

2022 Service Revisions

Draft Recommendation

Prepared for:
**Performance Monitoring and External Relations
Committee**

Draft

3/23/2021



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Executive Summary

In 2022, Spokane Transit will begin service on its first Bus Rapid Transit line, the City Line, as part of the vision for high performance transit and in keeping with the *STA Moving Forward* plan. With its high capacity battery-electric buses, substantial stations, frequent service and streamlined operations, the City Line will function as part of an enhanced network to connect workers to jobs, people to services, and partner in regional economic development. To create this functionality, STA has long planned to revise existing routes that connect to the City Line corridor and introduce other service improvements concurrently. Additionally, STA intends to make other route revisions to improve system performance as part of the continuous effort to deliver service to more customers within limited resources.

On July 16, 2020, in light of the uncertain conditions resulting from the COVID-19 pandemic, the STA Board of Directors approved updated planning assumptions to shape annual and multi-year planning documents. The Board affirmed an adjustment for the target of annual fixed-route revenue hours for 2023 from 515,000 hours to 488,000. This assumes that the deployment timeline of *STA Moving Forward* will be adjusted while maintaining the plan to begin service on the *City Line* in May of 2022. Public input on the Preliminary Proposal informs us there is desire for more transit service. Through assistance from the Coronavirus Aid, Relief, and Economic Security (CARES) Act combined with steady sales tax revenue in 2020, staff is able to now recommend a revised target of 512,500. This report outlines a fixed route network recommendation to meet the adjusted revenue hour target for consideration and feedback.

Key objectives of sharing the Draft Recommendation with customers and the general public are as follows:

- Ensure broad input and education to achieve an understanding of concerns and constraints.
- Help our customers understand how the recommended service revisions could affect their travel choices.
- Obtain public feedback on every aspect of the Draft Recommendation in order to develop a Final Recommendation to the STA Board of Directors so that they may take action on this proposal in May of 2021.

Overview of Recommended Service Revisions

Further details of the recommended service revisions are contained in the Recommended Revisions section; however, below offers a brief summary of the goals and structure for the recommended changes contained in this Draft Recommendation. Some of these recommended changes are programmed in the *STA Moving Forward* plan. Other changes support the *STA Moving Forward* plan by optimizing budget resources efficiently and repurposing duplicative services.

Sunday Span Improvements

Explore extending the span of Sunday service on HPT routes to include earlier morning service and later evening service. This would include five of the six HPT corridors identified in *STA Moving Forward* (current/planned routes 4, 6, 25 and 90), plus Route 33 Wellesley, a future HPT corridor that provides essential connectivity in north Spokane. This would improve access to jobs for the 145,153 people who live within a half-mile of stops on these routes.

Spokane Network Adjustments

Launch the City Line

The City Line is a six-mile long, corridor-based Bus Rapid Transit route connecting Browne's Addition to Spokane Community College by way of Downtown Spokane and the University District. The City Line will be implemented concurrent with other operational changes at the STA Plaza, consistent with STA's commitment to the downtown community and as described in *STA Moving Forward*. Many of the other route changes recommended throughout this report complement the launch of the City Line and the streamlining of operations at the STA Plaza.

Improve routes and service frequency in Hillyard and Northeast Spokane

The recommended changes increase service, improve connections to other parts of the region, and serve new destinations in northeast Spokane. This includes introducing more frequent and direct service along Crestline Street and minimizing differences in routing for routes 26 and 28 to maximize segments of Nevada Street with more frequent service. These changes include discontinuing and/or modifying existing routes that duplicate the City Line routing. These recommended changes directly implement the *STA Moving Forward* plan.

South Hill route adjustments

Adjustments to South Hill routes are recommended to improve performance.

Spokane Valley/Millwood/Liberty Lake Network Adjustments

Route changes are recommended in Spokane Valley, Millwood, and Liberty Lake to serve new requested destinations and improve efficiency of service. The recommended changes preserve service to destinations identified in the *STA Moving Forward* plan.

Airway Heights/West Plains Network Adjustments

The recommended route revisions take advantage of planned arterial connections to serve new Airway Heights destinations. Service between Airway Heights and the West Plains Transit Center on Route 63 is recommended to be more direct, while service along Geiger Boulevard is accomplished by extending service between the Spokane International Airport and the transit center along Route 60. The recommended changes acknowledge the role the City Line takes on as it becomes the primary service in Browne's Addition by relocating routes 60 and 61 to Sunset Boulevard thereby providing more direct access to Downtown Spokane.

Development of the Draft Recommendation

The board-adopted six-year plan, the Transit Development Plan: 2021-2026, identifies several significant service changes and improvements that would go into effect in 2022 to implement STA's ten-year strategic plan, *STA Moving Forward*. Fixed-route service design requires a robust examination of opportunities, feedback and consideration of policies and design principles. This Draft Recommendation has been developed in accordance with the principles and policies of *Connect Spokane*, STA's comprehensive plan for public transportation. While these are rigorous requirements and policies, they still provide ample room for public input, discussion, and technical considerations. Indeed, transit planning has both elements of art and science with a heavy dosage of constraints introduced by the built environment. Given this, virtually every improvement in the *STA Moving Forward* plan will have an appropriately scaled public input process that precedes the implementation of the service or when specific design considerations are under evaluation. Voters' approval of the funding for *STA Moving Forward* represents the beginning of public input rather than the final decision.

The Communication and Public Input element of *Connect Spokane: A Comprehensive Plan for Public Transportation* states:

As a public agency, Spokane Transit Authority believes that proper communications and public input is of the highest importance. To ensure transparency, accountability, and fairness, STA must use a broad range of communication tools to reach as many people as possible.

Communication and Public Input Policy 1.1 Major Service Changes mandates that when major service changes are proposed (either a large service reduction, or a restructure of the network), STA will follow federal guidelines for public outreach as well as develop a Public Outreach plan that must receive approval by the STA Board. A public outreach plan for these service changes was adopted by the STA Board on June 20, 2019. The following table outlines a timeline for the decision process. The timeframe has been adjusted to provide additional time for plan development and public outreach since the planning assumptions have changed due to the COVID-19 pandemic.

May 2022 Service Revision Planning Schedule	
Phase/Task	Date
Revise Assumptions	May - July 2020
CEO reported on impact of COVID-19 on planning conditions - May Board Meeting	May 21, 2020
Board endorsed assumptions and planning framework – Board Workshop	July 1, 2020
Revised Preliminary Proposal	July - November
Staff developed a revised Preliminary Proposal	July - September 2020
Preliminary Proposal published	September 30, 2020
Public and stakeholder feedback	October 1 - November 13
Draft Recommendation	November 2020 - March 2021
Staff reviewed feedback and developed Draft Recommendation	November - December 2020
Peer review (consultant)	December 2020 - January 2021
Title VI Equity Analysis (consultant)	December 2020 - January 2021
Staff revised Draft Recommendation	February 2021
Draft Recommendation published	March 1, 2021
Public and stakeholder feedback (online survey)	March 2021
Public hearing	April 15, 2021
Final Recommendation	April - May 2021
Staff Review feedback and develop a Final Recommendation	April 2021
Final Recommendation published	May 1, 2021
Board Action	May 20, 2021
Implementation	May 2021-May 2022
Design and construct bus stop and layover improvements	May 2021-May 2022
Route changes start including the City Line	May 2022

Consistent with the adopted outreach plan prior to the development of this Draft Recommendation, STA reached out to various stakeholders to explore opportunities and vet the goals for the service change.

First, STA solicited bus riders to participate in rider round table discussions. One discussion was held for each of four different geographical areas for which route changes were proposed.

STA then took advantage of its regularly scheduled All Employee Meeting to ask employees from various departments to help identify opportunities and priorities for the service changes.

In a mapping exercise, employees were asked to note what should be preserved about existing service, what new destinations should be served, and what they believed the important current or desired travel patterns are. They were then asked to prioritize potential improvements.

An online workshop with similar exercises to those used in the All Employee Meeting was then launched to allow a wider group of stakeholders to provide input. The online workshop was open from October 10, 2019 to November 7, 2019 and had 1,575 visits and 1,315 individual users.

A Preliminary Proposal was published in January of 2020. An online presentation of the concepts and a survey was hosted between February 2 to March 3, 2020. The site received 4,467 visits and 884 completed surveys. The summary notes on the feedback obtained from this survey can be found in the appendix of this report.

A revised Preliminary Proposal was published September 24, 2020 in order to reflect the changed planning assumptions in anticipation of the impacts of the COVID-19 pandemic. STA hosted an online survey October 5, 2020 to November 13, 2020 that received 960 responses. The results of the survey, including the verbatim written comments, are found in the appendix of this report. Staff also discussed the proposal with 13 neighborhood council groups.

The feedback obtained from these outreach strategies informed the concepts put forth in this Draft Recommendation.

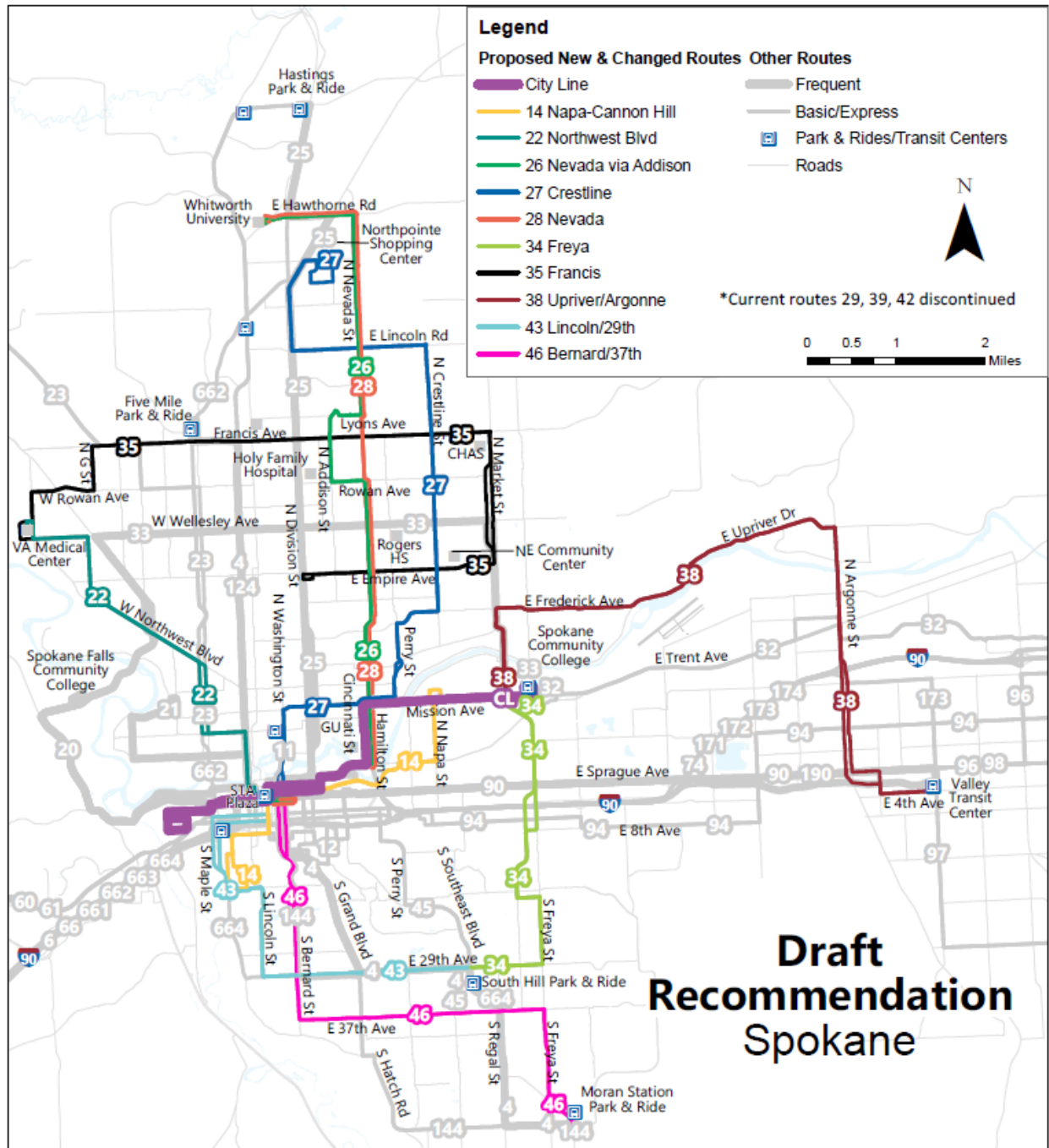
Members from the Planning & Development, Operations, Customer Service, Communications, and Training Departments make up STA's internal Service Improvement Committee. This committee meets bi-weekly to discuss service ideas, resolve route safety issues, and review proposed changes to STA's bus system. This committee was also instrumental in the preparation of this Draft Recommendation.

Recommended Revisions

Spokane Network Adjustments

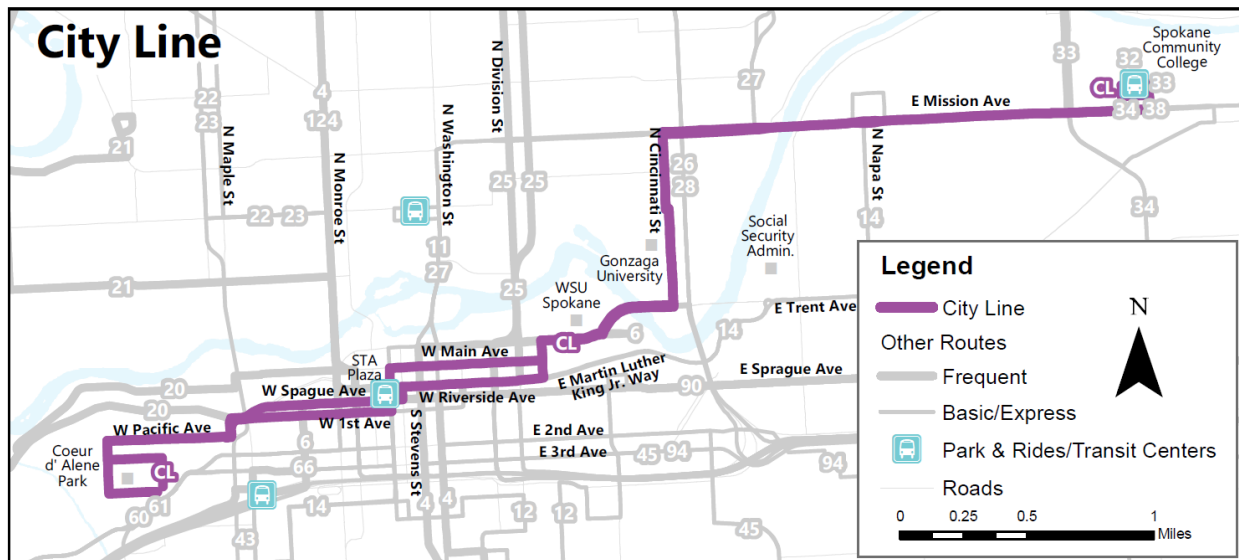
The *STA Moving Forward* plan includes increased frequency to Hillyard and new service to areas north of Francis Ave and east of Nevada St. The recommended changes increase service, improve connections to other parts of the region, and serve new destinations in northeast Spokane. These changes include discontinuing and/or modifying existing routes that duplicate the City Line routing.

The main programmed South Hill *STA Moving Forward* improvements have already been implemented such as routes 4 (merging of routes 24, 44 and the S Regal St portion of Route 45) and 144 (new express route serving the new Moran Station Park & Ride). Due in part to the fiscal uncertainty in earlier phases of the project, the entire fixed-route network was reviewed for opportunities for efficiency. Adjustments to routes in south Spokane are also recommended to improve performance.



Launch the City Line

The City Line is a six-mile, corridor-based Bus Rapid Transit route connecting Browne's Addition to Spokane Community College by way of Downtown Spokane and the University District. The alignment of the City Line has been set since 2016 and is not proposed to change. The City Line is currently under construction. More information on the project can be found at www.citylinespokane.com.



The 4 Monroe-Regal (Five Mile Park & Ride to Moran Station)

Explore extending the span of Sunday/Holiday service.

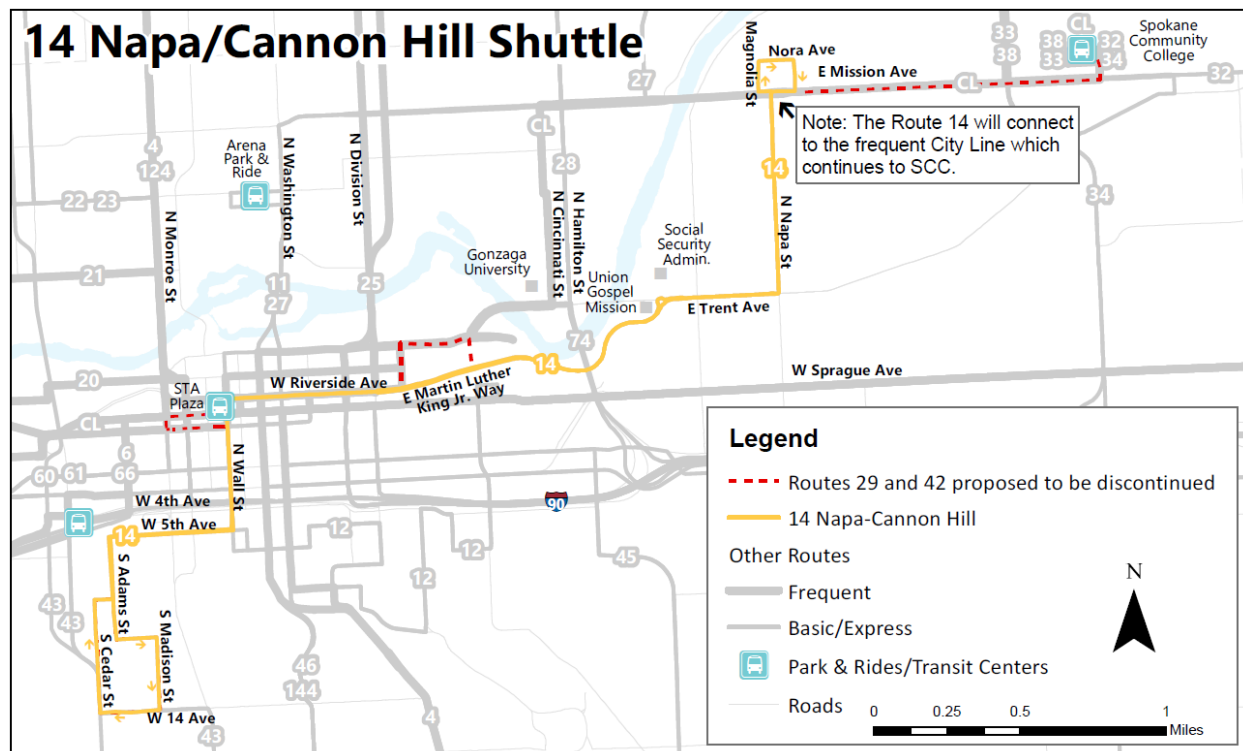
The 6 Cheney/West Plains (currently Route 64)

Explore extending the span of Sunday/Holiday service.

New Route 14 Napa/Cannon Hill Shuttle

Implement a new shuttle that operates between S Madison St and 14th Avenue (current Route 42) and E Mission Ave and N Napa St via Shriners Hospital, Deaconess Hospital, the STA Plaza, University District, E Martin Luther King Jr. Way and E Trent Ave. This new shuttle would replace a portion of the existing route 29 SCC and the entire Cannon Hill routing of the 42 South Adams. The eastern segment of the Route 29 will be redundant with the frequent service offered by the new City Line through the University District. This provides the opportunity to modify the route in the areas where the City Line will serve. The shuttle would operate at the

same frequency and span of service as the current routes 29 and 42 (every 30 minutes weekdays, every hour evenings and weekends).

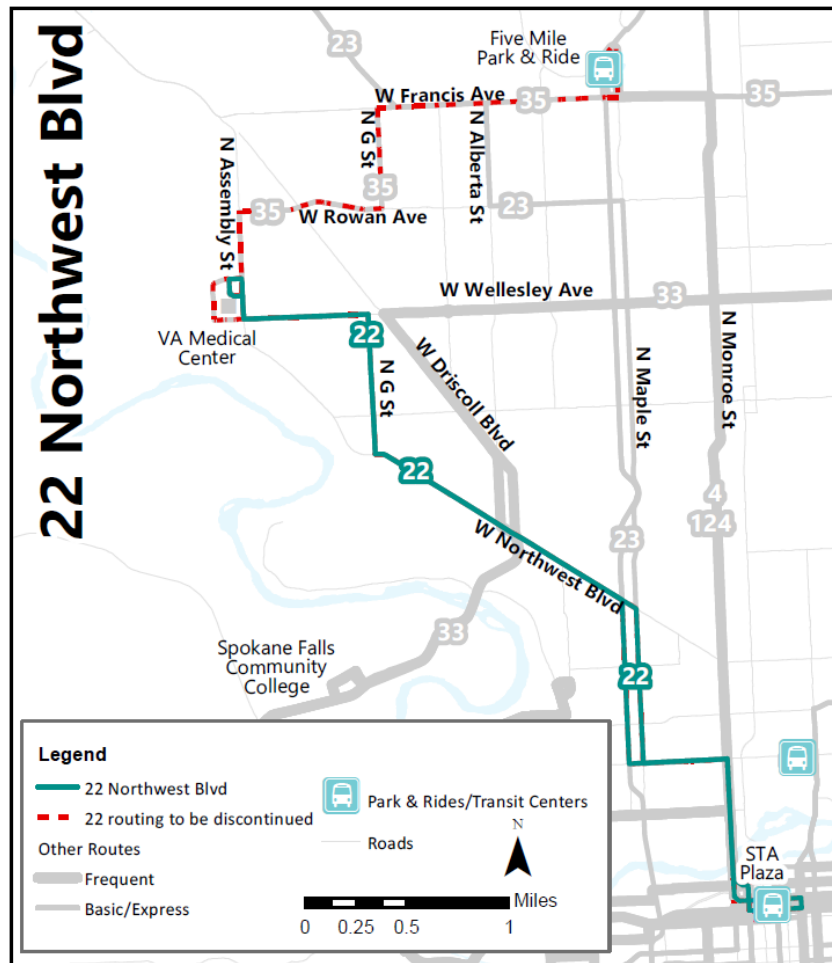


Route 20 SFCC

Modify to alight passengers at 1st Ave and Wall St one block south of the Plaza in the inbound direction instead of at the Plaza. This would help alleviate capacity issues at the Plaza. The outbound direction of the route would still board at the Plaza. The route is further recommended to be interlined with the routes 26 and 28. Upon arriving at 1st Ave and Wall St the route would become either the Route 26 or the 28 and continue to Nevada St. When the route 26 or 28 arrive at the Plaza they would become the Route 20.

Route 22 Northwest Boulevard

Modify the route to terminate at the VA Medical Center. A new Route 35 would serve the portion of the current route between the VA Medical Center and N Maple/Ash Streets. The routes 22 and 35 would be interlined at the VA Medical Center and passengers wanting to continue past the VA could ride through on the same bus. It should be noted that Route 35 would not deviate to serve Five Mile Park & Ride. Currently passengers traveling along Francis Ave must transfer between the routes 22 and 27 at the park & ride.



25 Division

Explore extending the span of Sunday/Holiday service.

Route 26 Nevada via Addison (formerly Lidgerwood)

Modify to extend to Whitworth University and reroute to operate on E N Addison St between E Lyons Ave and E Rowan Ave.

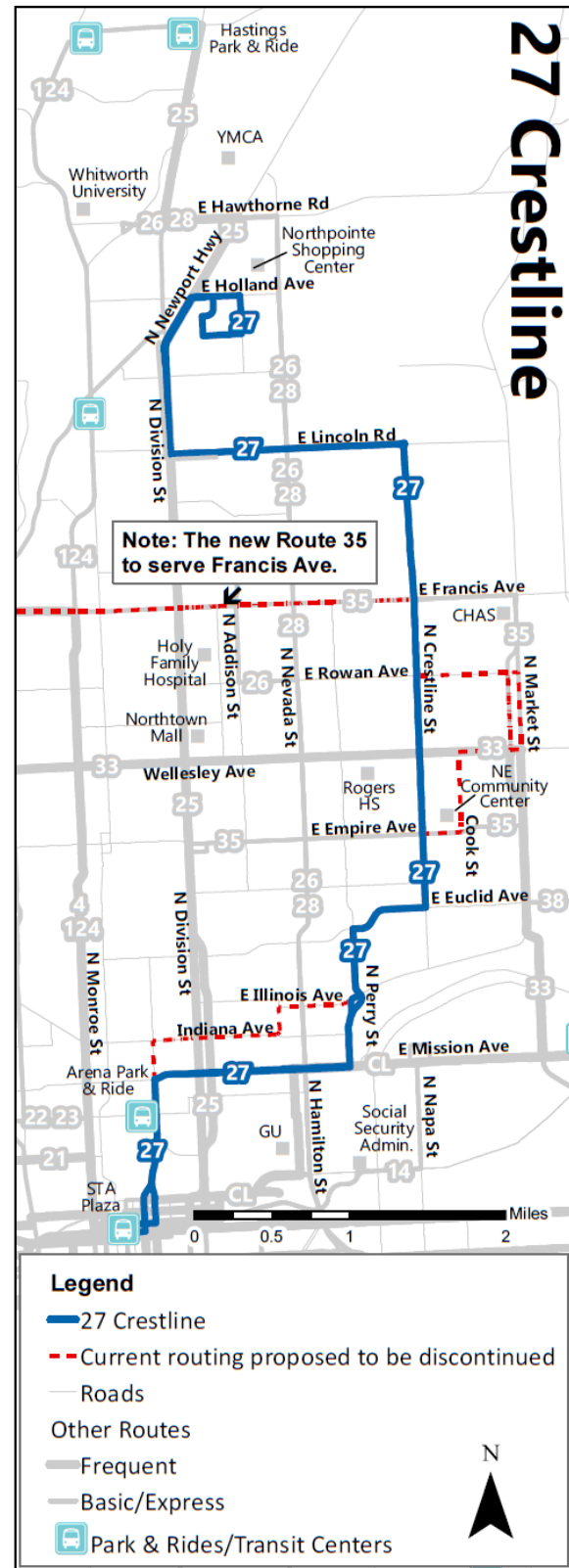
The current Route 26 Lidgerwood operates on a meandering route between E Lincoln Rd and E Empire Ave. Various segments of the route operate within less than a half-mile away (minimum route spacing per *Connect Spokane*) of either the Route 25 Division or Route 28 Nevada. Yet feedback from customers continues to reinforce that the community values the access the

Route 27 Crestline (formerly Hillyard)

Streamline, improve frequency during weekday peaks, and extend the route north.

The Route 27 has experienced overcrowding during peak periods of the day. Additionally, the route design has many turning movements that can impact schedule reliability. *STA Moving Forward* included frequency and routing improvements for Hillyard and Northeast Spokane to be implemented at the same time as the City Line.

Reducing the number of turns will help improve reliability. The route would be streamlined to provide faster travel times and better access in northeast Spokane. The recommended route would operate between E Jay Ave (Walmart & Winco) and the STA Plaza via N Newport Hwy, Division St, E Lincoln Rd, N Crestline St, E Foothills Dr, N Perry St, E Mission Ave, and N Washington St. This routing would provide a frequent connection to the City Line along E Mission Ave for customers traveling to Gonzaga University, the University District, and SCC. Frequency of service during weekday peaks would be increased to every 15 minutes and every 30 minutes on Sunday/Holidays. Service frequency at other times (mid-day, Saturdays) would continue to be every 30 minutes. The recommended routing would also provide continuous service along N Crestline St from E Foothills Dr all the way up to E Lincoln Rd providing new service to many residential developments that currently do not have service along N Crestline St and E Lincoln Rd north of E Francis Ave. Service on E Francis Ave



and N Market St in Hillyard would be provided by the new Route 35. Service along E Rowan Ave between N Crestline St and N Market St would be discontinued.

The Northeast Community Center would be served by new Route 35 along E Empire Ave instead of the current stop on N Cook St. N Cook St is recommended to be closed to through vehicle traffic between the Community Center, new Hillyard Library, and new Shaw Middle School in order to facilitate a connected campus.

Route 28 Nevada

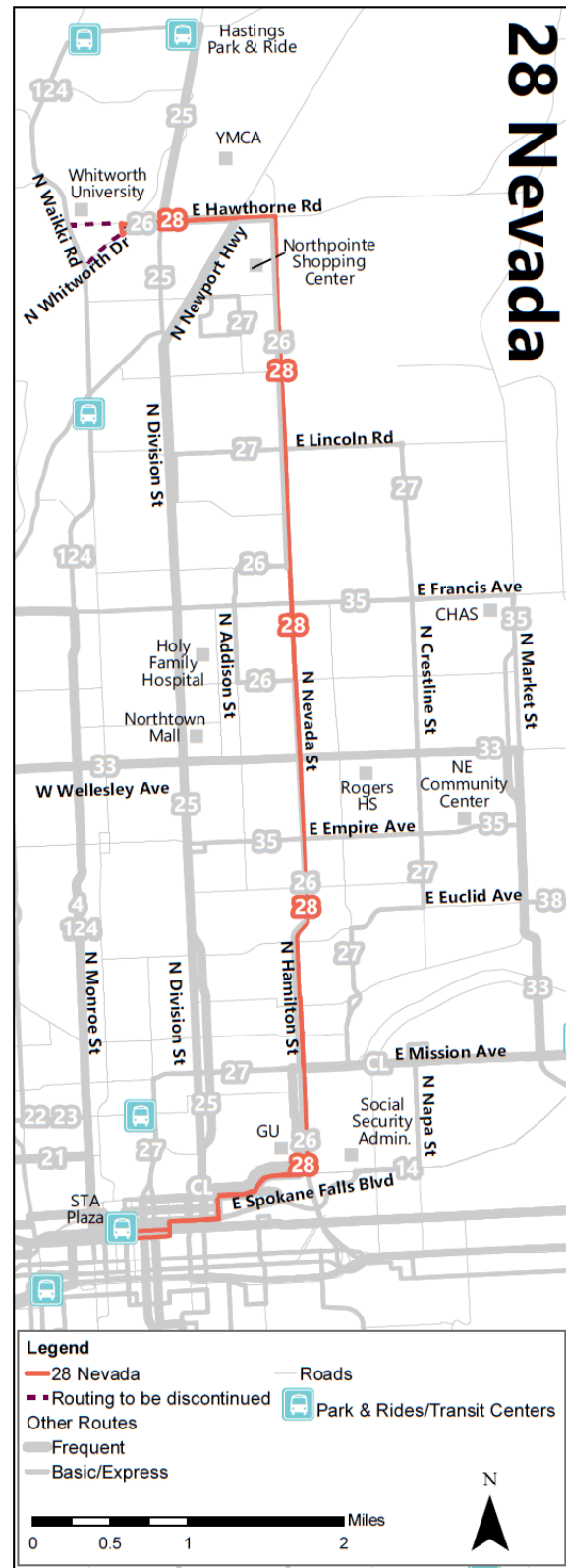
Interline with Route 20 in downtown Spokane and simplify the routing around Whitworth University.

Upon arriving at the Plaza it would become the Route 20 and continue to Spokane Falls Community College. When the Route 20 arrives downtown it would become the Route 28 at 1st Ave and Wall St one block south of the Plaza.

This recommendation also includes simplifying how the Route 28 serves Whitworth University. Today the route preforms a one-way loop along N Whitworth Dr, N Waikiki Rd, and W Hawthorne Rd. This loop is recommended to be discontinued while still maintaining service to Whitworth's most popular Route 28 stops.

Discontinue Route 29 SCC

The Route 29 would be replaced by the City Line and new Route 14 which would serve the current Route 29 routing along E Martin Luther King Jr



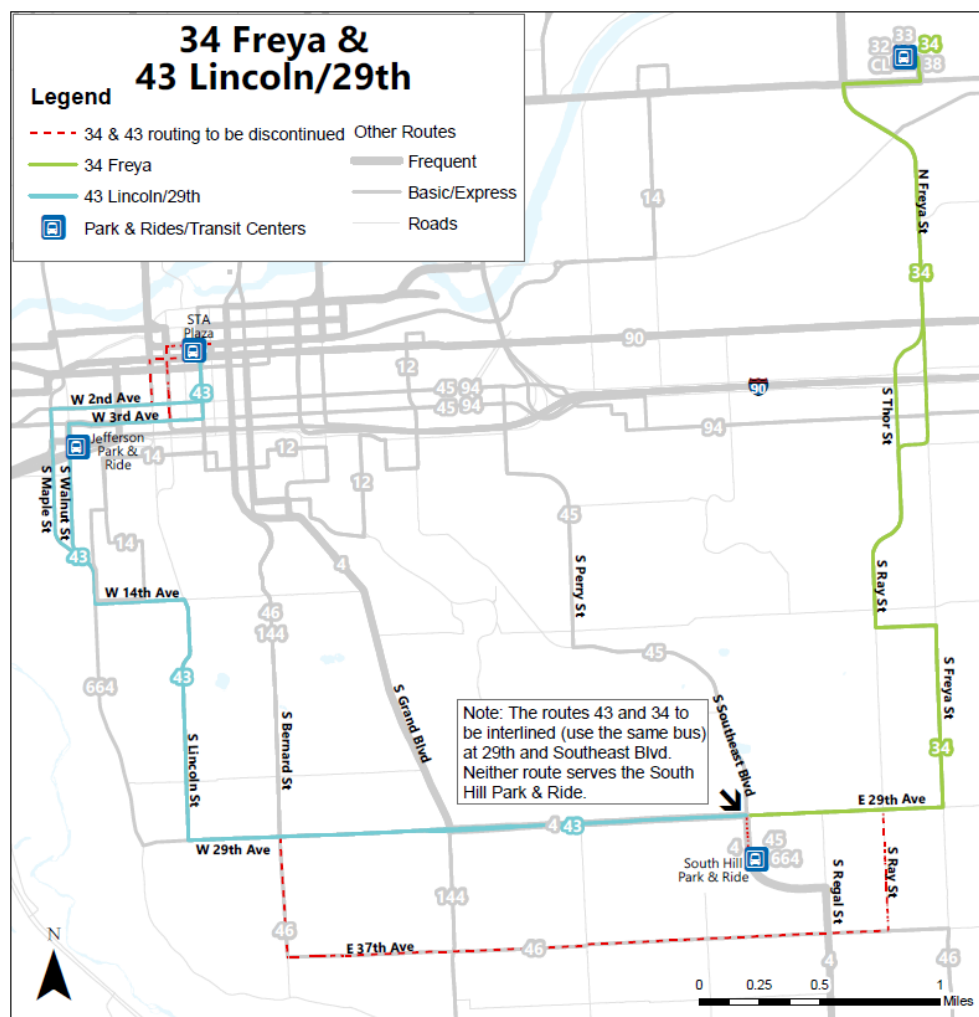
Way through the University District, E Trent Ave, and N Napa St up to E Mission Ave where the City Line would operate with frequent service. Route 14 would continue to serve the US Social Security Administration office. Service to SCC would be provided by the City Line.

Route 33 Wellesley

Explore extending the span of Sunday/Holiday service.

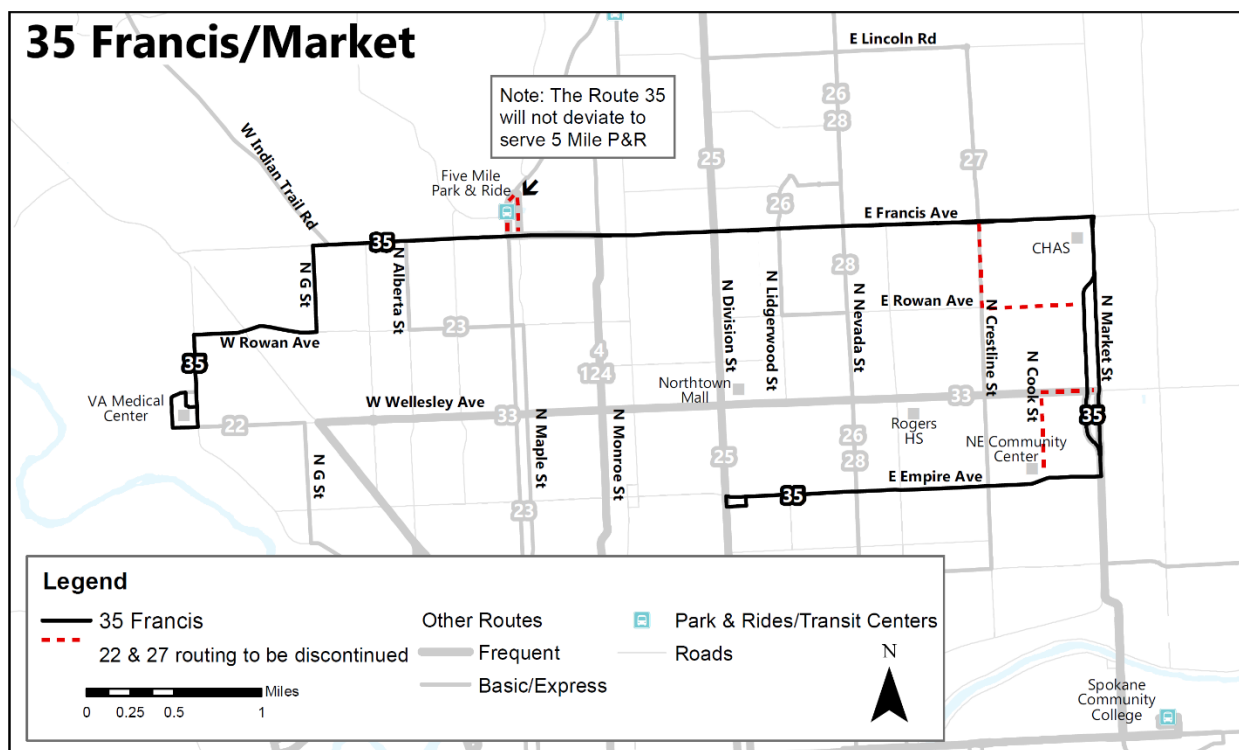
Route 34 Freya

Modify to interline with a modified Route 43 at 29th Ave and Southeast Blvd and no longer travel to the South Hill Park & Ride. Upon arrival at 29th Ave and Southeast Blvd the Route 34 would become the Route 43 and vice versa. Those wishing to transfer to the routes 4 or 45 would connect at 29th Avenue and Southeast Blvd.



New Route 35 Francis/Market

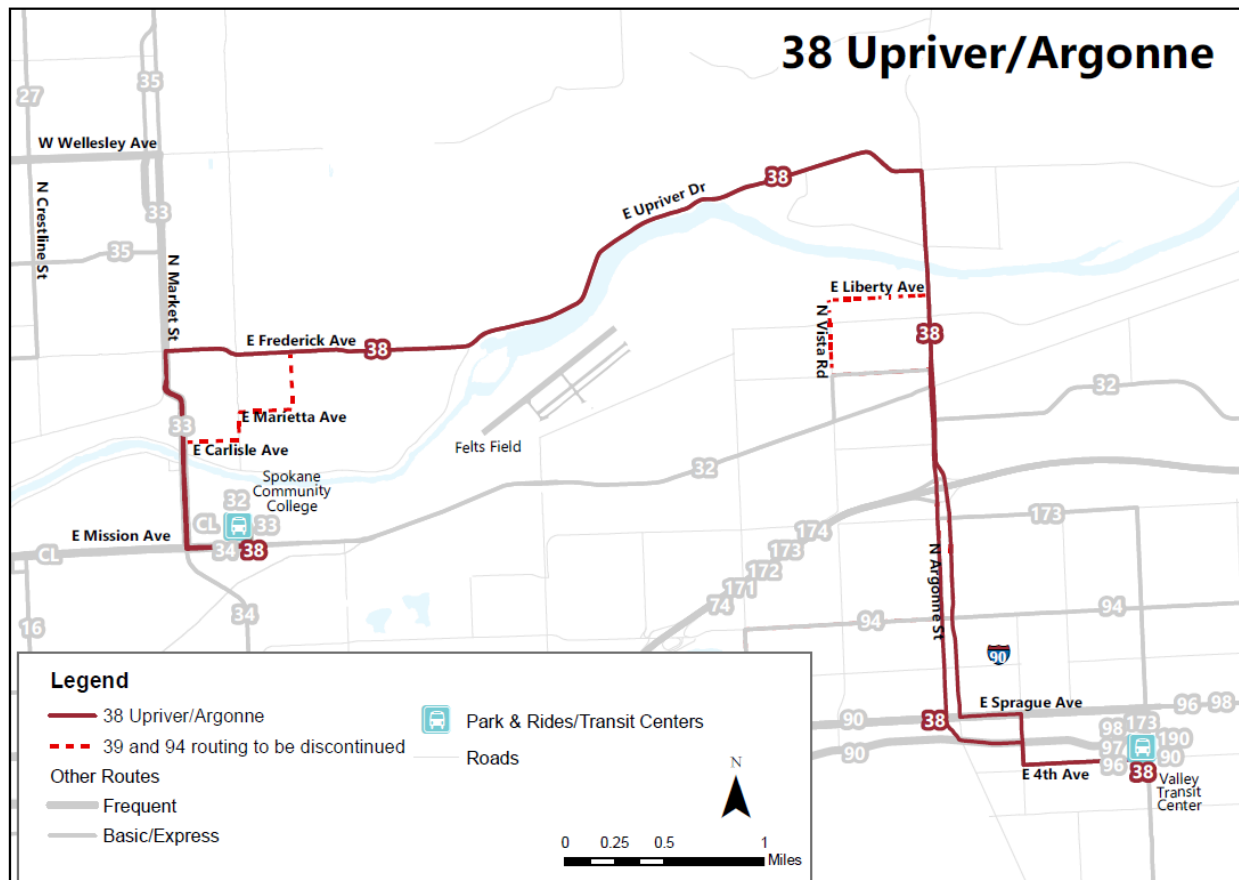
Implement a new route operating between the VA Medical Center and the Northeast Community Center via N Assembly St, W Rowan Ave, W Francis Ave, N Market St and E Garland/Empire Ave. This route would provide a continuous service across E Francis Ave (no Five Mile Park & Ride deviation). Currently, passengers traveling along Francis Ave must transfer between the routes 22 and 27 at the Five Mile P&R. The route would provide new service to the Harmon Park/Hillyard Skateboard Park, the Hillyard Aquatic Center and the CHAS Clinic along N Market St between E Francis Ave and E Rowan Ave. The route would also serve the NE Community Center via E Empire Ave. The route would terminate and layover at Empire and N Division St. The route is recommended to provide service every 30 minutes on weekdays and every 60 minutes evenings, weekends, and holidays. Along with the lengthened Route 27, this new route is part of the *STA Moving Forward* programmed improvements to routes and frequency to Hillyard / Northeast Spokane.



New Route 38 Upriver/Argonne

Implement a new route from Spokane Community College to the Valley Transit Center via Upriver Drive and Argonne. The new route primarily serves Spokane Valley, but in Spokane, it

would serve the Minnehaha neighborhood along E Euclid and E Frederick Avenues as a replacement to the discontinued Route 39. However, the route would not serve E Carlisle Ave, N Freya St, E Marietta, and N Myrtle St as the Route 39 currently does. Further detail is provided in the Spokane Valley/Millwood/Liberty Lake section below.



Discontinue Route 39 Mission

The Route 39 would be replaced by the City Line and new Route 38. The new Route 38 would provide service to the Minnehaha neighborhood along E Frederick/E Euclid Avenues as well as connect customers in this area to other north Spokane and Spokane Valley routes. The City Line will provide service on the east portion of the current route on E Mission Ave, from N. Cincinnati Street to Spokane Community College.

Discontinue Route 42 South Adams

As stated above, a new Route 14 shuttle is recommended to operate between S Cedar St and W 7th Avenue and E Mission Ave and N Napa St via Shriners Hospital, Deaconess Hospital, the STA

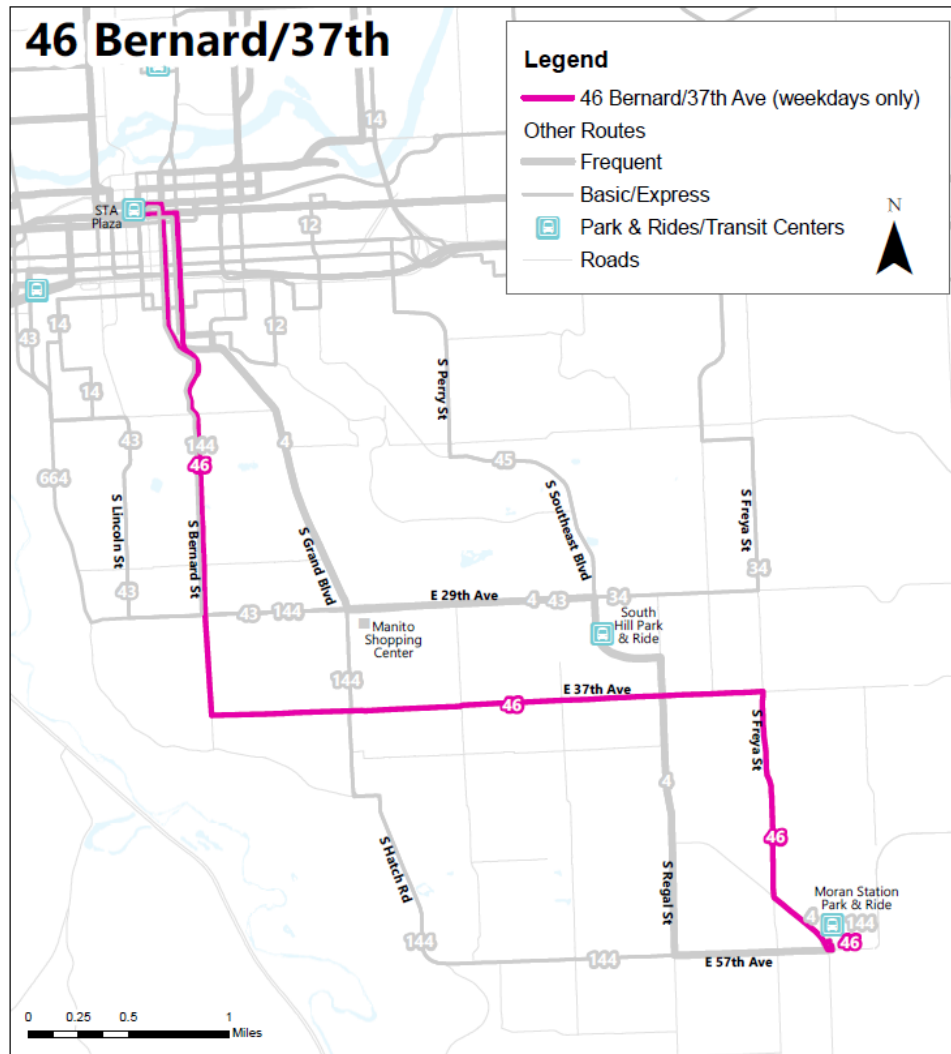
Plaza, University District, E Martin Luther King Jr. Way and E Trent Ave. This new shuttle would replace portions of the existing routes 29 SCC and 42 South Adams. While the current Route 42 does not fail all three performance standards established in *Connect Spokane*, it has seen declining ridership in recent years. Much of the route is also close or overlapping with the Route 43. Given these factors the route is recommended for restructuring.

Route 43 Lincoln/29th (formerly Lincoln/37th)

Modify the route to provide more direct travel to Lincoln Heights. The 37th Ave segment of the Route 43 has typically had low ridership. The design of the route was reconsidered to improve performance. Feedback on the Preliminary Proposal stated that some riders want more direct access to Lincoln Heights. The route is recommended to operate on 29th Avenue between S Lincoln St and Southeast Blvd instead of continuing to the South Hill Park & Ride via 37th Avenue. The route would become Route 34 upon arriving at 29th Avenue and Southeast Blvd. A new Route 46 would provide service along S Bernard St and 37th Ave. Service on S Ray St between E 29th and E 37th Avenues would be discontinued and not served by any other routes. Service will be available within 1/4 mile of all current Ray St stops on 29th Ave, Regal St, or 37th Ave.

New Route 46 Bernard/37th

Implement a new route with service between Downtown Spokane and the Moran Station Park & Ride via S Bernard St, 37th Ave, S Freya St and S Palouse Hwy. The route would operate seven days a week with service every 30 minutes on weekdays and every hour on evenings and weekends.



Route 90 Sprague

Explore extending the span of Sunday/Holiday service.

Route 144 South Express

Reduce the frequency of the route to 30 minutes during peaks. There would still be 15-minute service between Downtown Spokane and Moran Station Park & Ride when combined with new Route 46 by offsetting the schedules. Both routes operate between Downtown Spokane and Moran Station Park & Ride but would follow different paths.

Related Stop Revisions

The implementation of route changes considered above would result in the addition of new bus stops and the closure of others. The table below depicts the 2019 average daily boardings (Ons)/alightings (Offs) by bus stop and direction (outbound/inbound), closest alternate stop to stops that may be discontinued, and walking distance to the general location of the closest alternate stop.

