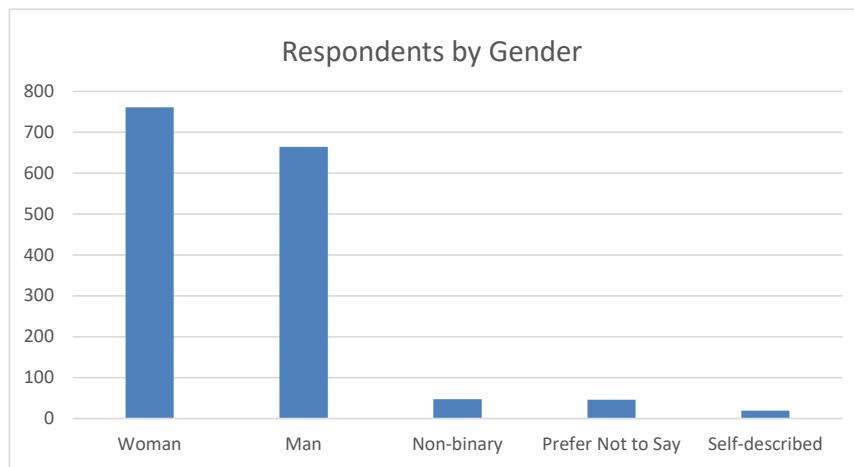
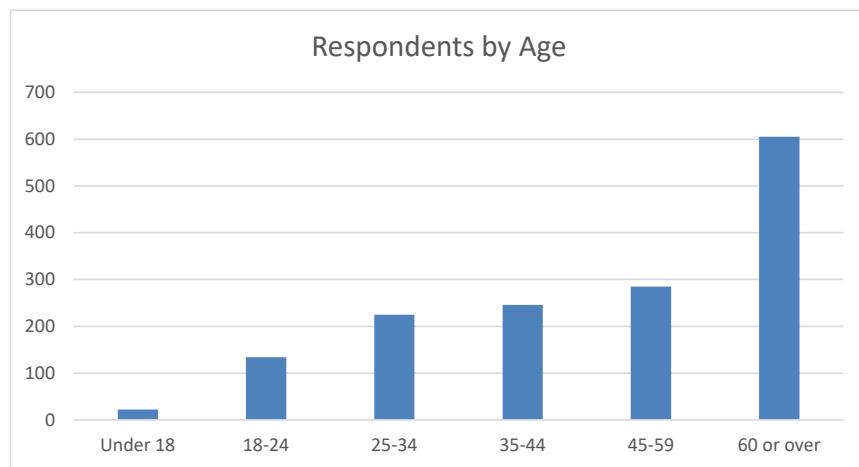


Appendix B: Public Comment & Survey Responses



Why did you pay with cash/coin on trips taken in the last 30 days? Please mark all that apply.
My bus pass expired
I had to pull cash because I couldn't buy a two hour or day pass with a card at rosaur
I forgot to buy a pass in advance
Pass expired
Easier than using kiosk
i misplaced my 31 day pass
My house is too far from places to buy a pass.
Depending on what I would do this happens if I buy this pass per month.
Not everyone who relies on public transportation has the convenience of visiting the plaza to constantly purchase a bus pass
lost my pass
I had no choice . U make everyone who has cash or lost their card use cash change
I only have card no cash
live on n.side and stop is one block from home. dont always ride
I could not find my pass, I paid for someone who was short on cash
I lost my last two bus passes and can't afford to do it again
Forgot to purchase pass before expiration
31 day pass expired, had to ride to Plaza to get new one
The sta makes the payment system SO HARD it is not worth it to try to get a pass in advance. These passes often give out early. The sta removed the coin change machines causing even further issue. Also I have been issued tickets from diamon while using the authorized parking lot and displaying my city link parking pass at the arena. STA and Diamond are shady partners
As of now, we have to buy a pass only for a Month and I would not ride the bus enough to use all my money on the card within a Month
It is cheaper for me to purchase a single fare daily as I am usually just riding the bus to one destination
Ran out of day passes, didn't want to go to plaza to buy more. Lost monthly pass
My monthly pass expired
I have to borrow the change I use for the bus.
My riding is sporadic and spontaneous
I think it should be free up to a certin amount a month
I didn't have a bus pass handy
I only want to pay in cash on the bus
Could only obtain Para transit pass downtown and I ride mostly in the Spokane Valley
because my bus pass expired
I couldn't get a pass for a couple days (no ride)
My kids dont take the bus enough
I don't ride the bus often enough to justify the convenience of buying a pass ahead of time.
Too Difficult to a purchase a pass when the plaza store is always closed

Why did you pay with cash/coin on trips taken in the last 30 days? Please mark all that apply.
Customer service at plaza closed
Smart card cash had expired
I didn't have a pass yet
Sometimes there's a gap between my payday and when the \$60 pass expires.
I had just moved here and needed to take the bus to the place to purchase a longer pass.
I'm old school and prefer to use cash still vs credit cards, etc.
If i cannot get downtown to purchase a pass I pay cash
Needed to take the bus when I lost my student id
Convenience for a certain situation
It's inconvenient to buy passes from the plaza during the week
Our house hold shares one monthly pass since I work from home. If we both use the bus at the same time one of us will buy a 2 hr or daily pass depending on how long we are out
Customer service closed early and I was unable to get a new monthly pass
Sometimes that's my only option
I use cash
I didn't have a pass at the time
CASH IS EASIEST
That's what I had available to me at the time
I don't have time to get passes at the plaza before or after work.
My card didn't work one day
I don't have an online option, and buses tend to be a last second plan addition
Didn't have school provided day pass with me
My stored value card is empty
I just moved here and wanted to ride the bus.
Ran out of 2 hour passes previously purchased at STA downtown.
I would need to walk downtown to purchase a pass, so I use my change to get a pass, when boarding
My pass expired
It's more convenient to use cash, because I don't have a bank account
Month pass expired
Cant always go downtown to renew smart card, only downtown before it opens and after close
Had to wait for payday to get a pass
purchasing a pass in advance requires an extra trip, makes no sense
Didn't have a pass on me or anywhere near me that's convenient to buy one so cash and coin it is. Because not everyone can get a 2 hour pas or bus pas
From Pullman WA - Ride the bus to Spokane and ride from near depot

Why did you pay with cash/coin on trips taken in the last 30 days? Please mark all that apply.
Don't switch to card. Design something to allow people to pay after boarding instead of standing at the front of the bus. What your doing is solutions seeking problems. You can do better than kick people without a phone or schedule or computer from accessing the bus.
I often get rides so there's no point in buying a pass.
I work when the customer service is open, and get off after they close
I only had cash before purchasing a 31-Day pass.
I ran out of 2 hour passes
when I worked i used a monthly pass
Low income, barely scrape enough together for rides I am able to take via sta. Fare is unobtainable some days
ran out of passes
My pass expired, and I only needed one ride before my next monthly money arrived in my bank.
Ive used both cash & 31 day fare pass. The pass is more convenient, monile pay would be even more convenient
I had to travel to buy a pass
Not able to purchase a new pass in time
Pass had expired
Didn't have the time to refill my pass
Did not pick up pass from work ywt
forgot my id card
Beer money makes bus money
I am typically getting to the Plaza BEFORE they open or AFTER they close.
I only pay when my pass expires
Didn't have time to buy a new 30 day pass because of working late.
Didn't have the money on my smart-ass, and have to refill it at the Plaza only.
I usually use my university id but had lost it and had to wait for a new one
I forgot to recharge my smart card before it expired
No mobile option and don't want to go to plaza to purchase pass
Needed to get to where I could purchase a monthly pass
I live on the south hill, it was 5 a.m. and there was no way to buy a bus ticket or put money on my reduced fare card
No time to go to Plaza Customer Service
I can't refill my card online
Mostly for non transfer
My bus pass ended
Lost my student ID and needed to get to the college to replace it
I couldn't find my smart pass and didn't want to hold up the bus.
I forgot my card or it expired.
I need my senior discount benefit.
Some months I do buy a reduced fare pass.
Only 1 or 2 trips (lately) a week due to COVID restrictions.
Reduced fares day pass.

Why did you pay with cash/coin on trips taken in the last 30 days? Please mark all that apply.
I don't own a computerized device by which to pay the fare electronically. I have no plans to buy such a device because it doesn't fit my lifestyle.
This is just temporary. I usually purchase a 30 day pass when I pass thru downtown.
On SSI - between paydays.
I had no money so used all my change even my pennies.
Bus pass.
I don't have computer access.
Forgot pass, lost pass.
Just on Thursday's when I work.
It was easy and economical.
Was waiting for voucher from caseworker.
Cash always works.
The pass I get is only sold downtown (STA Plaza).
I just use pass.
Sometimes I use cash as my monthly pass runs out before I can purchase another.
I have STA reduced car.
I buy 2 hour reduced fare passes at STA downtown Spokane Plaza.
Because I am not going to waste a monthly bus pass for just one trip.
Can I use my reduced fair could for seniors now. If not what do I get and where can I get it?
Sometimes need 2 hour or day passes until I get paid and can afford the monthly pass.
One the average, I take the bus once a week.
Didn't know I needed to use at least once a month (It occurred during COVID shut down. But I love your services and drivers.
Why not.
Monthly pass.
My smartcard expired COVID-19.
Cost.
I use cash every time I ride. I don't want to buy a full month reduced fare pass because I can't afford it. I try to limit my rides because I cannot afford to pay the fare. I am glad the fare is now only a dollar but I do remember when it was a quarter.
I'm disabled and use reduced fare I.D.
Haven't ridden bus in last 30 days. My travel in general has sharply decreased in last few years, due mainly to fact that we've taken residence in a retirement community where most services are provided and through which we have reliable, convenient van service. (started riding Spokane buses in 1942).
I'm on disability, I can't afford your chages in your new fares. I have to walk to the VA hospital or wherever I'm going.
I don't know the cost.
Don't have credit or debit cards.

Why did you pay with cash/coin on trips taken in the last 30 days? Please mark all that apply.
N/A
Can't afford to waste what bus fare on the pass at the end of 30 days is a cost I can't afford at age 68.
My pass expired/I forgot it.
Can't afford to put \$ on disabled card.
I buy mine every month.
Forgot 31 day bus pass at home.
I ride daily = best value!
I haven't ridin as much due to COVID.
Prefer 30 day pass.
Used a 2 hour pass, my home gives them to me.
Cash when card expires.
Didn't have my reduce fare I.D. on me.
I have reduced fare card.
The reader on the bus could not access the funds on my card - probably because I hadn't used the card since COVID hit - first trip post-pandemic.
My church (Living Hope) gives me a monthly pass.
I am on disability and you still have to pay cash so I don't ride the bus that much anymore. I don't have the cash for the bus.
I don't use continually - I have put money on my card in the past more convenient sometimes to pay cash. No set time for travel.
I don't have a smart phone.
My smart card was empty.
Seniors, wheelchairs, walkers and canes.
Pass expired and have to get a 2 hour reduced fare pass.
I got the smart card 30 day reduced fare pass.
N/A
N/A
Emergency use of bus reduced fare pass hadn't been used in a long time had to get reactivated No way to get a pass from home getting the bus in home neighborhood.
Hadn't had time to renew my 31 day.
I do schedule my errands to get my 2 hour allotment for my reduced fare \$1.00 value. God bless the drivers for their professionalism. I have taken the bus 40 + years. I just sat back and enjoy!
I lose my pass often.
I have a swipe reduced fare card, a smart card.
I hadn't rode the bus for 2 years due to COVID, I had to take my pass to the transit center to update my password. I was using the Paratransit van since I'm over age 60. I still take the van.
I pay cash when taken the bus.
I take the STA vans.
To \$ to have Plaza record smart car.
Tenía cambio en case
I forgot my student ID

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

It could leave me stranded, especially if my battery died in my phone and didn't have another way home.

It wouldn't effect me in the slightest. As long as i can ride the bus im happy.

No effect for me but I can see issues if devices are dead/out of battery

It would be way more difficult because I usually only have cash

I mostly use cash due to multiple issues with my bank

Eliminating cash wouldn't affect how I ride the bus, as I purchase a monthly pass for simple boarding. But it may affect those that are homeless or otherwise struggling who only have cash and don't have access to a phone or a bank account to access an online fare system

increase efficiency

A lot no matter if I pay with cash or other means I need to transfer.

Effect of the change will be minimal. For the past 1 1/2 years, I ridden the bus daily to and from work downtown and use a smart card. The only impact I can foresee, is if I have a family member or friend, without a smart card or pass, ride with me. We will use cash for those trips only.

Not much.

I would prefer an app as I don't like to have to go to the plaza. I don't mind paying cash.

I'm not sure it would affect me, but it could definitely affect those that are underprivileged (homeless population, those living in poverty, people that speak a language other than English, etc with less access than others)

I would have to walk to my medical appointments.

Won't effect my situation.

I have the resources to have a smart phone app and pay as I go however I would be concerned that is an obstacle for some people who are not currently housed. Or who have other challenges maintaining some sort of digital banking and smart phone connection

I don't think it would effect me, but a lot of elderly people who do not like using phone apps, I could see that effecting them.

when I need to pay cash on the bus I always get a transfer because I usually need to return to where I boarded. Eliminating transfer passes would remove that necessity for me as I don't keep cash on my person often.

No but could impact low income riders.

I would be PISSED OFF! There have been many times where I have forgotten my card and had to pay with cash. Requiring cash payers to pay twice instead of issuing a transfer slip is a HORRIBLE idea. Not everyone has a smart phone or access to online resources. You plan to make a publicly funded program penalize the less fortunate. That is WRONG. With less folks using cash, it will speed up anyways. Don't penalize citizens by taking transfers away!!! Besides, how many times have the pay boxes malfunctioned in the last few years with smart cards. I'll give you. Hint, more than 20 times over the last year.

Not at all.

It mostly wouldn't.

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

I don't think that would be a smart move for STA. There are new riders that won't know your new system. Your new system would be for seasoned riders and not those who are first-time riders or only use STA for emergencies.

It would be very difficult to use the bus daily. This would be an awful choice for the everyday user. If you spend a day on the bus a majority of people swipe cards or pay cash. This would make it impossible for people to scrounge change for a bus pass. Hurting the poorest people most. Guess who rides the bus the most? Stupid idea.

Perfectly fine with me.

As long as there is still 2 hour transfers, I don't want to pay for a day pass everyday just to take multiple busses in 2 hours

I don't think it will.

it wouldn't

NO EFFECT SINCE I USE A SMART CARD WITH A REDUCED FARE ID CARD

Well for starters some people don't have the access to use cashless fares or ways to ride I think all options including cash would help just because people like myself would rather pay 2\$ just to run to the store really fast may forget to upload money on a card or may not have the money on a card like myself it's just as convenient as a smart card or mobile app.

I hope the transfer for free is still available under the new system because it usually takes me two bus rides to reach my destination.

Would like cash transfers to still be available.

It won't affect me, but I believe it will be a disadvantage for those without bank/credit account or less tech savvy.

Not much at all because I pay a month at a time.

I would stop using cash and go the app route. I do think it's unfair to completely eliminate the free transfers from cash option because some people don't have phones. It's not right to make them pay for every trip just because they don't have the ability to have your app or smart card.

It would effect me immensely because I'd no longer have the option to scrounge up loose change if I don't by a bus pass. It would cost me more personally because I'd say screw it and Uber to work, paying more, rather than download a silly app to manage my bus fare. I grew up taking the buses in Denver. STA is the only bus system comparable in my opinion based on living in 7 states over the years. Eliminating cash would also be a burden to elderly or dda clients etc who may not have access to smart phones etc. As a working, divorced mom, I'd like to be able to pass on some change occasionally for someone's bus fare. Because I've been there....

It seems unfair to those with limited physical access to places to acquire the new smart card. please consider elderly, low-income customers who sometimes scrounge for enough coin to ride the bus. this could be heartbreak to them if they don't have the information about the impending changes.

It would not matter to me. I use a smart card and have for many years. However, it would help many riders which makes things better for all.

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

I have access to a debit card and smartphone so I would probably switch. However, I am concerned about eliminating cash transfers because this is putting the financial burden of streamlining the boarding system on people who don't have a smartphone or an easy way to get a smart card. I think there must be better ways to improve the system beyond making it harder to use for people who already have it harder than me. I have relied on STA when I was flat broke and this would definitely have made my life more annoying at a time when life was filled with extra surcharges and annoyances just for being poor.

I often use cash transfers but it would be simple to switch to the new fare system.

Most likely wouldn't effect me i get month passes

Wouldn't affect me at all. (And shouldn't your use of word "effect" be "affect" in question)

It might make it harder to take the bus

doesn't benefit everyone

It would have no effect. When I ride the bus, I rarely transfer. I would switch from 2-hour passes to a smart card or app.

Would not affect me but many people do not have the options I do and eliminating cash fares entirely is unfair to them. Encouraging maximum card/app use with rewards etc while still allowing cash fares seems best.

I have rather get a smartcard better when I go to pay at the desk in front of this.

The only time I have cash is when I ride the bus, and to not have to do that would be amazing

I don't have a computer.

It would effect me cause not everyone can get to a bank to load 2.00 or more to there account

It would be much easier to not have to come up with dollar bills and quarters since my bus rides are often last minute or unplanned.

Not at all, I already pay with a smart card and prefer it to cash.

A little bit, but the overall benefits to the system outweigh the drawback of not accepting cash while boarding. I would also encourage the installation of payment kiosks at various bus stops as well as c-stores, grocery stores, ATM's, ect.... Mobile payment is clearly the best way to go, however I would still like to see a pass that would be printed out or a plastic card that would be like a touch pay card. Sometimes my phone has been dead when getting on the bus and I have thought about that if that was the way we paid and I couldn't cause my phone was dead or something.

I think it's important to still have a free transfer os one is typically needed for a one-way trip to a destination so as long as that remains and they're not getting charged double for a one way trip, I would still ride the bus here and there; I have a vehicle but mostly take it to the airport and back.

I have social anxiety so having to go somewhere to buy a buspass. I would consider using public transit a lot more often if I could purchase tickets/bus passes online.

I don't carry cash so it would be easier. Now u just need to stop raising the cost.

No idea really, been reloading a smart card for years.

It wouldn't affect me.

Not at all. But it would surely discourage some of those unwanted people from riding the bus. And I would like that

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

If my phone isn't charged, or if I misplaced my smart card, I would like the cash option so that I can still ride the bus. But, what I think would be a really good option would be a debit card swipe at the far box. It's really hard to get change for the bus at local stores because if they don't have a small cash back denomination available then you really can't get on the bus.

No effect. I have a lifetime retiree bus pass for myself and spouse.

Yes because I don't have the time to go to an outlet to load money onto a smart card to ride the bus. Also, this isn't about me but it will make it harder for an older population that doesn't always understand new technology to ride the bus.

It wouldn't

It would make taking the bus easier! I dont carry much cash.

I wouldn't be able to take a bus as an emergency backup transportation.

I use a pass

This might be more convenient for me but that's because I have a functioning smart phone and debit/credit cards. It sounds like a major burden for anyone who doesn't have these things, mostly people living in poverty. Public transit needs to be a viable option for everyone and I'd rather have a slightly slower transfer than a system that boxes out fellow passengers who already have more logistical challenges in everyday life than I do.

Sometimes I have to go a day or two with my phone off, but I can always scrounge up 2\$, and if I can't, I have to trek, per usual. Public transport isn't used by the white collar community, it's used by lower class civilians like me who have to walk home if they need to work later than 7pm on a Sunday

Not much prefer cashless payment

This would not affect me to much. I hardly ever pay with cash unless I need to. With an app, that would help when my smart card or pass is out of money.

Not much

Not at all

Not sure would like more info

Highly, as some days I literally only have cash on me and only nerd to be out and about for less then 2 hours so I works have to pay 4 dollars for a 1 1/2 hour trip.

eliminating cash transfers wouldn't effect me really, i mostly use my smart card so i wouldn't mind eliminating cash transfers.

eliminating cash transfers would not effect me since I do not pay with cash, implementing online pay and smart cards will be better for everyone in the long run

I have only ever used cash. STA don't service my area anyway (East Empire).

My transportation expense via STA will increase in many cases because i have to use transfer pass to reach my destination.

This would not affect me. If it did, the impacts would be minor. I would be encouraged to use an app or smart card instead.

No

Not at all. I use a 31-day pass and swipe each time I board a bus

I do my best to not have to use cash, and instead use a 31 day pass. I work a full time job and commute by bus. Eliminating cash will incentivize the use of smart pay/contactless options.

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

It wouldn't

Not affect me

Hard

Doesn't affect me. Don't mind electronic payments. But HATE the idea of fair capping. Give me a digital 31 day pass. Sure. But NO fair capping.

It may be inconvenient.

I don't think it would effect me, but I am worried about low income people. I typically ride the bus a lot during the winter and occasionally in the summer with my grandkids. I see many low income people just trying to scrape enough money for the bus especially in the winter

I do not now

Not at all

It's would affect me in many ways like if don't have my card or my phone with me.

Make connecting buses not miss each other and being able to better plan timing to personal/business schedule

More money for lunch....less cash to lose to theft.

It's not the fare...its thenpeople on the bus that holds back mass transit. Most people dont want to hang out with crazy people. I came back from asia with suitcases and waited in the plaza for a ride and the police thought I was a homeless guy with all my possessions and crazies were being crazy all around me. When I hear talk about new busses and I see almost empty ones rolling up division I realize how out of touch you guys are...ride the bus a while and you will see why other, normal, people dont

use para transit passes

It would have little effect on me, personally, but I don't think eliminating cash transfers is a good idea.

Not everyone is tech savvy like the younger generation

Many low-income people don't have credit/debit cards to use mobile apps to pay. I can't afford to buy a monthly pass so I just pay at the door when I get on or get a pass from a local charity. Eliminating those would mean eliminating my only source of transportation.

This would not impact me much as a am an infrequent user. Please ensure Google Pay integration for small wallet compatibility.

It might come in handy at times

No effect

It would not affect me.

It would not generally affect me as I only pay with cash if my card balance runs out before I get a chance to reload it.

It would effect many low income community members who may not have access to a bank account to add funds. Additional ways to add funds to your smart card, like participating retail stores, is a start but overall would inconvenience our low income neighbors, who make up a majority of riders. This would be bad for STA AND our community. Having smart cards/mobile options ALONG with cash options is the best way to make the most of our public transportation.

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

I'd be fine. im thinking theres a large customer base that 'only knows how' to pay cash? but if they could plan ahead and buy a smart card thats refillable i guess that would help them...also if the smart card can swipe for a companion that might help? the \$2 deal is such a great idea. kudos to STA...also on expanding routes in the east valley...wondering if your survey might be accurate? maybe run it again sometime with the 'strongly agree' at the top of each survey question...i almost selected the top answer because i was expecting it to be the first choice of 'strongly agree', when it was actually 'strongly disagree'....or put it as 'agree strongly', or 'disagree strongly'...thanks for all you do for us riders..schedulers, drivers, etc...jim b

stop transporting air only

It wouldn't affect me much at all. I am concerned about members of the community who would have trouble getting and using smart cards and mobile pay - particularly the elderly and folks living in poverty or who are homeless. I would want to see approaches that didn't disadvantage them if we could possibly help it. I do like the fare capping idea otherwise though!

if your car breaks down and you suddenly find yourself in need of public transit, 1) i doubt i would even know of the change. 2) if i don't live near one of these machines i have to walk how far? Saying paying in cash is why busses are late is not why your doing this, it's because collecting the cash is an expensive thing to do. How many jobs will be eliminated if cash is no longer collected? Your being dishonest, fare collection in cash has been done from day one and unless there has been a sharp increase of late busses, give me a break!

Would not

Taking away the "free transfer" pass is a punishment for using cash. Not cool! Many people are not tech savvy or don't want to get another app on their phone that uses storage space or wants bank account info!

None

I would not be able to get on the bus some days.

ALOT

I'm sure I could adjust to it, but what about people with no smart phone

It would be a major bummer because I always carry the \$2 in case the machine doesn't accept my card for some reason or if I lose my card. I would also want the cash option in case my phone died.

Use monthly pass

It wouldn't effect me any. I'm used to paying for bills and things online. I would however worry for the elderly and possibly less fortunate who have no access to a smart phone / computer.

It is a horrible idea Some people don't wanna be apart of your system they need the option still . You'd be idiotic to take away another bus riders option

It won't, I usually purchased a monthly pass when I use sta.

It wouldn't

I wouldn't be able to ride the bus anymore. My way of riding the bus, is paying that 4 dollars.

It wouldn't I would love to pay with a app but I must be able to use it without WiFi maybe a code I can screenshot

I don't know, because I don't do a lot of bus service rides.

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

It wouldn't affect me personally, I have never used cash to pay for the bus. I can see it being inconvenient for people who don't have the upfront money for a smart card, let alone a mobile device.

It would not affect me unless I lost my Smart Card and phone.

Seems like an elimination of free transfers would be defeating the purpose of trying to get more ridership - more people are going to find another way of getting to their destination than riding the bus

I did not use a cell phone and do not envision doing so. I think it unfair/unequitable to deny a cash-user a transfer. It takes under 10 seconds to pay and receive a transfer.

It wouldn't affect me, but I can see those with financial struggles may find some difficulty.

Cash is simple for alot of people

It can effect a lot of people if they don't have a bank account like.me

Not fair to discriminate against cash!! Not everyone can afford a phone

I would go to infrequent use of the bus to non-use of the bus. Discouraging use of cash is good way to also discourage use of the bus system. It would be a terrible policy move.

No

I will find another way to get to work. Most probably will have to walk. Not all of society has a smart phone or reliable access to the internet

Not fair cause I sometimes only have enough for one ride and rely on the free transfers to get around

I like it the way it is, because can't afford to put money on card or pay for reduced bus pass. I pay cash or don't ride the bus.

I typically buy a bus pass or two when I don't have any but for the couple days between I'll use 2 dollars to go to the plaza or if it's a wensday and I get paid Thursday I could possibly still need to use cash

If I forgot my card, it could become prohibitively expensive to ride to and from work

I think this option excludes a certain population and I think a cash option should still be allowed

It would not affect me.

Sounds like it would create confusion and delays, at least in the short term.

Not everyone has app capability also not everyone has a phone.

Sometimes cash is the only option people can use, so I strongly discourage making it harder to use cash.

Because I work in a tipped industry, I sometimes only have cash on hand for my fare so it would affect my ability to transfer to my second route during my commute

It would be a TREMENDOUS burden!

I wouldn't ride then.

Don't have enough storage on my phone.

Would not impact, as I would much prefer smart card or app.

No effect as long as thre are enough locations to pay... I am adamantly against eliminating cash and forcing people to use a debit or credit card but if they can pay cash at enough locations it would be acceptable for STA

No effect

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

It would increase the cost of a trip that requires multiple transfers, forcing me to pay a separate fare for each new bus I get onto unless I purchased a monthly pass. In addition it seems rather unfair to single out people who pay with cash as being the cause of delays when it takes far longer for the bus to deal with handicapped riders than cash riders. Furthermore, this would be incredibly unfair to folks who ride the bus on occasion, who may need to ride the bus due to car issues or other transportation complications. They would either need to download an app, create an account and load money onto the app (hopefully they have money on their debit card by the way, because if they have cash for their bus ride they are screwed) or else get dinged for a separate fare for each bus they need to ride.

I don't usually use cash unless in emergency. If eliminated I won't have ability to go in case of emergency

not much unless I lost or forgot my phone or smartcard

It would force me to learn how to get a smart card to take advantage of the benefits which may encourage others to do the same

Cause me to be diligent with preparing to have the smart card filled regularly

My partner who doesn't have a 31 day pass would have to pay twice as much, you can incentivize mobile payments without punishing people who pay with cash

I have never minded people paying cash. I had not noticed a delay by people paying cash

No impact on me personally

It wouldn't

It does not affect me.

Not at all

It would probably save time

I would greatly appreciate cash payment being discouraged in favor of faster boarding times.

Not at all, I use smart card or monthly passes

You should always offer a transfer...

It won't affect me but I hope cash isn't completely removed, as an option. There's many people who don't have the technology (i.e. can't afford a mobile device, don't know how to operate their phones, or have phone with minimum capability). There's also a segment who prefer to use cash, have an emergency need to ride (when they normally don't ride) or are unfamiliar with where to go to buy a smart card (i.e. those experiencing homelessness, youth, etc.,).

*affect. And it wouldn't, as I have an employee badge. But please keep in mind the effect :) eliminating cash transfers could have on vulnerable populations.

