



Transit Citizen's Advisory Committee

August 5, 2026

Meeting Minutes

Meeting was called to order by Greg Story at 3:01PM

A. Welcome:

Meeting was opened with an introduction of Yakima Transit staff in attendance. Members present from staff included: Greg Story, Transit Assistant Manager; Jeanie Sylling, Transit Operations Supervisor; Barb Cruz, Community Transportation Coordinator; and Yajaira Diaz, Office Assistant.

B. Introduction:

1. New members
 - Oscar Reyes (Central Washington Disability Resources)
 - Nazmul Alam (YVCOG)
 - Alma Rabadan (YVCOG)
2. Visitors

C. Current Transit Services

1. Ridership Stats
2. Fixed-Route Bus Service
 - Holidays –Labor Day (September 7th)
 - Bus Books or Bus Map discussion:

We plan to have the Map pamphlet and Bus book distributed congruently. We hope to see which option is better for our passengers and stick with that option. Transit will always have the app available. Will the Map pamphlet also be in Spanish? Yes it will be. Will the Map pamphlet be in Braille? We would have to look at contactors to provide the map in Braille and about 4 years ago to get our documents in Braille we were informed that the Braille is being phased out due to the availability of audio resources. The app is not user-friendly love that there is an app. Transit would love the feedback of how we can improve the app, please send all feedback to Asktransit email transit@yakimawa.gov. Is there a way to see how many people use the App? As of right now we do not have that data.



- Transit will have a Passenger survey available on our website soon. We can see if we can add in the question about service after 7 PM.
 - All suggestions for the app or our routes and how we can improve you can email ask transit at transit@yakimawa.gov
3. Dial-A-Ride Services
 - Normal operations for Yakima
 4. Yakima-Ellensburg Commuter
 - Seasonal run will run through 9/23/2026-12/11/2026
 - There will be construction for some of the stops for the commuter starting on the 10th of August. The website will have all the details.

D. Open discussion

E. Next Meeting: Wednesday, November 4th, 2026

Central Washington Disability Resource had the following:

When Central Washington Disability resource employee was riding the buses one of the drivers did a really good job of waiting for the passengers to sit down before driving off.

Is there a way to add Braille signs inside the buses? There could be potential safety concerns for Braille signs if the passenger is standing while the bus is moving to read the Braille signs. If we do get Braille signs, we would have to go out to contract to have all the buses equipped with Braille signs. Since we do not currently have Braille signs all the stops are announced for each bus, we have new system and we keep trying to make sure that it does not fail.

How many buses have the announcements? Can the announcements be in Spanish? All the buses have the announcements. If the announcement system does not work, the driver is to report it and the bus will be switched out. Sometimes it does take a little to switch out the bus, but it would be the same day they get switched out. We have had issues with the announcements and are actively working on those. We can look into if the announcements could be in Spanish, the street names would be pronounced the same but number streets could possibly be in Spanish.

A few buses shook a lot could Transit not use those buses? Central Washington Disability Resource employees rode the bus and noticed some of the buses shook a lot and the suspension was not great. The shaking of the bus and noise can be a trigger for those who have a sensory disability. Transit has 24 buses, 8 of those buses are newer



but the roads do not help, and transit cannot change the roads. Transit hopes to receive three new buses after the submission of a grant. If the grant is awarded to Yakima Transit, it would take about 18 to 24 months to arrive due to manufacturing timelines. What happens to the buses when you get new buses? When buses are replaced, retired buses are sent to auction, likely through the Government Deals website.

Is it possible to receive a copy of Transit's budget? Yes, you can make a public records request through the City Clerk's office. Transit is at or below our budget. Is there a possibility that the transit service will be cut? No, we are set and our budget is ok.

Do you collaborate with other agencies on how to run routes, budget, or getting buses? When we collaborate with other Transit agencies it is about policies rather than operations or budget.

Can you make it a requirement to put the seat belt on every passenger in a wheelchair? All wheelchair areas of the bus are equipped with a lap belt or a seat belt. We do ask all passengers if they would like to wear the seat belt and the passenger can deny wearing a seat belt. It is an option for the passengers, but all wheelchairs must have a 4-point securement. The wheelchairs do need to be restrained.

