

September 2011 Service Reductions

Public Input Summary Report: Update No. 2

Prepared for:
Board of Directors

Prepared by:
Planning Department

Final

12/15/2010



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Table of Contents

Executive Summary.....	3
Public Outreach.....	3
Online Survey Results	4
Proposed Reductions and Revisions Public Input.....	17
Proposed Route Eliminations Public Input	18
Proposed Routing Adjustments Public Input	18
Proposed Adjustments to Service Span and Headway Public Input.....	19
Proposed New Routes Public Input	19
Potential Paratransit Impacts Public Input	20
Appendix	21
Survey Comments	21
Hotline Comments	44
Postcard Comments/Letters.....	45

Executive Summary

In September 2010, STA released the September 2011 Service Reductions Preliminary Proposal to the public and its Board of Directors. The Preliminary Proposal contains information regarding proposed reductions and revisions in order to reduce fixed route bus service by 7% or roughly 30,500 annual platform hours of service. The proposed reductions and revisions are explained and categorized under the following sections: 1) Proposed Route Eliminations, 2) Proposed Routing Adjustments, 3) Proposed Adjustments to Service Span and Headway, 4) Proposed New Routes, and 5) Potential Paratransit Impacts.

In September 2010, STA launched its public input strategy designed to obtain public feedback on the service changes. Three pillars of this strategy are an online survey, a display explaining the proposed changes on the 2nd Floor of the Plaza where customers can fill out comment cards and a hotline to provide feedback or request a hard copy of the survey.

The following report is designed to give the public and STA's Board of Directors a summary of the public input received between October 21st and November 15th. Public outreach will continue through December 2010.

Public Outreach

The public outreach strategy is designed to ensure our customers understand how the proposed service revisions could affect their travel choices. Public input and education is essential to understanding customer concerns and constraints.

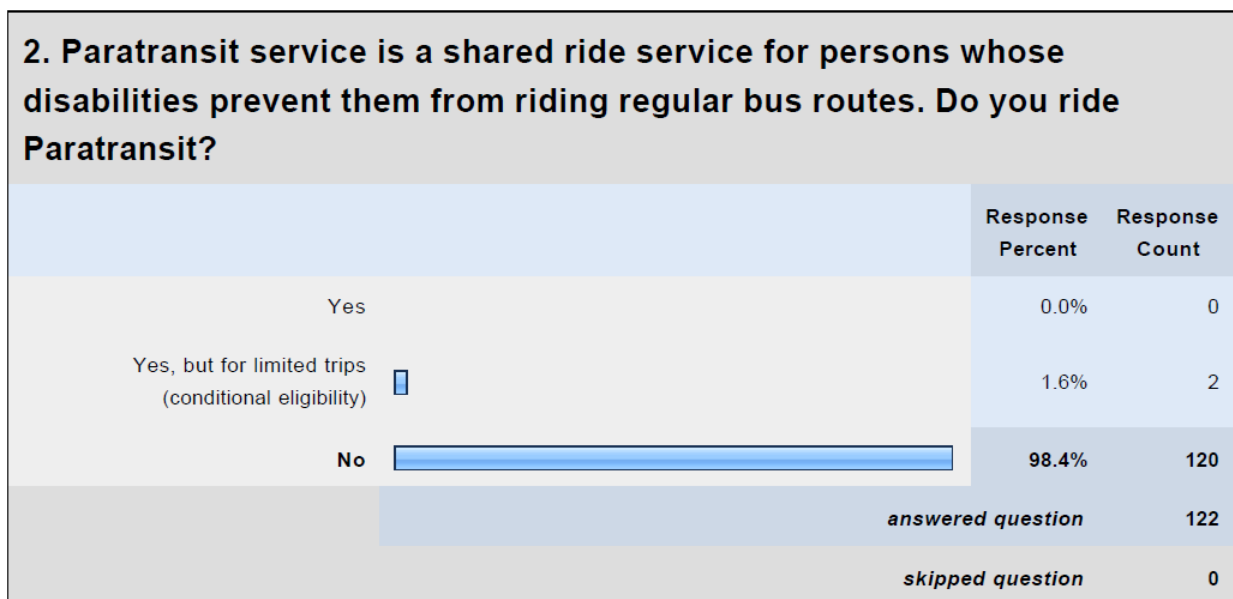
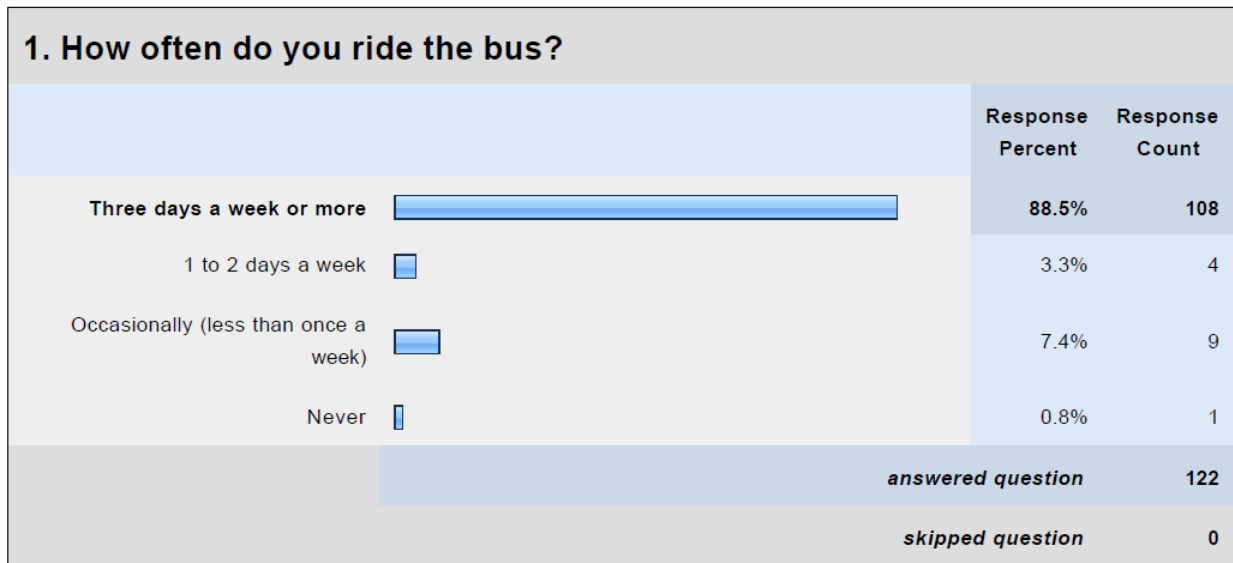
A general summary of the public outreach strategy as of November 15th is below:

- 284 online surveys have been completed as of 12:00 am on November 16th.
- 50 hotline calls were received with 33 requests for hard copies of surveys and supporting materials.
- 12 mailed surveys have been returned to STA.
- Numerous relevant comment cards/letters have been received.
- Staff from the STA Executive Team as well as Planning and Communications departments have attended the following meetings regarding the proposed changes: 1) City of Spokane Council Meeting 2) Downtown Spokane Partnership BID Board Meeting 3) City of Millwood Council Meeting 3) City of Spokane Valley Council Meeting 4) Browne's Addition Neighborhood Council 5) Neighborhood Council Community Assembly 6) STA Valley Public Open House 7) Cliff Cannon Neighborhood Council 8) City of Liberty Lake Council Meeting

Online Survey Results

Below are the survey questions and responses received between 10:00 am on October 21st and 12:00 am on November 16th.

Note: Specific comments are listed under “Tell us more about how you will be affected”, “Other (Please specify)” or “Please explain (Optional)” A summary of the comments is listed under the Proposed Reductions and Revisions Public Input section.



3. If you ride regular bus service, how do you get from your home to the bus stop that you typically use?

	Response Percent	Response Count
I walk	52.9%	64
I ride my bike	1.7%	2
I drive to a park and ride	39.7%	48
I get a ride to a bus stop or park and ride	3.3%	4
Other (please specify)	2.5%	3
answered question		121
skipped question		1

4. Do you have ready access to a car?

	Response Percent	Response Count
I have a car and I can use it whenever I want	52.9%	64
I have access to a car but it is not always available (e.g. shared with others)	15.7%	19
I don't have a car but I often get rides from friends and family	7.4%	9
I rarely have access to a car and rely heavily on STA	24.0%	29
answered question		121
skipped question		1

5. What routes do you ride? (Routes 1 thru 33)

	I ride this route regularly	I ride this route on occasion	I don't ride this route	Response Count
1 Plaza / Arena Shuttle	7.8% (5)	18.8% (12)	73.4% (47)	64
2 Southside / Medical Shuttle	4.6% (3)	38.5% (25)	56.9% (37)	65
20 Spokane Falls Community College	10.2% (6)	10.2% (6)	79.7% (47)	59
21 West Broadway	5.0% (3)	6.7% (4)	88.3% (53)	60
22 NW Blvd.	8.2% (5)	13.1% (8)	78.7% (48)	61
23 Maple / Ash	7.9% (5)	23.8% (15)	68.3% (43)	63
24 Monroe	10.9% (7)	32.8% (21)	56.3% (36)	64
25 Division	16.7% (12)	41.7% (30)	41.7% (30)	72
26 Addison	16.7% (11)	16.7% (11)	66.7% (44)	66
27 Crestline	1.7% (1)	13.6% (8)	84.7% (50)	59
28 Nevada	14.3% (9)	19.0% (12)	66.7% (42)	63
29 Spokane Community College	10.0% (6)	20.0% (12)	70.0% (42)	60
30 Francis	4.9% (3)	13.1% (8)	82.0% (50)	61
31 Garland	3.3% (2)	13.3% (8)	83.3% (50)	60
32 Trent / Indiana	6.9% (4)	10.3% (6)	82.8% (48)	58
33 Wellesley	8.5% (5)	11.9% (7)	79.7% (47)	59
<i>answered question</i>				84
<i>skipped question</i>				38

