



August 2024

September Service Change



On Sunday, September 15, STA will implement a number of service improvements. Here are the highlights:

- Route 90 is transitioning to Route 9. New and improved amenities will continue to be added along the route while providing the same frequent service.
- Two new routes are being introduced.
 - Route 31 Minnehaha/Lidgerwood will connect Spokane Community College (SCC), Minnehaha, Empire, Addison, and Standard, incorporating former Routes 26 and 39.
 - New Route 65 Hayford will connect the West Plains Transit Center and Airway Heights via S Hayford Road.
- Increased frequency is being introduced on Routes 27, 28, 63, and 94, serving northeast Spokane, the West Plains, and Spokane Valley.
- Route 74 will now have weekday service until 10 pm and all-new Saturday service between 6:30 am - 10 pm.
- Routes 26 and 39 are being discontinued, but the areas served by these routes will continue to be served by new and reconfigured routes.

Another notable change will be an update to STA's Holiday service. The following holidays will offer Saturday routes and schedules:

- Martin Luther King Jr. Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day

And Sunday routes and schedules will operate on these holidays:

- New Year's Day
- Thanksgiving Day
- Christmas Day

Please note that this coming Labor Day on Monday, September 2, will still operate on Sunday Holiday Service because the above service changes will not have been implemented yet.

Many other routes have had minor schedule adjustments; for a full list of changes please visit spokanetransit.com/change. STA Street Team members will be at STA Plaza, the West Plains Transit Center, and the SCC Transit Center in the days leading up to and following the service change to answer questions on these service improvements.

New printed schedules will be made available for all routes in September, and the latest schedule information is always available online at STA's website. Please make sure that you use the latest route schedules and information when planning your next trip.

To learn more about upcoming service improvements, visit spokanetransit.com/change.



Survey and Public Hearing for *Connect Spokane*



Above: A Route 28 bus departing STA Plaza

STA is gathering feedback in anticipation of finalizing update to its comprehensive plan, *Connect Spokane*.

Connect Spokane is STA's comprehensive plan, which sets out the vision and policy framework to guide decisions made by the Board of Directors over a 30-plus-year period. The plan undergoes updates every few years in order to incorporate lessons accumulated from STA's operational experience as well as to adapt to the region's changing needs.

This summer, STA has been gathering public input on potential updates to the plan. This includes outreach to local organizations and other members of the community and a public survey that is still available through August 30. Take the survey [here](#) and help shape the future at STA.

STA will release a revised draft update to the plan for further public comment. A public hearing on updated draft plan will be held at the Board's September 19 meeting with final adoption of the plan scheduled for the Board meeting on October 17.



Introducing Night and Saturday Service to Route 74



Above: The Route 74 bus pulling up to Bay 3 at STA Plaza

In response to community feedback requesting expanded service, STA will now extend weekday service on Route 74 to 10 pm and introduce service between 6 am - 10 pm on Saturdays with one-hour frequency.

This level of service was outlined in STA's current 10-year strategic plan, *STA Moving Forward*, but the agency pressed to increase the service earlier than planned in response to public input.

"We're pleased to offer this additional service a year earlier than originally planned while staying within our budgeted service levels," noted Karl Otterstrom, STA's Chief Planning & Development Officer. "STA always takes seriously and considers community feedback when developing its service."



New Bus Livery for Route 11



Above: The new Route 11 sports and entertainment livery

STA has unveiled a new bus livery on Route 11 to celebrate and promote the improved connection between downtown Spokane and the sports and entertainment venues just north of Riverfront Park, an area known as the North Bank. The new livery features stylized illustrations of athletes, musicians, and other entertainment figures on the “Blue Wave” background that identifies STA’s battery-electric vehicles.

STA increased service for Route 11 in early May to include nights and weekends. The route features 10-minute frequency during peak hours with 20-minute service during middays and nights. Saturdays and Sundays operate at 20-minute frequency.

“The route was updated based on extensive feedback from the public as well as conversations with STA partners and local businesses,” said Emily Poole, STA Principal Transit Planner & Service Development Manager.

Route 11 encourages transit use to popular North Bank venues by minimizing parking costs for event-goers and reducing traffic congestion. The new livery is intended to help new transit riders quickly identify the shuttle as their bus.

“The eye-catching design is a testament to the great entertainment options we have in Spokane,” said STA Chief Communications and Customer Service Officer Carly Cortright. “STA is proud to help provide transportation options, so people can enjoy all Spokane has to offer.”