Discontinued Stop	Routes Served	Direction	Ons	Offs	Closest Alternate Stop	Walking Distance
Hawthorne@ College Drive	28	IB	1	0	Whitworth College Shelter	Within 1/4 Mile
Whitworth @ Wall	28	IB	1	0	Whitworth College Shelter	Within 1/2 Mile
Standard @ Lincoln	26	OB	0	1	Lincoln @ Dakota	Within 1/4 Mile
Standard @ Lincoln	26	IB	7	0	Lincoln @ Dakota	Within 1/4 Mile
Standard @ Dakota	26	OB	0	3	Lincoln @ Dakota	Within 1/4 Mile
Standard @ Lidgerwood	26	IB	4	0	Lincoln @ Dakota	Within 1/4 Mile
Standard @ Cozza	26	IB	1	0	Nevada @ Sharpsburg	Within 1/2 Mile
Standard @ Cozza	26	OB	0	4	Nevada @ Sharpsburg	Within 1/2 Mile
Wiscomb @ Wedgewood	26	IB	39	11	Addison @ Lyons	Within 1/4 Mile
Wiscomb @ Wedgewood	26	OB	6	26	Addison @ Lyons	Within 1/4 Mile
Lidgerwood @ Francis	26	IB	4	0	Francis @ Lidgerwood	Within 1/4 Mile
Lidgerwood @ Francis	26	OB	0	4	Francis @ Lidgerwood	Within 1/4 Mile
Lidgerwood @ Dalke	26	IB	7	0	Francis @ Lidgerwood	Within 1/4 Mile
Lidgerwood @ Dalke	26	OB	0	15	Francis @ Lidgerwood	Within 1/4 Mile
Lidgerwood @ Central	26	OB	0	12	Division @ Central	Within 1/2 Mile
Lidgerwood @ Columbia	26	IB	20	0	Division @ Central	Within 1/2 Mile

Discontinued Stop	Routes Served	Direction	Ons	Offs	Closest Alternate Stop	Walking Distance
Lidgerwood @ Joseph	26	OB	0	2	Division @ Rowan	Within 1/2 Mile
Lidgerwood @ Rowan	26	IB	9	0	Division @ Rowan	Within 1/4 Mile
Lidgerwood @ Rowan	26	OB	1	13	Division @ Rowan	Within 1/4 Mile
Lidgerwood @ Everett	26	IB	2	0	Division @ Queen	Within 1/2 Mile
Lidgerwood @ Everett	26	OB	0	2	Division @ Queen	Within 1/2 Mile
Lidgerwood @ Olympic/Wabash	26	IB	15	21	Wellesley @ Lidgerwood	Within 1/4 Mile
Lidgerwood @ Wabash	26	OB	11	14	Wellesley @ Lidgerwood	Within 1/4 Mile
Addison @ Longfellow	26	OB	0	7	Division @ Longfellow	Within 1/2 Mile
Addison @ Longfellow	26	IB	5	0	Division @ Longfellow	Within 1/2 Mile
Addison @ Walton	26	OB	0	1	Empire @ Addison	Within 1/4 Mile
Addison @ Walton	26	IB	1	0	Empire @ Addison	Within 1/4 Mile
Rowan @ Stone	27	OB	1	8	Crestline @ Joseph	Within 1/4 Mile
Rowan @ Stone	27	IB	12	0	Crestline @ Joseph	Within 1/4 Mile
Rowan @ Lacy	27	OB	1	14	Rowan @ Haven	Within 1/4 Mile
Rowan @ Lacy	27	IB	13	3	Rowan @ Haven	Within 1/4 Mile
Cook @ Wellesley	27	OB	0	33	Wellesley @ Cook	Within 1/4 Mile
Cook @ Hoffman	27	IB	20	0	Wellesley @ Cook	Within 1/4 Mile
Cook @ Rich	28	OB	11	25	Wellesley @ Cook	Within 1/4 Mile
Cook @ Rich	29	IB	21	7	Wellesley @ Cook	Within 1/4 Mile
Northeast Community Center	27	OB	20	46	Empire @ Stone	Within 1/4 Mile

Discontinued Stop	Routes Served	Direction	Ons	Offs	Closest Alternate Stop	Walking Distance
Northeast Community Center	27	IB	56	18	Empire @ Stone	Within 1/4 Mile
Dakota @ Illinois	27	OB	0	7	Hamilton @ Indiana	Within 1/4 Mile
Illinois @ Dakota	27	IB	7	0	Hamilton @ Indiana	Within 1/4 Mile
Indiana @ Lidgerwood	27	OB	11	9	Ruby @ Indiana	Within 1/4 Mile
Indiana @ Lidgerwood	27	IB	6	2	Ruby @ Indiana	Within 1/4 Mile
Indiana @ Standard	27	OB	0	7	Hamilton @ Indiana	Within 1/4 Mile
Indiana @ Standard	27	IB	11	0	Hamilton @ Indiana	Within 1/4 Mile
Washington @ Indiana	27	OB	5	26	Washington @ Mission	Within 1/4 Mile
Washington @ Nora	27	IB	31	2	Washington @ Mission	Within 1/4 Mile
Indiana @ Division	27	OB	10	11	Division @ Nora	Within 1/4 Mile
Indiana @ Division	27	IB	1	6	Division @ Nora	Within 1/4 Mile
Washington @ Maxwell	27	IB	20	19	Washington @ Mission	Within 1/4 Mile
Indiana @ Ruby	27	IB	4	12	Ruby @ Indiana	Within 1/4 Mile
Illinois @ Morton	27	OB	1	3	North Center @ Illinois	Within 1/4 Mile
Illinois @ Morton	27	IB	6	0	North Center @ Illinois	Within 1/4 Mile
Illinois @ Hamilton	27	OB	1	4	Hamilton @ Indiana	Within 1/4 Mile
Illinois @ Hamilton	27	IB	14	6	Hamilton @ Indiana	Within 1/4 Mile
Myrtle @ Cleveland	39	OB/IB	3	3	Myrtle @ Fredrick	Within 1/4 Mile
Myrtle @ Marietta	39	OB/IB	15	15	Myrtle @ Fredrick	Within 1/2 Mile
Marietta @ Rebecca	39	OB/IB	2	2	Fredrick @ Sycamore	Within 1/2 Mile

Discontinued Stop	Routes Served	Direction	Ons	Offs	Closest Alternate Stop	Walking Distance
Freya @ Jackson	39	OB/IB	3	8	Greene @ Jackson	Within 1/2 Mile
Myrtle @ Fredrick	39	OB/IB	1	0	Fredrick @ Sycamore	Within 1/4 Mile
Ray @ 32nd	43	IB	4	1	29th @ Ray	Within 1/4 Mile
Ray @ 32nd	43	OB	0	1	29th @ Ray	Within 1/4 Mile
Ray @ 35th	43	OB	0	0	Southeast Blvd. @ Regal	Within 1/4 Mile
Ray @ 35th	43	IB	2	1	Southeast Blvd. @ Regal	Within 1/4 Mile
Trent @ Havana	32	EB	0	6	4500 E Trent	Within 1/4 Mile
Trent @ Havana	32	WB	11	1	4500 E Trent	Within 1/4 Mile
Trent @ Florida	32	WB	0	0	4500 E Trent	Within 1/2 Mile
Trent @ Florida	32	EB	0	0	4500 E Trent	Within 1/2 Mile
Trent @ Julia	32	WB	0	1	Freya Way @ Trent	Within 1/2 Mile
Trent @ Julia	32	EB	1	1	Freya Way @ Trent	Within 1/2 Mile
Trent @ Freya	32	EB	5	0	Freya Way @ Trent	Within 1/4 Mile
Mission @ Marshall	39	IB	30	5	Mission @ Napa	Within 1/4 Mile
Mission @ Napa	39	OB	0	5	Mission @ Napa	Within 1/4 Mile
Mission @ Crestline	29, 39	IB	23	2	Mission @ Napa	Within 1/4 Mile
Mission @ Crestline	29, 39	OB	4	3	Mission @ Napa	Within 1/4 Mile
Mission @ Stone	29, 39	IB	6	0	Mission @ Cook	Within 1/4 Mile
Mission @ Stone	29, 39	OB	1	9	Mission @ Cook	Within 1/4 Mile
Mission @ Cook	29, 39	IB	5	0	Mission @ Cook	Within 1/4 Mile

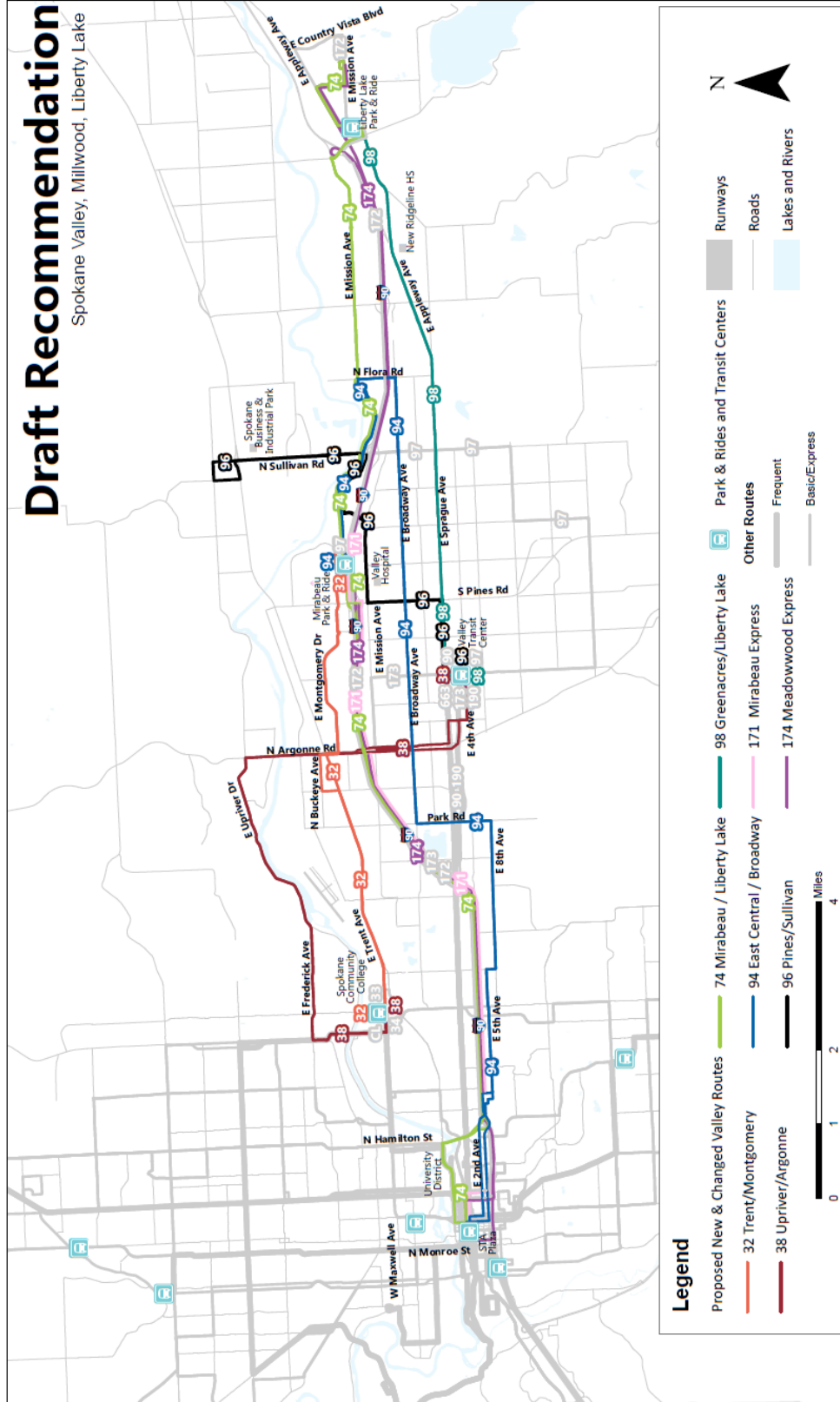
Discontinued Stop	Routes Served	Direction	Ons	Offs	Closest Alternate Stop	Walking Distance
Mission @ Cook	29, 39	OB	0	9	Mission @ Cook	Within 1/4 Mile
Mission @ Lacey	29, 39	IB	3	0	Mission @ Regal	Within 1/4 Mile
Mission @ Lacey	29, 39	OB	0	2	Mission @ Regal	Within 1/4 Mile
Wall @ Riverside	11	OB	104	0	Wall @ Main	Within 1/4 Mile
Riverside @ Browne	26, 28, 29	IB	29	1	Riverside @ Bernard	Within 1/4 Mile
Spokane Falls Blvd. @ WSU/EWU	26, 28, 29	IB	29	12	Spokane Falls Blvd. @ WSU	Within 1/4 Mile
Spokane Falls Blvd. @ WSU/EWU	26, 28, 29	OB	8	40	Spokane Falls Blvd. @ WSU	Within 1/4 Mile
Spokane Falls Blvd. @ Front	26, 29	IB	16	10	Spokane Falls Blvd. @ WSU	Within 1/4 Mile
Spokane Falls Blvd @ Riverpoint	26, 28	OB	1	7	Spokane Falls Blvd. @ WSU	Within 1/4 Mile
Mission @ Magnolia	39	OB	0	25	Mission @ Magnolia	Within 1/4 Mile

Spokane Valley/Millwood/Liberty Lake Network Adjustments

To help identify opportunities for efficiency, segments of routes were reviewed by stop level boardings and alightings. Through this analysis two route segments were identified for which resources should be repurposed: the eastern segment of Route 98 (N Barker Rd and E Mission Ave) and the southern segment of Route 96 (S University Rd, 16th Ave, and S Pines Rd). The route network concept recommended below would repurpose some of the routes 95, 96 and 98's resources by merging the routes 94 and 95, streamlining the Route 96, and redirecting a portion of Route 98 to more directly serve Liberty Lake and the new Ridgeline High School. The Route 74 is also recommended to be modified to provide weekday service to E Mission Ave that is currently provided by the Route 98. A new route is recommended to connect Spokane Valley with routes operating in north Spokane via Millwood while adding a new connection to Spokane Falls Community College.

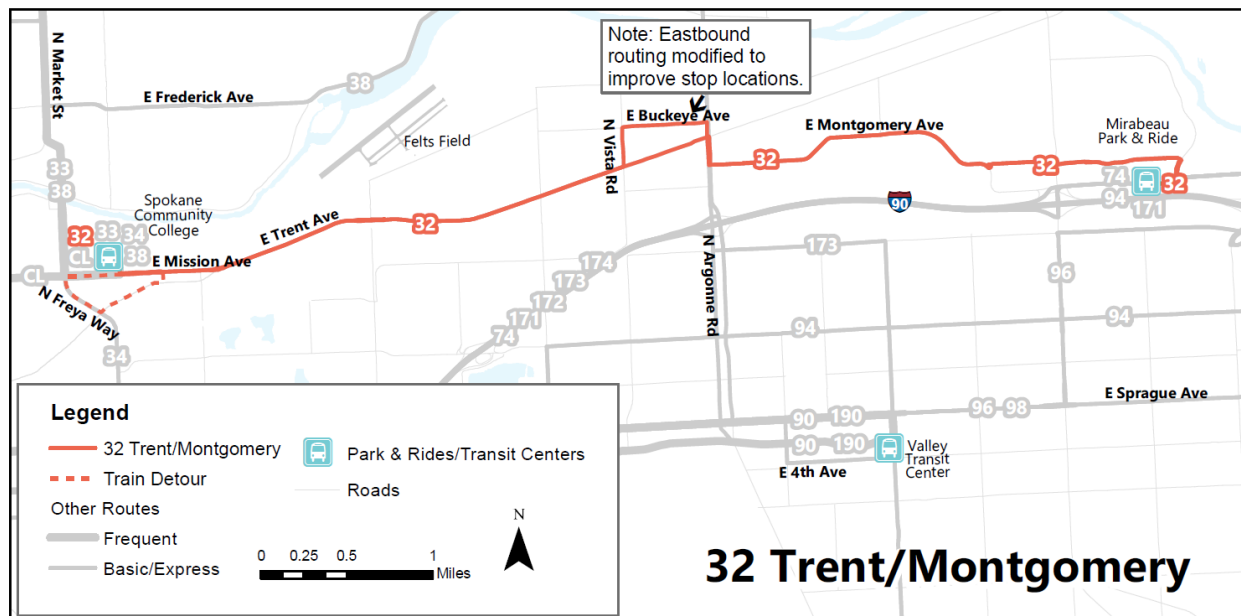
Draft Recommendation

Spokane Valley, Millwood, Liberty Lake



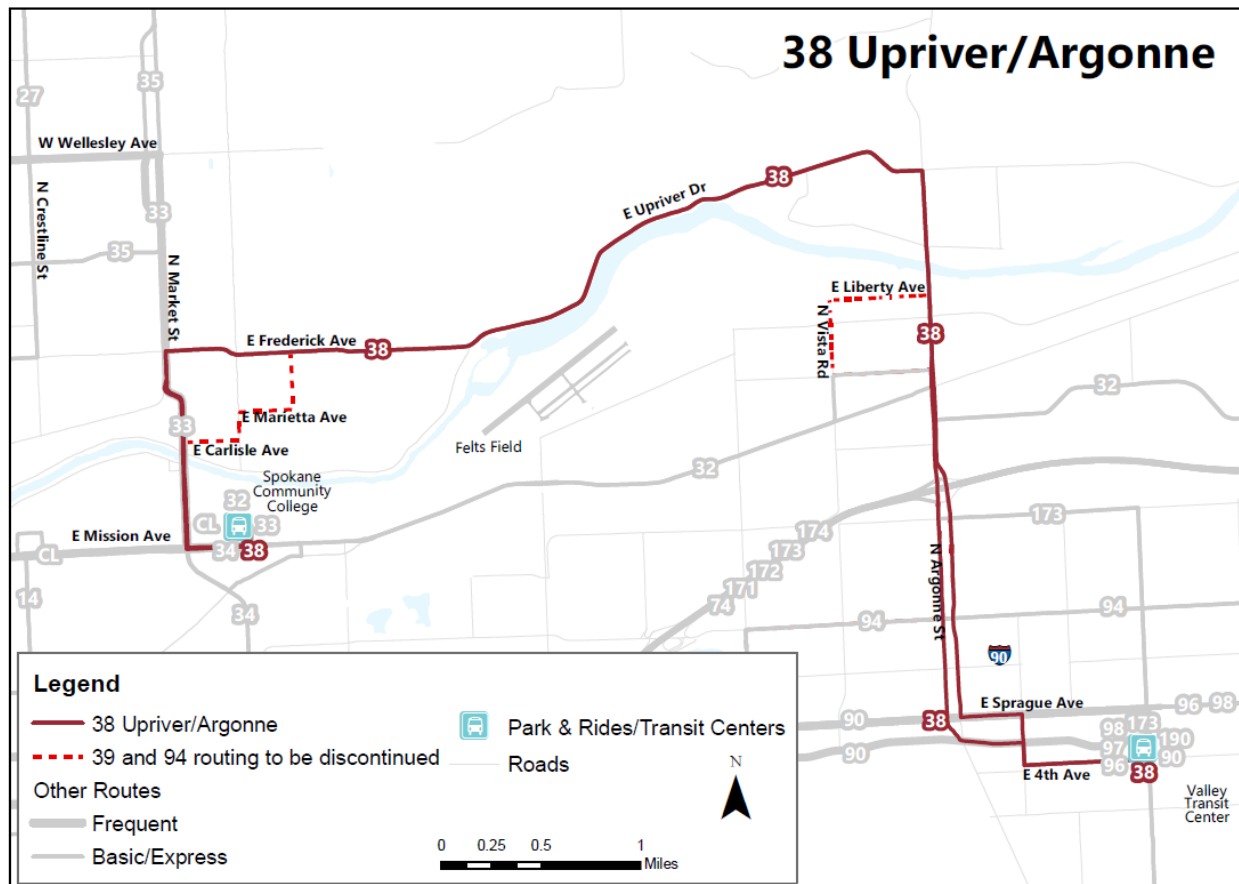
Route 32 Trent/Montgomery

Modify the eastbound routing to operate on N Vista Rd, E Buckeye Ave, and N Argonne Rd to enable more accessible stops through this Millwood segment (Department of Social and Health Services office). Furthermore, the route is recommended to operate on E Mission Ave between N Havana St and SCC instead of the current out of direction deviation via E Trent Ave, N Freya Way and E Mission Ave thereby providing a more direct routing. The current routing would be followed during railroad crossing delays. This rerouting is contingent upon identifying a strategy for communicating to Coach Operators that the route is blocked by a train crossing.



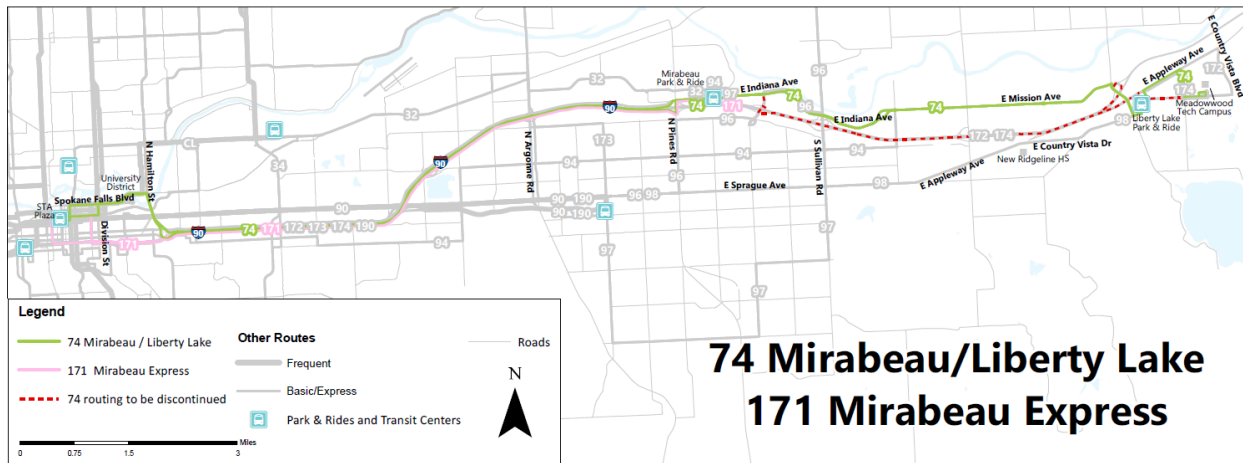
New Route 38 Upriver/Argonne

Provide a new route between Spokane Community College (SCC) and Spokane Valley. It would replace the Route 39 service in Minnehaha neighborhood, provide new service on Upriver Drive and Argonne Rd north of the Spokane River in Millwood and connect the Argonne Rd/Mullan Rd corridor to the Valley Transit Center. Service would be every 30 minutes on weekdays and every hour off peak, weekends, and holidays.



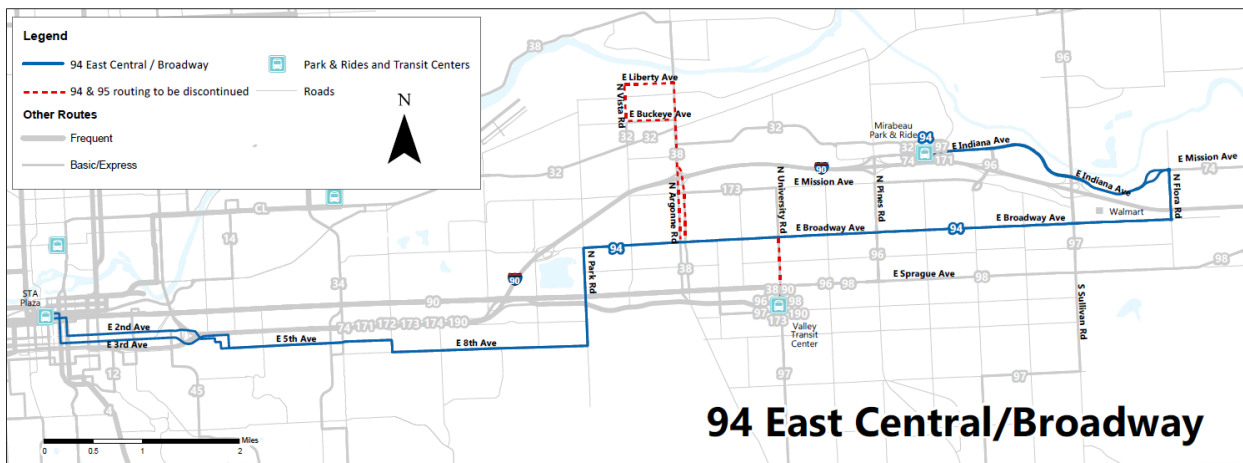
Route 74 Mirabeau/Liberty Lake

Modify the routing to serve more destinations. The Route 74 would continue to provide service on weekdays between the Liberty Lake Park & Ride and the STA Plaza in Downtown Spokane. However, the route would be modified to serve the University District. The portion of the route between Mirabeau Park & Ride and Liberty Lake would also be modified to end at Meadowwood Technology Campus (Comcast) in Liberty Lake via E Indiana Ave, E Mission Ave, N Liberty Lake Rd, E Mission Rd, N Signal Dr, E Appleway Ave, N Molter Rd, and E Mission Ave. The route would also replace the segment of the Route 98 that serves E Mission Ave between N Flora and N Harvard roads.



Route 94 East Central/Broadway

Extend the route east from Argonne and Mullan Roads to provide new service on E Broadway Ave between Argonne/Mullan and University Roads as well as absorb the current Route 95 pattern along E Broadway Ave, N Flora Rd, E Indiana Ave (Spokane Valley Mall), and end at the Mirabeau Park & Ride. There would be continuous service along E Broadway Ave between N Park and N Flora Roads. Service to Millwood and N Argonne/Mullan would be provided by the new Route 38. Route 95 is recommended to be discontinued.



Discontinue Route 95 Mid-Valley

The Route 95 is recommended to be discontinued. Most of the current routing would be served by the extended Route 94 except for N University Rd between the VTC and E Broadway Ave (still served by Route 173 weekdays).

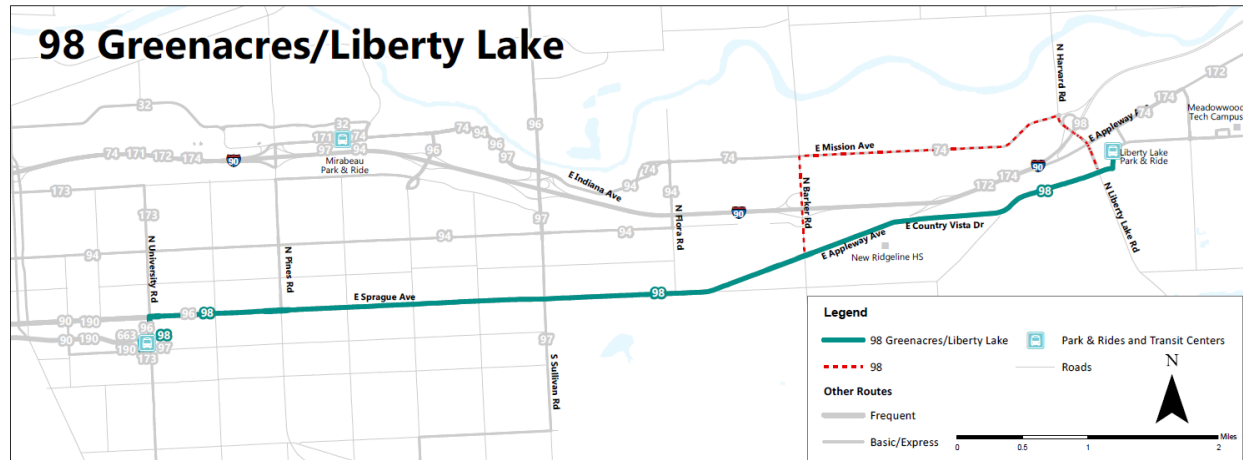
Route 96 Pines/Sullivan

Modify the routing to serve E Sprague Ave between the VTC and S Pines Rd providing more service on E Sprague when combined with Route 98. The current Route 96 routing south from the VTC along S University Rd, E 16th Ave, and S Pines Rd between E 16th Ave and E Sprague Rd is recommended to be discontinued. The streamlined routing will significantly reduce out of direction travel.



Route 98 Greenacres/Liberty Lake

Modify to operate on E Appleway Ave/Country Vista Drive between Barker Rd and the Liberty Lake Park & Ride serving the new Ridgeline High School, newly constructed apartments, and retail development along the way. E Mission Ave between N Barker Rd and the Liberty Lake Park & Ride would be served by the modified Route 74 on weekdays only. Service along Barker Rd between E Appleway Ave and E Mission Ave would be discontinued and not served by any other routes.

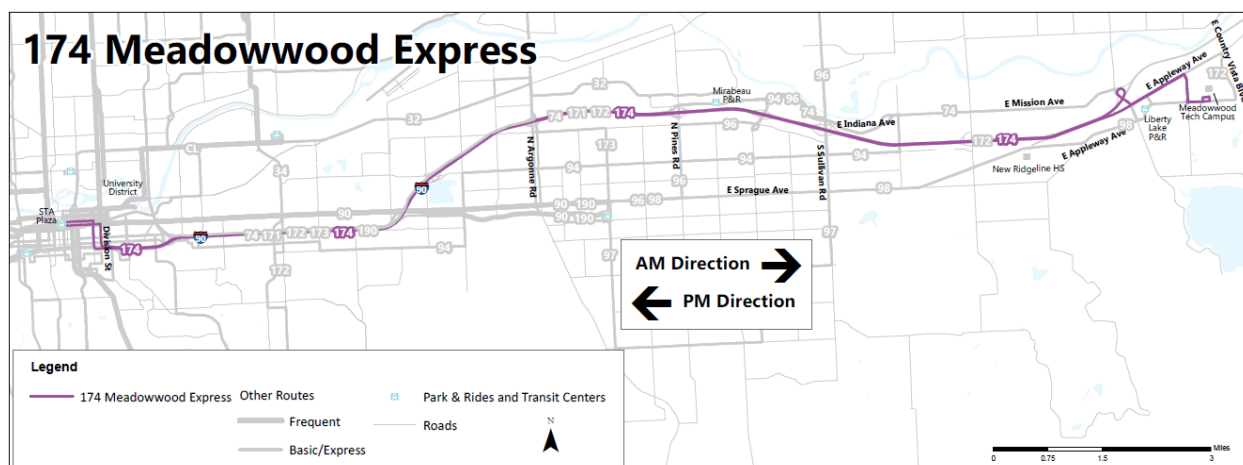


New Route 171 Mirabeau Express

Implement a new route for weekday peak service between Downtown Spokane and the Mirabeau Park & Ride. The new route would supplement the frequency of the Route 74 at the Mirabeau Park & Ride during the weekday peak travel times. See Route 74 section above for the map of the recommended routing.

New Route 174 Meadowwood Express

Implement a new route to provide peak weekday express service between Downtown Spokane to Liberty Lake employment sites along E Appleway Ave, N Molter Rd and end at the E Mission Ave Meadowwood Campus (Comcast). The route would operate in the eastbound direction in the AM peak and the westbound direction in the PM peak. It would be interlined with the current Route 172 Liberty Lake Express which provides service in the opposite direction. Both routes would not deviate to serve the Mirabeau Park & Ride and remain on I-90 between Liberty Lake and Downtown Spokane.



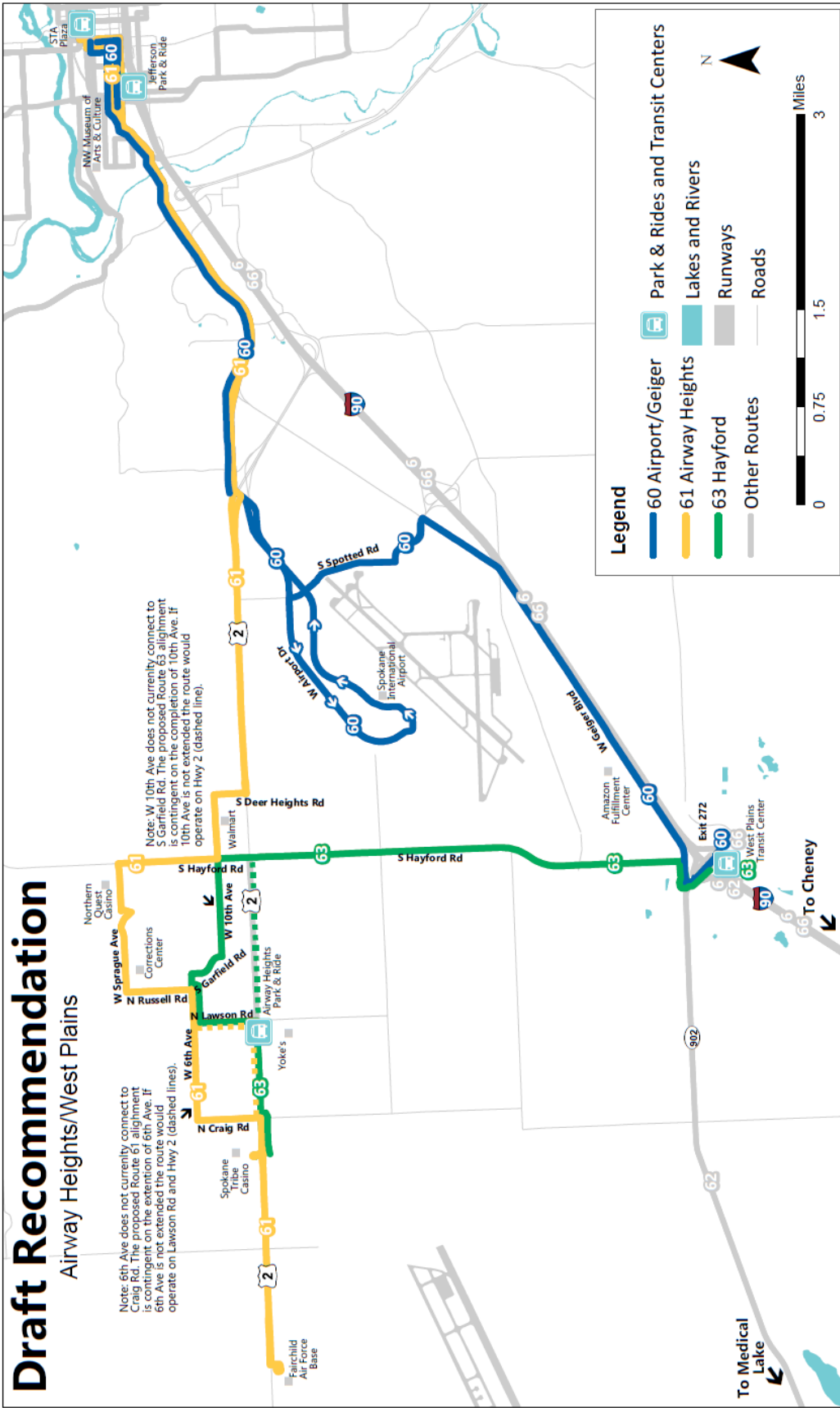
Related Stop Revisions

The implementation of route changes considered in this concept would result in the addition of new bus stops and the closure of others. The table below depicts the 2019 average daily boardings (Ons)/alightings (Offs) by bus stop and direction (outbound/inbound), closest alternate stop to stops that may be discontinued, and walking distance to the general location of the closest alternate stop.

Discontinued Stop	Routes Served	Direction	Ons	Offs	Closest Alternate Stop	Walking Distance
Liberty @ Marguerite	94	OB	1	11	Argonne @ Grace	Within 1/2 Mile
Vista @ Fairview	94	OB	0	5	Buckeye @ Dale	Within 1/2 Mile
16th @ University	96	OB	0	0	University @ 16th	Within 1/4 Mile
16th @ Pierce	96	IB	0	0	University @ 16th	Within 1/2 Mile
16th @ Pierce	96	OB	0	1	University @ 16th	Within 1/2 Mile
16th @ Bowdish	96	IB	2	0	University @ 16th	Within 1/2 Mile
16th @ Bowdish	96	OB	0	0	University @ 16th	Within 1/2 Mile
16th @ Union	96	IB	0	0	University @ 16th	Within 3/4 Mile
16th @ Union	96	OB	0	0	University @ 16th	Within 3/4 Mile
16th @ Pines	96	IB	0	0	University @ 16th	Within 1 Mile
16th @ Pines	96	OB	0	4	University @ 16th	Within 1 Mile
Pines @ 12th	96	IB	0	0	Sprague @ Pines	Within 1 Mile
Pines @ 12th	96	OB	0	0	Sprague @ Pines	Within 1 Mile
Pines @ 10th	96	OB	0	1	Sprague @ Pines	Within 3/4 Mile
Pines @ 10th	96	IB	2	0	Sprague @ Pines	Within 3/4 Mile
Pines @ 8th	96	IB	4	1	Sprague @ Pines	Within 1/2 Mile
Pines @ 8th	96	OB	2	0	Sprague @ Pines	Within 1/2 Mile
Pines @ 4th	96	OB	1	1	Sprague @ Pines	Within 1/4 Mile
Pines @ 4th	96	IB	2	0	Sprague @ Pines	Within 1/4 Mile
Pines @ 1st	96	OB	0	0	Sprague @ Pines	Within 1/4 Mile
Pines @ 1st	96	IB	3	0	Sprague @ Pines	Within 1/4 Mile
Barker @ Appleway	98	OB	1	1	Appleway @ Barker	Within 1/4 Mile
Barker @ Alki	98	OB	0	0	Appleway @ Barker	Within 1/4 Mile
Barker @ Boone	98	OB	0	6	Mission @ Harmony	Within 1/2 Mile
Barker @ Boone	98	IB	9	0	Mission @ Harmony	Within 1/2 Mile
Barker @ Mission	98	IB	1	2	Mission @ Harmony	Within 1/4 Mile
Barker @ Mission	98	OB	0	3	Mission @ Harmony	Within 1/4 Mile

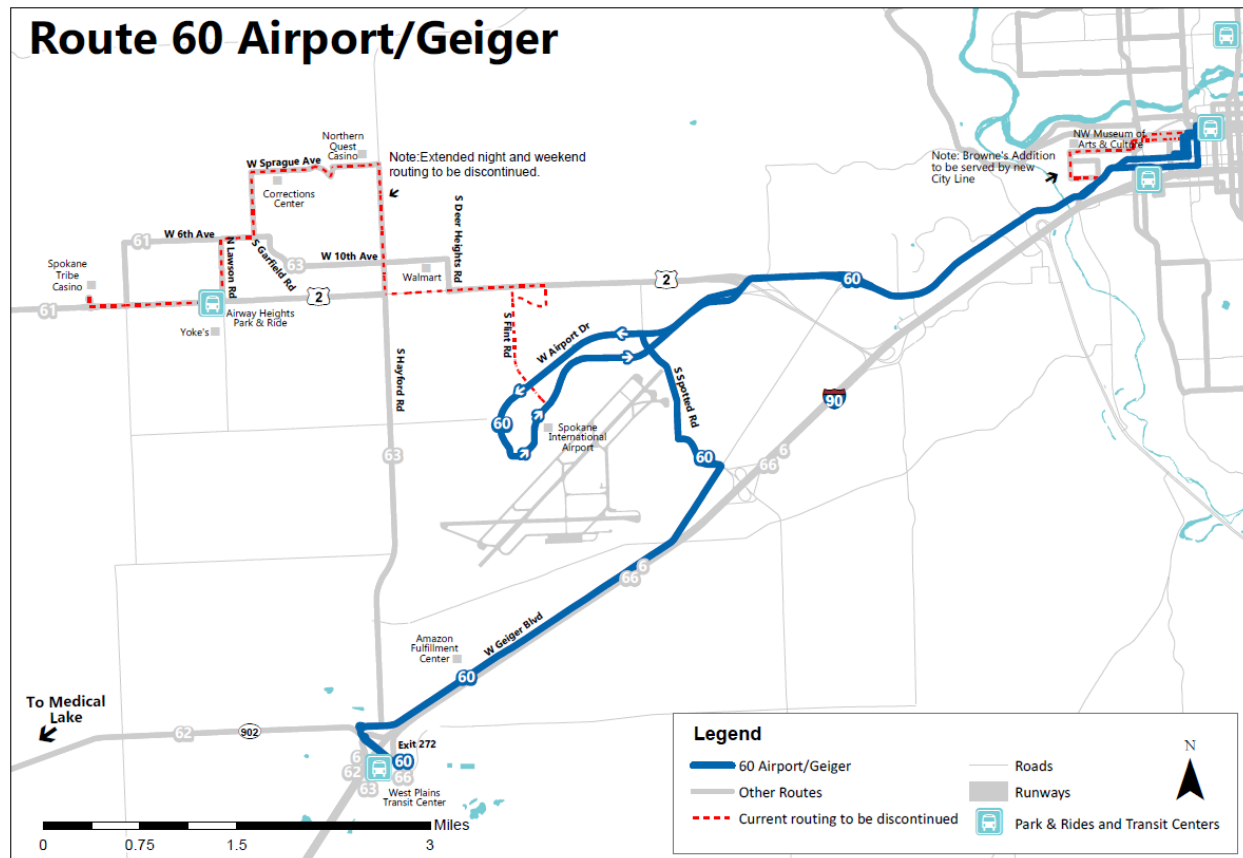
Airway Heights/West Plains Network Adjustments

Adding more trips and buses to Airway Heights during busy travel times was a planned *STA Moving Forward* improvement accomplished in 2017 by extending Route 60 to serve Airway Heights on the weekends. Further changes are necessary to avoid duplication of service through Browne's Addition. Routes 60 and 61, which currently serve the Spokane International Airport and Airway Heights respectively, also serve Browne's Addition between Downtown Spokane and Sunset Highway. Starting in May of 2022, the City Line will provide frequent service to the Browne's Addition neighborhood. Both routes 60 and 61 are recommended to be modified to no longer deviate through the neighborhood and instead operate on Sunset Blvd west of Downtown Spokane providing passengers more direct trips to their West Plains destinations. Further revisions to the West Plains routes are detailed in the section below.



Route 60 Airport/Geiger (formerly Airport via Browne's Addition)

Service through the Browne's Addition neighborhood will be discontinued and the route will operate on W Sunset Blvd due to the City Line serving the Browne's Addition neighborhood. The route is recommended to extend past Spokane International Airport to serve Geiger Blvd and the West Plains Transit Center (WPTC) providing more service to the new Amazon Fulfillment Center along Geiger Blvd, which has seen a significant growth in ridership with the current Route 633. The route would operate at the same frequency and hours of service as the current Route 60 (every 30 minutes weekdays and every hour nights and weekends).



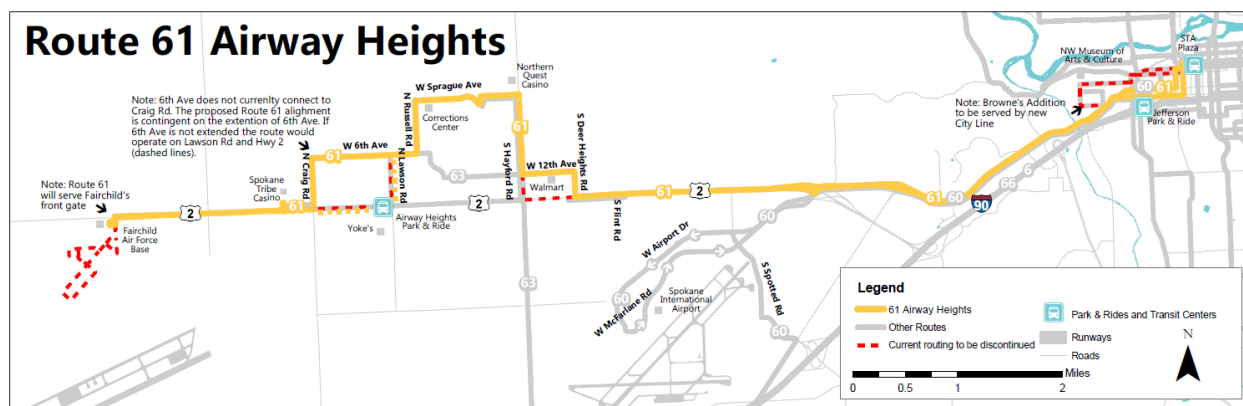
Route 61 Airway Heights (formerly Highway 2 via Browne's Addition)

Service through the Browne's Addition neighborhood will be discontinued and the route will operate on W Sunset Blvd due to the City Line serving the Browne's Addition neighborhood. The route would operate on S Deer Heights Rd and W 12th Avenue near Walmart in Airway Heights. The route is also recommended to extend west on 6th Ave, contingent upon the 6th Ave being extended to N Craig Rd. Many apartments have been developed on 6th Avenue and STA has received several requests for service. If 6th Ave is not extended prior to the service change,

the route would operate on N Lawson Rd and terminate at the Airway Heights Park & Ride at Yoke's market. As the Route 60 is being extended to the West Plains Transit Center it would no longer supplement frequency to Airway Heights on nights weekends as it does today. To mitigate this change and maintain the *STA Moving Forward* added trips to Airway Heights, the frequency of the Route 61 on weekends is recommended to be increased to 30 minutes.

A limited number of Route 61 trips currently travel on Fairchild Air Force Base (FAFB). These trips experience delays at the gate of FAFB due to security protocols causing traffic congestion which can often impact on time performance. The combined average daily weekday ridership in 2019 for all the bus stops beyond the FAFB gate was 14 boardings and 24 alightings.

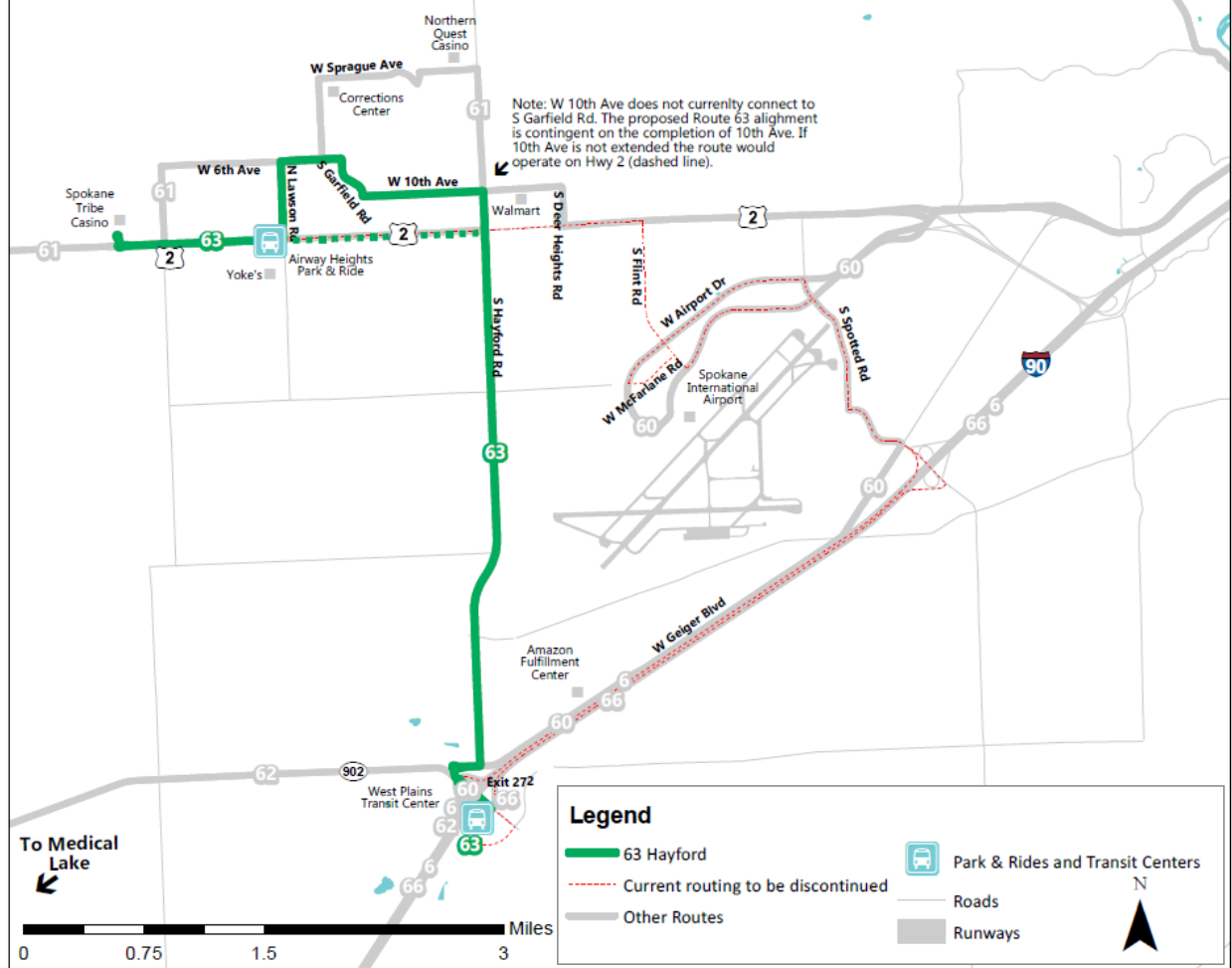
STA and FAFB staff have discussed a partnership to provide a new on-base shuttle. Conceptually, the shuttle route would be designed to facilitate transfers with STA buses at the current FAFB gate stop. The shuttle would then transport passengers to their on-base destinations beyond the gate. The shuttle may provide access to more on-base destinations than the current Route 61. Once the on-base shuttle is operational the Route 61 will cease traveling beyond the gate.



Route 63 Hayford

Route 63 is recommended to be modified to end at the Spokane Tribe Casino instead of the Airway Heights Park & Ride at Yoke's market. The route would also provide more direct service between the West Plains Transit Center (WPTC) and Airway Heights via Hayford Rd as well as provide new service to the neighborhood north of Hwy 2 currently served by Route 61 via 10th Ave, 6th Ave, and Lawson St. This means service to the Spokane International Airport on this route would be discontinued. Service to SIA would still be provided by Route 60.

Route 63 Hayford



Related Stop Revisions

The implementation of the recommended route changes would result in the addition of new bus stops and the closure of others. The table below depicts the 2019 average daily boardings (Ons)/alightings (Offs) by bus stop and direction (outbound/inbound), closest alternate stop to stops that may be discontinued, and walking distance to the general location of the closest alternate stop.

Discontinued Stop	Routes Served	Direction	Ons	Offs	Closest Alternate Stop	Walking Distance
Fairchild @ Fitness Center	61	OB	0	1	Fairchild @ Front Gate	Within 1 Mile
Fairchild @ Spaatz	61	IB	0	0	Fairchild @ Front Gate	Within 1/2 Mile
Fairchild @ BX 101 Spaatz Rd	61	IB/OB	15	22	Fairchild @ Front Gate	Within 1/2 Mile
Fairchild @ Spaatz	61	OB	0	2	Fairchild @ Front Gate	Within 1/2 Mile
Hayford @ 12th Ave,	60, 61	IB	2	10	12th @ Hayford	Within 1/4 Mile
Hwy 2 @ Hayford (Walmart)	60, 61, 63	IB	84	9	Hwy 2 @ Hayford	Within 1/4 Mile
Flint @ Hilton	60, 63	OB	0	3	Hwy 2 @ Flint	Within 1/4 Mile
Flint @ Hilton	60, 63	IB	0	0	Hwy 2 @ Flint	Within 1/4 Mile
McFarlane @ Flint	63	OB	0	2	Airport Dr @ Flint	Within 1/4 Mile
Flint @ McFarlane	63	IB	1	0	Airport Dr @ Flint	Within 1/4 Mile
4th @ Hemlock	60, 61	IB	14	0	Cannon @ 4th (new City Line)	Within 1/4 Mile
4th @ Hemlock	60, 61	OB	0	13	Cannon @ 4th (new City Line)	Within 1/4 Mile
Pacific @ Maple	60, 61	IB	6	0	Pacific @ Oak (new City Line)	Within 1/4 Mile
Maple @ Pacific	60, 61	OB	5	30	Pacific @ Oak (new City Line)	Within 1/4 Mile
Pacific @ Cannon	60, 61	IB	43	0	Pacific @ Oak (new City Line)	Within 1/4 Mile
Pacific @ Cannon	60, 61	OB	3	29	Pacific @ Oak (new City Line)	Within 1/4 Mile
Cannon @ 4 th	60, 61	IB	15	24	Sunset @ 4 th	Within 1/4 Mile
Cannon @ Sunset	60, 61	OB	25	11	Sunset @ 4 th	Within 1/4 Mile

Recommended Service Frequency

The following table outlines the assumed frequency of service for each of the new and modified routes discussed in this Draft Recommendation. This table is intended to provide planning level assumptions and the final schedules will be developed prior to the service change.

Assumed Approximate Frequency Shown in Minutes							
Route ¹	AM Weekday peak (~ 6:30-8:30 AM)	Mid- Weekday	PM Weekday peak (~ 4:00-6:30 PM)	Weekday Evening	Saturdays	Saturday Evenings/ Nights	Sundays and Holidays
City Line	7.5	10	7.5	15	15	30	15
14 Napa/Cannon Hill Shuttle	30	30	30	60	60	60	60
22 Northwest Blvd	30	30	30	60	60	60	60
26 Nevada via Addison	30	30	30	60	60	60	60
27 Crestline	<u>15</u>	30	<u>15</u>	30-60	30	30-60	<u>30</u>
28 Nevada	30	30	30	60	60	60	60
32 Trent/Montgomery	30	30	30	60	60	60	60
34 Freya	30	30	30	60	60	60	60
35 Francis	30	30	30	60	60	60	60
38 Upriver/Argonne	30	30	30	60	60	60	60
43 Lincoln/29th	30	30	30	60	60	60	60
46 Bernard/37th	30	30	30	60	60	60	60
60 ² Airport/Geiger	30	30	30	60	60	60	60
61 Airway Heights	30	30	30	30-60	<u>30</u>	30-60	<u>30</u>
63 Hayford	60	60	60	60	60	60	60
74 Mirabeau/Liberty Lake	<u>30</u>	<u>30</u>	<u>30</u>	60	NO SERVICE	NO SERVICE	NO SERVICE
94 East Central/Broadway	30	30	30	60	60	60	60
96 Pines/Sullivan	30	30	30	60	60	60	60
98 Greenacres/Liberty Lake	30	30	30	60	60	60	60
144 North Express	<u>30</u>	NO SERVICE	<u>30</u>	60 (ends 7 pm)	NO SERVICE	NO SERVICE	NO SERVICE
171 Mirabeau Express	30	NO SERVICE	30	NO SERVICE	NO SERVICE	NO SERVICE	NO SERVICE
174 Meadowwood Express	30	NO SERVICE	30	NO SERVICE	NO SERVICE	NO SERVICE	NO SERVICE

1. Frequency data **underlined** indicates a change from current conditions or changes in service along a corridor. 2. The Route 60 frequency would be supplemented to address demand from Amazon shift changes as needed/if possible all service days.

Plaza Operations

In 2018, STA worked with a consulting team to define the technical details of transit operations at the Plaza in order to deliver STA Moving Forward improvements and reduce the passenger-boarding impacts on adjoining buildings and businesses. In addition to the Board of Directors, the STA Citizen Advisory Committee, a technical team including staff from the City of Spokane and Downtown Spokane Partnership, coach operators, Downtown Spokane Partnership members, and round table of riders, also participated in the reviewing potential operational strategies and the evaluation of the strategies. In December of 2018 the Board accepted a roadmap to eliminate fixed-route bus boarding on sidewalks adjacent to the SRBC and Peyton buildings, continue to operate a “pulse” for the less frequent routes, have the more frequent routes “board and go,” and identify changes to curb lines to accommodate the revised operations. The curb line adjustments were completed through two construction projects over the past two years. The first phase of the plan, eliminating fixed-route boarding in front of SRBC, has been completed. While there are changes in the timing and scope of specific route adjustments, this Draft Recommendation includes the completion of the revisions to Plaza Operations in 2022.

Budget Considerations

The implementation of the fixed-route network described above is estimated to require 512,500 annual fixed route revenue hours. It would require an estimated 136 AM peak vehicles and 133 PM peak vehicles, including scheduled standby vehicles.