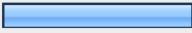
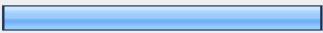


6. What routes do you ride? (Routes 41 thru 67)

	I ride this route regularly	I ride this route on occasion	I don't ride this route	Response Count
41 Latah	5.0% (3)	0.0% (0)	95.0% (57)	60
42 South Maple	8.6% (5)	5.2% (3)	86.2% (50)	58
43 Lincoln / 37th	6.8% (4)	16.9% (10)	76.3% (45)	59
44 29th Avenue	10.8% (7)	18.5% (12)	70.8% (46)	65
45 Southeast Blvd.	9.7% (6)	12.9% (8)	77.4% (48)	62
46 Altamont	4.9% (3)	8.2% (5)	86.9% (53)	61
60 Airport / Browne's Addition	6.7% (4)	26.7% (16)	66.7% (40)	60
61 Highway 2 / Browne's Addition	10.5% (6)	14.0% (8)	75.4% (43)	57
62 Medical Lake Hospitals	7.9% (5)	4.8% (3)	87.3% (55)	63
65 Cheney	10.6% (7)	12.1% (8)	77.3% (51)	66
66 Eastern Washington University	14.1% (9)	4.7% (3)	81.3% (52)	64
67 Medical Lake / Geiger	6.5% (4)	8.1% (5)	85.5% (53)	62
			answered question	82
			skipped question	40

7. Which routes do you ride (Routes 72 thru 124)

	I ride this route regularly	I ride this route on occasion	I don't ride this route	Response Count
72 Liberty Lake Express	54.0% (47)	4.6% (4)	41.4% (36)	87
73 Valley Transit Center Express	7.8% (5)	32.8% (21)	59.4% (38)	64
74 Valley Limited	19.8% (16)	42.0% (34)	38.3% (31)	81
90 Sprague	19.7% (13)	34.8% (23)	45.5% (30)	66
91 Mission	3.4% (2)	10.2% (6)	86.4% (51)	59
94 East Fifth	3.3% (2)	13.3% (8)	83.3% (50)	60
95 Millwood	11.5% (7)	6.6% (4)	82.0% (50)	61
96 Pines	1.6% (1)	13.1% (8)	85.2% (52)	61
97 South Valley	3.3% (2)	11.7% (7)	85.0% (51)	60
124 North Express	3.3% (2)	6.6% (4)	90.2% (55)	61
			<i>answered question</i>	102
			<i>skipped question</i>	20





8. How well do you understand the preliminary proposal?

	Response Percent	Response Count
I have read the information of the proposal and understand most of it 	33.0%	38
I have read the information and understand enough to know how it affects me 	55.7%	64
I have read it but don't understand the proposals outlined in it 	6.1%	7
I haven't read the information in the proposal 	5.2%	6
<i>answered question</i>		115
<i>skipped question</i>		7


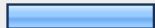
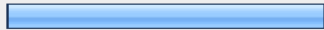

9. Based on what you know of the preliminary proposal for service reductions, can you relate how these service reductions and other changes could affect you and how you travel?

	Response Percent	Response Count
I will no longer have access to Paratransit service	0.9%	1
I will no longer ride the bus	18.2%	20
I would not be able to use the bus as much as I do today	48.2%	53
There are pros and cons for me based on how I travel today	25.5%	28
Overall I would benefit from the proposed changes based on where I travel	4.5%	5
I'm not affected by the proposed reductions	1.8%	2
I don't understand how the proposal affects me	0.9%	1
Tell us more about how you will be affected:		79
answered question		110
skipped question		12


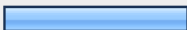
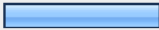

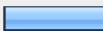


10. If bus service would no longer be convenient for you, would you consider participating in the vanpool program? See our website for details. <http://www.spokanetransit.com/ride-sta/view/vanpool/>

	Response Percent	Response Count
Yes 	3.5%	4
No 	60.2%	68
Maybe 	23.9%	27
Other (please specify) 	12.4%	14
<i>answered question</i>		113
<i>skipped question</i>		9

11. Given the need to reduce the amount of service STA provides, how close is the proposal to what you think should happen?

	Response Percent	Response Count
The preliminary proposal is on track for what needs to be done to reduce costs 	8.4%	9
There are some adjustments that should be made before the changes are finalized 	25.2%	27
There are some significant problems with the proposal that will need a lot of public input before a revised proposal is presentable 	55.1%	59
The whole thing is simply unacceptable 	11.2%	12
Please explain: (optional)		53
<i>answered question</i>		107
<i>skipped question</i>		15



12. What changes to the proposal would you suggest?

	Response Percent	Response Count
Don't cut my route and cut more elsewhere 	31.5%	35
Reduce frequency of service (how often the bus comes) to avoid cuts to some areas 	31.5%	35
Cut more on low ridership routes in order to preserve service on heavily used routes 	27.0%	30
Cut more service on low ridership times such as nights and weekends 	41.4%	46
Don't cut routes in a way that people lose Paratransit service to their homes 	17.1%	19
I have no suggestions 	8.1%	9
Other (please specify) 	36.0%	40
<i>answered question</i>		111
<i>skipped question</i>		11

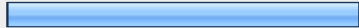

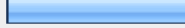

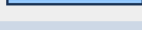
13. Please provide any additional comments, suggestions or concerns regarding the proposed service reductions in the area provided.

	Response Count
	36
<i>answered question</i>	36
<i>skipped question</i>	86

14. Do you ride the bus in Cheney?

	Response Percent	Response Count
Yes 	11.3%	13
No 	88.7%	102
<i>answered question</i>		115
<i>skipped question</i>		7

15. For what purposes do you use bus service in Cheney

	Response Percent	Response Count
To travel between EWU and Spokane/rest of region 	61.5%	8
To run errands in Cheney 	15.4%	2
To go to EWU from where I live inside the City of Cheney 	30.8%	4
To go to work or school in Spokane 	23.1%	3
Other (please specify) 	23.1%	3
<i>answered question</i>		13
<i>skipped question</i>		109


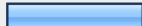








16. We are proposing multiple options for serving customers in Cheney. Please refer to the website for more details. What option to prefer?

	Response Percent	Response Count
Option 1 (service focused on connecting Cheney and Spokane with only peak service on 1st Street)	18.2%	2
Option 2 (peak service on 1st Street with an all-day, two-way route on 1st Street and Washington Street serving local travel)	54.5%	6
Option 3 (local service provided by a one-way loop route connecting 1st Street, Washington Street and Salnave Road)	9.1%	1
No preference	18.2%	2
Please explain: (optional)		6
<i>answered question</i>		11
<i>skipped question</i>		111

17. Do you use a Reduced Fare pass for seniors or persons with disabilities? (optional)

	Response Percent	Response Count
Yes	10.3%	12
No	89.7%	104
<i>answered question</i>		116
<i>skipped question</i>		6

18. Please check the community where you live:

	Response Percent	Response Count
Airway Heights	0.0%	0
Cheney 	5.1%	6
Liberty Lake 	23.1%	27
Medical Lake 	4.3%	5
Millwood 	1.7%	2
Spokane (North Side) 	11.1%	13
Spokane (South Hill) 	13.7%	16
Spokane (Central) 	4.3%	5
Spokane Valley 	17.1%	20
North Spokane County	0.0%	0
South Spokane County	0.0%	0
Other 	6.8%	8
Kootenai County 	12.8%	15
Other (please specify)		11
	answered question	117
	skipped question	5

19. Please check the community where you go to school or work:

	Response Percent	Response Count
Airway Heights	1.0%	1
Cheney	6.7%	7
Liberty Lake	0.0%	0
Medical Lake	4.8%	5
Millwood	1.0%	1
Spokane (North Side)	13.3%	14
Spokane (South Hill)	1.0%	1
Spokane (Central)	61.9%	65
Spokane Valley	3.8%	4
North Spokane County	0.0%	0
South Spokane County	0.0%	0
Other	6.7%	7
Kootenai County	0.0%	0
Other (please specify)		22
answered question		105
skipped question		17

20. If you would like updates concerning the proposed reductions, public hearings and other important events, please provide your email below.

	Response Count
	40
answered question	40
skipped question	82

Note: 40 email addresses were received as of 12:00 am on November 16th. These will not be listed in this report but will be used to provide updates to the proposal and planning process as appropriate.

Proposed Reductions and Revisions Public Input

A broad summary of the written feedback related to the general survey questions and comment cards is below. The feedback has been organized in the following sections: 1) Proposed Route Eliminations, 2) Proposed Routing Adjustments, 3) Proposed Adjustments to Service Span and Headway, 4) Proposed New Routes, and 5) Potential Paratransit Impacts. Overall, most of the respondents understood the Preliminary Proposal and how it affects them. There were 38 respondents (33%) who read the information contained in the proposal and understood most of it with 64 respondents (55.7%) who read the information and understood enough to know how it affects them. There were seven respondents (6.1%) who did not fully understand the information contained in the proposal with six respondents (5.2%) who did not read the information.