Upcoming Survey and Tele

Town Hall for *Connect 2035*



Connect 2035 is STA's next 10-year strategic plan, which will outline initiatives, capital projects, routes, and programs to improve and expand transit service to the region over the next 10 years. Coming in September are new public engagement opportunities to help shape the plan.

STA will conduct a tele town hall on Tuesday, September 17 in the evening. The tele town hall will provide information on the plan and a forum for community interaction, questions, and dialogue. Local residents will be either called or texted, allowing a broader range of engagement than simply through traditional landlines. There will also be a meeting link available on STA's website and social media channels for anyone to join.

Additionally, a public survey will launch September 9 to give the community an opportunity to provide feedback on the plan. The survey will be published on the *Connect 2035* website and promoted on social media.

To stay up to date on the latest developments and outreach efforts for *Connect 2035*, sign up for emails at spokanetransit.com/connect2035. Any questions, suggestions, or feedback to share about *Connect 2035* may also be directed to connect2035@spokanetransit.com.



Shuttle Service for the Interstate Fair



Above: Buses at SCC Transit Center

For the Spokane County Interstate Fair, September 6 - 15, STA offers a special limited-service shuttle to get to and from the fair!

The Route 342 Fair Shuttle loops between SCC Transit Center and the Spokane County Fairgrounds with 30-minute service on weekdays and Sunday and 20-minute service on Saturday. Shuttle hours are between 7:40 am - 10:30 pm on weekdays and Saturday and 7:55 am - 7 pm on Sunday.

Pay for a special \$2 Day Pass when you board the shuttle to get to and from the fair. Please have exact change if paying with cash. Remember, all youth 18 & under ride free on all STA routes.

Full route schedule information may also be found here:

spokanetransit.com/routes/fairgrounds-shuttle/

Skip parking and traffic hassles and enjoy the fun!



Labor Day Service



Above: An STA bus serving Route 27

STA will operate on Sunday/Holiday Service for Labor Day on Monday, September 2, 2024. To view routes and schedule information, visit this page:

spokanetransit.com/routes-schedules/



Congratulations STA Winners!



Left / top photo: Coach Operator Gabe Fernos
Right / bottom photo: CEO E. Susan Meyer



*Left / top photo: Senior Projects Manager Jessica Kelch
Center / middle photo: Senior Communications & Marketing Manager Nathan Mauger
Right / bottom photo, left to right: Zero-Emission Bus Maintenance Team – Michael Ketterer, Chris Camarata, Tony Jones (not pictured: Christian Bigger)*

STA staff received several awards at the Annual Washington State Public Transportation Conference, Vendor Expo, & State Roadeo, held in the Tri-Cities from August 10 to 14. The conference was facilitated by the Washington State Transit Association (WSTA).

Coach Operator Gabe Fernos won 3rd place among all participating state transit agencies at the Annual State Roadeo. Roadeos are driving competitions that put different types of vehicles through obstacle courses. Every year, there are local, state, and national roadeos that transit agencies across the country participate in. In addition to the driving competition, there is a maintenance portion where maintenance crews have to troubleshoot various engine issues over different modules.

In addition to the Roadeo, the WSTA conference recognized transit employees who had been nominated to receive the Washington State Department of Transportation (WSDOT) Wall of Fame award. This award is given to employees who go above and beyond their job duties.

This year, the two STA employees selected for the award were Jessica Kelch, Senior Project Manager, and Nathan Mauger, Senior Communications & Marketing Manager. The team that was selected was the Zero-Emission Bus Maintenance Team. General Repair Vehicle Technician Tony Jones and Journeyman Vehicle Technician Chris Camarata make up the team that services STA’s battery-electric bus fleet and are overseen by Fleet Transition Manager Christian Bigger and Technical Projects Specialist Michael Ketterer.

Finally, STA CEO E. Susan Meyer received the WSDOT Achievement Award, recognizing Meyer’s long and notable career dedicated to creating access and mobility for the people of Washington State.

Congratulations to everyone!





Join one of the best employers in the region and advance your career. Visit our [careers page](#) for all open positions.

New open positions

- **Coach Operator (Bus Driver)**
- **Servicer**
- **Paratransit Van Operator (Driver)**
- **Transit Officer**
- **Field Instructor – Paratransit**
- **Associate Transit Planner – Community Development**
- **Building Maintenance Specialist – HVAC**
- **Chief Financial Officer (CFO)**
- **Associate Transit Planner – Service Development**

[Open this newsletter in a browser](#)

Opt-in to receive regular updates from
STA

Upon request, alternative formats of this document will be produced for people who are disabled.

Contact (509) 325-6094 (TTY Relay 711)
or ombudsman@spokanetransit.com