Wouldn't effect me much at all.

None

Have employee I'd pass

I already buy prepaid 2 hour passes and day passes to use. If you eliminate cash transfers I would want to be sure I always have a pass on hand to use.

It would benefit me - I never have cash

No effect....use smart card

Not much. If you can get an app to pay, then I won't need to have cash anymore. The bus is really the only thing I can think of where you "need" cash, and it that goes away, it would be great for me

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

Greatly, not desired

I would reduce my use of the bus to none. Nothing STA has implemented has been trustworthy or for the benefit of their customers. And I do not believe this app will work as indicated

From what I understand is I'll end up paying more if I can't use cash

Not at all

Needs to have autopay feature. Like an auto, scheduled renewal.

I can't say that it would effect me much, however for the poor riders who may not have access to digital currency this may cause extreme consequences. I do not agree with taking away the option to pay cash or sanctioning those who do pay cash.

Cash is convenient, and I think eliminating cash transfers penalizes people using a legitimate form of payment. Most people have their cash ready, and if others are more comfortable using the other methods, then that will minimize the cash customers and save more time, But I do not agree about Penalizing them

I think this discriminates against those in a lower socio economic bracket. They might be scraping together coins for a fare and they seem essentially penalized for doing so with this new plan. What about people who don't have cell phones, including children?

Would probably be more convenient for me.

I know many people who do not have access to mobile devices, so I like the idea of expanding payment methods, but I don't think we should potentially leave people behind and totally eliminate cash payment.

Not at all

Not everyone owns a smart phone, this just makes it harder for marginalized folks to get needed services. Cash still needs to be an option.

It would greatly inconvenience me. I don't have/use a smart phone.

It would only be a benefit. Though I have concerns that it would prevent those without access to a computer or smartphone from being able to access public transport.

I believe this disproportionately affects low income persons who utilize cash as a primary means of payment. Those individuals who are discriminated against when going into a location to pay will not have the same benefits. What about those individuals that do not have phones? What about those individuals that have a difficult time with a smart card?

I wouldn't be able to ride the Bus

They should do a free year bus pass for disability people

Not effect

I don't think it is a good idea I've been riding buses for 30 years including in this amount of years as a toddler in Seattle. Bus passes were only 50¢ in Seattle area if you were 18 and under and bus transfers for older people were \$1.25 to \$1.50. When I moved back to Spokane with my family, they grew up here bus passes were \$1.00 and we didn't have predators or illegal aliens here. So please scrap this idea.

It would not effect me at all

I would have to make sure to have my new monthly pass ahead of time, as I would be unable to pay with cash if the need arose.

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

It would not affect me at all and I LOVE the idea of a smart card (I used ORCA card all the time in the Seattle area and rode the bus daily), but how does eliminating cash transfers affect people who don't have a compatible mobile device or smart cards (such as low-income or out of town riders)?

I just would have to remember to load my card at all times

I use a smart card

No very much

Get me there quicker...I can't count how many times we have had to sit and wait for folks to pull out cash!

I will probably quit riding the bus. I can take my car or ask friends for a ride. Going cashless feels like you are trying to keep me, a minority, from using the bus.

I think it sucks for people with no phone.... Like poor and homeless.

It would make it hard for me to ride the bus when I hadn't planned ahead. I like the option of using cash if needed.

It will not effect me.

It wouldn't affect me, but I wouldn't want to see cash payers be deprived of transfers for a couple years after the new smart systems are in place. I would rather see discounts for non-cash payments as an incentive to avoid using cash.

Doesn't effect me, but there are a lot of poor people that need to be able to use the bus. I don't like to see people like that locked out of transportation

It would affect me a little bit, as a student it would mean either I need to get some method of online payment or I'll have to buy my tickets in advance.

I would like you to consider using the Orca card system already implemented with many different transit authority's on the west side of the state. It would be great to have only one card for many transit systems.

No impact

It would be difficult for people to pay that are homeless or don't have a debit card or a smart phone

I typically don't use cash, so no effect to me.

It would deter me from using cash altogether.

I would be a lot less likely to take the bus

It would make it harder for me to take the bus and get where I need to go.

Not a good idea for visitors to Spokane

It wouldn't

I don't pay cash for my bus fare. I use a smart card that has my adult pass on it.

Not at all.

It won't effect me but there are many folks who can't afford a phone or haven't purchased a card and need to pay cash. So the least of us financially get penalized. Not my idea of fair fare.

I would probably use Uber instead for the times I take the bus on the spur of the moment

Stop eliminating transfers! That's racist?

I am a cash fare and since I don't own a smart phone (yet) my options are more limited. Paying for a transfer would obviously cost me more. Because of my location and intended destination, most times I need a transfer to get where I'm going.

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

I do not use cash, I use my smart card

I would not be effected by eliminating cash transfers, however I do know many people who might not be able to get to the Plaza or other places to get smart cards or who do not have cell phones capable of apps or no phone all together. I feel the cash transfers should still be available after this program starts. Maybe have a time frame that is advertised as much as possible to encourage the other options of payment once this program begins.

Yes it would effect me and many others that do not bank electronically.

If smart devices were implemented- it would not effect me

I think it would affect a lot of the poorer part of our community in a negative way . Many people do not have phones or internet access or bank accounts . Horrible idea to stop cash payment

No cash would make riding the bus much more convenient, but I think the cash option should stay open for those who do not have access to a phone or computer or roaming data

Not at all

If I don't have time to put cash on my card and I last minute need to ride the bus somewhere that would cause me issues, but as long as I have time in advance to put money on the card I would be okay.

Not at all. I don't carry cash anymore, only a debit card.

No problem

I would lose the ability to get the app or a smart card. You. Should make the smart card cheaper or free

Not everyone has access to a phone or internet

If you eliminated cash all together people that can only get cash for rides won't be able to ride the bus which is unfair to them when they may be trying to get to a shelter or what not

I don't have a bus pass nor do I have a smart pass I either use 2hr/day passes or change cause all I can afford

It won't

That wouldn't be fair to many riders

Not so much as I try not to use cash on the bus just for that reason...

No change for me, I never use cash for transit, I use paper or electronic tickets insted.

Not everyone has the ability to use a card or has time to run to a store. I think that is completely one sided.

My concern would be those who've lost or broken their phones or been robbed. I will often have some cash in my pocket in addition to carrying my purse, wallet, and phone, if cash isn't an option what happens then? And those whose car broke down or ride didn't come so the bus is a last min decision? You will eliminate the bus if it wasn't already the plan. As is, I don't ride because the timing and schedules never allow me to reach work on time in addition to the nearest stop being a mile plus away on a busy road.

Not at all, I don't use cash that often. No one really carries cash anymore. Only downside I can see is those who don't own smart phones not able to get on the bus if cash is banned. Bus riding means typically you are young or are too poor for a car (like myself). Adding a gate to entry via denying cash wouldn't be a good idea, but if we still have the option to pay in cash on a pinch then it would be fine!

It won't; but what about the person that is homeless?

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

Horribly I not thousands of people that go out of there way to get the cash so the banks or shit like that don't see what you spend your money on like I people want to be reminded how much there spending I bet on average you will lose money cause people will realize how much there spending compared to asking for a ride or at least give a decent discount to the elderly an ebt holders things like that

Do Not eliminate cash! Not every one can afford computers and smartphones!

It likely would not affect me

It wouldn't affect me at all but I think it's an equity issue in that it would impact people that don't have a smartphone and that's not good

Not at all

Abolishing cash is a form of economic oppression and hurts the most vulnerable. People who don't have a bank account to load an electronic wallet or service and equipment to do so is a concern. Wouldn't it make more sense to campaign for all the good things that technology can do for the bus system and still remain inclusive to all economic groups? Perhaps offering discounted smart cards that can be loaded anywhere you can buy a gift card would be a better way to manage cash transactions. In order to thrive on our city we must be able to safely and effectively transport its citizens.

I'm disabled and living on \$794 a month. Any changes are ultimately designed to put more of my money in STA's pocket, right? I just hope I die before my last penny is stripped from me by society. F you!

Not at all.

It wouldn't effect me but it would affect the many, many, homeless people who live in Spokane and don't have access to anything other than cash.

Free transfers are very important given I need to take two or more buses to complete most if not all trips. I suggest each fare paid with a smart card or mobile device be good for unlimited transfers in the next two-and-a-half hours vice the current two hours with the same smart card or mobile device tapped at each subsequent bus and the fare system using the two-and-a-half hours to determine if free transfer or new fare. Paper passes would be eliminated resulting in cost savings and a cleaner community, too.

I will not ride STA if there is not a cash option. Furthermore, not allowing a cash option ON THE BUS is discriminatory towards low income and the homeless who may have difficulty paying by other means

Taxes should be put towards free public transportation. Eliminate requirements for a transaction. Make public transportation free to everybody. Missoula Montana made the bus system free for everyone and it's the most beautiful feature a town can have. Ridership increased. Free public transportation for America!!!!

I use month passes almost continuously so it really wouldn't affect me at all.

It could be cheaper for me so I could use the bus again

I think eliminating cash in general is a very bad idea. Not only is it a bad idea but it's classist & privileged as well. There are many poor people & homeless people who don't have a mobile device or able to get a smart card. Sometimes cash is all they have, so I think you should let people still pay with cash.

It wouldn't.

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

Idk

This could be a problem if my phone dies and I have a limited amount of cash. I would recommend gauging to see how it would affect the community overall.

What is someone forgets there card and only has cash? Cash should still be an option as a backup

Not at all

I know that at times I don't have my money available on a card or my phone

I think it would be better for the smart card if someone loses there phone how would they get the back to ride the bus.

It would make riding STA much easier

An app would be more convenient for me.

I would no longer be able to ride the bus because I don't always have a phone that works without internet.

while cash is convenient I could still use my bank cards, cell phone and if it's set up on an app that would be fine too. I think for homeless or those who don't have bank accounts or a way to pay electronically this will no really save them money. But there are lots of people like me who buy 2hr and day passes that we hand out to the homeless for free so they should still be able to get rides if they need them without having to worry about paying or saving money.

Love smart card. Cash customers act like its their first time on bus, never prepared.

I don't need another app sniffing my data. I do not trust any entity storing my personal data to be safe from data spillage. As far as cash usage goes, STA receives federal funding for operations and capital equipment expenditures. For those that wish to use cash, this a right not a privilege.

This is a horrible idea. Now that i have read everything this whole thing comes off as straight up coercion to make people pay in advance. How about you give an additional discount in addition to any other special fares for paying in advance?

No good. As a senior I have a smart phone but several senior family members and friends use a flip phone and those people do not have the internet, so computerized systems will not work for them. When I use the bus I pay cash it's the most convenient method for me. Without cash payment at point of service it would make taking the bus prohibited if you can't pay with cash.

Wouldn't have a large impact on me. I am however all for having an app that I could pay with. Last time I tried to take the bus, I had no cash on me just a debit card. I had to call a friend to pick me up. It would be great to have an app on my phone that would connect Also be able to transfer funds from my debit the app.

Eliminating cash would benefit me because since I do not buy the monthly pass, I have to remember to always have dollar bills on me. It's inconvenient sometimes, especially during bad weather where my bills get wet or damaged, and trying to get them in the machine holds the bus up.

Eliminating cash would be very beneficial for me. Trying to run to the bus after work and grab dollar bills is very inconvenient for me. It holds up the bus and during bad weather it's harder to deal with cash. I can't think of anything negative for me, personally.

I would still need to transfer on occasion but as long as that's still available even if it's just tapping my phone or card I don't mind!

This would not effect me

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

Would not effect me

Eliminating cash would discourage Undesirables from riding the bus, which would make it a more pleasant experience, which would increase ridership and reduce carbon emissions. It sounds horrible but it's true, I'm sorry.

I've used technology to be able to get in sporting events so it shouldn't be a drastic change

It wouldn't effect me as long as we are able to use our phones to pay and if so then we should still be able to have two hour pass until we have enough fare for free rides for the day or month and how would you guys know that a person has paid enough to get unlimited rides for the month if people are only paying \$2 or \$4 at a time I think this new policy should be explained better for better understanding to customers

Not all people have a smart phone or internet access.. Usually lower income pay cash or dont ride

If eliminating cash speeds up the bus, I would be much more likely to use the bus. The #1 reason I don't use the bus is because it is often several times slower than driving.

I haven't paid cash in a fairly long time, but still like the option because I can give somebody 2 dollars and go with them somewhere

not at all

I would have to change my habits, regarding using cash if taking the bus. I would not be particularly effected, but I think it could create a separate equity issue for those that have less access to electronic banking if you take away or punish the use of cash. You can always encourage people to use electronic payment and if you make it easier people who can will gravitate to using it.

Wouldn't affect me but homeless/challenged people might find it more difficult to hang onto a card for the longterm when they are frequently changing their living situations.

It wouldn't affect me very much unless I keep losing me monthly buss pass

Would make me want to ride the bus more often.

Good idea and easier.

It wouldn't effect me but it will effect a lot of people who don't have access to this survey or won't know about it.

I would be forced to have a smart card or an application on my phone vs relying on carrying cash

I always have cash on me therefore if I need to catch a ride someone but don't have my cards or no money in my bank I would rely on cash!

Elimination of cash transfers can only cause busses to be more late. If someone delays a bus route because they're having trouble with their cash payment and don't get a transfer, they'll have to pay cash again and cause another delay as opposed to just sliding their transfer card. This will effect me by causing other people that have to pay cash multiple times continuously delay routes as they no longer would have the option to pay once and slide a card.

It would make commuting faster. I think it's a good idea.

Alot. Many riders pay cash and need the option of a transfer. By eliminating this option for cash fare you are forgetting about the poor and catering to the college and others who have more money.

I find another way to travel

I would not be able to get home and to work as I have a phone that does not allow new apps.

Not at all

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

It wouldn't. Never have cash anyway.

This would not impact me

Not at all! I'm totally for the app and smart card with adding money online - so much more convenient than having to waste time I do not have going to the plaza to put money on my bus pass card.

this change would not affect me, however, those who cannot use a smartphone for any reason/those who do not have a smart card would be affected by this. the possibility of someone who needs a transfer but does not have any cash is very possible and this should be taken account of.

I do NOT want a smart card. No. I use a 31-day pass, that is what I wish to continue using. Even if you add new options, KEEP THE 31-DAY PASS AS-IS!

It would work better for me.

It would not really effect me personally

Eliminating cash transfers makes using the bus more difficult if the card/phone was forgotten/lost/dead. It also may cut down on spontaneous use (people who didn't plan on riding the bus and may not have the app/card). For those in financial difficulty, it may be easier to solicit cash than an electronic deposit.

I think it would hurt those who make one trip and don't use technology

Save time. Eliminate the need to always carry enough change

I am not sure how it would effect me

It wouldn't because my employer pays for my monthly pass

Not much of an affect

I may not always have money on my account online or I may only have cash to use. I do not think it would be a great idea to fully eliminate the cash option

Not at all. Already use contactless payments regularly.

Not sure

It would still not be worth riding the STA at all. Any family of three or more that has a car pays more to ride the bus than it would be to just drive their car and pay for parking.

I use a 31 day pass

I would feel singled out despite using leg U.S. tender. I also would worry about the impact on those who don't have access to a smart device or are not tech savvy.

Awesome!

It wouldn't

It wouldn't matter to me, but some people don't like or have trouble with technology.

I will be just fine. I am concerned that many of our homeless, disabled, and mentally ill folks may only be able to scrape together bus fare in cash, though, and may not have adequate phone service to purchase passes. I hope you make a way for those folks, as well. Thank you!

I am opposed to a cashless system as I am a guardian of an individual who rides the bus to and from work daily who is unable to use or manage an app. He also does not know how to use or load his smart card. He buys 31 day reduced fare cards and we write on them the dates so he knows when to start a new card. Anything outside of this or using cash if there is a problem with his card, he would not be capable of doing and then we have the added stress of family having to transport or using para transit which consistently makes him late to work which is why we spent 3 weeks training him to take the bus

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

This section/question is hard to follow. I support the use of smart cards as they are the easiest to have ready especially for the elderly or impaired. Mobile devices are an okay option but they will cause delays as people search for app or have phone issues.

.

It would prevent my girlfriend from accompanying me on the bus.

Not all of us have or want smart phones. If I can't pay cash to ride I will be impacted. Hey, we taxpayers pay for 80 percent of STA costs. Fares only pay for 13 percent of your costs. So make it easy for all of Spokane to ride the bus, weather by cash or a smart phone.

It does not affect me because I use my university ID. But if I did not put with that option, cash would probably be what I would use. Maybe have cash still be an option, while adding these new ways of paying

I think it's an incredibly unfair thing to do considering the vulnerable population you serve. You're cutting off opportunities for the people already experiencing transportation issues to ride the bus because they lack the access to a phone. How will they get places to add their cash without using their cash? Many of your riders likely don't have a phone or checking account. I hope your highest priority is ensuring people have access to ride. Discussing options that exclude and penalize the people who depend on you most will cause me to pull further away from using public transportation. I say this owning two cars and simply preferring someone else drive me around in the snow, not because I depend on you. If you would have done while I was dependent it would have been devastating.

Cash should remain an acceptable and non-discouraged option for equity purposes

It would not effect me at all I think it will be a very good idea thank you for doing this and everything you do

It won't

It would be better to eliminate cash.

I tend to have a small reserve of cash because I'm unemployed and my bank account is frequently empty

Would not

It would not effect me. I do not carry cash, so these changes would make it easier for me to ride the bus. It does seem a little unfair to not give people who can only use cash the free transfer.

Save time and money

At times it can end up being a real financial burden, I am not always able to manage things online or with a smart phone.

I could get where I'm going on time. I have a busy schedule and can't drive due to cancer and medication issues so getting where I need to be for treatment and such is highly important.

Not having to have Exact Money/Money when Needing to Ride the STA.

Not at all as long as we can still transfer for free.

Being on a fixed income it would seem that it would benefit me since I would not have to purchase more fares after having paid the initial fare, if I understand correctly.

Me does not apply but never get rid of cash always should be an option

You are assuming the access to smart phone or to get a card, this isn't true for the elderly or the disabled. No phone. No other transportation.

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

Wouldn't affect me. I buy my bus pass for the month, between transfers. I just don't like the military date stamp because it confuses me sometimes.

Not having enough to transfer money on smart card

Not at all.

If I were reliant on cash I would be considerably less likely to board if I could not get a free transfer.

It wouldn't

It wouldn't matter

Maybe save me money on return trips that currently require me to pay a new fare because they take longer than two hours.

Help tremendously. Not wise to carry on too obvious cash deals on buses observed by possibly desperate people.

Stop automating things. Next you'll want to get rid of human drivers.

Stop with trying to get rid of the homeless.

I dont have a bank account or a cell phone. I wont be able to get anywhere without the bus. It is the only form of transportation that I have

I wouldn't ride if you eliminated cash payments and cash transfers.

I would be happy with it.

I would love to see a bus stop on appleway for the children going to the new Ridgeline school so kind of shelter bus stop to keep the kids out of bad weather help pectect our children

The issue with cash payers, is the people who don't prepare the fare in advanced. Scrambling last minute to find the bills and coins needed. While it is true that removing cash transactions should improve boarding speeds, the issue then comes up that the same people will likely forget to charge their account or card until they are boarding. I would like to say it would be impactful but the current issue will just take a new form. This likely will not impact me in anyway.

Not sure

People need cash option, the less fortunate are not at fault because they have nickels and dimes, that to me is discrimination by financial discrepancy.

No effect

I use a monthly pass. I'm concerned about privacy if I'm required to get an online account and a "smart card".

What if I engage in "wrong think", would I be shut off?

Not really, but I'm concerned about those who do not have a mobile device or computer to access will not be able to use the new fare system.

This would not effect me at all. It may impact a small population (e.g., elderly, disabled, or people who do not have a phone) and there are ways to mitigate that problem by collaborating with community organizations and nonprofits to support those groups.

I have access to smart card and a mobile device, but not all do. I think cash should still be allowed. Most will probably use methods other than cash so the boarding will still be expedited while still allowing cash payments, I believe.

I think this will significantly impact homeless people or people without banking accounts.

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

removing cash payments, or penalizing those who pay with cash will make riders avoid you at all costs....also those who are voting on bonds to pay for your 'services' may vote no in the future because of your 'management' of the payments. It surprises me that you believe EVERYONE who rides a bus has a smartphone or computer....the 'reason' that is said we cant require voter id's is that it would be a dis-service to minority or poor populations--those that bus services serve---but now your agenda says that is just fine...they can manage everything on line, and use smart card or mobile devicies. something is not right with this 'logic'. I will never recommend sta busses, or use of transit if this is put into place.

It would not be a problem for me at all. But there are riders who don't have bank accounts, debit or credit cards, and only carry cash. So I think always allowing people through option to use cash is necessary.

I would be able to leave my home to board the bus without having to remember to grab cash. This would speed up my day.

I do not like the idea of eliminating cash. This would limit the accessibility of the bus to everyone and punish people who did not preplan or forgot their cards. If the buses have a schedule problem maybe the routes should be adjusted or something rather than punishing the riders.

It wouldn't. I use day/month passes

Were just talking about riding the bus for God's sake

It won't affect me but what about people without bank accounts and/or mobile pay accounts? Will there be fees to purchase a smart card?

I do not have a smart phone. My riding the bus does not pay for a smart card because I don't ride the bus enough in one month

Cash transfers will not effect me, but puts a number of folks who lack a modern smart phone or access to smart cards at a severe disadvantage. STA needs the vending machines to hand out and add value to smart cards (like Ventra in Chicago, or MTA in NYC). It would be cheaper for you to get rid of fares altogether.

If all I have is the cash I scrounged up then this could keep me from being able to rid the bus and get to my appointments or job.

It would affect me greatly because it would make it more expensive to ride the bus, which is my only form of transportation certain days of the week, and I don't think people paying with cash, the most accepted form of payment as governmentally official, should be penalized for using a perfectly acceptable form of payment, especially poorer people who are more likely to use cash.

The last thing we need to do is limit accessibility and drive down ridership by limiting payment options and signaling out people without bank accounts and smartphones. We need to increase ridership to meet the States Emissions Reductions targets. And this can be done by a 0 fair program. 0 fair increases equity by providing equal access to transportation and eliminating the cost of collecting fares, this survey, and the whole cost of a fair policy. A 0 fair program was recently implemented for Alexandra cities dash bus network on September 5th, 2021. And within the first month of the program, dash buses saw 26 percent increase in ridership!!!! Spokane can do way better!

Many kids going to school who do not have the resources and have to pay with cash will not be able to ride

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

This would effect me greatly. Why are we being pushed into a "cash/coin" free but use cards that charge outrageous fees and harder to tell what you have left kind of society. Sad. Very sad. New world order here we come.

It won't

N/A. Move forward.

Yes

I dont think it's a good idea to eliminate cash because some people wont have access to the app, or possibly afford a pass or maybe its an emergency and they dont have the app and need to ride, or possibly are from out of town, or maybe a riders phone is dead and cannot access the app to purchase fare

Zero effect. I used to commute to EWU and benefitted from the Commute Trip Reduction 'free' bus pass. Due to a COVID19 base retirement I'll likely go with a SmartCard for downtown trips.

I do not have a mobile device to pay fares with and I may be receiving a smart pass in the future as a benefit, but paying cash with a free transfer pass would increase the cost of riding the bus.

It would make the bus get there faster which means I am on time

I have NO cell phone.

I'd be less likely to ride the bus. Buses run mostly on time, or close enough. Why add more layers or discourage riders by making it impossible to get transfers?

Not a whole lot, considering I use a university card most of the time. It would mean I'd have to figure out an alternate backup plan if I do someday forget my university card though.

It wouldn't effect me personally but it will effect those less fortunate like the homeless population who wouldn't have access to a mobile device. I do not think eliminating cash transfers would better serve the bus riding population especially given the fact that the majority of the people I see ride the bus are in fact homeless. I highly discourage that because it is discriminatory towards those who lack mobile devices like homeless and poor people.

This doesn't effect me.

It would be a great inconvenience at times when I had no cash on my card

Depends how easy it will be to verify that I am over 60 and get a discount. Currently I have to present my ID in person to get the discount and that is very hard for me since I do not speak English (son in law is doing the survey now)

I would like using the mobile device option instead of cash. I used to use smart but had to go downtown to get money put on it. Also a lot of drivers were not familiar with it. Could not just slide or scan card etc. Had tell the driver had a smart card in order to get on. Not sure if still that way or not been over a year since used smart card

Easier without paying with cash.

On days I neglected to refill my pass, not having that back up option would be really frustrating.

It would be easier to get bus fare. I have to go out of my way to go downtown to buy a month pass

No impact to me but worried about seniors who don't use their smart phone other than for calls.

It wouldn't effect me much, but you shouldn't do that yet. There are other who don't have access to a smart phone or ability to use one. You're one of the greatest mass transits I have ever seen at this point. Would be a shame to ruin it.

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

no they wont have the option to tansfer for free no it wont effect me

Eliminating cash transfers wouldn't effect me because I pay for my Reduced state 31 Day pass using a check.

none

smart card

Out would not.

Just needing to remind myself to load money on my smart card

It will affect me greatly, because I do all transactions with cash, and will not use a smart technology

I feel like this would be a disparate impact to those individuals who pay in cash and that those paying in cash are most likely to be low income, people of color or disadvantage populations.

If I run out of funds and need a bus then I would still need the option to pay cash till I can reload my card

By managing fares using an online account, lower income people are automatically being excluded. Online accounts mean that there has to be consistent access to technology and credit/debit cards which is not usually an option for many people. I see plenty of people using smart cards who take quite a bit of time paying, or their fare is processed incorrectly/they are told they have insufficient funds when that is not the case.

Assuming access to a mobile device or lack of barrier to a smart card is privileged and excluding an already vulnerable population

Not at all

It wouldn't effect me because I use my Smart Card always.

Would not effect me directly but those who do not have access to the technology needed to make online purchases. Would a kiosk be available at high traffic locations for those with cash only?

I have no mobile smart devices

I mainly use cash only so I wouldn't be riding much after that

It wouldnt affect me at all but this doesnt fix the underlying issue with our transit system

I think it is a great idea

It wouldn't; I've always used a pass or smart card.

It would not

I honestly think eliminating cash would make me take the bus less

I don't have a phone or access to internet always.

Yes this will effect me and other people that would rather use cash or if they only have cash due to different circumstances that would be putting a big mark for people not wanting to take the bus anymore unfortunately. I would like to see that sta stays with excepting cash but at the same time have the mobile pay option as well

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

I am writing this to advocate for the population I work with on a daily basis. I like that by using an app a customer may spend less money than if they were to buy a monthly bus pass. I am concerned for the more vulnerable populations. I am a social worker working in a medical clinic that serves many patients that would not be able to navigate a Smart Phone, have internet, or often don't have a phone. If you eliminate cash, what are they to do. It sounds simple to say there are several ways to pay, but how are they to get to these places, without being able to take the bus, due to no cash? Patients we serve may have a traumatic brain injury, development disability, cognitive decline, homeless, and poor. I believe this would cause great hardship.

It wouldn't affect me, since I pay with an employer card. However, I'd be concerned that the most vulnerable would be the most negatively impacted by this, since those might be the people who'd have access to cash but not necessarily a mobile device.

After I can purchase a pass it wouldn't effect me

This wouldn't effect me at all but I am slightly concerned for low income individuals who may not be able to afford a smartphone, and data plan, or internet.

This would impact our most impoverished community members negatively. Busses aren't late because people are paying with cash, busses are late due to staffing, routes, and time lines so constricted they don't allow for cash paying customers.

It wouldn't affect me but I do feel like it makes it hard for people without bank accounts to ride.

It would increase my access to the bus as I don't always have cash

I will be upset if some people trying to get on the bus are unable to and might contact the Peace and Justice League of Spokane or other agency to stage a protest and letter-writing campaign. It's absolutely CRITICAL that you continue to allow cash-paying customers to board the bus so that no one, including out-of-towners without smart cards or cell phones, get stranded!!!

It wouldn't effect me as I use a 31 day pass. I think it would effect lower income people that pay with cash more.

No

I don't know. But penalizing cash-paying people by making them pay a second time when transferring does not seem like a good idea. Not everyone has access to smart phones/computers. But if refilling a Smartcard is easy with cash, then this may be okay.

Not at all

As long as there is a way to get on the bus without cash it will not effect me at all.