When asked how the proposed changes would affect them and how they travel, most answered that they would not be able to use the bus as much as they do today (48.2%) with 18.2% of the respondents who would no longer ride the bus. This may be attributed to the high number of Route 72/74 comments from riders who may be discretionary riders.

When asked how close the proposal is what they think should happen, 66.3% of the respondents acknowledged significant problems with the proposal that will require a lot of public input before a revised proposal is presented. However, 33.6% of the respondents believed the proposal is on track for what needs to be done to reduce costs or thought that there are some adjustments that should be made before the changes are finalized.

When asked what changes to the proposal should be made, 41.4% of the respondents believed service should be eliminated on low ridership times such as nights and weekends. This may be due to the fact that roughly 46% of the survey respondents ride Route 72, which does not operate at nights or on the weekends. Other respondents (27.0%) stated to cut more on low ridership routes in order to preserve service on heavily used routes. While others wanted to reduce frequency of service (how often the bus comes) to avoid cuts to some areas (31.5%). Finally, 31.5% of respondents wanted simply to cut another route while keeping theirs.

The survey written feedback is obtained from the optional written comment section available for selected questions.

Proposed Route Eliminations Public Input

As stated in the Preliminary Proposal, the proposed route eliminations are listed below:

Proposed Route Eliminations
30 Francis
31 Garland
41 Latah*
42 Maple
46 Altamont
62 Medical Lake Hospitals*
67 Medical Lake / Geiger*
72 Liberty Lake Express
95 Millwood

*Complete eliminations with no mitigating adjustments to other bus routes

Of the proposed route eliminations, Route 72 received the most comments. For Route 72, the main concerns were related to potential overcrowding on buses and the elimination of mid day service to/from Liberty Lake Park & Ride. However, there continues to be a misperception that trips would take considerably longer and passengers would be forced to wait longer. STA has proposed combining the 72/74 with 20 minute frequency, an improvement on the current 30 minute peak frequency. Extra buses would still be inserted where overcrowding exists as is today. Others were concerned with not having mid day service to Liberty Lake Park & Ride in case they have an emergency and need to go home early. One respondent wrote, "Once I'm in Spokane, I'm stuck & cannot rush to my car to leave in an emergency. It is imperative that I have a bus available w/o that long of a wait."

For Routes 62/67, some wanted to keep limited service. For example, one commenter wrote, "Eliminate other route through medical lake but keep access for all at least 2 round trips a day." Others expressed a desire for a shorter route from Medical Lake to I-90, where the passengers could transfer to buses from Cheney to Spokane.

For Route 41, a handful of people expressed their dependence on the route for travel into downtown. They would like to see the route preserved.

STA received minimal input regarding Routes 30, 31, 42, 46, and 95. Out of this group, Route 95 received the most number of comments. A couple of respondents described their current routine of walking a long distance to catch the 95 and how the elimination of the route would require them to walk even further.

Proposed Routing Adjustments Public Input

As stated in the Preliminary Proposal, the proposed routing adjustments are listed below:

Proposed Routing Adjustments	
22 NW Boulevard	45 Southeast Boulevard
23 Maple / Ash	61 Hwy 2 / Browne's Addition
26 Addison	65 Cheney/EWU
27 Crestline	66 EWU
28 Nevada	74 Valley Limited
29 S.C.C.	90 Sprague
32 Trent / Indiana	91 Mission
43 Lincoln / 37 th Ave	96 Pines
44 29 th Ave	97 South Valley

Of the proposed routing adjustments, service in Liberty Lake (Route 74) received the most attention. The major concerns included bus overcrowding and the elimination of mid-day service.

A couple of people questioned the purpose of removing both routes 26 and 28 from Sharp. "Isn't it possible that you might want to keep at least one of those buses on Sharp Ave?" one commenter wrote.

Proposed Adjustments to Service Span and Headway Public Input

As stated in the Preliminary Proposal, the proposed adjustments to service span and headway are listed below:

Proposed Headway/Span Adjustments
1 Plaza / Arena Shuttle
2 Southside Medical Shuttle
74 Valley Limited
90 Sprague
91 Mission
124 North Express

As addressed above, most people were concerned about the elimination of the mid-day service of Route 74.

Proposed New Routes Public Input

As stated in the Preliminary Proposal, new Route 98 Greenacres is proposed to travel between the Valley Transit Center and Greenacres and new Route 68 1st Street is proposed to operate within the city of Cheney.

Although the majority of respondents skipped the question regarding service in Cheney, those who did answer the question preferred Option 2 due to increased coverage and new service to Eagle Point apartments on Betz Road and Washington Street. Two people liked Option 1 and one person preferred Option 3.

Potential Paratransit Impacts Public Input

As stated in the Preliminary Proposal, the potential Paratransit Impacts are listed below:

Community Affected	Related Bus Route	Estimated Paratransit Customers in Impacted Area
57th & Perry	45 Southeast Blvd	7
East Valley	96 Pines	1
Fairchild	61 Hwy 2 / Browne's Addition	0
Latah Valley	41 Latah	5
Medical Lake	62 Medical Lake Hospitals 67 Medical Lake / Geiger	51
Millwood	95 Millwood	35
NW Terrace	30 Francis	1
TOTAL:		100

Of the total survey respondents who answered the question Do You Ride Paratransit?, 98.4 % answered no. Two responses indicated that they do and another indicated they ride, but for limited trips (conditional eligibility). When asked what changes to the proposal do they suggest, 16.9% (20 respondents) want STA to not cut routes in a way that people lose Paratransit service to their homes. It should be noted that the main strategy to informing current Paratransit service of the potential impacts to their service will be a mailed letter to their place of residence.

Appendix

Survey Comments

The verbatim survey comments received between 10:00 am on October 21st and 12:00 am on November 16th are listed below:

Survey Question 3: Written Responses

1. Van Pool in from CDA to Liberty Lake P&R 72 bus
2. Drive to STA parking lot
3. I drive to a parking lot next to park and ride because the park and ride lot is always full.
4. Ride my bike or walk, weather dependent.

Survey Question 9: Written Responses

1. I (and a number of other students) rely on the midday 74 to get us to and from class at Eastern Washington Universtiy. While I approve of the improvements to Route 66, the changes to 74 and elimination of 72 would be for me, untenable. I would be (as well as at least 10 other students) severely negatively impacted.
2. I will not always be able to get a ride to alternate park & ride lot. This change will affect connection to EWU Bus routes. I will be late to my school especially in the winter months.
3. I will no longer be able to leave work early. I have young kids and often need to get from downtown out to Liberty Lake to take them to doctor's appointments, school functions, as well as appointments for myself. I will have to juggle an already busy schedule even more if the 74 & 72 bus routes are reduced. It already takes me longer to ride the bus to work. I may quit using the bus and will just drive if it is too much of a hassle for me to work around the bus schedules. The bus schedules should work around its riders, not what's best for STA administration.
4. I ride the 72 Liberty Lake Express. I ride this bus 4-5 times a week every week. The bus is very full and some of the routes have extra buses because of the demand. I have also ridden the 74 Valley Express and this bus is very full as well. Combining these routes is not necessary and the demand of these routes is high. Eliminating the 72 Liberty Lake Express will cause even more cars on I-90; more delay, more environmental impacts and the resolution needs to be found somewhere else rather than eliminating the 72 Express.
5. Don't eliminate mid-day service on the new combined 72/74 route. It will prevent me from riding the bus on days where I may potentially have to leave early or travel to

Idaho for work.

6. I would no longer be able to ride in the van pool that I do because the 72 gets me to and from downtown to the Liberty Lake lot were I catch the van. I leave my home at 5:25 a.m. and return at 5:45 p.m. I work a 9 - 80's shift and riding this van is the only one that accommodates that schedule and gets me to work by 7:00 a.m. 74 doesn't cut it. There NEEDS TO BE A DIRECT BUS FROM LIBERTY LAKE TO DOWNTOWN. I have ridden the bus for years and am very familiar with the 72 & 74 routes. We consistently fill R-techs during peak travel hours and there is even an extra 72 inbound at 7:14 and outbound at 5:14. Currently I ride in on the 72 inbound at 6:14 a.m. and 72 outbound at 4:45 p.m. and both buses are R-Techs and are running with very few extra seats.
7. If the 72 route is combined with the 74, which eliminates the express to downtown, this will add more than an hour to my already total 2 hour a day trip into town and back for work (includes driving to the bus stop and back home). I work for the City of Spokane at City Hall, as do five additional people who ride the 72 with me nearly every day. In addition, there are three other people who work for the county at the courthouse who also use this route. Elimination of this route will result in my driving to work and paying for parking downtown. This additional travel time added by having to take the 74 will not get me to work in time in the morning and will get me home even later in the evening. Many times I have taken this bus home in the evening after work when there was standing room only on it. And ridership always seems to increase during the winter. On Tuesday the 22nd, I counted 22 people on the inbound/Spokane express trip and 28 on the outbound after work. On Wednesday I counted 30 on the inbound and 34 on the outbound. Elimination of this route is going to seriously disrupt the schedules of a lot of people who depend on the bus to save them time and money. It is a very poor idea.
8. Route 72 is full, every weekday for commuters and EWU students. Consolidating with Route 74 will result in riders having to stand and/or riders driving instead of riding. It's not a smart decision.
9. I ride the 74 everyday to downtown in the am, back to a park & ride in the late afternoon. I do not understand how anyone thinks all the people riding the 72 and 74 can ride the same bus. And none of us will have service in the middle of the day. How is this a good thing? And since the service to Cheney and EWU isn't broke, why fix it? Where are all the people leaving EWU all during the day going to congregate to catch a bus? Why eliminate the PUB as a central pick-up zone? Has anyone at STA actually ridden any of these buses? Is there any concern for people getting to work, school and home again? What is the purpose of all these changes? Do you think you will actually increase ridership??? Does anyone there actually understand what all these change will do to a large number of people who have no other choices??? Do anyone there care at all????