Other Considerations

Title VI of the Civil Rights Act

Section 601 of Title VI of the Civil Rights Act of 1964 states:

No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

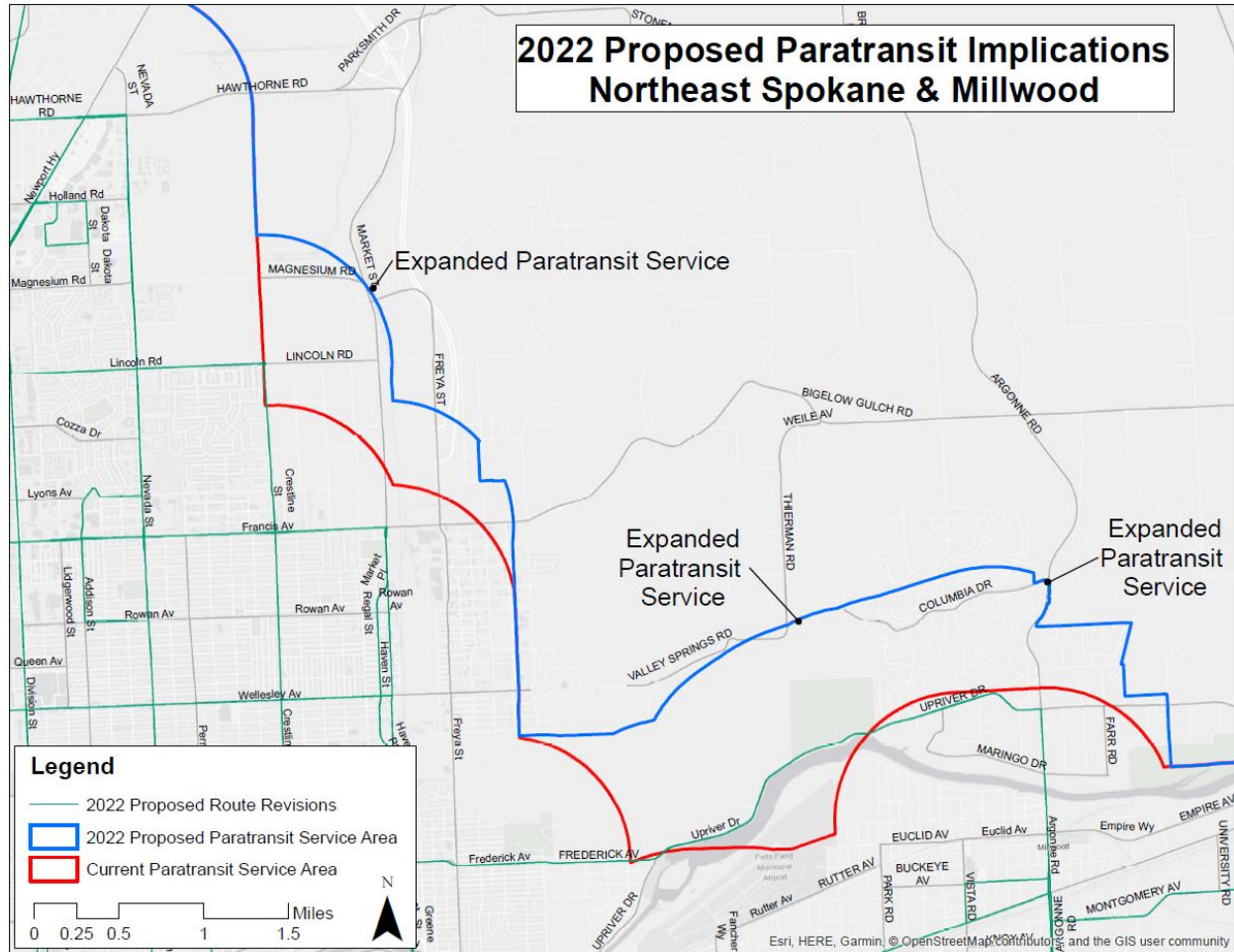
Because STA will be implementing a Small Starts project, the City Line, as a part of these service changes, the Federal Transit Administration requires that STA conduct an equity analysis

comparing service levels before and after the service change. This analysis has been conducted by the 3rd party consultant Nelson|Nygaard. The full Title VI Analysis report can be found in the appendix of this report.

Paratransit Boundary Implications

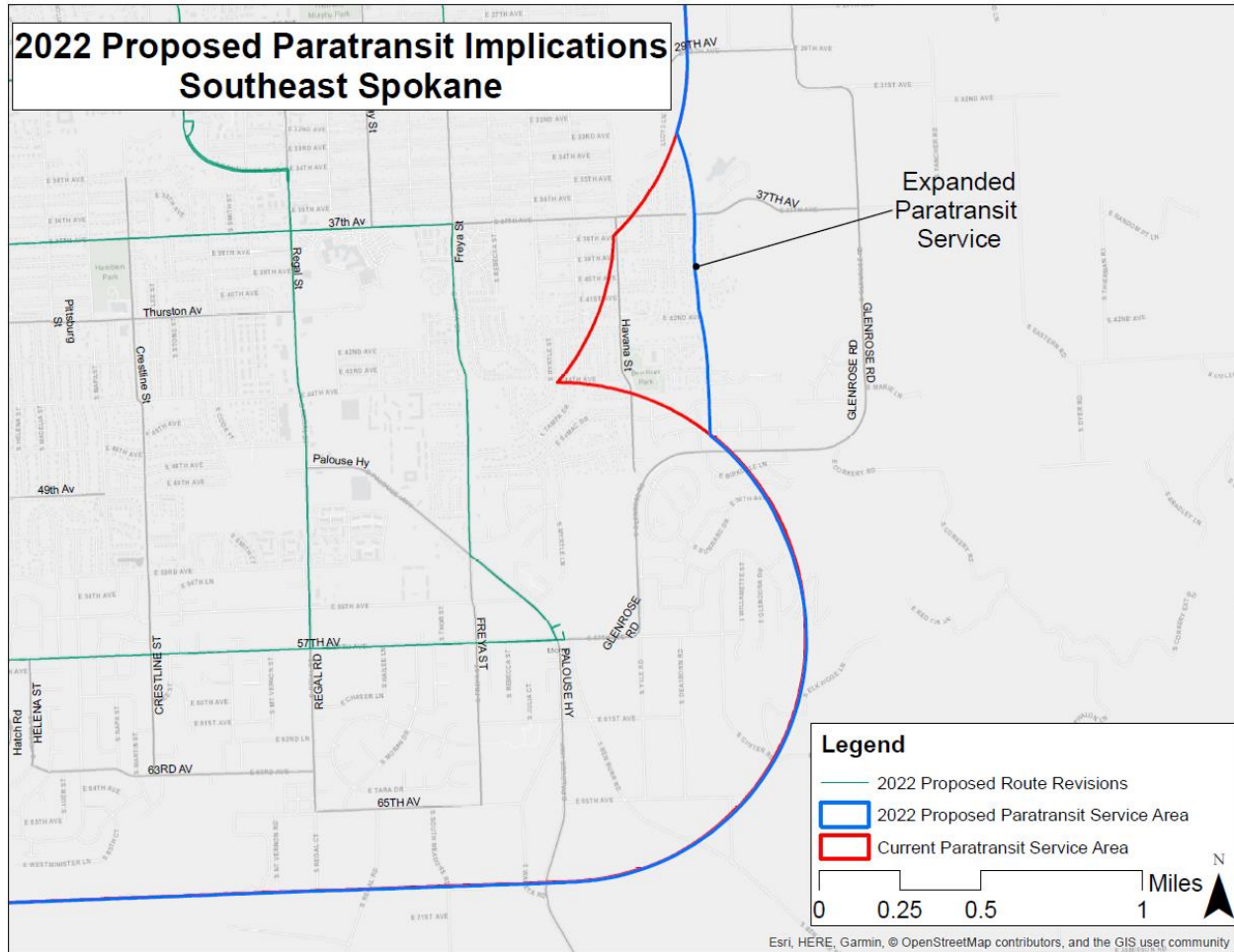
Complementary Paratransit service is provided to persons whose disability precludes them from accessing conventional fixed-route bus service in accordance with the Americans with Disabilities Act (ADA). Pursuant to the ADA, Spokane Transit Paratransit service is provided within $\frac{3}{4}$ of a mile of each fixed route that is within the Spokane County Public Transportation Benefit Area (PTBA). Paratransit Policy 1.2 of the Comprehensive Plan for Public Transportation states that Spokane Transit will “adhere to a consistent boundary for Paratransit service availability relative to the maximum fixed-route service footprint and span provided.” This policy makes it relatively simple to identify most locations that will be impacted by changes in routes that affect the Paratransit boundary. The maps on the following pages show the Paratransit Service Area impacts should certain aspects of the Draft Recommendation go into effect.

The implementation of the recommended revisions for northeast Spokane and Millwood would expand the paratransit boundary as shown in the map below.



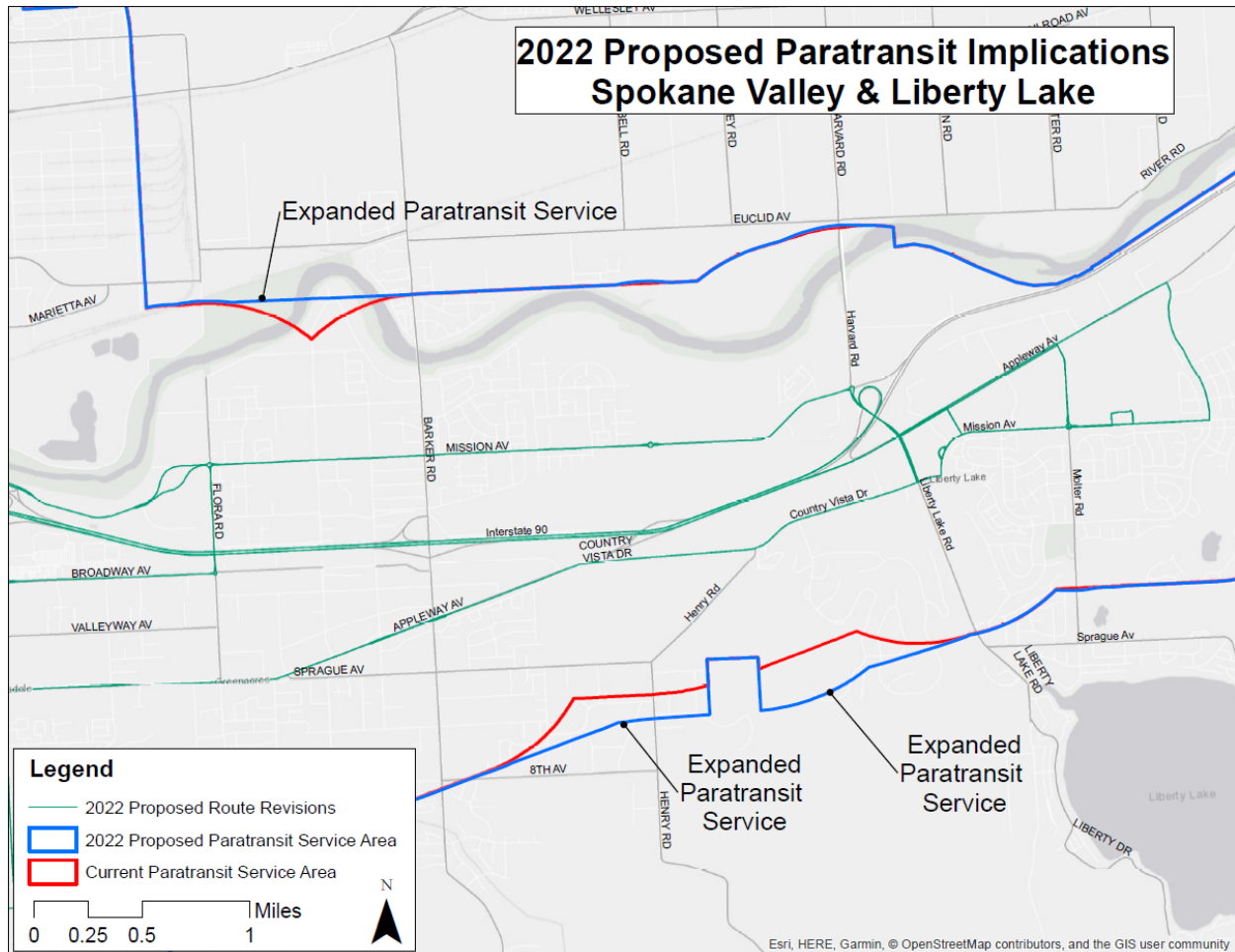
Paratransit Service Boundary Implications for Southeast Spokane.

The implementation of the recommended revisions for southeast Spokane would expand the paratransit boundary as shown in the map below.



Paratransit Service Boundary Implications for the Spokane Valley and Liberty Lake

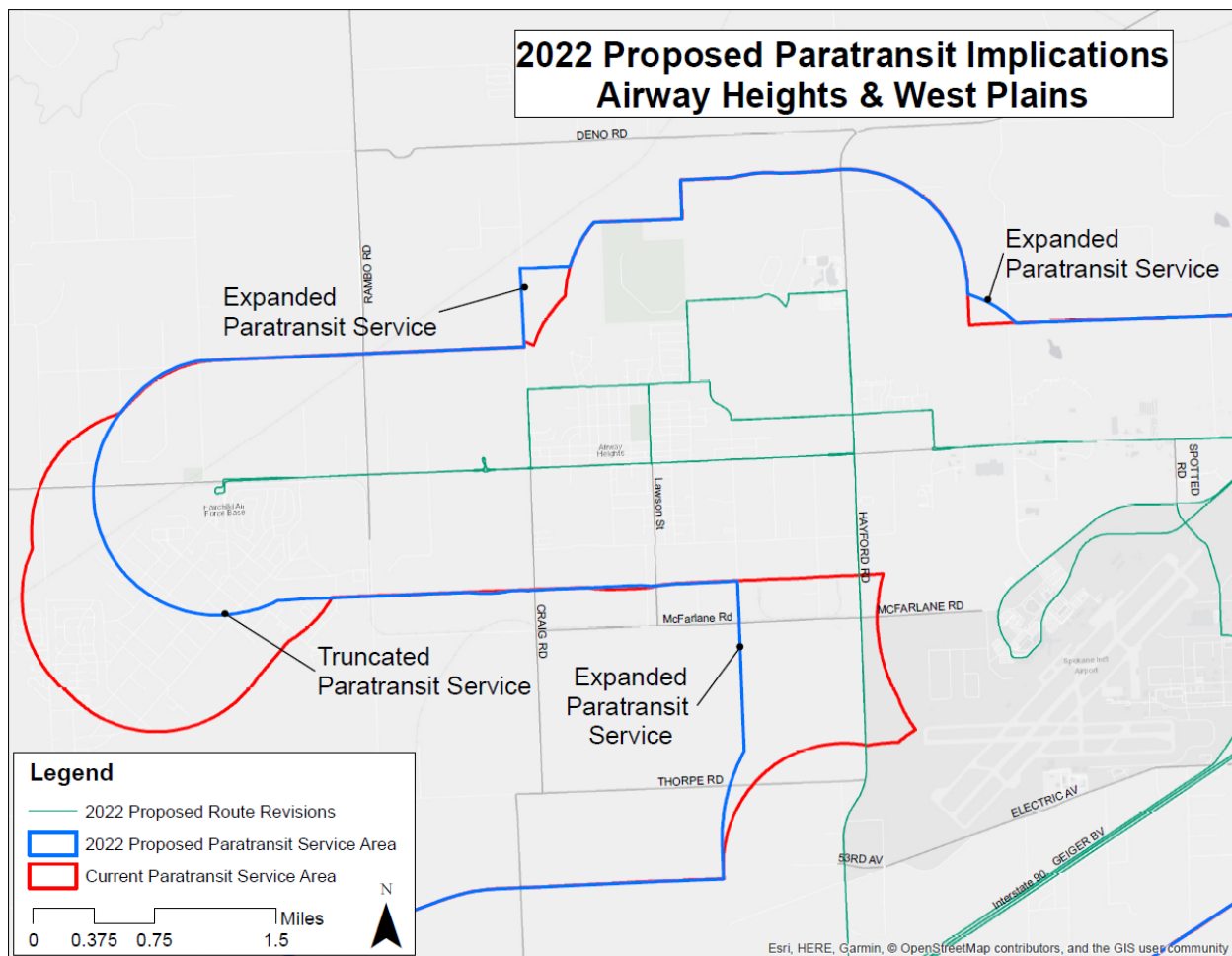
The implementation of the recommended concept for the Spokane Valley and Liberty Lake would expand the Paratransit boundary as shown in the map below.



Paratransit Service Boundary Implications for Airway Heights and Fairchild Air Force Base

The implementation of the recommended changes to Airway Heights, and Spokane International Airport focus area would expand the Paratransit service boundary to the east and west of Airway Heights.

As discussed above STA and Fairchild Air Force Base are exploring a partnership for an on-base shuttle that would be scheduled to connect to the Route 61 at the Hwy 2 base gate. Upon the start of the shuttle operation, the Route 61 would cease to travel on-base and the paratransit boundary would be truncated. In 2019, 743 paratransit trips by 17 customers were taken within the area on Fairchild Air Force Base that would no longer be within the paratransit boundary. The partnership shuttle would provide service to the destinations where paratransit service would be discontinued.



Appendix

Title VI Analysis Report



2022 Service Change Proposal Title VI Equity Analysis Final Report

March 2021

EXECUTIVE SUMMARY

Spokane Transit Authority (STA) is in the process of evaluating a proposed service change planned for implementation in 2022. This service change includes several changes related to service span, service frequency, and route alignments to improve transit service throughout the service area and to realign service to better integrate with the City Line Bus Rapid Transit route, scheduled to begin operations in 2022. In accordance with Title VI of the Civil Rights Act, this service change is evaluated to ensure that any impacts are equitable and there are no Disparate Impacts or Disproportionate Burdens to minority or low-income populations.

According to STA's Title VI Policy, each route is evaluated to determine whether it is classified as a minority route or a low-income route based on the population and demographics of the surrounding census tracts. Routes that are designated as minority or low-income routes and result in a service reduction are considered to create Disparate Impacts and Disproportionate Burdens, respectively. All routes that were classified as minority and/or low-income and were altered as a part of this proposed service change are shown in Figure 1.

Figure 1 Change in Annual Trips by Route Classification

Route	Classification	Change in Trips	% Change in Trips
Route 26	Minority & Low-Income	-	-
Route 27	Minority & Low-Income	7,990	37%
Route 28	Minority & Low-Income	-	-
Route 29	Minority & Low-Income	-19,110	-100%
Route 32	Minority & Low-Income	-	-
Route 34	Minority & Low-Income	-	-
Route 39	Minority & Low-Income	-19,925	-100%
Route 42	Minority & Low-Income	-17,870	-100%
Route 60	Minority & Low-Income	-	-
Route 61	Minority & Low-Income	2,125	11%
Route 63	Minority	-	-
Route 94	Low-Income	-	-

Route 29, Route 39, and Route 42 are the only such routes that both experience a reduction in service in this proposed service change and are classified as minority and/or low-income routes. The STA Title VI Program policy states that Disparate Impacts and Disproportionate Burdens would result for all three of these routes. However, this does not account for the addition of new routes that continue providing service in the area. All three of these routes are proposed to be removed from service and entirely or partially replaced by a combination of the City Line, a new Route 14, and a new Route 38.

A further analysis at the census tract level identifies the change in the annual number of trips operating within each census tract served by the three removed routes. This analysis shows that all census tracts currently served by these routes would have improved transit service in the service proposal. Thus, any potential Disparate Impact or Disproportionate Burden associated with Route 29, Route 39, and Route 42 would be mitigated and there are collectively no Disparate Impacts or Disproportionate Burdens under the proposed service change.

INTRODUCTION

Title VI of the Civil Rights Act of 1964 ensures that “no person in the United States shall, on the basis of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” STA has committed to the Federal Transit Administration (FTA) objectives set forth in circular 4702.1B through their Title VI Program and Comprehensive Plan. These objectives work to ensure that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin.

In Fall of 2016, voters approved funding for *STA Moving Forward*, Spokane Transit Authority’s 10-year plan for more and better transit. Many projects have already been completed, including expanded night and weekend service, the opening of the West Plains Transit Center, and the start of four new routes.

STA is now engaged in planning for service improvements that are programmed and funded for 2022. Some of these improvements include:

- Expanded Hillyard and Northeast Spokane routes
- Implementation of the Central City Line (Bus Rapid Transit Route)

These improvements were developed through an analysis of the local market and existing services, as well as an extensive outreach process with riders and community stakeholders. Using this information, a Preliminary Service Change Proposal was developed and refined to create a single Draft Recommendation for these service improvements. The elements of this Draft Recommendation will be examined as part of this Equity Analysis.

Under this Draft Recommendation service change proposal, all census tracts currently served by STA will continue to receive fixed-route transit service. This Equity Analysis focuses primarily on how changes in STA service differently affect communities characterized by particular demographics. The income and race, as reported by the 2019 American Community Survey, of individuals within the service area was examined to determine whether the proposed service changes would disproportionately impact classes protected by Title VI. Specific focus was placed on identifying whether areas with disproportionately high low-income and/or minority residents would see significant service reductions under the Draft Recommendation service change.

Data and Thresholds

For the Draft Recommendation service change, this analysis measures the impacts of recommended STA service changes on low-income and minority communities by comparing the annual number of trips accessible within the September 2020 network to those accessible within the proposed 2022 network. Data concerning these communities were obtained by way of the 2019 American Community Survey (ACS).

Service Area

Per the STA Title VI Policy, any census tracts partially or completely contained within the Public Transportation Benefit Area (PTBA) boundary is considered a part of the service area. In addition to this definition, a 1/2 mile buffer around STA’s existing 2020 fixed-route network and the recommended 2022 network were created. These buffers, considered a comfortable walk to transit by the FTA, were then overlaid on the census tracts partially or entirely within the PTBA

boundary to represent access to transit service at the census tract level for a supplemental analysis.

Demographic Data: Income

The FTA defines individuals who reside in households where total household income is equal to or less than the ACS poverty level as “low-income.” The following table (Figure 2) shows the poverty guidelines for 2019.

Figure 2 Poverty Guidelines for 2019

Persons in Family/Household	Poverty Guideline
1	\$12,490
2	\$16,910
3	\$21,330
4	\$25,750
5	\$30,170
6	\$34,590
7	\$39,010
8	\$43,430
For families/households with more than 8 persons, add \$4,420 for each additional person.	

Source: U.S. Department of Health & Human Services, 2019

For the 2019 ACS, household income data were collected. These combined characteristics were then assessed against the appropriate poverty threshold, depending on household size, to render a number of persons within each census tract that would be considered “low-income” according to the FTA definition. This number was then compared to the total population resulting in a percentage of population classified as “low-income” for each census tract.

Demographic Data: Race

In an effort to calculate a percentage of census tract population that identifies as a racial minority, the 2019 ACS was again consulted. Self-identified racial composition is reported via the ACS on an individual, rather than household, basis. For the purpose of this equity analysis, individuals who identified as any race other than White were considered minorities. The number of individuals per census tract who identified as minorities was assessed against the total population to render a percent minority population for each census tract.

Census Tract Classification

All census tracts within the STA service area were classified as representing one of the following: minority, low-income, neither or both. A census tract would receive the minority classification if its proportion of minority residents was 10% higher than the average minority proportion for the entire service area. The same is true of each census tract’s proportion of resident’s who are low-income. If a census tract’s population was above both the thresholds for minority and low-income proportions, then it was classified as “both;” the opposite rendered a classification of “neither.” The service area average proportions for minority and low-income populations and respective

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Spokane Transit Authority

impact and burden thresholds are shown below in Figure 3. The number and percent of census tracts in the service area falling into each classification are shown below in Figure 4 and are displayed on the map contained in Figure 5.

Figure 3 2019 Low-Income and Minority Classification Thresholds

Minority		Low-Income	
Service Area Average	Impact Threshold	Service Area Average	Burden Threshold
12.8%	14.1%	13.4%	14.7%

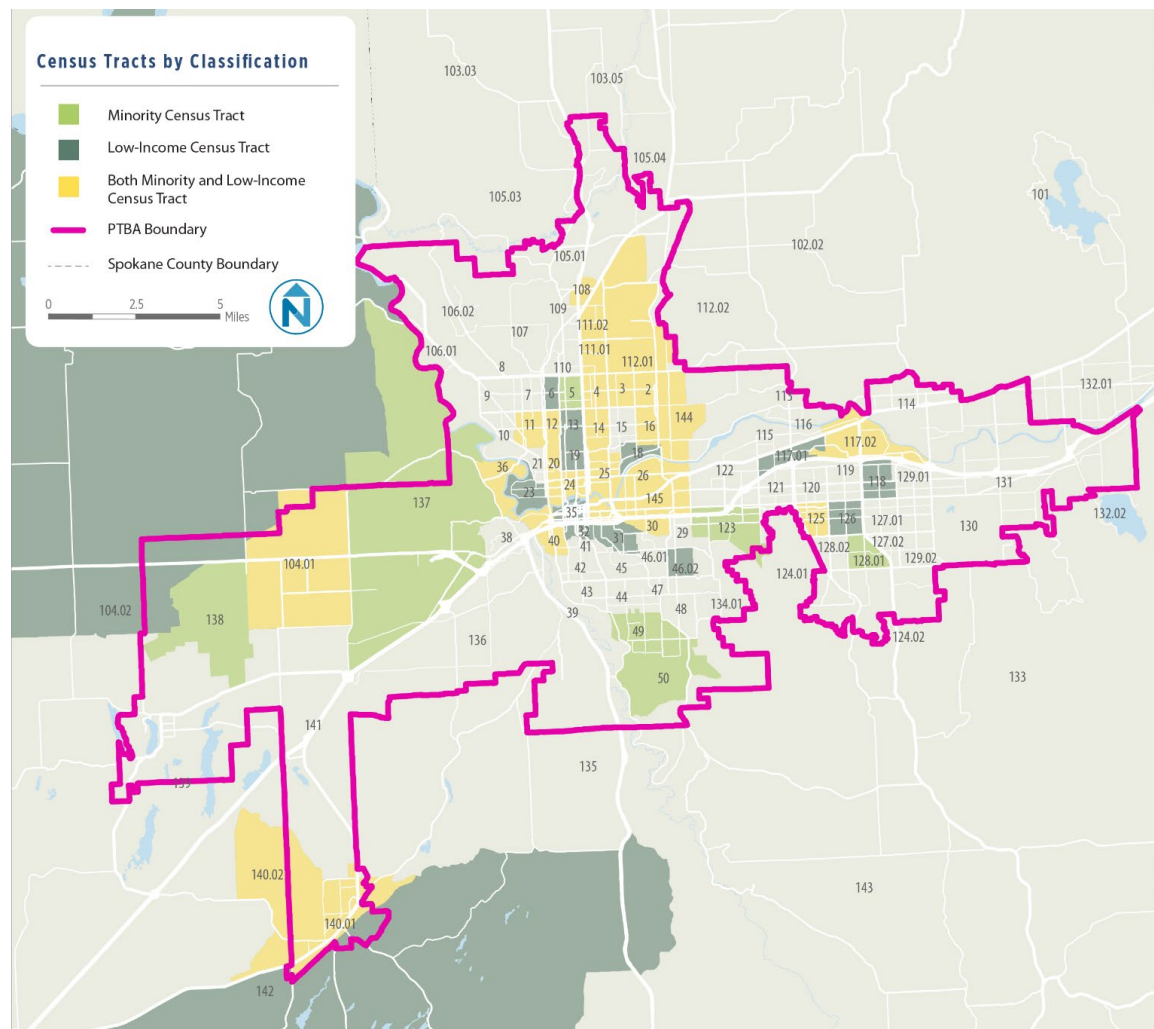
Source: US Census Bureau, American Community Survey 2019

Figure 4 Census Tract Classifications

Minority	Low-Income	Both	Neither
7 (7%)	14 (14%)	25 (26%)	52 (53%)

Source: US Census Bureau, American Community Survey 2019

Figure 5 Census Tracts by Minority and Low-Income Classification



Disparate Impact and Disproportionate Burden Threshold

In accordance with FTA guidelines, the following criteria for defining the disparate impact and disproportionate burden thresholds were used in this analysis:

- **Disparate Impact** – When a major service change impacts a census tract with a minority population that exceeds the average minority population of the service area by 10% or more, a disparate impact exists and the impacts will be assessed and evaluated for mitigation. To determine if a disparate impact exists, each route impacted is analyzed to determine the percentage of minority population along that route. This is done by adding all of the census tracts along that route.
- **Disproportionate Burden** – When a major service change impacts a census tract with a low-income population that exceeds the average low-income population of the service area by 10% or more, a disproportionate burden exists and the impacts will be assessed and evaluated for mitigation. To determine if a disparate impact exists, each route impacted is analyzed to determine the percentage of low-income population along that route. This is done by adding all of the census tracts along that route.

These thresholds are defined in STA's Impact Policy for Major Service Changes (and Disproportionate Burden Policy), which are included in STA's current Title VI Program.

Route Classification

In accordance with STA's Title VI Program, all routes were analyzed to determine if they were considered a minority or low-income route by evaluating the combined proportion of minority and low-income populations within census tracts adjacent to each route. The results of this analysis for each route in the existing STA system is shown in Figure 6 with routes proposed to be altered under the service change proposal identified in bold. Minority and low-income classified routes are also displayed in the maps contained in Figure 7 and Figure 8, respectively.

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Figure 6 Route Classifications

Minority Only Routes	Low-Income Only Routes	Both Low-Income & Minority Routes	Neither Low-Income Nor Minority Routes
<ul style="list-style-type: none"> ▪ Route 62 ▪ Route 63 	<ul style="list-style-type: none"> ▪ Route 23 ▪ Route 45 ▪ Route 90 ▪ Route 94 ▪ Route 173 ▪ Route 190 ▪ Route 662 	<ul style="list-style-type: none"> ▪ Route 11 ▪ Route 12 ▪ Route 20 ▪ Route 21 ▪ Route 25 ▪ Route 26 ▪ Route 27 ▪ Route 28 ▪ Route 29 ▪ Route 32 ▪ Route 33 ▪ Route 34 ▪ Route 39 ▪ Route 42 ▪ Route 60 ▪ Route 61 ▪ Route 64 ▪ Route 66 ▪ Route 67 ▪ Route 68 ▪ Route 663 ▪ Route 664 	<ul style="list-style-type: none"> ▪ Route 4 ▪ Route 22 ▪ Route 43 ▪ Route 74 ▪ Route 95 ▪ Route 96 ▪ Route 97 ▪ Route 98 ▪ Route 124 ▪ Route 144 ▪ Route 172 ▪ Route 633

Source: US Census Bureau, American Community Survey 2019

Figure 7 Existing STARoutes by Minority Classification

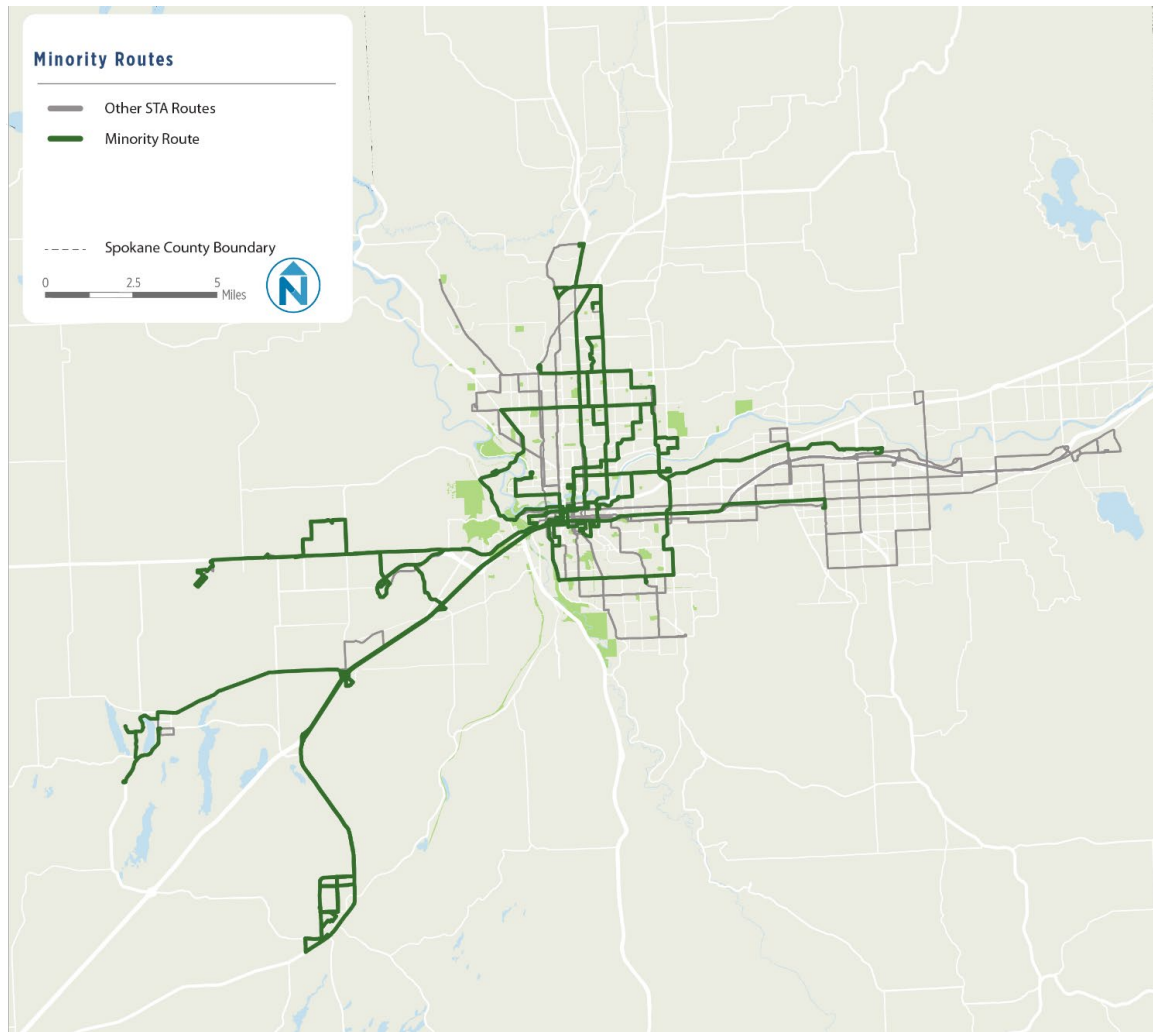
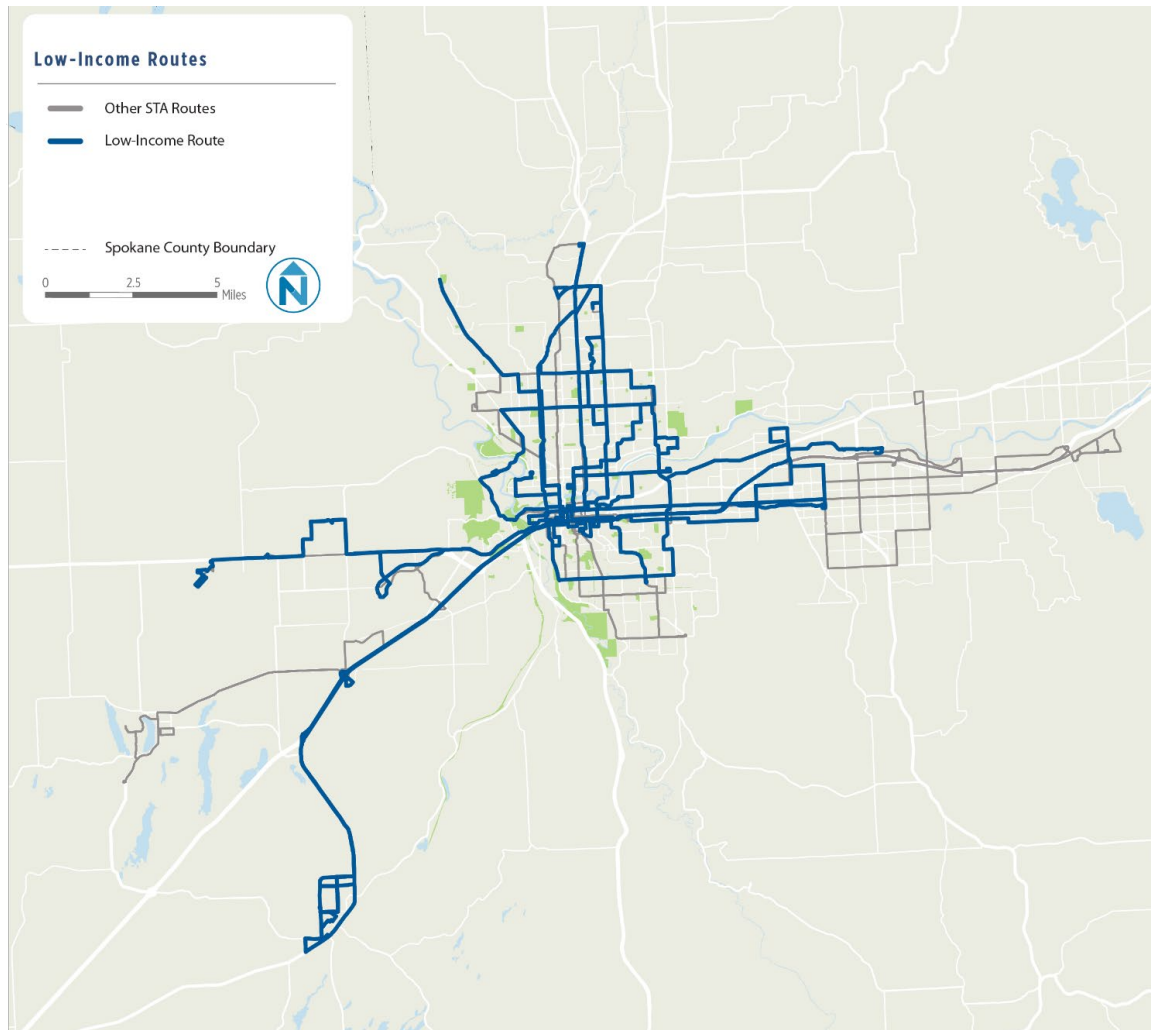


Figure 8 Existing STARoutes by Low-Income Classification



SERVICE ANALYSIS

Determining Service Increase or Decrease

To calculate existing service levels, each existing route's total number of annual trips was used. The annual trips generally reflect the number of times a rider will be able to access transit from a given location. The annual trips for each route in the 2020 and recommended 2022 networks were then compared to determine the change in service at the route level. Approximately, 21% of routes would see an increase in service, including new routes added to the system, and 10% of routes would have decreased service, including routes that are eliminated from service (Figure 9). In many of these cases, new routes or existing routes are revised to continue serving areas with removed or decreased service.

In addition to this analysis at the route level, each census tract within the service area was also assigned the sum of the total annual trips of all routes whose 1/2 mile buffer passed through it. This was done for both the 2020 and recommended 2022 networks. The proposed annual trips

figure was then subtracted from the existing annual trips to determine the change in service: increased service, decreased service, or no change. Approximately 67% of census tracts served under the 2022 proposed network will experience an increase in STA service under the recommended service plan. Around 20% of census tracts served by the proposed network will experience decreased STA service. Figure 10 and Figure 11 show areas where service is proposed for removal and routes categorized by the change in annual trips, respectively.

Figure 9 Service Change Overview

Service Change Category	Census Tracts in Service Area	Routes
Increased Service	66 (67%)	11 (21%)
No Change in Service	13 (13%)	36 (69%)
Decreased Service	19 (20%)	5 (10%)

Figure 10 Existing STA Service Proposed for Removal

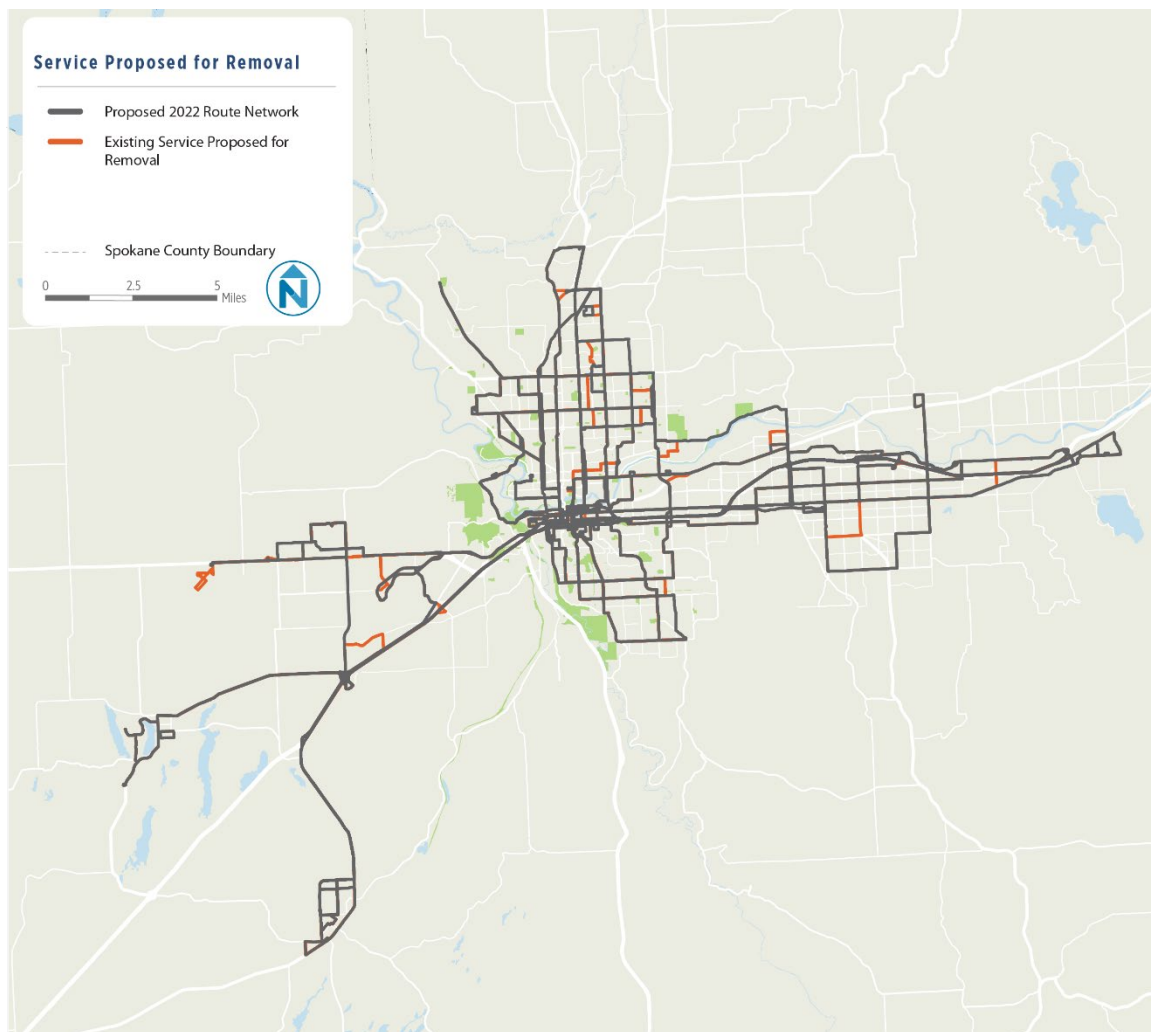
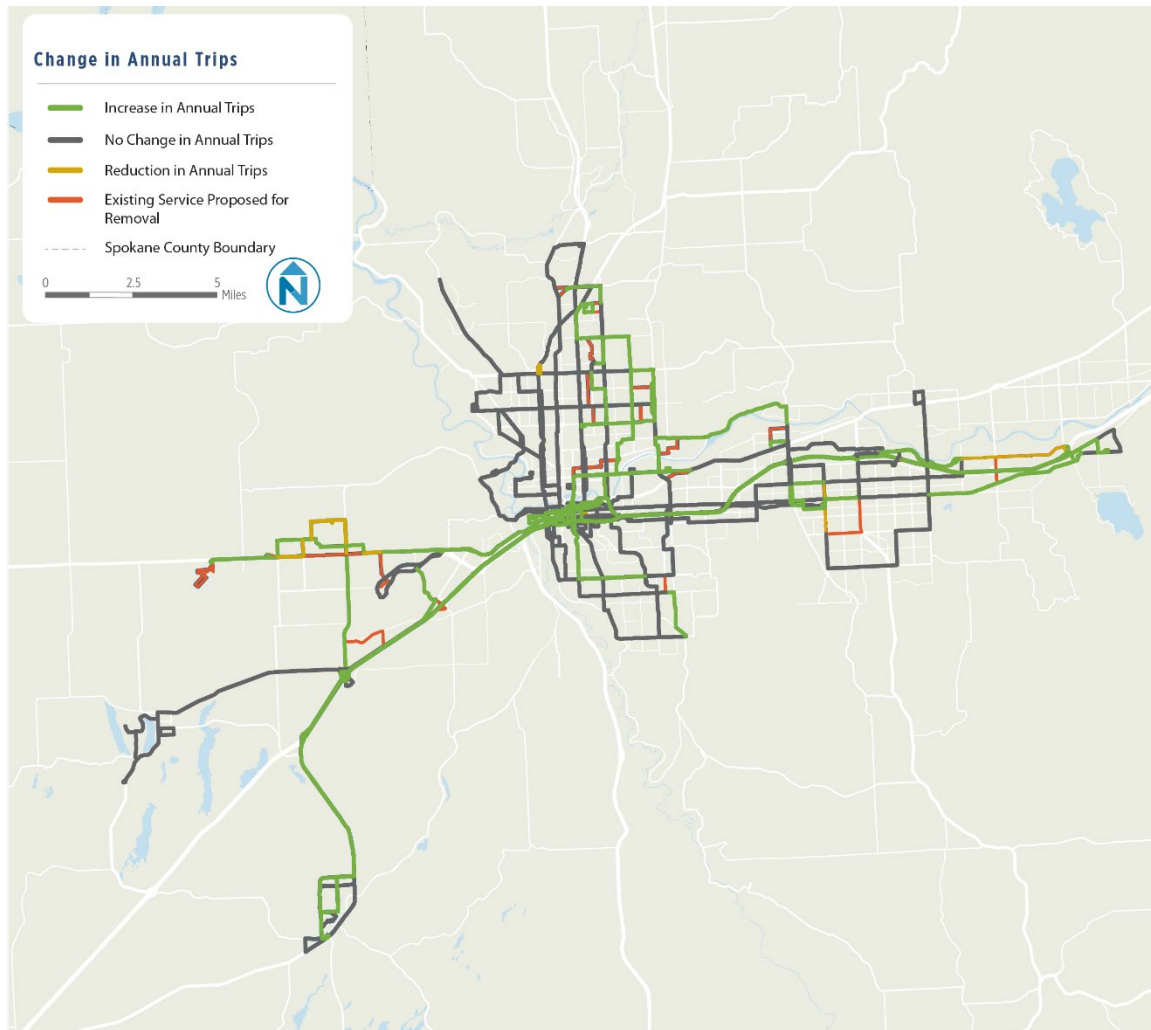


Figure 11 Change in Annual Trips from 2020 to 2022 – STA Network by Route



CHANGE IN SERVICE ANALYSIS

The 2022 proposed network and service plan include changes to route alignments, service span, and service frequency to provide faster, more direct service, and to realign or remove redundant service to better align with the implementation of the City Line. In cases where routes are removed and replaced with other services, particularly the City Line, census tracts may see an increase in annual trips. The change in trips for all minority and low-income routes evaluated as a part of this service change is shown in Figure 12. Routes categorized by service change are shown overlayed with minority and low-income classified census tracts in Figure 13.

Figure 12 Service Change by Minority and Low-Income Routes

Route	Classification	Change in Trips	% Change in Trips
Route 26	Minority & Low-Income	-	-
Route 27	Minority & Low-Income	7,990	37%
Route 28	Minority & Low-Income	-	-
Route 29	Minority & Low-Income	-19,110	-100%
Route 32	Minority & Low-Income	-	-
Route 34	Minority & Low-Income	-	-
Route 39	Minority & Low-Income	-19,925	-100%
Route 42	Minority & Low-Income	-17,870	-100%
Route 60	Minority & Low-Income	-	-
Route 61	Minority & Low-Income	2,125	11%
Route 63	Minority	-	-
Route 94	Low-Income	-	-

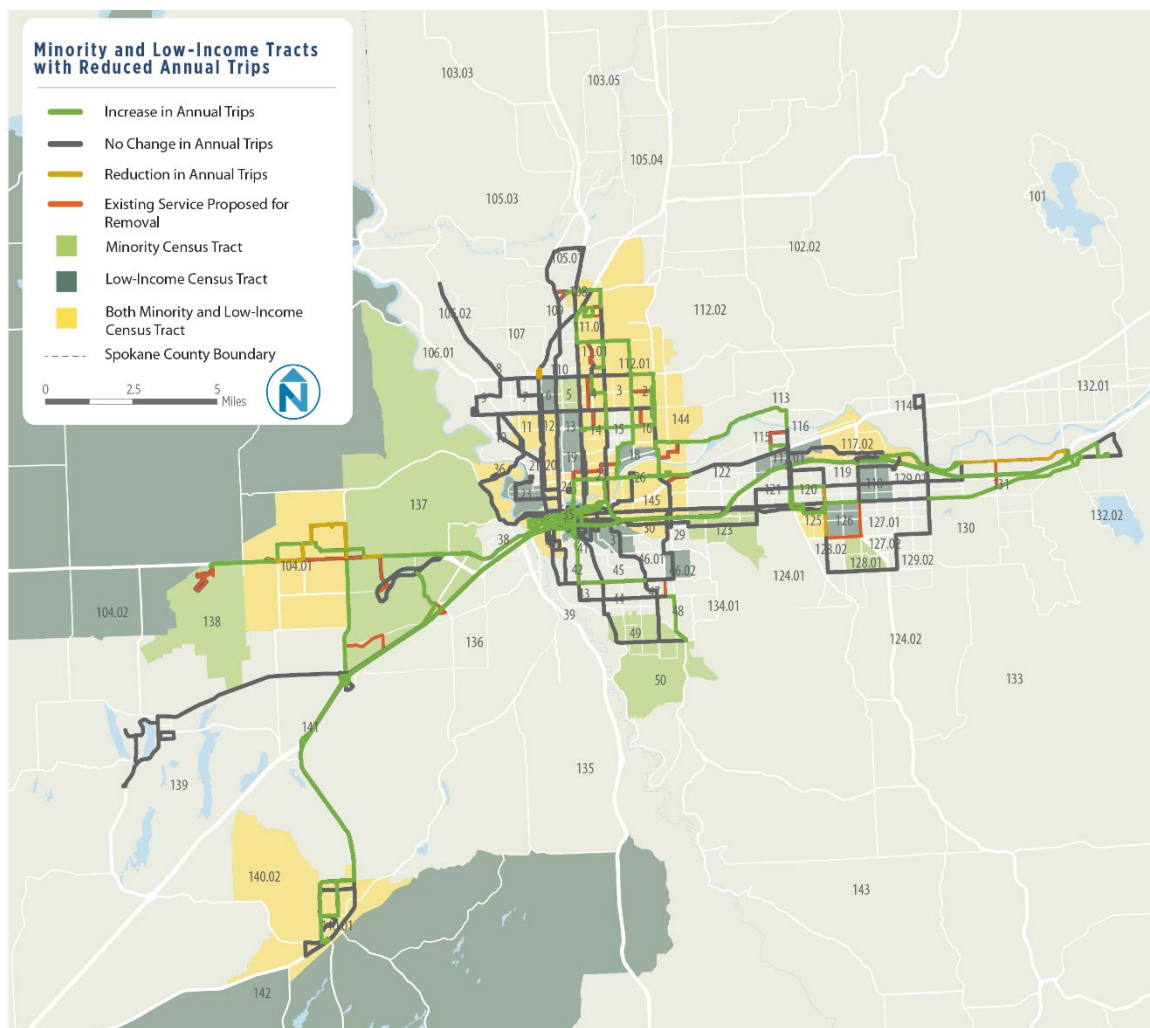
Route 29, Route 39, and Route 42 are the only such routes that both experience a reduction in service in this proposed service change and are classified as minority and/or low-income routes. The STA Title VI Program policy states that disparate impacts and disproportionate burdens would result for all three of these routes. However, this does not account for the addition of new routes that continue providing service in the area. All three of these routes are proposed to be removed from service and entirely or partially replaced by a combination of the City Line, a new Route 14, and a new Route 38.

A further analysis at the census tract level identifies the change in the annual number of trips operating within each census tract served by the three removed routes (Figure 14). This analysis shows that while these three routes are removed, all census tracts currently served by these routes would have improved transit service in the proposed service change. Thus, any potential Disparate Impact or Disproportionate Burden associated with Route 29, Route 39, and Route 42 would be mitigated and there are no Disparate Impacts or Disproportionate Burdens under the proposed service change.

Figure 13 Change in Trips at the Census Tract Level for Routes with Reduced Service

Route 29		Route 39		Route 42	
Census Tract	Change in Annual Trips	Census Tract	Change in Annual Trips	Census Tract	Change in Annual Trips
26	+88,205	16	+36,400	32	+65,375
35	+64,810	18	+77,805	35	+64,810
145	+88,195	24	+64,810	40	+64,630
		25	+76,155		
		26	+88,205		
		35	+64,810		
		144	+48,820		
		145	+88,195		

Figure 14 Change in Annual Trips from 2020 to 2022– STA Network by Routewith Census Tract Classifications



Census Tract Analysis

While not required to determine disparate impacts or disproportionate burdens according to STA's Title VI Program, a supplemental analysis was conducted to determine potential impacts at the census tract level. The results of the combined census tract classification and service analysis found that eight census tracts were identified as being low-income/minority and having reduced service under the 2022 proposed service change (shown in Figure 15), including:

- Census tract 4
- Census tract 5
- Census tract 6
- Census tract 20
- Census tract 46.02
- Census tract 104.01
- Census tract 128.01

Census Tract 4

Census tract 4 is located in north Spokane between Francis Ave, Nevada St, Wellesley Ave, and Division St. In this census tract, Route 27 is replaced with Route 35 at a lower peak frequency, reducing the number of trips operating through the census tract. However, census tract 4 is also served with multiple 15-minute frequency routes operating on Wellesley Ave, Division St, and Nevada St. This service change was made to provide higher frequency service along the Hillyard corridor on the revised Route 27 and ensures that a number of high frequency north-south and east-west routes continue serving census tract 4. While there are fewer annual trips, this tract continues to have a high level of transit accessibility.