Not a problem since I already use a pass

Not being able to use cash would have a great impact on me. The riders that use cash generally don't have a large impact on slowing down the bus schedule in my experience. I will not use a mobile application to ride. I would consider using a smart card if I could purchase at a grocer or the STA plaza. Eliminating the ability to pay with cash will disenfranchise a lot of STA's ridership.

I think that eliminating cash fares altogether is a severe detriment to indigent, houseless and low-income people, citywide. I think it's kind of outrageous and elitist to even consider making this an option 🤦

I would have to put a hand the first person

Greatly

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

Demonizing low income people who are the most likely to utilize STA services is discriminatory and I find it morally reprehensible.

Me not so much but others possibly quite a bit.

It would barely affect me, I'm always forgetting to buy a pass at a store or get \$2 cash back, so this will be extremely beneficial for me as a near-daily user of the STA.

only if you can have an anonymous account without personal information, privacy is important to me.

positive impact

Smart card or mobile device preferred over having correct cash in hand for fare.

Would just swap to app

Wouldn't ride.

it's fine, not a problem

I think it'd be very beneficial & would streamline the process.

not at all as I recharge my smart card for 31 days always.

Wouldn't affect me at all if I can fund a pass online.

Depends if I check how many bus passes I have in My wallet

It wouldn't affect me as I don't use cash.

It would not effect me.

Not sure

It wouldn't

If I can't pay cash. I don't ride. Why squeeze out cash paying riders? America was built on cash. I don't have a smart phone and I don't need a smart card.

Not sure

I never carry cash and have been waiting for you to add better options for me I only ride when going downtown or when it's snowing so this is good for me.

I use apps and do lots of online payments and online billing and online banking. I think eliminating cash wouldn't effect me in a negative way.

It wouldn't

It would be more convenient for me, but I think completely eliminating cash would hurt others that ride the same route as me.

Wouldn't affect me

Not at all.

Would not affect me but would get me places faster than usual

Would not make any difference.

I have a smart phone

It will not affect me personally.

It would not. But it might hurt elderly riders who don't use technology.

It wouldn't

I don't have cash on me most of the time and when I do take the bus, it is unexpected so I like this.

Not at all

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

If my phone dies, I would likely not be able to get a transfer, and would have to pay 6 dollars for my ride home instead of 2. I think cash transfers are important for people who do not have access to a phone or card at a given moment

I think it would effect me when I don't have internet access available when waiting for the bus. If my phone died.

If reloading my stored value card becomes easier Then should not be too bad

It would not affect me, but I worry that it could negatively affect those without access to smart devices or those who are not high functioning enough to always remember a smart card or pass. I think the fare cap already provides enough incentive to not use cash and do not find punitive measurements for cash payments to be necessary.

I would have to memorize where they are available.

I am excited to use a mobile device App that I can load with fares

It would not (affect) me but I could see this adversely affecting some low-income people

Yes

I don't use cash ever, really. But I don't see how this policy would do anything beyond punishing people at the point of service and potentially heading to arguments on the bus when everyone just wants to move on. Seems counterproductive to the stated goal of smoother service and fewer delays.

Not at all but not all people have smart phones to download an app. For those with lower incomes i fear that they may not have an app or advance access to getting a smart card if they have an emergency need to take the bus - cash may be their only option

As long as there is an option on my phone I would prefer that option

I rarely ride the bus, so cash is my best option. Having an app I don't use, or a card not used is more hassle than worth for me.

I don't have a smart card or mobile device.

Not at all I use a reduced senior pass

Not at all

Because that's all I have on me to ride the bus

I wouldn't be able to get on the bus because that's all I have is cash

Buy a monthly pass and like that. Never do use cash. Do not drive. Ride the bus all the time and use Senior VIP Program. Hope they keep that.

It would not

Will not be effected by eliminating cash transfers

No effect

It wouldn't, but it seems like a barrier to folks who visit or who just arrived in Spokane and haven't used the bus yet.

Not much. I already use the smart card.

Alot

Probably little or no effect, as I'm excited to use an app. I already use my reduced fare card, and this will save time, as I won't have to wait for the operator to give me a transfer card.

Not at all.

Very, very little.

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

Not at all. Follow Portland's app model or Seattle smart card model. Either one would be vast upgrade.

If I'm forced to use a smart card, due to STA not wanting cash, this question is a non issue

Not much. I always use my smart card.

Would take more time on line

It would make me pay more than I want/can

Right now, I don't know. Though I am wondering, how long would the free transfer via smart card or mobile device, be good for? Still 2 hours?

Make riding more convenient

Not at all

I would be fine since I have the ability to use a phone app. Many other people do not have that option.

It wouldn't impact me, but it would certainly impact already marginalized groups (the elderly, low income people, homeless populations, etc.). I do not support discouraging cash payments.

I would be unable to ride the bus sometimes.

Not at all

Very unfair to those unable to use anything other than cash. I will stop using the bus entirely.

It would be extremely difficult for older folks to understand how to use mobile apps and paying up front online or what not. As we speak I'm filling out this survey for my mother, the paratransit rider because even doing this survey and having to type in a review is difficult for a variety of reasons. Cash should continue to be allowed in my opinion and especially since this service serves such a variety of people with special needs.

This would not affect me.

It would not impact me but may be a problem for people who are visiting, using it for the first time, or need to take the bus to wherever they purchase the smart card (if they are using cash).

it would help the bus onboarding go faster so nobody has to wait for me. with that being said, it would also make it so my buses run more reliably on time and not make me late.

Me personally it won't effect; I get a discount on fares through my job which also issues me an employee STA smart card. If I change jobs I'd likely go for the smart card option rather than the app, smart phones are complicated for me. I don't think people will be good about managing their own fares online, either out of lack of access to technology because they are poor or they just don't put in the work to keep track. Using money is just easier for that group of riders.

It would make it a lot easier to ride the bus, as I rarely carry exact change or any cash at all. A mobile solution will make it easy to always have the financial access at hand to ride the bus.

N/A

It does not effect me since I prefer to use my smart pass.

I dont use a credit or debt card

It wouldn't, but I worry for those in our community without internet access

Just put ticket machines at major stops?

It wouldn't

Can we lower the rates for the bus rides

wouldn't

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

I use the bus system to go everywhere, and i rarely have ever been late because someone used cash/coins. I personally would not directly be affected, but i believe people should always have the option to pay cash. I also worry about confrontation from more irate customers.

I would enjoy that because now I don't have to worry about it since a smart card would be implemented
it would not affect me.

Extremely negatively. This is a terrible idea and discriminates against the most impoverished people in the city.

Not very much

K

Would not affect me

I don't always have access to a phone for the app and I don't always have enough funds available to purchase a smart card

Would not effect

It would not, but it might with someone that does not have enough money to put it on the smart card all at once

I would have to pay extra if I haven't used my smart card in a while. I could keep bus passes on hand, but that would be more inconvenient. I don't approve of punishing people for using cash, it is an important part of our economic system. Instead, faster methods of payment should be encouraged more often.

It would be easier for me because I don't often have the exact cash.

My dad is older and still does not use a lot of technology such as cell phones or laptops but loves to explore places. To people such as himself, it would be a loss to eliminate cash transfers. Along with him, many houseless individuals take the bus to get from one shelter to another or go to other parts of town and they would have a more difficult time in doing so if they do not have a charged cell phone or a phone at all the less. There are enough people in this city, between elders, houseless, and those who do not have the luxury of technology that would most lose out of this program while they are most likely the most likely to use the transit system.

Not at all

Would not but concerned about equity for less tech literate

Not much

It would effect me very little, as I generally pay with my card for a pass

It won't, but it may have unnecessary and unintended effects on the elderly population who does not use a smart device

Not everybody can get the smart cards. Cash should be an option still.

Many times I need to pay with cash and need a transfer. I don't always have access to online options. It is not fair to be penalized for being unable to use online only options..

no direct personal effect

This would be terrible. I don't have data on my phone because I am can't afford it/ fixed income on disability.

Many people don't have cell phones or debit cards. This would discriminate against poor/ disabled/ unhoused people in many ways.

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

Probably would not effect me but strongly believe we should never not accept the american dollar in its original form.

not at all

I don't use cash, but in a pinch I would feel like my cash is wasted where I'm unable to get a free transfer. I would rather use the mobile app to get a free transfer.

It wouldn't affect me at all, I purchase a full month pass even though it would be cheaper for me to pay for each ride in cash, because I'd rather not handle cash during the pandemic.

No impact

That would be a very negative move to eliminate the option of a free transfer if you pay cash. Some people may forget to add funds to the smart card, or be from out of town and need to pay cash, and removing the free transfer would be a punishment for those people.

This would be hugely beneficial for me.

Unless refilling the smart card is as easy as getting cash it's going to be inconvenient for people without a phone to refill a smart card with cash. As a frequent rider I know a lot of people who would rather not have a card (if they have one) linked to an app for payment for various reasons unless you can refill a card on the bus I believe this would negatively impact a good portion of the customers by either forcibly going out of their way to refill a card or spend more money transferring and I don't think speeding up boarding by a couple of seconds is worth that sacrifice

Not at all

It would speed up my commute.

Not that much because I use a 31 day pass

Don't have a smart phone

I use cash for everything, especially when I travel from town to town. As a tourist, I try to stay up to date on what is expected for public transport, but I can always rely on using my cash. If I have to have "smart card" to ride the bus, I won't use the bus. I would end up using either Uber or other taxi services.

I'd be OK with it.

For some reason, I am not getting this. I pay with Credit Card, put money on my Reduced Fare Senior Card and have done this for years. I used to ride more often and get my card filled for a month but with Covid I ride less and only pay per day.

Fubar

I suspect it will enable the bus to achieve better on-time performance. That makes my planning better.

Not a problem for me

no

It will affect me deeply I pay with cash I have no smart phone and I am On disability

I don't think this would effect me, but I could see this becoming an issue for individuals that struggle with technology.

It wouldn't effect me

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

I believe not allowing people to pay with cash would hinder many people from being able to access the busses. Many people do not have access to a phone with service to be able to pay with an app and/or don't have access to a credit/debit card

A lot

If you took cash away people who don't have money in their account couldn't pay. Maybe they are Poor. Maybe they don't have a phone or a bank account and only use cash. Cash has never been a problem on the bus. So please don't take the option away.

It would not as I only get monthly passes.

Low income

It wouldn't really effect me.

I wouldn't because I use a smart card

No effect. Would prefer an app, or other electronic method of paying fares.

I would not ride the bus as often. When I decide to ride, I'm coming from my house, it's usually unplanned and if I couldn't just jump on the bus easily I would drive.

It might not affect me. I do worry about the impact on folks who might not easily be able to manage an online account, but having locations throughout town where funds can be added to a smart card with cash could help.

It would only make my life more "on time" as cash payers do cause us to be late, and the bus drivers no longer help them insert the cash, so we just sit there for upwards of five minutes; however, that being said, I still want to be able to get my monthly rolling pass. I do not need to download an app from STA to pay for my fares; I do not need more apps taking up space on my phone or giving someone another reason to track my activities/location. Bus passes should still be the MAIN option for those of us who ride every day.

Would not affect me

I don't think that eliminating cash is a good idea. Sometimes, people only have cash because they can't get a bank account. Eliminating the cash option is not fair to poor people.

Not at all. I don't use cash. I use cards and apps ... even though I am old. That being said, how are you going to accommodate those who consider these electronic conveniences dangerous or scary?

I use cash for everything

Not sure

When I do ride the bus, I see homeless people and people with not enough or no fare money at all get "free passes" to board the bus by giving a story to the driver, who in turn pushes the button and gives them a free 2 hour pass. I would be concerned about potential safety issues if those passengers tried to board and were denied.

I use the transfers all the time. I would probably use the smart card but am not sure because I don't ride the bus on a regular schedule. I wouldn't want to load a bunch of money on the card then not use it for a month or two and wish I had the money to use for something else.

This wouldn't affect me

Bad idea not everyone has a smart phone especially the older folk, save time i have seen the bus stop for 3 wheel chairs and that takes time along with trains holding them up also

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

It wouldn't have a significant effect on me, since I don't normally pay with cash. Smart cards and mobile payment are the way to go!

Eliminating cash may be problematic for some.

Not at all.

Like Seattle Orca card. It's much better to have a card or app that you can add Money to. The current pay for a month use it or lose it doesn't work for me so I end up paying with cash.

I think it's a ridiculous assumption that everyone has debit cards or smartphones! There's a lot of low income people who need the bus and don't have either! I understand I wanting to be upgraded, but that would then be discriminatory towards the low income, telling them they can't ride if they don't have cards or a smartphone!
Get WOKE, STA!

I wouldn't able to ride that day

It would not.

Ah: question 4 must be the source of Facebook users' complaints that STA is all ready to stop accepting cash on buses immediately. I happily used San Diego MTS's COMPASS fare card for years (though I preferred to refill my passes via the fare machines at the nearest trolley station). If STA were to eliminate cash fares and transfers before I get my COVID-averse-and-not-yet-boostered senior self downtown by bus to apply for a discount card, I won't be happy. And I still think that San Diego MTS (which still accepts cash on buses) shouldn't have stopped issuing transfers for cash fares.

It probably would not affect me. I think denying cash customers a free transfer is a bad idea.

Bad idea, many low income people will be effected. Not everyone has access.

Arrive from Pullman by Bus. Sometimes catch bus from near depot. It would be one more card to manage I suppose. But need refill at bus depot to keep things going well.

It may effect me once I am no longer in school. I will try to use the new system, but as someone who is low-income, I may still need to rely on cash. It also worries me because those who are not as keen on learning new methods of payment such as the elderly (many of whom ride STA transit) may not be able to ride as easily. I don't think cash should be disallowed completely at all.

it likely wouldn't since i am happy to switch to using an app or smart card. i don't have cash on me for anything but the bus most the time anyway.

It would greatly reduce the stress of trying to not inconvenience those who are waiting for the bus.

I would be pretty upset about reducing the benefits for people that use cash. Adding an option to make fares more convenient via an app is a good idea, but discouraging people who don't have that app really sucks. Add the new option but don't change the system for cash. You might think touchless fare would make lines faster, but I can guarantee you're going to get people asking the bus driver for help with their phone or getting stranded because their phone died and they don't have extra cash(when before, that amount of cash would be able to get them where they needed to go) Please don't take away the cash option

Some of us older people have a hard time dealing with all this technical / electronics crap. I'll use cash or a thirty one day pass.

My usual routes requires a transfer downtown. While I would typically use my iPhone to pay for fare, I like having the backup in case my phone is dead and I don't have my smart card. With cash, I can have the peace-of-mind that if I need a ride home from work via STA and my phone is dead or not with me.

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

It would not affect me.

STA should use the same model as Metro Transit Sound Transit and Pierce Transit. These transit organizations use both a cash and prepaid monthly card along with a transfer ability for cash customers. This system has reduced pickup times and allowed both types of customers access to transit instead of marginalizing the cash customer. These organizations work extremely well in far more congested areas than Spokane county.

Do not do that thank you. It's lazy engineering and it will stop the cities worst off citizens from getting around. They have no access to a computer, few a phone. Do NOT remove pay by cash thanks.

I seldom ride but pay with cash when I do ride. Eliminating the cash transfer would make me pay more.

No

It would be an improvement.

Don't have to worry about not having cash

I won't be able to ride with people who don't have a pass, like my brother. Since some people don't ride with STA regularly, they would have no reason to use a phone app or smart card. Thus, would most likely want to pay in cash.

Not sure

I don't have a mobile device

I would never ride the bus again if cash wasn't accepted. Plus many homeless and working people usually only have a little cash or change and that might be their only way to be able to pay.

It wouldn't effect me much but I can imagine this being regressive for low income folks who might not be able to keep a balance on their card

By eliminating cash, that hurts riders that have to scrounge change to get to work, homeless or at-risk people who need to access resources, people who don't have access to mobile devices, and anyone who misplaces their Smart Card. The new payment options are great OPTIONS, but they should be just that, options.

Not a bit. I prefer to pay with my transit card.

It would be great as people are always digging in their bags for change. Well they often dig in their bags for their passes as well our bus was delayed 5 minutes yesterday because of that. The woman didn't have her pass ready when she got on the bus

If my employee ID doesn't work for some reason, cash is my only other option.

It would not affect me personally but I would be concerned for low income and freelance riders whose jobs pay primarily cash tips.

Eliminating the use of cash fares would encourage me to ride transit more frequently and more efficiently.

I think eliminating cash payment all together is a bad idea

Not at all. I think the big problem is people who get on the bus without their money or pass in hand.

It wouldn't affect me too much, but I have bank accounts, so that's not an issue to me. But for people who don't have cards or bank accounts, that's very inconvenient. I was hoping that STA would do something similar to what the west side of the state does. I still have my ORCA card and they have a brilliant system over there.

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

Eliminating cash payments for bus tickets is a terrible, terrible idea. Your asking/telling riders, basically the LESS fortunate of Spokane, that they CAN'T ride the bus anymore. That is unless they: 1. Go get a bank account and be knowledgeable how to transfer funds and set up accounts, remember passwords. 2. You must have stable living conditions because you have to buy a computer with internet in order to manage your STA Bus Account and your bank account. 3. Your riders have to have a Smart Phone to manage the above mentioned accounts. 4. However you do it your rider has to continually keep track of money in their account in order to ride the bus. That means going to the bank or trying to remember how much money is left in their account. You seem to think these are easy tasks for low income or no income riders. How many riders do you have that earn \$30,000 and up a year, own their own home, and can legally drive a car. 0 would be my guess. How many riders do you have that earn less than \$15,000 per year, are on section 8 or housing funded through an organization, and don't own a car or are illegally driving. AND THIS ARTICLE SAID: Riders only make up 20% of the cost to operate the City Bus! Your about to cause a LOT of GRIEF without thinking about your actual riders.

I have been riding the Spokane City Bus for 7 years. As far as what causes delays: 1. The biggest delay I have seen in 7 years is the "Inbound Mission 39 Bus". I have waited for over 15 minutes waiting for the bus to arrive. Yes, this is because of road work and detours going on. It's usually so late that I have better luck walking from Astor all the way to Division and crossing the light to catch the next bus going south. Mind you, the 39 was already supposed to have come and HAS NOT. 2. It's the people in wheel chairs. Sorry to say, but they are a hassle on and off the bus. 3. It's NOT people paying cash, you're making that up just to try to get your way with your new system. YOU and I both know that NOTHING I or anyone else says about this matter us going to change what you have already put into the works. My truthful honest opinion, doesn't matter one bit. Honestly, I take two buses 3 times a week to work and home. That would work out to be \$4.00 each day. Now, I CAN'T go anywhere after work, because your buses don't run but once an hour. And I'm not going to sit down at the plaza for 45 minutes waiting for the next bus to take me home. You have too many freaks in the downtown area. I can't even go Christmas shopping by bus on the weekends for this same reason. As far as riding the bus for shopping or a pleasure trip??? That's absolutely ludicrous!! STA should be focusing more on how to SERVE its riders than how they PROCESS the money they get.

As a social worker, I spend most of my time with low-income & homeless individuals. They rely on STA to get around town. Initiating a smart card or mobile app & completely removing cash as an option is going to be a HUGE barrier for these individuals. While making it an option for a card to be loaded at the Plaza or a gas station, this would be yet another unnecessary & time consuming thing that this population is required to do. Their belongings are stolen often, which means the money loaded on the card would be gone & they'd have no way to replace it, whereas currently they can find a few \$ and hop on STA without as much concern. Additionally, this population DOES NOT usually have a smart phone, or phone in general, making it yet another inaccessible item for them. If a smart card/app is going to be utilized, cash still needs to be an option, otherwise STA as a whole is completely dismissing the low-income & homeless populations as a whole, as they will be unable to access transportation.

I'd be happy to not have to carry extra cash, or scramble to break bills for my fare. However access to adding funds to my smart card/app would need to be widely available, and easy to do

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

No effect

Not

I buy a rolling 31 day Reduced Fare pass as I need to add more time to my STA Smartcard. I rarely us cash for the bus fare. Requiring everyone to use a STA smartcard and collect no cash when boarding the bus would speed up getting on the bus when there are more than 2 people at a bus stop. Does the fare capping work for those who buy the rolling 31 day pass on their STA Smartcards?

With the ability of mobile smart cards be more accessible, I would be discouraged to use cash. But I think there are plenty of people who do not have the privilege I do and that they should not be punished for it.

Not everyone has online access or mobile devices I like the idea of cards but you need any easier way to reload it like grocery stores most grocery shop regularly

Wouldn't effect me much. I always use my reduced fair smart card. would be good to beable to add funds by computer.

Hopefully it will put a stop to the daily people who ride for free. It won't impact me since I use a smart card.

It has been stated already, but people should board more quickly. Consequently, this should not hold up the bus, allowing it to move more efficiently.

Would much rather use a card or tap option with phone. I don't like standing their trying to pay in cash

Buses now operate almost empty. Buses are oversized and traffic blockers. Not enough routes. Too many free riders. Bus drivers paid too much for work.

I don't ride often but use cash for almost all of my purchases and would find it inconvenient and upsetting that I would have to take an extra step to purchase my fare. I think that the option to pay with cash is very important even though few people will probably continue to do so, and they should still get their transfer pass. The cash says that it is legal tender for ALL DEBTS PUBLIC AND PRIVATE and as such should be able to be accepted! Also, the idea of being forced to be tracked via the smart card for every fare collected is unsettling.

Not at all

I use a thirty day pass already. It can't change too much if I'm already doing it. 2\$ a day though should stay the price, if there is a change coming in that.

I use my employee id to ride the bus so I'm not sure if the mobile app would apply to me.

It would not affect me. I see it being a problem did the people who scrounge up change to ride the bus.

I will no longer ride the bus.

I wouldn't like it at all, since not everyone has a smart phone, meaning more panhandlers will ask me for change for bus fare. As far as the bus being late, some are late anyway because of drivers chatting, and there will always be rude drivers who drive too fast no matter how fast we pay.

Won't affect me, but do you think homeless have the ability to manage an online account?

I have enough apps on my phone already. You should be able to implement an actual card reader function as well for people who don't want to use an app or smart card.

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

I am NOT in favor of eliminating cash payments and implementing these apps or "smart cards"...and buses are not late because people pay with cash...buses are late because of traffic...out of 10 people probably only 3 pay cash...

Eliminating cash transactions at boarding would make sta a more efficient mode of transportation. Take a look at portland oregon's pass system. It would reduce waste and streamline STA's operations.

I buy a 31 day pass

It would cost me a lot more. I won't be able to make it to all my appointments. I would feel discriminated against because of my age and class!

The part that makes me nervous is the fact you do not mention free transfer 2 hours up front anywhere in the FAQ page. As long as that is an option, I think updating is a great idea even if cash is discouraged. Just do not get rid of the 2 hours, and it'll be well worth it.

I would be fine

Will not effect me. I'm most interested in getting discounts for using the app.

It wouldn't

Phones and networks go down. Eliminating cash as an option is problematic.

I think alternatives to cash is long overdue.

I have no way to use smart cards and it is easier for me just to use cash

I would not long use transportation. I would rely on family or friends as I don't use that often. Being older I don't care to be fumbling with my phone. I can't believe the buses are running that late because of paying with cash.

It's a dumb idea. For people who are not able to afford smart phones it's discrimination. The monthly pass I buy helps me get to everywhere I need to go.

I think getting rid of a benefit that cash users have already would be pretty scummy. If someone pays the \$2 in any way, they should be able to get to their destination

if I run out of money on the smartcard for whatever reason and I don't have time to load it up then I can't just pay cash? Seems like a bad idea. the card introduces more maintenance than a lot of people simply might not want to deal with. Giving the option to use the card is great but making it mandatory seems like a headache.

It would decrease the likeliness of me riding the bus

No

I am 71, finding my phone in my bag ,finding the ap will take a lot longer than putting the dollar in. lets go back to using tokens. eliminating transfers .would be a detriment to low fixed income

It would add time to any traveling I do,by having to stop by the STA desk to put money on a card. It may slow down the bus process a bit, but making it no cash would be difficult for people that do not have a debit card, or mobile phone.

What part of "this note is legal tender for all debts, public and private" do you not understand?

This may make it efficient.

It would not affect me

not all at - in fact i think this should have been done years earlier as there's nothing more annoying than watching someone paying in nickels and causing missed transfers

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

I can hardly get the coins together to ride to important places [dr appts etc] and no not have a mobile device. So those of us who have to pay cash, because we can't do it another way, are being "punished" because we can't adapt to the system? That seems wrong to me. I am on ssi [not ssdi] and after rent, basic food, and bills I am left with 15 dollars for the month. Most of which is in change that I use for the bus to get to food bank, doctors, and my child's appts as well. This system feels like it would punish the lowest of income based users. Many of whom I know do not go downtown, due to crime and feeling unsafe at the sta bus plaza, and not as many gas stations and grocery stores as you think will participate in "loading" smart cards. That will become a hassle for the employees of that store, who are already struggling with staffing needs.

Please look at the city of Vienna, Austria. Their public transportation system is the best on the world. Weekly pass €17.10 Monthly pass €51.00 Yearly pass €365.00 Purchased online, with an app or in person.

I think eliminating cash payments would be a hardship for several population groups, including the elderly, some of the disabled, and some people with mental illness. These people will have problems learning how to use the new system. I recommend leaving a cash payment option for these people, particularly if they don't ride very often. I would recommend keeping the cash payment at \$2.00 as one just has to work with 1 dollar bills and don't have to worry about change. I understand that people who use the bus a lot would benefit from the new system paying with a smart phone or smart card. Some people can't afford smart phones, so a smart card would be their only option. I would recommend having some staff dedicated to teaching new users how to use the new system, as it may be confusing for a lot of people.

It would not effect me personally, but this change would negatively impact community members with less access or no access to retail locations. These community members are also more likely to be experiencing poverty and/or houselessness. They really on public services like STA more than anyone. If cashless is the way you want to go, you should eliminate fares altogether.

It's a very convenient way, rather than waiting for ten people to pay cash and sometimes their cash is not straightened or folded that the machine won't accept it, plus the coin payer people that 90% of the time they drop coins and have to look for it which will cause much more delay to the ride. Having "Tap to Pay/Ride" is a next level thing to do with our current bus fare collection system and will make everyone worry free not getting late.

I am disabled and use a wheelchair. Putting cash or change in to pay is very difficult for me! I welcome your smart card or my phone to pay. I already cause loss of time getting my wheelchair clipped in.

Oh please. The buses are more late because there are traffic issues or people who need assistance getting on and off the bus. The most economical way for a bus pass is to purchase a monthly pass.. that needs to be encouraged/marketeted. Easy peasy. Overall, I think the current system works good. Not everyone has a smartphone. I use a monthly pass. If some of the riders can't manage their money well enough, that's not my problem!!! It's theirs!!!

Na

It wouldn't bother me to have to use a card only! It may be a problem for someone not familiar with the changes(maybe visiting from out of town?)

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

There are days I can forget my pass. I will be unable to get on the bus. I always carry 2 dollars in cash just for an emergency. Another question I have is how will the homeless pay for their rides?

Not me, but I think elderly people and some less technologically competent people might not be able to master the technology, but would still need or want to ride the bus. I would recommend continual monitoring of how many people use cash. I suspect smart cards and mobile apps will rapidly catch on so that providing a cash option will not affect schedules.

Poor and homeless folks do not have smart phones or access to get online. Nor do some elderly. A cashless society is wrong. What if a person needs to catch a bus because the car broken down and they don't have a cell phone or smart card? Only cash? They aren't downtown but in their neighborhood way up north?

so if i wasnt planning on riding the bus and didnt have passes on me, im fucked? very cool

Personally? Minimally. But I worry about the impact it would have on those who lack the means to have a smart phone or are older and don't understand the technology. Not to mention tourists, I hate having to buy a card I'll never use again when I visit big cities with more robust public transportation than spokane. This seems like a significant detriment to serving everyone if it's required of everyone.

:)

Don't gentrify the public transit system. Eliminating cash payment will heavily impact low income and homeless individuals. Public transit is for ALL of the public.

I would have to pay more for a trip than I do now. I don't have a smart phone, and I don't know how to use the online feature. If I can't buy an actual bus pass for the month, or my month ends before my next government check arrives I would not be able to go to the doctor or the store because I would have to pay more or not be able to get to where I need to go.

In a pinch, the transfers really help. I sometimes only have cash, and I have multiple transfers. So if I had to pay extra with my cash, it would hurt me more financially

Access to online account may be needed for those without access at home or work

It wouldn't effect me at all & I encourage this change

Elderly folks and even some millennial don't use the app systems or trust putting their money digital. I think this will be exclusionary and do more harm.