10. Unless your plans include an additional (or two) busses on the combined 72/74 routes, the bus will be extremely crowded with standing room only especially in the winter. Standing on a bus from Liberty Lake to downtown Spokane is too much to ask of your riders. Not only hazardous to the rider that is standing, but, also, for the seated riders that have to avoid getting hit by backpacks and bags that people bring aboard the bus.
11. I ride the 74 almost every day from Mirabeau to the plaza. The buses from 6:00am-7:30am and 4:00pm-5:30pm are mostly full every day, especially while school is in session. During the winter, these buses are standing-room only most days. In talking to riders of the 72, the situation appears to be the same. I am concerned that eliminating the 72 and combining it with the 74 is going to create a situation where the buses are overcrowded and not able to accommodate all commuters that need to get to work. By the time the bus gets to Mirabeau I suspect that most times it will be completely full and not able to accommodate additional passengers. Perhaps providing double-buses or extra buses during peak hours would help alleviate the issue. Elimination of the mid-day routes (depending on your definition of mid-day), while inconvenient in some situations, is not of as much concern.
12. My biggest concern is that I will not have access to my current bus without having to walk a lot further to get to it. I want to know if the 43 is going to pick up where the 42 normally does. As it is, riding the bus on weekends or evenings is nearly IMPOSSIBLE and if I get out of work a few minutes late (which happens often) I end up either having to wait an hour, or end up completely stuck either having to walk or call a cab which I can't usually afford. Come winter, walking will be an impossibility.
13. You are routing BOTH the 26 and the 28 to Hamilton and a fictional "university district" while ignoring those of us working at Gonzaga UNIVERSITY. Isn't it possible that you might want to keep at least one of those buses on Sharp Ave?
14. Elimination of the Medical Lake Hospital service would require me to drive to Medical Lake from Cheney to work at Eastern State Hospital
15. I will not be able to get to school from 45
16. There would be no service in the mid-afternoon and there are several times I need to be back in the Liberty Lake area
17. With the proposal I would not be able to ride the bus to work. It would limit my use of the bus and affect most of my bus usage to get around.
18. "There are pros for me based on how I travel today" #31. [This change will mean a] total loss of independence for me.
19. I can't walk up the Inland Empire hill to get to town. I'm 82 years old and lived here for 32 years and used the bus that long! I rely on it!!

20. I may not be able to get to work or SCC.
21. Since I have small children in school - there will be no way for me to get home should they be sick or injured during the day. Also, there will be no way home during the day should my employer only require part time work. Also, I already stand on the 72 on the way into work a couple times a week - they people at Pines will be really angry when they see a bus pull up and it's already full.
22. You left out there are all cons to this change. The 72 is full as it is. Many busses are standing room only and at 5:00 PM there is even an extra bus. Combining this with the 74 is ridiculous. There just isn't enough room on the 74 busses to handle all the passengers from both the 72 and 74.
23. I have seen service move closer to Sprague throughout the years i now walk across the river to the 95 millwood at Liberty and Argonne, i will now have to walk farther to catch the 32 trent and transfer at SCC, it will most likey add at least 30 minutes to my commute on a clear day.
24. I don't mind the consolidation of the 72 and 74 if there is room to ride. People are standing on current routes, which I feel is unsafe. The negative I see is the daytime gap in service. Folks who have children need to be able to get home reasonably in the middle of the day in the event their children are ill. The bus I normally took home (# 74 @ 3:00) has been eliminated. Consequently I work a half hour longer and have less time with my son at home.
25. If you remove mid day service to the park and ride at Mirabeau then I would really have to think twice about taking the bus. I have children in school and wouldn't be able to get back to the valley without taking the sprague (90). If I need to go home to pick up a sick child or go to an appointment I wouldn't have a way to get back to Mirabeau other than the 90. It takes way too long. If I had an appointment scheduled I wouldn't take the bus at all that day.
26. We use the 97 to 32 to 31 to go across Garland. We can then go North or South on 28, 25, or 24.
27. Not sure how I will continue to get to work. There are many lower income people that take the #41. Nice job on sticking it to us!
28. i use the bus daily not only 5 days of the week to get to and from work 1 hour away, but i also use several routes to run errands and go places, certain routes being reduced or taken away could severally limit my ways of getting to places or even to work
29. I have been to meetings and you do not care.
30. Route 72 is vital to my current commute. Riding the 74 would increase my travel time

significantly. Driving would be more expedient and provide more flexibility.

31. I have lived in Medical Lake for 3 years and have relied on STA 3 times or more a week. I have 2 children whose Grandparents live in Spokane; therefore, eliminating the bus route all together would immobilize myself and my family. I moved to Medical Lake because its cheaper, nicer, better schools and do not plan on moving. PLEASE DO NOT ELIMINATE THIS BUS!!! I have all my doctor appointments in town as well and don't cant wait for taxi all the time. Thank you!
32. My primary into downtown from Liberty Lake is via yhr 72 Express. If this route is combined with 74, as 74 stands today, there will be capacity issues. We often have people standing on the 72 Express when a standard sized bus is used. I've been on the 74 route, and when it stops by Mirabeau Park & Ride, that bus is often near full. Combining the two would push beyond even the largest buses capacity. Not to mention, the Express of 72 straight into downtown without diversions is a significant plus for me. Diverting to Mirabeau slows the commute, extends travel time, and would force me to consider absorbing the extra cost of driving myself in. Eliminating mid-day services for the 74 would impede the occasional need to travel East mid-day to some of my clients in Liberty Lake.
33. The absurd proposal to eliminate the 72 and combine it's ridership with the 74 will likely add enough time to my morning commute that I would have to take an earlier bus to get to work on time. I am not willing to give up more of my day so that STA can eliminate a bus route that has a steady and robust ridership.
34. I live in Medical Lake and have for several years. I have children and family that live in town, so I rely heavily on STA. My plans to get a vehicle or have someone drive me to Spokane is something not feasible.
35. I would use the bus more if Option 2 for Cheney was implemented becuase getting around Cheney would be easier and since 66 would have more trips available for me to take. Currently if I need to work later I drive since the 66 only runs until 4:30 pm.
36. I will not be able to get to Sharp Ave near Gonzaga. Eliminating two bus routes, 26 and 28 from Sharp is absurd.
37. I ride the 72 express to work - if I had to ride the 74 I would have to take an earlier bus. I already have to get up early enough. If my husband had to take me on the days he doesn't work would be a round trip in car twice a day and the expense of gas would be a hardship on us.
38. Removing Sharp Ave from the route will increase my walk to the bus stop by 5 blocks which would be very inconvenient for me. I also believe that there is more ridership along Sharp Ave by Gonzaga University than there would be along Trent Ave. Gonzaga is part of the University District as well.
39. By combining the Liberty Lake Express (72) with the Valley Limited (74) route, I think

the morning and afternoon buses will become overcrowded making the decision to ride the bus more difficult based on whether I will be guaranteed a spot of the bus I need.

40. I have CP and trouble walking when it snows and I have [illegible] at Rockwood clinic every 4 weeks.
41. Bus connections at Valley Transit Center.
42. If a person has to leave work due to a sick child or their own illness...not all employers offer the guaranteed ride home program
43. I think eliminating the mid day service for the 74 would reduce rider ship as there would be no way to get back to Liberty Lake except mornings and evenings. I think eliminating the 72 would cause the morning and afternoon buses to be overcrowded as the 74 is standing room only in the morning, as it is.
44. If I can't get home in the middle of the day or if I start on a later schedule I cannot ride the bus if service is only morning and evening.
45. I would definately not ride the bus as much and possibly not at all. By combining routes 72 & 74, I can only imagine how crowded the bus will be. I ride the 72 at 7:15 and then again at 4:45 and 90 % of the time mutiple people have to stand. Also, by eliminating mid day routes, I can no longer rely on bus transportation on days that I have to leave mid day.
46. I rely SO heavily on route 95! If it is discontinued, I would have no means of transportation via the SVT. I have been riding that bus for the past 5 years and I by a bus pass every month. If route 95 was ended, I would have no use in taking the bus, I will be forced to find another way to transport myself. I have ridden other busses on occasion, but not without taking the 95 first. The 95 gets me to the VTC to transfer and it goes by my house, school, and church. Please! Do NOT discountinue bus 95! I am not the only one in my family that takes it. My sibolings take that bus also (I have 6 of them).
47. I depend upon the midday 74 bus to help me get to my doctor appointments. If I have to take the much slower 90 bus, it will cause me to lose too much time off work. I will have to go back to driving my car alone.
48. I take the first Sprague bus in the morning headed east and that gets me to work just on time. If that schedule is changed or I'm unable to transfer, I will not be able to get to work on time using transit.
49. I frequently ride the bus home from Gonzaga. I appreciate the every quarter hour service along Sharp Ave. The use of the Mission bus or the Division bus would extend my trip home significantly.

