pdf\)](http://spokanetransit.com/wp-content/uploads/2026/05/2026-First-Quarter-Year-to-Date-Performance-Measures-Full.pdf)

SUMMARY:

The attached staff report 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. These metrics reflect performance for the first quarter of 2026.

SPOKANE TRANSIT AUTHORITY

Staff Report: Agenda Item **4B**
Presented to: Citizen Advisory Committee
SUBJECT: 2026 FIRST QUARTER YEAR-TO-DATE PERFORMANCE MEASURES

Ensure Safety

Preventable Accident Rate

- At 0.12, Fixed Route was higher than STA's goal of 0.11 preventable accidents per 10,000 miles in Q1 2026.
- At 0.06, Paratransit was lower STA's goal of 0.10 preventable accidents per 10,000 miles in 2026.

Earn and Retain the Community's Trust

Ridership

- Fixed Route Q1 2026 ridership was up 1.6% compared to Q1 ridership in 2025. Fixed Route provided 2,635,149 rides in Q1 2026 vs. 2,593,782 in Q1 2025. The ridership goal for Fixed Route in 2026 is 10.49 million trips; less than 1% higher than 2025.
- Paratransit Q1 2026 ridership was up 1.4% compared to Q1 ridership in 2025. Paratransit provided 101,495 rides in Q1 2026 vs. 100,142 in Q1 2025. The ridership goal for Paratransit in 2026 is 421,489 trips; 4% higher than 2025.
- Rideshare Q1 2026 ridership was up 9.5% compared to Q1 ridership in 2025. Rideshare provided 24,277 rides in Q1 2026 vs. 24,903 in Q1 2025. The ridership goal for Rideshare in 2026 is 133,174; 22% higher than 2025.

Passengers per Revenue Hour (PPRH)

- Fixed Route PPRH was 19.77. The goal was to transport 19.35 or more passengers.
- Paratransit PPRH was 2.55. The goal was to transport 2.41 or more passengers.

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 92.1%, 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 93.8%, above STA's goal of 93%.

Operator Ride Checks

- There were 94 out of 339 annual ride checks completed for Fixed Route.
- There were 6 out of 63 annual ride checks completed for Paratransit.

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 \$9.96. This was 69.5% of the urban systems' average.
- Paratransit cost per passenger was \$59.71. This was 85.8% of the urban systems' average.

Cost Recovery from User Fees (Farebox Recovery)

- Fixed Route farebox recovery was 7.9%, below the goal of 20%.
- Paratransit farebox recovery was 2.8%, below the goal of 5%.



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Report to Committee
Meeting Date: June 10, 2026
Agenda Item: 4C

Presented To: Citizen Advisory Committee
Referral Committee: n/a
Title: ADA TITLE II/WEB CONTENT ACCESSIBILITY GUIDELINES
Submitted by: Kade Peterson, Chief Information Officer

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

SUMMARY: Staff will provide an overview of the ADA Title II regulations, their basis in the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA, and our process for complying with these requirements across our public-facing online assets.



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Report to Committee
Meeting Date: June 10, 2026
Agenda Item: 4D

Presented To: Citizen Advisory Committee
Referral Committee: n/a
Title: STA PROPOSITION 1 EDUCATION
Submitted by: Carly Cortright, Chief Communications & Customer Service Officer

Purpose: Receive report.
Recommendation: n/a
Attachments and/or Online Links: [STA Proposition 1 - Spokane Transit Authority – \(spokanetransit.com/staprop1\)](http://spokanetransit.com/staprop1)

SUMMARY: The STA Board of Directors passed resolution 856-26 on April 29, 2026, authorizing STA Proposition 1 on the August 4, 2026 ballot. STA Proposition 1 will ask voters to reauthorize the 0.2% sales and use tax originally approved by voters in 2016 that is set to sunset December 31, 2028. The reauthorization includes a 20-year sunset so if approved, would sunset December 31, 2048, unless reauthorized again by voters.

A full presentation on STA Proposition 1 will be shared at the meeting.



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Report to Committee

Meeting Date: June 10, 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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Committee Member Expressions

Meeting Date: June 10, 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: June 10, 2026
Agenda Item: 8

Presented To: Citizen Advisory Committee
Referral Committee: n/a
Title: REVIEW DRAFT AGENDA ITEMS FOR JULY 8, 2026 MEETING
Submitted by: STA Staff

Purpose: For information.
Recommendation: n/a
Attachments and/or Online Links: July 8, 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 July 8, 2026, draft agenda.



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Wednesday, July 8, 2026
5:00 p.m. – 6:30 p.m.

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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 June 10, 2026, Meeting – *Corrections/Approval*
4. Reports to Committee (*60 minutes*)
 - A. 2026 Community Perception Survey Results Summary (*Cortright*)
 - B. STA Moving Forward Project Delivery Update (*Poole*)
 - C. Division Street Bus Rapid Transit: Design and Public Outreach Update (*Poole*)
 - D. Update from CAC Members on Activities (*Cortright*)
5. CEO Report – (*Otterstrom*) (*10 minutes*)
6. Committee Information – *no action or discussion*
 - A. 2025 State Audit Report (*Hamud*)
7. Committee Member Expressions (*Chair Brown*) (*5 minutes*)
8. Review DRAFT CAC Agenda for September 9, 2026, Meeting
9. Adjourn

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