Not at all. I prefer it. Though what percentage of people have smart phones? But as for me, it is the best option.

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

There have been times I've left my phone or pass at home and have had to pay in cash. Also, homeless or other low income groups may not have access to a phone or card funds. I know I have bummed a buck for fare at the plaza in a pinch before. It is unfair to people who can't afford mobile or card services or rely on donated quarters to get around if there is absolutely no cash option. Also, if your card runs out and you have no mobile banking option, how will the bus refund you the partial payment, how long will it hold up the bus while people try to reload and have bad service, how will that person get to their destination safely? If you make a digital or card option and advertise it as the convenience it is, people will use it. If you make it the only option, you're disproportionately affecting those who are already disenfranchised (which many people who ride the bus are) and leaving no alternatives for people who rely on cash. Also, you should offer reduced fare for riders who can prove they are below the poverty line, either by producing an EBT card or showing their medicare/medicaid card or something. \$60 for an adult pass is cost prohibitive to those who are struggling badly right now or many not have a job.

If there were a situation where I lost my card, my card were in another location and I had to ride the bus as an emergency, or if I had to travel to purchase the card or add money to it, I would be unable to do so.

I'm worried about if my phone dies I could get stranded. Or if I'm ever without a phone how will I get around? It seems an unfair burden to put on the most vulnerable to disallow transfers without paying each time.

N/A

It wouldn't

It wouldn't effect me because I rarely use cash.

I know there ar

It would not affect me

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

As someone with a middle class income and ease of access to mobile devices and internet, I will probably fully switch over to the smart card system (as I already do in other cities like Seattle and Portland) and never use physical cash ever again on STA. So the elimination of cash transfers would not really affect me. However, that said, I have concern for those with lower incomes. I applaud STA's stated rationale behind how the fare capping policy benefits low income riders because they aren't always able to "front the money" to buy a monthly pass, and would instead automatically get the best value after 30 separate rides. However, that logic can also pose inconvenience and a time-burden to lower income riders. With the logic of not being able to "front large sums of money", it is likely a segment of STA riders will only have the financial means to keep small amounts of money on a smart card at any given time (i.e. \$5-\$10 versus \$50-\$100) and will need to reload every few days. I'm not sure what the exact statistics are, but not all riders have easy access to the internet, have a credit card, and some don't even have a checking account with a debit card. So this segment of riders will need to reload smart cards with cash at a physical retail location, which probably requires yet another \$2 bus ride (and time commitment) to reload the card. Related to that, the proposed map of retail reload locations has a noticeable lack of coverage and locations in East Central, Chief Garry, and Hillyard, which will further increase the time burden for those who need to reload at a retail location. Therefore, certain riders might simply find it more convenient to pay with cash on board versus using the smart card system. If the free cash transfer option is taken away, it'd place a heavier burden on those riders. Maybe the solution is to set up a feature on the online account system that can auto-load smart cards when the card balance drops below \$2. That would at least take care of the convenience/time-burden concern for the portion of people who have, at a minimum, a checking account with debit card. Other card systems such as Seattle's ORCA and SF Bay Area's Clipper Card have auto-reload features on their online account systems. The other group that this may negatively affect (though not as big of a deal since it is assumed they will have better financial means) is visitors and tourists who might only use STA for a day or two and not want to get a smart card.

It won't affect me

I'm old school, and still prefer to use cash, or somehow load a card.

It would remove a possibility to even use STA as some don't have the time or resources to get a smart card or don't have a phone

On days I don't get a bus pass from work it would be an inconvenience to not pay with cash. I have plastic on me all the time.

Not at all

Not sure

Penalizing cash payment in that way comes off as discriminatory to those that may not have access to a smartphone or the ability to keep/fill a smart card. The transit system is relied on by many low wage workers, the elderly, children, and unhoused people who have as much a right to transportation as anyone else. The real way to increase ridership of Spokane busses is to include more stops, running at later and earlier times. Also to advertise dispelling the stigmas against riding the bus many middle class Americans hold.

Not me, but definitely affect seniors not comfortable with computer access. Also questionable when those paying cash not have equal opportunities.

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

It would be great to speed up the boarding process.

I always need a transfer when I ride so I'm afraid with fare capping I would be charged for the transfer

It wouldn't. I used my smart card every day.

I would definitely use the app.

No

I like the flexibility of alternate payment methods if my phone is lost, broken etc.

I already use the smart card pass I rarely use cash unless it's an emergency

It would effect me somewhat considering I pay cash once in awhile

None

Changes nothing as I hate cash

Na

It typically would not effect me, but I would worry about the effects on others

It would trips faster so you don't have to wait for someone to try to put cash in which sometimes doesn't work.

I normally don't use cash. I keep 2 hr passes

Not me personally but it could limit our tourism, when i am visiting another city i would not want to download an app to use there bus system. I think with this system it is important to offer options for pass purchases as hotels, casino's ect that might be frequented by travelers, such electronic/ cash fair boxes similar to those used in places like Seattle, Portland, Las Vegas, ect. I know that when i have traveled this had made my life easier when i didnt travel with a car and uber and lyft cost could be high.

It wouldn't. I rarely use cash because you always have to get change. The ATM doesn't hand out one dollar bills.

This would not have any effect on my use of STA

Not at all, I welcome the change.

Would greatly impact my trip to work . Might have to walk

Not at all

If I don't have a smart card it might be a nuisance, so I'm hoping the mobile app is successful.

I would be far MORE likely to ride the bus!

My son rides the bus and paratransit bus could learn to deal with not using cash but his smart phone or a smart card.

Would be ok as long as equitable options available

It won't affect me, I don't use cash.

Don't know

It would be convenient but I would still end up paying cash, occasionally.

Well it would force me to get a smart card or use my phone

It would not effect me, however as long as there are ways to load the smart card up at ATM like machines that take cash, I'm all for it. I'll use the mobile app however we need to be mindful of folks without that option or those who are entirely cash based. Removing the acceptance of cash onboard makes sense to me!

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

I do not believe that the cash option should be eliminated as it would bar a lot of individuals who may be homeless or otherwise without a smart device from accessing bus routes, which can further negatively impact their ability to get to important appointments with agencies such as DSHS, Goodwill, SHA, etc. As with all things - do NOT remove the option to pay with cash.

Me personally? It doesn't, I ride with my university card, but it is a sure fire way of upsetting people who aren't comply technically adept.

Not at all

I would be irritated by this, and it would adversely impact a large percentage of lower income riders.

It would not. But I do see a lot of people experiencing homelessness using it. I would want to make sure there is a plan for them (e.g. Preboarding vending machines)

I'm not sure I understand this question. I wasn't aware there were free transfer passes. I only use cash when my month pass on my smart card expires on a holiday or other day when the customer service booth is closed

No impact, wouldn't use cash

it would not affect me. It would be a bad idea.

It wouldn't effect me personally, as I am young and capable of figuring out how to use a smart card or my mobile device. However, my grandma, who used public transportation frequently, would have a very difficult time figuring out how to use a smart card, and she doesn't have a smart phone and would therefore be unable to use her mobile device. I would like for there to still be a cash option. I also know several low-income folks who would likely find the mobile device or smart card option to be difficult.

It would not any affect on me as I pay my fare with a 31 day rolling pass. I never pay cash

I would transfer more often

It would not affect me as I ride Paratransit

Many individuals who use the bus system are low income and may not have phones, or the capability to create an account online. For those individuals, cash may be the only way they can pay for bus trips. I do not think eliminating the cash transfer completely is a good idea.

It would effect my college freshman daughter when she comes home for a short holiday break.

Eliminating cash transfers would greatly effect the accessibility of transit and force extra time spent when in a hurry.

Not at all.

If I can add money to a smartcard online it may not, but when not at EWU I've mostly used cash because I can't get to the plaza

Yeah

greatly. in social services often many indigent do not have technology or the knowledge to function above a cash economy.

It wouldn't

Not sure. Whenever I go to the bus on a new day I have cash on me so I can get a 2 hr transfer or a day pass, depending on how often I'll be riding the bus that day. I don't really use money from a card or something like that. It's pretty much just cash.

It would be beneficial, as I do not carry cash.

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

Won't affect me much because I maybe only ride the bus once a year, less during Covid.

It woiuld be bad.

The effect for me personally would be fairly minimal, especially if the new digital options are made available.

Fuck that.

I use a reduced fare smart card. I would use cash only in an emergency. That option should ALWAYS be available for those who don't have a smart card or phone app.

I would not eliminate cash transfers. Typically when STA employs any kind of new technology, it does NOT work.

It wouldn't effect me.

it will have a medium impact as I am not always able to ad money online. I sometimes get bus passes thru Spokane Regional Health District HIV Case Manager

when the bus is a run away option, my get out bag has quarters but an internet connection wouldn't be available in that moment. When I haven't had access to a phone and needed to rely on friends being able to just have change or my pass was a good always saftey net

Not at all I pay for a 31 day pass.

I always carry \$2 with me in case I lose my smart card. If paying with cash was not an option, I would not be able to get home in the case I lost my card. This happened one time already, and I was grateful that I was able to pay with cash. I usually don't pay with cash, but it is important to have that option. It is also important for when my family and friends visit since they do not have an STA smart card.

Eliminating cash payments on buses would not effect me. I typically will put money on a smart card for a day pass (or for a monthly pass, pre-covid when I worked downtown in the office every day of the week). I do not have a smart phone so would still need the smart card option.

Only somewhat. But would affect people I know who only ride occassionally

I don't have a smart phone.

It wont

Smart Card and/or mobile phone options are a very bad choice for blind people.

Not sure

I would use the app

It would motivate me to use the non-cash payment types to take advantage of both transfers and fare capping.

It would not affect me. I would use a smart card or mobile device.

It would be harder for me to take a bus because If I can't pay with cash

Don't use cash now

Sometimes that's all I have is change or cash so it would make it harder on me

It wouldn't effect me very much but if my phone died then there would be a hard time to get around.

Not likely, but would be frustrating on an unplanned need for a ride.

Unaffected. I do not ride the bus. I have my own car that I use for personal transportation.

Would cause me issues if I didnt have access to my mobile account, ie if i had no data or lost my phone somehow. Plus homeless individuals may not always have phones and need to use cash.

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

I think it's an unfair idea- it punishes people who may only have access to cash or can't afford a smartphone.

it would be safer than going inside and also there would be no need for transients and panhandlers to scalp passes that are possibly expired or nearly expired.

Not convenient if I don't have a cell phone. I'm a senior and tech is challenging for me

Instead of an account. Use kiosks to add funds and check balance instead of using passwords and apps

zero

No effect

Not really cuz I hardly use cash

I don't think I would personally see much of an impact but I am concerned about how this change might affect other members of our community. I'm concerned about how it might affect people who are in desperate situations who lack access to a mobile device or financial resources, such as someone fleeing a domestic violence situation, for example. I'd need to know more details before being able to comment further.

I feel it would speed things up for everyone. I rarely use cash to pay my fare.

It would make it a lot simpler.

I think you should also consider accepting debit/credit cards when boarding the bus like in other cities. Taking credit/debit cards when boarding the bus will add to the convenience of the passengers. I have used the smart card, and it has been very convenient for me, and I may consider using it again soon. However, there should be more places to fill them since going all the way to Downtown Spokane is inconvenient to many of us who live in the Valley.

No impact on me.

I think it would keep me from riding the bus as often if I didn't have the cash option. Cash is still money and this change would negatively affect anyone who relies on cash or coin that doesn't have the extra money to pay for each transfer, especially given that so many transit customers are fixed and low income.

Sometimes cash is all I have and I ride the bus everywhere. To work. To run errands.

It won't effect me much. If my kiddo loses their pass and phone it may be an issue. They have a short-term memory problem, so it may effect their adult life too.

It wouldn't, but I can see how it would disproportionately affect people who can't afford a phone or bank account. I think this would leave a lot of people stranded.

Personally i live downtown so I regularly let the driver know while paying for the ride that I would not like a transfer however for riders who have multi bus commutes this could be inconvenient especially if the rider only had access to cash and needs that transfer to make it to their destination. This would be especially hard for low income riders who struggled to find that change or dollar or two, just to ride the city bus that day.

No effect on me, but I don't necessarily agree with this approach. Riders without modern smart phones, who are likely to be low-income or disabled, would be disproportionately impacted. I agree that cash payments are a problem and cause buses to be slow. But I would favor positive incentives such as small discounts over a punishment like this.

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

Alot. There are many customers that do not have access to a mobile device and or unfamiliar with the new modern technology with the "smart card", etc. Eliminating cash transfers should stay in effect.

I don't pay cash on the bus.

This would make it so I could not ride the bus. And further more not everyone has access to digital monies... this is discrimination.

I think this will affect to the tourists 'rider more.If add more store value machine for smart card at major TC or stops will be more helpful

Potentially that could make it impossible to ride the bus on the occasion that all I may have is cash, but personally I don't really see that being an issue for me

I am very busy and do not have time or mental energy to manage yet another online account. Some members of my household do not own smartphones, and I like to travel without my phone sometimes to take a break from work demands. Requiring a special card or app creates another barrier to riding the bus and would discourage certain people, like me, from riding.

I currently use a smart card.

I have to pay cash on the rare occasion I could not reload my Smart Card at the STA Plaza. I understand this could eliminate that need, but I do worry about riders without smart phones or smart cards (kids? economically disadvantaged?).

It would not really impact me.

Eliminating cash wouldn't affect me but it would affect the many who do not have easy access to a debit card or the internet. Some people who use cash rely on using STA to commute around town. Eliminating cash would be a dramatic decrease in the users of our already limited public transportation system.

Just would not affect me as I use a Smart car so that I can get on the bus much faster and less stress trying to feed money into the fair box don't always just worked at its best.

I don't use cash. I'm a card and app user.

no impact

Greatly. Right now, in Spokane, riding STA is a real chore because of fares. In Seattle, riding their transit is easy because I have had a smart card for over 10 years and can manage it online. Time for Spokane to catch up and catch on.

It would not affect me, but I am concerned about how this would affect poor and homeless people.

if there is fare capping, and one fare paid is good for the whole day, why would there be a need for transfers?

Eliminating cash transfers would not be a good idea because many are unable to obtain a bank account or debit card to pay digitally. I keep money with me in order to pay for the bus if needed, but would not always be able to pay digitally.

It would not impact me. I'm all for it but not all people have a smart phone. If they do have a cell phone, not all people are technical savvy.

It would not affect me.

I think we should allow cash transfers. Many riders are homeless or living without access to bank accounts or smart phones.

It wouldn't effect me personally

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

Eliminating cash transfers wouldn't majorly affect me, I already make use of a pre-purchased cards or prepaid passes onto my personal STA bus card. This action. Would likely make things go more quickly and along in a proper manner.

It would not.

It would be a problem occasionally when money not put on smart card.

It would not effect me. I'd prefer not to use cash or for others to use cash.

I would be minimally affected. Unless I forget to recharge it, I use a smart card.

Will stop riding the bus and will encourage everyone I know to do the same and to put it all over social networks!

A little

It wouldn't effect me.

It wouldn't affect me directly but will lower my annoyance. Those paper passes and transfers are terrible. I see passengers have to swipe the pass more than once to get it to work. Also some drivers let riders on for free when the pass is expired instead of making them pay again

(In the last sentence above, "effect" should be "affect.") I think that eliminating transfers for cash-paying customers would be unfair to them.

Might not be able to get to school or back home from school. I have to take multiple bus routes at a time for the trip. This will impact a lot of people that have to take multiple buses to get where they're going.

That could hurt. If for some reason I can't use my mobile device or forget my card, I would not be able to ride the bus to work. I carry a few dollars just for an emergency. I don't think cash paying customers should be denied a transfer. Offer benefits to smartcard or app, do not punish cash paying people. That just doesn't feel right nor would it promote a positive image of STA

Ok

Not at all, but is a little concerning for extremely low income individuals.

Personally it's fine, but I worry about lower income folks who may not have mobile access.

Not at all

I am disabled and on SSI so I am fortunate to get a reduced fare which I think is fair since SSI barely gives me enough to live on. I think it's unfair that everyone including those who work full time would be allowed to get the same reduced prices as though like me who are disabled. That's not fair at all to give people discounts who can afford it while those of us who don't are given nothing.

It wouldn't. Just allow free transfers.

wouldnt affect me but i dont think they should be eliminated

I only use cash if I need to make it downtown to buy my pass.

If it's easy to add money to the smart card, probably it wouldn't affect me. The only time it might is if I've forgotten my smart card, but as I currently use a university ID and never forget it, that's not likely to be an issue. Don't know if lack of cash option would affect some other bus riders or not. But would love to reduce missing transfers (main pain with riding the bus regularly).

Do NOT get rid of the cash-only option. This affects lower-income populations, (which largely makes up your ridership) that may not have debit/credit cards or internet access to manage their fare accounts.

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

Not at all

If I can load value on my Smart Card online and activate that value on my next bus swipe I would not need to use cash at all.

Make the bus more on time. See lots of passengers paying with a handful of coin. And the cash machine doesn't like all dollar bills. Very frustrating.

The free transfer option is great. Would also like 2 hour pass to become 3 hour pass.... But perhaps with the new cap system the next/return ride would be free.

Poorly

I Wouldn't have a way to pay to take the bus due to not having a credit card. Also hard to get to a location to put money on a card when I do not drive. So it would cost even more money having to take a bus just to get a bus pass to use.

This seems to be highly inequitable. I have a smart phone and WiFi and a bank acct. many of my neighbors do not. King Cnty transit still allows cash. Are STA people out asking folks at the Plaza what they think of this? You have to have data from the fare boxes showing which lines folks pay cash and which use passes/cards ie the 720 bus to EWU.

Maybe Not.

I rarely use cash to pay.

N/A

Not much, I find day pass makes sense if I have a return trip

No transfers for cash customers with limited incomes would penalize those most dependent on public transit.

Very little

Not likely at all. If I pay cash, I generally have to get a day pass because errands take more than 2 hours

Will make it so much easier

It would not effect me at all

I feel this would impact in-house people.

I rarely if ever use cash so it wouldn't affect me too much

Prefect!

Stop bus delays

This may not affect me as I use my university issued student card or employer issued card during the summer.

However, I do carry cash in the event my card will not work and am concerned about obtaining a ride if my card didn't scan or was not activated properly.

Not at all.

It would not effect me. Older customers may be impacted.

N/A

I don't carry cash. It will not matter to me.

Would not affect me

it would not

No effect on me

Not at all.

That would work perfectly for me

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

No effect on me, I purchase a monthly reduced fare pass

It would not affect me personally but cash is a universally accepted form of payment. Many elderly or houseless riders will not have functioning mobile phones to reliably use. A smart card system eliminates the opportunity for someone to sporadically or make an impromptu bus ride. I often encourage coworkers to take the bus with me to meetings, and these coworkers do not carry monthly passes. It will discourage riders from taking the bus if they cannot gather some quick cash for a ride. There will also be more missed busses and connections if people have to buy a smart card rather than use cash, especially in the outer limits of the bus system where such retailers are scarce at the hours of operation needed. I like the pre-paid card system, the free transfer pass, and the cash options.

Be easier and faster to board the bus

It wouldn't affect me. However, I'm concerned that, for houseless folks or folks without access to a mobile device or internet-capable device, transportation would be less accessible. I'll gladly wait a few extra minutes if it means that public transport is more readily available to folks who need to pay with cash.

Eliminating cash transactions would not effect me

It really wouldn't because I use a Reduced Fare smart card and I live downtown.

It would be difficult because I live up north and don't go downtown to get a smart card to use instead of cash. But then I have my phone and can get the app to pay. I'm just saying for people that don't ride often and just use cash for that one ride. Be interesting to see.

For the most part it wouldn't have a negative effect on me. I always travel with my phone and only use the cash option when I've lost my student ID

It wouldn't effect me, but it would effect people who only have cash, don't have a phone, or have to ask for cash from others to have enough money for a pass.

Not at all. I pay with a pass & would like a mobile option.

I used a smart card provided to me by my employer, Spokane county. Since I already use the card, the benefit i could see would be to have that emulated into the mobile app.

If I can pay for fare online, that honestly would solve 99% of my fare issues. It would only potentially cause issues if I had to take a bus at the last minute without having planned to do so... but again, as long as I can quickly add bus fare to a digital method, it would likely still be fine.

Make it way easier for me, I have to scrounge for cash now. Using money from my bank is way easier.

It wouldn't

It wouldnt

I like having cash available in case lose my card I would still have a backup.

Very much so! STA you are becoming a bunch of jerks. In 2015, you said you were trying to figure out something to help the working poor with fares. You haven't. And now, you wanna penalize cash paying customers??? I like the current pass system as it stands. (except you need a pass for cheaper fare for the working poor). I do NOT do apps. I dont like smart cards. Please dont take away my freedom of choice!!! I have been riding for DECADES. This makes me VERY upset. It's bad enough you increased fare so high in recent years. How dare you miss treat those of us who have been loyal to you all these years.

I like the idea.

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

Cash is easiest for me, and taking the transfer away is not going to be helpful to most people.

It wouldn't

I don't like the idea

Don't really care, I have a car

I use cash to pay for most things, this would keep me from riding as I will not participate in the new "smart" system.

It would not effect me much.

Not sure. No online account I use smartcard 31 days rolling reduced fare pass.

Very little.

I'd get used to it.

Not sure.

Would not affect me.

Minimally.

I do not think it will affect me. I do not depend on the bus to transit.

Not at all.

Unknown.

N/A

Would not effect me but it sure would negatively impact many of us.

Not at all.

I do my best to not use cash.

It would not affect me.

I currently use a senior smartcard.

I could use a different way to pay.

Not much.

I would use smartcard, rarely do I use cash.

I would never use your services.

Would not.

I would definitely use a mobile app.

N/A - I use a reduced fare card.

I ride bus once in awhile and I use cash am 73 years old and I don't know much about Iphone usage. I ride the bus about 15 times a year.

No effect.

Not at all.

This eliminating cash would not effect me. However, how would it effect someone who for some reason, needed to get on the bus in a car breakdown.

I don't ride bus often enough to be affected.

Very little, but I like the idea.

Won't at all.

Not at all.

No effect.

May not ride.

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

Little.

Not at all. I use a smartcard.

Don't use cell phone or cards.

Not at all I don't use cash.

I would be unfairly discriminated against.

Don't have a computer and the availability to buying a smart card.

Would appreciate the use of smart card or mobile device.

I'd love it.

No effect.

I won't ride the bus.

My problem with smart card (ID pass) is that you can't see your balance when you swipe the card. Been surprised twice when my balance reached 0.

Not at all.

N/C

I don't like eliminating money. This would not affect me big time. I am a senior and I'm not able to afford a smart phone and do not have a computer. I can not afford those types of things.

Wouldn't.

Not sure.

Not at all.

Would help me.

Not savy but I would have to learn.

Probably ride the bus less often.

It would force me to tie up funds otherwise used to buy food however I recognize it would make things faster but on the other hand would not allow someone to ride the bus if they just got to town and didn't have time to go get set up. A cash option needs to be available.

Purchasing customers doesn't sound like a good idea

Eliminating cash transfers will discourage occasional new users.

Not at all.

Not at all.

Not much.

Not me but concerns about others who have no access to internet or mobile devices.

It would not.

We would purchase a smart card.

I don't have any card and I do everything with cash.

Not a problem.

Not at all.

We would not be able to use buses since we don't have electronic devices, no computers and don't have Wi-Fi access. We are old retirees reliant on paying cash for tickets when using buses.

Not at all.

Will stop riding.

A lot.

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

Eliminating cash transfers would be helpful.

It suck's.

Do not have mobile device on smart card.

Don't think it effects me at this time.

Will not effect.

Will not effect.

I would have to purchase a smart card somewhere. There are no retail networks close to my residence. So I would have to drive somewhere to get a fare card? And then use it on the bus? Brilliant!!

It would encourage me to use the smart card or mobile application more, I only pay cash if I forget my card, and now I have more incentive to bring my card and/or phone.

Would not effect me.

It will be challenging, since STA will have my personal info.

I don't have a computer or Iphone.

Cash should always be an option.

Won't effect me.

Not much.

I do not own a computer.

That would be bad, especially if I forgot my smartcard.

We would not use or be able to ue the above methods (smartcard or mobile application).

Not at all.

It wouldn't.

Drastically - I am old and don't use computers or understand all this stuff, eye pad, smart cards and all the new age. Cash always works.

I depend on a cash transfer.

Not too much.

Not much if I can get an STA account on my mobile device.

Will not affect me!

I have no computer or smartphone!!!

I don't understand mobile apps.

None.

Not much - just follow STA guidelines all shoul run well.

Well my supply of 2 hour passes might not get used.

None; except make buses run on time.

Would be smoother.

Big inconvenience.

Adding \$ to my smartcard.

I would have no other way to pay. I would not be able to go online and I have no way to use the mobile device that will make it much harder and confusing. Not all peopl can afford the internet. It's to complicating.

Not much at all.

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

None I'm on disability and I have a smart card.

No.

Unfairly.

Not at all.

Not.

Could care less - no "mobile device" - do not intend to use STA. Not convenient or useful.

If I must I will walk/ride with a friend.

It wouldn't because I already use a smartcard and will probably use the app.

I do not get smartcards, I do not have a cellphone - I will continue to use cash.

None.

I like the idea.

I would buy a monthly pass.

I would either accept that, or stop riding as often.

Not at all.

Would not affect.

I always buy a reduced fare monthly pass at Safeway Northpoint - I ave no access to online.

It would.

Not at all.

Not sure - don't usually transfer anyway I don't have a smart phone.

That is disgusting policy that only negatively affects the poorest riders. While I understand the convenience of using prepaid cards and apps penalizing those who can only afford to pay cash for the bus is not the answer. I am truly disappointed in the STA.

Totally inconvenient! Especially with no customer service of any kind at the Vally Transit Center. Not even porta ptties?? Easier to stay home and have things delivered.

Will effect me if I don't have money in my bank to put on the card. I have a bank account, everyone doesn't.

It wouldn't. STA is my only form of transportation.

Sounds complicated. Would probably just pay the full fare in cash and forget I've transfer.

Not.

N/A

I wouldn't ride.

When we have visitors we liked to go downtown on the bus (and back). It's unclear how the smartcard would take care their fares.

It wouldn't effect me at all. I use a reduced fare pass and I don't have a computer or access to the internet.

Aslong as I can get my reduced fare pass at the plaza, I'm fine. Thanks.

Not at all.

Don't have smartcard or mobile phone.

Not at all.

Not.

I don't have internet.

I have no mobile device.

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

Don't have cards anything other than cash.

Probably no effect.

Some people don't have smart phones.

Discourage me from taking the bus.

Not me so much - possibly low-income riders without the benefit of smart-card or phone app.

None.

Sounds good, faster boarding is desirable.

N/A

Not at all.

I don't use computers no smartphone so I suppose I will be walking when they decide to refuse cash.

Not much.

Yes.

I have no clue what a "smartcard" is. I might ride the bus once every year or three. You are making the "smartphone" thing too many people aren't on board with this yet.

Not at all.

Not a problem.

Coercion, bullying, profiteering by STA. Your cost-cutting tricks and data gathering schemes make me throw up!

I use a smartcard instead of cash.

Very poorly.

1st you need a smart phone an online acct - not everyone can afford these options shame on you for making it harder on lower income people.

Not good I see many people boarding with cash I think it would be very negative.

Go back to bus tokens, they're better to carry in billfold in case you have someone with you and want to pay for their fare or help others.

I seldom ride. So would I need to make a trip to get a smartcard.

Not at all.

It may cost me more.

It would definitely have a negative effect on me.

Wouldn't be able to ride. I have never owned a car, have been riding the bus my entire life 60 years. Have always thought Spokane had a great transportation system.

I'd be quite comfortable with a "smartcard" arrangement.

I couldn't say.

I use smart card.

Not at all.

Would not be able to ride the bus 50% of the time. Do not own a smart phone or computer.

I would always use my reduced (senior) smartcard.

For the first time in my 72 years I would protest, picket, and boycott STA vociferously. My only form of transportation. On social security.

No effect.

No idea.

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

Not at all.

Since I use a reduced fare card, it wouldn't matter to me. However, I don't think it is fair to take away the transfer option for cash payments. Many older riders, including myself, will probably never use the mobile app.

I do not have a cell phone, nor do I want one. As the bus is my transportation. This would leave me with no way to set places.

Less likely to use STA.

Not sure!

Very much as I don't have a credit/debit card!

