

August 2025



# MONTHLY UPDATE



## News & Announcements



### Double Decker Ribbon Cutting

To celebrate the service launch of the new double decker buses on Routes 6 and 66, STA and Eastern Washington University (EWU) will host a ribbon cutting on Saturday, September 20 at 12 pm at EWU. Following the ceremony, service will officially start between Spokane and Cheney. Riders going to the first Eagles home game against Western Illinois at 4 pm can expect some surprises if they use the Jefferson Park & Ride or West Plains Transit Center to commute to the game.

Extensive work goes into preparing the vehicles to be service ready. To learn more about one facet of that process, see this month's Transit Education story below, "Getting Road Ready: Bus Inspection."



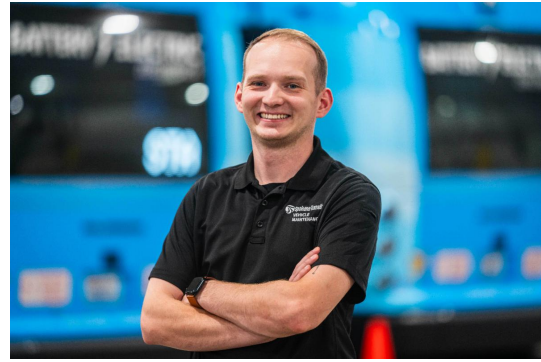
### STA Board Approves Reduced Fare Pilot

At their July meeting, the STA Board approved moving forward with a reduced fare pilot program for riders experiencing low incomes, an initiative included in STA's 10-year strategic plan, *Connect 2035*. The program is designed for residents whose income is at or below 200% of the federal poverty level and will help improve public transit accessibility. Details on the pilot are being finalized with an expected program launch later this fall. Stay tuned for more details.



## STA Selects New CFO

STA is pleased to announce that Robert Hamud has joined the agency as Chief Financial Officer. Hamud brings more than 20 years of experience in public service, municipal finance, and government consulting, including leadership roles in several cities across the western United States.



## Christian Bigger Wins Award

STA's Zero-Emission Fleet & Facilities Transition Manager Christian Bigger has won *Mass Transit* magazine's "40 Under 40" award. The award is given to individuals under 40 who have demonstrated significant innovation, leadership, and making an impact in public transit.



## WSTA Annual Conference

STA employees achieved several notable recognitions at the annual Washington State Transit Association conference, held this year between August 16 - 20.

At the state Roadeo, Paratransit operator Mikkel Piper won best Pre-Trip Inspection for the Paratransit Division, and Trevor Ribic won best Pre-trip Inspection and 2nd place overall in 40-Foot Coach Division.



Capital Projects Manager Ryan Brodwater, Executive Assistant to the Chief Communications & Customer Service Officer Yolanda Montes, and the Marketing & Communications Specialist Team, consisting of Richard Grablin, Trey McDowell, Marc Morris, and Victor Rapez-Betty, all received Washington State Department of Transportation Wall of Fame awards in recognition of their contributions to Washington transit.

Congratulations to everyone!





## September Service Change

On Sunday, September 21, STA will implement a number of service improvements.

- **Double deckers** will be introduced exclusively to Route 6 Cheney and Route 66 EWU.
- New High Performance Transit **Route 7** will combine former Routes 60 and 74 to bring 30-minute weekday service between Liberty Lake and Spokane International Airport with stops in Downtown Spokane and the Mirabeau Transit Center in Spokane Valley.
- New **Route 93 Molter Loop** will run between Liberty Lake Park & Ride and Meadowood Technology Park while **Route 722 Liberty Lake Express** will offer service between Liberty Lake and Spokane's North Bank with stops in Downtown Spokane.
- **Increased frequency** is coming to Route 45 Perry District and on the West Plains.
- West Plains Transit Center will have **new boarding bays** for various routes.
- **New early morning trips** for Routes 4, 7, 9, and 61, arriving at STA Plaza by 5:15 am for increased commuter access.
- **Discontinued routes** will be served by new, reconfigured, or existing routes.

**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 see all of the upcoming service improvements, click below.

[Learn more](#)



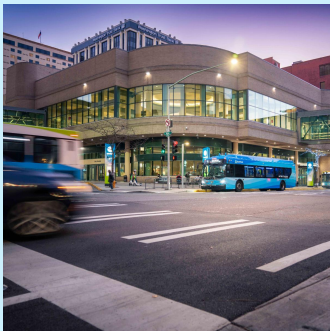
## Introducing Transit Ambassadors

As part of its 10-year strategic plan, *Connect 2035*, STA has launched its Transit Ambassador pilot program, placing friendly staff aboard buses to deliver in-person customer support, system education, and real-time assistance across the region. The role emphasizes a supportive presence; ambassadors can assist with fare issues, provide system guidance, deter unwanted behavior, and report incidents as needed.

“As a key, friendly presence in our system, Transit Ambassadors will touch every piece of our system, build positive relationships with customers, and help strengthen community ties,” said Kelly Williams, STA Director of Security.

Watch a short video on the program [here](#), or click below for more information.

[Learn more](#)



### Labor Day Service

On Monday, September 1, in observance of Labor Day, STA will operate Saturday service on its routes.

For a complete list of holiday service schedules, visit [spokanetransit.com/holidays](http://spokanetransit.com/holidays).



### Shuttle Service for Interstate Fair

STA offers special shuttle service for the Spokane County Interstate Fair, September 5 - 14. 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. Free parking is available at the SCC P1 lot next to the SCC Transit Center.

Pay for a special \$2 Day Pass when you board. Cash, credit/debit card (not Amex), contactless payment, or Connect cards are accepted. This pass applies only to Route 342; regular fare applies on all other routes. All youth 18 & under ride free on all STA routes.



This year, for riders using STA's fair shuttle service, the fair organizers are offering a \$5 discount coupon for any admission paid in person at the fair entrance. **Ask your bus driver for a discount coupon**, which will be available only to riders using Route 342 to get to the fair.

Full route schedule information may also be found here: [spokanetransit.com/routes/fairgrounds-shuttle/](https://spokanetransit.com/routes/fairgrounds-shuttle/)

Skip parking hassles and enjoy the fun!

## Transit Education



### Getting Road Ready: Bus Inspection

Learn what STA's Maintenance team does before any new bus rolls into Spokane in order to ensure it meets the highest standards of safety and quality.

[Read more](#)

## Multimedia



### PARTNERING WITH LOCAL SCHOOLS



### STA's Partnership with Spokane Public Schools

STA works with local schools to get students where they need to go and build the skills to navigate public transit confidently.



# A preview of the Transit Ambassador role

## Transit Ambassadors

Learn about STA's new Transit Ambassador program, which is an initiative in STA's strategic plan, *Connect 2035*.

## Employment



# JOIN STA'S TEAM

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

**General Repair Vehicle Technician**  
**Coach Operator (Bus Driver)**  
**Servicer**  
**Preventative Maintenance Vehicle Technician**  
**Associate Transit Planner - Service Development**  
**Administrative Assistant – Customer Service**  
**Safety Telematics Coordinator**