50. THE SCHEDULE AND ROUTE OF 23 WORK FOR ME IN THE A.M. FROM 5 MILE P&R. I WILL EITHER HAVE TO NOT RIDE THE BUS TO WORK OR TRY TO RE-ARRANGE MY SCHEDULE AND TRY TO FIGURE SOMETHING OUT WITH THE 24 BUS

51. The main route I use regularly to get to work downtown is 44. Eliminating the loop around the Manito shopping center would make accessing the bus to go to work much more difficult. Crossing 29th to get to a bus stop at any place other than Grand or Perry is extremely difficult to do safely, given the traffic levels and speeds (and a Perry or Grand crossing would add an additional 10 minutes walk time). In addition, accessing the bus during the winter (when such access is critical) would be very difficult off of 29th, given the lack of sidewalk snow shoveling and the mounds of piled snow that have to be surmounted to get on the bus. A lot of fellow bus passengers who get on and off at Manito either walk there from the neighborhood or drive and park/are dropped off (an informal park and ride). You would lose that "free" added value to that bus stop if you removed it. And many fellow bus patrons often go to Super 1/other shops from the bus, so it may also negatively impact the frequency of visits to local businesses. I think eliminating the loop would significantly impact some of the regular bus users who travel downtown for work, and it does not seem to be worth it for improved schedules. The buses are pretty close on schedule now; I'd rather wait a few extra minutes for a late bus than spend 5-10 minutes in extra travel time to get to a stop on 29th. I have also lived on the west side of Grand and caught the bus on the other ends of the loop. By eliminating the loop, access would be harder for a broader section of those living within walking distance of the loop south of 29th. Coming home from downtown is not as problematic, as long as there is still a stop at 29th and Grand, although in the winter, again, given poor sidewalk shoveling and snow mounds, access isn't easy. The reduction in night bus service has already affected my ability to get home when I need to work late (2-3 times month) or when I stay downtown to eat at restaurants (weekly). Elimination of the Manito loop would negatively impact me on a daily basis. Please consider carefully before you make such a change, consider other options, and look carefully to see if improving the schedule is worth the negative impact on access, service and quality that would occur for a number of regular business commuters.

52. The proposal says it is getting rid of the 72 that is packed every day. It is being combined with the 74 and that is going to make the people at Maribue Park have to stand or wait for another bus. You would be better off keeping the 72 and making the 74 only go to Maribue Park in the mornings. This part of the proposal seems dumb and you are going to cause a lot of people to just stop riding the bus. Secondly if you cancel mid day bus routes for 74 you will cause me not to be able to get home in case of emergencies. For this reason alone I will be forced not to ride the bus every day.

53. If I lose 95 I would probably transfer more. I have a bad leg. If it becomes too much trouble I [would] probably get my D.L. and buy a car. [surveyee also selected third and fourth radio buttons]. Requested info be mailed to: Lucky Beaty, 8122 E Fairview

Avenue, Spokane, WA 99212

54. The current route of 26/28 on Sharp serves me most conveniently in getting where I need to go on the Gonzaga campus. Much of the student class buildings and administrative offices are just off of Sharp, not Trent/Hamilton (the new proposed route). Hamilton/Trent is the furthest east/south edge of campus, away from the majority of the campus activity. The Sharp route also provides service to the immediate neighborhood.
55. I live in an area where I have to walk almost 20 minutes to the nearest bus stop (#95) and when that route is discontinued I will then have to walk an additional 10-15 mins to get to a different (#90) bus just to get to the #73 to get downtown. Taking away the #95 is going to have a huge impact on how I get to work everyday as I don't have access to a car.
56. My main concerns are mostly for the elderly and physically challenged neighbors who live between Hartson at Sherman and Perry at Ninth. This is the neighborhood I grew up in. If the intention is to return to 2004 scheduling; then, perhaps a return to 2004 routes, would be a good idea.
57. My travel will not be affected by the new routes but it will influence my work greatly as I am an Employee Transportation coordinator. It already is hard to get people to try the bus but as the routes decrease and the fares increase it becomes an impossible task to get people to even try the bus.
58. Rte 26 and 28 will be re-routed through the U district on Spokane Falls--i am not sure where I would pick up the bus, since I catch it on Sharp. Rt 43 will be re-routed, but this only affects me if the commute time changes and i can't connect through the Plaza in a decent amount of time.
59. I will not be able to get to and from school as easily as I do now and wouldn't be able to stay in class as long as needed if the 31 is discontinued.
60. Had hoped for increased frequency to Riverpoint Campus, which was in an earlier proposal for the Browne's Addition line I don't currently use. My daughter will be affected in getting to lessons; she was riding 46. This may lead me to drive on days I would otherwise use the bus myself in order to get her to her lesson.
61. I will have walk further to get from my home to a bus and often walk where I need to go because the bus is no longer available or, particularly on weekends, too inconvenient to use.
62. I am already am affected by the cuts in service. My stop for the 20/33/44 on the top of Pettit Hill intersecting with NW Boulevard was taken out. The next stop on Dalton is three blocks away with no access to sidewalks, leaving me walking in the street which is less than safe. Please put my stop back!

63. Most days, the 7:34 #74 bus is standing room only. Now that the 4:35 #74 has moved to a double-bus, there are usually a few seats left open, but it used to be standing room only as well. Not sure how combining the #72, which, the times that I do ride it, is also packed full, and the #74 routes are going to work with available seating.
64. Longer transit times, likely no seating on busses based on current seating and heavy transit times.
65. I take the 72 to and from work every day and usually take the 7:14am and the 4:44pm both buses are always full, the 4:44pm bus is even the extended bus (longer one) and it fill up. The 7:14 bus is at times standing room only, I would say 3 to 4 times a week and this time also has an extra bus that leaves 5 minutes early that is standing room only also. I have missed the 72 before and had to take the 74 that leaves shortly after, that bus was standing room only also. So I'm concerned that there won't be enough room if the two are combined. Also I've had to take the bus home during the day when I've been ill, or had appointments and not having any service during the day would not work at all for me, or most others that have children and have to be able to get home to them if needed.
66. I would benefit if the proper option chosen
67. I need to have bus access to/from Liberty Lake and Downtown during all times of the day, not just during the morning and afternoon. If that access is taken away, I will have to drive to work.
68. I have small children that I may be called to pick up early from school- I need to be able to get back to Liberty Lake
69. With the elimination of Route 72, the backlash to Route 74 will be unbelievable. I ride the 74 and we are already filled to capacity in the evenings. If we have to take in all the riders from the 72 there will not be enough room. You will lose riders rather than gain.
70. I like in the service area that was previously covered by Route 35. It was very inconvenient but understandable that it had to be discontinued. To have the North Assembly & Driscoll service discontinued for Route 22 would take a 1 mile walk from my house and increase it to 1.5 miles or more each way. With winter coming on this walking route could become dangerous depending on if/how the sidewalks are maintained along Francis into Northwest Terrace.
71. If the Medical lake routes get canceled I will not be able to go to the plaza to get to work out in the valley. I also go to school at SFCC and I ride the bus there so I would not be able to get downtown. I ride the bus regularly because I do not have a car and I just moved here from Portland, OR so I do not know anyone to carpool with.
72. The 72 LL Express route is a very convenient and cost effective method of commuting to and from my office in downtown Spokane. Driving and parking downtown takes at

least as long as riding the express bus. However, if the ride is substantially longer and no longer an express, there is little benefit for me to continue to ride the bus. I would prefer to spend \$80-\$120 or more for a monthly pass to have the LL express continue rather than having it combined with the 74 route.

73. The LL express is a direct route from LL to downtown, the 74 is a much more time consuming route. 1. I would need to leave my home 30 minutes earlier and arrive home 45 minutes later to ride this route. 2. I am not comfortable leaving my car in the mall parking lot.
74. I ride the 72 route every day, and I will really miss the quick trip into downtown. My place of work pays for my bus pass, and I'd hate to have to pay for parking downtown every day.
75. I already spend about one and 1/2 hours each way, to and from work riding the bus, waiting for the bus, and transferring busses. If I have to make a second transfer at the vtc, from the 90 to another Valley bus that will more than likely add time to my commute which would keep me from my family even longer, make me get up earlier, get home later, this would not be good for me.
76. I began riding the bus, route 45, over 2 1/2 years ago and ride it regularly to downtown and a return trip. The proposed plan to eliminate service west of Regal on 57th Avenue will result in my no longer using the STA and will result in my driving my personal vehicle to and from work 12 miles per day. I would request the planned change in route 45 be re-considered.
77. if there are still 2 buses going in and out of cheney that is good. a lot of people actually do want to go in and out. i don't know how much the service just around cheney will work for cheney. i go from cheney to spokane and back on a daily basis. so it is very important to have this route with the same schedules or more times, to go to spokane. i work and go to school in spokane and don't have my driver's license yet.

Survey Question 10: Written Responses

1. Van pool will cost more which I will not be able to afford
2. Maybe...but how are you going to fit 30 people in a van?
3. I use BOTH van pool and the Route 72 bus
4. I am not sure how it works, but I do not have a drivers licence. I also work odd hours and have not been able to find a pool convenient for me.
5. Depends on times and cost. Could I get back to L Lake if need be during the dat
6. ? No computer
7. Riding the bus adds enough time to my commute, riding a van pool would add even more.

8. Probably wont happen as the bus route is to close to downtown. And I take the bus at different times of the day
9. Prob not due to cost
10. While it may work for 90% time, it would severely limit my ability to participate in regular weekly downtown activities after work, which isn't the best for downtown businesses...
11. Not sure this would work if I have no way home in case of emergency
12. Perhaps vanpool, but those schedules are very restrictive
13. I don't think that it would be feasible for me to take the Vanpool
14. Why should we have to consider alternatives? Just keep route 72 in place.