I don't use the bus often enough for a monthly pass and if I have to go downtown to create or maintain a smart card or mobile app, it will be extremely inconvenient.

Negatively.

Very little.

It will be okay.

It would be much handier and efficient!

Positively.

Cash is the best for my household.

Not at all.

Prefer cash.

No.

Yes.

I don't have no internet online account I don't have an app phone.

It wouldn't.

I don't ride often enough to use anything but cash.

In a negative way - I mostly use cash.

I think it's unfair to those paying cash.

From my experience no matter which way you pay - people will not be ready to pay or can get their card, etc to work right.

Not at all.

I would not ride the bus. I don't understand what a smart card or mobile device is or how to use them if I did.

If I had to discontinue phone app unaccessible.

I would probably ride the bus less. Using a smart card or a mobile device would make using the bus too complicated for me!

I agree with the transfer option.

Near the "end of the month" I may use cash that I have "saved" in a change jar.

Not at all.

Will make it more difficult I'm a double amputee, no less, depends on how much money I can afford in my budget.

Not at all I use a smart card.

It would make the smart card mandatory.

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

Well.

None.

It won't.

Ridiculous - a vessel of excrement.

A lot of people are not able for several reason.

Not at all.

No.

Not at all.

Buy a monthly pass.

Not at all.

I don't use it.

I don't have a smart phone or smart card.

If STA insists on use of electronics to pay, I'd prefer to pay cash a 2nd time to board my "transfer" bus.

Please don't eliminate cash.

It may affect those with disabilities that don't know how to do the other options and may eliminate riders who use the bus once in awhile.

Not sure.

Would switch to smart card.

Help bus stay on time. I like the incentive of free transfers for smart card or mobile app use.

It wouldn't effect me as I always prepay for my fare.

it would mean I ride the bus much less.

Put on smart card.

Not at all.

It would not effect me.

Not at all.

Many of your riders do not have debit/credit cards or smart phones or computers/online.

No effect.

A lot of seniors don't have smart phones or can't afford smart cards.

I think it is wrong. You usually can come up with cash. There should be a federal ban on not being able to pay for anything for anything with cash. It is discrimination!!

Not for elder people!

I would embrace it.

I'm visually impaired and do not have a mobile device. I think you should still give a transfer to those paying cash. Sometimes I would need to board a bus to get to where I can load a smart card.

I would not like this.

Not sure.

Would be better.

N/A

I would switch to the card.

It would make it harder to take the bus.

Not at all.

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

Wouldn't.

Great idea.

Not sure.

I don't know. Do not understand how system would work.

Not. Because I get a monthly pass.

I would have to download the app...and my phone has so many apps already.

I sometimes use cash if in a hurry to get somewhere.

Not much.

Would not affect me.

Very little, rarely transfer.

No significant effect.

Greatly.

I don't think it would effect me.

Not - I use a pre-paid reduced fare pass.

It's easier for me to have enough cash for the bus.

Not me but a lot of people still use cash.

Out-of-towners would struggle when visiting.

Not at all.

It wouldn't.

Yes.

No effect.

Help alleviate delayed buses due to cash customers.

N/A

Wouldn't.

No effect.

Not much.

Not at all.

I will have to pay cash for every ride on a connecting bus unless STA provides me with a mobile device. I've no idea what a smart card is.

It would be a problem.

No problem.

It won't affect me.

Little; mostly 1 month pass.

That would be more convenient.

Not interested in a smart card - I like what I have been using!

No effect.

Not good!

It would piss me off.

Not at all.

Won't effect me, but I'm sure that the homeless or limited income people maybe affected not everyone has a bank card or mobile device or even the internet access...issue!!

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

Not much - use pass.

Not sure.

No, it will not affect me.

Hackers!!

No impact. Only use smart card.

It would be good.

Not much, I seldom need to transfer. But I would like to speak up for patrons who probably aren't getting this survey. I understand cash is problematic on your end but there is a segment of our population who suffer as our society goes cashless. I suspect many of this demographic ride the bus and need to be able to continue to pay with cash.

I don't like this. I use transfers.

Probably ok.

Not much right now.

Affects me 100%.

It would speed up my ride and eliminate the anonymous (sometimes dubious) riders.

Not in Spokane very often and would depend on the smart card, length of use, and amount minimums.

I don't think public services should eliminate cash payments, whatever other options are offered. Period.

It would make it more difficult to use STA. I don't use apps on phone and don't like using smart cards because if card lost/stolen I would lose out on that money. Inconvenient to load money on either app or card. Discriminates against people who do not use technology!

Somewhat.

N/A

Something else I must learn!

I rarely use STA so I will manage with any option. But deciding at the spur of the moment to use the bus will be inconvenient for app or smart card.

Would not.

I don't know about this one.

Not sure, probably not a big issue.

N/A

Not at all.

The convenience of riding the bus would be lost. Build the schedule to allow for people with cash for fare.

Positively. Online account management and reducing slow downs are desirable.

Not at all.

Not at all.

I would have to use a smart card.

Not at all - but it sounds horrible!

Minimally. However, sometimes there is no alternative to cash; paying with cash should not be made impossible.

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

It would effect me in a big way because I'm on a reduced fare. I don't ride like I used to. But, I used it to go shopping every month.

Wouldn't at all.

Not sure.

I would quit riding the bus.

Unfair - double my cost.

Not at all.

Would ride bus less.

Be very bad.

Extremely annoying!

Greatly.

Not at all.

Justv to make sure I have money on my card. Might make an ...

None.

I would probably use a smart card, assuming I could use it with stored value. I use the ORCA card like that when I'm in Seattle.

What would be easier pay bill no coins, suck in no returns coins.

Not at all.

Cash is good.

I'd be pleased.

Unknown at this time.

It would not affect me.

No problem.

Make me say fuck it!! A bad idea!

I agree that this would expedite boarding. Paying for a transfer (cash payers) is not "right". Although many other transits charge in other cities.

74 years old, riding once a week = cash.

It would make things more difficult.

Cash is necessary.

I would need to plan ahead more often.

I have not used cash transfers. I use smart card on all transfers.

Not at all.

Walk.

Don't have a cell phone.

Not well.

Very little effect.

Not sure.

Not sure.

Would need to get a smart card and could be inconvenient.

Not much.

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

When cards become "not valid" or are deactivated, sometimes for unknown glitches in the system, cash becomes the only option unless some kindly bus driver realizes the glitch and lets you on.

Past 30 days, my smart card is "not valid" so I have to use cash and then have my smart card reactivated at the STA plaza. If I am unable to use cash for a one-time trip to the STA plaza, then what other option do I have.

I would never use a mobile app for STA services and I would never use online services to manage or pay for rides.

Since I have no smartcard, mobile phone, or computer access skills I would not ride the bus.

Not at all.

I prefer cash payments. No card.

Wouldn't - don't use transfers.

Not at all.

Guess I won't be able to use the bus.

Just a little.

Already do not use cash to ride.

Probably wouldn't use the bus as often.

Bigger question is how would effect homeless or low income people? Blind people, elderly without tech skills.

Not much.

A lot - this smart card sounds complicated.

Not everybody has the no how to use them.

I don't have a smart phone.

I doesn't I don't pay with cash.

No! This assumes that most, if not all, people have and can afford smart phones, computers and always have good cell service and live in area with good cell signal...not realistic for the working poor! Keep the cash option alive.

You would discriminate against me.

How this would effect me is I will not be able to get to a place to get a monthly pass if I can't get a 2 hour pass.

Adjust schedule to accommodate cash payers.

Would not be a problem.

I wouldn't be affected.

Not a problem.

It will not.

Remember that not everyone has a smart phone. Since I seldom ride the bus cash would make the most sense.

N/A

Greatly. I am old and not able to pay for things with smart cards yet. I hope you will not eliminate the cash option. I always have my money ready and don't hold up paying with cash.

It would make it more cumbersome to use transit for poor and homeless people, which I insist is wrong.

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

It could cost me more to ride the bus.

Might discourage me.

Bad.

Sometime.

Mary Ann Ballord.

I wouldn't need to carry exact change.

It would not effect me.

If my phone is dead, I can't access my online account.

It would not effect me.

It would be better if it prevented buses from being late.

Seems unfair to people who don't have phones or card. We are older and don't use our phone for payments. If the proposed options are so beneficial, cash payments should decrease. Keep a cash with transfers option.

Discriminatory action. Everyway that is paid, should have transfer option.

Sounds like it would help.

It takes me 3 buses to get to an appointment. You are going to eliminate people that have to catch a bus unexpectedly. Also people without cell phones or internet. It is going to cost a day pass for 1 way.

Better for me.

Please do not eliminate paying cash to board the buses. The cash paying come in at the right time. When you can not pay full payment on the bus pass.

Unable to use the bus.

I would have to go to STA as Roseaur's near me doesn't sell reduced fare passes. Nor do they sell Paratransit.

This is reason I pay cash. I always have it in my hand.

I wouldn't be able to get a Fare transfer pass!

It won't effect me at all.

Not at all.

I would look forward to this change.

Would effect me very little.

Please make the "smart card" truly smart. It is only smart in name at this time.

There are many people who pay cash and are low income and do not have smart phones. Why would you leave these people with reduced services. This does not seem to be the right move to make.

How would pay if you don't have a computer?

I'm disabled, I have no iPhone, need reduced fare card.

"Greatly"! Because, even though I like the idea of just using a smart card, I am, and so are many others, computer illiterate. I don't go online to do accounts, therefore I still need to pay at offices, etc.

Don't usually transfer - little effect.

Not at all! But you will alienate baby boomers and older.

Not at all.

This item was described unclearly.

Not me, but it might be unfair to out-of-town guests. (Visitors).

I use smart card - leave as is.

Not at all.

Once available, STA wants customers to manage their fares in an online account and use their smart card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a smart card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

Not at all.

No effect.

Imbolize my efforts.

Great.

Badly I allways pay cash.

I have left my smart card home and had to pay with cash. If your system was in place, I would have been late to my appointment. This may also deter new riders who don't want to get the app or card until they know if they will continue riding.

It would be fine with me.

It wouldn't, but this is a terrible plan and will disproportionately hurt the poor. Maybe that is the plan, anyway.

No.

Big hassle to find a place to buy the pass. (No good for the computer or smart phone illiterate - a big issue in the elder community).

I use a smart card.

No problem.

Must always have a cash option.

I don't have a cell phone or computer.

Use bus for emergency situations.

Only use bus when our car breaks down - emergency.

I often need a transfer pass.

Not a problem

Not at all. I use pass

It won't affect me at all

I live day by day. Some days I have cash, some days I have the internet, some days I don't have either. You are trying to get poor/homeless people off the bus??

A lot if the option to use the university ID is canceled. I can't find any mention to that.

It would not affect me.

it is difficult for me if you don't use cash money because I don't use credit card

Are there any other rider groups not listed above that should receive discounts?
Active job seekers
Family pass: myself, my husband, and our three kiddos all ride the bus and my oldest is almost at the age to pay for a pass. Discounts for the purchase of more than one pass at a time
government employees
Low or no income riders should get a minimum of 50% off their fair
Low income riders and people with disabilities
Homeless. Free ride to nearest community services center.
Nearby system pass holders, like orca or ctran
50% off fares for pass holders who are active licensed medical workers.
Low income and people who receive food stamps
Native Americans should be highly discounted to help them recover from the effects of white people. :)
Low income families
Those who pay for a month at a time. Every six months they get a free month.
Keep college student fare free for any program!!! I'm already stressed about the thousands of dollars I am in debt on't make me stress about bus fare trying to get there.
People who use it for church functions. This would allow the use of many people who want to use the bus service for other than their normal day of worshiping.
I don't know whether there are discounts for disabled riders, but please think about it. Maybe there could also be discounts for people who receive SNAP and/or WIC.
N/A
1. People with some kinds of disabilities that prevent them from using other modes of transportation. 2. People actively looking for permanent employment. 3. Low income people who have housing vouchers, food stamps, or other permanent assistance.....especially low income people who are working.
People cannot afford to pay this over 60 dollars. 65% discount
The disabled
Work employees. Have them show there if bage to get a discount
Disabled people
Physically and or cognitively impaired riders
Everyone should pay the same price. And set it at a fair price. Then you may be able to get more ridership
Houseless individuals; essential workers
Disabled
Family group
don't think so.
people with disabilities
Disabled ?? I would get the Stars and Discount but I live too far from a stop.
Low income riders, for example riders who are on federal financial or food assistance.
No
People who are using the system mainly to get to work for low paying jobs
No
No
Homeless

Are there any other rider groups not listed above that should receive discounts?

College Students. SSI disabled. People with suspended drivers licenses.....more likely to take the bus than drive illegally.

All the military people I know make big bucks. Like 100k plus per year. Yet they get discounts everywhere...i dont get it....

pass holders with disabilities

Low-income riders under a certain income threshold should get a discount

Single mothers

No

I would suggest considering programs for educators, first responders, or other "essential" workers.

N/A

Disabled riders

repeat customers on weekly or monthly passes, or rewarding the regulars too? or,....just dont jack up the rates on the rest of us who are willing to be in favor of those who could use the discounts? :)

Can we do this for low income folks - maybe using kind of ID already issued to them for accessing other services? I would be glad to see transit made more affordable for people who honestly don't have other reliable options.

Amazon employees

Low income

Disabled-Physically or Mentally

Differently abeled folks. It seems like they sometimes don't ride the bus because they feel guilty about slowing the bus down during their loading and unloading

People who have a mental handicap like autism. People who can't drive because of a hardship they were born with. They'll always have to take the bus so I feel like they should get a discount because it's not something they were in control of and it's unfair to leave them out.

Everyone. The bus costs too much . Give a discount to everyone who gets a smart card . That's it. Cash u get no discount. Easy peasy .

Not sure.

No

Not that I know of.

Nope

Nun I can think of

No

People who use the smart card.

Essential workers

DISABILITY Riders

Riders with disabilities

People that need to ride the bus to go to and from work. What about a discount for them.

If you insist on giving other groups discounts, you can't simultaneously raise fares for paying riders. Eithe

Low income people

Handicapped

N/A

Are there any other rider groups not listed above that should receive discounts?

New residents to the city. Implementing such a program the first few months someone moves to Spokane could encourage them to continue riding the bus in future months and years.

Yes multi-pass buyers

Perhaps a disability pass but that may be an unrealistic option since it may be too difficult/discriminatory to identify what disability qualifies for a reduced pass. If I could think of a solution, I'd offer it. I just thought I'd make a note of it, in case someone else may know how to specify disability qualifications.

Disabled individuals

Disabled

Frequent users, maybe a discount after a certain time of buying monthly passes

All students not just technical or job training

Works in the downtown core system. People who work at the mall, Cresent court building and such are charged huge rates to park downtown. But the bus system is untrustworthy and expensive as well. City link doesn't work if they give you tickets anyway, and is not even active on the weekend.

Disabled riders

Disabled

Low-Income riders need a discount. Many people on the lower income bracket need to use the bus to get to work and deserve a discount.

I am a veteran and I think that Current service members are working so therefore would not need help paying for their fare. Other companies around town get bus passes for their employees, maybe the military could do that also.

Tribe members

No one should get a discount. The fair is cheap and subsidized by tax payers already

People on fixed income/SSI

Disabled

Unemployed riders and those without permanent residences.

Handicap

Disability people

Bus passes should be \$1.00 for 18 and over. 70 and over free.

Given that people with disabilities already have the option of reduced fare, I think you have all your bases covered.

Riders from low-income households.

No

Low income riders

No

Maybe a first time riders program (though I don't know how that would be enforced). Perhaps it would encourage people to try the bus and learn it's not as bad as a lot of people think it is.

Disabled

Everyone should get reduced or free transit like Thurston County.

Lower income riders.

Yes. State Employees.

Folks with disabilities

Are there any other rider groups not listed above that should receive discounts?
Low income fare program or just going fare-free.
Health care workers
I think students should also get 50% off not 20%
The disabled I pfeel should, and maybe a medical pass? For people who are solely going to medical appointments
The homeless. How would they get the app or use their phone when they don't have service??!
The disabled. We can't always get to the Plaza to add money to our pass every month
No I love all these discounts
Regular adults that ride the bus
Food pantry users, unemployment benefit receivers, etc.
Low income
Handicapped
Ebt holders people low income can barley afford to get rides or pay for gas for ride when I was a kid I was homeless with my mother because of appointments, Dr's appointments, parks,rides to shelters my mom was broke had to beg for a ride countless times an was told to walk with her child in the cold countless times I got pneumonia 2 twice cause our fare ended cause my dr would take to long bless her heart but I always believed it should have been free to her an people like her trying her ass off an not just siting around asking for cigarettes to trade an buy dope low income should get free fair to a certain extent an low cost to extra
Daily working riders
Those on disability (ssi/SSDI)
No
Disabled? Low income?
Disability
People with disabilities
Quit making it complicated!! Free public transportation for all Americans!!!!
Disability discount, obviously give them more dignity and use a different name for it.
Low income rider groups
Disabled/Handicap.
Homeless
Our health providers such as nurses
Didn't see the disabled ones that what I have
People with disabilities who arent able to get ParaTransit
Not that I can think of.
state workers, non profit workers and healthcare workers should get discounts as well.
Student fares
Politicians, to encourage them to spend time amongst The People
N/A
What about people between 19 and 60 I think we should get some sort of discount as well because not everyone is in a technical program or military or a senior
All students not just those listed and 50% students are low income due to college costs
"Commuter" discount, I already know I'm gonna hit 4\$ a day
Disabled riders. Already on a fixed income.
No

Are there any other rider groups not listed above that should receive discounts?

Riders who've been taking the bus for over a certain amount of time should also get a discount for being loyal customers

People with physical disabilities such as paralysis

People who work downtown and only ride the bus due to no parking

No

No

Disabled

Not sure

Special needs adults not qualified for para

Just get rid of fares completely. It'll save time and money

Those in the medical field of work

Disabled persons discounted passes

Families of three or more.

N/A

Truly disabled people who aren't capable of driving or working.

Disabled Mentally ill Homeless ALL need help with transport

Refugee status or disadvantaged communities of color

Recurring customers like myself who don't fall into those groups but rides the bus on an almost daily basis.

Homeless Poverty Peoples experiencing transportation issues People headed to medical appointments

Disabilities prevent self driving and reliant on STA exclusively

50+

All bus passes should be free, public utilities should not be paid for at the expense of the working class

No all good

Military should include Reserve and Guard to encourage folks to use transit on duty weekends.

First responders and couriers

I oppose the discounts above because I think all rides should be free or one dollar max

Disabled

Certain types of workers (service/hospitality industry)

No you guys covered it but kids 6 -10 should rider free not those older than 10 unless with a paying adult.

Many kids ride alone and those should be considered paying customers. 0 to 10 free and 11 and over free if with a paying adult.

Do Not See Disabled Adults Listed?

Teachers

Busses should be free in the city limits

Disabled who can't drive.

People with disabilities.

College students

Not that I can think of. I think your ideas are new, fresh, very possibly workable (positively).

Medically necessary, ex. A person who visits medical establishment more then once times a month

Veterans and homeless.

School kids should ride for free to get to and from school

Are there any other rider groups not listed above that should receive discounts?
Not off the top of my head.
80 plus ages
Lost pass, need a quick ride, disabled
I don't qualify for any of them.
SNAP recipients
The Blind
Riders with disabilities
low income
Why dont you let everyone ride for free must cost lot money to collect fares
Nah. Sta still has to turn a profit.
Students <18 should be free. Low income workers should also qualify for a discount. Since high-income jobs subsidize the bus passes for them.
people without income or low income
Teachers, Police Officers and Firemen/First Responders.
Children and seniors should not have to pay anything to ride the bus! Most riders are low-income.
Eliminate this whole fair system and move to zero fair.
Middle aged? I'm 35 not a vet, student or disabled but a stay at home mom. I can't receive discounts???
Something wrong with this discount system.
Cyclists.
Youth if they are going to school and having to ride the bus every day there should be a program for the buss passes kinda like the summer passes and people who are on ssi
All students State workers Healthcare workers
Riders with physical disabilities.
Students of universities who lost their ids and healthcare workers
All children and seniors FREE!
Disabilities and folks who have service animals
6-12 year old I have a big safety concerns with them. How can the STA guarantee their safety?
Food and beverage workers. Retail workers. Healthcare workers. Workers.
reduced fare riders
no
people with disabilities
HOMELESS PEOPLE!!! Folks who are utilizing DSHS services. If anyone has anyone sort of financial/food assistance, they should be given the offer of reduced bus fare.
Medical workers
nobody should receive a discount.
Individuals who are 30% AMI and below should also have a fare discount available. I also understand that the group purchasing option will be available for social services agencies and that is important to maintain!
Those with disabilities that may struggle to understand or be able to keep up with card balances
People who are experiencing homelessness and are trying to get to resources and work.
The houseless population
Riders with physical and mental disabilities
No
Disabled status Give students a 50% discount rather than 20%.

Are there any other rider groups not listed above that should receive discounts?
Disable
Disabled adults who are on low income should get 80%off
People that ride the bus to work that are disabled.
Handicapped riders
No
Frequent riders
Those who are on social security (Income/Disability), earn less than "X" number of dollars.
I think it would be great if low income individuals and people living with disabilities could qualify for a discount.
People with ebt should either ride for free or at a high discount 50% and be allowed to use the card to purchase fair.
Healthcare workers?
People with low income and people with disabilities
No
Minimum wage workers
Handicapped people should ride free as well as veterans handicapped veterans top the list c'mon without the vet or active military we all got nothing sta can afford to do this right and lead others to honor our vets like they deserve note I am not a vet
There should be something like a punch card, "ride 10 trips, get 1 free" or something like that
Na
Disabled
Reduced Fare Card holders?
Maybe a frequent ride discount? Or some other loyalty type reward. Like once I've successfully funded two monthly passes, 10% off next month. At 3 months, 20%. And so on up to 50% or whatever is reasonable.
Disabled riders and veterans
Very low income riders. We need discounts too and always have but we are ignored
How about just the average person who's trying to make ends meet?
Parents, Single Parents, Low income families
No
State, county, city employees and first responders
no
Workers retail fast food etc
Frequent riders could also receive a small discount
Essential workers! Nurses and front-line retail workers
WIC recipients would get a lot of potential benefit from free/reduced transit.
All fares should be capped at \$1. We are constantly reading articles about how much excess funding STA has. We (taxpayers) continue to pump money to upgrade buses and rider amenities and more people should be able to use these services we already pay for with our taxes. I can't imagine being on a low income and having to come up \$4 to get to work and back on the bus when I'm already struggling to put food on the table or purchase necessary items like medicine. STA should be doing everything possible to encourage ridership through low cost for bus rides.
Disabled bus riders
First line workers

Are there any other rider groups not listed above that should receive discounts?
Main transportation is the bus
Folks who earn less than \$20,000 a year.
Disabled or wheelchair riders
No
Adults and children with physical or developmental disabilities
Transit should be free to all and be subsidized by those who refuse to get out of their cars.
Family passes would be nice. Also free passes to all children 18 and under.
Disabilities, and maybe a loyalty program for riders who ride every month for x amount of years.
Medical appointments maybe?
No
People who are at or below the poverty line.
riders who work downtown or in kendall yards, essential workers (medical community, police, teachers), riders who are “regulars” at the bus plaza
While I support all of the above reduced fare options, you're really ignoring the bulk of your ridership who are non-senior/military/student/or kids. They need savings too if they are daily riders like me, and they will likely face circumstances like loss of a car or job that will make public transport their only option to get around, yet you don't offer them any discounts at all. I think that's short-sided of STA.
Are children 6 and under included as free fare riders?
Folks with hearing, visual, or other sensory disabilities
Riders that ride the bus and Paratransit.
School employees
Frequent riders
No
Riders going to and from work everyday on STA and paratransit
handcaped
Houseless
30-60 age group
No
Disabled riders who need transportation to obtain care and social outreach
Disabled
People receiving jobless benefits in need of transportation for job searches, training and interviews
People on SSI, SSDI, & state disability who aren't able to obtain a disabled pass.
People riding the bus for medical reasons
First Responders
This is a very confusing fee structure. Simplify!
People on food stamps or other income supplements should be considered
For people in their 50s.
Homeless
Those with SNAP, EBT, or other state funded programs.
Government employees
no
Discount passes for individuals with disabilities?

Are there any other rider groups not listed above that should receive discounts?
Not that I can think of
People with disabilities, people receiving treatment from free/low cost public clinics (Frontier Behavioral Health, CHAS clinic, etc) and those eligible for and receiving EBT/ABD
All ages should be included. Equality.
People with disabilities.
Public school students, in the event that those aren't provided by SPS.
The fact that you currently do not give discounts to some of these populations is kind of sad.
Everyone? Why are you even doing this hugely complicated new fare process. Why not make transit free like Olympia WA.
Why not just reduce the fare for everyone? Why do you need to be in a special population to have an affordable rate?
No discounts, you steal enough money from taxpayers as is
Will the honor rider pass include those riders with developmental disabilities? Right now, STA uses the VIP pass, I think.
Those people who receive disability and are on a limited income. When you only get a little over \$600 a month the monthly pass is almost 10% of your income.
It's hard to say who "should" receive a discount. I'd like people to be able to afford to ride STA in general.
Healthcare workers!
Typical of government you do nothing for working people who choose STA.
Seniors
I assume there's already some sort of discount for the disabled. Is there a discount for caretakers who accompany disabled folk on the bus?
Disabled
Those with disabilities and perhaps those in certain low income programs (like foodstamps, WIC, etc) if that is at all possible.
im not one, but being a single parent might be a reason for a discount, they may have lost their vehicle in a divorce or not be able to afford one, so it could be very beneficial to them.
I believe you have covered all the bases.
There are many disabled people who depend on the STA busses as the best or only way to get around. I think that is a group of people who should be considered
Students enrolled at 2-year or 4-year college/university, including the Spokane Community Colleges, Whitworth University, Gonzaga University, Eastern Washington University, UW/WSU/EWU medical campuses.
Low-income riders who make below a certain \$ level per year should receive a discount.
Monthly pass customers to receive a 10 percent discount at the time of purchase. Using debit/credit card machines in the purchasing locations and at transit stations or park and ride areas.
Firemen police Civil servants State employees
What about disabled people of any age (legally blind, etc.)
Low income folks, similar to the ORCA Lift program in Seattle Area
Riders utilizing SNAP or other benefits. Transportation is key to access resources.
People with disabilities
Disabled.
I can't think of any

Are there any other rider groups not listed above that should receive discounts?
Homeless &/or low income
Looks like you have them all covered.
People with disabilities
Disabled not over 60.
No
Do not how this could work, but what about a small (20%) discount for "green" riders. I only walk, bike, or ride to get around.
Students at universities should get discounts too not just technical school
No one should get a discount. Who subsides free or reduced fares? We do.
I wish their was an income step system for discounts. It's unfortunate that people who work for large organizations and are paid well can ride the bus for free (granted their employer pays for this service). People who work for minimum wage or are unemployed should catch a break here too.
There should be a flat rate across the system, everyone pays the same price.
The blind.
People that are disabled who receive SSI benefits. They are on a very limited budget.
Disabled people.
Idk healthcare workers maybe?
First responders. I would feel safer on bus rides knowing there were first responders as passengers. Safety is a concern for me. I also think the senior discount age should be dropped to 55.
?
Young adults that may not drive due to unrecognized disability.
The reduced fare program is simple keep it.
First responders nurses police fire
No
are the passes all monthly? Most of us seniors only ride once a week or less.monthly pass makes no sense
Disabled individuals.
Discounts are discriminatory
Commuter discount. It costs me the same to ride/drive to work. A discount may encourage more people in my area to ride downtown.
first responders
People who are on federal assistance programs such as SSI / SSDI and possibly lower income such as those who receive food benefits from DSHS
Low income groups should get a discount.
University and community college students should get 20% off too
Everyone should be able to ride public transit for free.
Disabled persons
Who is subsidizing all these discounts!!! Why 50%??? Young Children should be accompanied by a parent or older sibling 16+ years old.. not riding alone. "Service dogs." Lots of people take their pet dogs on buses. That's a known problem.
How are they going to address Paratransit rides? Will they also see a discount?
Poor or homeless.
people who make minimum wage

