



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

CITIZEN ADVISORY COMMITTEE MEETING

Wednesday, May 13, 2026
5:00 p.m. – 6:00 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*
 - B. Poll of Members (*Chair Brown*)
4. Reports to Committee (*30 minutes*)
 - A. FIFA Planning (*Cortright/Poole*)
 - B. May 2026 Service Change (*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

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: May 13, 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: May 13, 2026
Agenda Item: 3A

Presented To: Citizen Advisory Committee
Referral Committee: n/a
Title: MINUTES OF THE APRIL 8, 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 April 8, 2026, Citizen Advisory Committee meeting.

CITIZEN ADVISORY COMMITTEE

Draft Minutes of the April 8, 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
Kinzie Michael
Pablo Monsivais
Eileen Shurtz
Andrew Tse
Connor Williams

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
Nancy Williams, Chief Human Resources Officer
Yolanda Montes, Executive Assistant to the Chief Communications & Customer Service Officer

MEMBERS ABSENT

Julie Corpuz
Michelle Johnson
Tyler Salyer
Rhonda Young

STAFF ABSENT

Emily Poole, Chief Planning & Development Officer
Delana Combs, Ombudsman and Accessibility Officer

GUESTS

Tara Limon, Principal Planner
Kelly Williams, Director of Security

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 5:04 p.m.

2. **COMMITTEE CHAIR REPORT**

Chair Brown stated that he and Ms. Shurtz attended the North Hill Neighborhood Council, and he will visit other neighborhood councils next week to promote transit.

3. **COMMITTEE ACTION**

Minutes of March 11, 2026, Committee Meeting

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

4. **COMMITTEE REPORTS**

A. **Connect 2035 Funding Requirements Update**

Dr. Cortright updated the committee on renewing the 0.2% sales tax for Connect 2035 projects set to expire December 31, 2028. The "doors of possibility," were reviewed: renew by August 2026, renew by Q3 2028, or the tax lapses at the end of 2028. STA staff recommended renewing in August 2026 to avoid a projected \$364M revenue loss between 2029-2035 should the tax

lapse and protect state and federal funding. The Board Operations Committee authorized advancing draft ballot language for an August 2026 ballot for further board discussion at their next meeting on April 16. Ms. Shurtz asked whether a poll would be sent out after the revisions to gather thoughts of the community. Mr. Otterstrom stated that, in this instance, the ballot measure would function as the poll.

Mr. Monsivais asked if Spokane Transit would expand its outreach and campaign towards the ballot measure. Dr. Cortright clarified that only independent groups or coalitions can advocate publicly; STA can only provide community education.

B. 2027-2032 Transit Development Plan: Overview

Ms. Limon summarized STA's Transit Development Plan (TDP), an annually updated six-year plan connecting long-term goals to yearly actions and budgets. Ms. Limon highlighted the TDP adoption plan and outlined key milestones with a draft released in May, public hearing in June, and board adoption in July. Ms. Limon provided an overview of the extensive TDP outreach strategies, which included briefings, media postings, and hybrid open house events held at the downtown library as well as in-person sessions in Spokane Valley.

C. Safety and Security/STA Security Direct App Update

Ms. Williams welcomed Kelly Williams, Director of Security, who delivered a presentation regarding the Security Direct App. This application enables both customers and employees to submit concerns directly to the Security staff, facilitates real-time responses, and aggregates data to guide security deployment decisions. The initiative is aligned with the agency's mission and supports the Connect 2035 strategic plan, aiming to improve safety and optimize customer experience.

Mr. Williams noted improvements such as more security personnel, expanded Transit Ambassador coverage, yearly reviews of incidents, and other operational adjustments. System-wide, serious incidents have declined, and Transit Ambassadors now rely on data to plan their daily presence on every route.

Mr. Fortensky asked if Transit Ambassadors observe interactions between coach operators and passengers. Mr. Williams responded that this is mainly handled by the Fixed Route Supervisor, but Transit Ambassadors can relay their accounts as needed.