Survey Question 11: Written Responses

1. I feel that the service reductions in general, are too severe. During the tough economy, more people are going to rely on the bus. This is no time to be skimping on what I consider to be a economy building / critical service. I was willing to accept the reductions in Sept 2010 because I felt that they were generally optimizations, but 2011 seems to be a case
2. Is there funding available from the Federal Government in term of promoting more bus riders to reduce green house affect?
3. Rather than cutting bus routes, STA needs to look at what it can cut internally. Why so much administration? Why does the STA need to operate out of a big empty building downtown? The building isn't even getting maximum usage. Why did we just approve a tax and the STA doesn't have enough money?
4. The Liberty Lake express 72 is packed people want to get to work and home as quickly as possible without numerous stops, etc. In bound the buses would be packed before they got to the Maribu lot and standing on a bus going 60 mph down a freeway just isn't safe.
5. Consolidating Routes 72 and 74 should not be a consideration during "peak" times. They are commuter buses. I can see consolidating them during mid day, but not morning and evening.
6. Too many changes and not enough thought put into the number of riders on some of the routes for any of this to work!!
7. I think serious considerations need to be made for ALL riders. As it is most of the time busses never run on time which makes for waiting much longer than you should for connections. Also, I feel that reducing some busses while adding to others would be beneficial. More people would ride the bus if there were more convenient options for them which would result in more money to have more trips.

8. I'm often confused by the number of buses running in the same direction at the same time or within 5 minutes of each other. Yes, I get that some of them only run simultaneously for part of their route, but it is still a cause for concern when you then eliminate or reduce or reroute ALL of those buses. For instance, in this last cut, you reduced the 23 by eliminating those buses that ran counter in time to the 22. So now you only have those 23s and 22s that run within minutes of each other. You automatically reduce ridership for one route that way. But if you could stagger them (for instance move the 23 that runs within 5 minutes of the 22 back to running 20 minutes AFTER the 22, both routes would be of actual use.
9. Currently the West Plains area is underserved. Keep the Medical Lake with peak time stops at the Eastern State Hospital/Lakeland Village Facilities. You may want to reduce their frequency and put in a jog from Medical Lake to Fairchild and Back to Medical lake via Hayford/Geiger/or I-90 inbetween runs from I90 and Hwy 902. . Have Medical Lake buses intersect with Cheney buses at the intersection of I-90 and Hwy 902 (by new McDonalds). The west plains area has grown tremendously, even the county is proposing to put a jail at this intersection. Current round trip from Cheney to Medical Lake runs 100 plus minutes-why when two buslines are a bridge apart? To cut a city in this county completely out of bus service is unconsonable, they pay taxes also, will their liability be reduced-I think not.
10. The morning and evening buses for the 72 and 74 are crowded and during the winter months, people are standing. My question is how many people can you fit onto one bus?
11. provide service to medical lake for employees and community riders during shift hours. Eliminate other route through medical lake but keep access for all at least 2 round trips a day
12. I don't know enough yet to answer this question.
13. Combining the 72 and 74 should not even be proposed. Both routes are full. There are students going to Eastern that come in and use both busses in Liberty Lake.
14. Every bus on the 72 line I ride every morning at 7:15 and again at 5:05 is full to capacity with some people standing. How can you get rid of a bus line that is currently working? Makes no sense. Wrong choice!
15. If the 74 runs all day long at 20 minute intervals, I would be happy with the changes.
16. Removing the 72 route and limiting the 74 route will bring the service to an unacceptable level. Both these busses run full at peak times and are loaded with passengers that pay the full price for passes each and every month. Most of the riders on the express buses do have a choice to drive or ride and choose to ride to help reduce traffic and emissions in our city. If you make the service too bad then people won't find it worth while and will go back to driving.

17. As long as the liberty lake park and ride is not shut down, I should be ok. This route is EXTREMELY (standing room only) busy on the way to work in the morning (7:00 ish) and full on the way home (5:00 ish).
18. SAVE OUR ROUTE #41
19. [surveyee also choose the 4th radio button]
20. I have analyzed the entire proposal. Eliminating Route 72 would affect a significant number of people, providing a hardship for some riders. The route could be run more efficiently by eliminating the extra bus on Fridays during the summer and providing an articulated bus during the heavy commute hours, instead of providing two buses.
21. If everyone that travels on 72 were to take the time to express their opinion, I think you would find consensus the elimination of this route makes no sense. It is well used. Travel from Liberty Lake without stops into downtown, especially during the highest use times - 6:44, 7:14, 7:44, must use less fuel, and is more time efficient than an alternate route with more stops.
22. retain 26 and 28 on sharp ave
23. Once again, the 72 seems to be a viable route. The buses that I ride to and from downtown are always near capacity. Furthermore, the bulk of the riders that I have observed pay by the month. This provides STA with a steady stream of guaranteed funds whether or not he monthly pass customer actually rides the bus on a given day or not.
24. It is unfortunate that bus service is being reduced at all but if it is necessary I think the proposed changes are satisfactory.
25. The proposal removes needed routes for one of dubious need.
26. You try to encourage people to ride the bus, but then make it so it is a hardship both in time, gas (if they have to start driving), for old citizens - walking farther and inconvenient schedules.
27. I know that the time it takes to travel down Sharp Ave by Gonzaga is what is driving this proposed change to route 26. Even though traveling down Trent would be faster, I find it hard to believe you would get the ridership on Trent that you currently have on Sharp, near Gonzaga. You are proposing to move the #28 to Trent as well which doesn't make sense to me in that I think you should keep one of the Sharp routes available. Of course, I would recommend the #26 because I travel to Providence Holy Family Hospital and the #26 drops me off across the street from the hospital.
28. Some kind of mid-day service should be retained to Liberty Lake, perhaps hourly. If the two routes are combined (72 & 74), there should be an extra bus every hour during the AM & PM commutes (every 15 minutes).

29. Very inconvenient for me to make my appointments.
30. Do not discontinue route 95!
31. The Sprague has enough ridership to warrant keeping the route from VTC to greenacres, as it is I barely get a seat most days on the trip in to town and the trip back.
32. Restore the Nevada and Addison buses along Sharp
33. I would like to see the routes that come by Gonzaga University secure.
34. I understand the need to reduce service, but it is a shame that this has to be done when the City is trying to make Spokane a more friendly city for public transport, bicycles, pedestrians. I would be willing to pay more for the bus to retain convenience/routes. I have seen more packed buses during the last 2 years, with the economy. Are there no other options available?
35. Looks like the STA board is just looking at aggregate numbers and needs to pay more attention to when bus routes are used. Look further into restructuring the routes. 72 is used by people in northern Idaho, Liberty Lake and Greenacres area. The bus is never empty and most of the time it is standing room only. To cancel this route is not very intelligent and would cause a lot of people to not ride the bus.
36. For environmental reasons and reasons of economic justice, Spokane should not be reducing its bus service.
37. A lot of people are going to be without transportation if all of the routes go away. Other routes will need to be modified to compensate for this.
38. See above.
39. How can you possibly expect a favorable outcome by decreasing routes and increasing prices, not to mention the travesty that goes on with the paratransit system. Increasing rates for folks on a very fixed income that could barely afford the \$16.00 a month for a pass makes them shut-ins and that is simply unacceptable and downright inhumane.
40. I think that the STA system is inefficient in general, since it forces riders to transfer at the Plaza. Why not look at where people are actually travelling and make routes to their (i.e. South Hill to Gonzaga)
41. I don't really know.
42. I can accept the tradeoffs and will continue to use transit. I hope to see increased frequency to the Riverpoint Campus when you are able to expand service; #29 often standing room only at times I ride it (morning, midday, end of workday).
43. I think there are a lot more cuts than acceptable. The one thing I hate about taking the

bus is that so much time is wasted. There is so much time spent waiting as is, and from what I understand there is going to be more.

44. I would like to see proposed schedule time to check connectivity
45. I'm not clear why cutting morning and evening service to one the main arterial routes/connection points from downtown Spokane to the Valley is one of the considerations. I understand making cuts midday during less populated bus routes, but...during peak hours, to buses already packed with riders?
46. Please insure plenty of capacity during peak travel times. We need this service! When I occasionally need to use bus mid-day (ie: Dr appt) I do see how empty they are, but peak commute times are critical.
47. I've seen a lot of other route, in fact I use the 60 to get to the airport and that bus is NEVER full. I think that adjustments could be made in other areas that would affect less people then taking the 72 away. To me it doesn't make sense to remove the 72 that has constant riders without deducted fares using it. I would say it's pretty far to say that the 72 provides a far amount of income to STA.
48. Please refer to comments for question 9.
49. Passenger revenue & fees should increase to cover more of the costs of operating the routes to downtown/STA Plaza. Consider that parking downtown is approximately \$100/mo. and the monthly cost of fuel for a 20 mile commute each way is about \$130/mo. (\$6/day * 22 days work days per month) compared to the \$40 for a monthly bus pass. To me, that means the price elasticity for the average commuter is about \$190/mo. In other words, if the commute time is the same but a bus pass costs \$50-150 less than the total cost of driving a personal vehicle, most would still chose the bus. However, if a 25 minute bus ride suddenly becomes a 45 minute route, the likelihood that many professional commuters would choose the bus vs. a personal vehicle would drop for those who use the bus for convenience rather than cost. Perhaps the express busses could adopt an \$80/mo pass pricing scheme to allow passengers to pay for the cost of having the more convenient routes.
50. I do not know the amount that must be reduced, the cost saving generated by the reductions proposed, or the cost involved in keeping the 72 route. I cannot conclude what I think should happen without that information.
51. As people are facing economic difficulties, prices going up, taxation, unemployment, cut-backs etc. I would think that more people may have to use public transportation. Why not make positive proposals that would give people good feelings about public transportation? Reducing service is not a positive proposal. You raise fare prices and then reduce services, you are hurting the people who need bus services.

