

Claim forms can be submitted via the following:

1. Online submission form below or
2. PDF Claim form can be completed and submitted to the Claims Department at STA either in person, by email or by mail. Please carefully read all the information before completing and presenting your claim for damages.

Mailing Address:

Spokane Transit
Attn: Claims Specialist
1230 W. Boone Ave.
Spokane, WA 99201

STA Business Hours:

Monday – Friday 8 am to 5 pm
Closed weekends and holidays

Email: claims@spokanetransit.com

Frequently Asking Questions (FAQs):

1. I filled out a report and called customer service when I was involved in an incident. Do I still need to submit a Claim for Damages?

Yes. You must submit a Claim for Damages if you feel Spokane Transit (STA) is responsible for your loss, injury or damages.

2. When will my claims representative contact me?

After a Claim for Damages form is submitted, STA will forward your claim to the Washington State Transit Insurance Pool (WSTIP). Once an adjuster is assigned, they will reach out to you with a claim number and request any additional documents needed.

3. How long will the investigation take?

Investigations vary in length. Please reach out to your WSTIP adjuster directly with any questions. STA is unable to assist or answer questions about your claim.

4. I was injured on Spokane Transit property or by a Spokane Transit vehicle.

Who will pay for my medical expenses?

You are responsible for your medical care and expenses. If you believe that Spokane Transit is responsible for your loss, injury or damages you must file a Claim for Damages. The circumstances surrounding your claim will be investigated.

5. Should I contact my own insurance carrier about this incident?

At your discretion, you may ask about coverage provided by your own insurer.

6. Should I get estimates for the damage to my property or vehicle?

It is always appreciated if an estimate is submitted along with your Claim for Damages. Please reach out to your adjuster directly with any questions.

These FAQs are not intended to constitute legal advice and are for informational purposes only.