Mr. Monsivais questioned whether safety and security data would be made public, suggesting transparency could help dispel misconceptions about transit system safety. He also asked if this information was available online, and Mr. Williams replied it was not, but might be in the future.

D. 2026 Community Engagement Event Update

Dr. Cortright detailed expanded outreach capacity with two coordinators in the department, with priority focus areas for 2026 as rider education, community engagement, and program promotion. Plans feature rotating workshops at libraries and community centers around topics such as Opportunity Fare, transit basics, and youth ride free. Mr. Fortensky proposed veteran events, Mr. Monsivais recommended collaborating with employment agencies and college orientation days, Ms. Shurtz suggested promoting Opportunity Fare at food banks, and Dr. Cortright confirmed their inclusion.

5. CEO REPORT

Mr. Otterstrom reported on upcoming participation in the American Public Transportation Association (APTA) legislative conference in Washington D.C., meetings with congressional

delegations and the FTA regarding surface transportation reauthorization bill and Division Street BRT progress, emphasizing the importance of sustained advocacy amid uncertain future federal funding. Subsequently in the meeting, Mr. Otterstrom formally acknowledged the committee members for their valuable feedback and productive dialogue. Mr. Tse stated that he will send an email containing a proposal to amend the drop-off locations and scheduled times for Eastern Washington University's final day of classes.

7. COMMITTEE MEMBER EXPRESSIONS

Mr. Fortensky shared he attended the Big Horn show at the county fairgrounds and was asking about STA having a booth. He also shared information about a stand down event at the VA Hospital. Mr. Otterstrom shared information regarding access at VA and that Ms. Poole continues to meet with staff there.

7. COMMITTEE MEETING DRAFT AGENDA REVIEW

The committee reviewed the draft agenda for the May 13, 2026, meeting. There were no suggested corrections or additions.

8. ADJOURN

With no further business, Chair Brown adjourned the meeting at 6:12 p.m.

Respectfully submitted,



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



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Committee Action
Meeting Date: May 13, 2026
Agenda Item: 3B

Presented To: Citizen Advisory Committee
Referral Committee: n/a
Title: POLL OF MEMBERS
Submitted by: Dan Brown, Citizen Advisory Committee Chair
 Carly Cortright, Chief Communications & Customer Service Officer

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

SUMMARY: Per Article VII of the CAC Charter, the CAC Chair will poll the members annually as to their desire to remain on the Citizen Advisory Committee. If a member cannot fulfill their term, a new candidate may be selected to serve out the remainder of the term.

There is currently one vacant position, and due to the resignations of John Lemus and Julie Corpuz, there are two unfilled terms, one which ends in May 2027 and the other that ends in October 2027. Per the Charter, new members must serve out the term of unfilled positions. Three committee members term off in December, and two other committee members' first term ends in January 2027.

	Term Ends	First Term End
Chris Fortensky	12/2026	12/2023
Dan Brown	12/2026	12/2023
Linda Carroll	12/2026	12/2023
Andrew Tse	01/2027	
Rhonda Young	01/2027	
Kinzie Michael	03/2027	03/2024
Michelle Johnson	03/2027	
Jackson Deese	05/2027	
Tyler Salyer	11/2027	
Pablo Monsivais	11/2028	
Eileen Shurtz	12/2028	
Connor Williams	12/2028	



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Report to Committee
Meeting Date: May 13, 2026
AGENDA ITEM: 4A

Presented To: Citizen Advisory Committee
Referral Committee: n/a
Title: FIFA PLANNING
Submitted by: Carly Cortright, Chief Communications & Customer Service Officer
 Emily S. Poole, Chief Planning & Development Officer

Purpose: Receive report.
Recommendation: n/a
Attachments and/or Online Links: [Summer of Soccer - Spokane Transit Authority](http://spokanetransit.com/soccer) (spokanetransit.com/soccer)

SUMMARY: In preparation for the FIFA World Cup events this summer, Spokane Transit has leveraged a state grant to promote ridership for the two Fan Zone events in addition to the community events planned for the Base Camp team. The grant supports marketing and educational efforts, security presence, and increased service. Outlined below are key activities to support FIFA World Cup activities in Spokane.