Census Tract 5

Census tract 5 is located in north Spokane between Francis Ave, Monroe St, Wellesley Ave, and Division St. In this census tract, Route 27 is replaced with Route 35 at a lower peak frequency, reducing the number of trips operating through the census tract. However, census tract 5 is also served with multiple 15-minute frequency routes operating on Wellesley Ave, Monroe St, and Division St. This service change was made to provide higher frequency service along the Hillyard corridor on the revised Route 27 and ensures that a number of high frequency north-south and east-west routes continue serving census tract 5. While there are fewer annual trips, this tract continues to have a high level of transit accessibility.

Census Tract 6

Census tract 6 is located in north Spokane between Francis Ave, Monroe St, Wellesley Ave, and Ash St. In this census tract, Route 27 is replaced with Route 35 at a lower peak frequency, reducing the number of trips operating through the census tract. However, census tract 6 is also served with multiple 15-minute frequency routes operating on Wellesley Ave and Monroe St. This service change was made to provide higher frequency service along the Hillyard corridor on the revised Route 27 and ensures that a number of high frequency north-south and east-west routes continue serving census tract 6. While there are fewer annual trips, this tract continues to have a high level of transit accessibility.

Census Tract 20

Census tract 20 is located north of downtown Spokane and is roughly bound by Courtland Ave, Monroe St, Boone Ave, and Ash St. No service is directly removed from this census tract as a result of the 2022 service change proposal. However, the existing Route 39 operates within 1/2 mile of the census tract and was attributed to the annual trips serving census tract 20 in the existing network. In the 2022 proposed network, Route 39 is removed and partially replaced by the City Line at a higher frequency. However, the City Line alignment would not operate within 1/2 mile of census tract 20. Census tract 20 would continue to have access to transit service on Monroe St, Boone Ave, Maple St, Ash Ave, and Northwest Blvd and would continue to be within 1/2 mile of Route 27. No service would be removed from within census tract 20, only within 1/2 mile of the census tract.

Census Tract 46.02

Census tract 46.02 is located to the southeast of downtown Spokane and is roughly bound by 17th Ave, Havana St, 29th Ave, and Ray St. In the existing network, the census tract is served by both Routes 34 and 43, which connect at the South Hill Park-and-Ride located just over 1/2 mile east of the census tract. The proposed recommendation includes realigning Route 43 on a more direct alignment on 29th Ave west of the South Hill Park-and-Ride rather than deviating out of direction onto Ray St and 37th Ave. The segment of 29th Ave between Ray St and Southeast Blvd would now only be served by Route 34, not a combination of both Route 34 and Route 43. The reduction of service in this tract is due to removing the overlapping service on this segment. Additionally, in the proposed service change Routes 34 and 43 would interline at 39th Ave and Southeast Blvd meaning census tract 46.02 would continue to have access to both routes at the same level of service as they are currently operating. No service would be removed from within census tract 46.02, only within 1/2 mile of the census tract.

Census Tract 104.01

Census tract 104.01 is located in the Airway Heights neighborhood between Rambo Rd, Deno Rd, Hayford Rd, and Thorpe Rd and is served by Routes 60, 61, and 63. The proposed service changes in this census tract are intended to achieve three specific goals:

- Provide faster, more direct service
- Provide simpler, easier to understand service
- Improve local service in Airway Heights

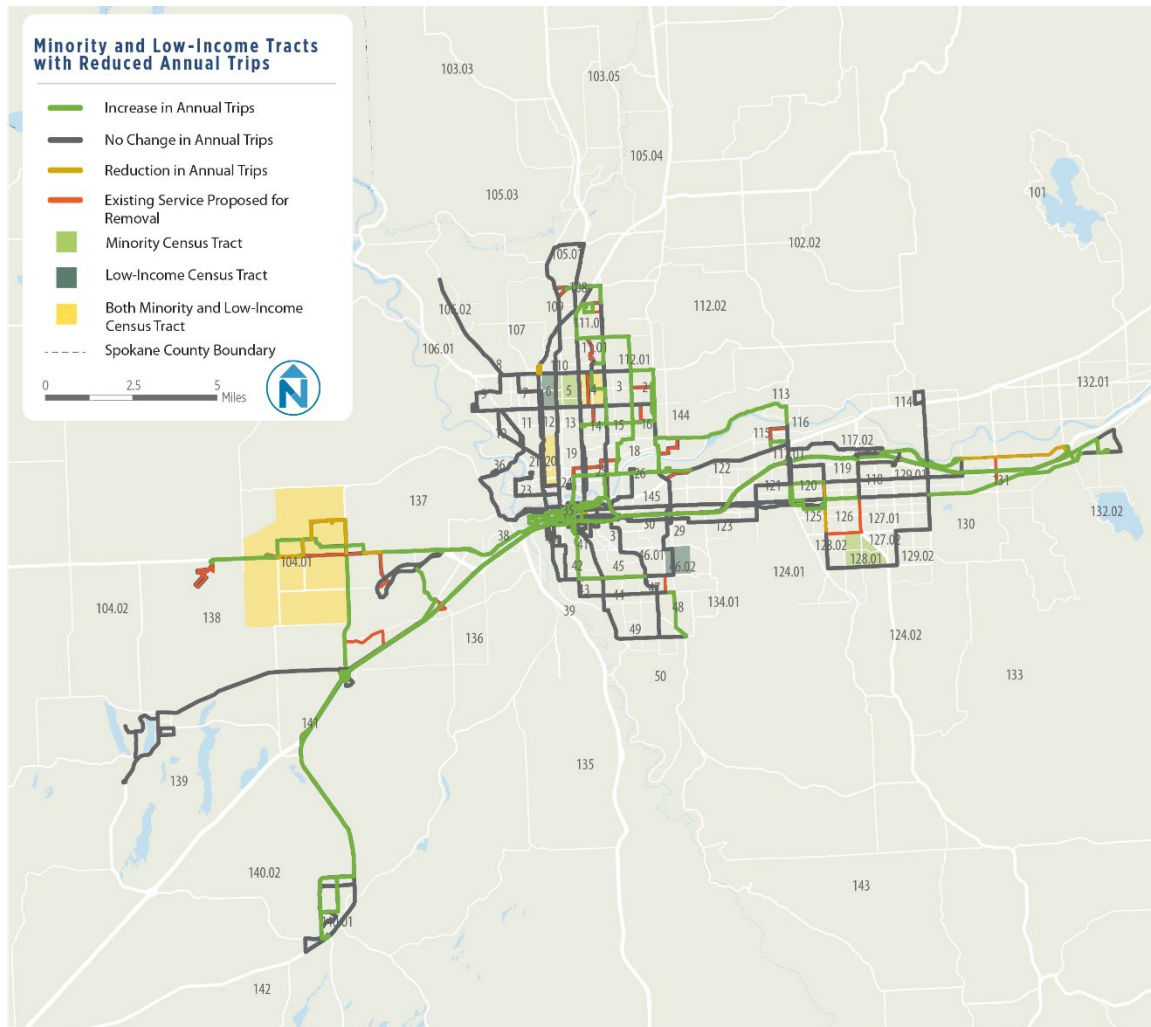
This service change achieves these goals by making Route 60 operate more consistently, removing the evening and weekend only service through Airway Heights and operating fewer deviations. Route 61 would operate more frequently, providing more useful service in Airway Heights throughout the day. Route 63 would operate a more direct alignment through Airway Heights on Hayford Rd, providing service to a larger area of this census tract than currently exists. Additionally, both Route 60 and Route 61 would provide faster, more direct service into downtown Spokane.

Census Tract 128.01

Census tract 128.01 is located in Spokane Valley, generally between 16th Ave, SR 27, 32nd Ave, and Bowdish Rd and is currently served by Routes 96 and 97. In the proposed service change, Route 96 would be realigned to provide more direct service between the Valley Transit Center, Valley

Mall, and Spokane Industrial Park. As a part of this realignment, service no longer operates south of 4th Ave on University Road, 16th Ave, or Pines Rd. This change removes Route 96 from census tract 128.01, including six stops at the intersections of 16th Ave & Pines Rd, 16th Ave & Union Rd, 16th Ave & Bowdish Rd. These six stops combined for an average of zero daily boardings and four daily alightings in 2020. This service change was made to provide faster, more direct service to higher ridership areas and removes service from low ridership areas.

Figure 15 Minority and Low-Income Census Tracts with Reduced Annual Trips

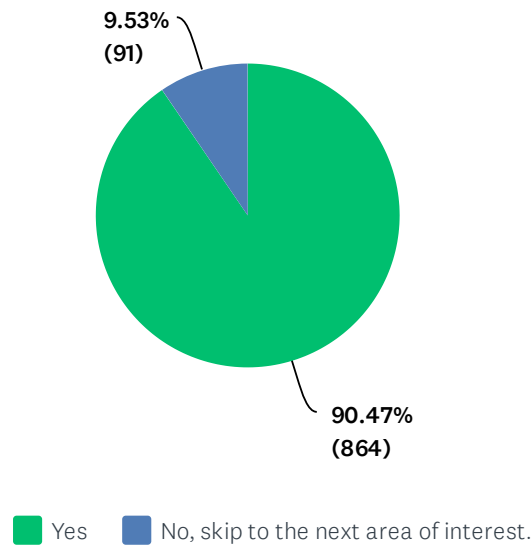


Online Survey Summary Report

The following pages summarize feedback gathered through the online survey conducted October 6, 2020 to November 14, 2020. Results of the survey provide insight into the preferences and needs of current customers and other community members but is not a scientific measure of the relative importance of varying opinions.

Q1 Are you interested in answering questions about proposed bus route changes in the City of Spokane?

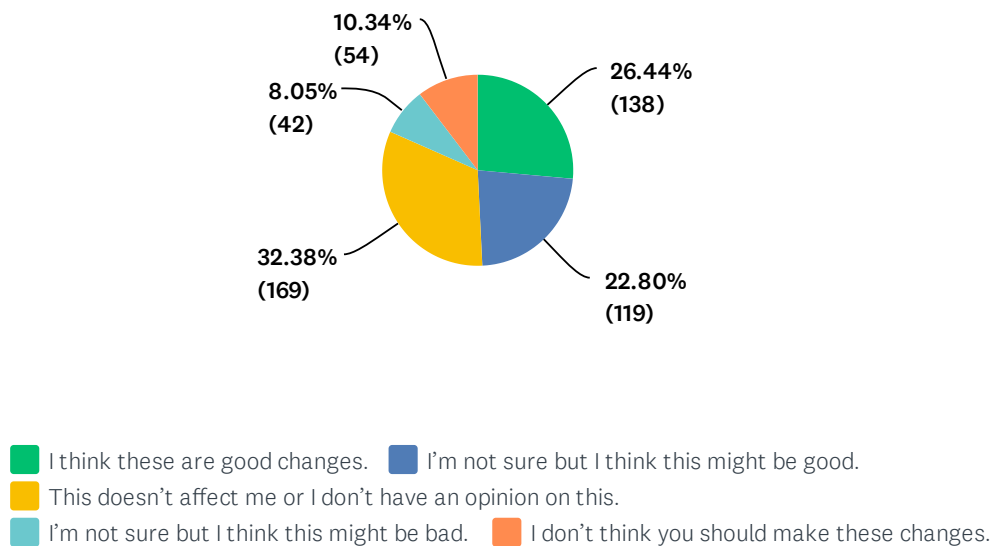
Answered: 955 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	90.47%	864
No, skip to the next area of interest.	9.53%	91
TOTAL		955

Q2 What do you think of the proposal to replace routes 29 and 42 with City Line and Route 16?

Answered: 522 Skipped: 438



Preliminary Proposal for 2022 Service Revisions Survey

ANSWER CHOICES	RESPONSES	
I think these are good changes.	26.44%	138
I'm not sure but I think this might be good.	22.80%	119
This doesn't affect me or I don't have an opinion on this.	32.38%	169
I'm not sure but I think this might be bad.	8.05%	42
I don't think you should make these changes.	10.34%	54
TOTAL		522

Preliminary Proposal for 2022 Service Revisions Survey

#	DO YOU HAVE ANY COMMENTS OR SUGGESTIONS REGARDING THESE PROPOSED CHANGES?	DATE
1	42 should stay in route. A separate route, let's say 16, should continue down Trent to Havana and cut over via Mission to the SCC park & ride. And 29 should be discontinued.	11/12/2020 11:22 AM
2	The route 34 brings me to and from every day perfectly. 29 and 34 are actually the important ones for me to come and go to the plaza working quite a ways away. The 29&34 are very empty of customers I also see.	11/12/2020 10:38 AM
3	I like how this route gets off of some areas that are hard on buses along Adams along with the bus getting stuck in the snow on 10th & Madison.. The people in the area can catch route 43 Also the ineficient movement of Route 42 down to Monroe and back over to Wall Hopefully it can have a good layover location	11/12/2020 9:31 AM
4	Do survey at SCC to see how many students will be inconvenienced & unable to get to bus to get to school before change.	11/11/2020 10:52 AM
5	How are people to get up to Huckleberries on 10th and Monroe? The North part looks fine as long as you don't need a special/ separate pass to access the City Line it should be fine.	11/10/2020 6:10 PM
6	What ever happened to the light rail lines the taxpayers gave you the money for??? This smells like a bait and switch!	11/6/2020 7:10 PM
7	I worry about people being made to wait to get to school adding yet another transfer area, or also removes some areas of use.	11/6/2020 3:54 PM
8	We just need more frequent bus times especially after 6pm	11/6/2020 10:17 AM
9	Sta can't even keep the bus driver on time to stops now.	11/5/2020 11:37 PM
10	If it gets them where they need to go it ok but people work Monday though Sunday that takes the bus	11/5/2020 2:53 AM
11	There needs to be bus operation on Sundays and Holidays. What about people who still need to work or attend religious services and depend on the bus to get there?	11/4/2020 10:22 PM
12	Changing the 42 and 29 to route 16 is fine. But all routes (or the vast majority) should run at night and on Sundays and holidays. Not running routes during those times puts a lot of folks in the dark. The new 16 would not be a commuter route and rather a community route and should run at all times the rest of the system is running.	11/4/2020 8:56 PM
13	go back to how it used to be i miss the 44 i frequently miss my bus because they dont match up the same and i hate it so much	11/1/2020 8:10 PM
14	This would be a bad change without Route 16	11/1/2020 11:06 AM
15	I rely on the 29 most days, especially when it changes to the 32. Please don't change this.	10/30/2020 7:46 PM
16	I live in the area serviced by the 42 and I can not walk very far so the thought of less times being provided by a different route and having to try to rely upon the 43 route is not something I want to have happen.	10/30/2020 6:00 PM
17	No	10/30/2020 3:56 PM
18	I would like if the City Line, went to Riverfront Park along W Spokane Falls Blvd. The best would be if a line went from Jefferson lot or other Park and Rides to W Spokane Falls Blvd all the way to City Hall before going south again.	10/30/2020 3:16 PM
19	Na	10/30/2020 9:57 AM
20	Need a line out near the west plains transit center/area	10/29/2020 5:13 PM
21	Still needs to connect to SCC	10/29/2020 4:06 PM
22	Are there never riders on this on evenings or Sundays or holidays? What if they have jobs? I think the criteria to judge lower usage routes ought not to be volumes but necessity to their community. I think less frequent service is better than no service at all if there are ANY riders during those times.	10/29/2020 1:14 PM
23	No	10/29/2020 10:00 AM

Preliminary Proposal for 2022 Service Revisions Survey

24	This move would eliminate redundancy. Good.	10/28/2020 11:34 PM
25	I use the current 42 route frequently. It stops in front of my apartment building.	10/28/2020 12:53 PM
26	Just concerned for people who work Sundays and/or Holidays and depend upon bus service to get to their places of employment.	10/27/2020 10:45 AM
27	I just moved to W. Riverside and Bernard where routes 26, 28 and 29 serve coming from Plaza and to Plaza. Will we still have service at W. Riverside and Bernard?	10/27/2020 9:08 AM
28	#16 should go to SCC transit like #29 do. Most of us use the bus from downtown in order to get to work. Connection to #33 westbound is not so great right now. In winter, I sometimes miss the #33 because of #29 and #39 from downtown is late. On weekdays and on Saturdays, it would be nice there is a connection from #33 to downtown around 10:43pm	10/26/2020 6:45 PM
29	I live in the Cannon Hill neighborhood and I do not want fewer hours that the Napa/Cannon Hill Shuttle would do to routes 42 and 29.	10/24/2020 10:49 PM
30	You promised us more service and stopping the buses earlier will hurt a lot of people like me who get off work at 8pm everyday including Saturday and require the bus to get home and who work on Sundays and require the bus	10/24/2020 9:55 AM
31	Don't like the 8pm for the last bus	10/23/2020 5:44 PM
32	I could like to on near 3200 n smith st there no pretty closer.	10/23/2020 5:32 PM
33	i catch either the 29 or 39 at the corner of mission and lee. i use it all days at all hours they run, including sundays and holidays. i appreciate the frequency the two routes run and it seems there will be fewer runs available.	10/21/2020 11:46 PM
34	No	10/21/2020 9:49 AM
35	You are planning to ALMOST get people to SCC but then drop them in the weather (extreme heat or cold) just so you can tote this Central City Line. A complete waste of money.	10/21/2020 5:40 AM
36	this will affect a lot of handicap persons	10/20/2020 2:45 PM
37	Not sure if cutting Sunday is a good idea.	10/19/2020 3:30 PM
38	How will this impact UGM riders, many arrive at UGM just before 6 pm, no holiday and Sunday service seems extreme. What about those who ride the Minnehaha. While this doesn't impact me personally I worry about those who rely on the bus to get where they need to be, especially those who may not have a place to stay if they can not get to the UGM.	10/18/2020 10:49 PM
39	The buses I ride alot is bus: 25/32/medical. You see I don't drive due to sezuirs. So they buses help my family get where we need to go. I've just learned the buses ! Now you want to change them	10/18/2020 5:22 AM
40	If you discontinue the 29 SCC bus will there still be a bus that will go through trent Avenue? What about the riders that need go the Social security office or places in the area.	10/17/2020 4:32 PM
41	Anything that makes for better efficiency and making the bus system be self sustaining is important. It is not right to saddle people who do not use it with paying for it. Stop promoting socialism and forcing people to pay via taxes.	10/17/2020 4:31 PM
42	More bus services and stops will increase the likelihood of higher income bus riders, and more passes will be bought.	10/17/2020 2:55 PM
43	There is a lot of people that take bus to go to work on weekdays and weekends that the only way they get to work is the bus and I work spokanevalley and have to work weekends or clients won't get the care they need.	10/17/2020 12:09 PM
44	There are still people that work on Sunday's and have to get to and from work and don't drive and have to take the bus I work on Saturday and Sundays and we are open till 9 pm both days for now when the holidays start we will be open till 10 and won't have a way home either since no buses	10/16/2020 11:46 PM
45	The east portion of the route from Downtown to Mission Ave makes sense as it pretty much replicates the routing of current route 29. However, I'm not a fan of the western/southern portion of the proposed route after it goes by the Deaconess campus. It is about 1 mile between Maple/Walnut and Grand (served by routes 43 & Routes 4), which is a pretty big gap	10/16/2020 9:07 PM

Preliminary Proposal for 2022 Service Revisions Survey

in service. It almost seems logical to turn the route south after Deaconess, running it up the South Hill via Monroe, and turning it around at 14th/Lincoln for its return to Downtown via Lincoln. Connections to Route 43 can also be made at this intersection. Running the route along Monroe/Lincoln on the Lower South Hill would fill the service gap between Maple/Walnut and Grand and also provide the ability for the route to serve Huckleberry's, Ace, and Rosauers, which may help boost ridership. As an additional suggestion, after running it to 14th/Lincoln, perhaps the route could stretch to the east along 14th until Grand, where it would offer connections with Route 4, before coming back west along 14th and descending the South Hill along Lincoln. 14th Ave is a logical east/west street to provide "cross-town" service on the Lower South Hill. And it is a logical street to provide direct connectivity from Route 4 to the western half of the Cliff-Cannon neighborhood.

46	It's hard enough for people who work evenings, graveyards or weekends to get to the locations served by 29 and 42 and 4 if you get rid of 2 of these lines and replace it with a less efficient single route this would tremendously hurt people who use your bus daily and having to compensate with uber or Lyft would basically deem you pointless to those riders.	10/16/2020 6:25 PM
47	Don't eliminate Sunday and holiday service. People work!	10/16/2020 4:10 PM
48	getting rid of a route and adding a new one that doesn't run the same times or not on Sundays and holidays is irresponsible. I work weekends and holidays and you would be taking my bus away (route 42)	10/16/2020 9:21 AM
49	It's too bad you would eliminate the route above 6th and Adams however. There are many apartment buildings in this area.	10/16/2020 9:01 AM
50	No.	10/16/2020 7:18 AM
51	All I see with the buses today is traffic blockages due to poorly designed and poorly located bus stops.	10/15/2020 9:00 PM
52	Why are 29 & 42 are being discontinued? I use route 29.	10/15/2020 4:16 PM
53	I have none	10/15/2020 4:03 PM
54	Service on Sundays is important.	10/15/2020 3:34 PM
55	I think if it gets changed then it should run on Sundays and Holidays because a lot of people do their shopping on Sundays.	10/15/2020 1:40 PM
56	I'd like the bus route to still come by 12th and Madison. I need it to get to work on time.	10/15/2020 12:26 PM
57	We need to make sure that when we are considering these decisions, we make sure that we are not reducing the ability of the public to use them. Will reducing this cause people to not be able to get where they need to go?	10/15/2020 10:23 AM
58	I think combining these routes might be okay, but reducing service is not.	10/15/2020 8:48 AM
59	42 is closest to be. Has easy access to deaconess and if changes to be made it be it comes at different times inbound than 43 on weekends	10/15/2020 12:06 AM
60	The bus stop under the bridge on 5th and Walnut is not easy to get to if walking from the South Hill. The crosswalk doesn't work half the time, making it the walkers discretion when to walk across the busy street. It would be nice to have this stop relocated elsewhere but near the bottom of South Hill and not up on 7th.	10/14/2020 6:51 PM
61	don't take away the 39 bus direct access from Minnehaha to downtown. I think it is bad to take away the 29 route and replace discontinued route parts to the new 16 and having it not run on nights and weekends. that will be bad for people who rely on that bus at night. WHY TAKE AWAY A ROUTE AND ADD ONE THAT DOESN'T RUN.	10/14/2020 6:01 PM
62	I think these changes would be a great idea. I do not live in the areas these specific bus routes will be taking changes in.	10/14/2020 3:55 PM
63	N/A	10/14/2020 3:06 PM
64	Not shutting the bus down on Sundays.	10/14/2020 8:52 AM
65	i like it to where i can get on a bus and off by the Deaconess Hospital	10/13/2020 9:59 PM
66	I think STA should keep in mind that many meetings are being held remotely, so once	10/13/2020 8:51 PM

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everything opens up again the route changes might surprise many bus riders who might not realize their normal routes changed.

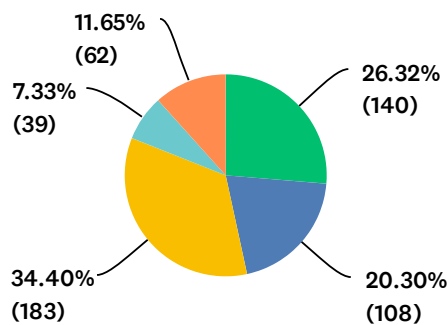
67	It seems simply moving things around to accommodate one line. Been there before and it failed.	10/13/2020 8:18 PM
68	there should be service on sunday	10/13/2020 5:56 PM
69	No	10/13/2020 4:40 PM
70	Is there anyway possible to run the 94 or something near the E central/ mlk community center more frequently to/from downtown? I dont mind walking to catch an alternate. Currently I take the 94 to 5th and stone but then either wait 28 minutes for the next bus or run a mile up to sprague and catch the 90 back into downtown. That would help me a lot. Thanks.	10/13/2020 4:04 PM
71	This line does not provide a stop at WSU	10/13/2020 10:30 AM
72	The 39 connects to Minnehaha as a direct route to several important buisnesses down mission. With this change people from the Minnehaha neighborhood will have to transfer at SCC which seldom line up. Also, the direct route always those of us who work to get to work in a timely manner.	10/13/2020 9:13 AM
73	Just don't change weeknight and weekends service	10/12/2020 8:27 PM
74	I used yo live in south adams and take the 42. Now people living south of 6th are gonna have to walk up that hill which really sucks. Its just a few blocks but isn't fun in the winter. Other than that it seems effective and efficient. But remember every time you cut a line by even just three blocks, you are inevitably screwing over and elder who need a close bus stop. The side walks in that neighborhood are small and all messed up so more walking equals more chances to stumble and fall. If anything, the buses should be there to help those who need it most above all else.	10/12/2020 2:53 PM
75	The busses need to run on Sunday. People work on Sunday. To make the assumption that no one works on Sunday is ignorant and classist.	10/11/2020 3:21 PM
76	Will the 27 bus still be the Hilliard bus	10/11/2020 11:19 AM
77	The road quality on the 42 is poor and difficult to travel in the winter.	10/10/2020 9:12 AM
78	don't take away route 39	10/10/2020 5:01 AM
79	rt 42, leaves some holes in the proposed area	10/9/2020 1:25 PM
80	Earlier buses to medical lake would be nice. 5am would be wonderful.	10/9/2020 5:27 AM
81	So I voted for your bond and now you are going to reduce hours of service. You will never get my vote for another bond.	10/8/2020 7:24 PM
82	Please address the Gap in service for the minnehaha neighborhood. With the high number of Elders, Disabled Persons, and Low income person's in the minnehaha neighborhood they're being disproportionally affected by these changes. It increases systemic Ageism, Ableism, Classism in Spokane.	10/8/2020 2:46 PM
83	So excited for the City Line!!	10/8/2020 2:23 PM
84	I think it's a bad idea to discontinue the route that goes farther into the south hill.	10/8/2020 2:19 PM
85	Residents with disabilities who rely on public transportation will suffer from these changes.	10/8/2020 12:05 PM
86	not at this time	10/8/2020 12:01 PM
87	I think the city line is a total waste of money!	10/8/2020 8:11 AM
88	My main concern is that people in the upper Cannon Hill/Cable Addition & lower High Drive/Cedar areas will lose bus service. There's still a lot if people in those areas who rely on mass transit. If the economy continues to falter, as time goes by, more & more people are going be forced to rely solely upon mass transit as their only means of transportation.	10/7/2020 4:05 PM
89	Provide later bus scheduling for weeknights/Saturdays and have buses on schedules on Sundays and holidays. It's going to be challenging for ones that have to work on Sundays and holidays.	10/7/2020 2:41 PM

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90	At this time, I'm not sure of the effect on students attending SCC programs and how the route connections will be of use to them.	10/7/2020 2:19 PM
91	I don't anticipate using these routes.	10/7/2020 2:05 PM
92	i like alternating routes provide 15 intervaks from trent/hamilton to nevada/ empire	10/7/2020 1:15 PM
93	this looks thought out on how to serve the community and still connect to popular routes while discontinuing redundant routes to save money.	10/7/2020 10:32 AM
94	I rode 29 occasionally and City Line or new 16 would take care of my needs	10/7/2020 10:17 AM

Q3 What do you think of the proposal to replace Route 39 with the revised Route 27, new City Line, and Route 38?

Answered: 532 Skipped: 428



- I think these are good changes.
- I'm not sure but I think this might be good.
- This doesn't affect me or I don't have an opinion on this.
- I'm not sure but I think this might be bad.
- I don't think you should make these changes.

ANSWER CHOICES	RESPONSES	
I think these are good changes.	26.32%	140
I'm not sure but I think this might be good.	20.30%	108
This doesn't affect me or I don't have an opinion on this.	34.40%	183
I'm not sure but I think this might be bad.	7.33%	39
I don't think you should make these changes.	11.65%	62
TOTAL		532

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#	DO YOU HAVE ANY COMMENTS OR SUGGESTIONS REGARDING THESE PROPOSED CHANGES?	DATE
1	What will these area do that depend on the transit to get to work and church on Sundays?	11/12/2020 7:55 PM
2	All good except the reduced Minnehaha neighborhood hours.	11/12/2020 11:22 AM
3	I think this is going to be an excellent route to SCC from the Valley and upriver drive, but concerned about the Weekend schedule mainly for people in MiniHaha as their service will be reduced . The Bus moving along Argonne will be a big improvment from route 94 on Argonne as it can go straight through without having to make left turns.	11/12/2020 9:31 AM
4	I'm unsure about the revisions on the #27 line as it's not shown or explained, the changes to the 38 would most likely benefit the area better as most of the rides are from the apartment complex on the east end of that area. Will there be stops at the Camp Sekani and Boulder Beach? A stop close to the Argonne Library would be lovely. Maybe after it turns onto Argonne?	11/10/2020 6:10 PM
5	It moves yet more buses out of the NE area. The area you are claiming to help. Who takes north crestline/illinois area, I like the 38, but removing the 27 is stupid since it only shares. Small portion of that area, multiple blocks north on indiana.	11/6/2020 3:54 PM
6	Train your drivers better	11/5/2020 11:37 PM
7	Might be bad for some if they are not close to a bus stop	11/5/2020 2:53 AM
8	I think most of the changes are good but there still be some coverage on Sundays and holidays for those who work or attend church.	11/4/2020 10:22 PM
9	Once again all routes should operate at night and on Sundays and holidays. Makes for a reliable transit system. Many riders don't work weekdays 9-5. Also, is it wise to use resources on a very quite stretch of Upriver Dr.?	11/4/2020 8:56 PM
10	I rely on the #39 to get to and from work and the occasionally outing to downtown. Please don't get rid of #39. I don't like the lessened frequency either.	11/4/2020 3:39 PM
11	Our economy runs 7 days a week. Cutting off bus service entirely on Sundays would be hard on people that need to get to work and others that are entirely dependent on public transit to get around.	11/2/2020 7:16 AM
12	The route changes make sense but frequency reduction is concerning.	11/2/2020 5:37 AM
13	I have to ride 27 to work, as it is I'm late for work on Sunday and holidays this will drop the whole day for me	11/1/2020 9:51 PM
14	i	10/30/2020 5:24 PM
15	I think all Sunday routes early morning and night hours need to be reassessed. Lots of people work on Sundays, buses should start at 6 or 6:30 am. And have a later night time end of service so people can get to and from second shift jobs. Taxi and Lyft/ Uber services are not attainable by average worker. Too expensive. I found myself working a Sunday shift in healthcare, and basically what I earned that shift would go toward the taxi or Lyft fare. Makes no sense to have to do that. Lots of people do not own a vehicle, buses are the only transportation to a job. I've lost clients due to no buses running on Sundays at hours needed to get to and from.If the new Amazon facility can have buses for their shift needs to and from, the other buses should be made to accommodate weekends for other places of business and their workers.	10/30/2020 3:56 PM
16	Same as for #2	10/29/2020 1:14 PM
17	The Minnehaha neighborhood has been ignored and ill served by STA for years. The changes were made THEN you sent survey? That stinks... I've been to city council meetings where the same cavalier attitude was apparent. Many disabled folks live over here who need the bus!! They pay taxes, too, but you couldn't care less! STA, you should be ashamed! I believe this survey exists under law. I do not believe you care or that it will be read or taken seriously. Rebecca Burgess (509)487-0288	10/29/2020 10:00 AM
18	Service provided to apartment dwellers East of present 39 route. Good call.	10/28/2020 11:34 PM
19	Many do rely on Sunday services	10/28/2020 5:55 PM

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20	Just concerned for people who work Sundays and/or Holidays and depend upon bus service to get to their places of employment.	10/27/2020 10:45 AM
21	The CL replaces the #39, which might be good if the CL and other routes connect well at SCC transit. Some bus drivers are considerate to the transfer customers waiting for the regulars. Some #33 drivers leave SCC transit without waiting the bus from downtown. I hope you bring back the bus to downtown leaving at 10:43pm from SCC transit.	10/26/2020 6:45 PM
22	Add at least hourly bus to Upriver Sundays and holidays.	10/26/2020 4:45 PM
23	I live on the corner of Lockwood Road and Empire Avenue. When I was younger and worked downtown, I could cross Empire and get downtown..... Now that I can't walk, I cannot get anywhere significant to catch a bus unless I get in a car and drive there. If I am driving, I won't want to park my car and take the bus.	10/26/2020 2:44 PM
24	You promised us more service and stopping the buses earlier will hurt a lot of people like me who get off work at 8pm everyday including Saturday and require the bus to get home and who work on Sundays and require the bus	10/24/2020 9:55 AM
25	I think not offering Sunday and Holiday hours on any route will interfere with some people's ability to get to and from work. I feel bus service in all areas should have some available service seven days a week.	10/21/2020 12:09 PM
26	If its confusing to me, its confusing to the rider	10/21/2020 11:45 AM
27	So, people not need to take the bus on Sundays? What planet do you live on?	10/20/2020 2:45 PM
28	Discontinuing weekend service on 38 would really impact people	10/19/2020 11:48 PM
29	Tte 38 should continue south on Dishman Mica Left on to 16th then right on to University then left onto 24th then Right on to Bowdish then Right onto Dishman Mica then Right onto 41st layover in front of Ponderosa village Inbound Left on Bowdish resume Service the Valley better since we lost part of the 96 route.	10/19/2020 6:46 PM
30	Would like to continue longer hours during the week, &, maintain Sunday coverage.	10/19/2020 4:33 PM
31	I like the route changes. I DO NOT like the buses ending so early, and not operating on a Sunday!	10/19/2020 3:30 PM
32	This may be a hard thing for those that live in the neighborhood and may want to travel on Sundays or get home on a Saturday evening.	10/18/2020 10:49 PM
33	Self sustaining changes need to be made. Raise fares to cover costs. It is absurd how cheap a bus pass is.	10/17/2020 4:31 PM
34	I think buses should run the same hours as they do as they do weekdays I have 8 clients I have to get to and can't because buses only run once a hour so clients go with out care.	10/17/2020 12:09 PM
35	Many people rely on the current routes	10/17/2020 9:50 AM
36	People work on sundays and have to get to work still and don't drive and take the bus I take the 27 so I need the bus so I am sure there are others that feel the same way	10/16/2020 11:46 PM
37	Great - it streamlines the former routings of 39 and 94 adds new service to the the neighborhood and large apartment complex just west of the Minnehaha neighborhood. It also provides a new opportunity for Minnehaha to go to the Spokane Valley.	10/16/2020 9:07 PM
38	This service is needed sundays	10/16/2020 8:25 PM
39	Is the Wellesley still going from SCC to Hilliard it says in that would not be too bad	10/16/2020 4:15 PM
40	Don't eliminate Sunday service and holiday service. People work!	10/16/2020 4:10 PM
41	don't take away the 39 bus through the Minnehaha neighborhood.	10/16/2020 3:37 PM
42	it is nice to have a valley bus on the north side of town but it doesn't run late nights or Sundays and holidays. what is the point? don't take away the Minnehaha neighborhood access to the bus. it is not just a square on a map. it is 5-10 or more long blocks from the current bus stop or homes to the new one on Frederick. that is a long way for the elderly in this area to walk. people ride the bus because they can't afford a car or too old to drive. why can't the 38 bus travel through Minnehaha? take a detour like they do now with road construction detours.	10/16/2020 9:21 AM

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travel north on Greene/market turn right on Euclid and turn right on Freya. travel the normal 39 route, then turn right on Frederick and travel the proposed 38 route to valley TC.

43	Please do not remove the route 39 bus through the Minnehaha neighborhood.	10/16/2020 7:56 AM
44	Bus stops should be on the far side of intersections for the best traffic flow results	10/15/2020 9:00 PM
45	I would be negatively impacted if the the 39 through the Minnehaha neighborhood was changed.	10/15/2020 7:59 PM
46	don't take away the 39 bus through the Minnehaha neighborhood	10/15/2020 6:27 PM
47	I do not.	10/15/2020 4:03 PM
48	Sunday service would be preferable but it's good to give them bus service.	10/15/2020 3:34 PM
49	I think if it gets changed then it should run on Sundays and Holidays because a lot of people do their shopping on Sundays.	10/15/2020 1:40 PM
50	We should never be removing services from people who are using them. Would there be an alternate route for anyone needing to get somewhere? Sundays especially. The world doesn't stop moving on Sundays.	10/15/2020 10:23 AM
51	The new routes are probably fine but I don't think service should be reduced along Argonne.	10/15/2020 8:48 AM
52	What about people who work later and need a bus that runs later?	10/15/2020 3:51 AM
53	There is no bus service on upriver itd be a nice change. But no service on Sunday would be bad	10/15/2020 12:06 AM
54	WHY TAKE AWAY PART OF A ROUTE AND REPLACE IT WITH ONE THAT DOESN'T RUN AT NIGHT AND WEEKENDS. YOU ARE CUTTING PEOPLE OFF FROM ACCESS TO WORK!!!!!! Don't take away access to the Minnehaha neighborhood. I rely on that bus. I live on Marietta and Freya and half a mile walk to a bus stop is ridiculous. There are many elderly people on that route that can't or shouldn't have to walk half a mile to Frederick just to get to the SCC campus. That 38 bus doesn't even go downtown. That is bad.	10/14/2020 6:01 PM
55	I think this is a great idea, as far as I knew, there was no bus service on Argonne like this. I do not take the valley buses enough to say if this is a good change or not. however, this piece here, Route 27 will serve Washington St and W Mission Ave. City Line will provide service on the east portion of the current Route 39 on E Mission Ave, from N. Cincinnati Street to Spokane Community College, I do not think they should change the 27 to go on Mission instead of Indiana. I really like being able to catch more than 1 bus in my area without having to walk more than 6 or 7 blocks.	10/14/2020 3:55 PM
56	Indicating where stops would be on this map, and where they where prior on the map. This could be good depending where the stops are or aren't.	10/14/2020 3:06 PM
57	My only concern is for those who rely on the route to get to and from work. The lack of Sunday service could cause difficulties.	10/14/2020 9:16 AM
58	Frequency determines ridership. 30 minute intervals really make routes inaccessible.	10/14/2020 9:09 AM
59	Cutting down the working hours is not smart.	10/14/2020 8:52 AM
60	this Route should run the normal service	10/13/2020 9:59 PM
61	Like that the 27 stays on Crestline	10/13/2020 8:58 PM
62	Not many of my meetings are on this route	10/13/2020 8:51 PM
63	It looks great on paper but you've run several miles without the possibility of passengers boarding.	10/13/2020 8:18 PM
64	I preferred the original alignment plan for this route which would have gone to sfcc. there should be service on sunday	10/13/2020 5:56 PM
65	I feel like that is a lot of area to leave so restricted on service on Sunday/Holiday hours especially. I like the idea of the route as it has been designed, but I feel the scheduling deserves better.	10/13/2020 5:06 PM
66	I hope people out there ride.	10/13/2020 4:04 PM

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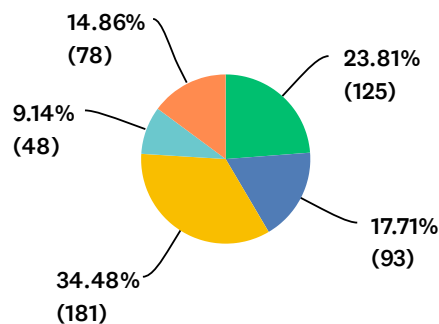
67	Upriver is already a dangerous without a bus on it. Especially in the summer time when the street is lined with cars and pedestrians. If they expanded the road that could help. Otherwise, that road does not seem to be meant for bus traffic.	10/13/2020 9:13 AM
68	Ugh	10/12/2020 12:59 PM
69	People need to ride busses on Sunday.	10/11/2020 3:21 PM
70	Would like the 27 bus to still be Hilliard and the bus stop to be outside agnes kehoe or where it is now	10/11/2020 11:19 AM
71	There is nothing along Upriver to Argonne to justify service there, and Argonne is so congested with traffic and railroad crossing in Millwood that buses would be face long delays and so reliable service would suffer.	10/10/2020 11:26 AM
72	Limited hours of operation may discourage future ridership of route	10/10/2020 1:08 AM
73	I believe quite a few people ride the bus in this area. Every 30 minutes is rough, and going clear to the valley before going to downtown makes for an extremely long ride.	10/9/2020 8:03 AM
74	So once again another route that will loose hours of service.	10/8/2020 7:24 PM
75	This eliminates the direct route from downtown to the Minnehaha neighborhood south of Frederick. There are multiple people who rely on route 39 for their commute to and from work. This would now require a transfer from City Line to 38 at SCC and walking a significant distance from Market or Frederick. An acceptable solution would be re-routing the western end of 38 through the Marietta/Carlisle section currently served by 39.	10/8/2020 4:51 PM
76	Please address the Gap in service for the minnehaha neighborhood. With the high number of Elders, Disabled Persons, and Low income person's in the minnehaha neighborhood they're being disproportionally affected by these changes. It increases systemic Ageism, Ableism, Classism in Spokane.	10/8/2020 2:46 PM
77	I think having the bus stop at Trent is fine, but I see many people Trent to 90 waiting for a bus.	10/8/2020 12:27 PM
78	Residents with disabilities who rely on public transportation will suffer from these changes.	10/8/2020 12:05 PM
79	not at this time	10/8/2020 12:01 PM
80	STA is a still missing a very high density area along Upriver Dr between Greene/Market and Frederick. Rt 38 should be adjusted to capture this transportation limited, high density area of our community. There are over 1000 units of multi-family housing that are required to walk 1 mile or more to access the nearest bus stop. That's not equitable.	10/8/2020 8:49 AM
81	I	10/8/2020 8:11 AM
82	The description doesn't mention much about the revision 27 will have. I ride the 27 from the plaza to North River Drive. Not much of the whole route. Will the 27 be more frequent or still be the same?	10/8/2020 4:04 AM
83	Again I see your desire is to lessen service areas. You need to stop looking at the STA system solely as a worker's commuter service. You keep wanting to make drastic changes that negatively affect your core customers - the poor, the disabled, the elderly, students, & minors.	10/7/2020 4:05 PM
84	Provide later bus scheduling for weeknights/Saturdays and have buses on schedules on Sundays and holidays. It's going to be challenging for ones that have to work on Sundays and holidays, including myself on President's Day. Also, we have senior citizens in the neighborhood that rely on city buses and cutting out the routes on weekends and holidays basically take away their freedom.	10/7/2020 2:41 PM
85	I guess routing will depend on ridership. There are areas of Spokane (like N Spokane) that do not have the adequate bus service that the areas once did and riders have to walk a couple of miles to get connected.	10/7/2020 2:19 PM
86	This may affect me as I sometimes do take the #94 north on Argonne. I do know several individuals who catch the 94 in the neighborhood that is proposed to be discontinued.	10/7/2020 2:05 PM
87	i like the mission serving safeway on hamilton/mission	10/7/2020 1:15 PM
88	Doubt there will be many riders in Minnehaha	10/7/2020 12:21 PM

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89	I'm honestly happy to see the changes, this restores most of the route that used to be on the old 95 millwood bus route that got discontinued when it changed to the 94. the only suggestion that I would make is to have the new route 38 run during holidays and sunday since it would remove a bus service for people who travel from millwood to other areas.	10/7/2020 11:20 AM
90	All in all, I like the idea of using Upriver as an East/West option. However, I think it would be great if the 38 could connect to Perry to benefit the kids at Gonzaga Prep who need to get to the valley.	10/7/2020 11:19 AM
91	How long will the wait times be? I am guessing there are more than one bus per route.	10/7/2020 10:54 AM
92	this looks like it takes into consideration a more direct route, less turns. it also looks like it considers the new SCC plaza and future NSC.	10/7/2020 10:32 AM
93	I ride route 39 but the City Line will provide better for me.	10/7/2020 10:17 AM
94	I like the extension of service to Spokane Valley via the new route, however I am not a fan of limited weekend service.	10/7/2020 10:02 AM
95	The E. Liberty Ave. cut is a good one except for the users on that street. Not sure about the ridership and use of people on Marrieta and Carlisle route deletions. Those may impact more people and so, I'm not sure on those.	10/6/2020 10:07 AM

Q4 What do you think of the proposed changes to the Route 26?

Answered: 525 Skipped: 435



- I think these are good changes.
- I'm not sure but I think this might be good.
- This doesn't affect me or I don't have an opinion on this.
- I'm not sure but I think this might be bad.
- I don't think you should make these changes.

ANSWER CHOICES	RESPONSES	
I think these are good changes.	23.81%	125
I'm not sure but I think this might be good.	17.71%	93
This doesn't affect me or I don't have an opinion on this.	34.48%	181
I'm not sure but I think this might be bad.	9.14%	48
I don't think you should make these changes.	14.86%	78
TOTAL		525

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#	DO YOU HAVE ANY COMMENTS OR SUGGESTIONS REGARDING THESE PROPOSED CHANGES?	DATE
1	again I say, What will those area do for transit service after 8pm, Sundays and Holidays?	11/12/2020 7:55 PM
2	interlining with route 35, I think there should be Normal Saturday Sunday service on Saturday & Sunday especially along Francis and weeknights...Mainly thinking about route 35	11/12/2020 9:31 AM
3	As long as the frequency is maintained along Hamilton between Mission and Sharp without added/special fares think it'll work fine.	11/10/2020 6:10 PM
4	Make transportation accessible for ALL. Sometimes I have to walk a whole mile to find a bus stop. as someone who is disabled this really wears me down.	11/9/2020 11:17 PM
5	These seem fine, but make it very very clear that it doesnt run on weekends	11/6/2020 3:54 PM
6	Driver training needs more money	11/5/2020 11:37 PM
7	If they can get to a bus stop would be a good idea	11/5/2020 2:53 AM
8	Having route 26 not get closer to downtown or to other major connections is bad. Is it possible to get the route downtown using another route? Possibly down Addison/Standard to North Foothills Dr. Then across to Washington and south to downtown?	11/4/2020 8:56 PM
9	Many people rely on multiple busses in these areas. To shorten or completely remove them would make for an even more congested bus experience.	11/4/2020 4:26 PM
10	1. The text talks about Route 26, but the map shows portions of what is labeled as Route 28 being discontinued without meaningful discussion. 2. Our economy runs 7 days a week. Cutting off bus service entirely on Sundays would be hard on people that need to get to work and others that are entirely dependent on public transit to get around.	11/2/2020 7:16 AM
11	Please give due weight to the feasibility of transfers. Watching a connecting bus drive off before having a chance to disembark an arriving bus is frustrating.	11/2/2020 5:37 AM
12	The limited Saturday hours makes this route unacceptable for my wife and I to use this route. This does NOT give similar service as the current 27 offers Hillyard because of our work schedules.	11/1/2020 11:06 AM
13	Many of us older citizens use this bus to do our shopping. Going downtown is not important. But Walmart and winco are extremely important.	10/30/2020 4:42 PM
14	Sounds like the disabled will be losing out on buses. The elderly do shop and get out and about after 8pm too.	10/30/2020 3:56 PM
15	I catch the 26 downtown	10/30/2020 2:48 PM
16	It should still continue to Between WinCo and Walmart for shoppers that shop there.	10/29/2020 9:29 PM
17	Same as #2	10/29/2020 1:14 PM
18	Better connectivity. Better use of resources available.	10/28/2020 11:34 PM
19	I work at Eagles Ice Arena which the 26 passes by, and the map is showing that I have to take another bus just to get to the 26? Please keep the route close to downtown, or keep it in downtown! I really don't want to take another bus just to get to the 26.	10/27/2020 8:00 PM
20	Just concerned for people who work Sundays and/or Holidays and depend upon bus service to get to their places of employment.	10/27/2020 10:45 AM
21	Same comments as for route 29.	10/27/2020 9:08 AM
22	More frequent busses if possible.	10/26/2020 4:45 PM
23	You promised us more service and stopping the buses earlier will hurt a lot of people like me who get off work at 8pm everyday including Saturday and require the bus to get home and who work on Sundays and require the bus	10/24/2020 9:55 AM
24	i use the 26 and 28 interchangeably to get to the safeway store on hamilton and mission. then i catch the 39 to get to mission and lee, then walk home to the river. it seems there will be less opportunities here to complete my usual routine.	10/21/2020 11:46 PM

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25	consider the riders not yourself	10/21/2020 11:45 AM
26	One from the Northeast Community Center to up north, who's going to ride that? Those people that do live up north you just taking there bus service way getting to downtown. Now you're going to again make them get off the bus and stand in the weather to catch another bus to get downtown. Big waste of money that City Central Line	10/21/2020 5:40 AM
27	Decreasing frequency just makes it really hard for people to use the system	10/19/2020 11:48 PM
28	Would like to keep Sunday access available for the area (many people need it for Church services), &, am worried about the access to the Winco / Walmart at the "Northpointe Shopping Center".	10/19/2020 4:33 PM
29	Sounds like the 28 is going to be jam packed with riders...	10/18/2020 10:49 PM
30	I need transportation to the Winco up north and have depended on Route 26 for this.	10/18/2020 1:55 PM
31	I can understand that some of the routes are more then one line.	10/17/2020 4:32 PM
32	Yes, reducing duplication is good. Cut costs, efficiency is good. It should be able to be funded by fares. Raise them on the people who use the bus, stop making people who don't pay for it. I ride and fully believe it should be much more expensive to ride the bus and it would still be a fraction if the cost of owning, operating and maintaining a car..	10/17/2020 4:31 PM
33	No	10/17/2020 12:09 PM
34	A lot of of elderly use this bus to go to Wal-Mart and WinCo as it stops on Dalton in between the two stores .In the winter it's hard to walk with groceries in the snow to another stop.I use the Magnesium stop and it's a life saver to me in the snow as I am a senior.	10/17/2020 11:32 AM
35	We still work on Sundays and Saturdays so it would be hard for people to get to work	10/16/2020 11:46 PM
36	Why do you keep making routes that dont end or begin at a park in ride. People dont want to make a bunch of different connections to make it to the actual route they need	10/16/2020 9:19 PM
37	I agree with the premise that the routing is largely redundant with Route 25 and 28. I also like how the route provides a new link to Hillyard. My one comment would be that the route schedules of 26 and 28 helped provide a combination high frequency service where the routes overlapped. The revised Route 28 proposal states 15 minute service at peak times, which is fantastic, but could Route 28 also get a slight off-peak frequency boost (maybe from 30 minutes to 20-22 minutes) to make up for the removal of Route 26 along redundant portions?	10/16/2020 9:07 PM
38	Don't eliminate Sunday and holiday service. People work!	10/16/2020 4:10 PM
39	in the statement above, route 26 will maintain services to holy family and lilac plaza but hours will be reduced and not run on Sundays or late nights. that is irresponsible to take away access to the bus service. it seems like you only care about the university districts all over town and not the inborn city folk that need the bus all hours of the day to visit family, go home from work late nights, or get to appointments on the weekends. that is bad. keep this bus they way it was.	10/16/2020 9:21 AM
40	Even tough I live in the City of Spokane no bus route comes within 5 miles of my home. Why should I pay taxes for something that I can't use?	10/15/2020 9:00 PM
41	I take this bus to work on weekends. I can't walk in the winter in the snow for more than a block.	10/15/2020 8:04 PM
42	Hillyard? Really? That's crap.	10/15/2020 7:27 PM
43	As long as we have service to Holy Family Hospital	10/15/2020 3:39 PM
44	Sunday service is important.	10/15/2020 3:34 PM
45	I think if it gets changed then it should run on Sundays and Holidays because a lot of people do their shopping on Sundays.	10/15/2020 1:40 PM
46	I think this route should still operate on Sundays and holidays given the services it connects.	10/15/2020 8:48 AM
47	Shouldn't cut service for northpointe and northtown on weekends when people actually have time to go there. If anything can make nighttime-weekend schedule different than divison	10/15/2020 12:06 AM
48	I dont think you should make the change at all i was not happy with the last time you change it	10/14/2020 7:44 PM

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	since the bus work great for me	
49	the 26 doesn't go downtown. why? we shouldn't have to transfer 2 or 3 time to get to downtown to transfer to valley or south hill. IT DOESN'T RUN AT NIGHT OR WEEKENDS. THAT IS BAD. People do work at night designers!!!!!!!!!!!!!!	10/14/2020 6:01 PM
50	I like the fact that the 26 goes all the way downtown. I do not think this should be changed, as it is nice to be able to have options when needing to go downtown. Also, it was nice to be able to have options to up to the bigger name stores up north like Walmart on more than 1 bus. I do not think either of these options is a good idea. Sure, it is nice that the community center gets another bus, but there is already one that goes right by it on a good decent time schedule.	10/14/2020 3:55 PM
51	Personally I ride the 26 a lot. Because you are stopping at the hospital, lilac plaza, and lighthouse for the blind, you have people that really depends on the 26 going to Walmart/winco (shopping center) they can not walk far or afford possibly going on multiple busses. Removing access to the shopping center with the only bus some of these people take will be detrimental to the vulnerable.	10/14/2020 3:06 PM
52	Frequency determines ridership. 30 minute intervals really make routes inaccessible.	10/14/2020 9:09 AM
53	The part of the route being discontinued is the main most convenient part of the whole entire route. Please don't make these changes. I live up north and this will make my travel even longer.	10/14/2020 8:52 AM
54	This Route should run the normal service	10/13/2020 9:59 PM
55	More connections to NECC will help everyone	10/13/2020 8:58 PM
56	Keeping key areas served is good. People still need those same key areas every day of the week. Cutting service to these areas is still cutting services.	10/13/2020 8:18 PM
57	there should be service on sunday	10/13/2020 5:56 PM
58	To many people depend on the route to get them to the hospital and if they live on the 26 route its easier then having to transfer busses	10/13/2020 4:40 PM
59	I do not think that hours of service should be reduced on route 26	10/13/2020 9:02 AM
60	I've ridden the bus for 45 years. Have always lived near a bus route for work and near grocery stores. I was elated when the current 26 route end of line was behind Winco/Walmart. A 4 minute walk from my house on Joanne Ct! So much easier in 2 ft of snow than walking up Dakota to Magnesium! I see that the 27 is going to be laying over at the stop behind Winco/Walmart? Is this correct? I hope so! Since Jay St is scheduled to become an Arterial on the 16th and there isn't a sidewalk on the south side of Jay between Nevada/Jay . If I have to take the 28 and get off at Nevada/Jay I'd have to risk my life crossing from north to south at Jay/Dakota as I own a home in the cul de sac on Joanne Ct. I will never understand why the City made that into an arterial! SOOOO REDICULOUS!!!	10/13/2020 2:09 AM
61	very good ! it makes more services in that area accessible and there's less route changes	10/12/2020 7:11 PM
62	Only if it still takes us. In between Winco and Walmart. Closer than the 28.	10/12/2020 12:59 PM
63	People need to ride buses on Sunday	10/11/2020 3:21 PM
64	Hope it still goes by my drs office	10/11/2020 11:19 AM
65	Route is good, don't limit hours of operation	10/10/2020 1:08 AM
66	You keep forgetting about the older people who need this service to get to the shopping areas. And you are reducing hours of service again.	10/8/2020 7:24 PM
67	Please address the Gap in service for the minnehaha neighborhood. With the high number of Elders, Disabled Persons, and Low income person's in the minnehaha neighborhood they're being disproportionately affected by these changes. It increases systemic Ageism, Ableism, Classism in Spokane.	10/8/2020 2:46 PM
68	Residents with disabilities who rely on public transportation will suffer from these changes.	10/8/2020 12:05 PM
69	none	10/8/2020 12:01 PM
70	Part of these changes here seem much more logical. Instead of reducing service area & hours,	10/7/2020 4:05 PM

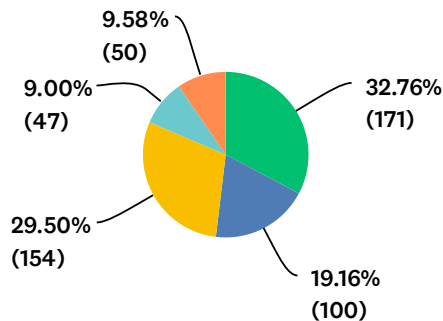
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this section is looking at removing overlapping service routes. My main concern is that this new route will run reduced hours & no service on Sundays/holidays. I am a long-time member of North Addison Baptist Church, on the NE corner of north Addison Street & east Dalke avenue. We have several disabled/elderly church members who rely on the current route 26 to get to church services on Sunday mornings.