Are there any other rider groups not listed above that should receive discounts?
Those living on limited or fixed incomes.
Low income. Disabled. Essential workers.
People with disabilities or impairments that make them unable to drive (blindness)
Disabled riders currently get a discount, and they should continue to get a discount.
First Responders
Disabled
Just wondering why students dont ride for free with a student badge?
City and county workers
I think that with the new system that everyone should pay the same rate. Expect the people who are older. You are paying your fair and it is going to a monthly pass if you use it a lot. No more discounts it is unfair for to the people who continue to pay full fairs all the time. You might find that you will collect more revenue in the long run.
Cheap fair for disability
Low income riders, who are on either EBT or medicaid/medicare.
Healthcare workers, anyone in a job that could be considered essential. Without essential workers, our community crumbles. Without the bus, these people can't get to work.
People on assistance programs, WIC, Foodstamps, house insecurities
Public service employees.
Car owners perhaps, to encourage the use of busses over cars
Homeless population and unemployed that are going to work source trying to find work. I was unemployed and could not afford a car a reduced pass would have helped so much
It would be interesting if there were a loyalty program of sorts. "Super-users" of STA (for example, 75+ rides a month) could get discounted fares the following month. While on the surface it seems like this program would cost STA potential revenue, if the target minimum ride number and target demographic is correct, it could actually bring STA more revenue by incentivizing someone to take STA on a trip they would have otherwise driven in a personal vehicle for. In such a case, STA earns the fare that they wouldn't have gotten in the first place, hence higher revenues. Such a program would be targeted at middle/higher income riders who might only take the bus downtown 20 days a month for work only, but then drive the rest of the time (such as in the evening and on weekends), causing more congestion. If they are incentivized to take extra trips on STA versus simply driving in a personal vehicle, it brings STA more revenue and takes one more car off the road. Not sure how this would work with a fare-capping policy, but it'd be interesting to study if a rider loyalty program could bring more revenue and ridership to STA from higher-income riders (and reduce their car trips in the process), but without burdening lower-income riders.
Those with any disabilities
People with disabilities or those receiving government benefits (food stamps and the like)
Disabled.
Disabled
Free fares for homeless and people in community Court.
What about the other adults who are not 60 and over
College students
Honestly, fare should be free for everyone, not just discounted for some
Daily riders going to work.
Discounts for out of state transit drivers,

Are there any other rider groups not listed above that should receive discounts?
Not that I can think of. Maybe reduce bus fares for first responders or make the discount the same as veterans.
Everyone. Transit should be free, fully funded by taxpayers, grants, etc. and user fees just discourage use.
Home care workers, teachers
People who are below the poverty line should receive discounts.
disabled individuals who do not use paratransit
Any other college students not in technical programs.
First responders
Riders who have an income of less than 50% AMI should be able to access some type of discount on fares.
Homeless
I would like you to consider riders with disabilities, and possibly riders who are homeless? I understand the homeless piece might be difficult to navigate.
Frequent riders
Houseless populations
Looks like a fair mix.
No
Amazon, Northern Quest Casino, Spokane Tribe Casino
Not that I can think of.
Long riding commuters.
Handicapped
Occasional discounts for people who ride the bus for their regular commute would be helpful. Such as, after paying full price for the equivalent of a month pass twice in a row, offer then next month pass at 25-50% off.
My autistic ass.
Medical Frontline Workers, First Responders
what about the people like my self that have reduced fare cards?
Essential worker group
People with Epilepsy who have passed the 6 month seizure free period. Making a limit on this is unfair to people whose Epilepsy is controlled by medication who have never gotten a license. My EEG shows that I am having seizure activity every 2.5 to 5 seconds while awake and I never know when I will have a seizure. It is scary to think you could kill someone and end up in prison because of something you have no control over.
Handicapped
N/A
Weekly riders like work commuters
Let the riders finance the fares not taxpayers.
Disabled like you guys have been doing
Paratransit customers riding fixed route
Lower income riders - e.g. receiving other public aid like food stamps.
People with disabilties
Disabled riders
People with disabilities.
people on EBT who need to get groceries

Are there any other rider groups not listed above that should receive discounts?
Handicapped, disabled who need caretaker with them
Those on ssi and ssdi need options as they have very limited income and only get paid once a month.
People with fixed incomes - \$60 is a lot for many people.
Healthcare workers. Firefighters. Police.
Disabled passengers like me, I am autistic. I am also a musician in the union, have a discount for union members
Yah. Mine. Im not in any age group but ride every day. It seems unfair to discount everyone else.
Nope.
just me, in particular (jk)
Riders who are employed or traveling to an interior employment should get a discount especially if they are part time employees.
Differently-abled people
No
Low Income
Summer Pass for college students
The bus should be free for everyone if we really want to combat climate change.
Teachers, healthcare
Health Care workers
People with disabilities. People without jobs. People who use the bus multiple times a day.
How about a discount for the students that are going to public schools that ride the bus, there is a summer pass which works great for middle school and high school students.
No but the amount of nasty and gross riders needs a lot of attention.
no
Daily workers
Homeless and low income people.
Disabled riders
How about partnering with all the small businesses and retail/fast food chains? That they would receive discounts. A lot of these workers are brave and have to face the general public during COVID. Also, contact Trader Joes and people can buy passes there? Partner with the Inlander paper.
Homeless
Shuttle pass riders
Disabled.
No.
Working poor people.
Students attending colleges not in the Spokane area - they're still limited in their income paying for all of their classes and textbooks.
I like these options. I think the \$60 for a 31 day pass is a good value. Beats driving and is less than having a second car.
People who are disabled or on SSI/disability should be allowed discounts.
18-21
Medical professionals
Everyone. Zero FARE for everyone.

Are there any other rider groups not listed above that should receive discounts?
Low income people
Make Smart Card fares less than cash fares.
No
Handicapped
N / A
\$2 per ride is a bit much considering it's public transportation
I think that teachers and daycare teachers should also get a discount because they give parents a safe place for their children to go so that they can work.
Do disabled people already receive free or discounted rides? I assume that is a separate program.
Workday reduced fare passes possibly through employers for employees using public transit to ? & from work. Reduced fare passes for those traveling to & from medical appointments. Possibly extended time transfer pass available at medical provider.
Park and ride discounts. Discounted fare kiosks at park and rides
Company commute reduction participants. Reward those who bus for the benefit of the environment.
Store associates like walmart/fred meyer etc
N/A
Not sure if handicapped or disabled are discounted, but should be.
I don't think so
Does not benefit the homeless, many riders are turned away because of no fare. Maybe shelters or DSHS can facilitate passes for homeless that they can earn.
Riders with a disability. L
I'd love to see a discount for disabled folks.
Disabled passengers
Disabled riders should get a discount & people who are below a HUD poverty level.
N/A
Medical People, ie. Nurses, doctors, etc.
People who work downtown. Poor parking options
one for half off for the working poor. I have never understood that someone who makes less than someone on disability, would have to pay full fare.
Riders with verifiable disabilities effecting their ability to work, drive, or walk.
Don't know.
Special needs.
None I can think of.
No.
N/A
College attending students.
Not that I'm aware of.
No.
Disabled riders.
Handicapped riders definitely need reduced rates.
Government workers and the disabled.
Amputees.
People with disabilities.

Are there any other rider groups not listed above that should receive discounts?
Probably.
Disabled.
The park a ride drivers and those who only use the bus such as people who can not drive anymore or, who want to cut gas emissions.
Homeless.
Unknown.
Unknown.
I have a free pass from Sacramento Transit because I am over 75. It's a life pass. How about that?
N/A
No.
Not sure.
People living on the verge of poverty who use the bus to travel to jobs.
Health care workers.
Disabled.
Disabled.
No.
N/C
For low income people.
Everyone.
Disabled and homeless riders.
Not that I can think of.
Adults 18-60.
Companion to 50% off fares for pass holders 60 and over.
Nope.
No.
Yes, our son is handicapped (downsyndrom).
Low-income people.
Disabled and blind or visually impaired people/persons.
No
None comes to mind at this time. Ask us later.
Disabled.
Handicapped.
Nope.
No.
No.
No.
Workers who ride the bus to work and back. On Sunday more later buses.
I only support discounts for minors if accompanied by parents. Minors should not be on the streets unsupervised.
N/A
Store associates.
Handicapped.
Disabled people, low-income people.
No.

Are there any other rider groups not listed above that should receive discounts?
Physically disabled and wheel chair bound.
Homeless population.
No.
Handicap or physical or mental disability group!
Disabled.
Disabled.
This will cause all who need to use the bus.
Those who receive food stamps (I know it has a name) - I know those who also receive SSI or are on disability also receive discounts, as I did for many years. This county has a high number of low-income residents with no vehicles, and rents are skyrocketing!
Disabled individuals.
SSID.
People on disability.
Disabled riders.
Disablement, which I am but I get 1/2 off on my monthly pass.
Yes.
Handicap ADA.
Handicapped riders.
I don't think of any.
Disabled riders.
None I'm alone, take the bus alone.
Military and disabled.
None.
No.
N/A
Disabled increase discount.
Nonprofit or public health employees.
Disabled, elderly on social security or S.S.I. and veteran's should be the only ones with 50% off or free.
Handicapped.
People with disabilities.
Anyone unemployed, able bodied.
No.
Maybe the homeless and/or the unemployed who use the bus to find work.
No.
People on Medicare/Medicaid.
Disabled and wheelchair users.
N/A
Handicapped.
N/A
Presently use reduced fare card!
Fixed income SSI?
My sister with autism.
So, as an elder veteran, I ride for free!
Law enforcement.

Are there any other rider groups not listed above that should receive discounts?
None I can think of.
Blind.
None come to mind.
No.
EBT card holders.
No.
Handicap ride's (who get SSA or SSI) same as honored rider: 50%.
Extremely low-income.
People of all ages with disabilities.
Veterans.
Veterans.
No.
How about disable.
Disabled.
Special needs people.
What happens to the current 5 year smart card?
Disabled persons and disabled veterans.
N/A
Veterans.
Houseless - in a shelter; No other vehicle such as persons on disability or another Federal or State program since Federal and State monies fund STA.
Disabled - using walkers or wheelchairs.
Disabled.
No not that I can think of.
Seniors.
N/A
No.
No.
Not my call.
No.
People in age group of 30 years to 40 years.
Has research proved discounts actually increase # of riders? And why are discounts always age groups - why not times of day when ridership is low?
Those on Medicaid-low income.
No.
Not sure at this time.
Disabled riders.
Reduced fare for those with disabilities.
Disability.
No.
Disabled, special needs.
Vet's.
Disabled.
I don't know.
Wheelchair riders.

Are there any other rider groups not listed above that should receive discounts?
No, 1 year off.
Don't know.
People with disabilities.
Homeless people.
Is there a disabled discount?
Wheel chaired.
Not sure.
7 day passes.
No.
Disabled folks should ride for free or greatly reduced.
No.
Hopefully current reduced fare riders will continue to reduce discounts.
For people who work for Argus Janitorial services.
Unknown.
What about disable?
Homeless.
Disabled.
The disabled senior citizens.
Riders with documented disabilities.
N/A
Mobility challenged.
Physical disabled adults.
Disabled or people trying to get to medical care.
Not sure.
Homeless/disabled/wheelchair.
Disabled riders.
Homeless/single parents or TANF recipients.
The disabled.
Disabled.
I think it's good but maybe people that meet poverty level income.
100% disabled in electric wheelchairs.
No.
Mentally or physically challenged individuals.
Maybe homeless people or individuals living in shelter.
None.
Regular people without money to travel to job.
N/A
"Disabled" 50%. Customers using the mobile app and smart cards should get some kind of reduction.
Can't think of any.
I am a frequent rider and disabled - I need the bus service.
I'm not sure how you will differentiate technical and job training programs from other educational programs such as teacher training, accounting, etc., that are offered in college and universities. I suggest rethinking the student option.
Disabled.

Are there any other rider groups not listed above that should receive discounts?

People that are on disability should receive discounts real good discounts.

No.

Physical disabled.

Disabled riders.

Volunteers or others working for free to benefit others.

Disabled, mentally challenged.

Ordinary students, crazy people, dwarves disabled, ugly people (not fat people) all artists and musicians, fireman or anyone that has ever fought a forest fire, nudists (when that becomes legal), homeless people, (et al.). It's crazy when bicyclist ride the bus, they should pay a fare for their bicycle!

Low income.

What about disabled people? Are we included in all of this?

Disabled and wheelchair and caregivers walkers.

No.

Disabled riders.

Firemen, policemen, and medics.

Handicap.

N/A

Disabled.

None known.

Handicapped.

I realize it costs money to run STA, however, with the increase in homelessness and unemployment, please consider a way for those people to ride in order to find jobs and housing! Thank you.

Disabled.

Animal awareness properly leased and left behind bags. "Could station bags left behind for forget fullness people. Also, can't carriers limit holding only on carrier only" "Just one load."

No.

People who bike to the bus.

None.

Senior citizens should ride free! And veterans too!

Disabled.

Handicapped people. Mentally sick people, homeless people.

Not sure.

Not sure.

High school students.

High school students.

Disabled on Medicare.

Reduced or free for people of low-income.

Seniors should only pay .65 to .75 cents a trip.

None.

Teachers, nurses, educators medical during pandemic.

Disabled and wheel chairs.

Working people.

Anyone getting SSA/SSI or people with disabilities.

Are there any other rider groups not listed above that should receive discounts?
Special needs, Native Americans.
No.
Disabled = free right?
Legitamately disabled.
Students over 18.
None.
Native Americans (First Nations).
No.
No.
No
Health care providers, firefighters, police, teachers. They are still giving above and beyond!
Rider-In-Training need to be with an adult.
No.
None.
Disabled people.
Paratransit.
Disabled through Paratransit. Only group with no current discount (monthly passes) and now in your future proposals. Attack the weak and poor. Fuck you.
I currently receive reduced fare for disability.
Selective Service System current and past members current teacher, professors, social workers, health care professionals, government employees, homeless, and low income.
No.
Retired, disabled veterans.
Not at all.
Peak riders how's them!?
Riders who have a handicap or senior pass.
People who use the Park & Ride to encourage people to leave this car behind; it could get more commutes to ride STA.
Disabled.
SSPlus ages.
N/A
Don't want prices to raise because of answers to #6.
Disabled.
Not that I can think of.
Disabled.
Will there still be agreements with universities for free rides?
Handicap, bajos recursos
People with disabilities

Is there anything else you wish to tell STA about the proposed fare policy update?
I don't think the cash option should be eliminated yet. It is good to use new technology it is an option many will use. But people who don't have a phone with them when boarding the bus should be able to ride the bus.
No
No fares would be great for the city if there were ways to combat residual riders.
Don't raise the prices, please
One ride makes it confusing to some who may be riding more than one bus (more than one ride) to get places they go in less than 2 hours
Free zone downtown like Seattle
If this raises the cost of rides at all I do not think it should be implemented. Ever less than a 5% raise in fair prices will dramatically affect every STA rider I know!
KEEP THE CURRENT MONTHLY PASS SYSTEM Going.
Stop raising the rates to the average rider. I'm upset that my rate goes up each year while everyone else keeps getting a break. Just make it a one price for all system. Stop making the drivers have to be responsible to check discounted fare cards. That's what slows the load up process!
Try reaching out to other transit systems for prepay compatibility
No.
The money should be used not for this project but to improve cleanliness of busses and frequency of stops. This is a bad idea.
The riding app payment method is the single greatest improvement. Followed by discounts for Native Americans and Refugees who need support.
Please don't change the name of a Two-hour pass to a One- Ride pass. This will confuse many bus riders. The bus riders will think that the One-ride pass is only one bus ride.
I wish I could just scan my credit card or debit when I get on the bus. Then I don't have to pre plan. Now I need my bus pass, or 2.00 available. It would be nice to say, oh hey, the bus would be convenient, I'll just scan my credit/ debit card. Not, oh I need to log in to my account add money, or go to a particular spot to add to my account.
Give those who pay for a month consistently for six month one free month every six months or once year.
The name change is completely unnecessary if you're going to keep everything the same. If you extended it to an all day transfer pass the "one ride" thing would make sense but it currently makes things more confusing.
Keep working hard for the rider as well as the provider of the service.

Is there anything else you wish to tell STA about the proposed fare policy update?

While an app option and expanded retail options sound like some good steps towards modernizing STA fare policies, a few of these suggestions are absurdly big tradeoffs for efficiency gains. Eliminating cash transfers would be hitting your least fortunate passengers while they're down. And a "one ride" pass will be really confusing for people who will think it's not going to work for transfers. Please keep in mind that you serve the whole community including people who don't have a smartphone and people who may not have great English language skills and would be especially confused by a "one ride" pass. Some of these changes need to be run by the social services and their clients before they are implemented because they're placing the highest logistical burden (and potentially, a lack of discounts) on people who have the least time and money to deal with it. Thanks for considering.

N/A

If riders must use a smart card or phone app, what about those who are homeless or disadvantaged—those who go to a social service agency to pick up a bus pass for one ride to an appointment? How will these agencies be able to provide one-time rides to their clients? Will there be some kind of day pass for them?

I think this is better not to increase annual to get pay higher. This is less than experience.

One ride pass name is confusing.

I would like to start seeing different tier levels of service. For example, local \$2, express \$2.50, and rapid \$4 but if used more than 10x per month cost goes down to \$3. So most of the routes now are local and they hit every stop and there are a few express routes, but at certain times and certain routes I think we could support rapid routes. Routes that make one or at the most two stops. The stops would be fixed stops that are time oriented (1 or 2 min wait). I could see this working on division from wandemere to downtown (or airway heights main Amazon facility with smaller connecting buses that would loop around to the other Amazon/packing/distribution facilities nearby). Same thing with east/west route with CDA/liberty lake to downtown (or to airway heights main Amazon facility).

The cost to ride the bus is to high. You wanna encourage people to use the bus over driving, however its cheaper and more efficient to use their own car

Not that I can think of right now.

can't think of anything now, but I am VERY positively impressed with the effectiveness of STA's website!!

One fair for all

One ride sounds like you can only get one ride, excluding transfers and round trips. I can imagine that first-time riders would end up overpaying and not know it. Two-Hour is more accurate and people are used to it. Or, you could just call it a transfer. Limited Transfer (since it's a limited time).

Changes challenge many of the regular passengers and make it difficult for the occasional rider.

Is there anything else you wish to tell STA about the proposed fare policy update?
Yes it's a stupid idea. While a younger group of people might think it's great an older population that depends on the STA to get around won't be able to with the newer system.
No
Extend your hrs. and frequency first and foremost! Then start worrying about fares!
Being able to reload a smart card online would be a game changer! Looking forward to it!
No.
obviously you are trying to keep homeless off your buses. this has nothing to do with increased ridership
<p>Adding a mobile app to pay or reload fare cards on the spot would be incredibly helpful. As an example, I recently needed to ride the bus as an infrequent rider, and didn't realize my smart card (issued through my employer) was expired. I only had a \$20 bill in my wallet and felt very flustered when I couldn't provide a fare. The driver was understanding and let me on the bus without paying, but I was incredibly embarrassed. I could have avoided this hassle - for me, the driver and other riders - if I'd been able to check the balance / status of the smart card on STA's website, or was able to purchase a one-time pass or reload my card right there at the bus stop while I was waiting.</p> <p>PLEASE make digital payments an easier process for all riders. Most of us have smartphones, and I personally would love to be able to scan a QR code as I board, or use some form of wireless pay to ride STA.</p>
People that pay in advance for the month should get a better price on their pass. If not, what would be their incentive to pay upfront
Make it easy to reload a fare card online. Not everyone is available during the times the STA stores are open.
No
"one ride pass" is inaccurate and misleading
I think "one ride" is misleading to a lot of people who will interpret literally, not that they have 2 hours to use it and bus drivers may get a lot of push back. Many people with mental illness may not understand the difference, along with some very fully functioning people. As for the smart passes, I use one but it is so frustrating trying to get it reloaded as my only option is at the plaza and customer service is not open when I arrive in the morning (I work at 6:30 am) and I have only minutes in the afternoon to try to get it reloaded or I'll miss my connecting bus. Being able to reload online or at a grocery store on the weekend would be very wonderful
Homeless riders to be able to obtain a ride somehow during extreme weather conditions
Pitch it in your marketing that the bus is a smart option. That historically buses were preferred over cars. No parking, No Tolls, Time to spend on your smart phone, how clean modern buses are.
Great job!

Is there anything else you wish to tell STA about the proposed fare policy update?
You keep trying to update things that dont matter...I have to walk about 6 blocks to get on a bus and then transfer downtown. It takes hours of hanging with crazies or I can get in my car and just be there in minutes..why would I take the bus? Address this problem. I use busses all the time in foreign countries but not here because of the people on the bus...
.
Kudos on the modernization! This should encourage additional ridership through ease of usage.
No
My only concern is that I want STA to remain financially solvent so I can keep riding a safe and efficient public transport.
The name "one ride" would be confusing to many and especially so to new riders. "One ride" implies you get on, ride, get off, and the pass is done. Seems like a weird decision to me.
one ride pass, i think people are going to be confused about transfers....one-ride-hopper? maybe? or maybe they'll catch on probably :)
we need to know subsidy sta for trans porting only bums are the only ones riding the bus wold you put your 10 yo on the bus with perverts doing it nooo
I'm glad you're being creative and I love the new ideas here. I hope you put them into practice!
So, are you going increase the fare, but say, "it's going to be good all day"? I looked at your map, anyone who lives in the area of the 98 is screwed trying to load the smart card. How much are these cards going to cost? Your name of "one ride" sounds like it says, your going to be paying for ONE ride, try something like "Day-Ride" or something that doesn't have one thinking it's going to be a one way fare. People are going to freak when you tell them your not going to take cash anymore, there are people who will say it's one more step to eliminating cash in all transactions so the government can rack all your money, this is bad P.R. all; over it.
Fare capping is awesome, thanks
Any smart card or app needs to be integrated with Google wallet & Apple Pay
Thanks for all you guys do the community. I appreciate this much needed infrastructure in Spokane!
It would be nice to have some sort of video online explaining how the new system works.
We all deserve the bus for free you fascist are weird to me. Just make it free and actually encourage ridership. We all know fare is just an excuse to make less people care about public transport and it's not necessary. Free rides for all. Keep the police off our busses please.
I strongly believe you shouldn't change to much. Don't remove the cash/coin method.
App please
No
This is a great idea!

Is there anything else you wish to tell STA about the proposed fare policy update?
I want to be able to pay cash for my ride as opposed to a pass if I should decide to do so, I do not agree with the idea that the person who uses a smart card or phone may get additional benefits because it seems to me that is discouraging ridership since everyone wants the same benefits
Re #9 "Two-Hour Pass" tells the rider the length of time available. It has a clear, useful meaning. "One Ride" sounds as if you get to ride one bus one time. That you have two hours to use it is neither implied nor stated; the name is neither clear nor meaningful to the rider. Please don't change the name to something less descriptive and, therefore, less useful to your riders.
On board with expanded mobile payments and fair capping. Sounds great
Don't change anything
No
No
Trying to force the "smart card" down people's throats is a bad idea and will discourage ridership. Please don't make people jump through more hoops to ride the bus.
No
I hate feeling like I'm being penalized for using cash. Some of us DO have our fares ready when riding the bus. People who don't most likely won't have cards ready or their phones apps available.
no.
nope
I think there are far more pressing matters than making it harder for cash users to get the same services as non cash payers.
I think pay-as-you-go will help many people afford to ride the bus. But how does the driver keep track of all that?
With that many groups getting discounts it would feel more like I'm getting ripped off when I have to take the bus to get to work, but I still think any discounts that encourage people to take the bus instead of driving a car is a good idea
Seems like you want us to visit retail shops to buy a bus pass rather than just pay you when we board. Like you want to add a step to being able to ride the bus. Like you are saying "you need to go to a retail shop before you can ride the bus". Why do you think I have that much extra time in my day.
N/A
The "Two-Hour" pass name is very clear and sensible. The "One Ride" pass name seems misleading, as it implies transfers are not possible, and it also does not clarify how long the pass is good for. I do not at all understand the intent behind changing this name.
I've always bought multiple passes and/or put multiple monthly passes on my smart card and have never received a discount. I think you guys need to either do a multi-pass discount or something because the ones paying full price for the monthly passes have never received a discount or at least this one hasn't

Is there anything else you wish to tell STA about the proposed fare policy update?	
I think it's great since it's very proactive and reflective of riders' needs. I really appreciate how hard STA works to improve the bus service. I've always been pleased but I'm especially appreciative of how transparent STA is in developing policies, allowing community input and keeping the ridership updated.	
No	Not everyone is on smart phones my boyfriend isn't so I hope buying monthly passes or day passes or two hour passes are still available to purchase. The "One Ride" Pass makes it sound like you can only ride one bus with the pass
About the name change, I think it is confusing. "Does it mean I can't transfer anymore because I only get the one ride that I'm on?" I don't see why a name change is necessary	
Trying to rush people on the bus is going to harm those with disabilities visible or not. I have been thrown to the ground by bus drivers who are too hasty only to be in trouble with said bus driver. I have lupus and some days am more able bodied than others.	
I think the new name may be a little confusing for some, they may think it is only for the one ride instead of for 2 hours. I appreciate all the you try to do to make riding the bus easier, safer, and more efficient.	
It seems like a good step forward, I think STA has huge potential to grow and become an even bigger part of our infrastructure, as well as providing more efficient, affordable, and sustainable transportation to all Spokaneites. I do think adding more bus lanes should be a priority.	
Some of the proposed changes, like the discounts are awesome, getting rid of cash is going to effect more people than you think (people that aren't taking this survey)	
No	I wish there was more partnership with schools. How can K-12 school students access STA efficiently?
No	They need a year pass for disability people
Don't change the name	
My only concern would be whether you might have to increase the regular fare so as to make up for the loss of revenue due to reducing the fare for other rider groups. Also, the switch from cash to other forms of payment might alienate some riders, especially elderly ones.	
Nope	
No	
Nope	Let customers pay with Apple Pay like other systems. Chicago's Ventra fare system enables payment/transfers with contactless credit cards/Apple Pay without the need for a separate fare media or separate mobile app.

Is there anything else you wish to tell STA about the proposed fare policy update?
Anything you can do to make riding easier and feel more modern seems like a good thing. Also, just having a new program will raise awareness, which seems helpful. Although I'm not a transit rider here, I have been an active transit user in other cities we have lived. I am a strong supporter of public transit. Thanks for including this general question in the survey!
Need to encourage Idaho ridership by having more Park n Ride lots. For example, Idaho to Gonzaga Prep school. More stops South of Sprague and Sullivan area.
The two hour limit means that I must pay for multiple passes if I use the bus to run errands. That has kept me from using the bus in the past. But now the bus does not even come to my neighborhood so I use my car even though I would like to support public transportation. A few years ago, because you did not have enough riders, you raised prices and cut services. Giving those of us who have other options even less reason to take the bus. Someone should read a "Marketing 101" textbook.
nope. great ideas! About time. I hate having to go downtown to recharge my card.
Just attract riders. Offer more options for less and imagine yourself as rider before you implement changes. If you've never ridden, stop making decisions for us!
Have you checked other cities to see how they do their fares Transfers should still be called "2 hour pass", saying "one ride" might not make sense to everyone and they might get it confused with a day pass or think it's for the current bus they are on and not for 2 hours of bus rides.
I agree with the name change for the pass but I think a lot of people might get confused on if it will last for 2 hours or not
Let's keep in mind that some long rides in the region could take more than 2 hours.
Instead of giving 50% off to groups give 25% off and reduce the overall fee schedule. Almost every time I hear about something it's either a fee increase or route reduction. You have both expand routes and increase frequency if you really want ridership to increase.
I think it is fair to give it a try; it sounds reasonable.
Already expressed my heart in the other box's
I support changes to make boarding faster; however, my concern is for riders who do not have access to electronic methods.
The name "one ride" does not make me think I can still transfer, nor does it make me think there is a time limit (meaning I could ride as long as I wanted as long as I only boarded once)

Is there anything else you wish to tell STA about the proposed fare policy update?

Some riders will either not have online access or live near a retail outlet. These people should have the option of using their smart card to add to the card balance when boarding the bus i.e. tap the card twice, insert dollar bills, tap once. I realize this slows down the boarding process but this option should be available nonetheless. An educational campaign should mention this option even as riders would be encouraged to set up online accounts to link their smart cards to and also visit retail outlets. Finally, as a rider who is deaf and qualifies for reduced fare, I would prefer the smart card flagged for reduced fare and the system work together to levy the reduced fare vice full fare without my having to tell the driver. And oh yeah, each fare would include two-and-a-half hours unlimited transfers, too!

Many of us (who probably won't be filling out this survey) want a cash option on the bus

Don't make it complicated. Free public transportation to all Americans!!!!

This last question, if it has the exact same function as the old "two-hour" pass then I think it would be confusing for no reason.