Increased Service

To support fans that may be in Spokane for the Summer of Soccer, in addition to locals wanting to utilize public transportation, service has been increased on select routes from June 1 through July 25. Route 1 City Line will offer 10-minute service on Saturdays. Route 7 Valley/Airport and Route 63 Geiger/Airport will have 30-minute frequency on weekends and weeknights, bringing service to every 30 minutes all week.

Fan Zone Support

Spokane is hosting two Fan Zone days, June 19 and July 19, at the Pavilion in Riverfront Park. Supporting those events, Route 11 Downtown/North Bank Shuttle provides 20-minute service to Riverfront Park, with a stop in front of the Spokane Arena on Mallon. Marketing and Communications will be promoting the use of STA’s Park and Ride system and Youth Ride Free program to encourage the whole family to use transit to attend the festivities. Efforts will be aimed at promoting Transit App for trip planning and how to pay using contactless payment options. Grant funds will also support increased security presence, including transit ambassadors, to create a safe environment for all.

Promotion and Partnerships

Specially branded jerseys will be available for fixed route and paratransit operators and supervisors as well as customer service employees to help create an atmosphere of excitement. Spokane Transit has also partnered with Visit Spokane to help promote the SEA&WIN app. Limited edition Connect cards will be available at the Visit Spokane Visitor Information Center, and outreach staff will be present at the Visitor Information Center on Fan Zone days and other select outreach events.



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Report to Committee
Meeting Date: May 13, 2026
Agenda Item: 4B

Presented To: Citizen Advisory Committee
Referral Committee: n/a
Title: MAY 2026 SERVICE CHANGE
Submitted by: Emily S. Poole, Chief Planning & Development Officer
Chad Johnson, Interim Service Development Manager

Purpose: Receive report.
Recommendation: n/a
Attachments and/or Online Links: [Spokane Transit Authority website](http://www.spokanetransit.com) (spokanetransit.com)

SUMMARY: The May 2026 Service Change, in effect beginning Sunday, May 17, 2026, contains a minor route change for Route 12 Southside Medical Shuttle to travel bi-directionally on 6th Avenue and Wall Street, and other minor schedule adjustments. Additionally, between June 1, 2026, and July 26, 2026, supplementary service will be provided on the routes below to provide support during the World Cup 2026 activities in the area:

- Route 1 City Line will offer 10-minute service on Saturdays in lieu of 15-minute service
- Routes 7 Valley/Airport and 63 Geiger/Airport will continue 30-minute service into the weeknights and on Saturdays and Sundays

The new schedules will be available in print and online at the [Spokane Transit Authority website](http://www.spokanetransit.com) in the weeks leading up to the change.



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Report to Committee

Meeting Date: May 13, 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: May 13, 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: May 13, 2026
Agenda Item: 8

Presented To: Citizen Advisory Committee
Referral Committee: n/a
Title: REVIEW DRAFT AGENDA ITEMS FOR JUNE 10, 2026, MEETING
Submitted by: STA Staff

Purpose: For information.
Recommendation: n/a
Attachments and/or Online Links: June 10, 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 June 10, 2026, draft agenda



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CITIZEN ADVISORY COMMITTEE MEETING

Wednesday, June 10, 2026
5:00 p.m. – 6:30 p.m.

**Northside Conference Room
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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 May 13, 2026, Meeting – *Corrections/Approval*
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 Community Perception Survey Results Summary (*Cortright*)
 - C. 2026 First Quarter Year-to-Date Performance Measures (*Rapez-Betty*)
 - D. ADA Title II/Web Content Accessibility Guidelines (*Peterson*)
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

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