71	Provide later bus scheduling for weeknights/Saturdays and have buses on schedules on Sundays and holidays. It's going to be challenging for ones that have to work on Sundays and holidays.	10/7/2020 2:41 PM
72	the # 26 is closest to my house and i'm a 31day pass rider	10/7/2020 1:15 PM
73	So long as there is a bus that stops at the shopping center, that is what I would be most concerned with.	10/7/2020 12:46 PM
74	Encourage transfers to route 28 at Nevada Street and coordinate timetables to ensure timely connections.	10/7/2020 12:28 PM
75	not on Sundays ? there are several Churches (thru Empire / LedgWd) that people go to on Sundays ; huh ?	10/7/2020 11:46 AM
76	I take catch the 26 downtown right outside my door on Empire. If you discontinue it I will have to walk to either Division and catch the 26 downtown, or walk to Nevada and catch the 28 downtown.	10/7/2020 11:39 AM
77	i'm happy this route doesn't deal with downtown and all the stops from traffic signals. and also all the stops through the college district.	10/7/2020 10:32 AM

Q5 What do you think of the proposed changes to the Route 28?

Answered: 522 Skipped: 438



- I think these are good changes.
- I'm not sure but I think this might be good.
- This doesn't affect me or I don't have an opinion on this.
- I'm not sure but I think this might be bad.
- I don't think you should make these changes.

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ANSWER CHOICES	RESPONSES	
I think these are good changes.	32.76%	171
I'm not sure but I think this might be good.	19.16%	100
This doesn't affect me or I don't have an opinion on this.	29.50%	154
I'm not sure but I think this might be bad.	9.00%	47
I don't think you should make these changes.	9.58%	50
TOTAL		522

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#	DO YOU HAVE ANY COMMENTS OR SUGGESTIONS REGARDING THESE PROPOSED CHANGES?	DATE
1	But, the riders are within a few blocks of the STA plaza when the rout stops, is this correct. That is what it looks like. How is that going to work for the riders.	11/12/2020 7:55 PM
2	Continue 28 on its north loop at Whitworth. Ending in downtown's U district is a fine change.	11/12/2020 11:22 AM
3	I think route 28 should somehow continue to move downtown so people don;t have to get off bus to transfer. Maybe make it turn right on Mission and continue along mission until Monroe, send it downtown form there and turn it into route 45 which has a simalar frequency Schedule.... I think service along Mission should try to get at least to Monroe with either route 28 or 27 so their is a connection with route 4, and be able to get people from lower Northwest (West Central) Spokane to the North/Northeast Spokane (Example Northpoint area without having to go downtown Logistically one of these two routes 27 or 28 could be interlined with orute 45 (Simllar Peak/ off peak Frequency and come down Monroe to interline with Route 45.. Maybe send route 22 down Washington to the plaza to interline with another similar frequency route such as route 43.	11/12/2020 9:31 AM
4	Seems silly to make us get off the bus to catch another one to get to the plaza and likewise on the way up. I love taking fewer buses.	11/12/2020 9:27 AM
5	Least no. of transfers is more conveyent to riders.	11/11/2020 10:52 AM
6	I think removing the Hawthorne loop is perfect.	11/10/2020 6:10 PM
7	Why are we adding more areas where people have to get out and wait for additional busses that are inconsistent in in climate weather.	11/6/2020 3:54 PM
8	Drivers need to stay scheduled and not early to stops by 15 to 20 minutes	11/5/2020 11:37 PM
9	If it don't enter fear with people that can get to a bus stop	11/5/2020 2:53 AM
10	Discontinuing the Whitworth Loop is great. Not connecting this bus with downtown is bad. Since you want to discontinue the 26 to downtown, now a 26 rider would need to take three buses to get from the plaza to Lilac Plaza. Not to mention any other bus they took prior.	11/4/2020 8:56 PM
11	Losing service to Whitworth campus seems inconsistent with goals	11/2/2020 8:43 AM
12	How are you suppose to get downtown. I would need to make three (3) transfers to get to where I need to go on Monroe. East-West service is not good in North Spokane.	11/1/2020 11:06 AM
13	This bus should go to the plaza.	10/30/2020 4:42 PM
14	Making people transfer in the U-District to continue the last mile to downtown is going to do nothing but discourage ridership. Remember, every transfer costs half the ridership.	10/30/2020 4:01 PM
15	In the winter aka sometimes half the year, its hard to keep transferring from one bus to another.	10/30/2020 3:16 PM
16	I infrequently take this bus to get from Whitworth to downtown, so I wouldn't be crazy about switching buses. However, I only take it a few times per year.	10/30/2020 2:05 PM
17	Folks in present loop area by Whitworth are easily within walking distance to campus stops. Good call.	10/28/2020 11:34 PM
18	Why is the 28 not going to the plaza? I'm not saying I'm one of these people, but there are people who do not want to get on another bus just to get to downtown if they are already close to downtown.	10/27/2020 8:00 PM
19	Same comments as for route 29	10/27/2020 9:08 AM
20	The frequency is good, but why won't the bus stop at the plaza? This is where people make connections. This proposal would be great if it ended at the plaza. It's not much farther.	10/26/2020 4:45 PM
21	You promised us more service. Removing a route used by so many is the opposite of that.	10/24/2020 9:55 AM
22	it relies on the city line which doesn't run as often.	10/21/2020 11:46 PM
23	I think this route should continue to go by Whitworth University and down to the Plaza	10/21/2020 12:30 PM
24	People use this route. Why make people walk long distances to Division?	10/20/2020 2:45 PM

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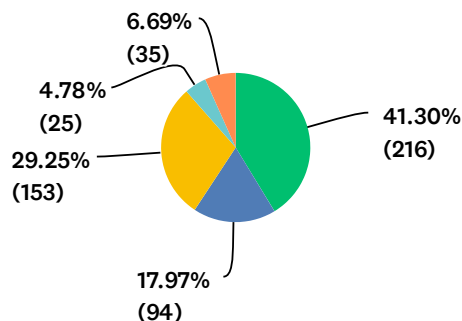
25	The segment between Mission and u district seems to be redundant with the City Line as well. Does it need to go all the way to the spokane falls stop?	10/20/2020 1:21 PM
26	As long as 28 Nevada doesn't get touch i am good. I live on Nevada n lyons	10/20/2020 12:13 AM
27	Good to know that service will be streamlined and more frequent, maybe the 38 won't be as jam packed as I initially thought.	10/18/2020 10:49 PM
28	Cuts off direct transportation to Winco north (I think). Will it still go up Nevada past Winco??	10/18/2020 1:55 PM
29	I think it will be a good thing if works with the riders that relied on the route. For me I like the less transferring from one bus to other. Even though it will take longer to get to the place you need to go.	10/17/2020 4:32 PM
30	This is the route I ride often. Raise the fare to cover average operating costs and make things efficient.	10/17/2020 4:31 PM
31	The truncation at the north end seems logical, but the truncation of the route at the south end is questionable depending on the time of day. Even though the City Line will run frequent service, it would be inconvenient for commuters who live in North Spokane and work Downtown to have to transfer buses just to go the last mile into/from Downtown Spokane. What I would suggest is running Route 28 to the Plaza during the morning and afternoon peaks, and then doing the south-end truncation during off-peak times (mid-day and weekends). The shorter routing mid-day could help boost the mid-day frequencies from 30 minutes to 20-22 minutes with the same amount of bus and driver resources, helping make up for the loss of enhanced frequency where it currently combines with Route 26.	10/16/2020 9:07 PM
32	decreasing the time from 30 to 15 minutes would be very beneficial.	10/16/2020 6:26 PM
33	this bus should go all the way downtown. why stop short a mile or 2 then transfer to city line to go downtown then transfer again. that is bad and ridiculous. that is too many unnecessary transfers and connection times to coordinate. this bus was just fine going straight downtown.	10/16/2020 9:21 AM
34	I think if it gets changed then it should run on Sundays and Holidays because a lot of people do their shopping on Sundays.	10/15/2020 1:40 PM
35	Route 28 should continue to terminate at STA plaza, especially given the elimination of the southern portion of route 26. The Nevada Lidgerwood corridor needs to be connected to downtown without the need for a transfer.	10/15/2020 8:48 AM
36	Since there so many school kids that take that bus i don't think it be a good idea at all	10/14/2020 7:44 PM
37	This bus doesn't go downtown. It is not redundant to have more than one bus go downtown to transfer. I shouldn't have to get off in the middle of town to transfer to a city line to go another 2 miles. That is redundant. Direct service is more needed than hoping all these line will have good connection times. Transferring 3 times is worse than transferring once. This helps no one!!	10/14/2020 6:01 PM
38	Once again, I do no think taking the part where having more than one bus going downtown out is a good idea.	10/14/2020 3:55 PM
39	Like the more frequent service, but miss the connection to the plaza	10/13/2020 8:58 PM
40	With the exception of still cutting services North to accommodate the City Line.	10/13/2020 8:18 PM
41	I agree with the shortened buss times but not the route changes	10/13/2020 1:11 PM
42	I think route 28 should continue all the way to the plaza	10/13/2020 9:02 AM
43	not good for students who need to get to the station, but i can't tell how far away it is. i think the discontinued route in waikiki is good	10/12/2020 7:11 PM
44	almost downtown and i have to change buses to get to plaza to make my transfer? Ridiculous!	10/12/2020 11:43 AM
45	stop making people transfer - let them stay on the same bus	10/10/2020 5:01 AM
46	Going to work early in the morning and having to change buses right at the end of the line doesn't seem like it will be a good change. Having to take an earlier bus just to be sure to catch a connecting bus to the plaza not kind to riders. Just having to change buses at anywhere OTHER than the plaza doesn't make sense	10/9/2020 7:18 AM

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47	Not everyone can walk to Nevada or Division to get to the shopping centers. You are not keeping your word you are cutting service and hours.	10/8/2020 7:24 PM
48	Please address the Gap in service for the minnehaha neighborhood. With the high number of Elders, Disabled Persons, and Low income person's in the minnehaha neighborhood they're being disproportionately affected by these changes. It increases systemic Ageism, Ableism, Classism in Spokane.	10/8/2020 2:46 PM
49	none	10/8/2020 12:01 PM
50	Again, you are trying to reduce/eliminate service coverage & days. This affects your core ridership.	10/7/2020 4:05 PM
51	It'll cut down on passengers' time to have to wait for the bus and get to their destination.	10/7/2020 2:41 PM
52	I'm concerned about disabled or limited individuals who depend on bus service. How do multiple transfers between routes serve?	10/7/2020 2:19 PM
53	Consider connections to Central City Line at Mission instead of Spokane Falls Blvd. Allow a one stop ride to downtown via Misson to create frequent service along this corridor as well.	10/7/2020 12:28 PM
54	So you want to discontinue 26 downtown AND 28 downtown? what? No.	10/7/2020 11:39 AM
55	Do minimize transfers, I think it would be better if the 28 continued to the plaza since the 26 will no longer be going there.	10/7/2020 11:19 AM
56	I like the more direct route straight up to the north county shopping and residential areas.	10/7/2020 10:32 AM
57	Central City Line provides the connection. Good change.	10/6/2020 10:07 AM

Q6 What do you think of the proposed changes to the Route 27?

Answered: 523 Skipped: 437



- I think these are good changes.
- I'm not sure but I think this might be good.
- This doesn't affect me or I don't have an opinion on this.
- I'm not sure but I think this might be bad.
- I don't think you should make these changes.

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ANSWER CHOICES	RESPONSES	
I think these are good changes.	41.30%	216
I'm not sure but I think this might be good.	17.97%	94
This doesn't affect me or I don't have an opinion on this.	29.25%	153
I'm not sure but I think this might be bad.	4.78%	25
I don't think you should make these changes.	6.69%	35
TOTAL		523

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#	DO YOU HAVE ANY COMMENTS OR SUGGESTIONS REGARDING THESE PROPOSED CHANGES?	DATE
1	Looks like that one will work.	11/12/2020 7:55 PM
2	I catch the bus at lacey and wellsley. But there are not buses that run on sunday to sacred heart for the 6.00 people that start at 6.30. Some of us do uber on weekend.	11/10/2020 8:13 PM
3	As someone who has lived in that area over 5 years I would make sure that the city will commit to deicing Perry street hill as a priority. If they agree and you approve the posting in priority then it should be fine. That hill has lots of issues in the winter and infrequent trains sometimes use that railway which causes traffic issues when it happens. Can you check the accident rate before you commit to using it?	11/10/2020 6:10 PM
4	This adds a redundancy and takes the only bus that services me within more than a mile of my home. Please dont take the only bus I have. Make it run along indiana at least, what is actually wrong with these planners	11/6/2020 3:54 PM
5	Sta doesn't need more routes need better drivers	11/5/2020 11:37 PM
6	Yes good idea so buses are not over crowded	11/5/2020 2:53 AM
7	These changes are good but leave on Indiana and Illinois	11/4/2020 8:56 PM
8	Frequency increase is good, but the greater geographic gap created between Empire and Mission could challenge local riders.	11/2/2020 5:37 AM
9	This does not work for me. I work Saturdays, and the 27 is the bus I most often use.	11/1/2020 11:06 AM
10	Eliminating one-seat ride between Hillyard and downtown is a stupid idea.	10/30/2020 4:01 PM
11	I worry that people will have less access to the NE Community center	10/30/2020 11:55 AM
12	Having driven STA buses in this area....alot of folk were not served North of Francis on Crestline. Good call.	10/28/2020 11:34 PM
13	Its should be near 3200 n smith street where there closer city bus?	10/23/2020 5:32 PM
14	I am happy with these changes as the bus will still be going from downtown to close to my house. With the last proposed changes I would have had to transfer buses just to get home and it would have caused me to not ride the bus anymore.	10/22/2020 8:41 PM
15	i use the 27 to get to my therapy sessions at frontier behavioral health on market and the northeast community center...it looks like the new 35 goes by there but not sure.	10/21/2020 11:46 PM
16	I don't see you having a lot of riders up north of Francis on Crestline or Lincoln, but maybe if you build it they will come as they say. I really wish you would extend the Crestline service down to Illinois, you're missing a lot of potential riders down there (myself included), and I would much rather see the route go down Indiana than Mission. Mission's too busy, Indiana has the bible college, planned parenthood and salvation army on it.	10/21/2020 11:54 AM
17	Possible to have schedules coordinated for connections to proposed 35/33? Concerned about all of the folks between Indiana/Illinois and mission. Why not maintain the routing in this area or at least come down to Indiana to avoid multiple turns from Illinois to Indiana?	10/20/2020 1:21 PM
18	Would like to keep, if possible, the Indiana/Monroe intersection portion (for early Sunday services).	10/19/2020 4:33 PM
19	Maybe just call this the NE Spokane since you're basically taking the heart of Hilliard out of the route.	10/18/2020 10:49 PM
20	Am a disabled senior. Need the Rowan stops!!! Drivers need to serve the riders IN THE RESIDENTIAL AREAS!!!! If they bitch about the turns, perhaps they should make a career change & drive tour buses. DON'T BE GOING AROUND THE NEIGHBORHOODS, GO THRU THEM!!! LEAVE 27 ALONE!!!	10/17/2020 8:55 PM
21	I agree with the less turns on the 27 route.	10/17/2020 4:32 PM
22	This route is often late when I ride it. Efficiency is best, but again, cover operating costs on all routes.	10/17/2020 4:31 PM

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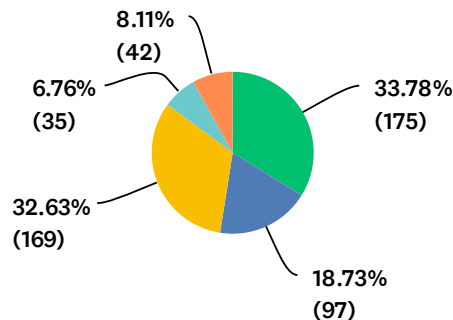
23	I take the 27 to and from work i catch it from the northeast community center to Francis and division then home I have no other way to work or home as I don't drive so if you take the bus away I won't be able to work which would make me loose my job and become homeless (no unemployment either)	10/16/2020 11:46 PM
24	Cutting out the part of the 27 that goes down Francis and replacing it with a modified 28 is a stupid idea. The 27 should continue down francis and then people can connect with it at Nevada and francis	10/16/2020 9:19 PM
25	Love the new connection between Hillyard and Northpointe Plaza/Walmart/Etc. Also love the connection with the City Line on the north end of the University District (this provides a lot of enhanced network connectivity). My one critical comment/suggestion would be that the proposed routing of 27 does not fully replace the removal of Route 25 off of Newport Highway that is depicted in the map. That means a critical link to Northpointe Plaza for practically everyone living in North Spokane will be lost. I would anticipate that the northern-most segment of this route is going to get a lot of feed and transfers to/from the Division route. But removing service in front of Northpointe Plaza punishes people with a longer walk all the way to Holland Ave with heavy items and shopping bags in tow. Instead of turning around at Winco and Walmart, I would suggest continuing Route 27 northward along Newport Hwy and doing a one-way loop around Northpointe Plaza (via NB Newport Hwy, EB Hawthorne, SB Nevada, WB Holland). This routing has the advantage of servicing many destinations along the route including Target, Best Buy, Safeway, all the doctors' offices and banks behind Northpointe Plaza, Deer Run Apartments, Ziggy's, etc. The bus can stay in the right-hand lane the whole time which actually provides service to new destinations that present-day 25 can't serve since it has to get in the left lane after the Target stop to turn left onto WB Hawthorne. The bus can still do its much-beneficial proposed loop at Winco/Walmart by turning from WB Holland to SB Dakota and then WB Jay, NB Colton.	10/16/2020 9:07 PM
26	Increasing service times would be great but a lot of people use the 27 to go to salvation army and planned parenthood both of which you are considering discontinuing service to. That would harm a large percentage of people who use your services to utilize their services.	10/16/2020 6:25 PM
27	Hillyard needs better service!	10/16/2020 4:10 PM
28	looks like CL and 27 are doubling the are on mission	10/16/2020 4:02 PM
29	I catch the bus at Rowan and Lacey would this stop be eliminated?	10/16/2020 3:44 PM
30	The best idea of the bunch (;	10/16/2020 9:40 AM
31	it is nice to give access to more northern neighborhoods but at the same time your taking away access to others. that makes no sense. the route that have no access from 27 will be access by another bus that doesn't run nights, weekends... what is the point? there are too many transfers involves to reach areas formerly served but not in this new proposal.	10/16/2020 9:21 AM
32	I use the 27 from the plaza to Washington & Indiana frequently.	10/15/2020 4:16 PM
33	I think if it gets changed then it should run on Sundays and Holidays because a lot of people do their shopping on Sundays.	10/15/2020 1:40 PM
34	I am concerned that the reroute away from Indiana makes businesses and essential services along this stretch (like Planned Parenthood) less transit accessible.	10/15/2020 8:48 AM
35	I think this bus needs to stay on Indiana instead of going on Mission to go towards the east. I frequently use this bus since it is close enough to walk to during all times of the year. Mission is too far away for me to be able to walk during the winter with the ice and snow. This bus should continue to service the community center on it's route. I do like that it would be bumped up in time frequency, but that is not as big of a deal. I like the way the route is now where it connects to Francis, but I can also see how it would be beneficial to have it go up to the bigger box stores like Walmart. I would rather it stay the same as it is now.	10/14/2020 3:55 PM
36	It will save me from competing with buses on N. Dakota.	10/14/2020 9:09 AM
37	Like having more service on Crestline	10/13/2020 8:58 PM
38	Make more time on it at the end of the line	10/13/2020 5:05 PM
39	Are you going to update to every 15mins? That would help.	10/13/2020 4:04 PM
40	If the 27 is stopping at the old 26 end of line, I'm all for it	10/13/2020 2:09 AM

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41	i don't like that the route doesn't go by the planned parenthood, but it's only a block so it's not bad. i also think it's nice that it's closer to ssi. i can't tell how far the route has moved from the community center, but i think it should be close enough for children and families to feel safe	10/12/2020 7:11 PM
42	Yay	10/11/2020 11:19 AM
43	Its good that the busses will come faster, but I believe the rout shouldn't be shortened. I'm sure this is a heavy use area and having more pedestrians on the road is more chances for accidents.	10/9/2020 8:03 AM
44	Please address the Gap in service for the minnehaha neighborhood. With the high number of Elders, Disabled Persons, and Low income person's in the minnehaha neighborhood they're being disproportionately affected by these changes. It increases systemic Ageism, Ableism, Classism in Spokane.	10/8/2020 2:46 PM
45	Residents with disabilities who rely on public transportation will suffer from these changes.	10/8/2020 12:05 PM
46	yes thank you	10/8/2020 12:01 PM
47	I ride this line on the weekends and weekdays. Having it more frequent will help save me time too. I like it.	10/8/2020 4:04 AM
48	N Crestline has been reduced to one lane. Bus traffic will slow traffic even more and cause frustration often leading to accidents. Bus service needs pullouts, which don't exist.	10/7/2020 7:17 PM
49	I think it's going to keep the people that lives at the apartments off of/on Lincoln Road safe and not having to walk over to Nevada to catch the bus, especially in the winter time.	10/7/2020 2:41 PM
50	Consider how the train crossing at Perry and Misson could affect route reliability. Turns prohibited or blocked while train passes through.	10/7/2020 12:28 PM
51	NE Comm. Center ?	10/7/2020 11:46 AM
52	I am so, so happy about less turns and less impact to residential homes that would appreciate a more quiet street. I also love that this goes all the way up crestline instead of veering away at rowan.	10/7/2020 10:32 AM

Q7 What do you think of the proposed new Route 35 and change to the Route 22?

Answered: 518 Skipped: 442



- I think these are good changes.
- I'm not sure but I think this might be good.
- This doesn't affect me or I don't have an opinion on this.
- I'm not sure but I think this might be bad.
- I don't think you should make these changes.

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ANSWER CHOICES	RESPONSES	
I think these are good changes.	33.78%	175
I'm not sure but I think this might be good.	18.73%	97
This doesn't affect me or I don't have an opinion on this.	32.63%	169
I'm not sure but I think this might be bad.	6.76%	35
I don't think you should make these changes.	8.11%	42
TOTAL		518

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#	DO YOU HAVE ANY COMMENTS OR SUGGESTIONS REGARDING THESE PROPOSED CHANGES?	DATE
1	I don't like the extra transfer to get from route 35 to route 33.	11/13/2020 6:58 PM
2	Once again, the entire neighborhood area along 9) Mile Rd northwest of Francis/Assembly is ignored. Walk to current closest bus stop from NEAREST point of neighborhoods (Royal Dr & 9 Mile Rd) is 1 mile, up a 200 ft climb, along a sidewalk which can be impassable in the winter time. A more average distance is more like 1.5 miles to the nearest bus stop. Since service was removed from this area in 2011, even more homes have been built in this neighborhood area, yet even minimal service is not provided. I'm a tired of supporting STA when I can't get even the barest of service provided. Why do you have bus service along the entire length of Indian Trail (where a walk to a bus stop would be shorter and on level ground, but you cannot get service int the Windriver and Westgate Park areas? The lack of regular service anywhere close also means paratransit services are not available due to the distance limitations.	11/12/2020 9:35 PM
3	From above comments about route 26 and 27 and 28, Maybe send route 22 to Washington with a Right turn on Washington and let 27 or 28 get Monroe. I would be a little concerned about people who board or get off the Bus at Rowan and Driscoll coming from the North side of that area, with the 35 on Limited service	11/12/2020 9:31 AM
4	I have ridden the bus across Francis after 7PM and admit it is sparsely used. This would reduce some issues though you may want to consider a special service close to Christmas as many people use that section of Francis close to the holidays. I'm sure your records would show if this perception is true or if my subjective opinion is flawed.	11/10/2020 6:10 PM
5	Make sure you can ride 22 or 35 and transfer to the other without having to wait at the VA	11/10/2020 6:57 AM
6	Thank you. I use this route often.	11/6/2020 8:19 PM
7	Take sta federal money to improve driver and customer satisfaction	11/5/2020 11:37 PM
8	Changes are fine. But once again buses should always come at night and on Sundays and holidays. Very unreliable system otherwise.	11/4/2020 8:56 PM
9	The lack of service after 5 pm Saturday does not work for me.	11/1/2020 11:06 AM
10	35 maintain frequency.	10/29/2020 4:06 PM
11	I am one of those folk that regularly transfers from 22 to 27 at 5 mile P/R. Good move.	10/28/2020 11:34 PM
12	Now this is pretty good in my opinion. But what's going to happen to the five mile park and ride?	10/27/2020 8:00 PM
13	I would love to see Route 22 come more often during weekday peaks (every 15 minutes). Not sure how it is at the moment due to COVID-19 impacts, but in the past, it would be VERY crowded in the early afternoons for the commute back home (3:30-5 pm). Mornings were much better, but many times in the afternoon, it was standing room only on the commute back home, particularly in the wintertime.	10/27/2020 10:45 AM
14	I use route 22 to get to the VA Hospital every month and happy that it is still available with the new ideas and new route 35 would get me to the 5 Mile Shopping Center.	10/27/2020 9:08 AM
15	You promised us more service and stopping the buses earlier will hurt a lot of people like me who get off work at 8pm everyday including Saturday and require the bus to get home and who work on Sundays and require the bus	10/24/2020 9:55 AM
16	It will be nice to have the route going across Francis. I believe that is needed.	10/22/2020 8:41 PM
17	CHAS is located on Bismark not Francis	10/21/2020 11:45 AM
18	Takes away another way to get to The Native Project.	10/20/2020 4:33 PM
19	People work on Sundays that take buses	10/20/2020 2:45 PM
20	Sunday schedule may still be necessary, to help those using Francis for Church services.	10/19/2020 4:33 PM
21	Sounds good.	10/18/2020 10:49 PM
22	None	10/17/2020 4:32 PM

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23	Good. Not your job to meet everyone's needs. Cut when there is low demand.	10/17/2020 4:31 PM
24	We work on Sundays	10/16/2020 11:46 PM
25	The 22 and 27 are already doing this route. Stop renaming routes to keep yourself busy. People are still confused about the 24 and 44 now just being called the 4. Stop making changes to to say you changed something	10/16/2020 9:19 PM
26	I like the proposed routing. Eliminating a stop at the Five Mile PnR is okay...maybe STA can partner with Five Mile Plaza shopping center to allow riders to use their parking lot if needed, or partner with the City of Spokane to enhance the pedestrian experience along Ash St so people can more comfortably walk from the PnR to Francis. One big critique though - I take extreme issue with the proposed elimination of Sunday service. I don't have access to the ridership stats of Route 27, but it seems like a very bad idea to eliminate Sunday service along Francis Avenue, one of Spokane's main arterials. This also leaves the northeastern portion of Hillyard (along Market Street) without any service on Sundays. Eliminating Sunday service cuts off access to the many churches in Hillyard and all the grocery stores along the route (Rosauers, Town & Country Safeway, Albertson's, and Hillyard the Safeway). It also eliminates a Sunday link to the VA Medical Center which may be crucial for veterans living in Hillyard and Northwest Spokane.	10/16/2020 9:07 PM
27	why no Sunday service? What about the riders who work on Sundays?	10/16/2020 6:26 PM
28	Don't eliminate Sunday and holiday service. People work!	10/16/2020 4:10 PM
29	you will have 4 busses at the VA medical center, causes confusion. which direction and which route to take!	10/16/2020 4:02 PM
30	I live on the west end of Francis and work off of Freya, north of Francis at URM. It would be nice if something would go a little closer to URM. But this is better than before.	10/16/2020 9:38 AM
31	in some instances this is good to have Francis bus service. but only running limited times would be confusing to most passengers. they have to think, "weekdays around 3pm I can catch 35 but if I get off work late after 8pm then I have to think what bus will get me closest. " so essentially, there is no change.	10/16/2020 9:21 AM
32	What if I need to go to the VA on the weekend?	10/15/2020 4:16 PM
33	Sunday service is important	10/15/2020 3:34 PM
34	I think if it gets changed then it should run on Sundays and Holidays because a lot of people do their shopping on Sundays.	10/15/2020 1:40 PM
35	The important thing here is that there are other options for people to get where they need to go when this bus line isn't running.	10/15/2020 10:23 AM
36	I think there should P&R connectivity.	10/15/2020 8:48 AM
37	Sta has had a history of poor connectivity for transfers. I went through serious hassle transferring every morning from 32 to 33 at scc for years. Watching helplessly as the 32 I'm on pulls in everytime the 33 I need pulls away. If connectivity is fixed. It should work	10/15/2020 12:06 AM
38	Transferring more than once to get to and from these neighborhoods is bad.	10/14/2020 6:01 PM
39	I really think this one especially is a bad idea. People need to get places on the weekends with this bus. Having it taken away from the 27 and 22 buses that match up at the 5 mile park and ride is a bad idea. The way things are with this city route are fine as they are. Please do not change this one!	10/14/2020 3:55 PM
40	Again, if we want people to use the bus as a way to get cars off the road, the lack of Sunday service hurts. This route would serve a large number of businesses, and would be a great alternative for people going to work, especially in the winter.	10/14/2020 9:16 AM
41	I worry about the connectivity to the 22 from the 33 to get to the VA.	10/14/2020 9:09 AM
42	Route 35 should run the normal service	10/13/2020 9:59 PM
43	I think this will help NECC	10/13/2020 8:58 PM
44	Funny how STA forgets history. What actually worked before, then changed, is now coming back as something new.	10/13/2020 8:18 PM

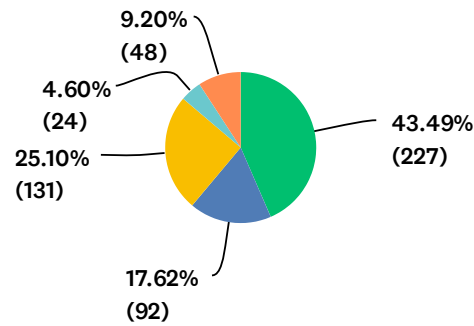
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45	The 35 Francis/Market should go further north than Francis. Say to Lincoln Road	10/13/2020 6:56 PM
46	there should be service on Sunday for the 35, and maybe more often on Saturday. the 35 should stop at the 5 mi p&r	10/13/2020 5:56 PM
47	Selfish reasons.	10/13/2020 5:39 AM
48	Just don't change weeknight and weekends service	10/12/2020 8:27 PM
49	People need to ride buses on Sunday	10/11/2020 3:21 PM
50	Don't limit service hours	10/10/2020 1:08 AM
51	I ride route 22 in the winter between Rowan/Driscoll and Downtown then in reverse in the afternoon M-F. This route would be so much better if the bus would take a right on Driscoll and then a left on Bismarck, then continue onto Assembly and the Vets Hospital and the regular route as it is now. I know so many people that were adversely affected by the change from Winston Dr. to Rowan that they quit riding altogether. You could still pick up passengers at the corner of Rowan and Driscoll as there is a stop sign there anyway then pick up passengers at the corner of Bismarck/Alameda or Bismarck/Bemis. Bismarck is a nice wide straight street all the way to Assembly. I realize Winston is not wide or straight, or easy for the buses/drivers. But many people from this section of Francis but not as far as Rowan could navigate better to a neighborhood side street and be off the arterial of Rowan and Driscoll to wait for a bus in dark/inclement weather.	10/9/2020 2:51 PM
52	Finally a bus to go to CHAS	10/9/2020 7:18 AM
53	Really This is Crap.	10/8/2020 7:24 PM
54	I would recommend having this bus stop at the 5 mile park and ride.	10/8/2020 4:27 PM
55	Please address the Gap in service for the minnehaha neighborhood. With the high number of Elders, Disabled Persons, and Low income person's in the minnehaha neighborhood they're being disproportionately affected by these changes. It increases systemic Ageism, Ableism, Classism in Spokane.	10/8/2020 2:46 PM
56	Residents with disabilities who rely on public transportation will suffer from these changes.	10/8/2020 12:05 PM
57	Not at this time	10/8/2020 12:01 PM
58	With a currant lack of East/West routes I believe this rout adaptation would be good if it was 7 days a week at a 15 minute interval.	10/8/2020 10:02 AM
59	Wellesley is a better choice as it serves more residential area than Francis	10/7/2020 7:17 PM
60	Answering for #22, glad no changes, for #35, this route doesn't affect me	10/7/2020 3:45 PM
61	Provide later bus scheduling for weeknights/Saturdays and have buses on schedules on Sundays and holidays. It's going to be challenging for ones that have to work on Sundays and holidays.	10/7/2020 2:41 PM
62	gthe #35 increases northeast service	10/7/2020 1:15 PM
63	Not sure why the cuts to 5 Mile Park and Ride. Be cautious on deleting that stop. The VA is important for riders as baby boomers age.	10/6/2020 10:07 AM

Q8 What do you think of the proposed changes to the Route 25?

Answered: 522 Skipped: 438

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- I think these are good changes.
 ■ I'm not sure but I think this might be good.
 ■ This doesn't affect me or I don't have an opinion on this.
 ■ I'm not sure but I think this might be bad.
 ■ I don't think you should make these changes.

ANSWER CHOICES	RESPONSES	
I think these are good changes.	43.49%	227
I'm not sure but I think this might be good.	17.62%	92
This doesn't affect me or I don't have an opinion on this.	25.10%	131
I'm not sure but I think this might be bad.	4.60%	24
I don't think you should make these changes.	9.20%	48
TOTAL		522

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#	DO YOU HAVE ANY COMMENTS OR SUGGESTIONS REGARDING THESE PROPOSED CHANGES?	DATE
1	Would you be able to get to N. Point shopping from downtown or would you need to change buses from the Division (25) to the 27?	11/12/2020 7:55 PM
2	This would probably help route 25 for logistical reasons (More efficient) (Shorter Cycle time) Less buses used.	11/12/2020 9:31 AM
3	I can take the 27 from my friends house or take 25 from cascade and division. From where I live	11/10/2020 8:13 PM
4	I think this will work though people may resist not getting off/on along Newport Hwy for a bit.	11/10/2020 6:10 PM
5	You cut out major areas with large apartment complexes, why do these people not deserve transport?	11/6/2020 3:54 PM
6	25 runs by a shopping center. Are you stupid	11/5/2020 11:37 PM
7	This bus is always crowded	11/5/2020 2:53 AM
8	Leave the 25 as it is. It is a good route. And there are way more destinations for riders on Newport Hwy than 395.	11/4/2020 8:56 PM
9	I rely on the current 25 route to get me to work. Removing stops would make it that much more difficult to get to and from work.	11/4/2020 4:26 PM
10	The loss of convenient access to the shopping plaza is not good.	11/2/2020 5:37 AM
11	This would be harder to commute to Northpointe Shopping Center.	10/31/2020 9:55 AM
12	I think this would be good but would need to know where the stops would be before I say for sure. Is there going to be a stop on both the west and east sides of Hawthorne? If I am on the north side and want to go downtown, I would usually go to the "library" stop. Where would I go now? Need more information.	10/30/2020 2:05 PM
13	As long as a stop is located at Division and Hawthorne to serve the Library.	10/29/2020 9:29 PM
14	Back to how it used to be years ago. Sound move.	10/28/2020 11:34 PM
15	Is there a plan for the possibility of more bicycles needing space in the racks	10/28/2020 5:55 PM
16	Never understood the reason for the current route when route 28 service this area but from N. Nevada whereas route 25 service from the western side of the shopping center out there.	10/27/2020 9:08 AM
17	This affects everyone who uses this route currently in a negative fashion. You are supposed to be making positive changes not negative ones	10/24/2020 9:55 AM
18	i use the 25 to get to he northpoint shopping center...it looks like it won't serve this area any more..	10/21/2020 11:46 PM
19	no changes from previous	10/21/2020 11:45 AM
20	Northpointe shopping area needs continuous service.	10/21/2020 12:31 AM
21	Walking is an issue for disabled, older people, and in bad weather.	10/20/2020 2:45 PM
22	Only time will tell, on the "Easy access to 'Northpointe Shopping Center" for bus-riders..	10/19/2020 4:33 PM
23	Sounds good.	10/18/2020 10:49 PM
24	My family rides buses 25/32/12medcial! Alot so when you change things . It messes up confuse people. I just learned the buses now you all want to change them. Makes me up set	10/18/2020 5:22 AM
25	Leave 25 alone.	10/17/2020 8:55 PM
26	I think this could be good but also could leave more walking traffic on the extremely busy Division/Newport HWY streets to get over to the north pointe shopping center. There are not good pedestrian streets up there and this could be a really bad decision if people start getting hurt, all to save 3ish minutes of service time. Especially at night.	10/17/2020 4:47 PM
27	None	10/17/2020 4:32 PM

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28	Seems reasonable.	10/17/2020 4:31 PM
29	This will make Division a lot more efficient and reduce end-to-end travel time, which I like. However, as mentioned on the questionnaire about Route 27, I don't think that Route 27's proposed routing is successful in replacing Route 25's service to Northpointe Plaza. Stopping it at Holland Ave is going to force riders to make a long, half-mile walk with heavy, bulky items and shopping bags to access STA. You'll probably end up with a whole bunch of abandoned shopping carts from Safeway, Target, etc. along Holland because of this. The proposed Route 27 should do a one-way loop around Northpointe Plaza on NB Newport Hwy, EB Hawthorne, SB Nevada, and WB Holland before doing its Winco/Walmart loop. This also provides an opportunity to bring new service to destinations that current-day Division can't do since it has to pull into the left lane after Target to turn onto WB Hawthorne. The right-lane driving of a revised route 27 around Northpointe can continue to serve Target, but bring opportunities to serve Olive Garden, Red Robin, Best Buy, Safeway, Golds Gym, Chuck E Cheese, and all the doctors offices and banks behind Northpointe Plaza. It would also offer a direct connection between the Deer Run Apartments and Division, and provide connectivity with this apartment complex to Winco/Walmart.	10/16/2020 9:07 PM
30	I live on East Hawthorne and I take the 25 all the time. There are also other riders on East Hawthorne as well. Walking from Division to Newport Hwy is going to be very difficult for some of us riders!! Please don't discontinue the Hawthorne to Division route!! Even taking the 28 will not help because riding to the plaza will no longer exist. Less transfers, better for riders!!	10/16/2020 6:26 PM
31	reducing service to Northpointe shopping center overall by the various changes	10/16/2020 4:02 PM
32	It needs to extend out further North. There are a lot of apartments past the Wandermere golf course that need access to public transit and Para-Transit.	10/16/2020 3:53 PM
33	A little inconvenient.	10/15/2020 8:54 PM
34	I think if it gets changed then it should run on Sundays and Holidays because a lot of people do their shopping on Sundays.	10/15/2020 1:40 PM
35	Won't that make it difficult to get to Northpointe shopping center? Or do you expect the shopping center to be closed soon?	10/15/2020 12:30 PM
36	I think connecting the services on Newport and Hawthorne to those on division is crucial.	10/15/2020 8:48 AM
37	I live close too safe way store and i take the bus home from that shopping center after i go shopping don't think it will work well for me at all	10/14/2020 7:44 PM
38	This used to be the way things were years ago, and I do not think this change is a good idea. You take away from the northpointe shopping center, which this bus is one of 2 that go by there. Do not make this change please.	10/14/2020 3:55 PM
39	This just seems unnecessary, and would take away people's ease of access to shoping spots.	10/14/2020 3:06 PM
40	Add BRT lanes to Division and increase this to City-line level of service.	10/14/2020 9:09 AM
41	Are these changes part of the proposed changes to the Division Corridor?	10/13/2020 8:51 PM
42	Don't cut out Northpointe Shopping Center	10/13/2020 6:56 PM
43	Will the be a still a stop nearby the discontinued part of the route? I catch the bus at that area everyday that I go to work.	10/13/2020 5:23 PM
44	If you reroute 25, maybe put a route extending on Newport Hwy out to Mead	10/13/2020 5:13 PM
45	My gosh, what's the big deal of going up Newport Hwy to Hawthorne!?!? I swear Stakeholders and planners have NEVER EVER taken a bus in the winter in 2 ft of SNOW!!!	10/13/2020 2:09 AM
46	YES ! This is really good. Please keep this. There are still connections to the shopping center but it makes trips for students going to whitworth shorter and more reliable for time, and makes it easy to get downtown. There are also a ton of connections on division, so this is good.	10/12/2020 7:11 PM
47	Some of them are good changes. However, I depend on the 25 that goes down Hawthorne to get to work and get my daughter to school. I know I could take the new 28 route to work, but the 25 would be completely inaccessible for me and that one I depend on the most.	10/9/2020 7:26 AM
48	Please address the Gap in service for the minnehaha neighborhood. With the high number of Elders, Disabled Persons, and Low income person's in the minnehaha neighborhood they're	10/8/2020 2:46 PM

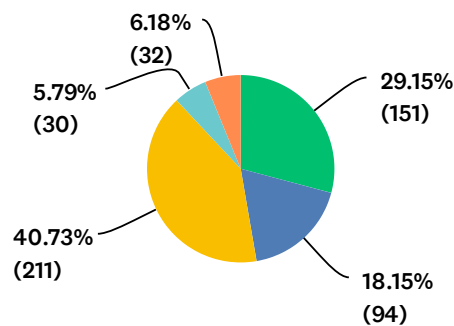
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being disproportionately affected by these changes. It increases systemic Ageism, Ableism, Classism in Spokane.

49	I think that if someone wants to access jobs or shopping at northpoint, they would have to walk on too many lanes of traffic.	10/8/2020 2:19 PM
50	Nice idea.	10/8/2020 12:01 PM
51	Possibly have a 25 A and a 25 B, The A would continue to service Hwy 2 to Hawthorne as it already does and the B would continue on Division and bypass Hwy 2. That would keep service and add new at the same time. Service during peak every 7 to 8 minutes and continue having 15 minute to 30 minutes during other times of the day.	10/8/2020 9:07 AM
52	I think it'll keep people safe and not having to walk across Division to catch the bus on Newport Highway.	10/7/2020 2:41 PM
53	It seems that it would be best to keep good access to shopping centers with these routes.	10/7/2020 12:46 PM
54	People need access to the Northpoint shopping center.	10/7/2020 11:39 AM

Q9 What do you think of the proposal to shorten the Route 43, change the Route 144, and add a new Route 146?

Answered: 518 Skipped: 442



- I think these are good changes.
- I'm not sure but I think this might be good.
- This doesn't affect me or I don't have an opinion on this.
- I'm not sure but I think this might be bad.
- I don't think you should make these changes.

ANSWER CHOICES	RESPONSES	
I think these are good changes.	29.15%	151
I'm not sure but I think this might be good.	18.15%	94
This doesn't affect me or I don't have an opinion on this.	40.73%	211
I'm not sure but I think this might be bad.	5.79%	30
I don't think you should make these changes.	6.18%	32
TOTAL		518

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#	DO YOU HAVE ANY COMMENTS OR SUGGESTIONS REGARDING THESE PROPOSED CHANGES?	DATE
1	It might give better service to those areas.	11/12/2020 7:55 PM
2	I like the way this bus (Route 43) anchors at Manito Shopping center. Maybe run 146 once an hour Saturday & Sunday	11/12/2020 9:31 AM
3	Keep it going to South Hill Park & Ride	11/12/2020 9:27 AM
4	I know at least one person I know will be thrilled. They also need that last bus at 6:52 will you be keeping that time range or even put it closer to 7:05PM? I know life can't be prefect, but it would help as they sometimes have issues catching that last bus if the system has rush hour blockages.	11/10/2020 6:10 PM
5	You have to walk 1/2 mile to a mile to catch any of the south hill routes. The 4 was a good decision for accessibility	11/9/2020 11:17 PM
6	This is actually one where a bus takes on the area lost. Weird.	11/6/2020 3:54 PM
7	I have to ride the 43 every day to get home from work.. i work at the taco bell on 29th and its past the manito shopping center. If you make this change I will not be able to get to and from work as easily. Please do not change this. The 43 is fine. You can make it not go all the way to 37th Avenue, but please keep it going all the way on 29th.	11/6/2020 10:17 AM
8	Can't even get more then 1 bus route to the vtc but can have 5 to the south hill	11/5/2020 11:37 PM
9	Are still going to run every 15 minutes till	11/5/2020 8:35 AM
10	No more south hill express routes! The 144 is a dog. Leave the 43 alone. There are riders who count on 37th Ave bus service and to take that away leaves literally no other option south of 29th Ave	11/4/2020 8:56 PM
11	I am a passenger who has regularly used Route 43 on 37th Avenue. Normally, I see a variety of people who use this route in that part of Spokane. Typically, there are Ferris High School students who use the route to get to school. Additionally, there are elderly people who use the route to get from home to various locations. I feel this change would unnecessarily impact the people who rely on this route. Disconnecting the route from the South Hill Park and Ride would cause those who use it now to potentially have to go downtown first or transfer multiple times to get to where they need to go. At best, that would be inconvenient. I hope you reconsider this change so that Route 43 continues to go to the South Hill Park and Ride or perhaps is modified to go to the Moran Prairie Park and Ride.	11/2/2020 6:39 PM
12	Nice to have regular service back on 29th between Bernard and Grand	11/2/2020 4:33 PM
13	Is the 146 an express with fewer stops? If so, that is a bad idea. Substituting a route is all right, but not reducing stops.	11/2/2020 5:37 AM
14	I'm excited for more service to this part of the Comstock/Manito area	11/1/2020 9:23 PM
15	Decreasing service times along Bernard St. south of 29th will impact my ability to use the bus system in a big way. My work hours are varied and not only during peak times so it would not be practical to access the 146 route if it only runs once an hour.	11/1/2020 12:18 PM
16	Use South Spokane buses very rarely.	11/1/2020 11:06 AM
17	It would be nice if the 146 would stop at the South Hill Park & Ride.	10/31/2020 9:55 AM
18	I need the 43 to go to do shopping at the stores further east on 29th Ave and it is easy for me to just stay on one bus than to have to try to transfer to another route. I understand about the 37th Ave being low riders but please don't take away the 43 from going to at least the South Hill Park and Ride as it does now.	10/30/2020 6:00 PM
19	What about weekend service?	10/30/2020 4:56 PM
20	Just not sure how to get to Lincoln heights from 29th and Bernard.	10/30/2020 2:19 PM
21	library access	10/30/2020 11:55 AM
22	It's a long long hike from Bernard to several blocks east of Grand. My son with disabilities that don't quality for paratransit has really suffered when he has to walk that if he missed the	10/29/2020 1:14 PM

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	correct bus.	
23	Great idea. Sound use of resources.	10/28/2020 11:34 PM
24	I think that this might be a good idea, but could you just let the 43 continue towards the south hill.	10/27/2020 8:00 PM
25	Please continue busses to transfer areas, like park and rides. It's not much farther for wheels, but it is on foot!	10/26/2020 4:45 PM
26	I live close to route 43 on the lower part of the south Hill and it may limit my ability to commute as smoothly.	10/24/2020 10:49 PM
27	i use the 4 or 144 to get to my garden clients on 18th...it looks like there might be more runs.	10/21/2020 11:46 PM
28	These route should all be going to the South Hill Park and ride	10/19/2020 11:48 PM
29	Why is the entire area around SE Blvd getting no service? I used to be able to ride bus from SE to Adams/Ferris and Lincoln Hts and in reverse route to hospitals and Dr offices. Now I cant get anywhere without long walks to bus stops. If you are going to tout Spokane as a good retirement area, how are seniors going to transport anywhere. Lousy service for seniors.	10/19/2020 5:09 PM
30	Why eliminate the park and ride altogether from the 43, this makes no sense to me, this is a place where people make connections with the 4 and the 45 from the 43. Also kids in neighborhoods who ride the 43 expect to get to Ferris, the 4 doesn't reach those same neighborhoods this is not good for these riders and seems like a tremendously long new commute and a decrease in convenience for someone who is not actually that far away, this is not an improvement for these riders at all. We need to be increasing expanding and improving service to the south hill. Solid service will actually increase ridership over time once south hill residents can trust that they will be served well. Get a bus over to chase middle school already. Build it and they will come, stop just dipping your toes into the water.	10/18/2020 10:49 PM
31	keep this park and ride open, i use to connect with other busses to fairchild	10/18/2020 5:18 PM
32	I think the 43 should go to 29th but also should continue to go to the south hill park and ride, not stop at manito. I think more people will ride to get to further shopping on 29th	10/17/2020 4:47 PM
33	None	10/17/2020 4:32 PM
34	Cover operations costs with fares.	10/17/2020 4:31 PM
35	Why dont you just make the 144 more frequent and not make another route that does pretty much the same route.	10/16/2020 9:19 PM
36	Seems logical and still provides service to 37th Ave during the morning/afternoon commute times	10/16/2020 9:07 PM
37	does express routes have the same stops as regular route , or is it just start and finish.	10/16/2020 4:02 PM
38	I use the 43 to get to Chas on 2nd Avenue.	10/15/2020 4:16 PM
39	I think if it gets changed then it should run on Sundays and Holidays because a lot of people do their shopping on Sundays.	10/15/2020 1:40 PM
40	The 43 is a decent route and I do not think this one needs to change at all. I do use this bus to get to shopping places over by 29th and ray. The routes 144 or 146 do not affect me in any way.	10/14/2020 3:55 PM
41	I do not like this reroute. I work at Lincoln Heights Shopping Center and 43 is the easiest way to get downtown. I should not have to get on bus 34 and transfer a few blocks later at a park and ride when 43 takes me straight downtown even though it is a very long ride to get there. And, to get to bus 4 at Stone I have to cross a busy intersection at 29th/SE Blvd. Leave at least one bus for people who live/work at the Lincoln Heights Shopping Center to reasonably get downtown. The ridership is low because riders like me are stuck with virtual meetings presently.	10/13/2020 8:51 PM
42	People trying to get from point a to point b get to change buses several times. Someone forgot, this is Spokane.	10/13/2020 8:18 PM
43	I catch the 43 on 37th very often (and somewhat spontaneously, an express route would not work for me) and would be negatively affected by this change, I would prefer that it stays the	10/13/2020 5:56 PM

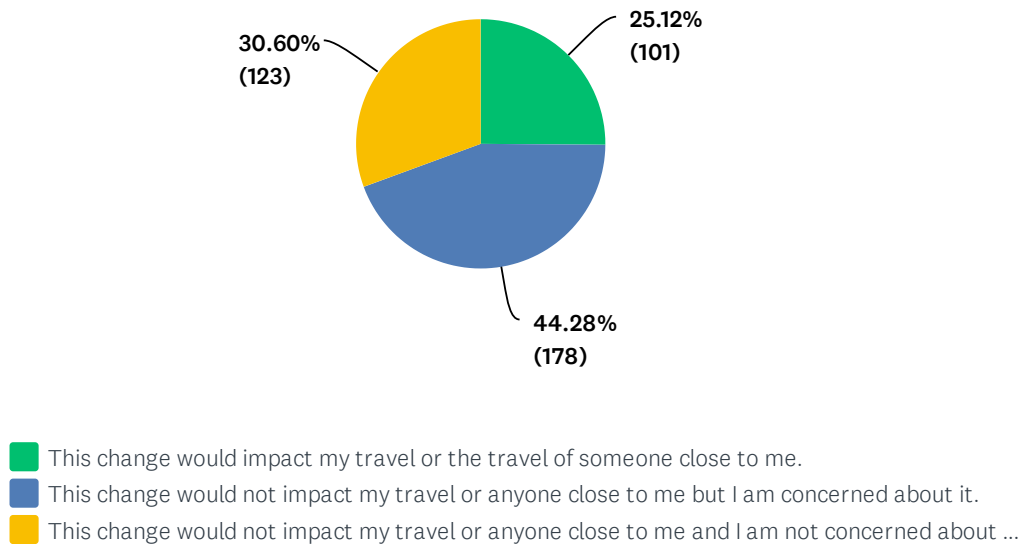
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	way that it already is. I would support the addition of the 146 express.	
44	makes the time a lot shorter	10/12/2020 7:11 PM
45	Perhaps looping down to the south hill park and ride would make it more useful?	10/12/2020 2:41 PM
46	I need to find a route that will take me from Bernard to the South Hill Park & Ride in the winter. Will there be route with this proposal?	10/8/2020 8:29 PM
47	So once again you are reducing hours of operation. SHAME ON YOU	10/8/2020 7:24 PM
48	Please address the Gap in service for the minnehaha neighborhood. With the high number of Elders, Disabled Persons, and Low income person's in the minnehaha neighborhood they're being disproportionately affected by these changes. It increases systemic Ageism, Ableism, Classism in Spokane.	10/8/2020 2:46 PM
49	Residents with disabilities who rely on public transportation will suffer from these changes.	10/8/2020 12:05 PM
50	none	10/8/2020 12:01 PM
51	I only disagree with the changes to route 43. As the service runs now, I can walk a block north to Miller's Hardware on SE corner of east 29th Avenue & south Regal street, catch the 43, & ride directly to my parent's house, which is 3 blocks SW of west 37th Avenue & south Bernard street. I am physically disabled. I use ankle/leg/foot/knee braces & a cane. I have difficulty walking. It is painful. If these changes are made to rough 43, I would no longer be able to ride the bus to my parent's house. I would have to ask them to come pick me up any time I would be going to their home.	10/7/2020 4:05 PM
52	Awesome change on the 43 especially since Albertson's on 37th closed. Great idea to have it go over to Manito Shopping center!!!! As for 144/145, are there any plans to bring back weekend service on Bernard Street??	10/7/2020 3:45 PM
53	I think more people will be riding the express buses, but they need to expand it to the weekends and holidays to improve convenience and time for passengers.	10/7/2020 2:41 PM
54	I'm not sure about commuting from South hill to downtown and other connections. I would think ridership should be encouraged by low transfers and travel times.	10/7/2020 2:19 PM
55	While I appreciate having the bus up the SHill still stop at Manito Shopping center and that you've put a bus shelter with seats on 29th to go downtown, the changes you've made over the course of this - 1) eliminating (year after year) the access to Manito Shopping Center - first taking away the round-about route, now eliminating any access to buses from the shopping center itself - and 2) eliminating access to Lincoln Heights shopping center entirely - first by stopping the bus from stopping outside Millers Hardware & next eliminating any nearish-by stops entirely - have severely impacted my use of the bus for work or for grocery store/shopping access. These changes just cement that. While I use the express regularly to go downtown to work (pre-COVID), I rarely took it to go home because I had to cross Grand - not at a light - and crossing Grand or 29th is HAZARDOUS even at lights, especially in winter - cars turn Right at light on red, don't stop, light is not long enough to cross on black ice roads. I'm not surprised ridership is low on 37th - to get to Lincoln Heights shopping center that route, it took as long to walk to the different bus stops as it would to walk to 1.5 miles to the store - which is hard to do when carrying shopping bags. You continue to reduce, reduce, reduce access to buses for Manito Shopping Center & Lincoln Heights shopping center - which is strange, since usually buses are supposed to enhance access to frequently traveled places - especially ones where people are presumably buying local and carrying heavy shopping bags. Again, I appreciate the bus stop at 29 and Grand, but please, please consider how to improve access to and from both Manito and Lincoln Heights shopping centers. This is still a car-centric town, but having buses not stop at shopping centers doesn't help reduce our dependence on cars to go shopping. Thank you.	10/7/2020 12:46 PM

Q10 Service on the Route 12 Medical Shuttle is proposed to be modified to end at 8PM on weekdays, operate between 9 AM and 5PM on Saturday, and would not operate on Sundays or Holidays. This is fewer hours of

service coverage than the Route 12 provides today. Which statement most closely matches how this change would impact you?