Have you had any disability related complaints report? No we have not.

Does the ridership numbers include minors? Yes, the ridership counts everyone that gets off and, on the bus, and we also have hand counts.

YVCOG had the following:

YVCOG had a recent survey and one thing that did come up was how friendly the drivers are so kudos to you guys.

There are a few bus stops that do not have the timetable Could there be a times table at all the stops? Transit is looking at new signs for our bus stops to make them more visible and not have them look like no parking signs. But that will take time to change out all the signs. Transit also has to make a budget for it because there are about 1000 signs that would need to change which would include adding in the times the bus will arrive. Can you look up arrival times on the app? Yes, it will tell you how many minutes until the next bus arrives.

How often do the route times change? The routes do not change often. The buses go by each of the stops every $\frac{1}{2}$ an hour except for two routes: Route 1 is every 45 minutes and route 8 is every 25 minutes



When is the last run of the day?

The last run of the day is a partial run at 6:15 PM.

Could the time be extended, there are riders that work at the mall, and their shift ends after the last run of the day?

There was a 90% drop in ridership after 7 PM. There was a passenger survey carried out about 15-20 years ago that informed transit that the buses would not be used after 7 PM. Could the drop in ridership from 7-9 be because of the gang activity that happened in the early years? It's a possibility with our current numbers there is a big drop in ridership after 5 PM. As of right now extending the time is not possible, the ridership is not there. We could possibly look into a selective timing or a reduction in routes, similar to how the weekend is set up with reduced routes. There are multiple things to consider like connecting to other transits, Union Gap and Selah. This would also affect Paratransit times as well and extend those times. The Paratransit service is currently under contract that costs 2 million a year to run. We can look at the data that goes to the mall currently and how often passengers get on and off. We should have a passenger survey coming up and we can add the question of whether there would be passengers who would like to use it after 7 PM.

Additional rider feedback through Ask Transit continues to be encouraged.

Agenda

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B. Introductions

- a. New members
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C. Current Transit Services

- a. Ridership Stats
- b. Fixed-Route Bus Service
 - i. Holidays –Labor Day (September 7th)
 - ii. Bus Books or Bus Map discussion
- c. Dial-A-Ride Services
 - i. Normal operations for Yakima
- d. Yakima-Ellensburg Commuter
 - i. Seasonal run effective 9/23/2026-12/11/2026

D. Open discussion

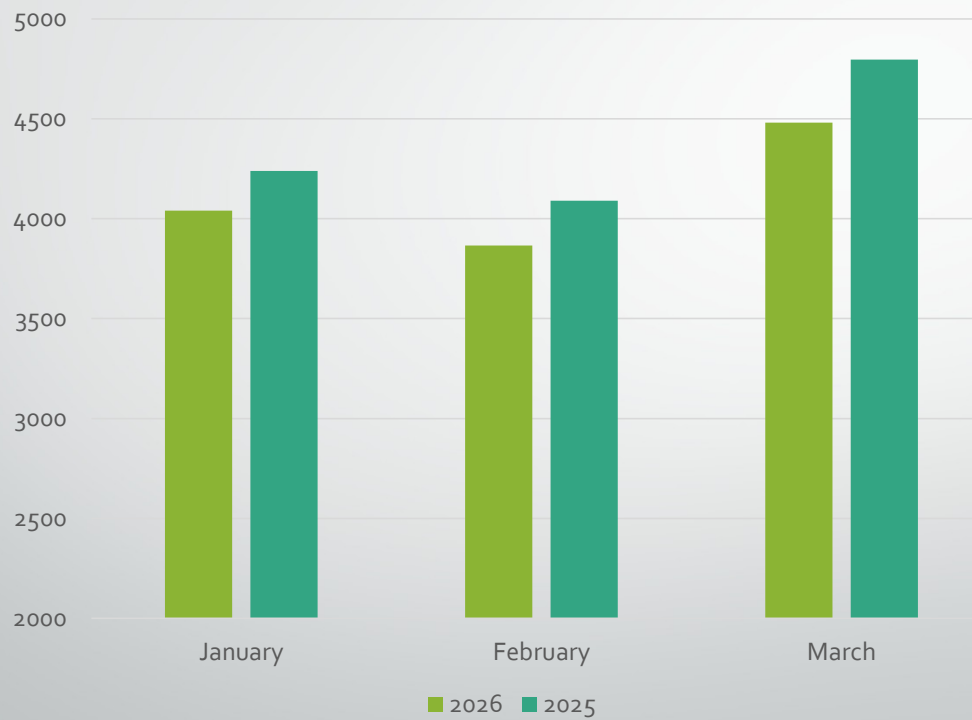
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Ridership Stats