Survey Question 12: Written Responses

1. Focus on CORE services. That is, moving people from A to B. Reduce administration. The Plaza downtown has to be worth a few million, get rid of it. Also I feel the 66 gets too many busses allocated to it. I do not mind standing up on the ride to and from Cheney, although many times of the day there is a half empty bus returning / arriving at the PUB. Even though I am a EWU student.
2. Why are you looking at routes and service times first? Look at administration staff and costs. Why do we need landscaping at park n' rides? Why does the STA need a huge plaza building downtown? Cut administration staff. Why so much management. Don't hurt the drivers and the riders.
3. I can see cutting non peak frequency and routes, but not when the majority of the ridership is using the system. We need BOTH the 72 during peak times AND the 74 to service valley and north Idaho commuters.
4. Raise the number of riders - see #13!
5. Please look at the ridership on routes 65, 66, 72 and 74. These routes are heavily used, particularly in the am and pm. Has anyone in administration at STA actually ridden these routes? Do they know what they are talking about?
6. Ensure that the double-buses are deployed efficiently. It seems that a lot of times those buses are empty while single buses are completely full.
7. go ahead and cut if you think you need to. but eliminating ridership is not a way to run a business. have some actual engineers look at your routes and find ways they could stagger more and still allow you the eliminations you think you need.
8. Perhaps count the amount of people (and students while Eastern is in session) that take the 72.
9. Listen to the riders. Many people rely on these buses to get to work. My son rides the 97 and 96 to Industrial park. He does not drive and relies on these busses to get to work and pay his bills. Now you want to stop bringing the bus into Industrial park?
10. See below
11. I would suggest leaving all express bus service alone. During peak hours these buses ride full constantly but you won't find that if you cannot provide mid day service so that people can get back if something happens and they need to get back to their car at the park and ride.
12. DO NOT STOP LIBERTY LAKE PARK AND RIDE!! All buses currently running at morning and evening business times are VERY full and need to be preserved. During the day, SOME of the times could be reduced, but not all.

13. Ask for more tax money.
14. Please see my answer to #11. Cutting the frequency would require people to stand on the freeway, which is not a good idea!
15. Libery Lake needs to ADD ROUTES during peak times!
16. There was one option for a Cheney route that went from Washington to Betz Rd. I think this is the best option because of the new housing there.
17. If you want to increase service to the University district on Spokane Falls Blvd the simplest solution is to run a shuttle that loops to the district and could include Sharp. Thus run a shuttle from the Plaza to the University district, then north on Hamilton, then west on Sharp, then south on Division, then to the Plaza. A loop service, much like the hospital loop, would be more effective. If you move both the 26 and the 28 bus, this will give three buses that run to the University district: 26, 28, 29 There is no need for three buses to run to the University district.
18. Again, I recommend keeping one of the routes that travels on Sharp Ave by Gonzaga. I would like to know if you are proposing changes to the #26 and #28 because of low ridership on Sharp Ave or if it is just because of the time it takes to travel Sharp Ave from Division to Hamilton, which isn't very far. The Central City Transit Alternative could service the University District population on Trent Ave since the U-District has been identified as a priority area during the public input for this transportation alternative. I think it makes more sense to offer transportation to and from the U-District via Trent to downtown and the medical centers rather than offering transportation from the U-District to the north of the city on buses 26 & 28.
19. Some kind of mid-day service should be retained to Liberty Lake, perhaps hourly. If the two routes are combined (72 & 74), there should be an extra bus every hour during the AM & PM commutes (every 15 minutes).
20. I would like to see the routes meet at same time.
21. It would work if you just cut out going to the mall with the sprague, and alternate stopping at Sullivan and going to Greenacres on that route as it is.
22. Give more time on transfers. If I lose the 95 it would take me around 2 1/2 hours and I can't afford to pay bus 3 times a trip to & from Dr. appt.
23. I feel cutting routes is a disservice to the intended service. I understand that if ridership is low, there are costs to be paid, but if hundreds of patrons will be affected by service reductions, where is the service in that? Efforts to streamline routes and overlap seems more positive. Public transportation should be a supported function of a city. We are so lucky to have it.
24. Raise fares and/or seek subsidies.

25. See above.
26. get rid of the upper management that is so top heavy not to mention all of the Chevy Colorados that run around to make sure the buses run on time. Have them ride the bus and provide extra security. And get rid of the extra little number cruncher guy who is probably getting a great salary and benefits just to cut and slash routes.
27. see above
28. Could you run smaller vehicles on more lightly used routes?
29. Sell the Plaza
30. I would say run the 74 less during the day, maybe once an hour. I know that the times I've taken the 74 home during the day one of the long extended buses are used and there had NEVER been more than 10 people on the bus. A shorter bus could be used, and the routes could be every hour not every 1/2 an hour.
31. The buses for Route 72 and/or 74 could be 1 hour apart instead of every 45 minutes. Also, when I ride the bus from Liberty Lake at 6:44 a.m., there is a regular bus and an accordion bus. It appears from the number of people riding the bus, that there is only a need for the accordion bus, as there are a lot of unused seats when both buses are used. It must be quite an extra cost to use two buses instead of only one.
32. Look at Mid day trips back to Liberty Lake when you have rides- the college kids usually pack the noon and 1:00 bus back to LL- Have a bus go out every hour
33. Reduce your frequency, but stop cutting routes. You'll find if you maybe add more routes, you'll pick up ridership.
34. STA needs to focus on increasing municipal funding and decreasing service every year is a great way to make the voting community discount the value of public transportation in our area. Unfortunately, it looks like no one will pay attention until things become drastic, as with the Library system a few years ago.
35. I understand that the LL 72 express route does not generate a lot of business as there are not multiple stops. If the only measure is financial, this is an obvious cut. I wish decreased car traffic on freeways, decreased traffic congestion in downtown core, decreased environmental impact, and the investment made to the beautiful park and ride in Liberty Lake were measures that would also be considered.
36. Increase frequency of express routes from the Valley to downtown Spokane and back.
37. Provide limited mid day service, 72 or 74 from noon to 1:30, for partial working days and appointments.
38. cut some buses that have low ridership. keep buses with high rider use like Cheney and

ewu routes, very important.

Survey Question 13: Written Responses

1. I implore you not to cut the 72 / 74. You already reduced the frequency, which has them running with a consistent 10-15 riders per trip, an incredible optimization over the previous 0-5 riders per trip. The midday service is essential for students who go to the community colleges or universities beyond downtown, or have day jobs in the valley or back in Liberty Lake they must get to. I do not own a car, I bike everywhere, both for practicality, enjoyment, fitness, and because I believe in it. I have a bike locker at the Liberty Lake P&R. I also participate in the Spokane CTR for both my job and Eastern. I also work for a municipal library which is facing drastic cuts this January, so while I can relate to the budget crisis in a very tangible way, it disturbs me that the reaction to economic hardship is to reduce the very services which allow people to mitigate their hardship (such as reduced cost computers / information services / critical transit). You can reach me at dmcdmott@gmail.com
2. Please keep the service during start and end of work day. That is when people needed the most
3. Please do not cut the Liberty Lake 72 Express. This is a very popular route that is used by so many and the loss of this route or changes to combine with the 74 would cause a lot of people to stop riding the bus. This would put so many more automobiles on I-90 from Coeur d'Alene to Downtown Spokane. That is the last thing is needed. The impact would be severe on so many different areas. Please do not cut this route.
4. You could increase ridership. First, require everyone to ride the bus for everything they do for at least a month - especially when they have appointments, or need to shop - when they first come to work for STA. Then, and only then, will they know about all of the drawbacks of using the system, and how it can be improved. Second would be keeping the buses from smelling like garbage or vomit, which they often do - even first thing in the morning. Third - take that advertising off the windows - covering the windows is not necessary to convey those messages - and it makes it difficult to see where you are by looking out the window in the winter, and dizzy when you look out if it is not dark. Also - about the advertising - I have never lived in a place where all of the ads on the bus are aimed at low income people!! Get some ads for Macys, Pennys, Sears, Nordstrom, Barnes & Noble, Aunties, Applebees, Flour Mill, Riverfront Park, grocery stores, car washes, car dealers, etc - inside the buses - I know you can, if you try! That will make the buses more user friendly for everyone, plus generate a nice income for advertising!
5. I'm still shocked by a business paradigm based on sales tax.
6. My proposal to establish a intersection of Cheney and Medical lake buses was originally provided in 2008.