Answered: 500 Skipped: 460



ANSWER CHOICES	RESPONSES	
This change would impact my travel or the travel of someone close to me.	25.12%	101
This change would not impact my travel or anyone close to me but I am concerned about it.	44.28%	178
This change would not impact my travel or anyone close to me and I am not concerned about it.	30.60%	123
TOTAL		402

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#	HOW WOULD THE PROPOSED CHANGE TO ROUTE 12 IMPACT YOU OR SOMEONE CLOSE TO YOU?	DATE
1	Please check with the hospital's this would effect me.	11/10/2020 8:13 PM
2	I'm unsure but both hospitals have other routes that service them and they most likely will be fine for holidays.	11/10/2020 6:10 PM
3	I'm disabled and rely on the bus. I have dr appointment in that area.	11/9/2020 11:17 PM
4	I have more than once needed to get to the ER after 8. And sometimes sundays.	11/6/2020 3:54 PM
5	Would not impact me, but since its a MEDICAL SHUTTLE I think it should have increased hours of service in case people need to bus to get to the hospital.	11/6/2020 10:17 AM
6	It's a medical transport bus to a hospital.... Are you guys high	11/5/2020 11:37 PM
7	Every 15 or 10	11/5/2020 8:35 AM
8	What happens if people work all week and weekend hard to get to work	11/5/2020 2:53 AM
9	Does STA just not want to provide night and Sunday and holiday service anymore? VERY bad idea	11/4/2020 8:56 PM
10	I wonder how many people depend on week end service	11/2/2020 4:33 PM
11	Service should ensure med students have sufficient access to hospital complex	11/2/2020 8:43 AM
12	No.	11/2/2020 7:16 AM
13	I worry about access for medical care.	11/1/2020 12:18 PM
14	Never use this route	11/1/2020 11:06 AM
15	I live on the route and it's my only connection to downtown for transfers	11/1/2020 8:17 AM
16	I don't travel very much on Sundays	10/31/2020 1:31 AM
17	I think if you are decreasing what the 42 and 12 both do, how will people who need to go to Deaconess Hospital get there without too much complication?	10/30/2020 6:00 PM
18	Bus 12 was nearly empty on weekends and later at night. Sound move.	10/28/2020 11:34 PM
19	Just concerned for people who work Sundays and/or Holidays and depend upon bus service to get to their places of employment.	10/27/2020 10:45 AM
20	They have several doctors at the Sacred Heart Hospital campus including the Heart Institute below the hospital campus.	10/27/2020 9:08 AM
21	Not being able to go to the area route 12 serves past the time listed. I may need to get there later.	10/24/2020 10:49 PM
22	People still need it after 5 pm and on sundays	10/24/2020 9:55 AM
23	If I have to go on the 12 to get get somewhere	10/23/2020 5:44 PM
24	It could impact medical appointments for people who have earlier appointments.	10/21/2020 12:30 PM
25	Fewer hours does make a huge impact.	10/21/2020 12:31 AM
26	move the 12 loading area at transit station due to fact to close to smoking area for healthcares issues	10/20/2020 2:45 PM
27	Keep it the same	10/20/2020 12:13 AM
28	This would reduce the amount of time that people who ride the bus with girls could go visit your friends in the hospital	10/19/2020 11:48 PM
29	what are the poeple that work at the hospitals suppose to do to get home from work?????????	10/19/2020 5:16 PM
30	My family often has medical problems, & periodically needs the "weekend availability" for buses. Also, should my wife get pregnant (again), we would likely need the hospital access during weekends.	10/19/2020 4:33 PM

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31	If I need the hospital I cannot get there. My husband and I are trying to get pregnant. If we do, what if I needed to deliver on a Sunday?	10/19/2020 3:30 PM
32	People rely on this route not only for medical care but to access their jobs in the medical plaza what about those going to St Joe's, Emile Court, I'm talking about custodians and other workers in addition to people needing to access medical care.	10/18/2020 10:49 PM
33	Need Sunday and holiday for work	10/18/2020 5:25 PM
34	None	10/17/2020 4:32 PM
35	Close down all low demand times.	10/17/2020 4:31 PM
36	My going to work	10/17/2020 6:27 AM
37	Because we work swing shift on weekends and Sundays and rely on the bus	10/16/2020 11:46 PM
38	I get that doctors offices are closed on Sundays and late evenings, but has there been a study yet to see how the reduction of service will impact the medical schools, and health care workers who commute to the hospitals?	10/16/2020 9:07 PM
39	Fewer hours available	10/16/2020 8:25 PM
40	Friends live on this route and sometimes rely on it to get home safer	10/16/2020 7:18 PM
41	taking away Sunday would only impact those going to visit friend/family in the hospital - due to Covid they may not be doing that now, anyway. My guess is this would be slim ridership.	10/16/2020 5:10 PM
42	hours of employment either can't get to work in the mornings or can't get home at night...	10/16/2020 4:02 PM
43	I work late nights and weekends and rely on bus 12 to get downtown to transfer to go home. this would impact me greatly. it would mean walking downtown a night which is hazardous.	10/16/2020 9:21 AM
44	Getting to Hospital.	10/15/2020 4:16 PM
45	I do my shopping on Sundays and Holidays because that's a day off work for me.	10/15/2020 1:40 PM
46	It's the medical shuttle. Medical EMPLOYEES work overnight constantly. I would not have been able to keep my job without this line. The riders on route 12 are the essential healthcare workers we consider heroes right now. I'm appalled that you would consider removing this lifeline from healthcare employees. Employees at sacred heart, daybreak youth services, st Luke's rehabilitation center, and others ride this bus to work daily.	10/15/2020 10:23 AM
47	I have friends who work in the medical offices who rely on the connection route 12 gives them at greater hours.	10/15/2020 8:48 AM
48	If I worked at the hospitals on weekends. It would've effected me greatly	10/15/2020 12:06 AM
49	don't take away late times or sundays on this route.	10/14/2020 6:01 PM
50	This is not a good idea, considering where the route goes to. It is used by many people to get to the hospitals, and St Lukes. It is the ONLY bus that you can take to get to St Lukes.	10/14/2020 3:55 PM
51	Some classes at the WSU Spokane Campus may go as late as 9pm.	10/14/2020 9:09 AM
52	When people need to go to the hospital.	10/14/2020 12:29 AM
53	i sometimes go to the main roockwood on East 5th ave to urgant care on the weekends during the winter when i don't go up the south hill	10/13/2020 9:59 PM
54	The service you will no longer provide will be made possible through other means.	10/13/2020 8:18 PM
55	Less access to the hospitals would be a bad idea.	10/13/2020 4:40 PM
56	Will you still run the 11 on sundays? I know its linked with the 12	10/13/2020 4:04 PM
57	workers at Sacred Heart hospital who work past 5 would not have access to public transportation.	10/13/2020 1:23 PM
58	It would impact ME substantially!!! I work at PSHMC one of the largest employers in the City. I do not drive and work 12:00 p.m-8:30 p.m. Have ridden the bus for 45 yrs. I was so happy to hear that I could catch the 12 until 11 p.m. if I had to work late. I looked at the 4 route because that has been my back up, but that too is cancelled???? I take the 12 to the Plaza then the 26	10/13/2020 2:09 AM

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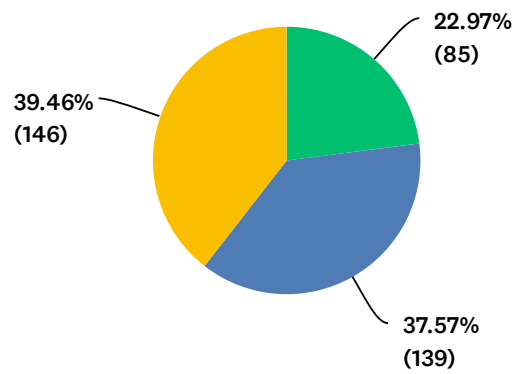
to my home. Please consider these changes from the eyes of a rider and not what looks right on computer!!!!

59	Coming home from work on weekends	10/12/2020 2:53 PM
60	People need to ride the bus on Sunday. People work on Sunday and to not see that is classist.	10/11/2020 3:21 PM
61	I do ride this bus twice a year for doctor appt. for Rockwood Imaging.	10/10/2020 7:44 PM
62	son is chronically ill and once visitation starts again this would limit how much time I could spend with him. No one should be in the hospital by themselves. This would also make it hard on the staff to get to and back from home	10/9/2020 1:25 PM
63	It would not currently.	10/9/2020 5:27 AM
64	SHAME ON YOU. People need to get to medical facilities all hours of the day.	10/8/2020 7:24 PM
65	Please address the Gap in service for the minnehaha neighborhood. With the high number of Elders, Disabled Persons, and Low income person's in the minnehaha neighborhood they're being disproportionately affected by these changes. It increases systemic Ageism, Ableism, Classism in Spokane.	10/8/2020 2:46 PM
66	Need Sunday service	10/7/2020 7:17 PM
67	This would make it difficult to visit St. Luke's, Spokane Veteran's Home, Spokane Hospice, & Rockwood Main outside of business hours.	10/7/2020 4:05 PM
68	Provide later bus scheduling for weeknights/Saturdays and have buses on schedules on Sundays and holidays. It's going to be challenging for ones that have to work on Sundays and holidays.	10/7/2020 2:41 PM
69	I have taken the 12 to hospitals in the past. If this service is more limited, I would definitely feel the impact.	10/7/2020 2:05 PM
70	that is too early for apartment dwellers	10/7/2020 1:15 PM
71	Access to SHMC, Deaconess, St Lukes and St. Joes would be impacted but it is doable.	10/7/2020 12:33 PM
72	Service provided to people at medical centers off main routes could be severely impacted especially rockwood clinic.	10/7/2020 12:28 PM
73	What about Hospital workers who need the bus. What if they get sick and sent home and have to wait until 9 am the next morning to ride home. You need to run at least an hour after/ before shift changes and when do the 12 hour shifts change and what do the part time workers do. I think there should be at least one bus every hour over night. How will people get there if they have an emergency in the middle of the night and can't afford the ambulance?	10/7/2020 10:54 AM
74	i might need to use the shuttle and the fewer hours could affect me. with that said, I almost never use this shuttle	10/7/2020 10:32 AM

Q11 Service on the Route 34 Freya is proposed to be modified to end at 8PM on weekdays, operate between 8AM and 8PM on Saturday, and would not operate on Sundays or Holidays. This is fewer hours of service coverage than the Route 34 provides today. Which statement most closely matches how this change would impact you?

Answered: 506 Skipped: 454

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- This change would impact my travel or the travel of someone close to me.
- This change would not impact my travel or anyone close to me but I am concerned about it.
- This change would not impact my travel or anyone close to me and I am not concerned about ...

ANSWER CHOICES	RESPONSES	
This change would impact my travel or the travel of someone close to me.	22.97%	85
This change would not impact my travel or anyone close to me but I am concerned about it.	37.57%	139
This change would not impact my travel or anyone close to me and I am not concerned about it.	39.46%	146
TOTAL		370

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#	HOW WOULD THE PROPOSED CHANGE TO ROUTE 34 IMPACT YOU OR SOMEONE CLOSE TO YOU?	DATE
1	Not good. I work late and on weekends. This would adversely affect my commute	11/12/2020 11:22 AM
2	Why starts and end so early? Working early and late everyday. As of some days are day and night I see a lot of them. Some people even one depends on it. It's your laws.	11/12/2020 10:38 AM
3	Lots of business open on this route on Suns.	11/11/2020 10:52 AM
4	I would like to see it with the same hours for Sunday (maybe less). Residents in that area may need to shop for food on Sundays. There is no other option for the residents there.	11/10/2020 6:10 PM
5	Buses should all run as late as possible.	11/10/2020 6:57 AM
6	What about people who work late and rely on the bus? How does this provide accessibility?	11/9/2020 11:17 PM
7	I have family that uses this bus to get to work but you guys have made it hard to use any STA services and seem to only be interested in cutting services and raising rates	11/6/2020 3:54 PM
8	Some people can't walk far to catch a bus	11/5/2020 2:53 AM
9	Bad idea. Build a good reliable system that runs nights and Sundays and holidays. Find a different way to cut. Perhaps running artics with one rider from Liberty Lake every 7 minutes could be looked at downsizing. Same with Cheney.	11/4/2020 8:56 PM
10	Our economy runs 7 days a week. Cutting off bus service entirely on Sundays would be hard on people that need to get to work and others that are entirely dependent on public transit to get around.	11/2/2020 7:16 AM
11	Complete loss of service to an area on any days is disappointing. Would/could shuttle service be available on off days by appointment if ridership does not support route retention?	11/2/2020 5:37 AM
12	Cutting Sunday will mess with people's jobs	11/1/2020 9:51 PM
13	Do not use this route	11/1/2020 11:06 AM
14	I would not be able to use the bus on Sunday	10/30/2020 7:44 PM
15	Why are all bus routes going to end at 8pm on weekdays? What about employed people that work until 11pm?	10/30/2020 3:56 PM
16	Again, sound use of resources.	10/28/2020 11:34 PM
17	Just concerned for people who work Sundays and/or Holidays and depend upon bus service to get to their places of employment.	10/27/2020 10:45 AM
18	Tentative, but it could impact me for the worse not being able to commute there during this time	10/24/2020 10:49 PM
19	People rely on the buses in early morning just as much as during the day and some people who do need them after 8	10/24/2020 9:55 AM
20	i would miss the sunday service.	10/21/2020 11:46 PM
21	People work on Sunday.	10/20/2020 2:45 PM
22	We need buses to run on Sundays and holidays	10/19/2020 11:48 PM
23	I work on Tuesday evenings and the Route 34 is the only way I can get to the SCC Transit station after I get off work around 8:30-45.	10/19/2020 9:40 PM
24	Concerned about "Sunday availability" for those attending Church services.	10/19/2020 4:33 PM
25	If you want to have people see SCC as a legitimate transit hub where connections can be made then I worry about you cutting off transfer access to the 90 and the 94. Patrons need to be able to trust that the routes are going to be there to serve them. Also access to the south hill park and ride for those who need to continue to travel south. Should they need to travel all the way to down town to get back to the south hill? Say a person is at SCC and there is no 34 but they need to get to the south hill. Are they coming to need to go back downtown to get to the south hill. What if I need to get to park and broadway, I'm gonna have to go back downtown and then back out toward the valley. This change may really inconvenience many.	10/18/2020 10:49 PM

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26	Cut down all low demand service.	10/17/2020 4:31 PM
27	No	10/17/2020 3:24 AM
28	We work on Sundays	10/16/2020 11:46 PM
29	Reducing service times and days to the East Central neighborhood is concerning because it is one of the poorest areas of Spokane. People depend on public transportation to get around if they can't afford to drive or if they are under a suspended license. Though I'm not familiar with workers' shift days and shift times, cutting service might mean cutting a critical link between East Central residents and jobs along Freya and Trent, most which are blue-collar. Please don't make life harder for those living in poverty. I take no issue to funding current service along Freya with my tax dollars, even if the service may be underutilized, because it will help make life easier for those in need. If they can more easily work themselves out of poverty by having a critical lifeline to work, human services, and groceries via Route 34, the sooner they will be able to contribute more sales tax revenue to STA with their newly earned disposable income.	10/16/2020 9:07 PM
30	Fewer availability	10/16/2020 8:25 PM
31	Friends live in this route	10/16/2020 7:18 PM
32	I would have other routes off the South Hill to get to the Valley Mall on the weekend. I do not go often, so I am marking it as no impact. Hopefully, SOON you can do a route off Moran Station to the Valley!!	10/16/2020 5:10 PM
33	I ride the route on weekends.	10/16/2020 4:10 PM
34	hours of employment either can't get to work in the mornings or can't get home at night...	10/16/2020 4:02 PM
35	Sunday service is needed for all routes. Many of us work on Sundays .	10/15/2020 8:04 PM
36	The schedule change for buses not running during Saturday and Sunday would impact some of my friends' travel to weekend events.	10/15/2020 4:03 PM
37	No Sunday service for them	10/15/2020 3:34 PM
38	I do my shopping on Sundays and Holidays because that's a day off work for me.	10/15/2020 1:40 PM
39	Service should not be reduced.	10/15/2020 8:48 AM
40	don't take away late times or sundays	10/14/2020 6:01 PM
41	This is the only route by my house I'm very dependent on this route. Please keep it as is	10/14/2020 5:55 PM
42	Why would you take away services on sundays? Stop that, it's crap! There are a lot of people that take the buses on sundays and I am one of them. Do not make this change.	10/14/2020 3:55 PM
43	You affect low-wage earners when you end service early in the evening.	10/14/2020 9:09 AM
44	i volunteer at a food pantry and i have to get up there by 8am on Saturdays and if there no service until 8am then i would have to find a ride or get up early and walk to catch the 90 then the 45 or Route 4 Southbound just to get up to the south hill	10/13/2020 9:59 PM
45	So, you take away 43 and then expect me to walk to the park and ride from Lincoln Heights Shopping Center on the weekends. Not fair.	10/13/2020 8:51 PM
46	Just don't change weeknight and weekends service	10/12/2020 8:27 PM
47	It is devastating when you live on a line that doesn't run on sundays. It impedes life	10/12/2020 2:53 PM
48	None of these routes should be changed.	10/12/2020 12:59 PM
49	Buses need to run on Sunday and run later/ earlier. People work on Sunday. I don't know why that isn't understood.	10/11/2020 3:21 PM
50	It would limit the time I spend away from home.	10/9/2020 5:27 AM
51	Would this affect students who are taking night classes at Spokane Community College?	10/8/2020 8:29 PM
52	Stop thinking about the city line and think about how riders are suppose to get there is the can not get a connection.	10/8/2020 7:24 PM
53	Please address the Gap in service for the minnehaha neighborhood. With the high number of	10/8/2020 2:46 PM

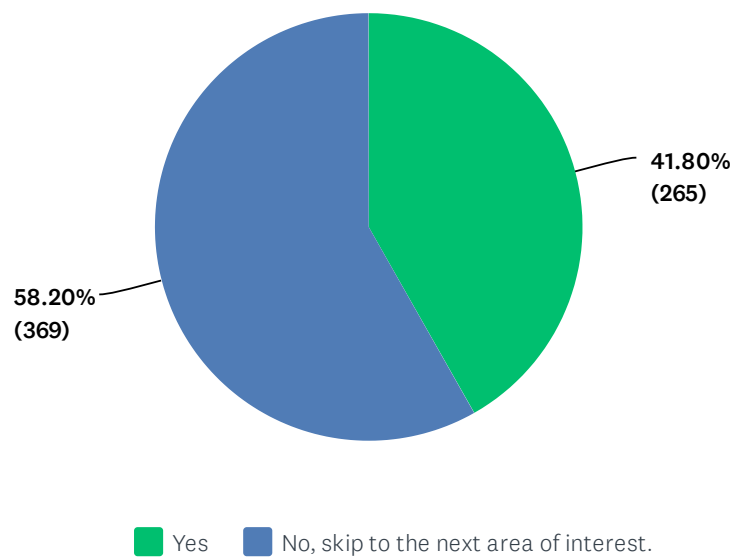
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Elders, Disabled Persons, and Low income person's in the minnehaha neighborhood they're being disproportionally affected by these changes. It increases systemic Ageism, Ableism, Classism in Spokane.

54	none	10/8/2020 12:01 PM
55	I get on route 34 at Miller's Hardware on the SE corner of east 29th Avenue & south Regal street, & ride to the Catholic church & school at East 18th Avenue & south Freya street, which is where my Mother picks me up to take me to her house on east 15th Avenue between south Havana-Yale street & south Carnahan street. When I am done at my Mother's house, she takes me back to the bus stop at east 18th Avenue & south Freya street to catch route 34 back to east 29th Avenue & south Regal street.	10/7/2020 4:05 PM
56	Provide later bus scheduling for weeknights/Saturdays and have buses on schedules on Sundays and holidays. It's going to be challenging for ones that have to work on Sundays and holidays.	10/7/2020 2:41 PM
57	Again what about the VA workers and patients?	10/7/2020 10:54 AM

Q12 Are you interested in answering questions about proposed bus route changes in Spokane Valley, Millwood, and Liberty Lake?

Answered: 634 Skipped: 326

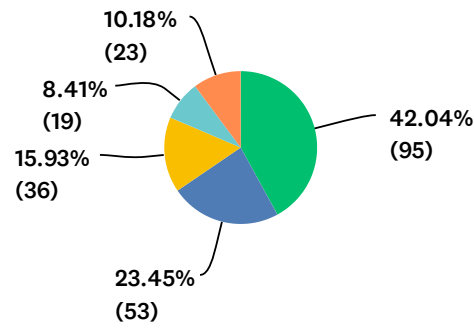


ANSWER CHOICES	RESPONSES	
Yes	41.80%	265
No, skip to the next area of interest.	58.20%	369
TOTAL		634

Q13 What do you think of the proposal to discontinue the Route 95 and to extend the Route 94 east to cover most of what the current Route 95 serves?

Answered: 226 Skipped: 734

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- I think these are good changes. ■ I'm not sure but I think this might be good.
- This doesn't affect me or I don't have an opinion on this.
- I'm not sure but I think this might be bad. ■ I don't think you should make these changes.

ANSWER CHOICES	RESPONSES	
I think these are good changes.	42.04%	95
I'm not sure but I think this might be good.	23.45%	53
This doesn't affect me or I don't have an opinion on this.	15.93%	36
I'm not sure but I think this might be bad.	8.41%	19
I don't think you should make these changes.	10.18%	23
TOTAL		226

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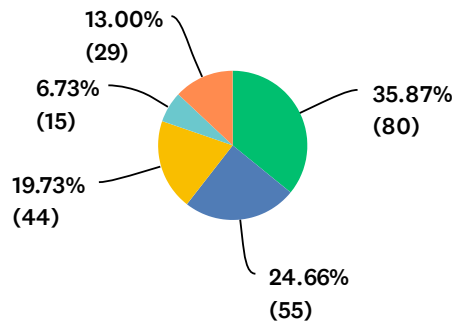
#	DO YOU HAVE ANY COMMENTS OR SUGGESTIONS REGARDING THESE PROPOSED CHANGES?	DATE
1	But please make sure the #38 has Sunday/holiday hours, and a three bike rack. It is primed to be a day off recreation bus.	11/10/2020 6:27 PM
2	It appears as though not a lot is lost and the 94 wont be stuck on the other side of the train. Plus the 38 picks this up	11/6/2020 3:58 PM
3	Waste of money	11/5/2020 11:39 PM
4	As long they don't have to walk along way	11/5/2020 2:57 AM
5	Not really changing anything. Providing the same amount of service except for now there will be no access to the VTC. Doesn't make sense. The 95 route is a waste of resources. Nix it and find a way to make sure other routes cover the major destinations.	11/4/2020 9:00 PM
6	Please put a stop in front of Spokane Valley Partners Food Bank (University and Broadway)	11/2/2020 3:36 PM
7	Working people need to get home if working until past 8pm.	10/30/2020 4:04 PM
8	Again, if I can get a bus that comes even a block away from my home, I would seriously consider riding the bus again. You even cut off the Trent access from where I would like to catch it.	10/26/2020 2:48 PM
9	You promised us more service and stopping the buses earlier will hurt a lot of people like me who get off work at 8pm everyday including Saturday and require the bus to get home and who work on Sundays and require the bus	10/24/2020 9:57 AM
10	I believe all routes should have some hours of operation 7 days a week. People's jobs may depend on it.	10/21/2020 12:14 PM
11	I like route 38, but Eliminating weekends and holidays is a bad idea	10/19/2020 11:58 PM
12	How does someone catch the 94 from the VTC easily?	10/19/2020 6:49 PM
13	Concerned about "Sunday Availability" for those attending Church services.	10/19/2020 4:47 PM
14	I like the route changes. I DO NOT like the buses ending so early, and not operating on a Sunday!	10/19/2020 3:38 PM
15	No	10/18/2020 9:23 PM
16	I can understand route 95 low ridership. Will the 94 still go downtown or leave from downtown to the Valley without taking the 90 or the freeway Express bus?	10/17/2020 4:41 PM
17	Seems logical for efficiency.	10/16/2020 9:26 PM
18	route 94 is fine but route 38 will not run most of the time. what is the point?	10/16/2020 9:27 AM
19	What route would serve the Providence Valley medical park?	10/15/2020 5:38 PM
20	Sunday service is important, otherwise good.	10/15/2020 3:38 PM
21	Need sunday service for boulder beach!	10/15/2020 12:09 AM
22	Is there anyway possible to run the 94 or something near the E central/ mlk community center more frequently to/from downtown? I dont mind walking to catch an alternate. Currently I take the 94 to 5th and stone but then either wait 28 minutes for the next bus or run a mile up to sprague and catch the 90 back into downtown. That would help me a lot. Thanks.	10/13/2020 4:06 PM
23	How many riders do you think are going to really get on at upriver dr. Stop reducing hours of service.	10/8/2020 7:28 PM
24	This feels like a step by step plan to remove routes in areas that need it most. Please address the Gap in service for the minnehaha neighborhood. With the high number of Elders, Disabled Persons, and Low income person's in the minnehaha neighborhood they're being disproportionately affected by these changes. It increases systemic Ageism, Ableism, Classism in Spokane.	10/8/2020 2:49 PM
25	none	10/8/2020 12:03 PM

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26	I am fine with dissolving route 95 to make it one bus route, but they need to provide later bus scheduling for weeknights/Saturdays and have buses on schedules on Sundays and holidays. It's going to be challenging for ones that have to work on Sundays and holidays, especially at the apartments off of Flora and Mission.	10/7/2020 2:46 PM
27	I sometimes take the 94, but don't think these changes would negatively affect me. People would need to be able to transfer to the 38 with ease -- closeness of stops & not waiting long. There are several handicapped people this may affect.	10/7/2020 2:14 PM
28	I rode the 94 once, but stopped because it is a LONG ride. The proposed change is even longer for a trip from Mirabeau to the Plaza. It would be good for local travel though in the Valley.	10/7/2020 11:28 AM

Q14 What do you think of the proposal to serve Millwood and the Argonne/Mullan Corridor with the new Route 38 instead of Route 94?

Answered: 223 Skipped: 737



- I think these are good changes.
- I'm not sure but I think this might be good.
- This doesn't affect me or I don't have an opinion on this.
- I'm not sure but I think this might be bad.
- I don't think you should make these changes.

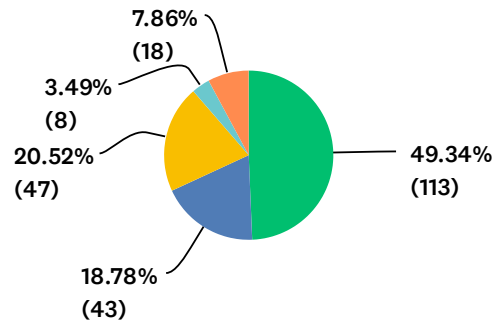
ANSWER CHOICES	RESPONSES	
I think these are good changes.	35.87%	80
I'm not sure but I think this might be good.	24.66%	55
This doesn't affect me or I don't have an opinion on this.	19.73%	44
I'm not sure but I think this might be bad.	6.73%	15
I don't think you should make these changes.	13.00%	29
TOTAL		223

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#	DO YOU HAVE ANY COMMENTS OR SUGGESTIONS REGARDING THESE PROPOSED CHANGES?	DATE
1	I think this route should operate normal 1 hour Frequecny Saturday & Sunday Mainly due to the people in the Minihaha area, Their service would be cut off at certain hours.	11/12/2020 9:49 AM
2	It'll be sad that there isn't a direct connection from Downtown to that area but it should work. Is the call center still on Argonne/Mullan near Broadway and how will it effect their staff if implemented.	11/10/2020 6:27 PM
3	Waste of. Money	11/5/2020 11:39 PM
4	As long people can get to the bus stop with out walking along way	11/5/2020 2:57 AM
5	Do you have data proving that nobody rides the bus to/from Downtown Spokane? Remember, transfers lose ridership. Also, nobody wants to have to transfer in the rain / snow.	10/30/2020 4:06 PM
6	You promised us more service and stopping the buses earlier will hurt a lot of people like me who get off work at 8pm everyday including Saturday and require the bus to get home and who work on Sundays and require the bus	10/24/2020 9:57 AM
7	Concerned about "Sunday Availability" for those attending Church services.	10/19/2020 4:47 PM
8	Not now	10/18/2020 9:23 PM
9	Could they make it much easier for some of the riders that live in the south valley area?	10/17/2020 4:41 PM
10	You probably need to maintain Sunday service on at least the Argonne portion of route for access to all the weekend retail and hotel jobs, and groceries, along Argonne. Maybe Sunday's route could stop at Trent, operating as sort of a VTC/Argonne local shuttle rather than continuing along Upriver Dr.	10/16/2020 9:26 PM
11	there is already heavy congestion on Argonne so this will be ineffective and cause drastic delays as well as adding to the congestion..	10/16/2020 4:07 PM
12	same as above. route 38 will not run most of the time. nice to have access to the valley from the north side but not any better if it doesn't run most of the week late nights and weekends.	10/16/2020 9:27 AM
13	there should be service on sunday	10/13/2020 6:04 PM
14	Too infrequent of service.	10/13/2020 5:14 PM
15	Buses need to run on Sunday	10/11/2020 3:27 PM
16	Upriver service is not needed, Argonne traffic is too congested for reliable service	10/10/2020 11:29 AM
17	This feels like a step by step plan to remove routes in areas that need it most. Please address the Gap in service for the minnehaha neighborhood. With the high number of Elders, Disabled Persons, and Low income person's in the minnehaha neighborhood they're being disproportionately affected by these changes. It increases systemic Ageism, Ableism, Classism in Spokane.	10/8/2020 2:49 PM
18	none	10/8/2020 12:03 PM
19	Again I see you trying to reduce service areas/days. The idea about new route 38 is good, however, it should also run on Sundays & Holidays.	10/7/2020 4:10 PM
20	Provide later bus scheduling for weeknights/Saturdays and have buses on schedules on Sundays and holidays. It's going to be challenging for ones that have to work on Sundays and holidays.	10/7/2020 2:46 PM
21	I have been waiting years for transit service on Upriver Drive. I think this is an EXCELLENT idea.	10/7/2020 1:04 PM
22	It would be nice if the 38 could connect to Perry to benefit the kids who go to Gonzaga Prep and need to get to the valley. It's a long walk from Perry to Market.	10/7/2020 11:28 AM
23	I would suggest extending service for the new route 38 so that it can run on sunday's and holidays and extend the hours of service for this route	10/7/2020 11:23 AM

Q15 What do you think of the proposal to operate the Route 98 on Appleway Ave/Country Vista Dr and operate the Route 74 on Indiana/Mission Ave?

Answered: 229 Skipped: 731



- I think these are good changes.
- I'm not sure but I think this might be good.
- This doesn't affect me or I don't have an opinion on this.
- I'm not sure but I think this might be bad.
- I don't think you should make these changes.

ANSWER CHOICES	RESPONSES	
I think these are good changes.	49.34%	113
I'm not sure but I think this might be good.	18.78%	43
This doesn't affect me or I don't have an opinion on this.	20.52%	47
I'm not sure but I think this might be bad.	3.49%	8
I don't think you should make these changes.	7.86%	18
TOTAL		229

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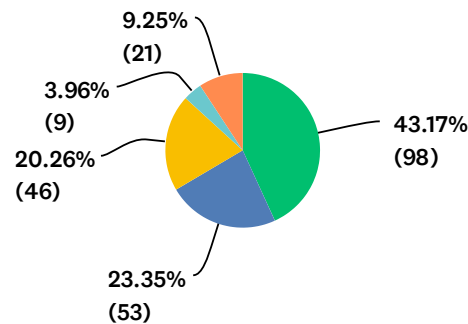
#	DO YOU HAVE ANY COMMENTS OR SUGGESTIONS REGARDING THESE PROPOSED CHANGES?	DATE
1	If route 74 can cover Mission in the Greenacres area this is a good change I think route 74 should cover one hour frequency on Saturday & Sunday, Get people out to the Valley quicker and take pressure off the Sprague bus... The Bus would be able to connect to route 94, 96,97,98 on the weekends. I think a lot of people don't take the bus to downtown who live in the Valley during off weekday hours because they have to take the Sprague Bus all the way to the Valley transit Center. 74 running on the weekends and nights at one hour intervals would be a good option	11/12/2020 9:49 AM
2	This should be OK. Though I'm a little concerned with the range of service on the 171.	11/10/2020 6:27 PM
3	Appears to be cutting off more areas with large apartments.	11/6/2020 3:58 PM
4	If they don't have to walk along way	11/5/2020 2:57 AM
5	If route 74 services Indiana and Mission east of Sullivan nix entire 95 route and terminate 94 route at VTC via University. 95 route is a waste of resources and other routes would cover all major destinations.	11/4/2020 9:00 PM
6	Access to growing industrial development is essential	11/2/2020 8:46 AM
7	Need more information including proposed schedules. More trips/greater frequency for 172 Liberty Lake Express are needed under this proposal to serve commuters and students traveling to/from Downtown Spokane. 74 no longer looks to be a viable alternative due to its convoluted routing which I assume will add significant time to each trip.	11/2/2020 7:52 AM
8	Scale of the maps are too dinky to evaluate the proposed changes with any confidence.	11/2/2020 7:21 AM
9	By operating the 74 on Indiana/Mission Ave. would make my commute longer.	10/31/2020 10:15 AM
10	I live on Mission and Aladdin, I'm glad the 98 will be replaced by a new route 74, and not discontinued.	10/30/2020 4:04 PM
11	This would hurt those who currently use these buses.	10/24/2020 9:57 AM
12	Stay the way it is.	10/18/2020 9:23 PM
13	Thank you for having the 172 come out to country vista and hawkstone, but we need more stop times. There are a lot of us who need to get to the stores in liberty lake and don't have cars and they are the only stores close to us. Or doctors or urgent cares or to get to the park n ride. We have families and seniors who are low income and live in the apartment complexes back here on hawkstone who rely heavily on STA and are stranded. It has been really rough during the pandemic. I have had to ask my 67 year old mom to come drive from downtown spokane to pick me up to take me to get my meds and grocery for me and my boys. so could you please increase the number of times the bus comes to this stop it would be greatly appreciated for this single mom just trying to make it. Route 172 liberty lake I think country vista drive and hawkstone loop. Plus people need to get home and get to work and they work in liberty lake or downtown otherwise it is 3 mile walk one way and a 1 mile walk to the closest street light that is real scary for woman walking alone especially at night. There are three low income apartment complexes back here, one is senior citizens 55+. Thank again for your help.	10/18/2020 10:30 AM
14	None	10/17/2020 4:41 PM
15	I have a friend who lives a mile north of mission and barker. Moving this bus would not allow me to visit or her to access the bus.	10/17/2020 8:54 AM
16	Mission/Indiana east of Sullivan is a large growth area, so I entirely agree with the proposal to bring a continuous line of service down this corridor along Mission/Indiana.	10/16/2020 9:26 PM
17	giving access to some areas while taking access away from other areas doesn't make any sense at all.	10/16/2020 9:27 AM
18	there should be service on sunday	10/13/2020 6:04 PM
19	Taking away the direct Liberty Lake route would hurt. There are quite a few of us that use this service and having to change buses downtown and at Mirabeau may push me to start driving regularly.	10/13/2020 7:45 AM

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20	Add Saturday service for the 74	10/12/2020 8:30 PM
21	Larger bike racks or allowing internal bike carry on busses to LL would be great!	10/12/2020 2:53 PM
22	This feels like a step by step plan to remove routes in areas that need it most. Please address the Gap in service for the minnehaha neighborhood. With the high number of Elders, Disabled Persons, and Low income person's in the minnehaha neighborhood they're being disproportionately affected by these changes. It increases systemic Ageism, Ableism, Classism in Spokane.	10/8/2020 2:49 PM
23	None at this time	10/8/2020 12:03 PM
24	I think it's going to help everyone out in the long run.	10/7/2020 2:46 PM
25	An express 171 would be nice especially if the 74 is getting off on Hamilton and thus prolonging the ride. Hopefully the 171 operates frequently between 6:30-7:30 and 5-6PM	10/7/2020 11:28 AM
26	With the addition of Ridgeline HS, the hope for growth along with Apple way and Sprague, and the growing neighborhoods in Saltese/Morningside, this seems necessary and exciting.	10/7/2020 10:00 AM

Q16 What do you think of the proposal for the Route 74 to serve the University District between Downtown Spokane and I-90 using the Hamilton St exit?

Answered: 227 Skipped: 733



- I think these are good changes.
- I'm not sure but I think this might be good.
- This doesn't affect me or I don't have an opinion on this.
- I'm not sure but I think this might be bad.
- I don't think you should make these changes.

ANSWER CHOICES	RESPONSES	
I think these are good changes.	43.17%	98
I'm not sure but I think this might be good.	23.35%	53
This doesn't affect me or I don't have an opinion on this.	20.26%	46
I'm not sure but I think this might be bad.	3.96%	9
I don't think you should make these changes.	9.25%	21
TOTAL		227

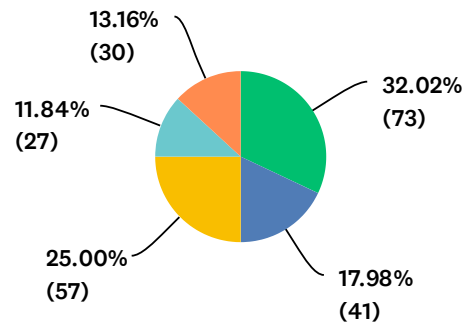
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#	DO YOU HAVE ANY COMMENTS OR SUGGESTIONS REGARDING THESE PROPOSED CHANGES?	DATE
1	This is a very good change for a few reasons, covering the U district and also getting the Bus off the freeway earlier before downtown before it gets to the off ramp only to be stuck in a log jam of Cars. Also if provides more connection opportunities to different routes before it arrives downtown.	11/12/2020 9:49 AM
2	Hopefully it will connect more students to the University District and other educational venues. Will it run late enough for Arena events and Gonzaga Games? it might be interesting to see if people in Liberty Lake/ Valley would use it for games or as a car-less connection to downtown for events.	11/10/2020 6:27 PM
3	Seems good, but adds time to an already long route	11/6/2020 3:58 PM
4	With City Line it would be overkill.	11/4/2020 9:00 PM
5	Scale of the maps are too dinky to evaluate the proposed changes with any confidence.	11/2/2020 7:21 AM
6	This would be good if I can transfer from the 28 easier.	10/31/2020 10:15 AM
7	Very bad idea. Traffic nightmare	10/19/2020 5:22 PM
8	No.	10/18/2020 9:23 PM
9	None	10/17/2020 4:41 PM
10	Great connectivity for students living in the Valley, and 171/172 can still serve commuters with a direct routing to Downtown.	10/16/2020 9:26 PM
11	74 should be more of an express like it is now, rather than this.	10/15/2020 7:30 PM
12	Please add Saturday service for the 74	10/12/2020 8:30 PM
13	Larger bike racks or allowing internal bike carry on busses to LL would be great!	10/12/2020 2:53 PM
14	My only concern is whether this would increase the time it would take from the Plaza to the Liberty Lake Park & Ride. Also, 172 Liberty Lake Express could use some additional times to help us avoid having to take 74 to commute to downtown, and back again.	10/12/2020 8:23 AM
15	How much longer with the proposed route take, coming from the Mirabeau P&R and going to downtown? I think it's a good idea, but wondering what it adds to the morning/evening commute time?	10/9/2020 7:32 AM
16	No keep the 74 on the freeway	10/8/2020 8:44 PM
17	Great more traffic getting off the Hamilton St. exit. Those buses won't be late at all. NOT	10/8/2020 7:28 PM
18	This feels like a step by step plan to remove routes in areas that need it most. Please address the Gap in service for the minnehaha neighborhood. With the high number of Elders, Disabled Persons, and Low income person's in the minnehaha neighborhood they're being disproportionately affected by these changes. It increases systemic Ageism, Ableism, Classism in Spokane.	10/8/2020 2:49 PM
19	none	10/8/2020 12:03 PM
20	It'll make it easier for students that attend Riverpointe Campus for WSU or EWU.	10/7/2020 2:46 PM
21	The whole purpose of me taking this route is to get downtown asap and this would add additional time. Adding additional stops makes it so you can't truly get to where you want in a specific time frame. This is not wanted!!!	10/7/2020 1:07 PM
22	I think it's fine as long as the 171 is in operation for the express travelers to the Plaza.	10/7/2020 11:28 AM

Q17 What do you think about the proposed changes to the Route 96?

Answered: 228 Skipped: 732

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- I think these are good changes.
 ■ I'm not sure but I think this might be good.
 ■ This doesn't affect me or I don't have an opinion on this.
 ■ I'm not sure but I think this might be bad.
 ■ I don't think you should make these changes.

ANSWER CHOICES	RESPONSES	
I think these are good changes.	32.02%	73
I'm not sure but I think this might be good.	17.98%	41
This doesn't affect me or I don't have an opinion on this.	25.00%	57
I'm not sure but I think this might be bad.	11.84%	27
I don't think you should make these changes.	13.16%	30
TOTAL		228

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#	DO YOU HAVE ANY COMMENTS OR SUGGESTIONS REGARDING THESE PROPOSED CHANGES?	DATE
1	I think route 96 should stay on current routing mainly because of people between Sprague & Pines & 16th & Pines. The main stop on Sprague between Pines & Sprague & University & Sprague is Pines & Sprague.. Current routing goes their right now, Problem is 96 & 98 leave VTC at the same time...They should be leaving separately On leaving every 15 minutes, would get 15 minute frequency to Pines & Sprague.	11/12/2020 9:49 AM
2	Will these changes affect people coming and going to 4th of July fireworks, Bloomsday, Lilac parade and other major events?	11/11/2020 10:57 AM
3	I think you'll need later hours for visitors to the hospital/treatment Center there on Saturdays, but otherwise it should work.	11/10/2020 6:27 PM
4	This will get me to work a lot faster! Great idea!	11/7/2020 1:35 PM
5	Stops bus transport by schools. Stupid idea	11/5/2020 11:39 PM
6	I live off of pines when I do take a city bus I have to walk to 7 11 and it a hard walk for me I am disabled	11/5/2020 2:57 AM
7	Just leave the 96 alone and ditch the 95. Don't leave night riders in the dark!	11/4/2020 9:00 PM
8	Would still like to see it serve the Cemetery for people. And South Pines	10/29/2020 9:38 PM
9	16 + blocks is a long way to walk. If you reduce service like this, perhaps there needs to be exceptions to the tight rules for paratransit access in these specific neighborhoods.	10/29/2020 1:18 PM
10	I think you should add more bus stops on E Wellesley, as well as Trent Ave and Evergreen.	10/28/2020 4:09 AM
11	You promised us more service and stopping the buses earlier will hurt a lot of people like me who get off work at 8pm everyday including Saturday and require the bus to get home and who work on Sundays and require the bus	10/24/2020 9:57 AM
12	South Valley needs more bus service.	10/19/2020 6:49 PM
13	The changes "cutting out" the 16th Ave route, may strongly impact the "Church of Jesus Christ of Latter-day Saints" community, which (may) uses the route for Temple & Sunday School access. Likewise, the shortage of hours, may also pose an issue, for the same reasons as noted above.	10/19/2020 4:47 PM
14	Worried about the reduction in service hours	10/17/2020 5:29 PM
15	Its looks more easier and less turns.	10/17/2020 4:41 PM
16	I take this bus on weekends so I will loose client and they won't get care on weekend	10/17/2020 12:16 PM
17	Maybe run it along on 8th Ave instead of Sprague, so that you can at least "average out" the distance between 16th and Sprague. It would reduce the mileage (enhancing the energy use performance metric) without entirely eliminating service for those in the area who truly depend on it.	10/16/2020 9:26 PM
18	I live off south pines	10/16/2020 7:20 PM
19	ridership and population = decrease service and revenue	10/16/2020 4:07 PM
20	The expanded pines service from changes years ago really helped me lots of area not covered by another bus. No need to change it back	10/15/2020 12:09 AM
21	This Route should run Normal service	10/13/2020 10:03 PM
22	this alignment should not be changed	10/13/2020 6:04 PM
23	Will bus 96 still go to the Valley Hospital right?	10/10/2020 7:49 PM
24	Just keep forgetting about the people in the Valley. We will not give you your next bond.	10/8/2020 7:28 PM
25	This feels like a step by step plan to remove routes in areas that need it most. Please address the Gap in service for the minnehaha neighborhood. With the high number of Elders, Disabled Persons, and Low income person's in the minnehaha neighborhood they're being	10/8/2020 2:49 PM

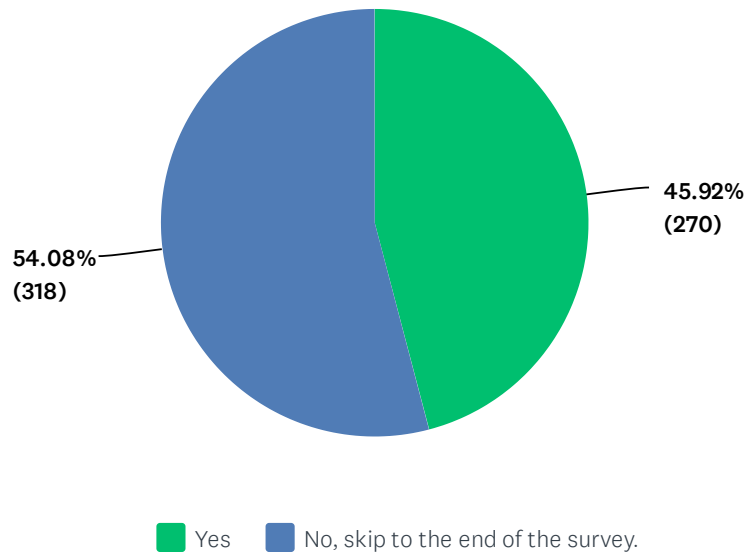
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disproportionally affected by these changes. It increases systemic Ageism, Ableism, Classism in Spokane.

26	none at this time	10/8/2020 12:03 PM
27	I live on 24th near Bowdish. I am fortunate to be close to the 97 and the 96. As it is, I am driving to the VTC because the 97 and 96 times are too close to each other and not frequent with connections to the 90 (30 - 45 min). It's still a 10 min. walk to the stop on either 32nd/Bowdish, University/24th, or Pines/Bowdish. I do have a son that relies on the 96 which gets him close to the YMCA.	10/8/2020 4:16 AM
28	Again, you are trying to limit service areas/days. Not helpful.	10/7/2020 4:10 PM
29	Provide later bus scheduling for weeknights/Saturdays and have buses on schedules on Sundays and holidays. It's going to be challenging for ones that have to work on Sundays and holidays.	10/7/2020 2:46 PM

Q18 Are you interested in answering questions about the Airway Heights, Hwy 2, Fairchild Air Force Base, Airport, and Geiger area?

Answered: 588 Skipped: 372

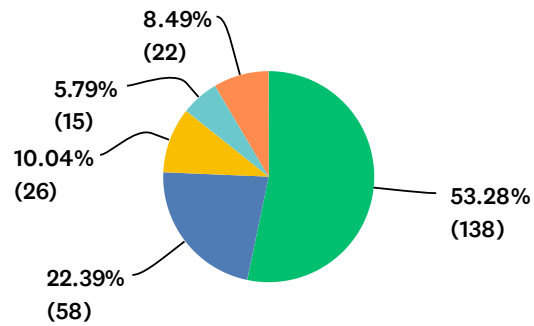


ANSWER CHOICES	RESPONSES	
Yes	45.92%	270
No, skip to the end of the survey.	54.08%	318
TOTAL		588

Q19 What do you think of the proposed changes to the Route 60?

Answered: 259 Skipped: 701

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- I think these are good changes. ■ I'm not sure but I think this might be good.
- This doesn't affect me or I don't have an opinion on this.
- I'm not sure but I think this might be bad. ■ I don't think you should make these changes.

