



Rider Census Survey

We need your participation!

Spokane Transit Authority (STA) is required to survey riders every two years to determine rider demographics and travel patterns. STA will use the results of this survey to plan future service and help ensure that service is provided fairly.

Please take a few minutes to complete this survey. Your answers are confidential.

To fill out the survey:

You must **download** the survey in order to fill it out on your computer and **save** it before emailing the survey back or printing it.

Please email the file to: **kwilliams@spokanetransit.com** or drop it in the mail to Spokane Transit at: **1230 W Boone Ave, Spokane WA 99201-9901.**

Does this look familiar?

If you have previously completed the Rider Census online or on paper, please do not fill it out again.



Estimated completion time: 5 to 10 minutes

Thank you!

Solicite esta encuesta en español.
Peça uma cópia deste questionário em português.
Nhôs podi pedi ês pesquisa na Creolo di Cabo Verde.
索取本調查之繁體中文版
索取本調查之簡體中文版
Demandez ce questionnaire en français.
Yêu cầu phiếu khảo sát bằng tiếng Việt.



Please tell us about your most recent one-way STA bus trip.

Please include the entire trip from your start location to your destination.

Date of Trip (MM/DD/YY) ___/___/___



My Trip Started At:

- My home
- My work
- My school
- Shopping
- Personal errand (bank, daycare, etc.)
- Medical or other appointment
- Social/recreational/entertainment activity
- Religious/civic/volunteer activity
- Other (please describe) _____

Nearest intersection _____ at _____

City or Town _____

ZIP Code (if known) _____



How I Got to My First (STA) Bus:

- Walked
- Bicycled
- Drove alone
- Carpooled and parked
- Dropped off by
 - ___ Personal Vehicle
 - ___ Taxi/Rideshare (Uber/Lyft)
 - ___ Private shuttle/Other



How long did it take?

_____ minutes



How I Paid My Fare:

- Smart CARD
- Cash
- Paper Bus Pass
- Student ID
- Monthly Pass
 - ___ Adult 31 Day Pass
 - ___ Youth 31 Day Pass
 - ___ Reduced Fare 31 Day Pass
 - ___ Paratransit Monthly Pass
 - ___ Shuttle Park Monthly Pass
- Other Pass
 - ___ 2 Hour Adult/Youth Pass
 - ___ 2 Hour Reduced Fare Pass
 - ___ Day Pass
 - ___ Seven Day Pass
 - ___ Paratransit One Ride Pass

**First STA Bus Service:**

Boarded at _____ Stop/Park & Ride/Plaza

Bus (Route #) _____

Exited or transferred at _____
Stop/Park & Ride/Plaza**Transfer? Fill out transfer information if applicable****Second STA Bus Service:**

Bus (Route #) _____

Exited or transferred at _____
Stop/Park & Ride/Plaza**How I Got to My Final Destination:**

- Walked Bicycled
- Drove Alone Carpooled
- Picked up by
- ___ Personal Vehicle
- ___ Taxi/Rideshare (Uber/Lyft)
- ___ Private Shuttle/Other ___

**How long did it take?**

_____ minutes

**My Trip Ended At:**

- My home My work
- My school Shopping
- Personal errand (bank, daycare, etc.)
- Medical or other appointment
- Social/recreational/entertainment activity
- Religious/civic/volunteer activity
- Other (please describe) _____
- Nearest intersection _____ at _____
- City or Town _____
- ZIP Code (if known) _____
- I arrived at this location at __:__ __AM __PM

**I Make This Trip on the STA Bus:**

- 6-7 days a week 5 days a week
- 3-4 days a week 1-2 days a week
- 1-3 days a month Less than once a month

**Do you sometimes make this trip another way?**

(Please check all that apply)

- Walk Bicycle
- Drive alone Drive or ride in a carpool
- Take a taxi or use a rideshare (Uber/Lyft)
- Take a private shuttle
- Other (please describe) _____

Third STA Bus Service:

Bus (Route #) _____

Exited or transferred at _____
Stop/Park & Ride/Plaza**Last STA Bus Service:**

Bus (Route #) _____

Exited or transferred at _____
Stop/Park & Ride/Plaza**And now, about you....****What is your age?**

- Under 18 35 to 44
- 18 to 21 45 to 64
- 22 to 34 65 or over

How many usable vehicles are in your household?

- 0 1 2 3 or more

What is your gender?

- Male _____ (specify)
- Female Prefer not to say

How do you self-identify by race?

(Please check all that apply)

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or other Pacific Islander
- White
- Two or more races
- Other (please specify) _____
- Prefer not to say

Are you Hispanic or Latino/Latina?

- Yes No Prefer not to say

Including yourself, how many people are in your household? _____**What is your current (annual) household income?**

- Less than \$12,760 \$12,761 to \$17,240
- \$17,241 to \$21,720 \$21,721 to \$26,200
- \$26,201 to \$30,680 \$30,681 to \$35,160
- \$35,161 to \$39,640 \$39,641 to \$44,120
- More than \$44,120

Are you generally able to understand basic directions spoken or written in English?

- Always Often Sometimes
- Never Prefer not to say

In what language do you prefer to receive information from STA?

- English
- Other (please specify) _____