January – March 2026

Dial-A-Ride



2026

January: 4040

February: 3865

March: 4481

2025

January: 4,239

February: 4,090

March: 4,796

Fixed Route



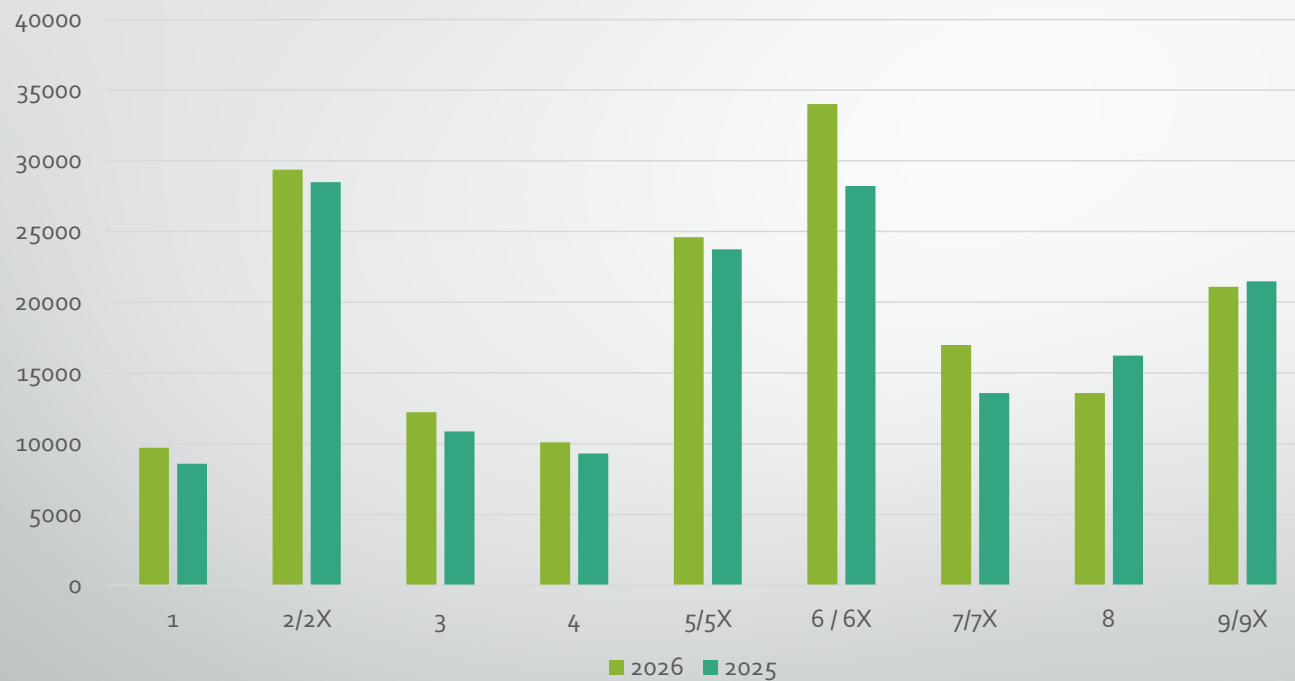
2026

January: 53,198
February: 54,162
March: 64,340

2025

January: 55,853
February: 46,347
March: 58,686

Ridership by Route



January-March
2026

1: 9,720

2/2X: 29,379

3: 12,221

4: 10,093

5/5X: 24,602

6/6X: 34,022

7/7X: 16,982

8: 13,584

9/9X: 21,097

Yakima – Ellensburg Commuter



2026

January: 2,623

February: 2,485

March: 1,981

2025

January: 2,528

February: 2,341

March: 1,706