ANSWER CHOICES	RESPONSES	
I think these are good changes.	53.28%	138
I'm not sure but I think this might be good.	22.39%	58
This doesn't affect me or I don't have an opinion on this.	10.04%	26
I'm not sure but I think this might be bad.	5.79%	15
I don't think you should make these changes.	8.49%	22
TOTAL		259

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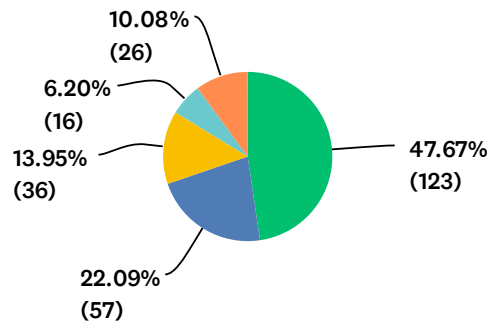
#	DO YOU HAVE ANY COMMENTS OR SUGGESTIONS REGARDING THESE PROPOSED CHANGES?	DATE
1	This is an outstanding change, with direct service to Airport from downtown and West Plains Transit Center, this would also help the Amazon people in a major way (Hope the bus is big enough on certain trips.	11/12/2020 9:58 AM
2	I think these changes will be appreciated by the people who go out there.	11/10/2020 6:48 PM
3	More accessibility. Good	11/9/2020 11:19 PM
4	Better service on Sundays for amazon workers.	11/6/2020 8:22 PM
5	Alot of people work in airway heights good idea	11/5/2020 2:59 AM
6	Great idea to have a bus from west plains transfer to airway heights, long over due. Adding a bus on the south side of i90 down into Spokane would be great also.	11/4/2020 8:54 PM
7	does the bus first go to the airport? And, if returning to city from airport, does it then go to West Plains? (So there would be a delay in the trip back to the city - from the airport?)	10/30/2020 5:34 PM
8	Definitely need more times/rides to the Amazon fulfillment center	10/29/2020 5:15 PM
9	Living downtown I've taken STA buses to all my previous jobs. I don't ride the bus to my new job at Amazon since the routes take too long. This would allow me to get back to transit for my trip to work and back home.	10/22/2020 8:57 AM
10	Have an direct Airway Heights shuttle via Interstate 90 to Airway Heights Highway 2 then to Fairchild AFB. Have #60 still serve Spokane Tribe Casino.	10/21/2020 12:45 AM
11	Great idea, will get me to amazon a lot quicker	10/20/2020 7:23 PM
12	These routes do nothing to serve the neighborhoods near The Finch Arboretum or the neighborhood to the north of Sunset. Why? You cut us off years ago. This needs to be changed.	10/20/2020 12:52 PM
13	Instead of taking just Geiger I'm going out to Amazon why not continue further south on Graves Road to Hallett Then head west to the transfer center then continue on to Amazon or other way around because you're missing a big chunk of residential and business area out there that would just love to have easier access to a bus route	10/18/2020 11:02 PM
14	Good change to bypass Browne's Addition to boost time efficiency to/from Downtown. Encourage the City of Spokane to upgrade pedestrian infrastructure (crosswalks) along Sunset Blvd as a result of this change so people can still safely access route 60 from Browne's Addition. The change to serve Amazon and the WPTC is great as well and helps building out a very connected transit network. The schedule could still use some improvements to better align with Airport flight times though (6am flights out and 11pm arrivals means service needs to span from 4am to midnight). Perhaps serving Amazon's early and late shifts will help warrant a service span.	10/16/2020 9:42 PM
15	This will greatly improve access to the airport from Cheney, and I am excited about it!	10/15/2020 11:56 PM
16	I use the 60 & 61 to get to Browns addition.	10/15/2020 4:24 PM
17	I always thought it was a little silly to have more than 1 bus in Airway heights, but only on the weekends. Sure, there are the casinos out there, but there doesn't need to be more than 1 bus.	10/14/2020 4:04 PM
18	Once the pandemic is over, and flights pick up, I would like to see more frequent service in and around the incoming and outgoing flights to the airport. (e.g. 4:30am to past midnight)	10/14/2020 9:13 AM
19	I wish there were more frequent trips to the airport to and from downtown Spokane	10/13/2020 4:12 PM
20	Depending on what the city route will be I could support this. If the new bus through brownes covers the same route of the current 60/61 then Im supportive of these changes.	10/12/2020 2:57 PM
21	To Get from Brownes to the airpport we have to take city Line to sta . if there is a stop on sunset it is very dangerous esp when you would have to cross the street coming back from the airport.	10/9/2020 1:38 PM
22	this makes better connection for Medical Lake and Cheney to the airport.	10/9/2020 10:21 AM

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23	Yes in think is good as long as there is service around the airport down spotted etc	10/8/2020 8:45 PM
24	YA a bus that does not go to a Casino	10/8/2020 7:29 PM
25	This feels like a step by step plan to remove routes in areas that need it most. Please address the Gap in service for the minnehaha neighborhood. With the high number of Elders, Disabled Persons, and Low income person's in the minnehaha neighborhood they're being disproportionately affected by these changes. It increases systemic Ageism, Ableism, Classism in Spokane.	10/8/2020 2:51 PM
26	Residents with disabilities who rely on public transportation will suffer from these changes.	10/8/2020 12:06 PM
27	thank you	10/8/2020 12:04 PM
28	I'm gad you're going to the base. It would be nice to have it come to Deep Creek area. A few people in Deep Creek area (me and others) work at Lakeland Village in Medical Lake so a little connection like that might be utilized.	10/8/2020 6:58 AM
29	It's going to make it more convenient for riders coming from Downtown Spokane.	10/7/2020 2:49 PM
30	leave the connection to ewu the same , as well as west plains transit center	10/7/2020 1:20 PM
31	I just would want good bus transportation to the airport - perhaps not just going through downtown - it takes about 1.5 hours, depending on when one catches the bus - to get from South Hill to and from airport. Please consider improving bus service to airport - and currently, none exists for cheaper early am or late pm flights.	10/7/2020 12:49 PM
32	The only time I ride the bus is to and from the airport from Browne's Addition. I am guessing that I will no longer ride the bus if these changes are made.	10/7/2020 11:13 AM

Q20 What do you think of the proposed changes to the Route 61?

Answered: 258 Skipped: 702



- I think these are good changes.
- I'm not sure but I think this might be good.
- This doesn't affect me or I don't have an opinion on this.
- I'm not sure but I think this might be bad.
- I don't think you should make these changes.

Preliminary Proposal for 2022 Service Revisions Survey

ANSWER CHOICES	RESPONSES	
I think these are good changes.	47.67%	123
I'm not sure but I think this might be good.	22.09%	57
This doesn't affect me or I don't have an opinion on this.	13.95%	36
I'm not sure but I think this might be bad.	6.20%	16
I don't think you should make these changes.	10.08%	26
TOTAL		258

Preliminary Proposal for 2022 Service Revisions Survey

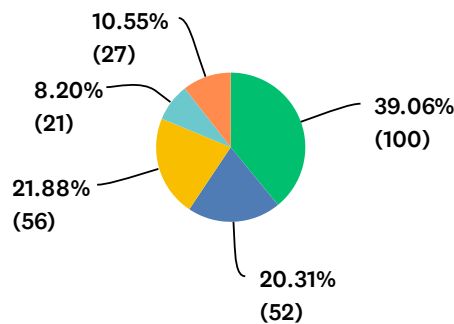
#	DO YOU HAVE ANY COMMENTS OR SUGGESTIONS REGARDING THESE PROPOSED CHANGES?	DATE
1	Getting off the base would be such a good idea due to security issues, Bus can be delayed doe to base activities.. Maybe a Base shuttle can be provided for them and serve more areas of the Base that connect with route 61 and the Gate..	11/12/2020 9:58 AM
2	The part by 12th and Deer Heights is going to confuse people. Please DO NOT do the deer heights section, PLEASE! I'm looking forward to the 61 going down Craig Rd.	11/10/2020 6:48 PM
3	Good idea	11/5/2020 2:59 AM
4	FAFB is a waste of time. GREAT change!	11/3/2020 2:44 PM
5	Would the airway heights park and ride be relocated?	11/2/2020 6:25 AM
6	A lot of people that live in Brown's addition work out that way and at northern quest if the bus skips that area how will they get to work	11/1/2020 9:56 PM
7	I had been using route 61 for shopping at Airway Heights Walmart when I lived on that side of downtown for routes 20, 60 and 61. Being able to get to this Walmart would be helpful for those who use it for shopping.	10/27/2020 9:14 AM
8	Please make new stops on Highway 2 at the roundabout next to the Village Cinemas.	10/21/2020 12:45 AM
9	These routes do nothing to serve the neighborhoods near The Finch Arboretum or the neighborhood to the north of Sunset. Why? You cut us off years ago. This needs to be changed.	10/20/2020 12:52 PM
10	In light of the recent Mullan (& surrounding areas) fires, a backup route near the Casino & Walmart sections, should be considered.	10/19/2020 4:58 PM
11	how do i get from fairchild afb gate to where i work? over 1 mile from gate.	10/18/2020 5:22 PM
12	Good change to pull service off Hwy 2 and place onto 12th Ave - the stops will actually be closer to Walmart's front door, and it will be much safer for pedestrians as well to not have to cross and/or wait along Hwy 2. The extension along 6th is also good, serving new apartment complexes and residential growth areas.	10/16/2020 9:42 PM
13	Keep brownes addition coverage	10/16/2020 8:29 PM
14	So you get ditched at the main gate and walk your way in? Crap.	10/15/2020 7:33 PM
15	I would suggest to continue going on bus because there are people that work at Skils'kin on the base and rely on the bus. It is a 15 to 20 minutes to the front gate from where they work. But the rest looks good.	10/15/2020 5:23 PM
16	I use the 61 to Browns addition.	10/15/2020 4:24 PM
17	The only bad thing is in Browne's getting across on Sunset it's putting your life in the hands of God.	10/15/2020 3:47 PM
18	Don't like this idea at all since many people get off at the yokes bus stop and i work at yokes too would not be happy if you took out my bus stop at all	10/14/2020 7:49 PM
19	I do not think the bus should turn on deer heights and go behind walmart. Not a good idea for traveling to and from the highway there. I do not think the bus should discontinue to service to Yokes in Airway heights. I do like that option for traveling on 6th road, but there are so many businesses that people go to from the highway, that I am not sure about this change. I do like that the bus would be easier for people living in all of the apartments by craig and 6th to get to the bus though. When I worked at the air force base, it was nice that some of the buses went on base. I do not think that should change. There were a lot of people that utilize the bus to go shopping on base that do not have a car. And the air force base is a place that does hire a lot of disabled folks who rely on the bus to get them to the jobs they have there.	10/14/2020 4:04 PM
20	Frequency determines ridership. Glad to see 30 minute intervals.	10/14/2020 9:13 AM
21	Keep service on Lawson to hwy 2	10/13/2020 7:52 PM
22	On some evenings and Saturday, I miss the bus by only a couple of minutes. It would be nice to have a shorter wait for the next bus.	10/13/2020 6:36 PM

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23	Sunset is a very busy and dangerous street to cross coming back in. will need to take into plaza and transfer to city line	10/9/2020 1:38 PM
24	Anytime you change a route, a segment of the population gets left behind, especially the disabled.	10/9/2020 7:21 AM
25	This feels like a step by step plan to remove routes in areas that need it most. Please address the Gap in service for the minnehaha neighborhood. With the high number of Elders, Disabled Persons, and Low income person's in the minnehaha neighborhood they're being disproportionately affected by these changes. It increases systemic Ageism, Ableism, Classism in Spokane.	10/8/2020 2:51 PM
26	none at this time	10/8/2020 12:04 PM
27	This means riders will no longer be able to board the bus at Yoke's Grocery, at west HWY 2 & south Lawson street. It will also negatively affect people with mobility issues trying to access services on Fairchild AFB.	10/7/2020 4:15 PM
28	I think it'll be good for Airway Heights residents. Only downside is that they should have 15 minutes frequency for weekdays, especially during peak hours before and after work.	10/7/2020 2:49 PM
29	Just want better bus service to airport.	10/7/2020 12:49 PM
30	I don't like the change on FAFB. I do like all the changes off base.	10/7/2020 12:10 PM
31	What about the Yoke's park and ride? It's not serviced by the new route without a bit of a walk.	10/7/2020 11:31 AM
32	Lots of apartment residents on W. 12th Ave. Good adjustment. Getting people to the front Gate of FAFB is adequate.	10/6/2020 10:09 AM

Q21 What do you think of the proposed changes to the Route 63?

Answered: 256 Skipped: 704



- I think these are good changes.
- I'm not sure but I think this might be good.
- This doesn't affect me or I don't have an opinion on this.
- I'm not sure but I think this might be bad.
- I don't think you should make these changes.

Preliminary Proposal for 2022 Service Revisions Survey

ANSWER CHOICES	RESPONSES	
I think these are good changes.	39.06%	100
I'm not sure but I think this might be good.	20.31%	52
This doesn't affect me or I don't have an opinion on this.	21.88%	56
I'm not sure but I think this might be bad.	8.20%	21
I don't think you should make these changes.	10.55%	27
TOTAL		256

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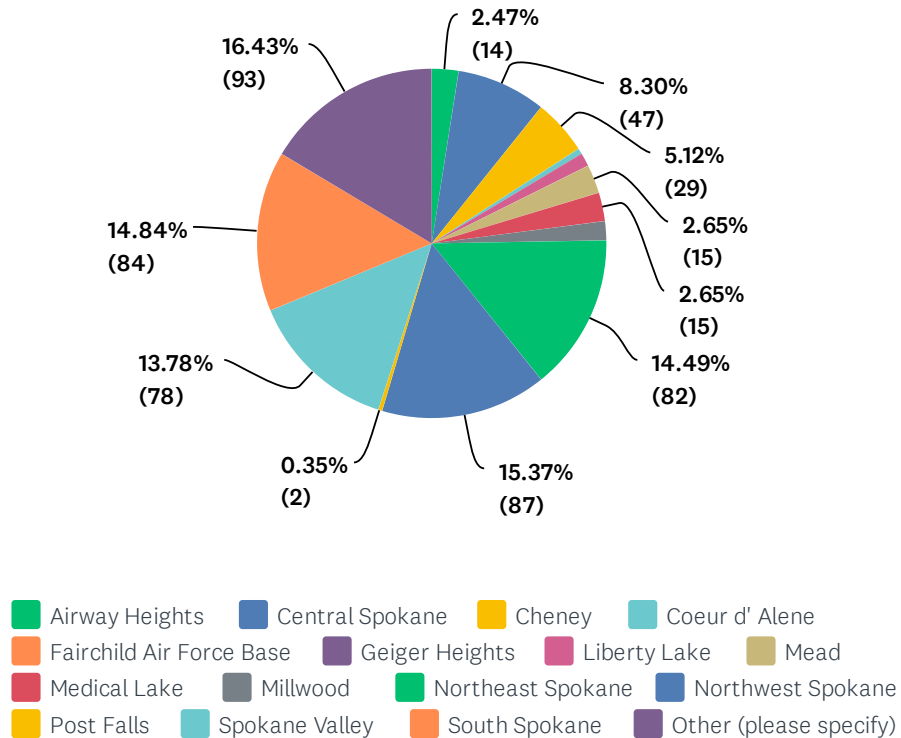
#	DO YOU HAVE ANY COMMENTS OR SUGGESTIONS REGARDING THESE PROPOSED CHANGES?	DATE
1	Another outstanding change. More efficient routing to Airway Heights. May see some People who may want to see this bus go to Northern Quest, But may not have the time.	11/12/2020 9:58 AM
2	I'm not feeling the Spokane tribe tail. It would be better as a loop ending at the Yoke's. Clockwise if they don't put a light in at 10th and Hayford.	11/10/2020 6:48 PM
3	Waste of money	11/5/2020 11:40 PM
4	My son likes to go to the casino good idea not safe to walk there on the highway people drive crazy	11/5/2020 2:59 AM
5	More busses to the amazon fulfillment center	10/29/2020 5:15 PM
6	How many current riders working in that area would be affected by reduced access?	10/29/2020 1:19 PM
7	You promised us more service and stopping the buses earlier will hurt a lot of people like me who get off work at 8pm everyday including Saturday and require the bus to get home and who work on Sundays and require the bus	10/24/2020 9:58 AM
8	Please make service available to McFarlane Road from Craig Road to Hayford to serve the Airway Industrial Park. Lots job opportunities are there for the workers to commute.	10/21/2020 12:45 AM
9	I think you have to keep this Route to the airport riders for the 2nd option.	10/20/2020 2:10 PM
10	This is a HUGE improvement over old 63.	10/19/2020 6:50 PM
11	I like the route changes. I'm not sure about the buses ending so early, and not operating on a Sunday.	10/19/2020 3:50 PM
12	There needs to be a stop in Hwy 2 near to Zak Designs, which is a major employer in the area.	10/18/2020 11:46 PM
13	I don't believe it should come less. As college students take this bus and it may cause them to have to catch a bus and be extremely early or extremely late	10/17/2020 8:52 PM
14	Why not have this route go to northern quest? Can you get to northern quest from west plains?	10/17/2020 5:31 PM
15	We do NOT need busses on W 6th in Airway Heights. This is a quiet neighborhood and children often play in the street and ride bikes in the area here. These changes are not needed.	10/17/2020 10:50 AM
16	I'm worried about the removal of service along Geiger to serve Amazon, unless route 663 is still sticking around? Also, even if the 10th Ave link isn't completed, could the route still turn off Hwy 2 at Garfield to serve residential areas?	10/16/2020 9:42 PM
17	I like all the changes but it going to the casino. The 61 already services both casinos I don't think you should waste another route going to them and that is what most people like about the 63 is that it doesn't service the casinos.	10/16/2020 9:26 PM
18	I do not think this is a good idea for a new route with the time changes. It should run later on weekdays and weekends.	10/14/2020 4:04 PM
19	Frequency determines ridership. 1 hour intervals really make routes inaccessible.	10/14/2020 9:13 AM
20	This Route should run the normal service	10/13/2020 10:16 PM
21	I think there should be more options for the Amazon stop, since there are more employees working there.	10/13/2020 8:44 AM
22	What about the Geiger shuttle	10/13/2020 5:40 AM
23	Better connection for Cheney-Airway heights. Utilization of the west plains transit center	10/9/2020 10:21 AM
24	This feels like a step by step plan to remove routes in areas that need it most. Please address the Gap in service for the minnehaha neighborhood. With the high number of Elders, Disabled Persons, and Low income person's in the minnehaha neighborhood they're being disproportionately affected by these changes. It increases systemic Ageism, Ableism, Classism in Spokane.	10/8/2020 2:51 PM
25	Residents with disabilities who rely on public transportation will suffer from these changes.	10/8/2020 12:06 PM

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26	none	10/8/2020 12:04 PM
27	63 would be helpful if it stayed on highway 2	10/8/2020 10:06 AM
28	Again, you are wanting to reduce service areas/hours.	10/7/2020 4:15 PM
29	Provide later bus scheduling for weeknights/Saturdays and have buses on schedules on Sundays and holidays. It's going to be challenging for ones that have to work on Sundays and holidays.	10/7/2020 2:49 PM
30	are there routes that will serve the airport?	10/7/2020 12:18 PM
31	It should go past the casino	10/7/2020 12:10 PM
32	I think the 63 should stay on HWY 2 without deviating onto Lawson.	10/7/2020 11:31 AM

Q22 Where do you live?

Answered: 566 Skipped: 394



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ANSWER CHOICES	RESPONSES	
Airway Heights	2.47%	14
Central Spokane	8.30%	47
Cheney	5.12%	29
Coeur d' Alene	0.53%	3
Fairchild Air Force Base	0.00%	0
Geiger Heights	0.00%	0
Liberty Lake	1.24%	7
Mead	2.65%	15
Medical Lake	2.65%	15
Millwood	1.77%	10
Northeast Spokane	14.49%	82
Northwest Spokane	15.37%	87
Post Falls	0.35%	2
Spokane Valley	13.78%	78
South Spokane	14.84%	84
Other (please specify)	16.43%	93
TOTAL		566

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#	OTHER (PLEASE SPECIFY)	DATE
1	But go almost almost e erywhere else but Airway Heights area	11/11/2020 11:00 AM
2	Spokane	11/10/2020 8:19 PM
3	Staying with friend	11/10/2020 8:18 PM
4	North Spokane	11/9/2020 11:20 PM
5	Deer Park	11/9/2020 12:00 AM
6	Off Exit 272 of I-90, about 3/4 miles from the West Plains Transit Center (I usually walk to the WPTC).	11/8/2020 3:13 PM
7	Upriver and frederick	11/7/2020 5:26 PM
8	Spokane	11/7/2020 1:37 PM
9	West plains	11/7/2020 5:59 AM
10	Spokane	11/6/2020 10:18 AM
11	I live North of Francis	11/5/2020 8:40 AM
12	"fake" cheney	11/4/2020 8:56 PM
13	Technically, I guess it is "South Spokane" but just south of downtown.	11/2/2020 6:43 PM
14	Spokane	11/1/2020 9:58 PM
15	perry	11/1/2020 8:12 PM
16	North Spokane	10/31/2020 6:50 PM
17	99004	10/31/2020 11:22 AM
18	Spokane	10/31/2020 10:20 AM
19	Close to downtown Spokane	10/30/2020 6:03 PM
20	Country Homes	10/30/2020 2:06 PM
21	Hillyard/Millwood area	10/29/2020 10:03 AM
22	Spokane	10/27/2020 9:11 PM
23	Spokane	10/27/2020 9:17 AM
24	Gonzaga district. Mission and Napa	10/26/2020 6:57 PM
25	N of wandermere	10/25/2020 2:40 PM
26	Morgan Acres	10/25/2020 6:10 AM
27	Spokane	10/23/2020 5:33 PM
28	Near SCC	10/23/2020 6:26 AM
29	SPOKANE	10/22/2020 8:58 AM
30	West Central Spokane (Ash Street)	10/21/2020 12:47 AM
31	Boone and napa	10/20/2020 2:50 PM
32	North spokane	10/20/2020 2:48 PM
33	WEST HILLS NEIGHBORHOOD	10/20/2020 12:53 PM
34	Brownes Addition	10/20/2020 12:15 AM
35	North Spokane	10/19/2020 9:42 PM
36	Downtown	10/19/2020 6:16 PM
37	Sunset Hwy & Government Way	10/19/2020 5:02 PM

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38	Right outside of Brown's addition. Off of sunset boulevard near government way.	10/19/2020 3:52 PM
39	Downtown	10/19/2020 12:05 PM
40	Downtown spokane	10/19/2020 4:45 AM
41	I live in between the 22, the 33, and the 23. Northwest Spokane Shadle Neighborhood	10/18/2020 10:54 PM
42	North Spokane	10/18/2020 9:28 PM
43	Sunset Hills	10/18/2020 8:50 PM
44	Spokane	10/18/2020 4:46 PM
45	Deer Park	10/18/2020 7:05 AM
46	Spokane	10/17/2020 7:26 PM
47	Peaceful Valley	10/17/2020 4:50 PM
48	West Central Spokane	10/17/2020 12:51 AM
49	North Spokane	10/16/2020 6:28 PM
50	North Spokane (near the border with Colbert)	10/16/2020 3:54 PM
51	Latah Valley/Vinegar Flats	10/16/2020 9:03 AM
52	Garland Area	10/15/2020 5:25 PM
53	East Spokane	10/15/2020 6:09 AM
54	North spokane, next to lilac plaza.	10/14/2020 3:10 PM
55	SPOKANE VALLEY	10/14/2020 10:07 AM
56	Spokane	10/14/2020 9:11 AM
57	North Spokane	10/14/2020 8:54 AM
58	Broadway foods	10/14/2020 8:40 AM
59	Spokane	10/14/2020 12:30 AM
60	SPOKANE	10/13/2020 8:52 PM
61	Fairwood/Wandermere Road area	10/13/2020 4:15 PM
62	North of Downtown. By the arena. I ride the bus every day.	10/13/2020 4:07 PM
63	Perry district—not sure if that is central or south Spokane	10/13/2020 10:46 AM
64	Deer Park	10/13/2020 9:05 AM
65	Colville	10/13/2020 8:56 AM
66	Spokane	10/13/2020 8:54 AM
67	North of Rosalia	10/13/2020 8:44 AM
68	5 mile	10/13/2020 5:41 AM
69	Downtown	10/12/2020 8:32 PM
70	I work at SCC, our students with disabilities ride STA daily.	10/12/2020 2:07 PM
71	Spokane Valley	10/12/2020 12:51 PM
72	west hills	10/12/2020 12:38 PM
73	West Spokane	10/11/2020 3:32 PM
74	Spokane	10/11/2020 11:26 AM
75	Brownes Addition	10/9/2020 1:41 PM

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76	both postfalls and north spokane by the mall work in the valley	10/9/2020 9:12 AM
77	West Spokane, bottom of the Sunset hill.	10/9/2020 7:22 AM
78	I live and work in the County of Spokane	10/8/2020 7:31 PM
79	Coeur D'Alene	10/8/2020 4:29 PM
80	Minnehaha Neighborhood (North East Spokane, Directly South of Hillyard)	10/8/2020 2:54 PM
81	Brown's Addition	10/8/2020 2:24 PM
82	outside of Cheney	10/8/2020 8:23 AM
83	Near the West Plains Transit Center	10/8/2020 7:04 AM
84	Deep Creek a few miles west of Fairchild Airforce Base	10/8/2020 6:59 AM
85	North Spokane	10/7/2020 4:32 PM
86	Lincoln Heights	10/7/2020 4:16 PM
87	North Spokane / Country Homes	10/7/2020 2:24 PM
88	Rathdrum, ID	10/7/2020 2:11 PM
89	North Spokane	10/7/2020 1:41 PM
90	the "missing area" - North of Upriver Drive (county)	10/7/2020 1:20 PM
91	BETWEENMEDICAL LAKE AND CHENEY	10/7/2020 12:31 PM
92	Colbert	10/7/2020 12:25 PM
93	Greenacres	10/7/2020 10:45 AM

Q23 What is your zip code?

Answered: 537 Skipped: 423

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#	RESPONSES	DATE
1	99205	11/13/2020 7:01 PM
2	99208	11/12/2020 9:36 PM
3	99203	11/12/2020 9:05 PM
4	99201	11/12/2020 8:01 PM
5	99205	11/12/2020 3:46 PM
6	99223	11/12/2020 10:42 AM
7	99004	11/12/2020 9:59 AM
8	99208	11/12/2020 9:29 AM
9	99207-4448	11/11/2020 11:32 AM
10	99207	11/11/2020 11:14 AM
11	99223	11/11/2020 11:00 AM
12	99217	11/10/2020 8:19 PM
13	I live cascade way and division but stay with a friend	11/10/2020 8:18 PM
14	99208	11/10/2020 8:15 PM
15	99205	11/10/2020 6:52 PM
16	99205	11/10/2020 7:51 AM
17	99205	11/10/2020 6:59 AM
18	99207	11/9/2020 11:20 PM
19	99022	11/9/2020 5:05 PM
20	99205	11/9/2020 8:46 AM
21	99096	11/9/2020 12:00 AM
22	99204	11/8/2020 11:28 PM
23	99004	11/8/2020 3:13 PM
24	99207	11/8/2020 12:23 PM
25	99217	11/7/2020 5:26 PM
26	99004	11/7/2020 3:39 PM
27	99223	11/7/2020 1:37 PM
28	99216	11/7/2020 12:01 PM
29	99205	11/7/2020 10:29 AM
30	99224	11/7/2020 5:59 AM
31	99037	11/6/2020 9:44 PM
32	99205	11/6/2020 8:23 PM
33	99207	11/6/2020 3:59 PM
34	99208	11/6/2020 10:18 AM
35	99208	11/6/2020 4:59 AM
36	99218	11/5/2020 5:59 PM
37	99216	11/5/2020 8:59 AM

Preliminary Proposal for 2022 Service Revisions Survey

38	99208	11/5/2020 8:40 AM
39	99204	11/5/2020 7:48 AM
40	99216	11/5/2020 3:01 AM
41	99208	11/4/2020 9:01 PM
42	99004	11/4/2020 8:56 PM
43	99204	11/4/2020 7:17 PM
44	99217	11/4/2020 3:44 PM
45	99037	11/4/2020 3:32 PM
46	99022	11/3/2020 6:34 PM
47	99208	11/3/2020 2:45 PM
48	99202	11/3/2020 8:04 AM
49	99037	11/2/2020 9:36 PM
50	99204	11/2/2020 6:43 PM
51	99203	11/2/2020 4:35 PM
52	99205	11/2/2020 3:37 PM
53	99212	11/2/2020 12:18 PM
54	99205	11/2/2020 9:59 AM
55	99203	11/2/2020 9:10 AM
56	99223	11/2/2020 8:49 AM
57	99019	11/2/2020 7:53 AM
58	99206	11/2/2020 7:26 AM
59	99217	11/2/2020 7:18 AM
60	99203	11/2/2020 6:26 AM
61	99217	11/2/2020 5:41 AM
62	99207	11/1/2020 9:58 PM
63	99223	11/1/2020 9:23 PM
64	99202	11/1/2020 8:12 PM
65	99207	11/1/2020 5:38 PM
66	99203	11/1/2020 12:19 PM
67	99208	11/1/2020 11:08 AM
68	99203	11/1/2020 10:32 AM
69	99206	11/1/2020 8:32 AM
70	99202	11/1/2020 8:18 AM
71	99218	10/31/2020 6:50 PM
72	99001	10/31/2020 6:26 PM
73	99022	10/31/2020 5:29 PM
74	99207	10/31/2020 3:57 PM
75	99203	10/31/2020 11:46 AM

Preliminary Proposal for 2022 Service Revisions Survey

76	99207	10/31/2020 10:20 AM
77	99204	10/31/2020 7:39 AM
78	99207	10/31/2020 1:36 AM
79	99208	10/30/2020 11:02 PM
80	99207	10/30/2020 8:54 PM
81	99223	10/30/2020 8:07 PM
82	99216	10/30/2020 7:53 PM
83	99204	10/30/2020 6:03 PM
84	99203	10/30/2020 5:36 PM
85	99203	10/30/2020 4:56 PM
86	99208	10/30/2020 4:43 PM
87	99223	10/30/2020 4:38 PM
88	99202	10/30/2020 4:09 PM
89	99016	10/30/2020 4:05 PM
90	99203	10/30/2020 3:19 PM
91	99004	10/30/2020 3:17 PM
92	99206	10/30/2020 3:04 PM
93	99203	10/30/2020 3:03 PM
94	99206	10/30/2020 2:51 PM
95	99203	10/30/2020 2:21 PM
96	99218	10/30/2020 2:06 PM
97	99218	10/30/2020 1:32 PM
98	99207	10/30/2020 12:03 PM
99	99203	10/29/2020 10:31 PM
100	99218	10/29/2020 9:45 PM
101	99203	10/29/2020 5:33 PM
102	99224	10/29/2020 5:16 PM
103	99212	10/29/2020 4:52 PM
104	99207	10/29/2020 2:42 PM
105	99203	10/29/2020 1:21 PM
106	99207	10/29/2020 11:54 AM
107	99217	10/29/2020 10:03 AM
108	99205	10/28/2020 11:36 PM
109	99209	10/28/2020 7:06 PM
110	99206	10/28/2020 6:04 PM
111	99204	10/28/2020 12:55 PM
112	99205	10/28/2020 11:47 AM
113	9920u	10/28/2020 11:01 AM

Preliminary Proposal for 2022 Service Revisions Survey

114	99037	10/28/2020 9:38 AM
115	99216	10/28/2020 4:13 AM
116	99218	10/27/2020 9:11 PM
117	99223	10/27/2020 8:17 PM
118	99207	10/27/2020 3:28 PM
119	99216	10/27/2020 12:33 PM
120	99203	10/27/2020 12:11 PM
121	99205	10/27/2020 10:48 AM
122	99205	10/27/2020 9:59 AM
123	99201	10/27/2020 9:17 AM
124	99202	10/26/2020 6:57 PM
125	99201	10/26/2020 4:48 PM
126	99206	10/26/2020 2:49 PM
127	99203	10/25/2020 9:44 PM
128	99201	10/25/2020 4:26 PM
129	99208	10/25/2020 2:40 PM
130	99217	10/25/2020 6:10 AM
131	99204	10/24/2020 10:55 PM
132	99206	10/24/2020 10:00 AM
133	99037	10/24/2020 12:55 AM
134	99223	10/23/2020 5:49 PM
135	99207	10/23/2020 5:33 PM
136	99202	10/23/2020 5:13 PM
137	99208	10/23/2020 1:39 PM
138	99205	10/23/2020 1:07 PM
139	99217	10/23/2020 6:26 AM
140	99207	10/22/2020 8:48 PM
141	99208	10/22/2020 5:53 PM
142	99217	10/22/2020 5:28 PM
143	99206	10/22/2020 1:33 PM
144	99204	10/22/2020 11:51 AM
145	99223	10/22/2020 9:05 AM
146	99201	10/22/2020 8:58 AM
147	99206	10/22/2020 8:27 AM
148	99207	10/21/2020 11:47 PM
149	99207	10/21/2020 6:25 PM
150	99022	10/21/2020 2:00 PM
151	99218	10/21/2020 12:32 PM

Preliminary Proposal for 2022 Service Revisions Survey

152	99216	10/21/2020 12:15 PM
153	99202	10/21/2020 11:55 AM
154	99207	10/21/2020 11:55 AM
155	99205	10/21/2020 11:47 AM
156	99203	10/21/2020 11:41 AM
157	99205	10/21/2020 10:10 AM
158	99204	10/21/2020 9:51 AM
159	99205	10/21/2020 5:25 AM
160	99205	10/21/2020 12:47 AM
161	99205	10/20/2020 7:24 PM
162	99205	10/20/2020 7:11 PM
163	99037	10/20/2020 5:28 PM
164	99207	10/20/2020 4:18 PM
165	99205	10/20/2020 2:51 PM
166	99202	10/20/2020 2:50 PM
167	99218	10/20/2020 2:48 PM
168	99216	10/20/2020 2:37 PM
169	99207	10/20/2020 1:37 PM
170	99203	10/20/2020 1:23 PM
171	99224	10/20/2020 12:53 PM
172	99208	10/20/2020 10:36 AM
173	99001	10/20/2020 10:31 AM
174	99004	10/20/2020 9:22 AM
175	99205	10/20/2020 9:14 AM
176	99205	10/20/2020 9:13 AM
177	99201	10/20/2020 12:15 AM
178	99202	10/20/2020 12:04 AM
179	99223	10/19/2020 10:27 PM
180	99216	10/19/2020 6:53 PM
181	99223	10/19/2020 6:41 PM
182	99201	10/19/2020 6:16 PM
183	99201	10/19/2020 6:08 PM
184	99216	10/19/2020 5:24 PM
185	99217	10/19/2020 5:19 PM
186	99203	10/19/2020 5:17 PM
187	99203	10/19/2020 5:10 PM
188	99224	10/19/2020 5:02 PM
189	99224	10/19/2020 3:52 PM

Preliminary Proposal for 2022 Service Revisions Survey

190	99201	10/19/2020 12:05 PM
191	99206	10/19/2020 11:08 AM
192	99004	10/19/2020 9:47 AM
193	99206	10/19/2020 9:06 AM
194	99208	10/19/2020 7:52 AM
195	99037	10/19/2020 6:42 AM
196	99208	10/19/2020 6:24 AM
197	99201	10/19/2020 4:45 AM
198	99016	10/19/2020 1:12 AM
199	99205	10/18/2020 11:48 PM
200	99205	10/18/2020 11:48 PM
201	99224	10/18/2020 11:05 PM
202	99205	10/18/2020 10:54 PM
203	99217	10/18/2020 9:35 PM
204	99208	10/18/2020 9:28 PM
205	99224	10/18/2020 8:50 PM
206	99202	10/18/2020 8:24 PM
207	99202	10/18/2020 5:27 PM
208	99223	10/18/2020 5:23 PM
209	99201	10/18/2020 4:46 PM
210	99218	10/18/2020 2:50 PM
211	99223	10/18/2020 1:56 PM
212	98202	10/18/2020 1:46 PM
213	99208	10/18/2020 1:05 PM
214	99019	10/18/2020 10:33 AM
215	99006	10/18/2020 7:05 AM
216	99004	10/17/2020 10:30 PM
217	99217	10/17/2020 8:56 PM
218	99004	10/17/2020 8:52 PM
219	99001	10/17/2020 8:34 PM
220	99217	10/17/2020 7:26 PM
221	99223	10/17/2020 6:39 PM
222	99205	10/17/2020 6:31 PM
223	99004	10/17/2020 5:32 PM
224	99201	10/17/2020 4:50 PM
225	99212	10/17/2020 4:44 PM
226	99205	10/17/2020 3:51 PM
227	99208	10/17/2020 2:58 PM

Preliminary Proposal for 2022 Service Revisions Survey

228	99022	10/17/2020 1:34 PM
229	99206	10/17/2020 12:20 PM
230	99004	10/17/2020 11:37 AM
231	99001	10/17/2020 10:51 AM
232	99022	10/17/2020 10:00 AM
233	99206	10/17/2020 9:53 AM
234	99207	10/17/2020 8:56 AM
235	99224	10/17/2020 6:49 AM
236	99204	10/17/2020 6:32 AM
237	99016	10/17/2020 3:27 AM
238	99201	10/17/2020 12:51 AM
239	99207	10/16/2020 11:49 PM
240	99207	10/16/2020 9:43 PM
241	99205	10/16/2020 9:27 PM
242	99218	10/16/2020 8:29 PM
243	99206	10/16/2020 7:21 PM
244	99004	10/16/2020 6:59 PM
245	99218	10/16/2020 6:28 PM
246	99022	10/16/2020 6:27 PM
247	99223	10/16/2020 5:31 PM
248	99205	10/16/2020 4:11 PM
249	99202	10/16/2020 4:08 PM
250	99208	10/16/2020 3:54 PM
251	99208	10/16/2020 3:49 PM
252	99205	10/16/2020 2:23 PM
253	99216	10/16/2020 1:27 PM
254	99207	10/16/2020 1:22 PM
255	99205	10/16/2020 11:51 AM
256	99206	10/16/2020 11:18 AM
257	99016	10/16/2020 9:43 AM
258	99208	10/16/2020 9:39 AM
259	99207	10/16/2020 9:29 AM
260	9904	10/16/2020 9:26 AM
261	99224	10/16/2020 9:03 AM
262	99208	10/16/2020 9:00 AM
263	99205	10/16/2020 8:54 AM
264	99207	10/16/2020 8:44 AM
265	99206	10/16/2020 7:41 AM

Preliminary Proposal for 2022 Service Revisions Survey

266	99207	10/16/2020 7:19 AM
267	99004	10/16/2020 7:19 AM
268	99004	10/15/2020 11:57 PM
269	99223	10/15/2020 10:19 PM
270	99224	10/15/2020 9:02 PM
271	99201	10/15/2020 8:57 PM
272	99207	10/15/2020 8:08 PM
273	99208	10/15/2020 7:23 PM
274	99208	10/15/2020 6:23 PM
275	99216	10/15/2020 6:08 PM
276	99019	10/15/2020 5:44 PM
277	99205	10/15/2020 5:25 PM
278	99205	10/15/2020 4:26 PM
279	99223	10/15/2020 4:05 PM
280	99201	10/15/2020 3:50 PM
281	99004	10/15/2020 3:32 PM
282	99206	10/15/2020 1:44 PM
283	99207	10/15/2020 1:00 PM
284	99206	10/15/2020 12:55 PM
285	99204	10/15/2020 12:54 PM
286	99207	10/15/2020 12:32 PM
287	99204	10/15/2020 12:27 PM
288	99004	10/15/2020 12:07 PM
289	99212	10/15/2020 9:52 AM
290	99201	10/15/2020 8:51 AM
291	99202	10/15/2020 6:09 AM
292	99217	10/15/2020 5:13 AM
293	99217	10/15/2020 3:55 AM
294	99205	10/15/2020 12:12 AM
295	99304	10/15/2020 12:11 AM
296	99205	10/14/2020 10:57 PM
297	99206	10/14/2020 9:35 PM
298	99218	10/14/2020 7:51 PM
299	99202	10/14/2020 7:45 PM
300	99202	10/14/2020 7:12 PM
301	99204	10/14/2020 6:53 PM
302	99205	10/14/2020 6:41 PM
303	99216	10/14/2020 6:37 PM

Preliminary Proposal for 2022 Service Revisions Survey

304	99223	10/14/2020 6:31 PM
305	99202	10/14/2020 6:19 PM
306	99037	10/14/2020 6:13 PM
307	99217	10/14/2020 6:03 PM
308	99223	10/14/2020 5:56 PM
309	99208	10/14/2020 4:53 PM
310	99208	10/14/2020 4:36 PM
311	99205	10/14/2020 4:30 PM
312	99217	10/14/2020 4:08 PM
313	99205	10/14/2020 4:05 PM
314	99022	10/14/2020 3:21 PM
315	99208	10/14/2020 3:10 PM
316	99205	10/14/2020 2:50 PM
317	99207	10/14/2020 2:45 PM
318	99207	10/14/2020 12:32 PM
319	99201	10/14/2020 12:13 PM
320	99201	10/14/2020 10:18 AM
321	99212-0321	10/14/2020 10:07 AM
322	99207	10/14/2020 9:23 AM
323	99205	10/14/2020 9:15 AM
324	99223	10/14/2020 9:11 AM
325	99204	10/14/2020 8:58 AM
326	98218	10/14/2020 8:54 AM
327	99201	10/14/2020 8:40 AM
328	99204	10/14/2020 7:42 AM
329	99224	10/14/2020 6:59 AM
330	99206	10/14/2020 6:00 AM
331	99207	10/14/2020 5:48 AM
332	99207	10/14/2020 1:08 AM
333	99201	10/14/2020 12:31 AM
334	99201	10/14/2020 12:30 AM
335	99212	10/13/2020 10:17 PM
336	99216	10/13/2020 9:32 PM
337	99207	10/13/2020 9:00 PM
338	99223	10/13/2020 8:52 PM
339	99037	10/13/2020 7:59 PM
340	99001	10/13/2020 7:53 PM
341	99021	10/13/2020 7:00 PM

Preliminary Proposal for 2022 Service Revisions Survey

342	99001	10/13/2020 6:37 PM
343	99205	10/13/2020 6:19 PM
344	99223	10/13/2020 6:13 PM
345	99218	10/13/2020 5:26 PM
346	99004	10/13/2020 5:16 PM
347	99206	10/13/2020 5:16 PM
348	99201	10/13/2020 5:11 PM
349	99217	10/13/2020 5:10 PM
350	99202	10/13/2020 5:05 PM
351	99022	10/13/2020 4:45 PM
352	99218	10/13/2020 4:42 PM
353	99208	10/13/2020 4:15 PM
354	99201	10/13/2020 4:07 PM
355	99203	10/13/2020 4:03 PM
356	99207	10/13/2020 3:45 PM
357	99223	10/13/2020 3:27 PM
358	99201	10/13/2020 1:25 PM
359	99218	10/13/2020 1:14 PM
360	99208	10/13/2020 12:56 PM
361	99208	10/13/2020 12:16 PM
362	99206	10/13/2020 11:45 AM
363	83815	10/13/2020 11:33 AM
364	99202	10/13/2020 10:46 AM
365	99203	10/13/2020 10:10 AM
366	99205	10/13/2020 9:31 AM
367	99203	10/13/2020 9:26 AM
368	99217	10/13/2020 9:15 AM
369	99203	10/13/2020 9:11 AM
370	99006	10/13/2020 9:05 AM
371	99205	10/13/2020 9:04 AM
372	99114	10/13/2020 8:56 AM
373	99208	10/13/2020 8:54 AM
374	99224	10/13/2020 8:54 AM
375	99216	10/13/2020 8:47 AM
376	99205	10/13/2020 8:46 AM
377	99203	10/13/2020 8:45 AM
378	99170	10/13/2020 8:44 AM
379	99004	10/13/2020 8:44 AM

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380	99217	10/13/2020 8:42 AM
381	99207	10/13/2020 8:41 AM
382	99202	10/13/2020 8:39 AM
383	99203	10/13/2020 7:46 AM
384	99208	10/13/2020 6:20 AM
385	99208	10/13/2020 5:41 AM
386	99207	10/13/2020 5:14 AM
387	99218	10/13/2020 2:11 AM
388	99201	10/12/2020 8:32 PM
389	99208	10/12/2020 7:12 PM
390	99218	10/12/2020 5:30 PM
391	99205	10/12/2020 3:32 PM
392	99201	10/12/2020 2:59 PM
393	99204	10/12/2020 2:15 PM
394	,99217	10/12/2020 2:07 PM
395	99223	10/12/2020 1:49 PM
396	99202	10/12/2020 1:43 PM
397	99216	10/12/2020 12:51 PM
398	99224	10/12/2020 12:38 PM
399	99217	10/12/2020 12:17 PM
400	99207	10/12/2020 11:47 AM
401	83854	10/12/2020 8:23 AM
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403	99212	10/12/2020 12:23 AM
404	99224	10/11/2020 3:32 PM
405	99217	10/11/2020 11:26 AM
406	99208	10/11/2020 5:55 AM
407	99001	10/10/2020 11:40 PM
408	99223	10/10/2020 7:54 PM
409	99206	10/10/2020 11:32 AM
410	99207	10/10/2020 9:18 AM
411	99223	10/10/2020 8:45 AM
412	99001	10/10/2020 6:57 AM
413	99202	10/10/2020 5:05 AM
414	99205	10/10/2020 1:12 AM
415	99216	10/9/2020 11:59 PM
416	99205	10/9/2020 2:52 PM
417	99201	10/9/2020 1:41 PM

Preliminary Proposal for 2022 Service Revisions Survey

418	99218	10/9/2020 10:22 AM
419	83814	10/9/2020 9:29 AM
420	99205	10/9/2020 9:12 AM
421	99217	10/9/2020 8:52 AM
422	99216	10/9/2020 8:48 AM
423	99217	10/9/2020 8:04 AM
424	99206	10/9/2020 7:59 AM
425	99016	10/9/2020 7:33 AM
426	99218	10/9/2020 7:27 AM
427	99224	10/9/2020 7:22 AM
428	99207	10/9/2020 7:19 AM
429	99027	10/8/2020 8:46 PM
430	99203	10/8/2020 8:31 PM
431	99206	10/8/2020 5:28 PM
432	99216	10/8/2020 5:17 PM
433	99212	10/8/2020 5:01 PM
434	99217	10/8/2020 4:52 PM
435	99202	10/8/2020 4:45 PM
436	99205	10/8/2020 4:33 PM
437	99212	10/8/2020 4:31 PM
438	83814	10/8/2020 4:29 PM
439	99205	10/8/2020 3:17 PM
440	99217	10/8/2020 2:54 PM
441	99212	10/8/2020 2:52 PM
442	99004	10/8/2020 2:41 PM
443	99001	10/8/2020 2:25 PM
444	99201	10/8/2020 2:24 PM
445	99208	10/8/2020 2:20 PM
446	98216	10/8/2020 1:59 PM
447	99022	10/8/2020 1:55 PM
448	99208	10/8/2020 1:52 PM
449	99217	10/8/2020 1:30 PM
450	99207	10/8/2020 1:26 PM
451	99217	10/8/2020 12:30 PM
452	99004	10/8/2020 12:07 PM
453	99004	10/8/2020 12:05 PM
454	99004	10/8/2020 11:08 AM
455	99206	10/8/2020 10:53 AM

Preliminary Proposal for 2022 Service Revisions Survey

456	99205	10/8/2020 10:06 AM
457	99217	10/8/2020 9:43 AM
458	99205	10/8/2020 9:11 AM
459	99205	10/8/2020 8:51 AM
460	990004	10/8/2020 8:48 AM
461	99004	10/8/2020 8:23 AM
462	99212	10/8/2020 8:15 AM
463	990-04	10/8/2020 8:15 AM
464	99201	10/8/2020 7:48 AM
465	99203	10/8/2020 7:45 AM
466	99022	10/8/2020 7:38 AM
467	99202	10/8/2020 7:10 AM
468	99207	10/8/2020 7:09 AM
469	99004	10/8/2020 7:04 AM
470	99029 but my residence is actually in Spokane county	10/8/2020 6:59 AM
471	99206	10/8/2020 4:17 AM
472	99022	10/8/2020 12:18 AM
473	99208	10/7/2020 10:25 PM
474	99208	10/7/2020 9:52 PM
475	99004	10/7/2020 8:04 PM
476	99212	10/7/2020 7:55 PM
477	99207	10/7/2020 7:19 PM
478	99016	10/7/2020 6:19 PM
479	99208	10/7/2020 6:08 PM
480	99001	10/7/2020 5:04 PM
481	99218	10/7/2020 4:32 PM
482	99201	10/7/2020 4:28 PM
483	99223	10/7/2020 4:16 PM
484	99037	10/7/2020 4:04 PM
485	99203	10/7/2020 3:50 PM
486	99217	10/7/2020 2:50 PM
487	99208	10/7/2020 2:24 PM
488	99212	10/7/2020 2:15 PM
489	83858	10/7/2020 2:11 PM
490	99004	10/7/2020 1:48 PM
491	99208	10/7/2020 1:41 PM
492	99207	10/7/2020 1:21 PM
493	99204	10/7/2020 1:20 PM

Preliminary Proposal for 2022 Service Revisions Survey

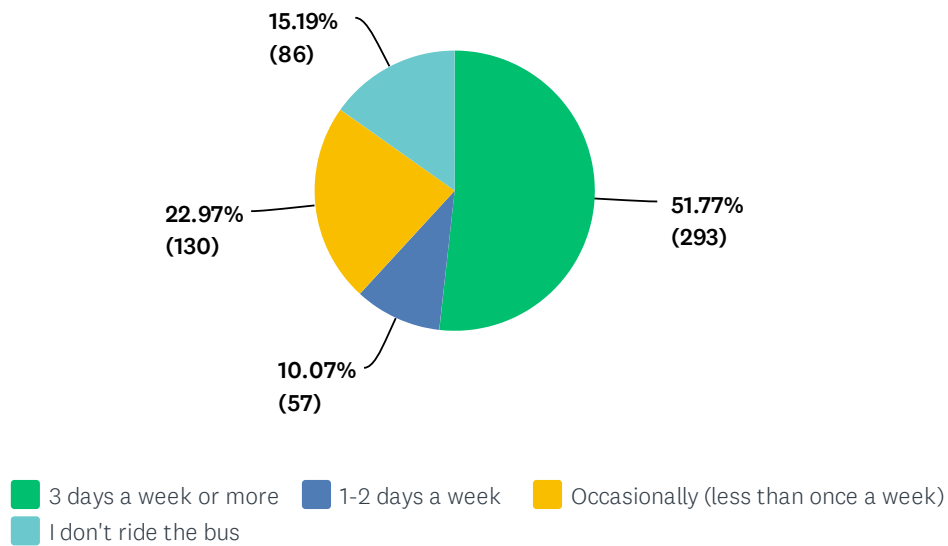
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497	99004	10/7/2020 1:02 PM
498	99203	10/7/2020 12:50 PM
499	99223	10/7/2020 12:49 PM
500	99212	10/7/2020 12:47 PM
501	99208	10/7/2020 12:46 PM
502	99022	10/7/2020 12:46 PM
503	99202	10/7/2020 12:41 PM
504	99203	10/7/2020 12:39 PM
505	99004	10/7/2020 12:37 PM
506	99004	10/7/2020 12:31 PM
507	99218	10/7/2020 12:29 PM
508	99202	10/7/2020 12:29 PM
509	99036	10/7/2020 12:26 PM
510	99005	10/7/2020 12:25 PM
511	83815	10/7/2020 12:23 PM
512	99022	10/7/2020 12:22 PM
513	99207	10/7/2020 12:19 PM
514	99201	10/7/2020 12:19 PM
515	83854	10/7/2020 12:18 PM
516	99021	10/7/2020 12:11 PM
517	99206	10/7/2020 12:08 PM
518	99016	10/7/2020 11:59 AM
519	99207	10/7/2020 11:47 AM
520	99207	10/7/2020 11:40 AM
521	99216	10/7/2020 11:39 AM
522	99216	10/7/2020 11:32 AM
523	99205	10/7/2020 11:28 AM
524	99106	10/7/2020 11:24 AM
525	99004	10/7/2020 11:15 AM
526	99205	10/7/2020 11:14 AM
527	99201	10/7/2020 11:13 AM
528	99208	10/7/2020 10:56 AM
529	99205	10/7/2020 10:52 AM
530	99205	10/7/2020 10:47 AM
531	99016	10/7/2020 10:45 AM

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532	99208	10/7/2020 10:34 AM
533	99223	10/7/2020 10:24 AM
534	99202	10/7/2020 10:18 AM
535	99217	10/7/2020 10:03 AM
536	99016	10/7/2020 10:01 AM
537	99205	10/6/2020 10:11 AM

Q24 How often do you ride the bus?

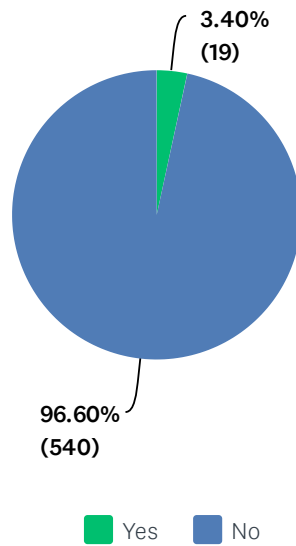
Answered: 566 Skipped: 394



ANSWER CHOICES	RESPONSES	
3 days a week or more	51.77%	293
1-2 days a week	10.07%	57
Occasionally (less than once a week)	22.97%	130
I don't ride the bus	15.19%	86
TOTAL		566

Q25 Do you use paratransit service?