Please let people still pay in cash & please consider doing a discount on monthly passes for people with low income

I think it's a good idea

I agree the 2 hour pass needs to be longer if a bus is running late and the pass expires how will you ride home or to work

Im not a fan, I think it's going to hurt more bus-riders than it helps.

Call it what you will, a two hour pass, a one ride pass, what ever. It's a transfer good for two hours, end of story. Your doing nothing but changing names for what ever purpose. Why not work on the problem of the two hour pass includes travel time to your destination (how long does it take to travel the full length of the 90 or 25 route), this time comes off the top of the transfer time allotted (2 hours).

As already stated: As presented I thinkthe whole thing amounts to coercion to pay in advance. What? You want the money up front so you can spend it or start earning interest before you provide the service? Obviously you want people to pay in advance instead paying cash. Then how about an additional discount for paying in advance instead of a penalty for paying in cash?

Mostly sounds good but keep cash option available. I would buy a pass if it was good for a longer time like 3 months. I use the bus intermittently and average about 2 times a month so something I prepay for that expires at the end of the month is not worth buying to me and will continue to pay cash. I live in the Valley and I only ride the bus for short trips (to my pharmacy , about a mile away or to store about 15 min away by car) I don't go downtown so don't use the Valley Transfer site or park and rides.

I think the update is a great idea

Perhaps find a way to include the concept of "transfers" into the one ride pass? Have it printed in big text on the card? Also, I tend to get around by bicycle, one thing I do not know is if all busses have bike racks

N/A

Is there anything else you wish to tell STA about the proposed fare policy update?
I think maybe the passes should also go back to \$1.50 a ride it would get more people to ride the bus and bring more business to sta
Expand rider access to outlying areas
Renaming "Two-hour" to "One Ride" just makes things more confusing for sporadic riders like myself who aren't always up-to-date on the system. I am a veteran and a discount makes no difference to myself or the veterans I know. The vast majority of veterans are very employable and value time over money. It would be better to put that "discount" money into improving service speed.
Still don't understand fare capping, at least in a "when do I pay" capacity, and if I put 60\$ on my card and don't reach it would I be given a refund or would it go automatically to the next month?
3 hour pass
Thank you for putting consideration into these issues and taking steps to make our public transportation system more accessible and equitable.
Needs a better name. One Ride allows people to argue that their ride isn't done.
No
This sounds like it will encourage more people to use public transportation.
Its cold and the holiday season. Please be more reasonable with people trying to make their way home when they may not have fare. Things happen and its not worth it for anyone to make them walk or wait when you're already going that way.
Everything sounds good and more convenient. The biggest issue is not allowing transfers to people with cash payments, which would only add to the problem it's trying to solve.
Why is the fare the same from the plaza to sacred heart hospital as from the plaza to liberty lake? shouldn't it be more for a longer ride?
Do not agree at all.
Please don't eliminate cash. Some people don't have another way to pay when it is an unplanned trip such as a broken down vehicle
No
No
No
KEEP THE 31-DAY CARD PASS! That is my preferred method. I purchase it at a retailer at MY convenience. I do NOT want to get one of your so-called smart cards. If I wanted one, I'd have gotten one long ago. I do not wish to have how often I ride tracked, I do not trust the technology, and I have no desire to use a system like this.
Thank you, I look forward to the changes
Nope
Make a state wide pass system
I think the new name "One Ride" for the Two hour pass might be confusing to someone who might not be familiar with the two hour pass.
I believe the monthly passes should have more of a discount.

Is there anything else you wish to tell STA about the proposed fare policy update?
Make it worth riding the bus. It is only cost effective for those without a car.
I worry that with a fare cap STA will have to find other ways (possibly taxes) to stay operational. I have limited bus access where I live and don't see the benefit. With a 24/7 economy I can not support a bus system that is not self funded or accessible to all of Spokane County.
Thank you!
I think that sta should keep the system that they have now people have bills and not a lot left over to pay money daily until they would reach the \$60 limit. People budget for the \$60 pass why mess with something that works fine.
Sounds like you've put a lot of thought into this and it should work. If these discounts are implemented who pays for the lack of money to run the bus system?
Keep up the great work!
Thank you for opportunity to participate. Having an option to reload smart cards online is much preferred over reloading at offsite locations. The "fare-capping" term used as a name for the proposal is confusing, suggestion to describe as Unlimited monthly pass or Unlimited 2-hr pass. One Ride is not an accurate description. And rather than monthly or other time-limited passes, having the ability to load card with any amount desired and use as needed without expiration, e.g. like a reloadable Starbucks gift card, is preferred. Thank you and best wishes for the project!
We all don't have smart phones. You're in business to provide transportation to all who need it. I ride the bus 1 or 2 times a month. I do not want to load money on a smart pass . Best thing for me is to just put a dollar bill in in your collection box. Your job is to continue that option. Thanks.
Why are you growing in a greedy direction knowing there is infrastructure funding on the way. Doing something way better and make Spokane a leader!
Please implement planned changes
No all good
I used to ride the bus to work every day but it is too expensive when I already have a car. I pay taxes to support STA. Rides should be free or one dollar max.
Please just make it more affordable somehow, thanks.
Extend the hours of operation so people who work at low paying jobs with start or end times that do not line up with STA hours can utilize the bus, those jobs usually pay bad and a bus would be the only affordable way to have a job, but can't work because of hours.
One ride implies I can ride once, not for two hours and doesn't imply I can transfer.
The explanation needs to be made clearer for instance: on #11 above, you state that " a One Ride" pass will still allow riders the same ability to ride for two hours, including transfers. Does this mean as well that a rider can ask for transfers from the same bus if it serves the riders transportation needs?
Free bus service like most other American city's especially in the city limits
You make many incorrect assumptions about why some groups don't ride the bus. Safety is a big one!

Is there anything else you wish to tell STA about the proposed fare policy update?
App should include ability to use smart watch.
I think it's important to maintain transfers for cash customers especially for people who might not have smartphones or may not want to use a smart card.
No, thank you.
No. Thanks for allowing my input. I'm very impressed with STA and am a faithful, loyal rider. Thank you.
The 'one ride' pass name could be confusing to those who make a transfer between buses in the same trip
A bus stop at the new Ridgeline school between they valley and liberty lake please help keep our children safe a bus stop out there with a shelter bus stop would help so many parents feel safe about our children tending the school so far away from their homes
No.
That it's very confusing
Keep the people in mind
Would probably still need ability to use cash to get on a bus if one rides them only sporadically. Not everyone has a smart phone.
If a One Ride pass is only for Two Hours, the name is misleading...
I think smartwatches should also work as a tap to board option.
benefits do not out-way all the negatives these changes put on the riders. There must be a huge financial incentive, or kickback for sta to put forth something like this
It would be nice to see a "share a fare" ability within the application. I often help people short on cash so they can ride. But if there was a way to quickly transfer money within the application to another persons account, that would be very helpful.
When in sf ride the muni
The new name is confusing. One ride but it's good for transfers for 2 hours? Maybe just leave it as a 2 hour pass. One ride will freak people out, lol.
One Ride makes it sound like you cannot transfer.
Don't squeeze out people who can't afford any other transportation.
Don't eliminate or make it harder to pay with cash, it will hurt the people who get the most out of public transportation, working class and poor people.
The last thing we need to do is limit accessibility and drive down ridership by limiting payment options and signaling out people without bank accounts and smartphones. We need to increase ridership to meet the States Emissions Reductions targets. And this can be done by a 0 fair program. 0 fair increases equity by providing equal access to transportation and eliminating the cost of collecting fares, this survey, and the whole cost of a fair policy. A 0 fair program was recently implemented for Alexandra cities dash bus network on September 5th, 2021. And within the first month of the program, dash buses saw 26 percent increase in ridership!!!! Spokane can do way better!

Is there anything else you wish to tell STA about the proposed fare policy update?
Please try to realize how some of these proposals are unfair and how they can impact a person. We should not be forced to choose between cash and card as payment to be able to use a "public" tax payed service. And please revise the discount program. Middle aged non veteran/student but regular people deserve discounts/benefits as well.
I like the direction you're heading!
The name Two hour pass is clear, one ride could confuse riders
When it is implemented you need to explain it in simple terms so all riders will understand how it works.
Children free!
I appreciate the proposed discounts. I think proposals that eliminate cash fares, or require adding value via mobile or online, discourages bus use for many of the riders who need the bus the most.
There are a lot of people out there that do not have a way to link their phones to a payment method to use the digital payment option
I like the 2 hour pass name, it's clear. Sometimes you can take multiple rides in 2 hours
no
no
So, money could only be loaded to fare cards at specific locations, not online? Would there be fees or minimum purchases? If I am disabled, is there a way we could just carry one card, and not both the payment card and the separate ID?
"one ride" gives the idea that it can only be used for one destination. it leaves out the self-explanatory idea that it can be used for a two-hour time limit
It sounds good in theory but may be difficult for those with learning disabilities to make the change
It feels like this new policy is for optics and caters to people who don't regularly ride the bus. Other cities have a far more diverse ridership than Spokane does. Following their models would be good, if our ridership looked like theirs. Many higher paying jobs in the area aren't consistently accessible by STA and they will state in their hiring advertisements that reliable transportation is a must, and state that public transportation doesn't apply; which is a huge deterrent against an economically diverse ridership.
No
For visitors offer a pass that is good for a different amount of time - 3 day, 1 week, or 2 week?
It's very odd
No

Is there anything else you wish to tell STA about the proposed fare policy update?

I am concerned that some of the incentives that are being built into this policy change will either create disincentives for or leave out populations that are on the wrong side of the digital divide. I understand the intention of incentivizing the use of online/smartphone applications and how they can positively impact efficiency, however, many of the people who rely on public transportation services services the most, such as seniors, disabled, and low income, may find public transit even more difficult and inefficient to use if these changes go into effect.

One fair, all day riding.

No

Two-Hour pass describes the pass better. One Ride sounds like it may not include a transfer. But One Ride may make it clear that it is not intended for use as round-trip ticket if going somewhere and then returning back of place of origin in less than two hours.

If you call it "one ride pass" then people will assume that it is only for one ride. If you call it a "2-hour pass" when people know that they can use it however many times within that 2 hours.

No

No

Fare payment on the bus needs to be quicker but old people will not like it if it's required to use a phone app to pay or even just to have the 2 hour pass

Again, I think eliminating cash as a fare payment option does a disservice to our community...

Thank you

I really hope you do this!!

Bus driver coming to a stop at a bus stop and decides to pass you. That needs to stop.

Have any support animal issue/concerns been addressed?

I will be so happy if I can manage my smart card pass online! It's been a barrier to go to customer service to reload the card because of my work hours: I'm at work before it opens and I'm off after it closes. This feature will have a huge impact on my ridership. I prefer taking public transit for commuting. Now, get a rail service going! Lol

I would like to see discounts for longtime riders

Please make sure that people who have no smart phone or any mobile phone,they are able to have access to the smart cards

What do you mean by asking, "When the bus arrives at your stop, how important is it to you that you're able to board the bus quickly and efficiently?" I just need the bus to stop, and open the doors so I can get on. If the driver wants to open the door more quickly, fine. If the driver wants to practice opening the door so he or she is super efficient, fine. Just open the door so I can get on.

This leads to increased ability to monitor and control people. I do not like it.

That pass name makes it sound like you don't get a transfer even though you do. It's really awful.

Is there anything else you wish to tell STA about the proposed fare policy update?
Nope
Nope
I think changing 2 hour to one ride pass will confuse a lot of people
No
I think the "two-hour" pass is easier to understand than the "one-ride" pass since riders who need a transfer are riding multiple routes or might be taking a bus, running a short errand, and then taking a return bus.
No
no
A bus card was one of the things I missed most about Portland when I moved here. I'm looking forward to having one again.
Not sure about the "one ride" pass name because it doesn't have the same effect of the "two hour" title which informs riders exactly how long their pass will be valid. I find "one ride" to be more confusing since it will still include transfer passes. "Two hour" has a much clearer meaning.
I have always dreamed someday I could board a bus anywhere and just swipe my bank credit or debit card and board. Can that plan be discussed?
Can the fare box accept credit card payments (The tap kind?) In case I don't have time to charge a smart card?
There aren't enough proposed card purchase stations in East Central/Chief Garry. One on the SCC campus would fill the gap nicely and also tie in with the city line route.
Once again, fares should be capped at \$1. All the incredible infrastructure and new buses we pay for should be more fully utilized by citizens. Personally I would take the bus every week if the fare was \$1. Also there should be a 7 day per week park and ride outside of the downtown core so that I can park and ride to go downtown and avoid parking downtown.
One ride pass sounds like there are no transfer abilities
I don't understand any of it. I just want to continue to use my 30 day card.
None
I don't agree with the change due to some people not being able to pay for passes without using cash
Need to know about it.
It will save me money. On an unrelated note, why not make it so that the dot-matrix display stays on to display the name of the next stop rather than just flashing once and disappearing?
Leave it the same please
I'm behind anything that speeds boarding.
"One ride" makes it sound like you only get one ride. Simple as that.

Is there anything else you wish to tell STA about the proposed fare policy update?
I ride the bus because my car broke down. The closest place for me to load up a smart card is 2 miles from my home. I would need to walk up the market Street Hill to Safeway. What all these questions are telling me, is that I need to get a smartcard. I'm low income, and have paid with coins, when I need to get somewhere. I have always paid, my full fare. Not one of the flakes that begs for a free ride. If there is a day, that I don't have funds on my smartcard, I will have to be trapped in my home, even if I have two dollars in change, that I could use, because you all chose not to except it.
I don't like to have to use the internet to manage my account.
Cheaper fares can only encourage more riders
A "one ride pass" will be very confusing to people if it can indeed be used for more than one ride, particularly for people who have cognitive issues or for whom English is a second language.
Don't remove cash payments, it will confuse people from out of town and make it difficult for people who don't have bank accounts. Don't change the names of the passes, 2 hours describes what it does, don't make it confusing by calling it a one ride pass, then people will be asking: What does that mean? So I can only ride one way? It just doesn't make sense to name it that.
I brevet people who are able to use your new pay options will do it because of its convenience. Special discounts only for those who don't use cash discriminates against those who don't have the technology and/or skill to use your new methods of payment.
The name of the new card the "one ride " is very confusing
I agree with the proposed policy update and when we are brought back into the office I will be riding the bus more.
i would love a better deal for the month or yearly pass! i would be more likely to purchase if it was a better price or deal than just getting daily passes, especially since i work downtown and am back and forth every single day
Phones just get more and more expensive, and your new proposal is really dependent on people having access to these technologies to get around. But wages are stagnant in this town for much of your ridership, and you need to be mindful that the adjustment will put some riders out of your reach because you took away the option for cash, etc. You're obviously going to do what you want to do, so don't be surprised if you come up short when you eliminate options for riders that can't make ends meet, riders who aren't old, or military, or kids or students. EVERY demographic of ridership deserves a discount right now.
Great solution! I never ride the bus mainly due to needing exact change. This will remove that hinderance and make it a LOT more likely I will ride. I think this will definitely help riders of all financial backgrounds.
Great job on trying to make STA more accessible. The app and smart card would encourage me to ride the bus more often
I like the idea of renewing my smart card on line.

Is there anything else you wish to tell STA about the proposed fare policy update?
In the past, I had problems with the Smart Card. I am an infrequent bus rider and the card would expire before I used all of the credit. I had to have it renewed many times which was inconvenient.
Number 8 depends on the weather. I think the "Two Hour" transfer pass should be 4 hours or more than the standard 2, then think about renaming the pass.
No
K
Need a bus in Otis Orchards
"Two-Hour" pass makes more sense. Changing the name to something that contradicts what the pass provides is very unhelpful.
The name "One Ride" for a pass would give the assumption that once riders get off, their pass is over. My suggestion would be to keep the "Two Hour" pass of make a One Ride pass and have that be a bit cheaper, like \$1 for a 1 ride pass.
Give apparent system revenue surplus. Would like to see a reduction in fare box collection to increase ridership. Presently too expensive now
No
None
Very supportive of the new fee structure, with the hope that some day it might be viable to just switch to free use without any fares and the associated administrative overhead.
Streamlining is a great idea and will be much more convenient for most but people who have to use cash should not have to pay more/ miss out on discounts.
The discounts for certain age groups including younger ones and students is amazing. I wish I could've benefitted from that when I was younger. If I knew that I could get a discount for riding the bus and the cost was less than I'd pay in gas to go somewhere, I definitely would've. This is a great idea.
I'm very excited! This will make rising so much easier!
Stop catering to the elderly. Start incentivizing the bus for young people. This should've been implemented decades ago.
changing the "two-hour" pass an easy to understand name to a "one ride" pass which can be misinterpreted/misleading seems unnecessary and I'm worried that these new changes would leave some riders more inconvenienced and may even back fire by causing people to ride for the sole reason of refilling smart cards. I don't know how economical it is but, having a way to refill the smart card on the bus would eliminate most of the problems this change could cause.
You should try doing just a all day pass for everyone ever day and don't Charge for each ride The 2 hour pass should just be all day pass And if you ride that day when you pay it should be a all day pass
Keep the cash open for your tourist population.
I don't think I am stupid but this is written so I do not think I understand some completely. Then again, maybe I don't have the brains to understand it all.

Is there anything else you wish to tell STA about the proposed fare policy update?	
Fubar	I think the proposed name change from "Two-hour" pass to "one ride" pass is not as clear on what the single fare will enable the rider to do. It's possible to get on many buses in two hours and most riders consider each time you get on the bus to be a separate 'ride'.
	I ride route 21. There are a lot of folks that pay by cash. This transition may be an issue for them.
No	
Not really a great idea.	
Not really.	There should be a "subscription" service that allows you to ride all you want for a flat monthly rate. This may already exist, I just don't know it.
	Fare capping and discounts sounds great. Eliminating the option to pay in cash sounds very discriminatory. Won't implementing the new systems help improve efficiency while still allowing those who pay in cash access public transportation?
	Retail locations: I can see some gaps on the map for proposed retail locations, and would like to encourage STA to consider expanding into highly populated neighborhoods with many low-income residents. For example, I didn't see any locations within the West Central neighborhood. Perhaps STA could partner with a business within the neighborhood, like Jolly Mart? Two-Hour Pass: I don't "disagree" per se with the proposed name change for the two-hour pass, but I think that "One Ride" would be less clear, especially if riders can, in fact, take more than one ride. It might be confusing. "Two-Hour" says exactly what it is. :) Other: In general, I think that these proposed changes are great for improving affordability for people who might not be able to pay for a full monthly pass up front, and expanding free rides to more youth could have a big impact. Thank you, STA!
	Well, the map you provided showing locations where cards could be filled, since I can't read maps and have no idea about any of those locations, I would assume one is close to me in the Valley; as far as taking away our bus passes and forcing us to get smart cards, it would deter me from riding the bus, because I don't want to have to go out and "fill" up my card. I get my pass through work and I want it to stay that way.
	I believe that any changes should be clear, for a good reason, and should accommodate all people as much as possible. I think that there need to be obvious incentives for riding the bus - easy, get there fast, cheap, clean, etc.
	I'm sorry for really old people, but I'd really like to see the ability to load fare electronically — computer or tablet or phone — on any long-term pass. I apparently have to make a special trip downtown to load mine since all of my trips seem to end up after plaza hours. 😞
	Stop stealing taxpayer money. I live next to a park and ride and am constantly seeing busses with only 1 or 2 passengers. Increase the amount of time between busses.

Is there anything else you wish to tell STA about the proposed fare policy update?

I'm confused about the name "one ride" pass. It implies that it would literally be usable for ... one ride. Maybe "one trip" if that's what you're trying to convey? The FAQ about fare policy (<https://www.spokanetransit.com/about-sta/fare-policy-FAQ>) is missing some questions I had. How many rides are paid for with cash as a percentage? How would "spontaneous ridership" be affected? i.e. if I don't normally ride but I need to because of special situations, how will my ability to pay be affected? What are the assumptions of this type of rider in terms of how they expect to be able to pay? These answers would help me understand the impacts of the proposed changes.

its not broken leave it alone

I don't believe incentives are going to increase ridership.. I think it's a shame so much money is spent on STA when there are so few of the population using the bus system

Less rude drivers.

Moved here from Bellevue and I was surprised there was not an ability to have a card like Orca. Add money to a card and keep the balance. Not use it or lose it after a month.

Keep it the way it is! Too confusing for some people! Just want to make sure the CEO gets more benefits in her contract! I know a lot of people who went to driving because of politics! Need to wake up!!!

I think I've seen that STA issues a seven-day pass (yay!), and will still issue it as a paper pass. Making the seven-day pass smartcard-only might work as an incentive for more use of smartcards, provided the cards are really easy to obtain. Have you considered installing a fare machine at the airport that can issue smartcards?

Very concerned for those of low income. Many time people are scrapping together cash to ride the bus.

EMP from sun or other sources could strike down technology. Perhaps it is wise to move away from dependence upon it?

I am happy you are making these changes, and i hope it means more people will turn away from using cars as much, since that will make streets and parking areas less crowded. I'd also like to thank everyone in this industry, i see you all working hard any time i ride with you, and really appreciate it.

Please keep the name it leaves no room for misconceptions.

Again, please don't make the cash system worse. I agree that adding a new method of fare might be more convenient for some, but discouraging people from using cash would not work out as well as you're hoping

Seniors don't need another layer of technology for something as simple as boarding a bus and paying a fare.

I think STA should keep the option for riders to pay for a monthly bus pass upfront. It would be more convenient for me as a full-time bus rider who knows they will get their money's worth.

Is there anything else you wish to tell STA about the proposed fare policy update?
Please look at the transit systems already using an advanced payment system on the West side of the state especially if you can get funds from the state and the federal infrastructure bill. The cost to STA would be paid for using both state and federal funds along with ridership fares.
Rethink. How policy. Effects lives.
If you eliminate payment by cash and someone does not have a working smart phone or a STA card, how can they ride a bus in case of unexpected need (example: car breaks down and bus transportation is nearby).
Nothing at this time
You are trying to eliminate the undesirables
Eliminating cash option will make you lose a lot of bus riders
Keep cash options. The number one reason for the bus is to provide accessible transportation for all. Don't sacrifice accessibility.
I work 12 hour shifts, so it is very difficult for me to get to the plaza or other places to buy/reload passes. The ability to do this online would be INCREDIBLY helpful and I would definitely ride more.
I appreciate having STA so available. Thank you.
Well I gave you my opinion in the last comment section. Please read that comment. It is important. Secondly, your not filling ANY OF YOUR HAND SANITIZERS!!! WHY DID YOU BUY THE DISPENSERS IF YOU "DONT HAVE TO FILL THEM". YOUR "proposals" only fit people who have the means NOT to ride the bus. Not those that actual riders. Your sitting in your warm cushy office chairs making decisions on how riders should pay for rides. Without considering the riders that are going through cushions and scraping together \$2.00 to ride one way. Your proposal isn't geared towards your average rider. Its for your YOUR benefit. And being that it's ONLY a proposal you aren't committed to 50% off the cost for elderly, veterans, or children. So in essence your NOT giving riders better service, cleaner buses with hand sanitizer, better routes, more stops, updated counters and dollar mechanisms that actually take the money when you put it in, or routes that last into the evening for people to shop after work. Your riders are actually going to be getting LESS. Because they won't be able to have the cash in bank accounts, or a way/knowledge to transfer funds if they aren't at the plaza. Are you, STA, really going to BUY and INSTALL, brand new kiosks all over Spokane? I SERIOUSLY ABSOLUTELY DOUBT IT. 20% of income comes from your riders. How do you explain the financial loss implementing your proposed system. Just put the hand sanitizer in the dispensers you already bought. That ALONE would be an improvement. Or prove that 90% of your current riders have asked for a better way to take their money. I'd bet you won't do that either.
Changing the name from a 2hr pass to a 1-ride pass could be quite confusing to people. If it still provides for the 2hr coverage, than why spend time changing the name that is already VERY clear.
More online options is a must. I work all regular business hours, so buying a pass (at the plaza) is difficult since the hours were reduced.

Is there anything else you wish to tell STA about the proposed fare policy update?
Sounds like you are wanting to help get the cash paying riders to get a STA smartcard to us instead of paying cash every time they ride the bus. Some cash paying riders might find that that are actually riding the bus enough for this CAP idea for the month.
Not so much the fare policy but why don't you have smaller buses for the routes that have fewer riders
Rides on para transit would benefit from a timed set fair. If your errand or appointment only lasts half an hour, it gets expensive to pay 2 fairs in so short an amount of time.
I like it.
I have no interest in a smart card. Not a fan of my actions being tracked.
Discount days? Weekends maybe could be cheaper than weekdays due to less buses running?
If the bus can't make a profit discontinue the service.
I strongly believe that the STA provides a very important service to the community at large and will continue to help make it cleaner and more livable. Please don't put extra burdens on those who still use cash for their daily needs. The other ideas are great and most people will probably sign up, but keep cash available on the buses. Please do keep up the good work that you do. It is important and helps us all! Thank you!
There should be a flat rate across the system, everyone pays the same price.
Including mobile apps should be an addon process and not replacement for cash. At my work there is a cash register, but also a card reader with Google and Apple Pay options. I disagree with cash payment removal because more panhandlers without cell phones will be asking more often for bus change fare. Sometimes people forget or lose their bus pass and need a cash option. Some buses will always be late because drivers are late or are chatting with people.
why do you have to change the name if it does same thing? And if it is not called"two hours"you might confuse people thinking that they can ride all day with that new pass one ride...,right?
STA should list the current fare amounts and the new proposed amounts so people can see the difference and compare
I still want to buy 31 day pass
Buy much smaller buses to save fuel, and have more coverage/routes.
The name change for 2 hour is questionable. It implies to me as a rider that it's only good for "one ride" Even if it does function the same. Why change the name of it's the same thing? Just don't print them for cash customers.

Is there anything else you wish to tell STA about the proposed fare policy update?

I have a car and drive most places. I have in the past been a daily bus user. I would go back to using the bus more often if it was less expensive (I'm not giving up my car so bus fare is an additional expense not a less expensive alternative). I would use the bus quite often to go downtown or places it is difficult or expensive to park if the bus was a less expensive alternative. I'd need to save more than a couple of bucks to incentive me of the inconvenience to drive to a park and ride and not have my car with me when I go shopping, etc. Current bus fare is currently too expensive per ride to do this.

I get my pass through Commute smart northwest and I don't understand how this will work

Riders should pay the full cost and not be subsidized by the government taxing non riders

It sucks I like the cash option it's always been

I will probably avoid STA if at all possible. Will use Lyft or Uber.

As a tourist in other cities I like it to be as simple as possible and this seems confusing.

No

one ride pass makes me think there are no 2 hour passes. us old folks are normally away from home less than an hour.

Forget it. And drop the mask mandate. I will not ride the bus until I can breathe freely and know that the driver is getting enough oxygen and not being smothered on the job.

Is there an expiration date on the amount we put on a STA card?

Do not change the names of the passes , example ; changing two hour pass to one ride pass would only confuse people and even reading number 11 above I had a hard time understanding it. I applaud the idea of changing but in most cases , like this, the lowest income consumers aren't thought about realistically. For people like me, getting out of bed and getting to the store is our entire day, so having to find a place to "add funds" to a smart card is not ideal, and would likely make you lose customers. If the system changes and it is more difficult, I won't be riding, as just getting on the bus, and getting to my Destination is extremely exhausting and overwhelming for me, yet alone coming back or having to find a place to loaf funds to a fare card.

I agree that the proposed changes would be beneficial, and potentially save people money. I can see how it would be difficult to institute this policy without eliminating cash payments, but I think cash payments should still remain an option for people who don't ride very often, who don't want to go through the hassle of getting a smart card or learning how to use a smart phone app. Certain groups of people will have trouble learning the new system, and there will need to be a support system in place to teach these customers.

Fares make transit worse.

