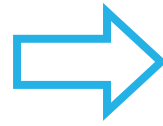




# PROVIDER SURVEY

## July 14-25, 2025



[Scan here](#)

***STA is conducting a Provider Survey targeted at Community-Based Organizations (CBOs) serving minorities, low-income populations, and limited English proficiency (LEP) populations.***

### Survey Goals

- **Understand Community Needs:** Provide direct feedback on transportation challenges faced by populations CBOs serve, especially minority, low-income, and LEP groups
- **Identify Gaps:** Identify barriers to access and service gaps

### Survey Information Requested

- Organization information
- Minority and limited/non-English speaking individuals
- Low-income individuals
- Opportunities for additional engagement

***The data provided through the survey is important for STA's Title VI compliance and program enhancements.***

***This includes understanding our community, identifying impacts or burdens on vulnerable populations, improving our Language Assistance Plan, and contributing to fare and service equity analyses.***

Questions? Contact Madeline Arredondo, STA Associate Transit Planner  
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***STA complies with Title VI of the Civil Rights Act of 1964, which prohibits discrimination based on race, color, or national origin in any federally assisted program.***

### **STA's Title VI Program**

- **Non-Discrimination Commitment:** Clear policy against discrimination.
- **Public Notification:** Informing the public of Title VI rights and how to file complaints.
- **Complaint Procedures:** Process for receiving, investigating, and resolving complaints.
- **Data Collection & Analysis:** Identifying minority and low-income populations through demographic analysis.
- **Language Access:** Ensuring meaningful access for individuals with Limited English Proficiency (LEP).
- **Public Participation:** Engaging low-income, minority, and LEP populations in outreach efforts.
- **Training:** Educating staff and contractors on Title VI requirements.
- **Monitoring & Reporting:** Ongoing oversight and reporting to the FTA.

### **STA's Language Assistance**

- **Document & Website Translation:** STA translates key documents upon request and provides website translation through Google Translate.
- **Interpretation Services:** Telephone interpretation is available through Paratransit Reservations, Security, Customer Service, and the Ombudsman.
- **Staff Training:** Operators, security personnel, and Customer Service staff are trained to assist individuals with limited English proficiency.
- **Community Workshops:** STA offers transit education workshops for community groups upon request.

***Learn more about STA's Title VI program update at:***  
[\*\*\*spokanetransit.com/title6update\*\*\*](http://spokanetransit.com/title6update)

***For questions or more information, please contact:***

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