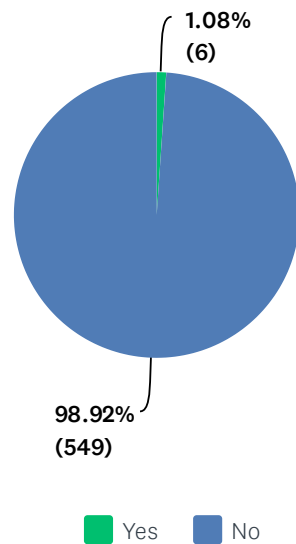
Answered: 559 Skipped: 401



ANSWER CHOICES	RESPONSES	
Yes	3.40%	19
No	96.60%	540
TOTAL		559

Q26 Do you use vanpool service?

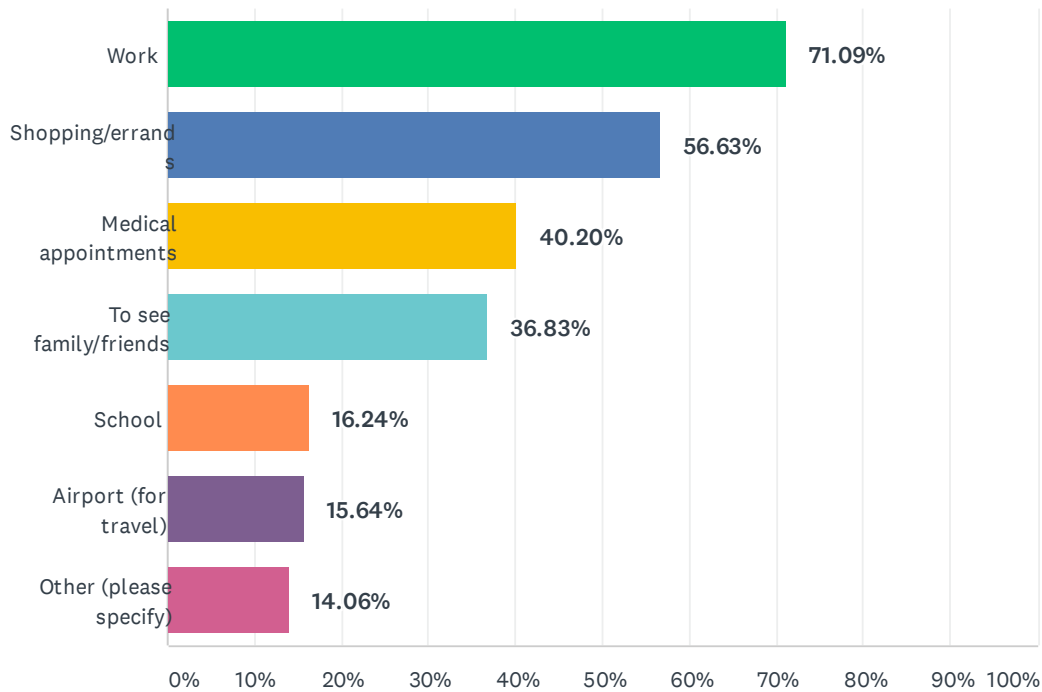
Answered: 555 Skipped: 405



ANSWER CHOICES	RESPONSES	
Yes	1.08%	6
No	98.92%	549
TOTAL		555

Q27 Where do you go when you are using the bus, paratransit, or vanpool? Check all that apply.

Answered: 505 Skipped: 455



ANSWER CHOICES	RESPONSES	
Work	71.09%	359
Shopping/errands	56.63%	286
Medical appointments	40.20%	203
To see family/friends	36.83%	186
School	16.24%	82
Airport (for travel)	15.64%	79
Other (please specify)	14.06%	71
Total Respondents: 505		

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#	OTHER (PLEASE SPECIFY)	DATE
1	Home I take the bus.	11/12/2020 10:42 AM
2	Sacred heart and dr appointment.	11/10/2020 8:18 PM
3	My kiddo lives in Airway Heights	11/10/2020 6:52 PM
4	Downtown and Bloomsday	11/6/2020 9:44 PM
5	Everything. I bus every single day.	11/6/2020 10:18 AM
6	Courts, hospitals, doctors	11/5/2020 11:41 PM
7	Downtown	11/4/2020 8:56 PM
8	When I drop off/pick up my vehicle from the repair shop	11/2/2020 7:18 AM
9	everything	11/1/2020 8:12 PM
10	to go downtown	11/1/2020 11:08 AM
11	The bus is my main transportation, I don't drive.	10/31/2020 10:20 AM
12	special events	10/30/2020 3:03 PM
13	city meetings and library visits pre covid	10/30/2020 12:03 PM
14	Where I would go, if there was a bus stop closer to my location. I would use it to go to work, shopping,	10/28/2020 7:06 PM
15	For fun	10/27/2020 12:33 PM
16	movies	10/27/2020 9:59 AM
17	Downtown Spokane	10/25/2020 9:44 PM
18	I literally need it for anywhere I need to go that isn't in walking which is all but one thing	10/24/2020 10:00 AM
19	Just for a ride	10/23/2020 5:13 PM
20	Library and university/college events	10/23/2020 1:00 AM
21	Entertainment	10/22/2020 5:53 PM
22	If I were to use the bus it would be for work, shopping and medical appointments.	10/21/2020 12:32 PM
23	Casinos in Airway Heights	10/21/2020 12:47 AM
24	snow season most places	10/20/2020 2:50 PM
25	I don't take the bus, because there's no convenient access.	10/20/2020 12:53 PM
26	Downtown events	10/20/2020 12:04 AM
27	to town to pick-up prescriptions	10/19/2020 5:19 PM
28	Church & "LDS Temple" services (outside covid restrictions)	10/19/2020 5:02 PM
29	Events	10/17/2020 10:30 PM
30	Entertainment	10/17/2020 5:32 PM
31	Shopping, drs apps, errands	10/17/2020 3:51 PM
32	I ride bus 7days a week to go to work	10/17/2020 12:20 PM
33	ride with my mom to medical appointments	10/16/2020 5:31 PM
34	Bloomsday and other events	10/16/2020 1:27 PM
35	social events	10/16/2020 1:22 PM
36	I would possibly use to go to work.	10/16/2020 9:39 AM
37	Movies, hang with friends , or hang with boyfriend	10/15/2020 10:19 PM

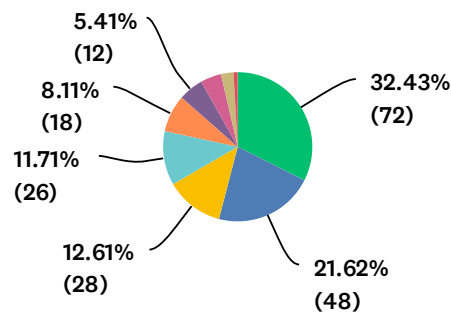
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38	It's not available to me	10/15/2020 9:02 PM
39	Casino	10/15/2020 7:34 PM
40	STA	10/15/2020 4:36 PM
41	The bus in my only transportation	10/15/2020 3:50 PM
42	When car is in shop/out drinking or bar hoping	10/15/2020 12:55 PM
43	I	10/15/2020 9:52 AM
44	Volunteer	10/15/2020 8:51 AM
45	to get down town and home	10/15/2020 6:09 AM
46	Card shops	10/14/2020 10:07 AM
47	Meetings downtown, it's cheaper than parking. I would use it for the airport with better frequency and early morning, and late night coverage.	10/14/2020 9:15 AM
48	It's my only transportation	10/14/2020 8:54 AM
49	City Hall meetings or the Library	10/13/2020 9:00 PM
50	meetings	10/13/2020 8:52 PM
51	I work at Amazon	10/13/2020 6:19 PM
52	All	10/13/2020 4:07 PM
53	..	10/12/2020 7:23 PM
54	Events	10/12/2020 5:30 PM
55	Anything in my life, go to a park, etc	10/12/2020 2:59 PM
56	Our students ride STA to work, school, and social events	10/12/2020 2:07 PM
57	Comment?	10/10/2020 7:54 PM
58	na	10/10/2020 6:57 AM
59	work before covid	10/9/2020 1:41 PM
60	Medical appts or shopping only when our car is not available.	10/8/2020 8:31 PM
61	Volunteering	10/8/2020 2:54 PM
62	Taking my youngest on adventures around town, I take the bus so I can focus on her and not to the traffic	10/8/2020 1:26 PM
63	Am currently teleworking full time, so not riding as much as usual.	10/7/2020 9:52 PM
64	Photography downtown	10/7/2020 4:32 PM
65	Church & parks like Highbridge & People's.	10/7/2020 4:16 PM
66	Downtown to avoid parking	10/7/2020 12:29 PM
67	My son uses the bus to get to work, school and medical Appointments but you didn't ask why I care about your routes.	10/7/2020 11:15 AM
68	my kids like to take the bus randomly as an outing so we hop on random routes just so they can ride the bus.	10/7/2020 10:34 AM
69	Downtown events, Spokane Arena Events	10/7/2020 10:03 AM
70	Church	10/7/2020 10:01 AM
71	Leisure trips to downtown, to enjoy restaurants, and beverages.	10/6/2020 10:11 AM

Q28 If you do not use STA service, please tell us why not.

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Answered: 222 Skipped: 738



- Other (please specify)
- I prefer to drive
- No service where I live
- Service is not available at the time I need to travel
- Service is not frequent enough
- No service where I need to go
- I am not comfortable using transit service
- Service is too expensive
- There is not enough parking or park & ride lots

ANSWER CHOICES	RESPONSES	
Other (please specify)	32.43%	72
I prefer to drive	21.62%	48
No service where I live	12.61%	28
Service is not available at the time I need to travel	11.71%	26
Service is not frequent enough	8.11%	18
No service where I need to go	5.41%	12
I am not comfortable using transit service	4.50%	10
Service is too expensive	2.70%	6
There is not enough parking or park & ride lots	0.90%	2
TOTAL		222

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#	OTHER (PLEASE SPECIFY)	DATE
1	COVID concerns	11/12/2020 9:05 PM
2	I can't drive	11/12/2020 10:42 AM
3	Been using Lyft/Uber more due to pandemic.	11/12/2020 9:29 AM
4	Use when car being repaired	11/11/2020 11:14 AM
5	Division and cascade I think it comes 4.50 but long between next time	11/10/2020 8:18 PM
6	Getting too expensive and they are cutting all service to my area	11/6/2020 3:59 PM
7	Inefficient travel time on bus routes	11/4/2020 7:17 PM
8	If you get rid of #39, then I will need to a car and drive to work.	11/4/2020 3:44 PM
9	Pure laziness	11/3/2020 2:45 PM
10	Too time consuming. Driving is faster and takes me right where I need to go.	11/2/2020 7:26 AM
11	I wish there were maps and schedules at stops so I would know better where the bus was taking me and what time they would be there	10/30/2020 12:03 PM
12	I do use the bus	10/29/2020 5:16 PM
13	But I have an adult son with disability who uses it frequently	10/29/2020 1:21 PM
14	Too far to bus stop, almost a mile, and infrequent on weekends	10/29/2020 10:03 AM
15	I do use STA service but I would use it more if there was bus stops closer to my house	10/28/2020 4:13 AM
16	I do use sta	10/27/2020 12:11 PM
17	Not currently using service due to working from home because of COVID-19. When I did work downtown more frequently the only reason I wouldn't use the bus sometimes is because of the 1/2 hour wait for a bus... would love to see 15 min service for bus 22 during peak commute times.	10/27/2020 10:48 AM
18	there no closer I have to walk like 15 minutes then get bus	10/23/2020 5:33 PM
19	trip takes too long	10/22/2020 8:58 AM
20	Takes to long	10/20/2020 7:24 PM
21	Not commuting due to covid, working from home at the moment. Normally take the 97 & 74 to work.	10/20/2020 5:28 PM
22	My work requires that I drive between offices allover the county daily; public transit isn't efficient.	10/20/2020 9:14 AM
23	I would ride the bus regularly, but there is not a stop near Zak Designs	10/18/2020 11:48 PM
24	I would use much more frequently if service was closer to home not two and a half miles away from the nearest bus stop and then it doesn't run at the times I need	10/18/2020 11:05 PM
25	I catch the bus at the bus stop	10/18/2020 9:28 PM
26	N/A	10/17/2020 6:31 PM
27	Used more often before COVID. Interested in riding more frequently.	10/17/2020 5:32 PM
28	Wasn't qualified for it because I was able to take the buses	10/17/2020 4:44 PM
29	There are no bus stops on Brooks	10/17/2020 1:34 PM
30	I take bus 7days a week	10/17/2020 12:20 PM
31	I have bad knees, I'm 71, trips depend on the weather.	10/17/2020 11:37 AM
32	N/A	10/17/2020 6:49 AM
33	almost a mile walk to get to service.	10/16/2020 4:08 PM

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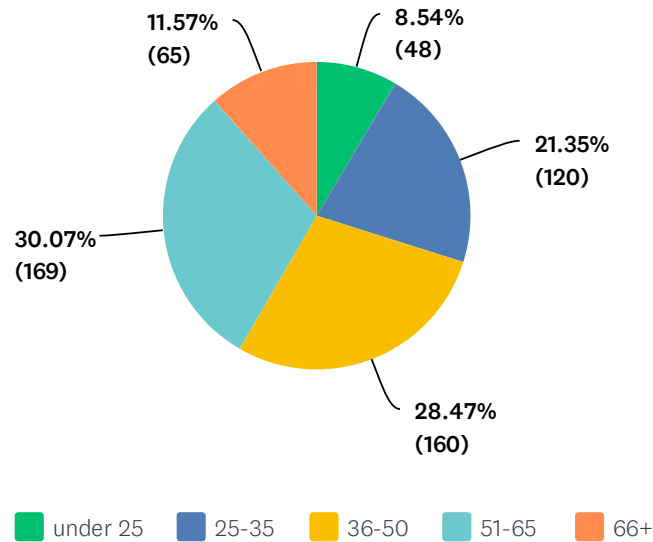
34	Prefer to drive during a pandemic.	10/16/2020 8:02 AM
35	Easy walk to work	10/15/2020 10:19 PM
36	The passengers would be unable to social distance themselves and I am concerned about those exempt from wearing masks.	10/15/2020 4:05 PM
37	I'm boycotting businesses which require masks as much as possible. If I can't drive my car I will walk before suffocating.	10/15/2020 12:32 PM
38	Costs too much to ride anymore!	10/15/2020 6:09 AM
39	I use it	10/15/2020 12:12 AM
40	n/a	10/14/2020 10:07 AM
41	Only during C-19 am not using bus service which is really hard with medical appointments	10/14/2020 9:11 AM
42	I use bus all the time	10/14/2020 7:42 AM
43	n/a	10/13/2020 10:17 PM
44	no service on bigelow gulch rd and work is 5 min away	10/13/2020 9:32 PM
45	Frequency is poor, plus it takes too long to go to Univ. district (45min)	10/13/2020 10:10 AM
46	I've been working from home during COVID, but I'll ride again once I'm back in the office.	10/13/2020 9:26 AM
47	I prefer to bike to work	10/13/2020 9:15 AM
48	Bus is over crowded on return trip; adds too much of my commute time.	10/13/2020 9:05 AM
49	Vehicle required for work	10/13/2020 8:47 AM
50	takes too long	10/13/2020 8:45 AM
51	currently teleworking due to COVID19	10/13/2020 8:44 AM
52	service takes too long	10/13/2020 8:39 AM
53	Currently, COVID has my office closed	10/12/2020 3:32 PM
54	I live in Idaho	10/12/2020 2:07 PM
55	Too far to walk to get to bus stop	10/12/2020 12:17 PM
56	CURRENTLY COVID, WORKING FROM HOME	10/12/2020 8:16 AM
57	when i move i wont be able to bus it to work without a citylink	10/9/2020 9:12 AM
58	i use it daily	10/9/2020 7:27 AM
59	i live close enough to everything	10/8/2020 4:45 PM
60	I'm currently working from home currently. I used to take the 4 from Five mile park and ride to downtown 5 days a week.	10/8/2020 4:33 PM
61	takes too long to get from point A to point B	10/8/2020 1:55 PM
62	My job I have to be able to travel all day for work	10/8/2020 1:26 PM
63	I prefer to go with my own schedule, don't always give myself enough time for the bus.	10/8/2020 10:53 AM
64	Can't get to anywhere without going downtown first. Waste of time	10/7/2020 10:25 PM
65	I no longer ride the bus as I am currently working from home but if we go back to the office, I would resume riding the bus	10/7/2020 7:55 PM
66	I like to take the bus everyday.	10/7/2020 5:51 PM
67	I have not been riding currently due to COID-19, however, I expect to be back riding 4-5 days a week as soon as winter hits and hope to continue to do so depending on the COVID crisis	10/7/2020 3:50 PM
68	Service is often not available or flexible during potential mid-day commutes.	10/7/2020 2:24 PM

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69	The park and ride is too far from my home to make it worth the extra time and trouble (i.e. shoveling snow off car in winter, getting into cold car, etc)	10/7/2020 1:13 PM
70	would never want to change buses at the Plaza due to people congregating there.	10/7/2020 12:39 PM
71	Homeless on bus create sanitary and unsafe conditions	10/7/2020 11:28 AM
72	I am working remotely. I will resume bus ridership once I am back downtown	10/7/2020 11:14 AM

Q29 What is your age?

Answered: 562 Skipped: 398

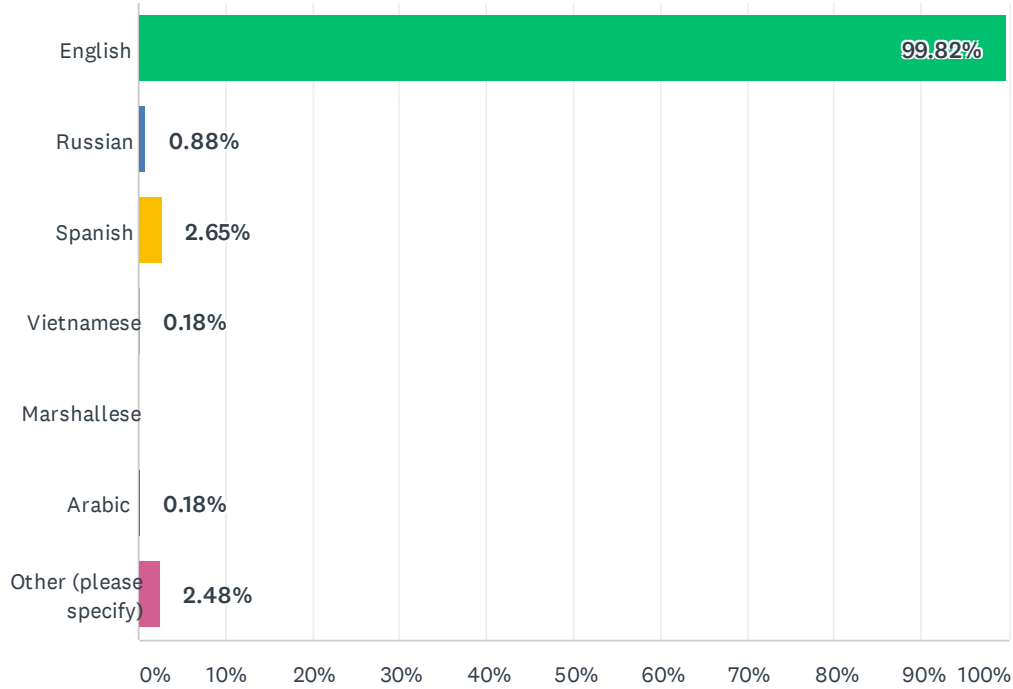


ANSWER CHOICES	RESPONSES	
under 25	8.54%	48
25-35	21.35%	120
36-50	28.47%	160
51-65	30.07%	169
66+	11.57%	65
TOTAL		562

Q30 What languages are spoken in your home? Check all the apply

Answered: 565 Skipped: 395

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ANSWER CHOICES	RESPONSES	
English	99.82%	564
Russian	0.88%	5
Spanish	2.65%	15
Vietnamese	0.18%	1
Marshallese	0.00%	0
Arabic	0.18%	1
Other (please specify)	2.48%	14
Total Respondents: 565		

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#	OTHER (PLEASE SPECIFY)	DATE
1	Czech	11/6/2020 8:23 PM
2	French	10/31/2020 11:46 AM
3	french	10/30/2020 5:36 PM
4	Canine	10/30/2020 3:03 PM
5	STA Bus Driver Jargon...retired STA Driver	10/28/2020 11:36 PM
6	Japanese	10/26/2020 6:57 PM
7	Korean	10/21/2020 12:47 AM
8	Dutch	10/18/2020 8:50 PM
9	French and Italian	10/16/2020 6:59 PM
10	Salish	10/16/2020 11:51 AM
11	German	10/15/2020 7:34 PM
12	French	10/14/2020 12:31 AM
13	German	10/7/2020 4:32 PM
14	hard of hearing	10/7/2020 12:46 PM

Q31 Do you have any other comments you would like to share?

Answered: 201 Skipped: 759

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#	RESPONSES	DATE
1	One of the main reasons I don't ride the buss more often is because it is not convenient to get to a bus stop. I have to always get in my car and drive to the park and ride (5 Mile) to get the bus.	11/12/2020 9:38 PM
2	Post COVID I anticipate using the bus 1-2 times/week.	11/12/2020 9:06 PM
3	It would have been helpful to have a drones eye view of the routs to give a better picture in real time. It is difficult to picture were the rout is going when all you can see is a little line.	11/12/2020 8:04 PM
4	I know I have no control. Everyone's opinion as I would like to think	11/12/2020 10:43 AM
5	The biggest concerns I have ia the Late weeknight service and Weekend service being taken away from certain areas of Spokane especially the Minihaha area & Francis Ave I would like to see all areas of Spokane county passengers be able to get to the downtown plaza bay 5:45 am on the weekdays and 6:30 am on Saturdays. Not necessarily all routes need to arrive by then, but routes in their area. Example if I live on Nw Blvd & Hemlock area, I may not be able to take the 22 inbound to arrive by 5:45 am, but I can walk about 5 blocks and take the 23 inbound from Ash & Nw Blvd In a nutshell if I Live anywhere in Spokane Can I get to work or school anywhere esle in Spokane with some walking of course by 6:30 am or 7:00 am Visa Versa on the other side at night , Can I get home If I work until 10 pm	11/12/2020 10:14 AM
6	Less transfers and switching buses please.	11/12/2020 9:30 AM
7	do correct time point checks where buses intersect. nothing more frustrating then the bus you are on is 1/2 a block away where you connect with another bus and that one just past	11/11/2020 11:34 AM
8	Am physically disabled but enough to ride on paratransit permanently. Was told by your personnel there is no real place on regular bus for us with these types of disabilities to be. We have walkers, canes, carts for groceries or have small children with large baby seats in baby carriages that are required to be dissembled when getting on bus. If we have carts full of groceries and dissemble when get on bus, where do we put them to not block aisle particularly EVERY month the first of the month. There are always space problems the first of the month or on paydays especially if a wheelchair is on bus. If 2 wheelchairs are already on bus, it is almost imossible for me to get on board and always dissembling or folding it up doesn't work when I have something in seat cuz I can't necessarily carry it, fold up walker, and carry what was in seat of walker cuz have ambulatory and back problems. STA person I talked to communicated there's really no place for me unless I'm in a wheelchair . The only place walkers can be put is right in front of them if they sit up front in the seats for elderly or disabled or the accidental cut out of the bus is lucky enough to seats that arenow permanently closed up due to safety concerns. I have talked to numerous drivers who have told me that they have addressed not even places for us at the bgrinning of every month with all bus riders needing to grt groceries and that administration won't listen. I've even mentioned a few times that you take visible surveys at plaza to count how many people riding each bus have walking problem, use canes, walkers, wheel chairs, carts, baby carriages, travel luggage, etc to get groceries. I'm part of yuppy group and there will continue to be more and more of us cuz we won't be driving and our kids won't always be able to take us places. YOU NEED TO LISTEN and plan for the above demographics. This may be public transportation but you need to work to be more disanled friendly. If you want more people to use your service and get less traffic congestion, please plan for us better.	11/11/2020 11:21 AM
9	Some of us that work at sacred heart need to service on sunday couple of employee start at 6 .30 am we either catch rides or uber.	11/10/2020 8:20 PM
10	no	11/10/2020 8:19 PM
11	As long as there is no special fare or separate cost from the "Monthly" passes currently sold you will have no issues integrating the city line into trip plans I think. If there is, well... (wince).	11/10/2020 6:54 PM
12	Increasing weekend service would be the best thing for the city. Many of us do not have a typical Mon-Fri, 9-5 job.	11/10/2020 7:52 AM
13	We have come a long way but there is still much to do for accessibility for all the areas. Please also teach your drivers that not everyone has a visible disability and they do not need to make a point to notice a reduced fare card for someone who is seemingly able bodied.	11/9/2020 11:22 PM
14	Hoping the 66 will stop at the West Plains transit center during rush hour at least, so that there are buses downtown more often than once an hour.	11/9/2020 5:06 PM

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15	I work at Eastern State Hospital. West lake is my stop. 6:30 am till 5:00. I have to wait for 50 minutes for the next buss, transfer after waiting 20 minutes for the #4 at can we get a bus early at Eastern/West Lake hospital?	11/9/2020 8:45 AM
16	No	11/8/2020 12:24 PM
17	Implement an app or something so we can use credit cards and debit cards for immediate passes. Needing cash is a huge hassle.	11/7/2020 3:40 PM
18	Better bus service to amazon	11/6/2020 8:23 PM
19	Please stop reducing service when you should be improving service instead	11/6/2020 3:59 PM
20	You need to increase hours for all bus routes. You need to think about people who have to get up to work at 6 am or don't get out of work until 11 pm. Because of your bus routes, I am limited in what hours I can work. I cant work past 7-8 pm usually or I will have no way to get home. This is terrible. The bus routes affect people who cannot drive and have to bus to their jobs. It makes my boss upset I can't work more hours. Fix your bus times and think about the PEOPLE	11/6/2020 10:20 AM
21	Stop spending money on stupid shit, build shelter and stuff to help people be comfortable at stops and not changes routes ever 6 months like a bunch of losers	11/5/2020 11:42 PM
22	Your vanpools are excellent!	11/5/2020 8:59 AM
23	So like to see more stop along morneau past Francis and longer times also alot nice bus drivers to the bus riders	11/5/2020 8:43 AM
24	More frequency on Sunday please.	11/5/2020 7:49 AM
25	No	11/5/2020 3:01 AM
26	I think that you are limiting service to the Minnehaha area. If someone lives in the neighborhood and needs to go downtown, then they would have to walk a ways to a bus stop. It's make it even more inconvenient.	11/4/2020 3:45 PM
27	Nope	11/4/2020 3:32 PM
28	It would be neat if the part of route 95 that goes by the Broadway Walmart & providence park became part of the 97 south valley bus route	11/2/2020 9:38 PM
29	Difficult time for public transit. Hang in there	11/2/2020 4:35 PM
30	I wok at Spokane Valley Partners Food bank and our clients have a difficult time getting their groceries to University. We would love a stop on Broadway:)	11/2/2020 3:37 PM
31	Very disappointed in the way STA implemented the new changes on East Sprague near downtown, especially the cavalier responses by some board members to legitimate complaints about how the buses blocked Sprague during passenger pickups. I will not vote in favor of any future bond issues due to this insensitivity.	11/2/2020 7:33 AM
32	no	11/2/2020 5:42 AM
33	A lot of jobs will not go around the bus schedule as it is and now you're wanting to cut times and trips that's the only bad thing I see	11/1/2020 10:00 PM
34	please bring back the 44 please make buses come more often please make buses wait longer at the plaza	11/1/2020 8:12 PM
35	I really would like to keep service going out by the coca cola bottling company out in the valley, I don't work too far from there	11/1/2020 5:40 PM
36	I really appreciate having the opportunity to comment on the route changes. Thanks.	11/1/2020 12:20 PM
37	Too much emphasis on the 'City Line'! There are large apartment populatin in north Spokane and in Southgate. Lower population density near the City Line. Our service gets worse as our tax dollars go to service away from where many of us live. This encourages us NOT to use STA service.	11/1/2020 11:11 AM
38	I take the last inbound 98/90 from Liberty Lake. It is a long wait to transfer to the 25. It is cold to wait outside now.	10/31/2020 10:26 AM

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39	I believe it's important to keep busses on arterial. We currently have a route on our street, which is not an arterial. The bus drives above the speed limit every day and it is dangerous for children in our neighborhood. We are between two major arterial so there is no need to have a bus line through these neighborhood streets.	10/31/2020 7:40 AM
40	I think changing all the buses, the numbers and times is a great idea:)	10/31/2020 1:37 AM
41	The majority of the drivers have little people skills and can be very inconsiderate/rude. They are extremely poor representatives of STA. There is absolutely no consistency among drivers of the same route. Any complaint made falls on deaf ears.	10/30/2020 11:08 PM
42	The 29, 26, and 28 are vital routes to keep as they are. If you want to change them, more stops or more transit times.	10/30/2020 7:54 PM
43	Reducing span of service is a bad idea. Can't take in a movie on Saturday night in many of your proposals. Forcing transfers at U-district to get downtown is a TERRIBLE idea. Transfers cost half your ridership. Generally speaking, worst set of proposed service revisions in a long, long time.	10/30/2020 4:11 PM
44	mlb@randalldanskin.com	10/30/2020 3:19 PM
45	I've like loops in other city transit that allow people to go to more than one place while on that route. Right now it seems if I want to go to different places I have to take different routes for each stop.	10/30/2020 3:19 PM
46	I don't use the bus as much now that my office is closed due to COVID. However, I anticipate I will again someday. A stop at Holland on the North Express would be great. Right now, I have to use either the Country Homes church stop or the Whitworth stop, both of which are almost a mile's walk to my house. That's a bit far.	10/30/2020 2:07 PM
47	I think you have to be careful of taking away so many streets that buses travel on and decrease the opportunity to get on a bus. If a couple blocks is added to get a bus I think less people will get on it. To get increased ridership keep the opportunity open. It seems like things are being consolidated and only want to be used with park and rides. People should want to hop on the bus because its close and they know one is coming soon.	10/29/2020 10:31 PM
48	Keep up the great work.	10/29/2020 9:46 PM
49	We need more busses out to the amazon fulfillment center, we need the 633 on sunday	10/29/2020 5:16 PM
50	People who have low wage, odd hour jobs and are not active walkers are not well served by many of these changes.	10/29/2020 1:23 PM
51	STA is not listening to riders needs! I've been to city council meetings and know this is true! What good is a bus to the hospital if people must walk miles to get that bus?!	10/29/2020 10:09 AM
52	I like most of the proposed changes. Obviously considerable thought was put into them. Signed, Dave Goodwin. Retired STA Coach Operator.	10/28/2020 11:38 PM
53	My only concern is that most of the connections needed for additional travel I never on time or I miss the connections buy just minutes causing me to have to wait another half hour or hour and missing appointments	10/28/2020 6:06 PM
54	Please continue to keep No 26 route by Holy Family. I go there for doctors appointments	10/28/2020 11:49 AM
55	People still need to work on Sundays and Holidays so dont change the route times or discontinue late night transit at all	10/28/2020 7:32 AM
56	I would love the 96 bus route to add bus stop down Wellesley towards evergreen, as well as add stops on Evergreen and Trent Ave	10/28/2020 4:14 AM
57	Please fix the proposed downtown routes. The proposed routes are overlapping one route after another.	10/27/2020 8:20 PM
58	For route 28, you would have to take city line from plaza to university district?	10/27/2020 3:29 PM
59	STA is my only option for getting around town with my wheelchair for I cannot afford taxi service for my travels around Spokane.	10/27/2020 9:19 AM
60	Some drivers give free rides. That's not fair to people who pay for every single ride.	10/26/2020 7:03 PM

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61	We need to increase access to quality bus service at an affordable rate.	10/25/2020 9:45 PM
62	Need service north of wanderemere up Hatch road. Many people live up here and could use bus service	10/25/2020 2:41 PM
63	There really needs to be some kind of bus service that goes North from Francis on Market to Farwell road. Even if it was a limited service only a few times a day. I know several people who live in that area who would use the bus if it was available to them.	10/25/2020 6:13 AM
64	As said many times, you promised us more service and your proposed time cuts on bus routes could potentially leave people stranded overnight.	10/24/2020 10:01 AM
65	Yes I would! I believe that you have taken the tax payers dollars and miss used them. We did not need fancy curbs and fancy buses. What we needed is for you to understand that Spokane is a big area. It is spread out and the people who need to us the system are not all on the city line. We need a way to get all over. We need to have service on the weekends and holidays. To m it seems that you had come a long way and now are proposing 5steps back. All because you miss used the dollars. Don't come looking to me or my family for more tax dollars I will not give you my vote. And I don't agree with your city line a big waste of money that could have been used better!!	10/23/2020 5:07 PM
66	No	10/22/2020 5:53 PM
67	i wish STA could just leave thing alone . i have never seen a transit company changes schedules so much , It is very frustrating to get from place to place with all the changes all the time	10/22/2020 5:31 PM
68	My concern is cost and where the money will come from to implement these changes. I see mostly empty buses.	10/22/2020 9:06 AM
69	i appreciate half price fares.	10/21/2020 11:48 PM
70	I support any expanded public transportation efforts	10/21/2020 2:11 PM
71	I do not ride the bus but many of my 500+ clients do. I like most of the changes and see the need for them. My biggest concern is route availability 7 days a week. People need to get to and from work 365 days a year.	10/21/2020 12:16 PM
72	As always you consider your pocket book not the riders that is why most end up buying vehicles	10/21/2020 11:47 AM
73	These changes are slightly positive in terms of my usual bus usage.	10/21/2020 10:11 AM
74	No	10/21/2020 9:51 AM
75	Please consider having public restrooms for future new bus stops especially at Park n Ride locations. Hire contract security and janitorial at those locations with public restrooms. Hire more STA security mobility.	10/21/2020 12:51 AM
76	you need to clean bus stops	10/20/2020 2:51 PM
77	I support public transit and did use it before my work duties changed. A robust public transit system is important.	10/20/2020 9:15 AM
78	I would like to see the drivers stop letting people ride for free or at a partial rate of the fare. Some people give them sob stories, and they get a cheap ride. I pay my way, and so should everyone else.	10/20/2020 12:17 AM
79	I use the 662, 66, and 64 buses on an almost daily basis. The only critique I have of those buses is that the 662 and 66 do not go all the way down Washington St. to 7th Street. Since I am a music student at EWU, I have multiple, heavy bags and it would really be appreciated if the 662 and 66 buses would go down all the way to the end of campus like the 64 does. It would save my back and around 10-15 minutes of walking.	10/19/2020 9:46 PM
80	STA is great ...keep trying to improve.	10/19/2020 6:53 PM
81	Pushing mass transit is socialism.	10/19/2020 6:42 PM
82	Quit constantly changing everything and try and have some consistency	10/19/2020 5:24 PM
83	why do you even bother having people fill out surveys when you do not even pay attention to	10/19/2020 5:23 PM

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what people are telling you. we the people DO NOT WANT OUR #39 BUS TAKEN AWAY. but yet you will still do it. what kind of people are you?

84	Too much money spent on limited service. Lived in Spokane for 48 yrs and used to use bus for work, kids high school transport, shopping, church and hospital medical appts. Once Rt 45 was changed it was faster to walk to church and hospital than wait for bus.	10/19/2020 5:15 PM
85	Please continue to (try) keep(ing) "Reduced Fair" costs the same, to help those like me & my family, whom have "fixed-income". ;*	10/19/2020 5:04 PM
86	Unrelated, but no drivers ever wear masks on the Cheney route busses	10/19/2020 9:48 AM
87	Pleasing everyone is challenging, keep up the good work.	10/18/2020 10:55 PM
88	Not at this time.	10/18/2020 9:29 PM
89	The 23 bus needs to be changed back to continuing down Ash to Broadway. When it was changed to the last stop being at Maxwell you cut service to multiple vulnerable people who depended on that route to get to school, work, grocery shop to name a few. It is a hardship to try to carry groceries home from Maxwell for not only myself but several people especially in the snow. The alternative is having to take an Uber or Lyft at a much higher cost. It seems absurd to have both the 22 and 23 converge at Maxwell to cover the same exact route. This causes riders to continue on the 23 to Downtown getting off at Summit Parkway and Monroe and waiting to take the 21 from Downtown back up to Broadway.	10/18/2020 4:57 PM
90	bus shelters to protect from winter elements at more stops would be nice..also mask enforcement would be nice	10/18/2020 2:51 PM
91	no I've never been able to figure out just why the CCC is so very important.	10/18/2020 1:57 PM
92	Serve the public, not the drivers!	10/17/2020 8:57 PM
93	I ride #4 to work and home. The route is perfect for me. Wish it ran at 5am on the weekends also. When I work a weekend shift I have to Uber.	10/17/2020 6:45 PM
94	Would love routes from Cheney to the airport, Cheney to Northern Quest, Cheney to the Valley, and Cheney to University district. Changing buses is ok if needed.	10/17/2020 5:35 PM
95	Can't think of anything!	10/17/2020 4:45 PM
96	Raise fares to cover costs. It is wholly unreasonable to force people who do not use STA to subsidize it. Socialism is garbage.	10/17/2020 4:33 PM
97	No	10/17/2020 2:58 PM
98	This is not only for me but for my Autistic son. He can work but cannot drive and with no convenient bus stops he is stuck at home. The closest bus stop is five miles away.	10/17/2020 1:36 PM
99	Just want to be able to get to work on bus I don't drive.	10/17/2020 12:22 PM
100	I am glad you are involving the public at an early stage even about updates.	10/17/2020 11:38 AM
101	Due to the increase of traffic congestion, it would be nice if a light rail was brought in.	10/17/2020 9:54 AM
102	Please put a bus line from north pines up to trent. There's a lot of businesses and dr offices. Patients and employees have a hard time walking due to snow and ice in the winter because the walk is a mile,	10/17/2020 8:58 AM
103	please do something about rude bus drivers and the homeless invading the plaza.	10/17/2020 6:50 AM
104	The drivers are kind people and they help people out in getting to their destinations. Unfortunately there are some drivers who tend to go a little too fast when going around a corner and that scares me. If you could talk to your drivers about this that would be great. Other than this issue of speeding, STA still has some really good people working for them.	10/17/2020 1:02 AM
105	Please don't stop buses on Sundays and don't change the 27 we all need to work	10/16/2020 11:50 PM
106	I feel like STA makes changes most of the time just to say that they made changes. Then when I ask drivers why you made the change they just say it's the planners who dont ride the bus who make the changes. That's just my opinion	10/16/2020 9:29 PM
107	Please do NOT remove route 25 from Hawthorne Road.	10/16/2020 6:29 PM

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108	not at this time - I think you are all doing great	10/16/2020 5:32 PM
109	Please remember that for many working people, the bus is their only transportation, and seven day service is needed.	10/16/2020 4:12 PM
110	We really need bus service farther North - both off of Hwy 395 and Hwy 2	10/16/2020 3:54 PM
111	I think STA needs to include service on Francis to market to add more stops for people who live in Hillyard	10/16/2020 3:53 PM
112	I would ride the bus, but you removed the line in Latah Valley/Vinegar Flats and you don't go out to the URM campus where thousands of people work every day.	10/16/2020 9:03 AM
113	Bus operators need help with their mental health help them with anger and controlling other people on the bus. Would like to see some security on the bus	10/16/2020 7:23 AM
114	As currently operated the bus system is a waste of money.	10/15/2020 9:04 PM
115	No	10/15/2020 8:09 PM
116	Please listen to comments from ridership.	10/15/2020 4:28 PM
117	Are there any plans for the buses after Covid. Such as disease prevention, anti-contamination, and cleanliness of the buses for those who ride them?	10/15/2020 4:08 PM
118	Yes have a round table where people who ride the bus have a say. Bet that Al French has never been on the bus or most the board people.	10/15/2020 3:52 PM
119	No	10/15/2020 3:39 PM
120	I have had periods of times when I've been without a car for 2-3 years at a stretch and the buslines have helped me get to med/dental appts, shopping, visiting, entertainment sites etc. I love the bus routes.	10/15/2020 1:01 PM
121	Deliver on your promises on time we the tax payers are watching	10/15/2020 12:55 PM
122	Quit believing the propaganda and drop the mask mandate regardless of what Inslee and Lutz say. Vote Culp 2020.	10/15/2020 12:34 PM
123	I started at 35 cents to ride to now \$2.00 a ride	10/15/2020 6:11 AM
124	I like it the way things are now it's easy for me to get to places since i can't drive at all due to my health problems	10/14/2020 7:53 PM
125	As of October 2020, I have been riding the bus for over two years now. I have seen an increase in homeless people getting on the bus. These people almost never pay for their transit and most are on some form of drugs, which makes them yell, talk to themselves or tweak out on the bus. As a female that rides alone, this is very uncomfortable to be near. I have also seen an increase in people just flat out refusing to pay for the bus. It's not expensive, it's only \$2.00 for a 2 hour pass. As someone who pays for the expensive bus passes and pays taxes towards funding STA, I strongly believe there needs to be some type of enforcement on those who just walk on the bus without paying. Just on my ride home tonight from downtown to maple & 7th, three people got on without paying. This is even more on my way home from work when I come from Newport Hwy to the plaza downtown.	10/14/2020 7:03 PM
126	don't take away routes just to add ones that don't run on nights and weekends. that is irresponsible.	10/14/2020 6:04 PM
127	Since quarantine I have not ridden the bus at all, but responded to that question as if it was normal times.	10/14/2020 4:31 PM
128	Some of the changes proposed might be a good idea, and most of them will not be. I know that it is tough to change things that have been mostly working for a while and get people to accept the changes.	10/14/2020 4:06 PM
129	Make bus drivers enforce social distancing and mask. I'm sick and tired of no one Waring mask or taking them off after they get on the bus, and being yelled at by the driver when I ask the new person who just sat next to me, to please move for social distancing.	10/14/2020 3:11 PM
130	I love STA although some service on Sunday is sparse. But I'm retired so I do fine!	10/14/2020 12:15 PM

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131	NA	10/14/2020 10:18 AM
132	I ride my bike in decent weather, and ride the bus in inclement weather and for meetings downtown from my office. I would like to see increased frequency across the network, and subsidizing of passes for low-income workers. It's a weird dichotomy that high-wage earners have their employers subsidizing bus passes, low-income earners do not. Maybe a buy-one, give-one pass program could subsidize such an endeavor through the County's CTR program.	10/14/2020 9:19 AM
133	I was hoping to get information about bus going north on pines in valley towards Trent elementary.	10/14/2020 8:59 AM
134	I value and appreciate STA very much!	10/14/2020 8:55 AM
135	keep up the good work. love seeing our community that's growing and it needed a good and strong STA	10/13/2020 9:33 PM
136	Keep 43 the way it is.	10/13/2020 8:52 PM
137	I wish that I could renew my smart card online. I have to buy \$2 bus tickets to use when I can't make it downtown to renew. I don't want to have to buy a paper monthly pass because the smart card is more durable.	10/13/2020 6:41 PM
138	The 39 Mission needs to not do the Minnehaha loop and have a separate bus doing the Minnehaha loop maybe to the van and spread	10/13/2020 5:38 PM
139	Not sure about all these changes. The changes don't need to happen 3xs a year as it does currently. Catching the bus towards downtown at division and magnesium is difficult when the traffic lights are out considering people dont like to stop and let those trying to cross the street to catch the busses when the traffic lights are out and it makes things dangerous for bus riders.	10/13/2020 4:45 PM
140	I am not currently riding the bus because of COVID19 but I look forward the days when I am not working from home and I am comfortable being in an enclosed space with people outside my home.	10/13/2020 4:16 PM
141	Wish that the bus was the way it was back in the early 90 to 2000 before you had it changed it	10/13/2020 12:19 PM
142	The main concern is the main bus hub in downtown, it 's unsafe not comfortable for children, teens, or seniors.	10/13/2020 10:12 AM
143	My son works at Amazon and lives in Cheney. He is autistic and currently does not use Para Transit. His schedule is Thursday -Sunday. Most of the Amazon all work on Sunday, that is the overlap day for shift change. There needs to be more service options on the 633 from the West Plains Transit Center. It is currently not safe for the Amazon employees to walk over the freeway due to the construction. Please add more service on Sundays for the 64 and 633 routes for the Amazon employees.	10/13/2020 8:47 AM
144	The bus don't run near my home I have to walk or bike 2 miles to get to bus stop.	10/13/2020 8:43 AM
145	Please do not stop the direct 74 to Liberty Lake	10/13/2020 7:46 AM
146	Can we get Sunday service on route 633	10/13/2020 5:41 AM
147	Just don't change weeknight and weekends service	10/12/2020 8:34 PM
148	thank you!!!	10/12/2020 7:13 PM
149	The buses in spokane are great the drivers are mostly amazing, thank you.	10/12/2020 2:59 PM
150	No	10/12/2020 1:49 PM
151	I would like to see the bus stop put back on rebecca and euclid	10/12/2020 12:19 PM
152	Please return service to City Hall as soon as possible. I do not feel safe at the Plaza, nor walking to City Hall from the Plaza.	10/12/2020 8:24 AM
153	People work on the weekends and rely on the bus to do so. Why are you constantly cutting route hours and frequency on the weekend?	10/11/2020 3:39 PM
154	Not really	10/11/2020 11:26 AM
155	You are doing a great job !	10/10/2020 7:57 PM

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156	I am generally concerned about the proposed lack of service on Sunday and services ending earlier on other days.	10/10/2020 8:47 AM
157	no	10/10/2020 6:57 AM
158	when do we get service back on Hamilton inbound routes 26 and 28 between Montgomery and Gonzaga U?	10/10/2020 5:06 AM
159	Make your busses run alot later there are people that work up to midnight and after	10/9/2020 11:59 PM
160	Your drivers are courteous and professional.	10/9/2020 2:53 PM
161	I have relative in the west plains that use transit, Great proposed changes	10/9/2020 10:23 AM
162	please line up the 97 and 95 bus better tk make it easier to access broadway and line up the 33 and 32 routes easier at scc kn weekends and past 5:00. sometimes impossible to make the bus	10/9/2020 9:14 AM
163	I have been angry with STA ever since they stopped the Garden Springs route. I came to speak with STA leadership & they pretty much blew me off. So if you don't live along a main street, you're SOL. It would be nice if you would listen to the folks who actually ride the bus!	10/9/2020 7:25 AM
164	I don't take the bus now, but I will be when my office reopens. the Nevada bus is my bus.	10/9/2020 7:20 AM
165	Yes looking at these changes has made me think that you need to make changes to your city line. When people are loosing there jobs and belongs because of these hard times. This is not the time to change routes. You are talking about cutting hours and service to lines that would take people to your city line. But how do they get there when they have no service to get there. Does that city line really need that much service. Does the rest of the city's you service not deserve the same service. Maybe you don't need to have newer buses that are electronic right now. Think about making smart cuts. Think about the other people that ride your buses. Not just the colleges. Because I will never vote to give you any more money again if you can not make smart changes. By the way you really should not post rules on the buses if you do not intend to let you drivers enforce them.	10/8/2020 8:53 PM
166	I would like to be able to board the buses when the weather is bad instead of waiting outside in snow, rain or wind until the bus driver opens up the bus. This changed last fall and I don't understand why.	10/8/2020 8:33 PM
167	I don't care about you City Line. When I voted for your bond it was to give more service to people who needed it. Now after looking at all of these proposed changes I can see how you have wasted money and time. You really don't care about the ridership you care about the money. NEVER AGAIN WILL YOU GET MY VOTE	10/8/2020 7:33 PM
168	I used to be a regular at the Spokane Arena parking lot, but always just walked across the park to work. Since Covid I am working at home and will continue to work from home until sometime in 2021.	10/8/2020 5:04 PM
169	As long as there is a Liberty Lake Express to the plaza every weekday, I'm good...once this pandemic ends and we can return to the office!	10/8/2020 4:30 PM
170	This feels like a step by step plan to remove routes in areas that need it most. Please address the Gap in service for the minnehaha neighborhood. With the high number of Elders, Disabled Persons, and Low income person's in the minnehaha neighborhood they're being disproportionately affected by these changes. It increases systemic Ageism, Ableism, Classism in Spokane.	10/8/2020 2:54 PM
171	I feel like STA is trying really hard to implement productive changes, and become more widely used. I would love to see public transportation become here, what it is in cities like Portland and San Francisco.	10/8/2020 2:25 PM
172	Route 23 from needs to get closer to North Central High School. There are a ton of students in the Indian Trail area that choice into NC rather than Shadle and take the bus. They end up walking from Monroe along Maxwell for quite a while. I thought this change had been put in along with a route that went along side the south side of NC to SFCC. This is needed for running start students.	10/8/2020 2:23 PM
173	Thank you for your service.	10/8/2020 12:06 PM
174	Over all these appear to be changes that would have a positive impact on STA's overall	10/8/2020 9:13 AM

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	service.	
175	I would take the bus more, but limiting routes would make that harder.	10/8/2020 8:49 AM
176	Thank you	10/8/2020 7:00 AM
177	The bus is not a way I can combine errands effectively.	10/7/2020 10:26 PM
178	I love the STA and ride the bus 5 days a week to and from work. I use it for my medical appointments and any other travel around town.	10/7/2020 6:20 PM
179	Keep up the great work! Stay Safe and Stay Healthy too.	10/7/2020 5:53 PM
180	Do not stop the route 25 bus. I depend on it.	10/7/2020 4:33 PM
181	Would live to be able to bus from valley to downtown, go to bars at night, then bus back to give time to sober up and prevent parking downtown	10/7/2020 4:05 PM
182	None	10/7/2020 2:50 PM
183	Northside transit has not been adequately addressed. I would use more bus service if there were more options that do not require up to a two-mile hike.	10/7/2020 2:27 PM
184	no	10/7/2020 1:22 PM
185	These changes - particularly the new Upriver route - would also be very useful for my sister, who uses paratransit but currently can't come to my house despite us seeing Paratransit vans on Upriver all the time.	10/7/2020 1:21 PM
186	I feel if you change the 74 route you will lose a lot of your business commuters. Prior to covid the business commuters are loyal monthly pass supporters, and you will not be serving them.	10/7/2020 1:09 PM
187	Safety of all passengers should come before the right of an individual to use these services	10/7/2020 1:03 PM
188	wish that the service was the same back since 1992	10/7/2020 12:47 PM
189	STA riders should shoulder more of the fare cost rather than relying on tax payers to foot the majority of the fare.	10/7/2020 12:40 PM
190	THERE SHOULD BE A DIRECT LINE BETWEEN MEDICAL LAKE, CHENEY AND AIRWAY HEIGHTS AS THE PEOPLE OUT HERE WOULD TAKE THE BUS IF THEY DIDN'T HAVE TO GO ALL THE WAY TO TRANSIT CENTER JUST TO TRANSFER AND COME BACK TO THE OTHER TOWN	10/7/2020 12:32 PM
191	STA has done a great job overall making necessary adjustments to maximize frequency and route efficiency to those areas that is most necessary.	10/7/2020 12:31 PM
192	Add bus service to Deer Park. Add bus service to Yokes in Mead with a stop at the north Costco	10/7/2020 12:13 PM
193	Adding space to pull the bus over off of a street is important. I get stuck behind buses rather often when the park in the middle of the road.	10/7/2020 12:01 PM
194	The bus drivers are very professional...especially John on Bus 61. Go John!!!	10/7/2020 11:32 AM
195	I am ok if you keep a record of rider #'s and maybe adjust how often you circle Cheney especially when we are all locked down for covid. No students in classes at EWU makes it look like the drivers circle Cheney more than once an hour and have no riders. If one went around one direction and then reversed and went around the other way there should be a drop off or pick up window of about half an hour. Then there is the bus that stops in Three main spots that could pick up those wanting to get to the Amazon area transfer station and on to either Airway or Spokane.	10/7/2020 11:20 AM
196	I look forward to riding the bus again once we are back onsite downtown	10/7/2020 11:15 AM
197	do you expect service to deer park in the next 10-20 years	10/7/2020 10:56 AM
198	I used to take the bus 3-4 times a week. With coronavirus impacting my work schedule, I do not take it currently. However, once things shift more towards normal, I will take the bus again to work and I am glad the city/STA is always trying to be the most efficient.	10/7/2020 10:35 AM
199	STA has so many amazing and friendly drivers!!	10/7/2020 10:19 AM

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200	Thanks for thinking through how to best serve the community! This is critical infrastructure. It would be great if someday we'd be able to locate the bus plaza outside the downtown core. Doesn't seem like a wise use of space to have that hub downtown and the city line should help the ability to move out east or west at some point.	10/7/2020 10:03 AM
201	Involved with the community, West Central Community Center, Audubon-Downriver Neighborhood Council, COPS Northwest.	10/6/2020 10:12 AM

Q32 Do you want to receive updates from us about these and other service updates, and other important STA information? If so, leave us your email address below.

Answered: 139 Skipped: 821