Is there anything else you wish to tell STA about the proposed fare policy update?
ATM style reloading machine would be great at every STA Stations, also to companies/businesses areas that have high passenger traffic, like in Amazon, Meadowwood technology campus in Liberty Lake, University district(GU,WSU,EWU), shopping centers, etc.
I appreciate the fares more affordable for me to take my grandsons along with me more often thank you!
Where are these people going so often that they need this new program? Are they riding the buses for something to do and are not working? Are there stats to prove these numbers are justified?
I sure wish the discount for children 6- 12 was available in the 90s when I had 4 foster children, and we rode the bus everywhere we went! 😊 I think this change is long overdue!!
Like I said earlier, I am worried about how the homeless will get to their shelters if they can't pay by cash. I understand cash can cause delays, but we can't forget about those who aren't as privileged as us.
How often can a person catch a bus go to an appt and return home in 2 hours? Never the bus doesn't schedule doesn't accommodate that at all.
i dont mind the busses not being exactly on time if it means I have the flexibility to just grab some cash to take the bus if want or need to.
Make it equitable. Spokane relies on low income riders to fill its buses and will as long as traffic and parking stay relatively unobtrusive to the lives of the middle and upper classes or routes run more often and more broadly. It doesn't run often or broadly enough for me to use for my business needs but I don't ride the bus often unless I'll be drinking because I can drive and park for less than the cost of round trip bus fare.
Please don't remove the ability to pay in cash.
Not everyone is going to benefit from this. My son is disabled, he buys a monthly pass when he can afford to. When he can't afford to he pays the discounted cash fare and gets a transfer. If he has to pay double to get the transfer then he may not be able to get back home if all he has is the one dollar. He can't use an app and he shouldn't have to pay more for a ride. If he plans ahead and knows he will need so many rides in the month he counts out the funds and has the cash available, but if he has something unexpected come up and he has to get a dollar from me I may not be able to get him enough cash and he may end up walking miles instead of a few blocks.
I could definitely see the effectiveness of it
If the 'one ride' pass will still be valid for only two hours, no need to change the name because it'll only cause unnecessary confusion.
The demographic of people who take the bus don't have access or the means to have futuristic technology. Their usually elderly and poor. Keep that in mind

Is there anything else you wish to tell STA about the proposed fare policy update?
Make it fair for everyone. I am tired of people getting breaks when real people can't get it. Also go to a smart card program will save everyone money in the long run. When people have to buy that card to start out with they will keep it longer. Also it should not take 10 years for you to come out with this new program, the technology is already out there to use
Above nMe change sound like you have to pay everytime you want to ride the bus one time. Example if I got to thr doctor I have to pay when I leave the doctor I have to pay. So for a 45 minute time frame I spend more money then worth the time to go to the doctor.
The one ride pass is a needlessly confusing name that simply advertises how infrequently your buses run, if the assumption is you'll only be able to catch one transfer. Also, some of my appointments are three transfers each way, so. Why would you even consider such a confusing rebrand?
If you cange the name to one ride, you should do away with the time limit and instead allow it to be a trip/return pass.
Great job!
I like it
I know it is difficult for a lot of folks that do not know how to use smart phones. This is my only concern.
As mentioned earlier in the survey, I have a concern about eliminating free cash transfers if lower-income riders do not have a convenient way to reload their smart cards. If they don't find it convenient (i.e. have to go to the store every few days, also spending \$2 to ride the bus in the process, just to reload smaller amounts of \$5-\$10 of cash at a time because they can't afford to load \$50 at a time), it seems it'd be more convenient to just use cash to pay on board. Then the elimination of free cash transfers would place a burden on that segment of STA users. But if convenience barriers are removed (i.e. more retail locations, or the ability to auto-load from a checking account for those who have a debit card) then it probably won't be as big of a deal to eliminate free cash transfers. Related to this, I am also concerned by the noticeable lack of retail locations on the map for the Lower South Hill, East Central, Chief Garry, and Hillyard, as that is probably where people need the convenience of retail locations the most. Also, STA should consider branding the smart card system like other cities do (e.g. ORCA, Hop Fastpass, Clipper Card, London's Oyster Card, etc.). Calling it the "STA Smart Card" is kind of generic and doesn't really feel high tech or aspirational. Something like "Marmot" would be awesome (assuming there are no trademark issues with the outdoor clothing brand). Marmots are abundant in the Spokane region, and they move around via a tunnel system, popping out of the ground wherever and quickly going from Point A to Point B. That feels very appropriate to describe a transit smart card system (fast and easy transit, pop up anywhere in town in no time!)
Not at this time
I like it. I think it's a good idea
No

Is there anything else you wish to tell STA about the proposed fare policy update?
No exact fare, no ride policy.
N/A
I dont agree with the name change from 2 hour pass to one ride. That can cause confusion to riders that need to use more then one bus line ie when the city line opens.
No
Very excited about the possibility for an app.
keep name two-hour to 1) prevent future changes to duration 2) avoid confusion for people and how long the passes last. Give a discount to people who purchase monthly
Tickets should have individual QR codes so that in the event of unreliable internet connection, people can screenshot their tickets in advance and still scan them successfully.
Will you also accept payment by contactless bank card right on the bus like other agencies are implementing?
I didn't see anywhere at the airport to buy a smart card or add cash to one? Will need one there. Also the 2 hour pass name (one ride) is very opaque in what it includes, 2 hour pass seems more clear and cut.
I would much rather be able to just pay with my bank card, and be willing to pay an extra .25 fee to use that instead of the app or dedicated card.
Please allow me to use apple pay. Would be so helpful! I never have cash.
Why would you change the name of the 2 hour pass. As it stands it is easy to understand. You know up front that you have 2 hours. If it is named one ride pass then it will bw assumed that it only covers one ride. Especially for riders new to the area. Its best to makr things easy to understand
no
Nothing.
I would encourage STA to make improvements for the typical rider but keep those in mind those who have other life experiences, such as those who are homeless, or those who have disabilities of various kinds. It is important to keep the payment options open and inclusive while improving efficiency for the general population.
Looks great!
Nope
It sounds really good. I'm thinking in the future I may ride the bus more so I'm always happy to see updates. My car is getting old, I'm getting old, and I'm thinking I may not want another car so the bus will be a bigger option for me.
Om nom nominy
No.
Do not allow free rides for people who do not have their fare that they just keep up the good work they are doing.

Is there anything else you wish to tell STA about the proposed fare policy update?
Please allow all Epileptics to obtain a Reduced Fare Pass. It is extremely discriminatory to place a time limit on a condition that will never go away. My Epilepsy does not qualify for surgery because I only have extremely abnormal brainwaves with no brain disease or trauma. I don't know when I will have a seizure and the bus is my only form of independent transportation.
I think the fare capping would be nice but would still like to be able to put chunks of money on my smart card at a time for reimbursement from my company (right now, I put a chunk on at a time for either many daily bus rides or for a monthly pass). It seems like it would be hard to track this if I had to pay \$2 at a time and reimburse my company for that.
N/A
NA
Hire more drivers
N/A
Keep the cash fares and keep it affordable for people that are low income
I don't think cash should be completely phased out. I think it could potentially be a barrier and undue hardship for some who primarily pay for things with cash. Also for people that are not riding the bus frequently but only occasionally, having a temporary pass option instead of forcing everyone to get a card is a better way of handling things.
Since bus travel from east to west is lacking and stops/routes are not within walking distance of my house I don't use bus.
Instead of a 2hr pass why don't you just do a full day pass for the price of a 2hr pass
what about riders who get free monthly passes through their work place
Rather than a mobile app, please let riders use a smart card in the Apple Wallet, etc. and pay with smart phones via Apple Pay express transit etc. It works great for CTA (Ventra), WMATA (SmartTrip), TAP LA Transit Card, and SF Bay (Clipper). Anyone with an iPhone can add them with a single click.
Still need to quit letting people on for free. It's super frustrating when I pay and others don't have to.
Nope.
hope it gets approved quick 
Make rides free for people over 65.
The "One Ride" pass name is stupid and confusing. It will make people feel like they can't transfer, it introduces uncertainty. Keep the name of the two hour pass.
N/A
I don't understand it at all. Examples needed to be provided. My employer currently reimburses me %50 of my monthly pass. I don't see how that will happen with a new system. Currently, I need to ride the bus 15 x a month to recoup my costs. Any additional rides during the month are "free". I don't understand what the new system means to me.

Is there anything else you wish to tell STA about the proposed fare policy update?
I am not in favor for the smart cards, and digital monies at will be required to ride the bus.
Add more store value machine at PNR , major stations,stores.It will be helpful to increase the riders use smart card instead of Cash
Riding the bus should be cheaper than parking downtown if we want to encourage people to ride. I think it should be free.
I like it. Portland has been doing this for years. Glad we're catching up!
Bus fare should be free for all who use it. The current route system is very limiting. Also, students can't afford \$48 a month for bus fare, plus it's already free for some schools. Finally, the time in between stops is drastic the farther away from the plaza you are.
Just should raise the all day pass to \$5 4 is which many people put \$5 in anyway
Hygiene is an issue that would be nice if you all addressed it. It's borderline insanity.
Make sure Smart Cards can be managed online. That means, let me increase the \$\$ on the card by a website.
The one ride pass will cause extra confusion surrounding how it works, that seems really stupid.
One Ride pass makes no sense. It may make people confused and shy away from the pass. Thinking they would only be able to ride once. Think of a new name for it...make it simple. I think you are overthinking things. Some thoughts...the "Yes" pass, meaning yes, get on the bus. The "Fast" pass...meaning you are riding in a fast 2 hr window.
I'm not sure I understand if I will be allowed to swipe STA's standard 30-day rolling pass.
Ridiculous treatment of cash paying customers.
Sounds positive
No.
OK, just for me to vent. I think people are idiot who don't have their pass or fare ready when the bus pulls up. i can't believe how many people get on the bus then start to dig for change. It isn't like the bus is sneaking up on us. I do like the new fare ideas. I buy a 31-day psss on-line from the STA website
I think you guys should focus on earlier bus routes for the upper south hill and more locations for those of us on the south hill to purchase bus passes.
I think changing the name to One Ride might be confusing - people may not realize it's good for 2 hours - or may not realize they don't need to ask for a transfer. Not sure how to solve this.
I am wondering how this will effect agencies that hand out bus passes. Will those still be available, or will everything be on a reloadable card/app? The program I work for would not be able to load money onto a smart card for participants.
Everyone. Zero FARE for everyone.
Agree with encouraging use of public transit. Benefits us all!

Is there anything else you wish to tell STA about the proposed fare policy update?
I'm hoping that these changes will eventually eliminate paper transfers. Also, would Disabled riders qualify for the Honored rider fare?
Knowing a pass and it's usage time "2hrs" is needed. A one ride pass would be confusing to me unless it was cheaper and I only expected to get to one location. Not multiple locations in a 2 hr period
Again... 2 hour pass changed to 3 hour pass
It will make things a lot more challenging to take the bus for low income people.
This cashless thing needs a lot more thought.
N / A
I have not ridden the bus since the Covid 19 pandemic. I also receive a pass paid by my employer, But in general these changes sound good.
2 hour pass is only good for waiting for transfers That's how bad the system is set up
Remove fare-increase anxiety by not discouraging long-term prepay and/or offer extreme length passes, such as yearly or lifetime
One ride pass may confuse some passengers thinking they must pay again if needing to transfer buses
If cash is eliminated, my concern is for individuals who are economically disadvantaged. They may face increased difficulty in obtaining bus fare since they would be forced to travel to a payment location to obtain a smart card.
N/A
I feel the "one ride" name for the two hour pass would be confusing to some folks. If it ain't broke don't fix it. 😊
N/A
2 hour is more accurate than one ride, as some may think only one leg of a trip is included. 2 hour is clear.
No
No.
I am a longtime bus rider and park-and-ride user. I use the bus to commute, get to meetings, and as an alternative way of getting around if I am out with friends. I think this is a bad idea and ridership will decrease. I think ridership is more important than speed and efficiency.
I like the idea. Other cities I visit have a cashless system, even though they do still allow cash on the bus.
I think "One Ride Pass" could prove confusing because it doesn't SOUND like it's a transfer.
Please continue to have the passes we have, regardless if you add app and smartcard. I prefer these regular passes! Don't take away my freedom of choice! Thank you.
I like it. Need to speed up boarding. Streamline process.
Stop allowing free rides, nothing in life is free
Reduced fare is a joke . It should be the same price across the board.
No.
None.

Is there anything else you wish to tell STA about the proposed fare policy update?
None.
No.
N/A
I love riding the bus in Seattle and Amsterdam - model them.
It would easier to understand that the at name means the same thing.
The name "One Ride" would make me think that I would need to pay for another bus pass when I got to where I was going. Instead of the pass being good for two hours.
I can go more than 4 places in 2 hours, that's 4 rides.
No.
No.
Too complicated.
Nothing else at this.
No, but you do have awesome polite patient employees who learn the bus for me when they can.
I'm on the paratransit van.
Before the launch, be sure to educate the public, and not just via the website. There is no law in the U.S.A. that requires people to own and use a computer.
Are you trying to sneak in a new price for your services.
No.
Money has worked for many years please leave it with \$.
No.
What difference will it make? Other than bring confusion to those who use it - it sounds like you can only use it once - dumb idea!
The present system to be working - why change (and confuse people) with new "names"?
Please make passes updateable online, add pictures (to avoid theft) and make them wearable on a lanyard.
No.
None.
Nope about time!
No.
No.
No.
Not beneficial to people that don't ride often. Great for regular riders.
Make the name of the thing less confusing for the riders.
Keep all options open. Let's not be totally dependent on smartphones and computers.
N/A
Must keep cash as an option for one ride pass.
Smartcards don't work for us. They often take off more money our card than they're supposed to on any trip. We don't like doing business on-line or having a record of it there and we don't have a smart phone to have an app on it.

Is there anything else you wish to tell STA about the proposed fare policy update?
Will the 2-hour pass -reduced fare go pass - still be available? This is confusing.
If it's not broken don't fix it!!!
No.
No.
Make it a "day" pass good for 12 hours of service from the time of issue. Charge a flat rate fee.
You guys are great!
None.
I have no problem with the fare the bus gets me where I need to go.
Will my 2 hour passes not expire before I use them.
I prefer to buy the purple reduced fare passes - 25 at the beginning of the month when I receive my SOC, security check, so I can budget accordingly. Any left overs are good indefinitely, so I don't like monthly passes. I also like to see the time it expires written on the card. Also, I do not own a phone! I buy my passes at the plaza; good customer service! And yes - people paying with dollar bills take up more time; into the machine more often than not.
Drivers need to inforce the "mask" policy more.
No.
It feels less specific.
There are many of us who do not have a cellphone.
No.
It works for me.
Whatever is best for STA.
All students should get 50% discount and all seniors - 62 and older - should ride free which is what other cities do such as Pittsburg, PA. Saves time, logistical costs, and truly "honesus" rideus.
No.
Will I still be able to buy a monthly discount fare pass at Safeway Northpoint shopping center for \$30.00?
N/A
Again the bus delays are not in my opinion from cash fares but people who are entitled or refuse to follow rules, penalizing the poor is a shitty policy.
I enjoy using transit and pray I can continue to afford to.
You must remember the people who borrow money to just get on the bus. I'm more than fortunate than they are but I'm trying to think of them.
Spokane is suh a "car town." Just wish more people would use the buses!!
A bus to Deer park.
I don't understand it but as long as I can get my reduced fare pass I'm fine.
I am disabled and use a wheelchair to get around.
It would be nice if bus would go by pull it save in Mead otherwise won't ride it.
N/A
Confusing - think it will only be good 1 ride, not transfers.
N/A

Is there anything else you wish to tell STA about the proposed fare policy update?
Use no cell phone! One card - wonderful.
Inconvenient. I see no problem with the way it is.
To expensive on fixed income.
Does all this include the handicap buses?
Same rt #?
Would only confuse people if name changed.
It's hard for me to learn new things. I get confused easily.
No.
Beyond my pay grade!
The changes are great but I still can't afford them.
I really don't understand this well.
I don't know nothing about smartcards, apps, I just understand and like my 31 day rolling reduced card.
No.
Recently I had several stops (errands) on the Monroe route. A "One-Ride" transfer would've frustrated me and discouraged me from taking the bus to and from my errands.
No.
Don't make it harder for those who prefer cash. I make sure I have the correct cash. I called to get more information (on the smartcard - I might go that way.)
The monthly pass should have roll over to the next month for those who don't use all monthly loaded payment for each month as it's a real hardship for seniors 60 plus and the disabled.
No.
Going to business locations may take less than "2 hours" a few times I have used the "same" pass returning on the same bus line.
It's working now, no need to change it.
I think it's a good idea.
No.
Not everyone (especially bus riders) owns or uses smartphones or computers. DUH.
Been happy with current fare policy.
This is confusing. The pay should be good for all day.
I lived in the Denver area when RTD went cashless. Awkward at first - but hallelujah! Main problem: card vending machines were not reliable - out of order a lot.
Please don't raise prices.
No.
None.
I think you are looking for ways to get more money.
None.
The name "One Ride pass" is confusing.
No.
I want to be able to "load" a card when I have the money and use the card to pay my fare.

Is there anything else you wish to tell STA about the proposed fare policy update?
Safety.
No.
There should be a discount for people who buy 6 month or more at one time on their bus pass, pay for 6 months upfront and get 5% off the regular cost. Pay for a year upfront and get 10% off the regular fare.
Time to update!
Some foster kids have monthly passes provided from DCYF which have a street value for sell or trade. How will the new system prevent this fraud? Also, some kids have no access to cell phones.
No.
No.
N/A
Do it. But get help formulating questionnaire items.
Please don't cancel out the cash fare.
Thank you for being there!
System crashes will render new system useless. When the system is down, everyone rides free!
No.
You all are doing an incredible job.
Looking forward to the new city line.
I feel rushed when I board the bus and pay my fare.
One Trip Pass (origin then destination, including transfers, 2/ hours).
Not necessary to change the name above two-hour - leave as is.
Why now?
Please keep the option to pay in cash/coins so not to disenfranchise those who do not use technology or have cell phones etc. (eg the elder or homeless).
N/A
No.
The bus is a terrific service - make it accessible to all with easy payments like cash. People without electronic devices would find it hard to access. Also, if a person has trouble or some emergency - catching a bus is a quick way to get to a destination. But that requires using cash! Don't eliminate cash payment!!
The pass name "two-hour" is more descriptive, informative, precise, and takes away opportunities to claim ignorance.
I'll do anything to avoid using a cell phone app.
Fares should be paid with facial recognition cameras deducted from their checking accounts?
Keep cash fares at all cost.
No.
N/A
Since COVID I have retired and ridden less however, plan on using bus to go downtown and other places more in the future. I used a smart card prior and liked it. I like the idea of having multiple places to add money to it. A location in perry district would be a good idea.

Is there anything else you wish to tell STA about the proposed fare policy update?
No.
None.
It sucks because seniors, handicapped, and veterans should ride free!
Parkinson's disease people need help to pay.
Will the monthly passes be the same for both regular and paratransit? I want to be able to pay for paratransit fares online.
This is potentially an obstacle for a person of low-income.
No.
I often need 3-4 hours for 1 ride pass I ride for the day much more helpful.
I will have to walk 8 blocks to buy a pass.
N/A
No. Service on 6, 12, and 25 were excellent (6 rt to Cheney).
Recently in Albuquerque. Free senior (60+) on all buses, free on bus, starting Jan 1st 2022 going to free fare for everyone for 1 year. - Will encourage increased ridership, don't know how it is funded.
Not everyone has a smart phone or even a cell phone!
The "two hour pass" better describes the function of the pass.
It is important not to create an us vs. them system of ridership classes.
It's all good for me.
Keep it as it is.
No.
Don't remove the free transfer pass for paying with cash.
No.
Better advertise retail store options. I never knew about that. But never have bought pass. 77 years old so use discount.
It doesn't seem to be user friendly for new riders.
I would like the freeway buses to run a little often.
What about those of us who use Paratransit (conditional) and fixed route? How will that work. Also, annoying to me is the rider who doesn't have fare (cash or a pass) ready when boarding. It isn't only cash riders.
No.
Not at this time.
No.
Please remember that there are many people without smart phones and lots of people are low income on social security only security.
Yes! By keeping the name 2-hour pass tells the rider that it's good during the 2 hours, but one-ride can be very confusing to rider, it doesn't explain that the pass is only good for just 2 hours, so why change the name? It doesn't make sense!
Your drivers (STA) are assholes! Paratransit drivers are way nicer! Except for Food bank trips, they all bitch!
I believe online management of account would be beneficial.
To say cash paying boarding citizenry makes buses late is ludicrous, absurd definitely relinquishing duty of care, and side stepping adjustment STA should make to its scheduling, and wait times for allowing safe boarding.

Is there anything else you wish to tell STA about the proposed fare policy update?
"One Ride" pass is confusing and untrue. "Two-Hour" pass is clear and accurate.
None.
Why spend the money to change over signs, etc. if there are no other changes?
Why is there a "One Ride" pass if the daily fare covers all your rides??
One ride pass makes it sound like it's a 1 time use. Leave the name alone.
Keep the smart card.
One Ride sounds like ONE transfer. What is the intent?
Make it easy.
No.
Information about what will happen with people working at universities who currently can use their university id's for free rides!
Solo.que sea accesible para todo el público acceder a los pases de viaje
I used this type of payment in Vancouver WA and Portland, OR. Often, people used public transportation without payment. Also often payment terminals or validators were out of order. I did not see increase in people using public transportation, but I saw more homeless people using it as now they don't have a driver assuring that they purchased a ticket.

Platform	Date	Comment
Facebook	5-Nov	I take the bus all the time and want to pay for the full month upfront not 4 dollars a day for 15 days straight. Keep the 31 day pass option available.
	7-Nov	I've been observing it on a few systems, works great if the fare is flat. Wonder if the concept would work on services that charge by the distance?
	7-Nov	How about the people who never pay?
		Right. I love watching people get on for free, while I pay out the nose for service.
	7-Nov	Keep the 31 day pass option. While I pay the \$60 upfront, my employer reimburses me half. I prefer the 31 day pass option as opposed to the smart card.
	11-Nov	If have a machine to sell the smart card or able to add value in some major station or Park&Ride, it may able to increase the rider use smartcard instead of paying cash
	12-Nov	The last time there anything that was supposed to help with payment and getting passes it ended up breaking down or just taking our money. Eventually, it was just done away with.
	24-Nov	Does not make sense I only pay 30 for a monthly bus pass and ride bus every day to pay as you go would cost alot more and alot of riders pay reduce fare 😊😊
	27-Nov	Sounds good to me since I ride with you guys to my work
	30-Nov	It sounds like y'all are doing away with the 2-hour transfer, which means the errand that currently costs \$2.00 will now cost \$4.00. That doesn't sound like an improvement at all. Also, I saw on another comment that you're
	3-Dec	I love it!!!
Facebook Ads	4-Nov	That is a smart idea
	4-Nov	I think the amount of money you wasted on the mission line of bus stops could pay for free rides for everyone in the city for YEARS! Someone needs to audit you! You simply must faces charges!
	4-Nov	Why are you looking for the public's opinion? You are going to do what you want anyway just like the stadium deal!
		I believe the riders' opinions are falling on deaf ears. The constant removal of bus stops and/or routes makes it more and more difficult to ride the bus.
		Not to mention the utter lack of accountability of STA staff.
	5-Nov	Great idea!!!
	5-Nov	Do like other transit systems no exact fare, no ride.
	5-Nov	About damn time
	6-Nov	Coming from Seattle, they have a card you can load money onto and it works for the light rail, bus system, and for the ferry boats..... no need to have exact money all the time and transfers were automatically loaded to the card as When I used Seattle's system they knew what keeping a schedule meant. If you were late, it was your own fault.
		this was true as well. Having to ride the 120 made me more accountable to be early at the bus stop 😊
		It is the same as in Los Angeles, Dallas, and Chicago, as it is in Seattle. Those bus systems KNOW how to really stick to a schedule, without finding ludicrous excuses to blame it on. idk I lived on east lake Union around 2012-2014 and that line was always late/backed up haha
		know what those are? Real cities. This is a town with a few tall buildings. And saying it's the 2nd largest city in WA isn't saying anything.
	6-Nov	Some of the proposed fare capping seems a bit redundant. We already have a 'pay as you go' option with pre-loaded smart cards that are filled according to personal budgets and travel needs. The ability to re-load smart cards at all
		Portland has this. It works
	6-Nov	Some people want to buy their passes in advance instead of paying for 2 weeks then getting 2 weeks free. The only time I lost money was when I visited my sister's family in Canada and flew back home with pneumonia.
	7-Nov	Easier to use ... no!

Platform	Date	Comment
Facebook Ads	8-Nov	Don't do away with cash payments entirely, just stop accepting change. I believe that is the main delay.
	10-Nov	So if your battery dies on your phone, no ride?
	12-Nov	Fare should be free since its only around 5% of money they get from the public.
	12-Nov	they are a private company that offers a public service- and that is as per the mayor's office, county board of supervisors, and Washington state DOT. They may have city, county and state contracts and receive quite a large sum of money. Are you going to unblock the electrical outlets at the Plaza so that folks can charge their phones while they're waiting?
	13-Nov	A really practical question! I'm surprised those outlets were blocked to start with.
	14-Nov	It would really be more convenient for me if cash were not the only way to pay. I would definitely ride even more.
	14-Nov	How about stop cutting routes, stop cutting stops, and making easier to get to those stops
	17-Nov	It would be great to see, in addition to cash or card payment options, a universal/state-wide tap card a la Oyster Card [greater London transport] or ORCA Card [Seattle/King County metro area transport] that could be used across the country.
	18-Nov	Aunque solo uso el sistema público cuando mi carro está roto, o si se queda con el mecánico, creo que es una buena idea para aquellos que visiten y que no tengan carro porque a veces gastamos lo necesario cuando al momento de la encuesta dicen que estos son 'planeados' cambios... las preguntas sirven para medir como la gente va a 'responder' a los planes ya establecidos. ¿Qué es el punto de la encuesta, ya que ya se han decidido penalizar a quienes usan efectivo?
	21-Nov	Have the government pay for and make it a free ride system.
	22-Nov	yes! Zero fare and reduced fares increase equity by providing equal access to transportation. A Zero fare program was implemented for the Alexandria, VA bus network in September 2021, within the first month of the program, dash went thru the survey and I found it confusing. Does it mean that when I go to the store, that will cost me \$1.00 (I am a senior) and then when I board the bus to go to another store, another \$1.00 and then return home, another \$1.00? I think where my confusion lies, and I apologize for beating a dead horse, is that there is not a reduced fare day pass right now. It's \$4 across the board. But there will be a reduced fare day pass with the new system?
	24-Nov	Zero fare and reduced fares increase equity by providing equal access to transportation. A Zero fare program was implemented for the Alexandria, VA bus network in September 2021, within the first month of the program, dash
	28-Nov	The decision has been made no different than the stadium after it was voted down. Just another sham.
	28-Nov	Truer words have never been spoken. This "survey" is simply a courtesy to make many feel like we have a choice in the goings on.
	28-Nov	It is a done deal folks you have no say. Surprised?
		you have a say. Get car, take an Uber. Get a bike. Walk. I've done all those things. Next.
	29-Nov	Is the STA considering changes to the Paratransit fare system as well, such as the fare capping? That would be very helpful for some of my congregants.
	30-Nov	RIDES SHOULD BE FREE
		Bro, there is no such thing. They are a private company. They need money to provide what service they do, and even if it was "free" someone would be paying it.
		There is no such thing as a free ride.
		is gas free? Is oil free? Is TRANSMISSION fluid free? Is brake fluid free? Are alternators free? Are transmissions free? Are axles free? Is driving people around daily something YOU WANT TO DO DAILY FOR FREE? dont forget free tires
		they offer free bus rides in ellensburg. i guess it's not free though because you have to live in ellensburg 😊
		Chester Peebody , So, I guess you will be driving the bus for FREE with no problem??
	2-Dec	The changes seem primarily to get people to use phones to pay, rather than to pay with cash. Cash-payers, under this plan, would be penalized by not being able to receive a free transfer.
		or use a designated card. Which is nice if your phone battery dies. The card can be reloaded with cash, sounds like locations still to be determined.
		Note that not everybody has a cellphone; hard for some folks to believe, but true. There are those who would prefer not to use "smart cards" either, as that is another tracking device.
	5-Dec	Another way to increase prices for those that can least afford it!!!!

Platform	Date	Comment
	9-Dec	I'm assuming the fares are subsidized, where does the subsidy come from?
	13-Dec	I maybe take the bus downtown twice a year. I do not like the idea of having to use my phone to pay to get on the bus. We are becoming too dependent on devices and losing the art of actual communication.
	10-Dec	San Diego transit does this and it's fantastic! Getting to use it on vacation here really helped clarify the concept.
Instagram	4-Nov	This is exciting and a very nice way to encourage people to ride the bus. Thank you guys!
Twitter	28-Nov	There should be no bus fair for Spokane Residents. Fair is only 4% of the budget and STA has a surplus budget.