7. We all need route 41 badly. No way of getting to town without bus 41.
8. There are two busses that connect Liberty Lake with downtown Spokane. In the morning the 72 runs through Industrail park and then comes into Liberty Lake. I ride the seond bus that comes in the morning and it is already full. The later busses are standing room only. Even the park and ride is packed full. The 72 and 74 are busses that have been gaining ridership in the last few years. These are definiltey not the busses you want to stop. Your proposal to stop going into Industrial park is also ridiculous. Industrial park is huge and many companies are housed there. My son works there and relies on the 96 to get him into the park. How do you expect people to make a living when you take away their means of getting to work. Finally your decision to add another bus and stop the 90 at the VTC is very questionnable. You are going to make people come in from across Spokane, make them get off the bus t the VTC just to get on another bus if they need to go any further. You are cutting routes but yet have to add another route that really isn't needed. Keep the 90 the way it is. If it isn't broken, don't fix it. You raise our monthly passes and daily charges, you got the bond to pass after threatening to cancel routes and now you are making the changes anyway. Whan will it stop.
9. When looking at the proposal to discontinue the 95 Millwood and change the 32 Tent/Indiana to pick up the piece of ridership on Buckeye between Vista and Argonne, I understand it is an effort and possibly pick up some West valley Students. I hope there may be a way to pick up more of the 95 Milllood route. As I and 12 others in the A.M. ride the 95 Millwood, I know there is not any rider base at Argonne and Buckeye or Trent and Vista. Those of us who do ride are farther Northeast, such as Liberty and Park Rd.
10. I ride the bus to save on gas and pollution, I can afford to drive my car if I choose. It's important for parents to be able to get home during the day to attend to unexpectedly illl children or other emergencies. Our bus service is important to many in our community to get to work. Many folks cannot afford their own vehicle. Our bus service allows them to be productive and work. It is a service that is important for the municipality to provide.
11. The liberty lake park and ride parking lot is not big enough to hold all the cars and is problematic during the winter.
12. We also have a lot of high school students on the bus. Due to extra activities at school they are able to attend using public transportation. This low income area will be impacted more than STA can even caculate using there fancy formulas!
13. I am trying to be green - you have ads but now I guess green is not a concern any more.
14. If Route 72 is eliminated, additional buses and frequency would have to be added to

Route 74. You will lose ridership if you eliminate 72.

15. If you get rid of the Liberty Lake Express and combine it with 74, I will be greatly inconvenienced, by the increase in travel time and over crowding of the bus. I urge you to keep the 72 express as it is always full and I'm sure it generates lots of revenue from monthly ridership due to the amount of working class commuters.
16. The idea of eliminating the 72 entirely is clearly not a good plan. However, if there are times that the 72 runs that do not have adequate ridership, I could understand eliminating those scheduled runs. But, eliminating the buses that I ride (6:15 inbound and 3:44 outbound) would only result in having to run two buses on the 74 in order to accommodate the ridership since both buses that run at or about that time are already at or near capacity. Even an articulated bus would not likely be able to comfortably serve that number of riders with a single bus.
17. Please don't cut Medical Lake. I moved out to Medical Lake because I didn't want to live in the city anymore and its cheaper and a lot nicer out here. My final decision to move out here was mostly decided by the fact that there is a bus from Medical Lake to Spokane during the week for my doctor appointments and during the weekend to be able to see my children and my family. During the winter my family will not drive out here because of the roads so I especially rely on the bus during the winter months.
Thank you
18. I suggest that you ride the bus routes you are planning to change and then you can see which ones are effected the least. Bus 72 in the morning is full to overflowing - by eliminating it - what do you gain?
19. I will take another opportunity to tell you I think it is a bad idea to remove transportation options from the Gonzaga University (U-District) area.
20. As an Idaho resident, the routes that go to Liberty Lake are the only viable option for transit users. By effectively reducing service to that park & ride, I think it would make the transit alternative less attractive and increase vehicular trips from Idaho into downtown.
21. I would like to see better times at park and rides. The administrative people need to have meetings with the people who rely on public transportation. We need to have more public meetings. I do not have email so need the updates sent to Richard Prague, 14908 East Sprague Ave, Trlr No. 22, Spokane Valley, WA 99216
22. I have ridden on the route 72 for 3 years and (as stated above) 90% of the time there are people standing, especially September through mid June due to the number of students that ride from Liberty Lake. It doesn't make sense to me to combine 72 & 74 when they are already extremely crowded. I can see eliminating some of the mid day routes on the 74, but that's it.

23. PLEASE do NOT end route 95!!!!
24. Vanpool is not an option for me as I don't own a car now, so meeting somewhere would mean I would have to walk. It would always have to be close to me. So that means i'd have to purchase a vehicle anyway. It would be moot.
25. Thanks for the effort you are putting into a very difficult task.
26. Did route 17 exist in 2004?
27. don't like how you are changing the 44 I am disabled and it is hard for me to walk and I go to school and nights !!! I won't be able to get home if you keep taking all this service away I can't do anything at night as it is the way the buses run here in spokane and you guys wonder why people dont take the bus you keep cutting the service and raising the prices and I also noticed that you have several busses running the same way at the same time... Doesn't make sense to me!!! I might end up having to find a way to get a car but, right now I have no choice but to use your service I can't walk like I use to
28. The money given to STA from taxes and money from passes and riders not to mention the extra money STA had in reserves should be, if handled properly, enough to make ends meet during the tough times and if handled properly during the good times should be able to flourish.
29. Reduced service will be acceptable if the routes are more reliable. Cheney Bus is great, but other routes can be 30 min off schedule. Connecting to #20 or #2 is important to me. I hate just missing the bus and waiting 28 minutes to the next bus.
30. I would just like to reiterate my feelings on taking the 72 away. I think you will not only have your ridershare go down but I think that you will have to run more buses to have enough room for all riders.
31. Route 72 also has an Extra Bus during the morning and evening commute so why eliminate a route entirely when there is clearly a need - this just doesn't make sense.
32. College and High School students need to be able to use the bus- cutting mid day service will not allow them to get home during the day The buses are already standing room only leaving Liberty Lake in the mornings- how can they pick up additional 74 riders? People standing on 72 and 74 is extremely dangerous when the drivers have to stop due to traffic congestion, I have witnessed several people fall and get hurt. Most of the rides buy monthly bus passes (even if they do not ride daily) that is guaranteed revenue- why would you want to reduce the ridership in Liberty Lake? We pay taxes and will be your biggest supporters for the lightrail system once it is back on the ballot.
33. Bus service is vital to a city the size of Spokane. STA was making great progress in increasing ridership and allowing people to save the environment and fuel

consumption. Cost savings should be made in areas that don't affect ridership as much as humanly possible -- especially paratransit.

34. Reducing service after you raise bus fares is putting salt in an open wound.
35. alot of people do go back and forth on cheney so please keep atleast one bus going in and out of cheney and keep the same schedule times if not more. maybe add on an hour later of service on everyday schedules.

Survey Question 15: Written Responses

1. Visit friends/relatives
2. To get to work in Medical Lake
3. Errands, to spend time with friends, shopping, events, ect.

Survey Question 16: Written Responses

1. Connect Cheney and Medical Lake lines at Hwy 902 and I-90 at peak times.
2. This is the best option since it will provide a route for the new apartments on Betz Road and help students get around Cheney. I will use the bus within Cheney too (I'm not a student).
3. I ride from K Street park & Ride to Spokane. I would probably not use bus service in Cheney.
4. I would use the bus service if it was available to go to college and go downtown.
5. The students at Eagle point should have a choice to ride STA buses.
6. We cheney folk need to get to Spokane 7 days a week most of the hours of the day. Please. We work, go to school, do errands, meet up with people, events, ect. There. Please.

Survey Question 18: Written Responses

1. Newman Lake
2. Newman Lake
3. Vinegar Flats/Latah Creek
4. Post Falls
5. Garden Springs/Latah area
6. Newman Lake
7. And downtown & VA hospital
8. I

9. Tyler

Survey Question 19: Written Responses

1. Downtown
2. Downtown
3. Radio buttons for Spokane (Central, North Side, South Hill, Spokane Valley) were all selected
4. Courthouse
5. Downtown
6. Downtown
7. Downtown Spokane
8. Downtown Spokane
9. Work from home
10. Downtown Spokane
11. Downtown
12. Downtown Spokane
13. Gonzaga U
14. Downtown
15. Also Milwood and Spokane (central)
16. Downtown
17. Have two jobs one on the north side and one in the valley
18. County courthouse
19. If Central is downtown, that's where I work
20. West Spokane, brownes addition and SFCC

Hotline Comments

The hotline comments received as of 12:00 am on November 16th are listed below:

1. Route #97	Grandmother is in W/C, and he goes to college they both use the bus daily, would have to walk and push W/C up 8 blks if you take away the 97. Please don't change!
2. Routes #33, #32	Son is handicapped, uses bus to get to school, if you change this what will he do?
3. Route #44	This route is vital to many of us...the only way we can get around!
4.	She uses paratransit has no family no other help to get around, cannot just sell her house and move to another location.

5. Route #72	This bus is full as it is, will be impossible to combine the two routes. Leave it alone.
6.	Might be moving to Liberty Lake, since she is W/C bound vital for her to be living in area where there is service so she can get around.
7. Route #46	There are many seniors who ride this route, this will cut them off. Please don't get rid of this route.
8. Routes # 72, 74	Have any of you ridden these routes? It's over crowded as is and you want to combine them? Crazy.
9.	What was STA thinking when they used a Portland based company to design the routes for Spokane. How can you get rid of FAFB when so many retired military use STA to get there and other places. This is how you repay those who protected you. You are harming the disabled and those who really depend on the system.
10.	Keep Millwood, rides twice a day to work, if this is taken away will not be able to get to work.
11. Route #46	Keep the 46, reduce times if you need to but don't get rid of it, lose the #2 there are other routes that cover the medical area, you don't need the #2.

Postcard Comments/Letters

The postcard comments and letters received as of 12:00 am on November 16th are listed below: